

SOUTH WAIRARAPA DISTRICT COUNCIL

10 AUGUST 2016

AGENDA ITEM E2

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 information.*

1. Group Manager highlights

Over the last 6 weeks staff has been involved in the end of year reporting for consents, NZTA close out and preparation of the annual plan.

Works have been continuing on the two wastewater consents, the preparation of the Featherston waste water consent acquisition and the Woodside water plant upgrades. With the tender having closed for the water plant upgrades discussions have been held with the preferred contractor and local sub-contractors regarding the work and timings.

Input has been given to WELA (Wellington Emergency Lifelines Association) and Wellington Region Emergency Management Office (WREMO) with workshops on hazards overview (flood, seismic), road access to response priority sites, power supply to sites etc.

The WREMO annual report also has been released and has been circulated to elected members.

Discussions have been held with Wellington Water on the review and assessment of South Wairarapa District Council's (SWDC) underground network and also with the Local Government Commission (LGC) looking at transport options for the region and Capital Journeys regarding joint works and management. This is a continuation of current processes and looking at working with other entities to raise service levels, decrease costs and supply efficiencies.

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 2015/16	COMPLAINTS		INCIDENTS	
		June	YTD	June	YTD
The average consumption of drinking water per day per resident within the territorial authority	<400 Lt	620	728		
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	1 per1000 connections (4 complaint)	1.25 per1000 connections (5 complaint)	4	5
The total number of complaints received by the local authority about drinking water odour per 1000 connections	<15	1 per1000 connections (4 complaint)	1.75 per 1000 connections (7 complaint)	4	7
The total number of complaints received by the local authority about drinking water pressure of flow per 1000 connections	<15	0	3.6 per 1000 connections (14 complaints)	0	14
The total number of complaints received by the local authority about continuity of supply per 1000 connections	<15	0	4 per1000 connections (16 complaints)	0	16
The total number of complaints received by the local authority about drinking water clarity per 1000 connections	<15	0.5 per1000 connections (2 complaint)	2.5 per1000 connections (10 complaint)	2	10
Ratepayers and residents satisfied with level of service for water	75%				
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	(4/5) 80%	-	5	56
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	(5/5) 100%	-	5	56
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	18/25 (72%)	-	25	333
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	19/25 (76%)	-	25	333
Fire hydrants tested annually that meet NZ Fire Service Code of Practice	20%	40%	40%		
The % of real water loss from the local authority's networked reticulation system identified by establishing and measuring night flow	<20%		56%		

2.2 Services

2.2.1. Water supply capital improvements Featherston

The Revans Street, Featherston water main renewal was completed in June. The project ran well and the use of a pipe thruster has greatly reduced traffic management and reinstatement costs as it eliminated the need to open trench the water laterals across the street.

The Alternative Supply Project, Stage 1 contract works, which include the bore field and pipeline works, as reported earlier, is practically complete and being operated by City Care Ltd (CCL). The bores are supplying the UF plant with water to check the operation of the bores and reduce the maintenance with the improved water supplied. Both Featherston and Greytown are supplied from the UF plant to test the capacity of the bores. The 12 month maintenance period commenced on 4 July.

Stage 2 Design and Documentation has been awarded to CCL. Completion and commissioning of the new upgrade plant is expected before December 2016.

2.3 Water treatment plants

The Waiohine and Greytown plants operated routinely over the period. A power fault in the Martinborough plant caused a pump drive and instrumentation to fail last week. These will be replaced this week so that the plant is fully operational.

