SOUTH WAIRARAPA DISTRICT COUNCIL

9 AUGUST 2017

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

On 13 and 14 July the region experienced a storm event that had all bar one road into Martinborough cut off. While there was concern regarding the event within Martinborough, the rural communities whilst suffering some damage, expressed satisfaction with the response.

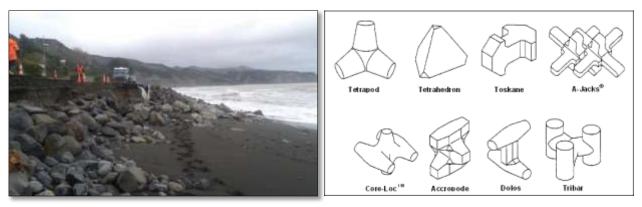
Following the event a debrief was held where several areas of improvement have been noted. Better inter contractor communication and fixed alternate route signage were some of the areas for improvement. There are also some actions to be discussed with council and community boards on current practices and if amendment are needed this will be done as required. These areas include 24hr updates of social media and communications with external parties.

Continued transport discussions have been held with the New Zealand Transport Agency (NZTA) and the three Wairarapa councils regarding the ability to bring the councils roading networks management into one unit. With the restructure of NZTA and those that councils have relationships with it has been decided that Mark Owen, the now Regional Performance Manager, Wellington, will speak to the Chief Executive and Mayor on the changes. Also the community boards will meet and be briefed on the development of works that have been put forward.

A workshop will be held looking at incorporating the sections of State Highways 53 and 2 into a single unit and facilitated through Equip, a branch of Local Government New Zealand. Numerous models from around the country had been discussed as also a way forward and the workshop will review the options and issues in the Wairarapa and possible models to reflect the uniqueness of the region and its makeup.

The discussions on the Solid Waste Contract are continuing with reviews of the contracts added levels of service and costs. A further briefing is expected over the coming weeks.

The preparation of the annual report is underway and reporting of the annual achievement reports for NZTA has been completed. Work is being undertaken on the solution and use of "tetrapods" on the Cape Palliser Road. They are tetrahedral concrete structures used as armour unit designed to dissipate the force of incoming waves by allowing water to flow around rather than against it. With continued coastal erosion issues these may be a future solution as in areas below.



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.

WATER SUPPLY Key Performance Indicators	Target 2016/17	СОМР	COMPLAINTS		IDENTS	
		JUNE	YTD	JUNE	YTD	
The average consumption of drinking water per day per resident within the territorial authority	<400 Lt		341			
Compliance with resource consent conditions/water permit conditions to "mainly complying" or better	95%					
Water supply systems comply with Ministry of Health Bacteriological Drinking Water Standards guidelines 2000*	95%		99.6%			
Water supply systems comply with Ministry of Health Protozoa Drinking Water Standards guidelines 2000	95%		99.9%			
The total number of complaints received by the local authority about drinking water taste per 1000 connections	<15	0 per1000 (0 complaint)	0 per1000 (0 complaint)	0	0	
The total number of complaints received by the local authority about drinking water odour per 1000 connections	<15	0 per1000 (0 complaint)	0.29 per1000 (1 complaint)	0	1	
The total number of complaints received by the local authority about drinking water pressure of flow per 1000 connections	<15	0.29 per1000 (1 complaint)	2.87 per1000 (10 complaint)	0	10	
The total number of complaints received by the local authority about continuity of supply per 1000 connections	<15	0.29 per1000 (1 complaint)	12.1 per1000 (41 complaint)	3	41	
The total number of complaints received by the local authority about drinking water clarity per 1000 connections	<15	0 per1000 (0 complaint)	2.01 per1000 (7 complaint)	0	7	

WATER SUPPLY Key Performance Indicators	Target 2016/17	СОМРІ	LAINTS	INCIDE	INTS
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	(3/3) 100%	-	0	64
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	(3/3) 100%	-	0	64
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	(8/10) (80%)	-	10	318
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	(7/10) (70%)	-	10	318
Fire hydrants tested annually that meet NZ Fire Service Code of Practice	20%		20%		
The % of real water loss from the local authority's networked reticulation system identified by establishing and measuring night flow	<20%		45.5%		

2.2 Water supply capital improvements

2.2.1. Featherston water supply

Stage 2, the treatment improvement works and commissioning have been completed. To date the plant has been operating reliably, supplying Featherston. Ministry of Health (MoH) officers have visited site to observe the operation and completion of the project. The balance of the subsidy available will be claimed. Total project costs are not able to be confirmed as yet but expected to be in range \$1.35 - \$1.4M.

