

# SOUTH WAIRARAPA DISTRICT COUNCIL

12 DECEMBER 2018

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## AGENDA ITEM D2

### INFRASTRUCTURE AND SERVICES REPORT

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#### **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**

Significant weather events have been the focus in the last few weeks. Excessive rain at the end of November saw both Ponatahi Road and the Waihenga Bridge close periodically; feedback from the community has been positive in relation to access of information and Council reaction to roading and infrastructure issues. A freak rainstorm in Featherston has also seen major damage to roading with closures required for repairs.

Recruiting is underway for a group Project Administrator with interviews going ahead prior to Christmas. Advertising for the Amenities Manager has been extended.

The move to the Waihinga Centre is underway with Martinborough Library currently closed for packing and relocation.

The swimming pool season has begun and we expect to see an increase in patronage with Masterton remaining closed for the season. New shade coverings and water fountains have been installed as a result of community consultation.

Upgrading to Western Lake and Cape Palliser Roads continues, but has unfortunately marred by vandals who ran down at least 50 of the new markers.

## 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	
		OCT	YTD	OCT	YTD
The average consumption of drinking water per day per resident within the territorial authority	<400 Lt		440		
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 2008*	FTN: Yes GYT: Yes MTB: Yes		FTN: No GYT: No MTB: No		
Water supply systems comply with Ministry of Health Protozoa Drinking Water Standards guidelines 2008	FTN: Yes GYT: Yes MTB: Yes		FTN: No GYT: No MTB: No		
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 or flow per 1000 connections	<15	0.5 per 1000 (2 complaints)	1 per 1000 (4 complaints)	2	4
The total number of complaints received by the local authority about continuity of supply per 1000 connections	<15	0 per 1000 (0 complaints)	0.75 per 1000 (3 complaints)	0	3
The total number of complaints received by the local authority about drinking water clarity per 1000 connections	<15	0.5 per 1000 (2 complaints)	0.75 per 1000 (3 complaints)	2	3
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	(2/3) 66%	Median Time 21mins	3	5
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%	Median Time 3h 31mins	3	5
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	(28/51) 55%	Median Time 24h 46mins	51	131
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	(47/51) 92%	Median Time 25h 53mins	26	50
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%		20%		

### 2.2 Water supply capital improvements

#### 2.2.1. Featherston water supply

Plans for drilling of an additional bore (approximately \$40k for bore) continue with drilling later in January; connection to pipe and pump install to be developed. Ongoing discussions are taking place with Greater Wellington Regional Council (GWRC) about consent to drill and the consent renewal (existing consent expires December 2019).

Plans to convert one of the raw water storage ponds adjacent to the water treatment plant are progressing. This will give approximately 2 days on top of the existing half a day's storage at peak summer usage supplying both Featherston and Greytown.

## 2.3 Water treatment plants

The Waiohine plant and Greytown Bore have operated routinely. The Martinborough plant operated as normal with a report being completed for manganese removal.

## 2.4 Water reticulation

There were 51 reticulation repairs reported and rectified during the period, half were from the leak detection work in Greytown which resulted in longer response times.

## 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	
		OCT	YTD	OCT	YTD
Number of blockages per 1000 connections	<10	0.72 per 1000 (3 complaint)	2.64 per 1000 (11 complaint)	3	11
Ratepayers and residents satisfaction with waste water services	70%			NRB survey:	49%
Number of dry weather sewerage overflows per 1000 connections	<10	0	0	0	0
Attendance time: from notification to arrival on site	< 1 Hr	4/7 (57%)	Median Time 49min	3	9
Resolution time: from notification to resolution of fault	< 4 Hrs	3/7 (43%)	Median Time 3h 4m	3	9
% 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 per 1000 (0 complaint)	0.24 per 1000 (1 complaint)	0	1
No. of complaints per 1000 connections received about sewage systems faults	< 15	2	0.48 per 1000 (1 complaint)	2	5
No. of complaints per 1000 connections received about sewage system blockages	< 15	0.72 per 1000 (3 complaint)	2.64 per 1000 (11 complaint)	3	11

WASTE WATER KEY PERFORMANCE INDICATORS	TARGET 2017/18	COMPLAINTS		INCIDENTS	
		OCT	YTD	OCT	YTD
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%	7/7 (100%)	95% (18/19)	3	9

## 3.2 Waste water treatment plants

### 3.2.1. Capital and consents

#### Featherston WWTP

The consent application was lodged on 28 February 2017. GWRC notified on 16 May 2018. Ongoing discussion with response to the panel required from council on decision for the consent by 26 October.

#### Staged improvements at Greytown WWTP

A temporary UV system has operated successfully since 29 August to meet the 1 September consent condition. It is constructed so that when the irrigation building is complete the plant can be relocated as constructed into the building. Construction of the building has started with the construction of the wet-well under the building. This will be 4.5m below the floor of the building with a connection for the future winter storage to flow through under gravity. Earthworks are progressing to lift the surrounding area 1.8m from current level which will be above a 100 year flood.