2.4 Water reticulation

There were 34 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 CCL to maintain satisfactory flows. There were 10 accounts for blockage clearing or no water flow for the Moroa and 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 2015/16	COMPLAINTS		INCIDENTS	
		June	YTD	June	YTD
Number of blockages per 1000 connections	<10	4 complaint	42 complaints	1 per 1000 connections (4 blockage)	10.45 per 1000 connections
Ratepayers and residents satisfaction with waste water services	70%	Annual survey	Annual survey	Annual survey	Annual survey
Number of dry weather sewerage overflows per 1000 connections	<10	-	-	0 per 1000 connections (0 overflow)	1 per 1000 connections (4 overflows)
Attendance time: from notification to arrival on site	< 1 Hr	-	-	2/4 (50%)	61
Resolution time: from notification to resolution of fault	< 4 Hrs	-	-	4/4 (100%)	61
% of resource consent conditions complied with to mainly complying or better*	90%				
No. of abatement notices	<2				2
No. of infringement notices	0				0
No. of enforcement notices	0				0

WASTE WATER KEY PERFORMANCE INDICATORS	TARGET 2015/16	COMPLAINTS		INCIDENTS	
		June	YTD	June	YTD
No. of convictions	0				
No. of complaints per 1000 connections received about sewage odour	< 15	0	1 per 1000 connections (4 complaints)	0	4
No. of complaints per 1000 connections received about sewage systems faults	< 15	1	2.24 per 1000 connections (8 complaints)	1	9
No. of complaints per 1000 connections received about sewage system blockages	< 15	0.75 per 1000 connections (3 complaint)	42 10.5 per 1000 connections	3	42
No. of complaints per 1000 connections received about the response to issues with sewage	< 15	0	0.2 per 1000 connections (1 complaint)	0	1
Proportion of urgent waste water service requests responded to within 6 hours of notification	95%	4/4 100%	-	4/4 (100%)	87% (53/61)

3.2 Waste water treatment plants

3.2.1. Capital and consents

The preliminary design inputs for the improvement works at the Greytown and Martinborough sites are underway. The objective is to deliver the initial stages of the land treatment infrastructure for each site by next summer at the earliest. A number of the early consent conditions are completed and the management plans are progressing. These works will be delivered ahead of the resource consent time frame.

3.2.2. Operational

Lake Ferry and Martinborough plants operated routinely during the period with no reported issues.

Officers are currently working with the trade waste discharger, identified in July 2015, to reduce the contamination in their waste.

Greytown Waste Water Treatment Plant (GWWTWP) has been closely monitored since the start of the processing season. Council Officers are working with the trade waste dischargers to make sure the impact on the GWWTWP and the plant neighbours is minimised.

3.2.3. Waste water reticulation

There were 4 pipeline blockages reported during the period.

4. Storm water drainage

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

4.1 Key Performance Indicators

STORM WATER DRAINAGE KEY PERFORMANCE INDICATORS	TARGET 2015/16	COMPLAINTS		INCIDENTS	
		MONTH	YTD	MONTH	YTD
% of ratepayers and residents satisfied with stormwater drains	54%	Annual survey	Annual survey	Annual survey	Annual survey
% 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

There have been periods of heavy rains and a few call outs. Council is co-ordinating with the Greater Wellington Regional Council (GWRC) at Featherston train station to clear a shared drain.

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 2015/16	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%	Decreased by 17% for December	Increased 4.9% on 2014	-	-
% of ratepayers and residents satisfied with the level of service	80%	Annual survey	Annual survey	Annual survey	Annual survey

5.2 Waste management

Routine services have been delivered successfully over the period.

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 2015/16	COMPLAINTS		INCIDENTS	
		JUNE	YTD	JUNE	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	78				
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	68%				
Availability of footpaths on at least one side of the road down the whole street	87%				
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%	36/43 (84%)	228/251 (91%)	43	251
Meet annual plan footpath targets	Yes				

6.2 Roading maintenance – Fulton Hogan

Fulton Hogan is now on top of the grading/metalling program on unsealed roads. There has been a drop in service requests relating to unsealed roads. Culvert maintenance across the district is well underway. The programming of routine works has now been approved for July and August.

6.3 Other contracts

6.3.1. Sealed Road Rehabilitation: Higgins Contractors

The physical works have all been completed and the sites have been left in a good state of repair. Higgins have managed their workload well on this project and met all deliverables.