2.2.2. Water reticulation renewal

The tender for trunk pipeline renewal works for the Greytown urban supply in Woodside Road by Core Infrastructure Ltd has been completed and the pipeline is now in service. Stage 3, is planned for 2017/18 where the main will be fully replaced up to the Woodside treatment plant, including trenchless replacement in two locations.

2.4 Water treatment plants

The Waiohine and Martinborough plants operated routinely over the period with some replacement of equipment.

The extended Waiohine water treatment plant now has been commissioned and in service for both the Greytown and Featherston communities.

2.5 Water reticulation

There were 10 reticulation repairs reported and rectified during the period.

2.6 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 6 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 2016/17	COMPLAINTS		INCI	DENTS
		JUNE	YTD	JUNE	YTD
Number of blockages per 1000 connections	<10	6	11.55 per1000 (51 complaint)	5	51
Ratepayers and residents satisfaction with waste water services	70%			NRB survey:	49%
Number of dry weather sewerage overflows per 1000 connections	<10	-	-	0 per 1000 connections	0 per 1000 connections
				(0 overflow)	(0 overflow)
Attendance time: from notification to arrival on site	< 1 Hr	-	-	5/6 (83%)	62
Resolution time: from notification to resolution of fault	< 4 Hrs	-	-	5/6 (83%)	62
% of resource consent conditions complied with to mainly complying or better*	90%				
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	0.99 per 1000 (4 complaint)	0	4
No. of complaints per 1000 connections received about sewage systems faults	< 15	0.5 per 1000 (2 complaint)	1.49 per 1000 (6 complaint)	2	7
No. of complaints per 1000 connections received about sewage system blockages	< 15	8	11.55 per1000 (51 complaint	8	51
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%	5/6 83%	-	5/6 (83%)	84% (52/62)

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) has responded on the 19 April with an s92 request for information, which the council replied to at the start of June.

Further clarification around a range of matters has been sought with additional field data (in stream) now being collected to further consolidate Councils application case. It is not known when the application will be publicly notified but not expected before the end of August.

Staged improvements at Martinborough and Greytown WWTPs

Improvement works at the Martinborough site have commenced and the irrigator in place and related civil works underway. Full completion of this

phase is not anticipated until October. The consent requirement is no later than November 2017.

The procurement of the Stage 1B improvements for the Greytown WWTP is continuing with two companies shortlisted from the ROI. The two companies are expected to deliver their Design/Build proposals in the first week of August.

New aerators have been installed at Greytown WWTP which will assist the treatment and further mitigate the odour complaints that occurred last year. The sludge bioremediation programme is planned to commence in July.

3.2.2. Operational

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

Martinborough had an equipment failure during the heavy rain event on the 14th July. The high level in the ponds exceeded the capacity and an overflow without UV disinfection occurred, breaching the consent conditions.

Normal operation would need an operator to remove a mechanical plug, however this failed, so the overflow occurred without operator intervention. WRC have been notified and an improved system is being developed.

3.2.3. Wastewater reticulation

There was 1 pipeline blockages reported during the period.

4. Storm water drainage

SERVICE LEVEL – Stormwater drains are well operated and maintained by the Council.

STORM WATER DRAINAGE Key Performance Indicators	Target 2016/17	COMPLAINTS		INCIE	DENTS
		MONTH	YTD	MONTH	YTD
% of ratepayers and residents satisfied with stormwater drains	55%			NRB survey:	57%
% of urgent (any blockage causing extensive flooding of buildings or other serious flooding) requests for service responded to within 5 hours	95%	0	0	0	0
No. of flooding events	0	0	0	0	0
No. of habitable floors affected per flooding event per 1000 properties connected	0	0	0	0	0
No. of abatements notices	0				
No. of infringement notices	0				
No. of enforcement notices	0				
No. of convictions	0				
Median Response time to flooding events (Notification to personnel reaching site in hrs)	3	-	-	0	0
No. of complaints about stormwater per 1000 properties connected	0	0	0	0	0

5. Solid waste management

SERVICE LEVEL – Recycling stations are accessible and maintained. Refuse and recycling collection services are provided and waste minimisation actively promoted.