#### Irrigation at Martinborough WWTP

At Martinborough WWTP irrigation to land stopped in May and has restarted in September. The Ruamahanga River level been low on occasion and since the 22 September we have been 36 days of 65 out of the river, either discharge to land or storage in the ponds.

Since starting to irrigate to land in November, 286 bales of bailage have been cut.

#### Waite Street, Featherston renewal

Perkinson Civil have started the replacement of 1800m of the 375mm main from Revans Street to the wastewater treatment plant. Flow monitoring estimates that 25 % of the inflow and infiltration (I&I) occurs within this main. This is in line with the consent application and will reduce the size of the storage pond that will be required for winter period when the ground is too wet for irrigation.

## 3.3 Operational

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

At Martinborough, a fault disabled the irrigator which has been repaired. Power surge suspected. Water was retained in the ponds until the repair and heavy rains raised the river flows.

### 3.3.1. Wastewater reticulation

There were 3 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 2016/17	COMPLAINTS		INCIDENTS	
		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

There was 0 storm water blockages reported during the period.

## 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 3.7% compared to YTD Oct	Current average annual increased 35% on 2014	-	-
% of ratepayers and residents satisfied with the level of service	85%			NRB survey:	66%

Organising a waste minimisation event for each town early 2019.

### 5.2 Zero Waste Coordinator Report

#### 5.2.1. Zero Waste Community Event Recycling bins

These bins can be utilised by any community group free of charge to collect and return from Masterton Transfer Station and emptying them themselves at any Wairarapa Transfer Station. As the festive season gets busier, there

are more enquiries for these bins at events. Most recently they were used at the Gladstone Scarecrow Festival & Featherston School Gala. These were staffed by volunteers (students) to encourage education and reduce contamination. Paper/cardboard, tins/cans, glass and plastic bottles were collected.

### **5.2.2. Love Food Hate Waste**

A Zero Waste Cooking workshop encouraging planning and cooking with less food waste alongside Connecting Communities Wairarapa held at Featherston School. This programme was based from the Easy Choice Family Kai booklets (a LFHW initiative). A 1 week meal plan was chosen to cook 5 dinner meals to feed a family of 6. This workshop was received well with all participants involved in the preparation, cooking and sharing of the meals together. The feedback on the day received was that it was 'economical, easy planning, tasty and generous sized meals'. Most participants were keen to take part in another if they had an opportunity too.

### **5.2.3. WasteMinz Conference**

Our Zero Waste Coordinator recently attended 30th Anniversary of WasteMinz in Christchurch. This was a 4 day conference of forums, workshops, presentations and an expo. This is a great opportunity for networking as well as an informative conference with sharing of expertise, barriers and solutions.

### **5.2.4. Zero Waste Education programme**

The programme has been going really well at both Greytown & Fernridge Schools (Year 3/4 & Year 1/2) – 'Reduce & Litterless Lunches' units. This programme to date has covered nearly 300 students educating them and staff about solid waste, natural resources and reducing our waste to landfill.

There have been discussions about how this programme is different from Enviroschools, which council already partially funds. Zero Waste Education programme does not conflict with Enviroschools and is very different how it is taught. Enviroschools is run by a Zero Waste Educator with resources in schools which is inclusive, free and focussed on solid waste reduction. We still strongly support Enviroschools and their facilitators'.

### **5.2.5. CupCycling initiative – a returnable cup system for Cafes**

We are currently working alongside businesses within Carterton regarding a Cupcycling initiative to make NZ disposable cup free. This campaign is to see as many single use disposable cups eliminated from landfill in NZ. More information available from Jo.

Note - 1 million disposable cups end up in landfill every minute globally!

## 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	
		APRIL	YTD	APRIL	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

Heavy rain again caused flooding at Tukurumui and further out on White Rock, Tora and Te Waite roads.

Slips and trees were down on Hinekura and White Rock and Cape Palliser Roads.

Sealed road digouts have been completed on White Rock Road from Lake Ferry Road to Lagoon Hills Road.

High Shoulder removal on sections of Lake Ferry Road and Western Lake Road have been completed prior to reseals.

Spring seasonal spraying of rural road water tables and around signs and bridges has been completed.

128km of grading was carried out during October.

354 m<sup>3</sup> of maintenance metal was applied to various unsealed roads as part of unsealed renewals.

Roadside edge marker posts have been upgraded on Western Lake and Cape Palliser Roads. It is noted that the upgrade on Western Lake Road was damaged by vandals who run at least 50 down.

Greytown, Featherston and Martinborough had various kerb and channel swept as part of the monthly cycle.

### **6.3 Other activities**

Higgins Contactors have commenced on the seal extension and sealed pavement rehabilitation on Western Lake Road. The seal extension section will be sealed before the Christmas holiday period, but the inclement weather has put a delay on the Western Lake Rd Rehabilitation section and will be completed in January 2019.