6.3.2. Whatarangi Cliff dropout reinstatement, Cape Palliser Road: Fulton Hogan

Road works on Cape Palliser Rd and the benching of the bank are still underway and are progressing well due to the calm weather conditions we are experiencing at that moment.

The next part of the contract will be the construction of the retaining wall. A number of issues have been encountered with the supply and performance of the concrete bags for the retaining wall. We are working

with the suppliers, consultants and Fulton Hogan to address these issues prior to construction.

6.3.3. Oxford Street lime footpath and associated works: Pope & Gray Contractors

Contractors have finished on site. The lime path is complete and kerbing along the front of the tennis club finished to a good standard. The sealed area is completed and with time the chip will settle into the pavement.

6.3.4. Footpath Maintenance and Renewals 2016/17: Fulton Hogan

The combined Carterton and SWDC footpath maintenance and renewal contract commenced this month starting with the Martinborough sites. Opus is again tasked with managing this contract on behalf of SWDC.

7. Amenities

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 2015/16	COMPLAINTS		INCIDENTS	
		MONTH	YTD	MONTH	YTD
Users satisfied with parks and reserves	90%				
Ratepayers and residents are satisfied with Council playgrounds	80%				
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	65%				
Occupancy of pensioner housing	99.8%				
Ratepayers and residents satisfied with town halls	74%				
Cycle strategy	Developed				
Ratepayers and residents satisfied with public toilet facilities	90%				
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%				

7.2 Parks and Reserves

7.2.1. Featherston

Work by Perkinsons on the Town Square is over 80% completed. They are on track to complete the contract at the end of July. Once Perkinsons have completed their work, planting will begin.



Featherston Town Square aerial view

7.2.2. Martinborough

Winter planting has been done at Considine Park, and the fence around the Dublin St West side has been completed. There have been no further issues reported with aggressive birds on the soccer fields at Coronation Park.

7.3 Playgrounds

7.3.1. Featherston

The small roundabout is being replaced – there was a problem with the top and it is cheaper and easier to replace the whole unit. The small spinner has been removed temporarily – it was closer than to the bottom of the slide than it should have been – we are just looking at where it can be relocated to.

7.4 Properties

7.4.1. Featherston

The hot water cylinder in the Anzac Hall kitchen has been replaced, and a timer fitted so that it is not left running when the hall is not in use. City Care staff are working on getting the stag heads reinstated on the walls of the main hall – the difficulty has been finding suitable fixings to support the weight of them securely.

7.4.2. Martinborough

The guttering on the Martinborough Museum building has been cleaned and repaired. Temporary repairs have been made to what appears to be vandalism damage at Martinborough Town Hall (boards kicked off fire stairs, broken windows).

7.5 Community housing

There have been no changes to the waiting lists for community housing, with five people waiting for flats at Martinborough, two at Greytown and ten at Featherston.

New regulations requiring properties under the Residential Tenancies Act to have insulation and smoke alarms came into force at the beginning of July 2016. Most of the pensioner flats were insulated at the end of 2012. The

only flats which haven't been insulated are those at Westhaven – this is because they are on concrete slabs, so no underfloor insulation is possible, and there isn't sufficient space between the ceiling and roof to install compliant insulation.

All the smoke detectors need to be compliant with AS 3786 – 1993 or equivalent, and we are currently going through the flats to see which ones need to be replaced.



Flat 11 at Cicely Martin is vacant at the moment while carpet and paint work are refreshed. As this flat has already had some modifications made to it for a wheelchair user, we propose to remove the standard shower and install a wet area shower. Once this is done, a disabled tenant from one of the other flats will be moved into flat 11. We are working with Enable NZ to get funding for the shower modifications.

7.6 Cemeteries

7.6.1. Featherston

The first stage of the shelter belt planting for the Featherston cemetery extension has been done, and fencing and gates installed to separate the area for the Te Waka Iti urupa. The totara avenue for the driveway has also been planted and fenced to keep stock away from plantings.