5.1 Key Performance Indicators

Solid Waste Management Key Performance Indicators	Target 2016/17	COMPLAINTS		INCIDENTS	
		MONTH	YTD	MONTH	YTD
Number of communities with recycling centres	6		6		
Volume of waste disposed out of district	Decreasing by 2.5%	Increase of 11% compared to May 2016	Current average month increased 26% on 2014	-	-
% of ratepayers and residents satisfied with the level of service	85%			NRB survey:	66%

5.2 Waste management

Routine services have been delivered successfully over the period. The recycling centres operated satisfactorily.

5.3 Kerbside and associated services (Combined Contract MDC, CDC and SWDC 2017-2022)

Tenders for the combined waste services contract closed on 29 March 2017 and further information may be available at the meeting.

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.

LAND TRANSPORT Key Performance Indicators	Target 2016/17	COMPLAINTS		INCI	DENTS
		MAY	YTD	MAY	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%	24/39 (62%)	305/390 (78%)	39	390
Meet annual plan footpath targets	Yes				

6.2 Roading maintenance – Fulton Hogan

Heavy concentration on grading of unsealed roads has been carried out through July, commencing in August there will be the introduction of a tow behind roller on the rear of 1 grader.

Logging operations are being carried out on the unsealed sections of Haurangi, Dry River and Papatahi Roads. These operations are requiring additional inspections.

A rain event on 13/14 July had an effect on the network generally between Hinakura and Pirinoa with a number of road closes over a 12 to 18 hour period.

Fulton Hogan are currently accessing the damage in terms of flood damage costs and timelines to full reinstatement.

A large number of sealed pavement failures have been identified on Western Lake and Lake Ferry Roads and have been programmed for repairs.

A high coastal swell at Cape Palliser on 22 July caused more pavement damage to the road in the area of the Department of Conservation station.

6.3 Other activity

Whittaker Contracting are progressing on the bridge maintenance contract.

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.

AMENITIES Key Performance Indicators	Target 2016/17	СОМР	PLAINTS	INCII	DENTS
		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	67%				

AMENITIES Key Performance Indicators	Target 2016/17	COMPLAINTS	INCI	DENTS
swimming pools				
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

7.2.1. Featherston

SWDC, and Featherston (as sister town to Messines), remembered the Battle of Messines during the week of 7-14 June 2017. The New Zealand Division saw action between 7 and 9 June, and while successful in capturing their objective, it was at the cost of 3700 casualties including 700 dead. In Featherston, the flag of Belgium was flown alongside the New Zealand flag, and a remembrance flag at the war memorial, library and Anzac Hall. These three flags also flew at the SWDC office during the week.



Work on car-parking areas around Card Reserve has been completed for 2016/17. The proposed car-park between the stadium and Underhill Road was not done, as measuring up showed we would gain very few car parks for a relatively high cost. Instead, the existing carpark around the stadium was repaired and line-marked, so there are now 25 car parks available there. Kerb and channel and a hard surface were put down on the Johnston St road reserve along the side of the rugby/athletic fields, and it is hoped to carry this right through past the swimming pool to the soccer fields in 2017/18.

Plans are being drawn up for a refresh of planting at the Featherston War Memorial, as many of the hebes and shrubs are past their best. Year 7 and 8 students at St Theresa's School have been undertaking a project for council in Barr-Brown reserve, to locate and recommend action on epiphytic plants growing in the native trees. These plants can become quite large, and have caused problems in other New Zealand native reserves as they can be dangerous if they fall on people. The students have been studying the nature of epiphytes, and have carried out a preliminary reconnaissance in the reserve. They will be reporting back on their findings, including whether any epiphytes are recommended for removal, and are also going to prepare signage about these plants for reserve users.