Higgins Contractors have commenced the reseals with approximately 30% completed to date, and once again the weather has delayed progress.

Geotechnical consultants have investigated both the Glue Pot on Te Awaiti Road and Johnsons Hill and Cape Palliser Road, in relation to stability, a report is still to come.

Initial ground testing has been completed on the Tora Farm Settlement Road bridge in advance of pier replacement.

Various works have been completed around the Waihenga Centre.

## **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, eleven public toilets and 22 other properties. The Amenities Manager is the contract manager for the City Care parks and reserves contract, and is also responsible 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 Community housing**

The vacant flats at Burling and Cicely Martin are still waiting on our contractors to fit them in with their busy workload.

### **7.2 Cemeteries**

A new ashes wall for Martinborough will be erected in the New Year.

#### **7.2.1. Purchases of burial plots/niches 11 October to 4 December 2018**

	<b>Greytown</b>	<b>Featherston</b>	<b>Martinborough</b>
Niche	2	2	2
In-ground ashes Beam	0	0	0
Burial plot	1	1	1
<b>Total</b>	<b>3</b>	<b>3</b>	<b>3</b>



### **7.2.2. Ashes interments/burials 11 September to 10 October 2018**

	<b>Greytown</b>	<b>Featherston</b>	<b>Martinborough</b>
Burial	4	1	1
Ashes in-ground	2	0	0
Ashes wall	1	0	0
<b>Total</b>	<b>7</b>	<b>1</b>	<b>1</b>

### **7.3 Events**

#### **7.3.1. Featherston**

*Completed events:*

**Dedication of Camp Memorial Sculpture** – 10 November 2018

**Armistice Day Commemorations** – 11 November 2018

**In the Shadow of War** – being held Sunday, 11 November 2018

**Featherston Festivals of Choirs** – being held Sunday, 18 November 2018

**Featherston Market** – being held every fourth Saturday:  
24 November 2018

**Christmas in the Squirle** – being held Saturday, 3 November 2018

*Future events:*

**Featherston Christmas Parade** – being Saturday, 8 December 2018

**Featherston Market** – being held every fourth Saturday: 22 December 2018, 26 January, 23 February and 23 March 2019

#### **7.3.2. Greytown**

*Completed events:*

**The Greytown Country Market** – being held 21 October, 18 November 2018

*Future events:*

**The Greytown Christmas Parade** – being held Saturday, 15 December 2018

**The Greytown Country Market** – being held 23 December 2018, 20 January, 17 February and 17 March 2019



### **7.3.3. Martinborough**

*Completed events:*

**Martinborough Charity Fun Ride** – held Sunday, 28 October 2018

**Toast Martinborough** – held on Sunday, 18 November 2018



*Future events:*

**Christmas Magic in Martinborough** – being held Saturday, 8 December 2018

**Martinborough Christmas Parade** – being held Saturday, 8 December 2018

**Round the Vines – Fun Walk & Run** – being held Saturday, 16 March 2019

**Ngawi Big 3 Fishing Competition** – being held Thursday 14 February to Sunday, 17 February 2019

**Martinborough Fair** – being held Saturday, 2 February and 2 March 2019

## **8. Libraries**

Library statistics for October 2018 are attached in Appendix 3. There are no statistics for wi-fi usage in October for Featherston and Greytown, due to the change of network provider. Martinborough Library will change to the new provider once the library moves to the Waihinga Centre.