7.6.2. Greytown

Volunteers from the Wairarapa branch of the NZ Society of Genealogists have started work on the cemetery records to prepare a revised index to burials be put up in the millennium shelter.

7.6.3. Martinborough

The wooden seats have been repaired, water-blasted and repainted.

7.6.4. Purchases of burial plots/niches 17 June to 20 July 2016

	Greytown	Featherston	Martinborough
Niche	1	1	1
In-ground Ashes Beam			
Plot	1		1

7.6.5. Ashes interments/burials 17 June to 20 July 2016

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

7.7 Events

7.7.1. Featherston

Completed events:

Future events: Carnival of Trains being held on 3 September 2016 in Featherston

Rimutaka Country Music Group Charity Concert being held on 29 October 2016 (ANZAC Hall)

7.7.2. Greytown

Completed events: A Taste of Vegas in the Big G was held on 9 July 2016 at the Greytown Town Centre – the evening was a great success and the proceeds of nearly \$11,000.00 will go towards the renovations of the rugby club rooms.

Wairarapa Kids Cross Country this was the final race in the series and a good turnout of young aspiring cross country runners was held on Sunday, 17 July 2016, at Soldiers Memorial Park, Greytown.

Future events: Greytown Country Market at Stella Bull Park – The dates for the markets start from: 16 October, 20 November, 18 December 2016, 15 January, 19 February, 19 March and 16 April 2017

Hospice Wairarapa Country Christmas Fete – being held on 5 & 6 November 2016 (Greytown Town Centre and front courtyard)

7.7.3. Martinborough

Completed events: Monster Book Fair was held on 18 June 2016 at the Martinborough Town hall.

Martinborough Squash Club Casino Fundraiser was held on 25 June 2016 at the Martinborough Town hall

Future events: Toast Martinborough being held 20 November 2016. This is the 25th year for Toast



Cruise Martinborough being held on 28-31 January 2017 (Martinborough Square 28/01/2017)

7.8 Libraries

Featherston and Greytown libraries have been running the Maths is Fun programme for primary school students over the holidays. The Featherston finale will be held on Friday 22 July at the Anzac Hall.

All of the south Wairarapa libraries have been offering the Winter Warmers reading programme over the school holidays.

8. Civil defence and emergency management

SERVICE LEVEL – People are prepared for a civil defence emergency.

8.1 Key Performance Indicators

CIVIL DEFENCE AND EMERGENCY MANAGEMENT KEY PERFORMANCE INDICATORS	TARGET 2015/16	COMPLAINTS		INCIDENTS	
		MONTH	YTD	MONTH	YTD
Ratepayers and residents prepared for an emergency	75%				
Regional Civil Defence Emergency Annual Plan achieved.	Yes				

8.2 Wellington Regional Emergency Management Office (WREMO)

8.2.1. Update

The WREMO annual report also has been released and has been circulated to elected members. Hard copies can be supplied if required.