The extremely wet weather in July caused some problems, particularly on the Domain tracks, which needed tidying up, and also at the dog park where the entry areas became lakes – these have now been filled in.

7.2.2. Greytown

Arbor Day was celebrated in Greytown in early July with planting in several of the parks. Children from Greytown Early Years, Greytown School and Greytown Kindergarten planted 45 native trees in O'Connor's Bush; this was organised by the Friends of O'Connor's Bush. The Friends of Sarah and Stella organised the planting of a pear tree in Stella Bull Park by children from the Blue School, the tree being donated by Steve Meyrick of Pine Haven Orchard. The Wairarapa Times-Age donated a number of native trees to Council as part of the Trees That Count campaign, and the majority of these were planted a Greytown Cemetery by members of the Community Board and Tree Advisory Group. The trees were planted across the eastern boundary of the Catholic section, and will provide shade and beauty in this area in years to come.



The Community Board requested the removal of the chain across the western entrance to O'Connor's Bush, as wheelchair/mobility scooter access is needed. Planning is underway for a suitable arrangement to allow access for wheelchairs and mobility scooters that still prevents cars and motorbikes from getting into the Bush.

The wet July affected Greytown too, with officers formally closing the Soldiers' Memorial Park playing fields for one weekend to protect the surface. Fortunately Capital Football had decided to cancel all sport that weekend anyway. The Greytown dogpark entrance also required filling in to get rid of the slush and mud.

7.2.3. Martinborough

The planned winter planting for Considine/Centennial Parks has begun with the planting of two kowhai trees at the entrance to Centennial Park. The olive trees alongside the lime path through the two parks have been trimmed and lifted, resulting in the removal of four truckloads of clippings.

The wet weather impacted Martinborough Square, which became Martinborough Lake for a day or so, but this doesn't seem to have damaged the new grass. One tree in the Square collapsed and was removed.





Martinborough dog park took a battering both from the weather, and from its alternate use as a road during Gypsy Week early in July.

7.3 Urban berms and road reserves

Officers have been updating the "No-Spray Register", a record of properties where no use of chemical sprays on the footpaths and berms has been requested. This record is part of the parks and reserves contract with City Care, and needs updating as properties change hands and/or residents opt for an organic approach in their own gardens and don't want to risk overspray. A form has now been developed and placed on the SWDC website so people can make the request to join the "No-Spray Register". To make it easier for the City Care staff, the properties on the register are marked with a green triangle on the footpath/kerb, and these have also been refreshed.

7.4 Playgrounds

At Featherston playground, the flying fox is out of action pending repairs to the timber on the tower and steps leading up to it. Work is also planned on the edging which holds the soft-fall bark for the flying fox, and to get some better fencing up between the playground and Birdwood Street. The old see-saws have been removed as they are just an accident waiting to happen, and replacements are under consideration.

At Martinborough, the dual swing is temporarily out of action because of unsafe soft-fall material and a damaged platform, but repairs are in progress.

7.5 Community housing

For the first time since 2012, we have vacancies in the Matthews Flats in Featherston. These flats, like the Burling Flats and Featherston stadium, were built with Dux Quest plumbing piping, one of the earliest plastic pipes

used for plumbing. As it ages, the pipe is prone to splitting, and we have already had several such events, with resulting leaks, in the Matthews Flats and the stadium. In those situations, we have only been able to replace the affected sections of pipe. We're very conscious that the pipe is sitting there like a ticking time bomb, so we are taking the vacancies as an opportunity to completely remove and replace all of the pipework, and do some much needed redecorating in two of the flats.

Westhaven flats in Greytown similarly have not had a vacancy since 2012, and one tenant has lived in her flat for 17 years. We took advantage of a brief absence by the tenant to get the kitchen, laundry and bathroom repainted.





7.6 Cemeteries

At Greytown cemetery we have been having issues in several areas with people driving across the lawn plots, including across recent interments, and also vehicles parking on unmarked graves in the paupers' and children's area. Additional bollards and chains are to be placed in several areas, including the complete enclosure of the paupers'/children's area. We have also had a large number of temporary signs made up, and these are being placed in all three cemeteries in areas where we know we have problems with people driving on the grass/plots. We are also doing some tidying up of the Millennium Shelter in preparation for updating the directory of those interred.