## **9. Appendices**

Appendix 1 Monthly water usage

Appendix 2 Waste exported to Bonny Glen

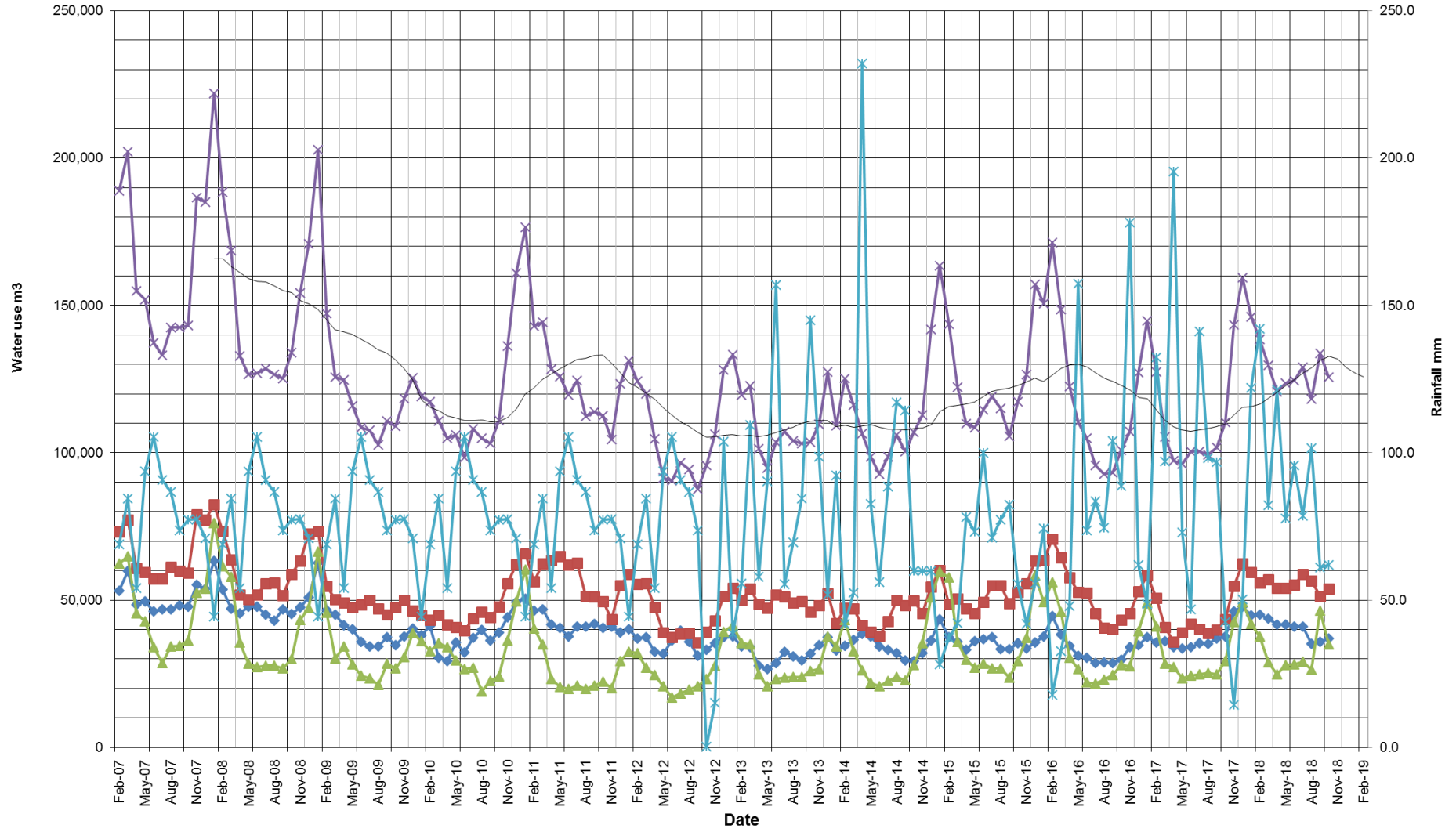
Appendix 3 Library statistics

Contact Officer: Mark Allingham, Group Manager Infrastructure and Services

Reviewed by: Paul Crimp, Chief Executive Officer