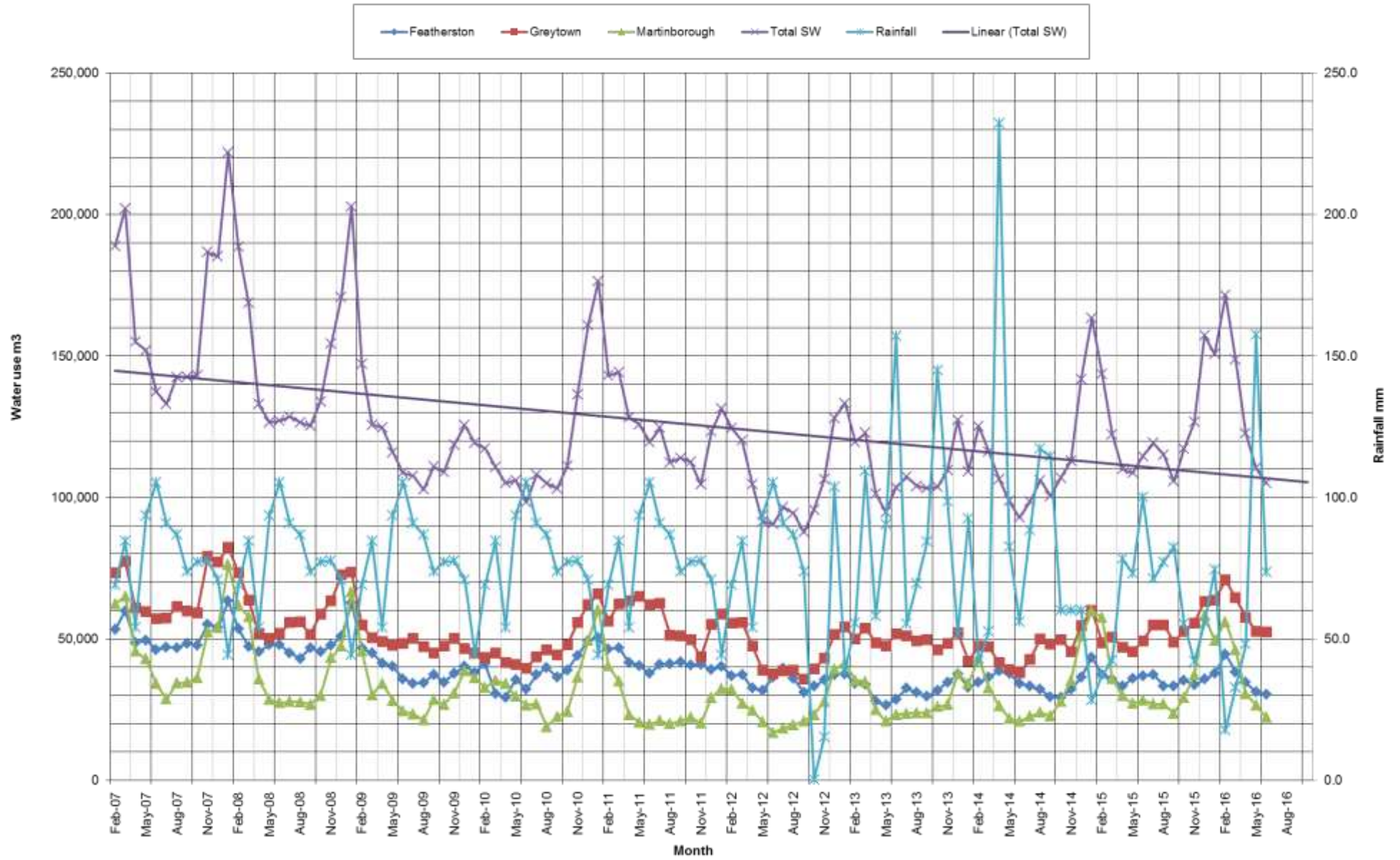
9. Appendices

- 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

