

SOUTH WAIRARAPA DISTRICT COUNCIL

21 SEPTEMBER 2016

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 information.*

1. Group Manager highlights

As Group Manager of Infrastructure I attended the exercise Tangaroa as the Wairarapa Incident Controller. The exercise was a national (Tier 4) exercise under the National Civil Defence Emergency Management (CDEM) Exercise Programme and the first full exercise held under the Interagency National Exercise Programme.

The Exercise took place over three days on 31 August, 14 September and 28 September 2016 was based on a regional source tsunami scenario. This was to test New Zealand's preparations for, response to, and recovery from, a national tsunami impact. Using a realistic scenario with limited warning time, Exercise Tangaroa was a great opportunity to practise the agency's arrangements for what would be a major disaster affecting all CDEM Group regions.

We also visited Solway and Kuranui College following on from an action from the Greytown Community Board to engage and speak to the local college(s) on the work council had been doing. The discussion on Engineering and the current water projects was of interest to them all and some good feedback from the students was received.

Discussions with Wellington Water took place regarding the opportunity to partner with them in asset management and renewals advice. This is a great opportunity for SWDC to be able to progress its systems and data while sharing internal staff to assist them in a collaborative partnership. Post the New Zealand Transport Agency (NZTA) audit a report of the similar opportunities in the Transport sector are being looked at with the ability to utilise the experience in our contractors and other agencies such as Capital Journeys.

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 | |
|---|-------------------|--|--|-----------|-----|
| | | JULY | YTD | JULY | YTD |
| The average consumption of drinking water per day per resident within the territorial authority | <400 Lt | | 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 | 0 per1000 connections (0 complaint) | 0 per1000 connections (0 complaint) | 0 | 0 |
| The total number of complaints received by the local authority about drinking water odour per 1000 connections | <15 | 0 per1000 connections (0 complaint) | 0 per1000 connections (0 complaint) | 0 | 0 |
| The total number of complaints received by the local authority about drinking water pressure of flow per 1000 connections | <15 | 0.75 per1000 connections (3 complaint) | 0.75 per1000 connections (3 complaint) | 3 | 3 |
| The total number of complaints received by the local authority about continuity of supply per 1000 connections | <15 | 0.5 per1000 connections (2 complaint) | 0.5 per1000 connections (2 complaint) | 2 | 2 |
| The total number of complaints received by the local authority about drinking water clarity per 1000 connections | <15 | 0.5 per1000 connections (2 complaint) | 0.5 per1000 connections (2 complaint) | 2 | 2 |
| 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 | (9/10) 90% | - | 10 | 10 |
| 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 | (10/10) 100% | - | 10 | 10 |
| 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 | (26/36) (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 | (31/36) (86%) | - | 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% | | 48% | | |

2.2 Services

2.2.1. Water supply capital improvements Featherston

With the Woodside bore-field now in operation, the focus is to complete the plant extension and the extra treatment fit-out. As reported earlier this is expected to be completed before Christmas. Building extension work has commenced and the purpose of the upgrade is to provide infrastructure capable of meeting the New Zealand Drinking Water Standards.

2.3 Water treatment plants

The Waiohine, Greytown and Martinborough plants operated routinely over the period.

2.4 Water reticulation

There were 16 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 was 1 account 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 2015/16 | COMPLAINTS | | INCIDENTS | |
|---|-------------------|----------------------------------|--|--|--|
| | | MONTH | YTD | MONTH | YTD |
| Number of blockages per 1000 connections | <10 | 2.5 per1000 (10 complaint) | 2.5 per1000 (10 complaint) | 2.5 per1000 (10 complaint) | 2.5 per1000 (10 complaint) |
| 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) | 0 per 1000 connections (0 overflow) |
| Attendance time: from notification to arrival on site | < 1 Hr | - | - | 8/10 (80%) | 10 |
| Resolution time: from notification to resolution of fault | < 4 Hrs | - | - | 8/10 (80%) | 10 |
| % 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 |
| No. of convictions | 0 | | | | |
| No. of complaints per 1000 connections received about sewage odour | < 15 | 0 | 0.5 per 1000 connections (2 complaint) | 0 | 0.5 per 1000 connections (2 complaint) |
| No. of complaints per 1000 connections received about sewage systems faults | < 15 | 0 | 0.2 per 1000 connections (1 complaint) | 0 | 0.2 per 1000 connections (1 complaint) |
| No. of complaints per 1000 connections received about sewage system blockages | < 15 | 2.5 per1000 (10 complaint) | 2.5 per1000 (10 complaint) | 2.5 per1000 (10 complaint) | 2.5 per1000 (10 complaint) |
| 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% | 10/10 100% | - | 10/10 (100%) | 87% (13/15) |

