

SOUTH WAIRARAPA DISTRICT COUNCIL

4 APRIL 2018

AGENDA ITEM D2

INFRASTRUCTURE AND SERVICES REPORT

Purpose of Report

To update councillors on the Infrastructure and Services Group activities.

Recommendations

Officers recommend that the Council:

1. *Receive the Infrastructure and Services report.*

1. Group Manager highlights

1.1 Highlights coming up

There is a considerable amount of change and opportunities to review and amend council's working systems and contracts in the near future. Over the past 5 years council has progressively aligned all our contracts (except solid waste) to be up for renewal either in June or October 2019.

Also, in doing this, the 17a reviews that will take place will be an apt evaluation of the current forms of delivery and an assessment of future options. With all services being due simultaneously the option to look at cross service contracts or portions of work delivered in-house are all possible.

To further exacerbate the internal workloads, but be integral in the above mentioned contracts, is the implementation of AssetFinda software which can run customer service, works management, asset management and financial management of assets such as revaluations.

Rarely is any council afforded the ability to look at its operating systems and the whole of its delivery options simultaneously, implementing the software management system. This can be complex in nature, however, presents rare opportunities to examine its operations and still retain the status quo or implement change.

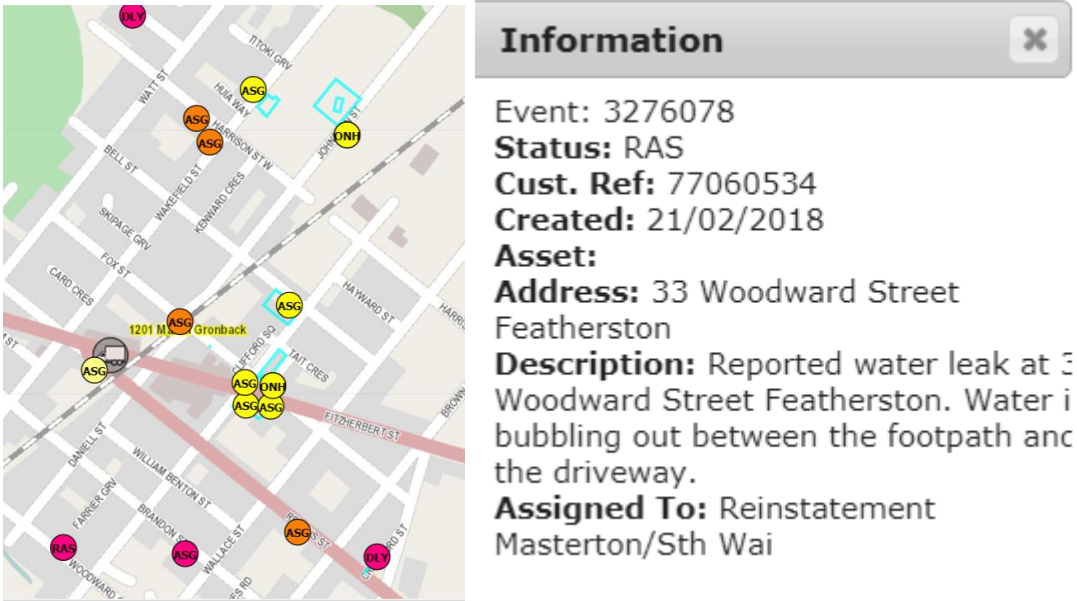
Further reports will follow on the reviews and options evaluated and recommended.

The Transport review is under way with the scoping document complete and consultants being interviewed to provide some support in this area. This review is being done in conjunction with Carterton District Council.

1.2 Community boards and customers


After internal discussions within the department, and then with the Community Board Chairs, some changes to how we attend to issues have been made. This has been communicated to all elected and the access into the Customer Event Manager (CEM) amended for all to use.

As below the sites being worked on and the customer requests are visible along with the vehicles. By clicking onto the request summary details are available and also timelines on the event, photos of the issue and history.



Information

Event: 3276078
 Status: RAS
 Cust. Ref: 77060534
 Created: 21/02/2018
 Asset:
 Address: 33 Woodward Street Featherston
 Description: Reported water leak at 33 Woodward Street Featherston. Water is bubbling out between the footpath and the driveway.
 Assigned To: Reinstatement Masterton/Sth Wai



General

Title: Reported water Leak at 33 Woodward Street Featherston. Water is bubbling out between the footpath and the driveway.

Status: Reinstatement Assigned
 Assigned To: Reinstatement Masterton/Sth Wai
 After Hours:

Trade: -- Select Trade --
 Priority: Urgent
 Category: South Wairarapa

The importance of using the CEM system is that its use will assist in the move to AssetFinda in the future and assist in determining protocols such as making the new system fully public facing.

Also sustained efforts have been applied to have the council actions reduced and issues attended to faster and with better communication to all concerned.

1.3 Other

As seen in the youth painting the fence (in 7.3.1 below), and work being undertaken in waste, there is also more interaction with the stakeholders and community. This will be a focus of the new contracts and systems going

forward. The ability to interact seamlessly with the aid of technology will be pivotal going forward.

2. Water Supply

SERVICE LEVEL – Council provides reliable and safe drinking water supplies. Water provided is safe to drink and there is adequate water for urban firefighting.

2.1 Key Performance Indicators

WATER SUPPLY KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		MARCH	YTD	MARCH	YTD
The average consumption of drinking water per day per resident within the territorial authority	<400 Lt		605		
Compliance with resource consent conditions/water permit conditions to “mainly complying” or better	95%		100%		
Water supply systems comply with Ministry of Health Bacteriological Drinking Water Standards guidelines 2000*	FTN: Yes GYT: Yes MTB: Yes		FTN: Yes GYT: Yes MTB: Yes		
Water supply systems comply with Ministry of Health Protozoa Drinking Water Standards guidelines 2000	FTN: Yes GYT: Yes MTB: Yes		FTN: Yes GYT: Yes MTB: Yes		
The total number of complaints received by the local authority about drinking water taste per 1000 connections	<15	0	0	0	0
The total number of complaints received by the local authority about drinking water odour per 1000 connections	<15	0	0	0	0
The total number of complaints received by the local authority about drinking water pressure of flow per 1000 connections	<15	0.25 per 1000 (1 complaint)	2.28 per 1000 (9 complaints)	0	9
The total number of complaints received by the local authority about continuity of supply per 1000 connections	<15	0.25 per 1000 (1 complaints)	3.33 per 1000 (14 complaints)	1	14
The total number of complaints received by the local authority about drinking water clarity per 1000 connections	<15	0.25 per 1000 (1 complaint)	1.52 per 1000 (6 complaints)	1	6
Ratepayers and residents satisfied with level of service for water	77%			NRB Survey:	59%
Attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site	< 1 Hr	(1/1) 100%	Median Time 52mins	1	33
Resolution of urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption	< 8 Hrs	(1/1) 100%	Median Time 3h 31mins	1	33
Attendance for non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site	< 2 working days	(29/30) 97%	Median Time 17h 26mins	30	273
Resolution of non-urgent call-outs: from the time that the local authority receives notification to the time that service personnel confirm	< 5 working days	(28/30) 93%	Median Time 25h 26mins	30	273
Fire hydrants tested annually that meet NZ Fire Service Code of Practice	20%	20%	20%		
The % of real water loss from the local authority's networked reticulation system identified by establishing and measuring night flow	<20%		38.5%		

2.2 Water supply capital improvements

2.2.1. Featherston water supply

The remaining subsidy claim received from the Ministry of Health. Quotes being sought for additional bore.