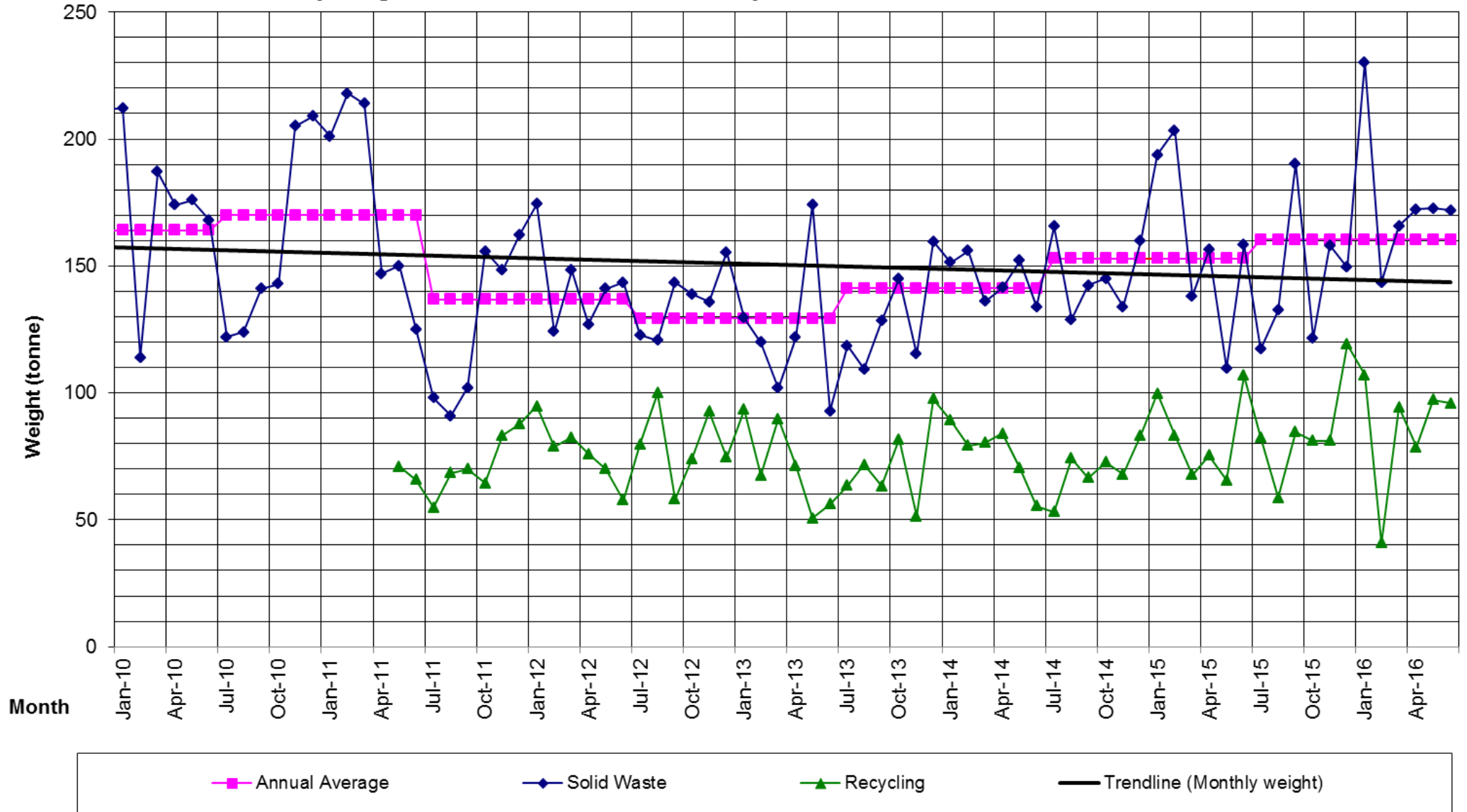
Appendix 1 - Monthly water usage

Water use South Wairarapa