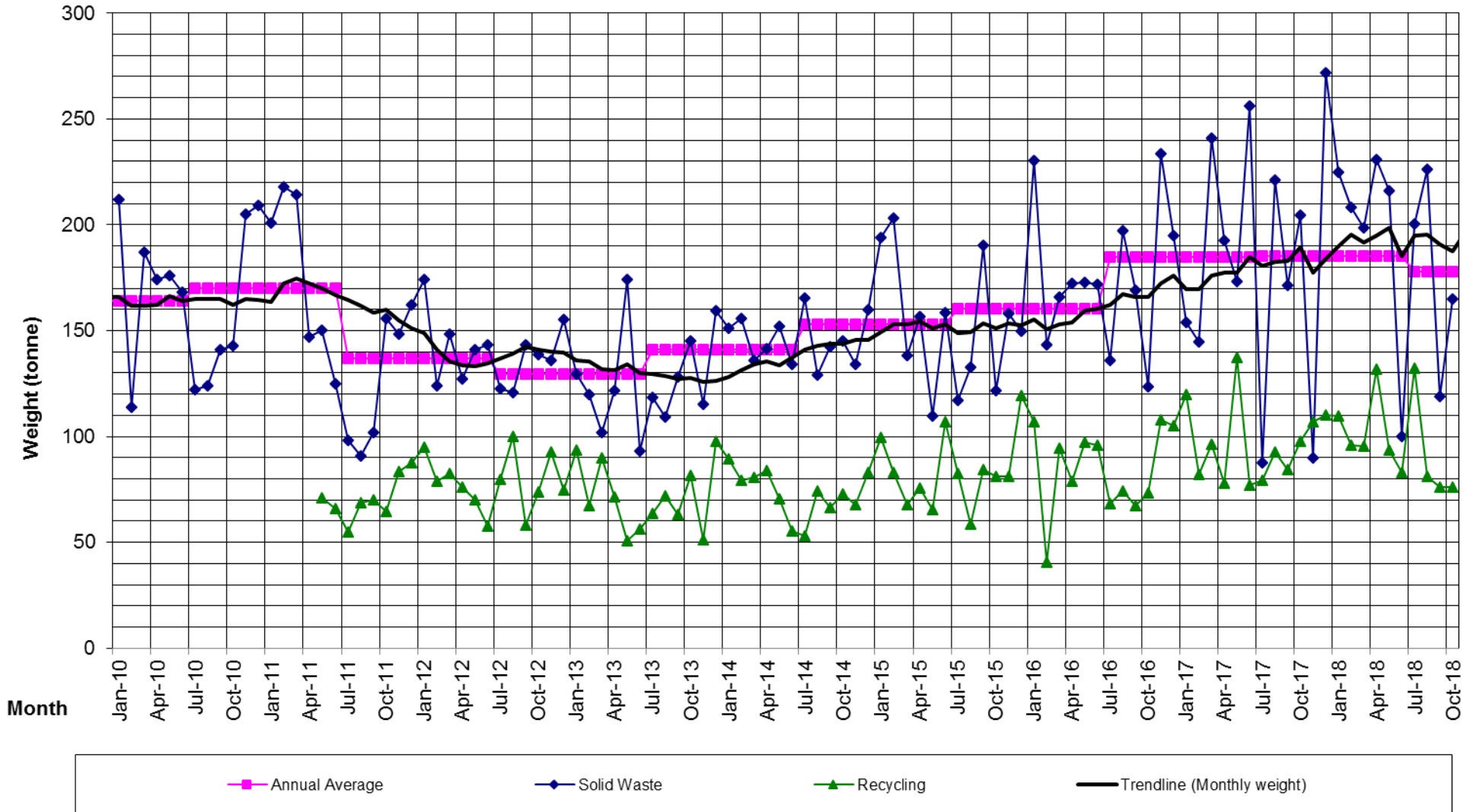
# **Appendix 1 - Monthly water usage**

# Water use South Wairarapa District Council



## **Appendix 2 -Waste exported to Bonny Glen**

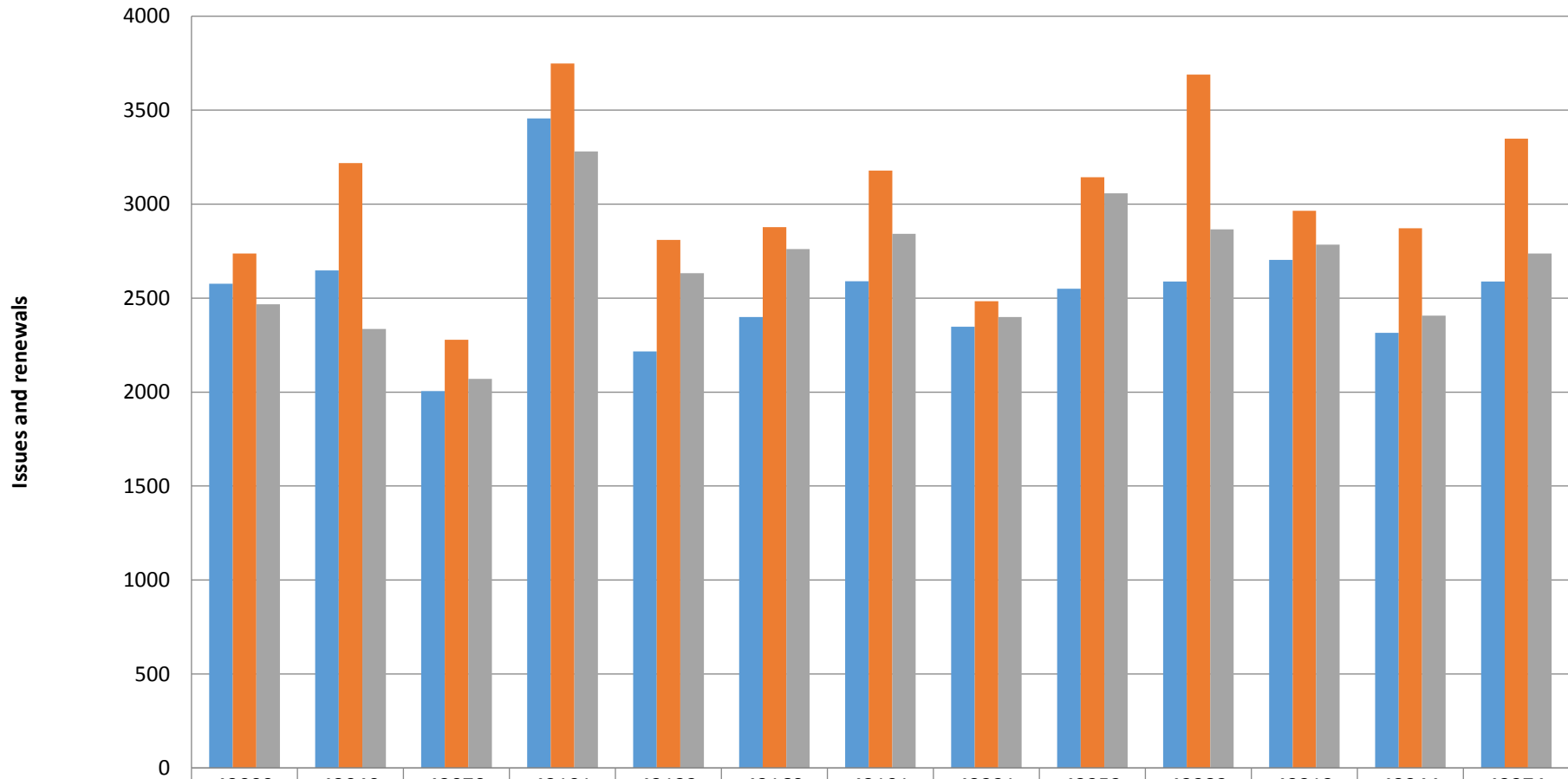
### Monthly weight of waste transferred to Bonny Glen