2.2.2 Water reticulation renewal

The tender for Stage 3 of the trunk main renewal contract from the railway line to the plant was awarded to Higgins and establishment will start upon delivery of the 300 pipes.

2.3 Water treatment plants

The Martinborough plant operated routinely over the period with some replacement of monitoring equipment. The UV plant controller was upgraded (existing is obsolete) 16th March and commissioned 25th March to provide improved treatment and full bacteriological compliance. The Waiohine plant and Greytown Bore have operated routinely.

Pirinoa pipeline replacement has been successful with one internal leak found. The plant has operated normally.

2.4 Water reticulation

There were 30 reticulation repairs reported and rectified during the period.

2.5 Water races

Routine monthly inspections and blockage clearing of the water race network has been performed by City Care Ltd (CCL) to maintain satisfactory flows. There were 3 accounts for blockage clearing or no water flow for the Moroa network. None were reported for the Longwood network over the period.

3. Waste Water

SERVICE LEVEL – Council provides waste water services that effectively collect and dispose of waste water. Waste water does not create any smells, spill or health issues and causes minimal impact on the natural environment.

3.1 Key Performance Indicators

WASTE WATER KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		MARCH	YTD	MARCH	YTD
Number of blockages per 1000 connections	<10	0.24 per 1000 (1 complaint)	8.54 per1000 (35 complaint)	1	35
Ratepayers and residents satisfaction with waste water services	70%			NRB survey:	49%
Number of dry weather sewerage overflows per 1000 connections	<10	-	0.97	0.97 per 1000 connections (4 overflows)	0.97 per 1000 connections (4 overflows)
Attendance time: from notification to arrival on site	< 1 Hr	1/1 (200%)	Median Time 49min	1	49
Resolution time: from notification to resolution of fault	< 4 Hrs	0/1 (0%)	Median Time 2h 22m	1	49
% of resource consent conditions complied with to mainly complying or better*	90%		98%		
No. of abatement notices	<2				0
No. of infringement notices	0				0
No. of enforcement notices	0				0
No. of convictions	0				0
No. of complaints per 1000 connections received about sewage odour	< 15	0	0.5 per 1000 (2 complaint)	0	2

WASTE WATER KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		MARCH	YTD	MARCH	YTD
No. of complaints per 1000 connections received about sewage systems faults	< 15	0.24 per1000 (0 complaint)	2.68 per 1000 (11 complaint)	1	11
No. of complaints per 1000 connections received about sewage system blockages	< 15	0.5 per 1000 (0 complaint)	8.05 per1000 (35 complaint)	2	33
No. of complaints per 1000 connections received about the response to issues with sewage	< 15	0	0	0	0
Proportion of urgent waste water service requests responded to within 6 hours of notification	95%	1/1 100%	92% (45/49)	1	49

3.2 Waste water treatment plants

3.2.1. Capital and consents

Featherston Waste Water consent application

The consent application was lodged on 28 February 2017. Greater Wellington Regional Council (GWRC) is waiting on an ecological report prior to public notification, which is expected by April.

Staged improvements at Martinborough and Greytown WWTPs

At Martinborough WWTP irrigation to land has continued to operate well with pond levels managed between land and river during high river flows. 2 cuts of bailing has been taken for 118 bails. Handover to CCL was completed on 9 February.

At the Greytown site, Water Force NZ has established onsite with ground investigation completed. The contractor is being site preparations to raise the ground level for the irrigation/UV building. The contractor is still aiming for a completion date in May 2018.

3.3 Operational

Featherston, Greytown, and Lake Ferry plants operated routinely during the period with no reported issues.

3.2.2. Wastewater reticulation

There was 1 pipeline blockages reported during the period.

4. Storm water drainage

There were no stormwater blockages reported during the period.

5. Solid waste management

5.1 Zero Waste

Event recycling bins utilised at **Wai Fest** with a reasonably good response and utilised with approx. 20% contamination. They do require volunteers to manage them correctly.

Wairarapa hosted the **Regional Waste Forum** meeting in Carterton 16th Feb – Guest presenters included:

- **Wai Waste** food rescue currently they have had a massive growth with rescuing over 1 tonne of food waste from just one supermarket alone. **Jeremy Logan** advised this growth is contributing and they are doing some strategic planning to enable them to maintain and extend their service within the Wairarapa regarding collection, storage and distribution for such large volumes they are collecting.
- **Ideal Cup** a recycling cup initiative from Motueka Café owner Stephanie Fry is spreading the word at cafes around the country to make them disposable cup free by offering an alternative initiative www.idealcup.co.nz

Love Food Hate Waste Organic Wealth contractor will be at Carterton Farmers Market 25th March and Martinborough 1st April promoting LFHW and will have info and giveaways.

Love Food Hate Waste cooking demonstration/workshop in collaboration with **UCOL** and **Wai Waste** on 10th April at the UCOL Queen St, Masterton @ 5.30pm. This event is funded by Ministry of Environment. We will be giving away LFHW reusable bags. The Event is free and info will be posted on the UCOL Facebook page as an event and to be shared Zero Waste Wairarapa fb page and District Council websites.

Gazebo setup kit has been purchased to use at events promoting Waste Minimisation with all 3 Council logos represented. This will enable a pack up a go option anywhere at any event and community groups may be able to utilise this it is bright green and hoping it being a stand out to encourage conversations around minimisation.

Attended **Enviroschools** network hub meeting with educational providers and participants to share information and what's available in the Wairarapa to Enviroschools participants.

Visited **Kuranui College** and met with a student representative and teacher to advise and offer support regarding recycling and waste minimisation options.

Carterton Transfer Station has increased opening hours as of 4th March 2018.