District Council



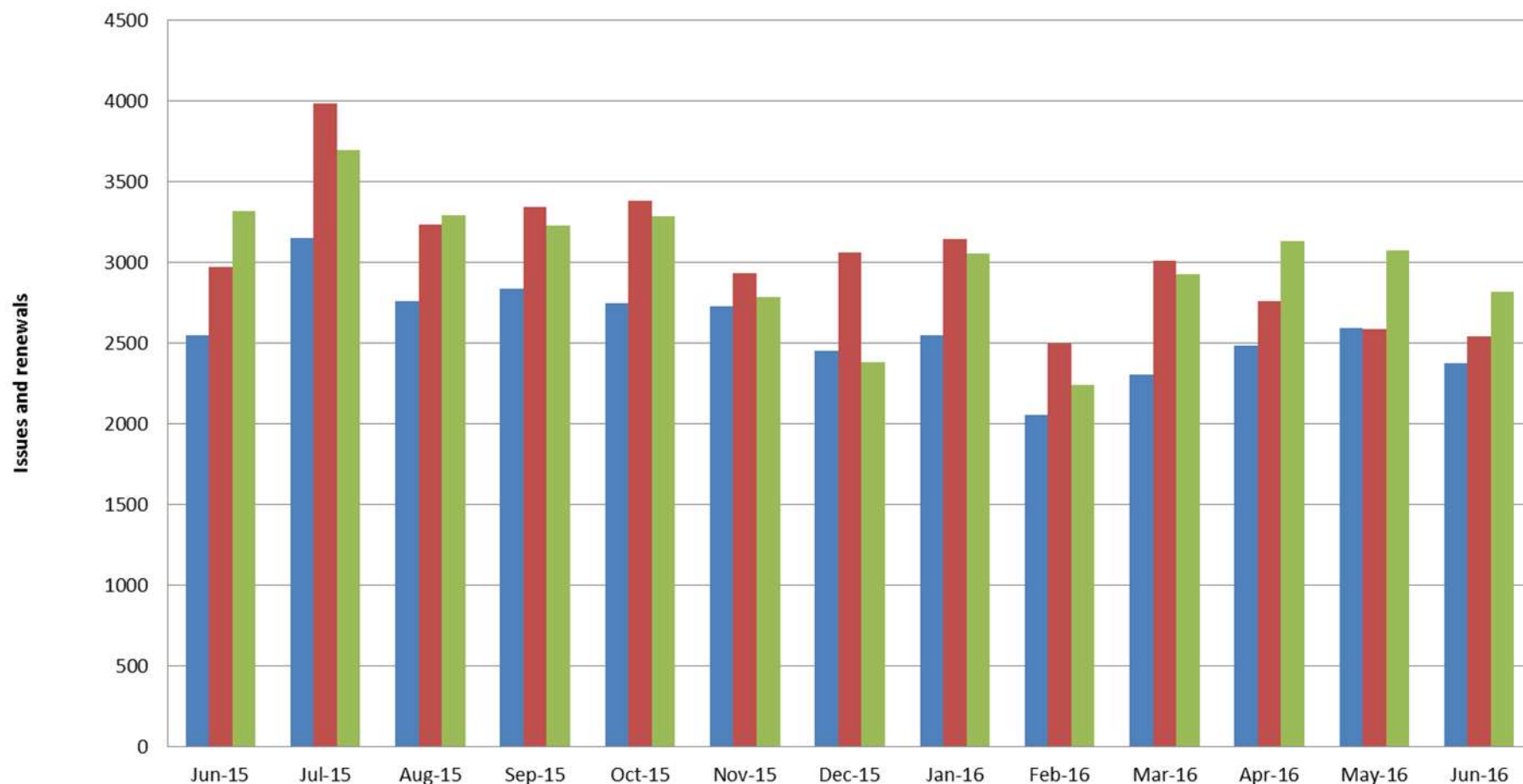
Appendix 2 -Waste exported to Bonny Glen