The Greytown cemetery driveway has been tidied up, with the removal of the tree stumps on the southern side, and a start made on turning that area into car parking.



The fence at Greytown cemetery is looking much better since it has been water-blasted. We will re-paint it in spring/summer, when weather improves.

7.6.1. Purchases of burial plots/niches 15 June 2017 to 26 July 2017

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

7.4.2 Ashes interments/burials 15 June 2017 to 26 July 2017

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

7.7 Pools

Between-season work continues behind the scenes, with the completion of painting inside the changing rooms at Martinborough pool. We are also looking to replace the castors on the pool cover trolley with some industrial strength ones, as the current light ones keep getting broken.

7.8 Property

7.8.1. Featherston

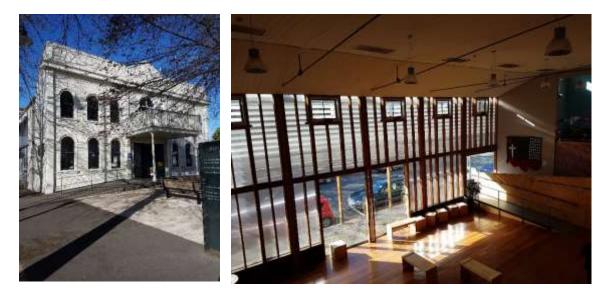
New photographs have been taken of the Anzac Hall for advertising as a conference venue, and will be used to update the website shortly.



7.8.2. Greytown

We have done some work in the Greytown Town Centre in the upstairs green room used by Civil Defence, coating the entire north wall with Resene Write-On Wall paint. This has turned the entire wall into a whiteboard (or more accurately, a light-greenboard) which will be useful for both civil defence and other users of the room. A black border will hopefully hide any residual dust and smudging from whiteboard pens. We are in the process of replacing one of the hand-driers in the public toilets, as the current one is only working intermittently. We are also reviewing the lighting in the WBS room, with a view to adding extra luminaires at the west end, and possibly replacing the recessed downlights in the ceiling on the south side of the room.

New photos were also taken of Greytown Town Centre, and will be added to the website.



7.8.3. Martinborough

The last two properties of those being sold as part of the Waihinga Centre funding are now in the process of sale. These are the 3.4Ha block on the corner of White Rock and Te Muna roads, and the 0.54Ha block on the corner of Lake Ferry and Pukio East roads.

7.9 Toilets

The new toilet at North Tora has been completed, and final preparations are under way for commencing the work on the new toilets at Ngawi. The frequency of cleaning and restocking the coastal toilets is under review due to the increased loading from tourists and campers.

7.10 Events

7.10.1. Featherston

Completed events:

The Time Travellers' Ball held Saturday, 24 June 2017 at the Anzac Hall



Future events:

7.10.2. Greytown

Completed events:

Apache Jacks Wairarapa Kids Cross Country held Sunday, 23 July 2017 at Soldiers Park Memorial

Future events:

7.10.3. Martinborough

Completed events: Nil

Future events: Nil

7.11 Libraries

Aaron Bell has joined the team at Martinborough library, replacing Janet McAllister who has gone to Masterton library. The recruitment for Janet's replacement also produced a number of new people willing to fill in as casuals, so there are new faces in all of the libraries.

Featherston library's July holiday programme included Maths is Fun and two paper craft projects, one of which involved the creation of paper moths for an art installation in the United States.