Attended '**The Pure Tour' 2018 Aotearoa, the Pacific and Plastics** (The Plastic Use Resistance Education Tour) Smog of the Sea screening & Korero 18/2 @ Carterton Events Centre. Jo Dean was invited to be a guest on a panel speaking about her role and waste minimisation in our community. She was also invited by Makoura College to attend the Castlepoint Beach micro plastics survey alongside DOC and researchers resulting in a minimal amount of beach waste located. The survey showed it has been less affected by micro plastics due to being a more isolated beach and currents along the east coast of NZ.

- Attended **Enviroschools** network Hub meeting 21st of February 2018 for providers and participants sharing info and resources.

- Attended **Celebrate Carterton** event 4th of March and presented a talk regarding waste minimisation in our community. Also spoke to food vendors regarding options and obstacles they come across regarding sustainable food packaging. Creating a database to provide to them and samples on the way.

6. Land transport

SERVICE LEVEL – Roads are maintained to ensure they are safe and comfortable to travel on. Footpaths can be safely used to get around town.

6.1 Key Performance Indicators

LAND TRANSPORT KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		SEPTEMBER	YTD	SEPTEMBER	YTD
Using the RAMM measurement system, average smooth travel exposure on urban roads to be 85% and rural roads 95% with maximum variation of 5%	95%				
Ratepayers and residents fairly/very satisfied with the roads	80%			NRB Survey:	73%
5% of sealed roads are resealed each year subject to availability of NZTA subsidy	100%				
The pavement condition index as measured by the NZTA pavement integrity index	95%				
The number of crashes causing injuries is reduced	Group and control average				
The number of fatalities and serious injury crashes on the local road network	<7				
Ratepayers and residents are satisfied with footpaths in the district	70%			NRB Survey:	63%
Availability of footpaths on at least one side of the road down the whole street	88%				
Footpath Condition rating 95% compliant with SWDC AMP Standard	95%				
The % of customer service requests relating to roads and footpaths responded to within 48 hours	95%	36/39 (92%)	115/154 (75%)	39	154
Meet annual plan footpath targets	Yes				

6.2 Roading Maintenance – Fulton Hogan

There was minor damage to the roading network following the 2 cyclones to brush New Zealand.

Upgrade of pedestrian crossing signs and post in the Martinborough Square has been completed.

Sealed road digouts are completed on Lake Ferry and Kahutara, and Bidwills Cutting Roads, and have commenced on Western Lake and Viles Roads.

The wet period over the last month has affected growth on the rural road berms, spraying around signs and markers, and water tables has commenced early to negate the growth, and rural road mowing will be deferred as long as possible.

Ongoing unsealed road maintenance grading and metalling is programmed to meet requirements.

6.3 Other activities

The joint South Wairarapa, Carterton District Council Sealed Pavement Rehabilitation contract commences on 26 March on White Rock Road (3 sections) then Cape Palliser and Shooting Butts Roads.

Fulton Hogan have completed footpath renewals in Featherston and have commenced in Martinborough.

LED street light upgrade is programmed to start in Featherston in April 2018.

7. Amenities

The Amenities team is responsible for the management of Council's parks, reserves and other amenities. The team looks after 12 parks, 31 reserves, 41 buildings, five sports facilities, four cemeteries, seven public toilets and 22 other properties. The Amenities Manager is the contract manager for the City Care parks and reserves contract, and also for the management of the libraries.

SERVICE LEVEL – Parks and reserves enhance the quality of life in our communities. Our playgrounds are safe and enjoyed by the community. Clean safe public swimming pools can be accessed in the District. Provision of some low cost housing for the elderly (or in line with Council policy) in each town. Well maintained hall facilities that are available for the public to book. Public toilets are convenient, clean and safe. There is a wide range of library stock including up to date material.

7.1 Key Performance Indicators

AMENITIES KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		MONTH	YTD	MONTH	YTD
Users satisfied with parks and reserves	90%			NRB Survey:	94%
Ratepayers and residents are satisfied with Council playgrounds	80%			NRB Survey:	82%
Council playground equipment that meets national standards	100%				
Council pools comply with NZ swimming pool water testing standards	100%				
Ratepayers and residents satisfaction with Council swimming pools	67%				
Occupancy of pensioner housing	94%			Actual:	99.8%
Ratepayers and residents satisfied with town halls	76%			NRB Survey:	74%
Cycle strategy	Developed				
Ratepayers and residents satisfied with public toilet facilities	90%			NRB Survey:	85%
Taking programmes out into the community and providing a wide variety of programmes in the library	>3 per library				
% of ratepayers and residents satisfied with libraries	90%			NRB Survey:	91%

7.2 Parks and reserves contract – City Care Ltd

There has been another change of personnel on the City Care team, with Stephen Blomfield taking over as Operations Manager. Stephen has a strong background in horticulture and landscaping, and has worked for both

contractors and councils in New Zealand, so his experience is a valuable addition to the team.

City Care dayworks jobs 9 February – 20 March 2018		
Job type	Number of jobs logged	Number of jobs completed
Berm mowing	1	1
Cemeteries (interments excluded)	8	6
Compliment	-	1
Events – rubbish, cleaning, toilet stocking etc	3	12
Fly-tipping	2	3
Graffiti	3	4
Pensioner flats – repairs, maintenance	2	2
Parks	14	24
Playgrounds	-	1
Pools	8	36
Property	4	3
Rubbish – street litter bin maintenance and overflows	5	7
Toilets	8	12
Trees	10	14
Vandalism	1	0
TOTAL	69	126

7.3 Parks and reserves

7.3.1. Featherston

Featherston Youth group expect to have completed repainting the picket fence at the library/information centre reserve before Easter. Funds raised from doing this work go towards sending group members to the annual Anglican Easter Camp.



7.3.2. Greytown

The Friends of O'Connor's Bush continue their work of weeding and monitoring. They let us know when City Care are needed to come in and

remove the bags of weeds. In February they reported a large tradescantia infestation, which has now been sprayed.

7.3.3. Martinborough

Martinborough Cricket Club is about to start work on the construction of the wicket block in Considine Park for junior cricket. The Considine Park Committee had its first meeting for the year on 13 March, and the cricket development was a topic of discussion along with planning for future development, fund-raising and signage.

7.4 Community housing

The community housing waiting lists have shrunk as work has been done to fill vacancies at Matthews flats in Featherston and Cicely Martin flats in Martinborough. A number of people on the waiting lists were contacted about the vacancies, and many of them either no longer required a flat or were not ready to move and were prepared to be moved to the bottom of the waiting list.