# **Appendix 3 – Library statistic**

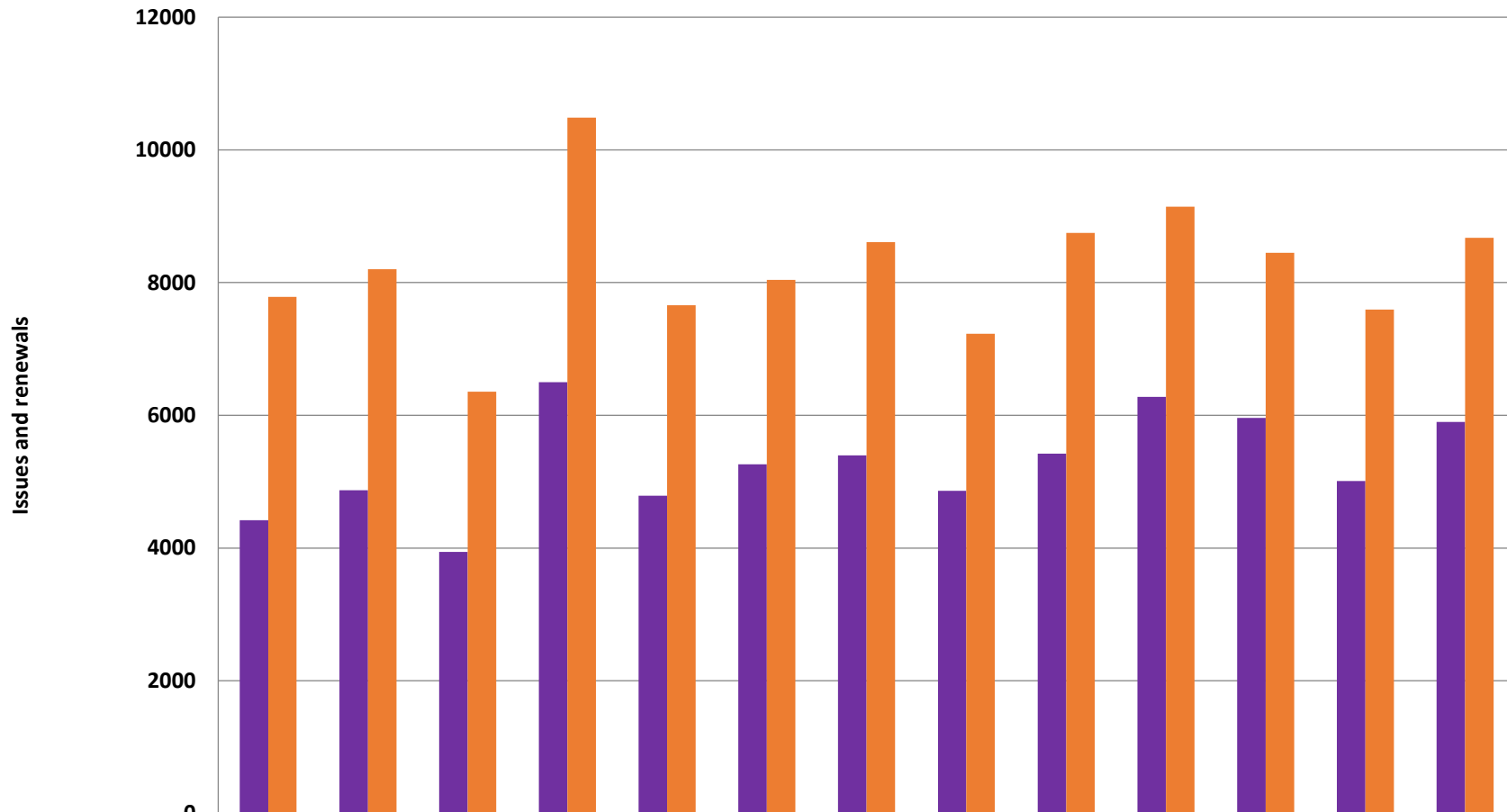


## South Wairarapa libraries - issues and renewals to October 2018



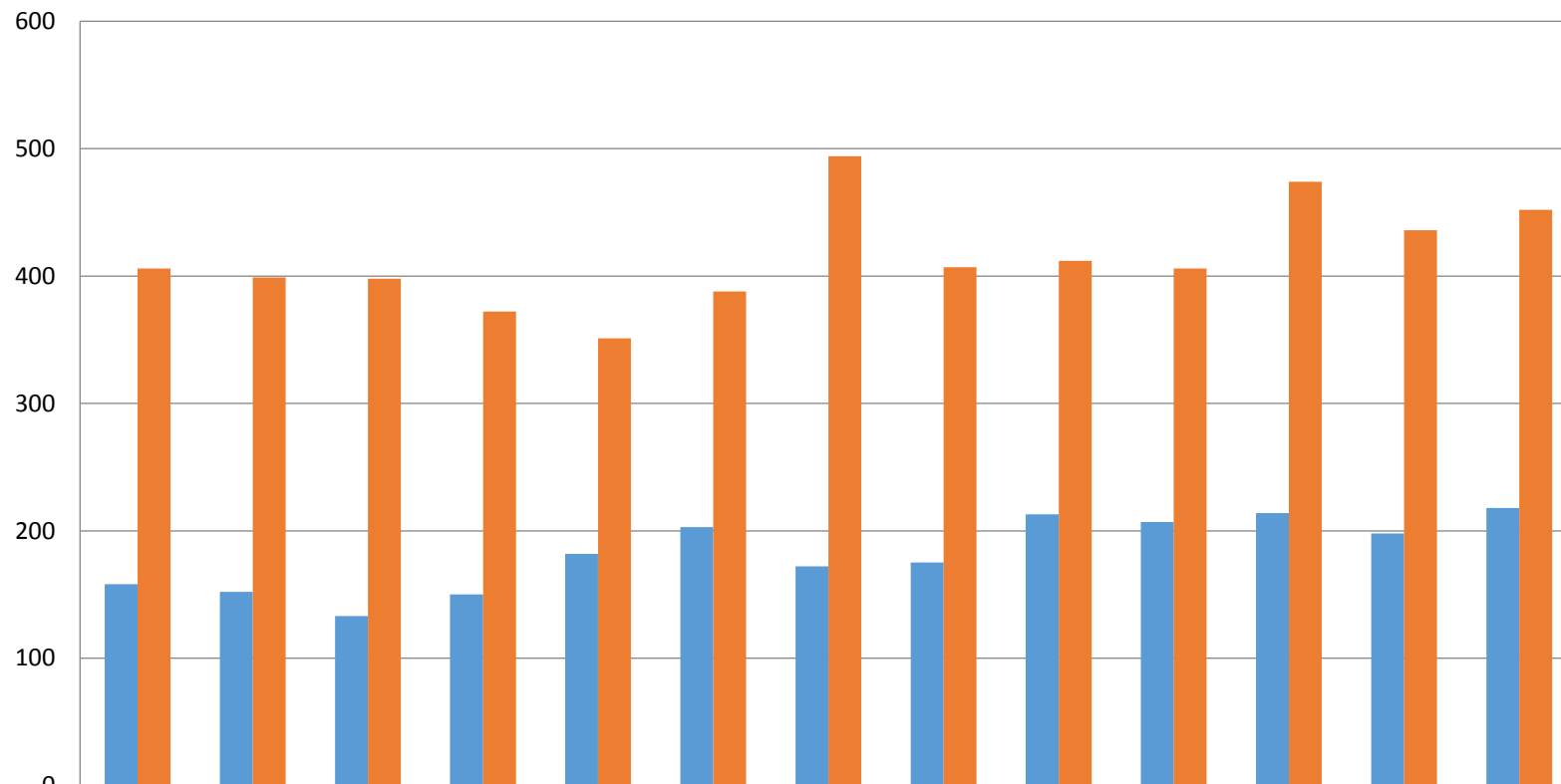
	43009	43040	43070	43101	43132	43160	43191	43221	43252	43282	43313	43344	43374
■ Featherston	2577	2647	2006	3456	2216	2400	2590	2348	2550	2588	2703	2316	2589
■ Greytown	2738	3218	2278	3748	2809	2878	3178	2483	3143	3689	2964	2872	3348
■ Martinborough	2468	2336	2071	3281	2632	2761	2842	2400	3058	2866	2784	2407	2738