Monthly weight of waste transferred to Bonny Glen



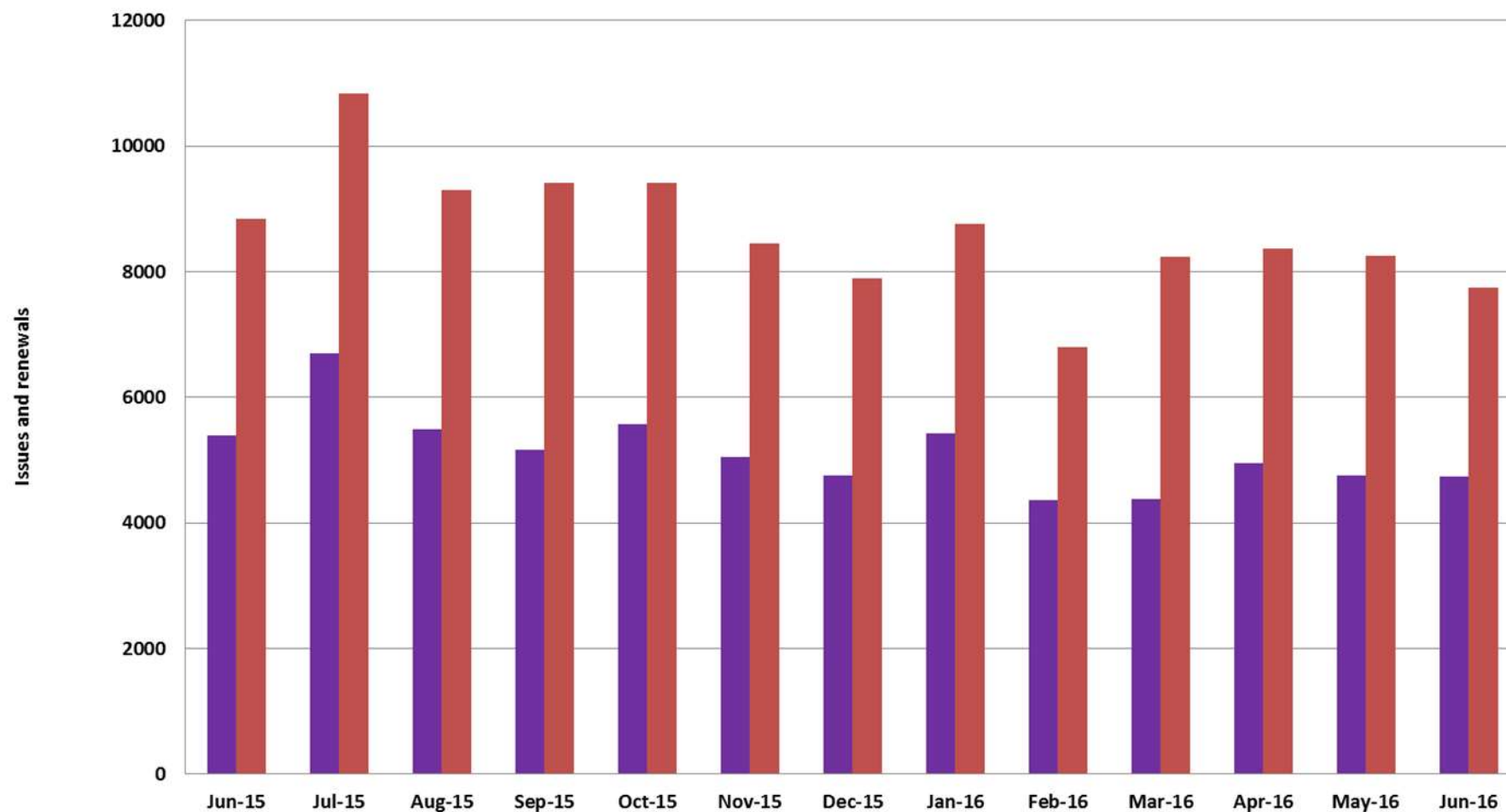
Appendix 3 – Library statistics

South Wairarapa libraries - issues and renewals to June 2016



	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
■ Featherston	2548	3152	2763	2838	2748	2728	2450	2550	2057	2304	2482	2591	2375
■ Greytown	2971	3985	3235	3343	3383	2936	3062	3143	2495	3010	2757	2588	2543
■ Martinborough	3317	3695	3293	3230	3283	2787	2381	3058	2242	2925	3134	3074	2820

Wairarapa Library Service - issues and renewals to June 2016



	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
■ Carterton	5396	6702	5495	5161	5570	5042	4759	5422	4362	4378	4948	4752	4730
■ South Wairarapa	8836	10832	9291	9411	9414	8451	7893	8751	6794	8239	8373	8253	7738