7.5 Cemeteries

The hedges at both Martinborough cemeteries have been booked in for trimming in April.

7.5.1. Purchases of burial plots/niches 10 February to 21 March 2018

	Greytown	Featherston	Martinborough
Niche			1
In-ground ashes Beam	2	1	
Burial plot	2	1	
Total	4	2	1

7.5.2. Ashes interments/burials 10 February to 21 March 2018

	Greytown	Featherston	Martinborough
Burial	1		
Ashes in-ground	1	1	1
Ashes wall		1	
Total	2	2	1

7.6 Swimming pools

The swimming pools remained busy through February and as people enjoyed the hot weather and the free swimming. The pools closed for the season on Sunday 18 March, and winter maintenance is being planned.

7.6.1. Swimmer numbers for all pools February and March

	Greytown	Featherston	Martinborough
February swimmer numbers	1601	1182	1105
Change from February 2017	↑ 33%	↑160%	↑56%
Peak day – number of swimmers	16/02/2018: 153	18/02/18 : 155	18/02/18 : 135
Number of unattended days (no swimmers)	0	1	2

	Greytown	Featherston	Martinborough
March swimmer numbers (1-18/03 only)			
Change from March 2017	↑208%	↑357%	↑344%
Peak day – number of swimmers	23/01/2018: 435	14/01/2018 : 218	20/01/2018 : 325
Number of unattended days (no swimmers)	0	0	0

Daily visitor number charts for December and January are provided as Appendix 4. The charts include NIWA's official daily high temperature taken at Martinborough; similar information is not available for Featherston and Greytown, but the Martinborough figures at least provide an idea of which days were hotter than others.

7.7 Events

7.7.1. Featherston

Completed events:

Featherston 1st Fridays held from 1 December 2017, 5 January (*cancelled due to wet weather*), 2 February 2018 and 2 March 2018

Featherston 1st Fridays: A Fab Feathy Fiesta



The Featherston Junior Triathlon held *Saturday, 24 February 2018*

The Wellington Anglican Diocese Games held Sunday, 25 February 2018

Future events:

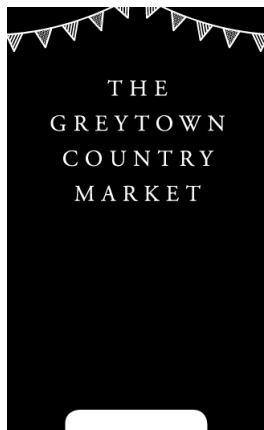
Cross Creek Railway Ride the Rail – Friday Nights, Saturday, Sundays & Public Holidays being held from 22 September 2017 – April 2018



7.7.2. Greytown

Completed events:

The Greytown Country Market being held every third Sunday of the month starting from Sunday, 15 October 2017 through to Sunday, 18 March 2018 – Stella Bull Park, Greytown



Future events:

Park to Paddock Challenge being held on Friday, 30 March 2018



7.7.3. Martinborough

Completed events:

Rotary Martinborough Fair held on Saturday, 3 February & 4 March 2018



Martinborough Round the Vines held on Sunday, 18 March 2018



Future events:

Meander Over Martinborough being held on Sunday, 1 April 2018



7.8 Libraries

South Wairarapa libraries joined Carterton and Masterton in providing assistance for people doing their online census forms. The libraries offer free PCs and wifi use to visitors, and this was supported by a special late night on census night, and hands-on assistance from a team of Kuranui College students.

Martinborough Library has been busy, reporting two to three new members joining every day as people move to Martinborough. The library is now a plastic bag-free zone, with Boomerang Bags being offered to customers for the last six months, and library staff helping to establish the bag programme in Martinborough. Staff do around 100 photocopying jobs for people every day, and between eight and 20 scanning jobs. Once a month the Wairarapa Law Society solicitor is in the library for 2 hours offering free legal advice to people. Like Featherston and Greytown libraries, Martinborough Library has an active and very interactive Facebook page to keep customers up with happenings.