## Wairarapa Library Service - issues and renewals to October 2018



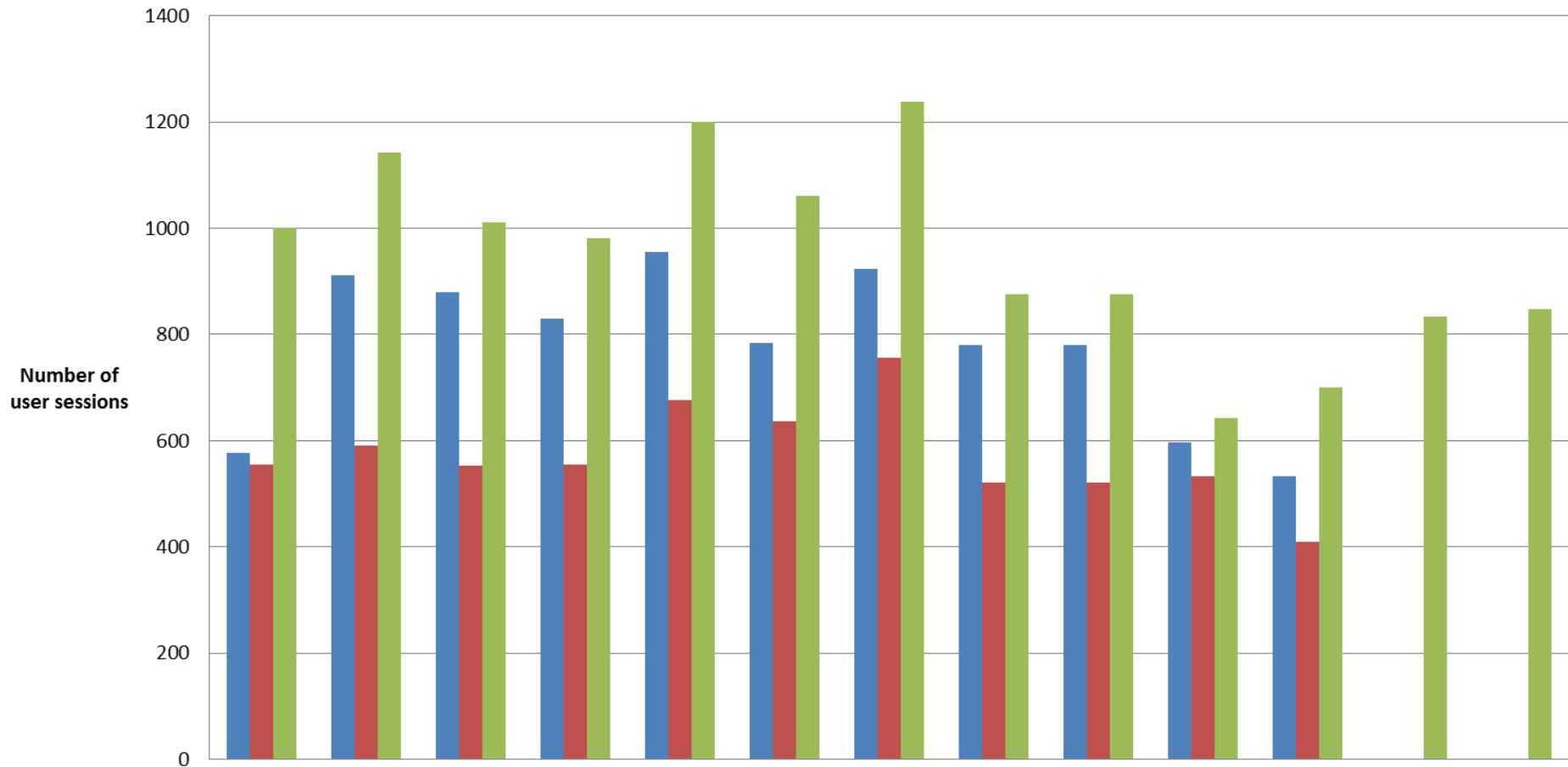
	43009	43040	43070	43101	43132	43160	43191	43221	43252	43282	43313	43344	43374
■ Carterton	4418	4870	3940	6500	4789	5261	5397	4861	5422	6279	5962	5009	5898
■ South Wairarapa	7783	8201	6355	10485	7657	8039	8610	7231	8751	9143	8451	7595	8675

## Wairarapa Library Service - audio and e-book issues to October 2018



	43009	43040	43070	43101	43132	43160	43191	43221	43252	43282	43313	43344	43374
■ Audiobooks	158	152	133	150	182	203	172	175	213	207	214	198	218
■ Ebooks	406	399	398	372	351	388	494	407	412	406	474	436	452

## APNK Wi-fi user sessions to September 2018



	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
■ Featherston	576	911	879	829	955	784	923	781	781	596	533		
■ Greytown	555	590	553	555	677	636	757	521	521	532	409		
■ Martinborough	1001	1142	1011	981	1201	1060	1239	876	876	643	701	834	847