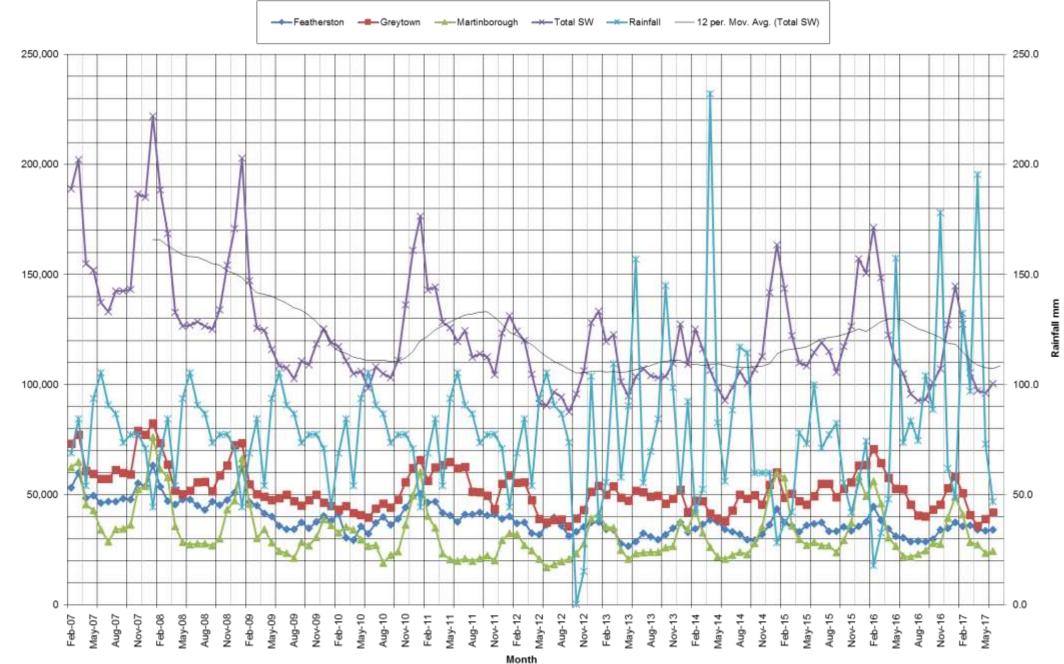
Martinborough library's Winter Warmers events included some interesting decoupage. All three libraries hosted the Travelling Tuataras Stories and Songs for the children towards the end of the holidays.

8. Appendices

- Appendix 1 Monthly water usage
- Appendix 2 Waste exported to Bonny Glen
- Appendix 3 Library statistics

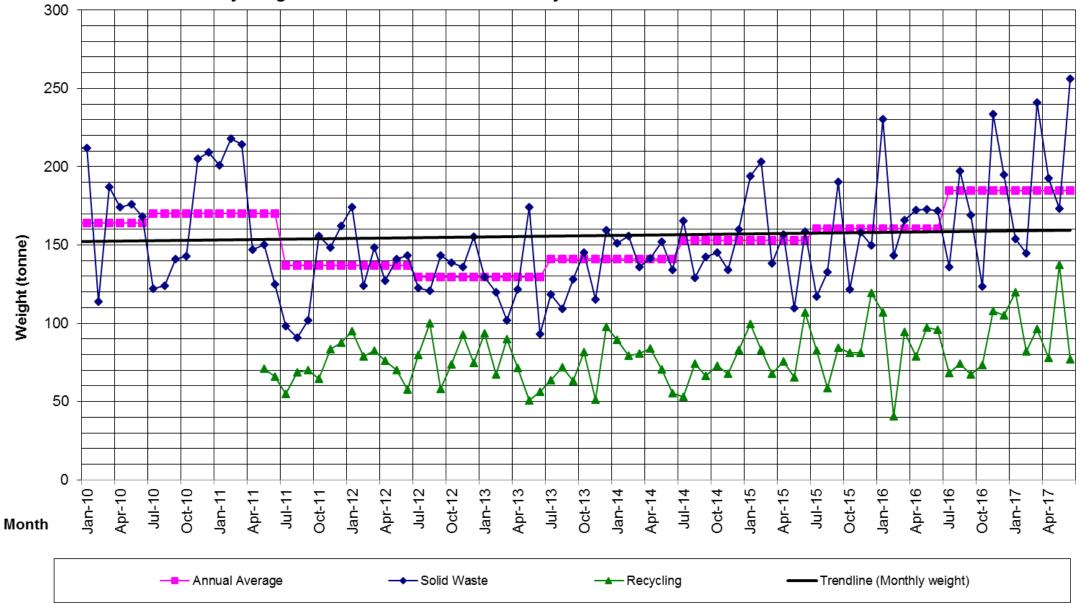
Contact Officer: Mark Allingham, Group Manager Infrastructure and Services

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