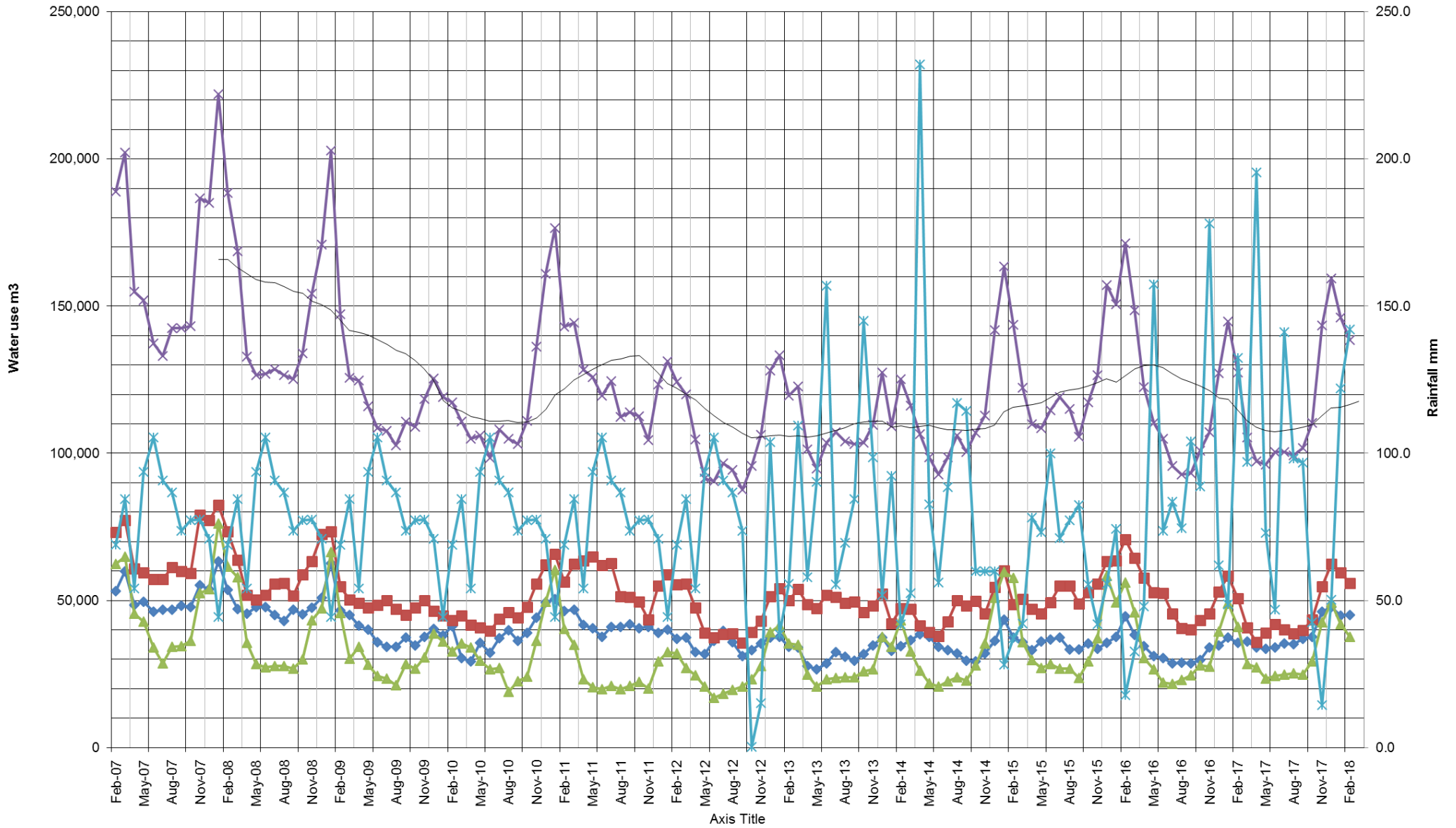
8. Appendices

- Appendix 1 Monthly water usage
- Appendix 2 Waste exported to Bonny Glen
- Appendix 3 Library statistics
- Appendix 4 Daily pool visitor numbers

Contact Officer: Mark Allingham, Group Manager Infrastructure and Services

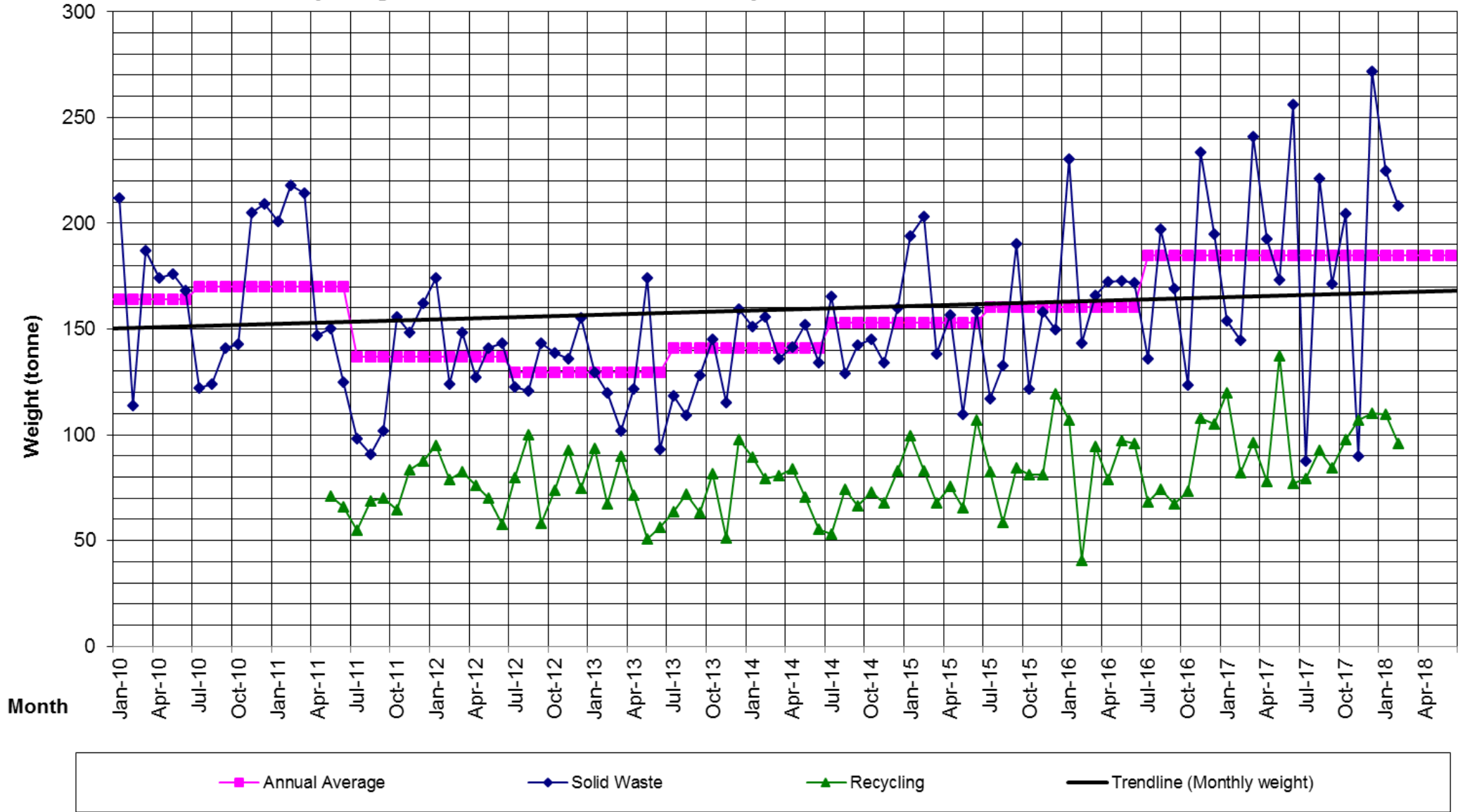
Appendix 1 - Monthly water usage

Water use South Wairarapa District Council



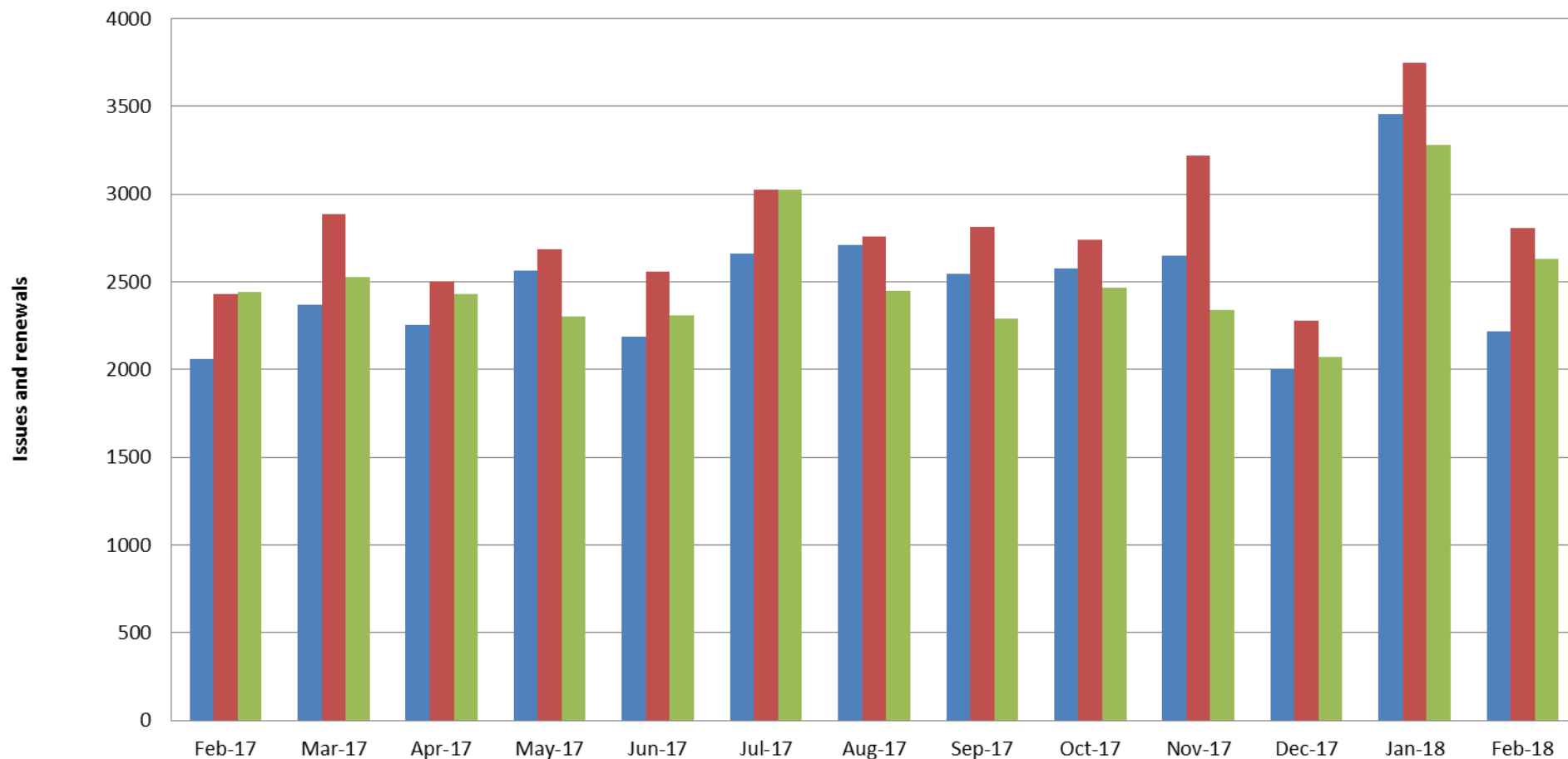
Appendix 2 -Waste exported to Bonny Glen

Monthly weight of waste transferred to Bonny Glen



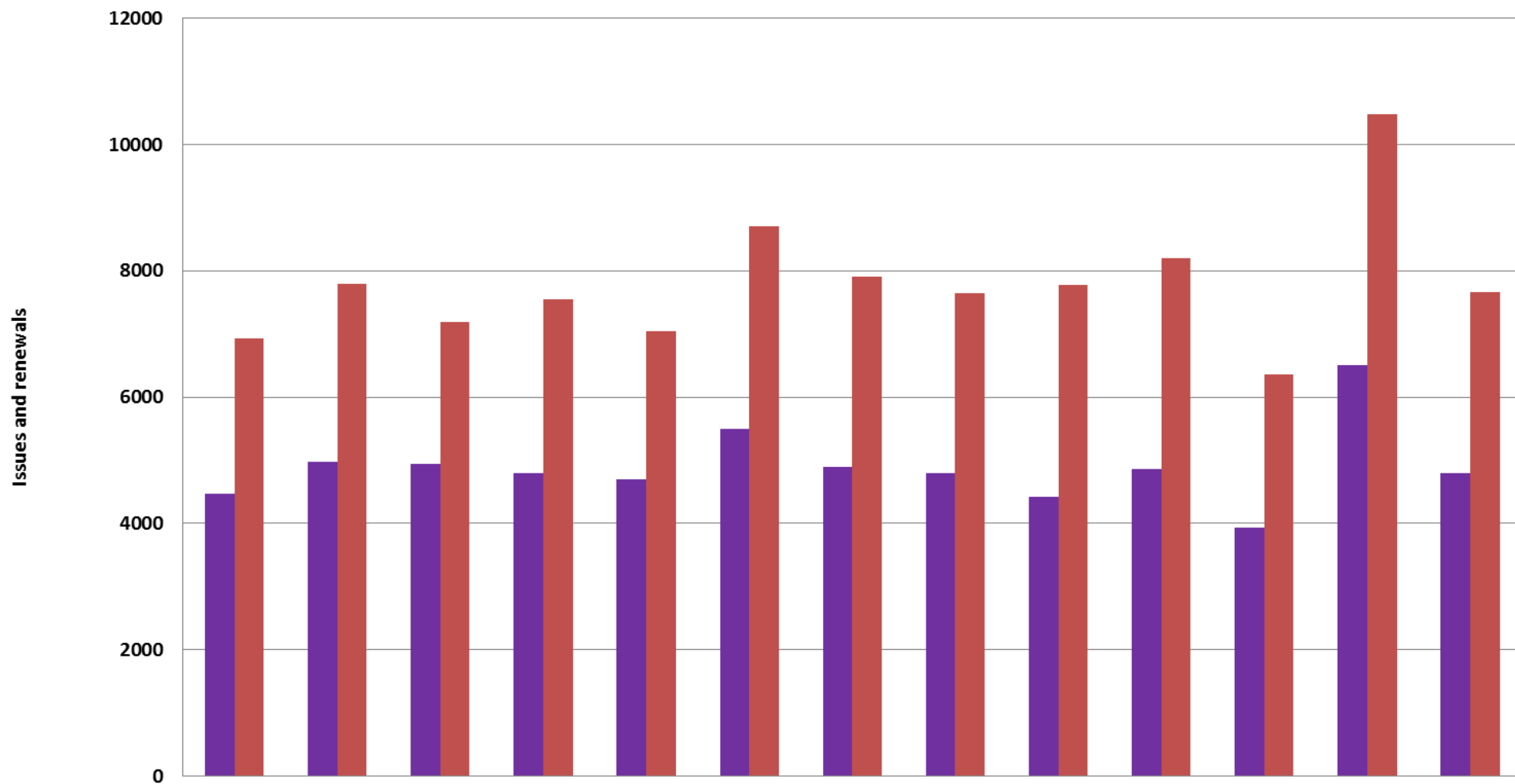
Appendix 3 – Library statistics

South Wairarapa libraries - issues and renewals to February 2018



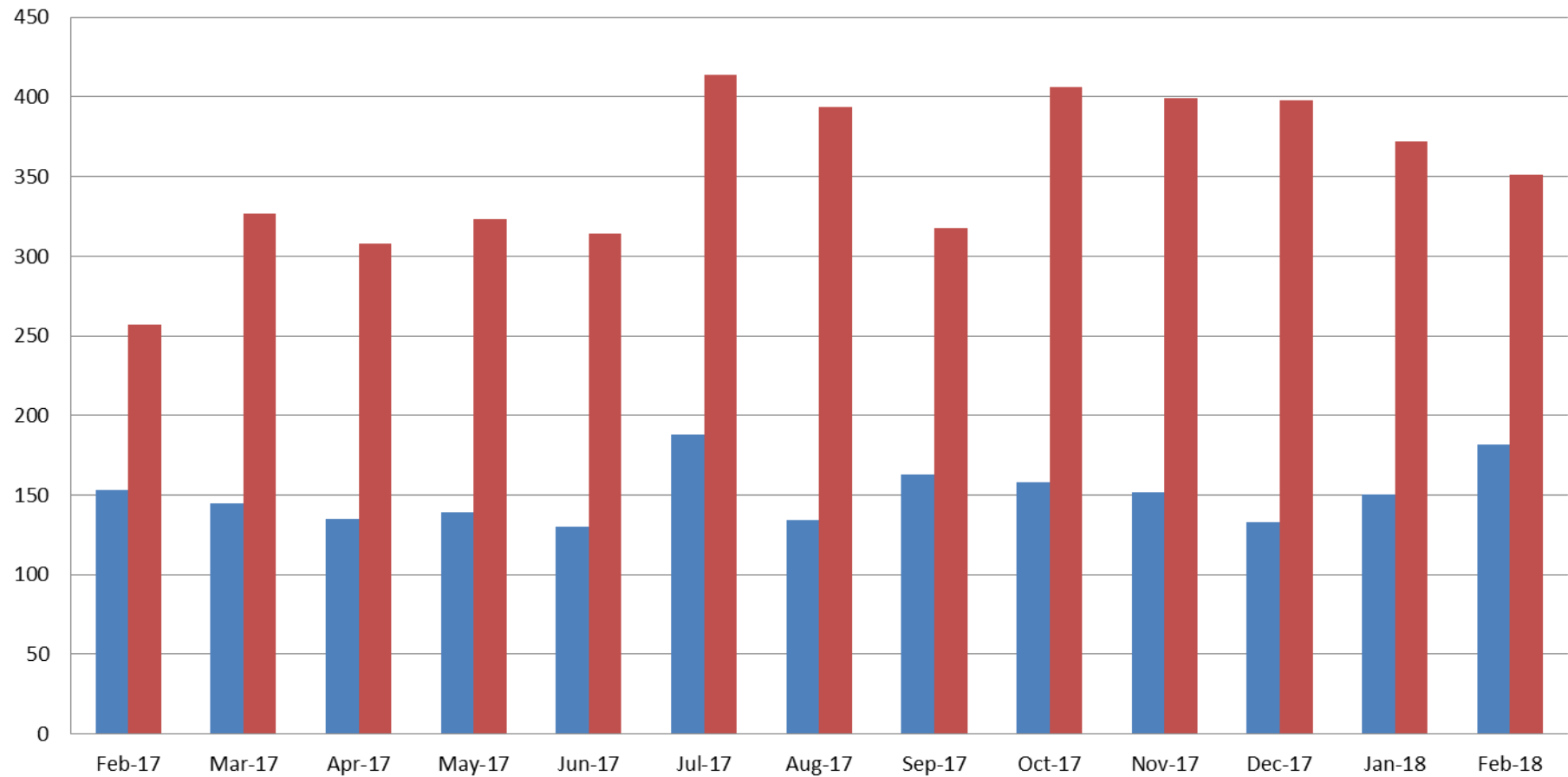
	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
■ Featherston	2057	2369	2254	2563	2186	2663	2707	2543	2577	2647	2006	3456	2216
■ Greytown	2432	2888	2503	2687	2558	3023	2756	2811	2738	3218	2278	3748	2809
■ Martinborough	2442	2529	2427	2302	2306	3027	2451	2289	2468	2336	2071	3281	2632

Wairarapa Library Service - issues and renewals to February 2018



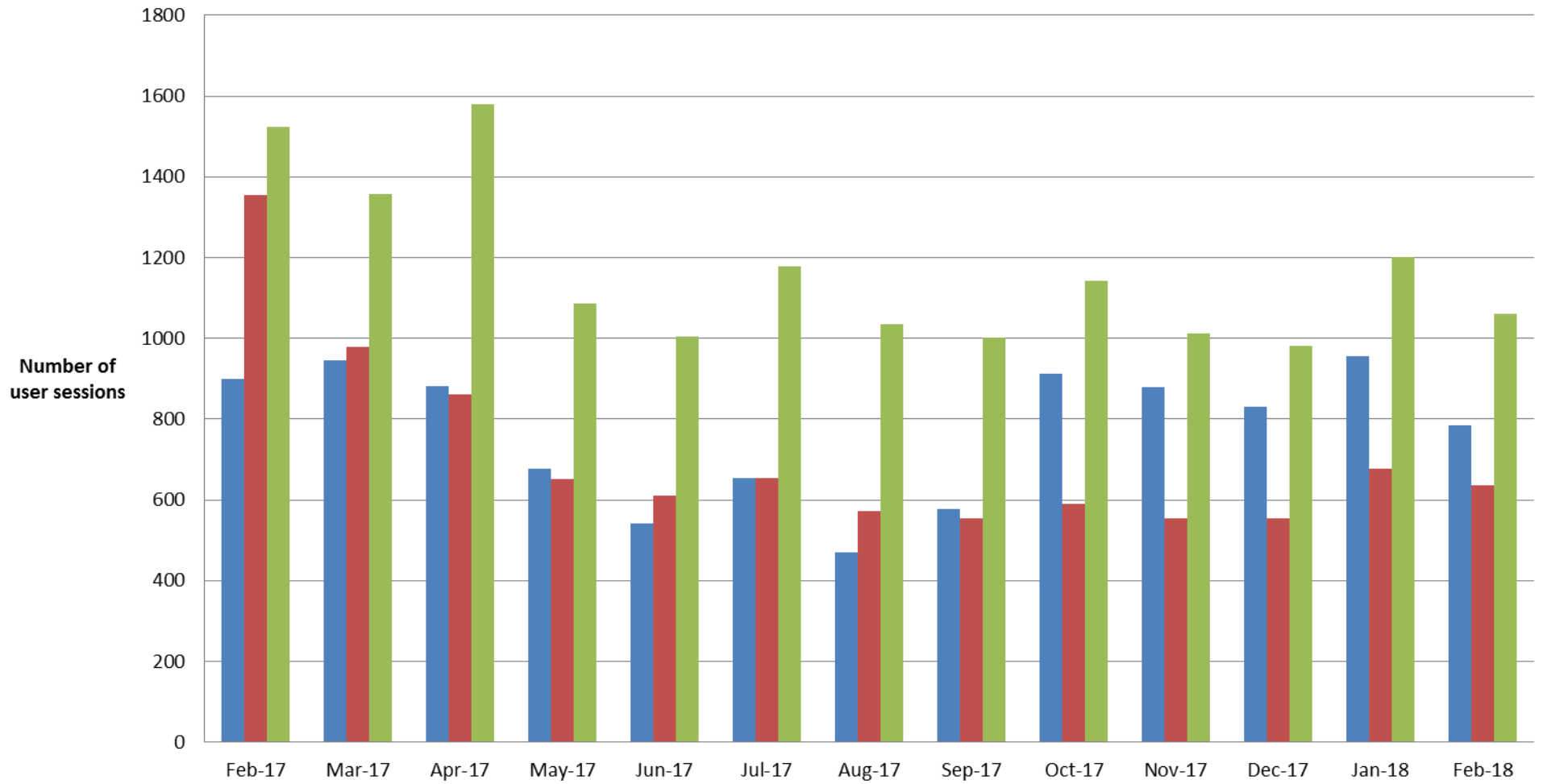
	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Carterton	4468	4972	4951	4794	4694	5505	4887	4792	4418	4870	3940	6500	4789
South Wairarapa	6931	7786	7184	7552	7050	8713	7914	7643	7783	8201	6355	10485	7657

Wairarapa Library Service - audio and e-book issues to February 2018



	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
■ Audiobooks	153	145	135	139	130	188	134	163	158	152	133	150	182
■ E-books	257	327	308	323	314	414	394	318	406	399	398	372	351

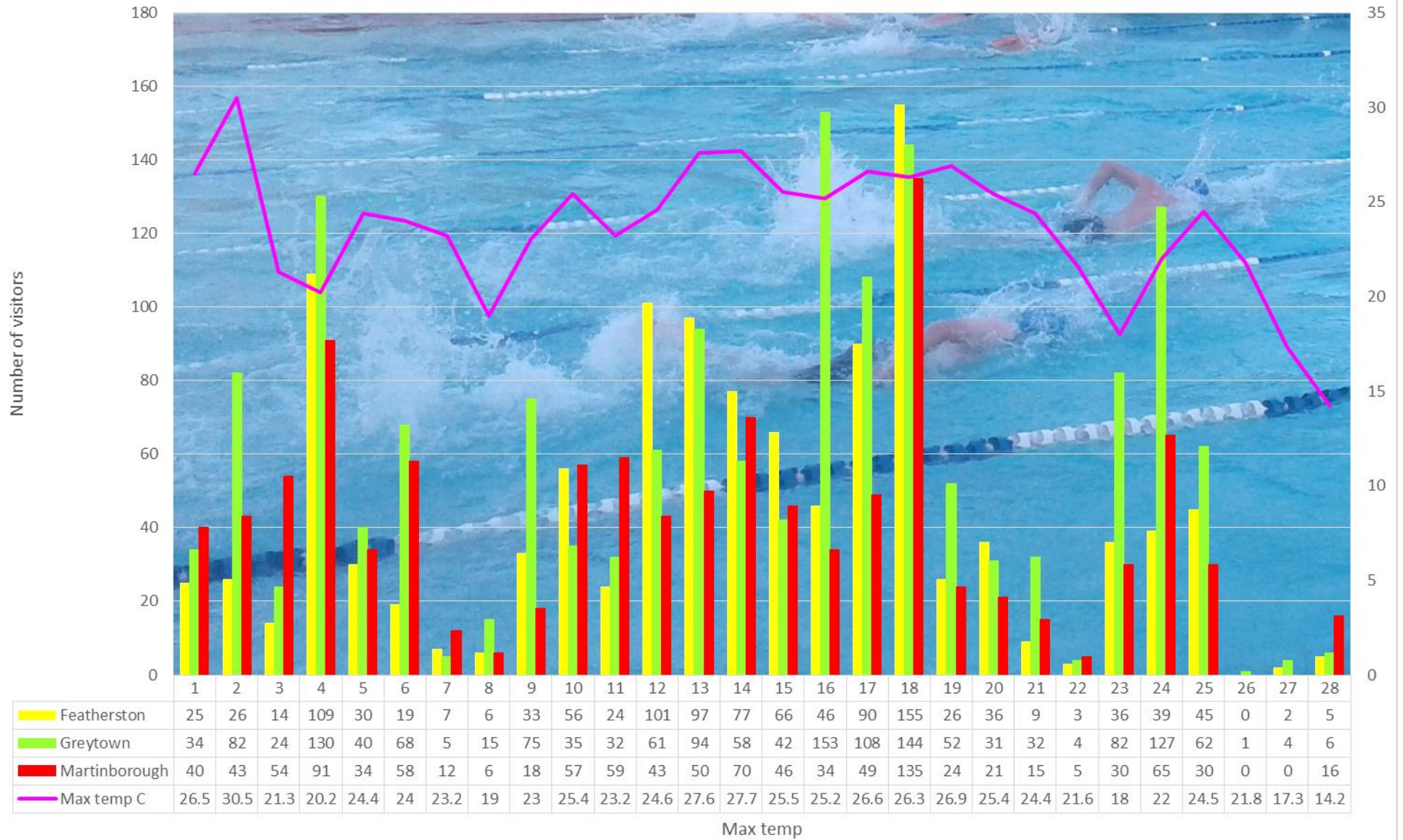
APNK Wi-fi user sessions to February 2018



	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Featherston	900	945	882	678	540	655	469	576	911	879	829	955	784
Greytown	1354	979	861	650	610	653	572	555	590	553	555	677	636
Martinborough	1524	1356	1581	1085	1003	1177	1036	1001	1142	1011	981	1201	1060

Appendix 4 – Daily pool visitor numbers

Swimming pool numbers February 2018



Swimming pool numbers March 2018