3.2 Waste water treatment plants

3.2.1. Capital and consents

1. Featherston waste water consent application

As reported to the Infrastructure and Planning Working Party meeting on 7 September:

Lodgement date for the application was 31 August. Unfortunately our team has been unable to complete the application to a point where we could lodge with confidence that a 35 year consent term was going to be acceptable to the Commissioners.

We haven't been able to complete the report that would confirm the improvement plan around transitioning to land over time would be acceptable to the provisions of the RMA as far as adverse effects on the environment is concerned.

In order to do this, additional ecological study is needed in Donald's Creek (where it is planned to discharge over winter only at Stages 1A, 1B and 2A plus 2B in emergencies) to confirm whether or not we can do this or some other improvement plan needs to be devised.

Officers have met with GWRC since and it was agreed additional time be given to complete the application. No timeline has been offered up as yet but it is expected to have the additional study and reporting required completed by the end of October, with the full application to be lodged before the New Year.

2. Staged improvements at Martinborough and Greytown WWTPs

The consents have in the minor improvement area at each site (Stages 1A) required the provision of inflow metering. The design for these works has been completed, pricing received and let with a start at the Greytown plant proposed in the near future.

Conceptual design work for Stage 1B works has been completed at each site with design work to proceed in the near future.

Improvement implementation at both sites is planned for the coming summer although unlikely we will be able to irrigate in full until the 2018 summer period.

3.2.2. Operational

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

3.2.3. Waste water reticulation

There were 5 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 were no issues reported within the reporting 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 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 | |
|---|---------------------------|----------------|----------------|-----------|-----|
| | | JULY | YTD | JULY | 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% | 21/25 (84%) | 21/25 (84%) | 25 | 25 |
| Meet annual plan footpath targets | Yes | | | | |

6.2 Roothing maintenance – Fulton Hogan

Fulton Hogan has completed the majority of the Culvert maintenance across the district. The main focus this August has been the pavement maintenance on the sealed roads. There have been an increase in the number of service requests relating to overhanging trees along the network and these have been assessed and where appropriate trimming or felling has been carried out. Programming of routine works has been approved for September.

6.3 Other contracts

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

Road works and the benching on Cape Palliser Road have been completed. The construction of the retaining wall is scheduled to coincide with the optimum weather/sea conditions usually experienced in October-November. The consultant, supplier and Fulton Hogan are continuing to work together to address outstanding concrete bag performance issues. These issues will be fixed prior to construction.



Whatarangi Cliffs: Benching and Road construction work

6.3.2. Footpath maintenance and renewals 2016/17: Fulton Hogan

The combined Carterton and SWDC footpath maintenance and renewal contract has been progressing well over August. Martinborough sites are complete. Greytown and Featherston works are under way. Opus continues to manage this contract on behalf of SWDC.

6.4 Other activity

6.4.1. Site visit NZTA

During August a site visit was taken with NZTA representative to check on Whatarangi Cliff road works and wall construction site. A number of other sites along Cape Palliser road that have been funded by NZTA were also visited.



Blow hole, Cape Palliser Road:
A site previously funded by NZTA for road and stabilisation works.

6.4.2. Site visit Woodnet

During August a familiarisation day was spent with Woodnet along the SWDC network. Woodnet provide advisory/management support services to SWDC and MDC in a combined contract. Tree areas Woodnet have identified as requiring consideration for maintenance/monitoring were looked at and a report will be provided to SWDC officers for assessment/action.

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 will be completed by 16 September. City Care will then get started on the planting. The opening of the new area is planned for 1 October.

7.2.2. Greytown

The new interpretive sign for Stella Bull Park has been made and will be erected shortly. The sign gives the history of the park land and the development of the park and orchard.

7.3 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.

There has been a number of application forms sent out to various people making enquiries for SWDC community housing. We are waiting for these to be returned.

Cicely Martin flats, Martinborough are having the following work done:

- bathroom heater/fan/light (3-way unit) installed into each flat this month
- concrete paths outside the flats are being treated for moss and water-blasted
- the wooden seat (*Martinborough Lioness Club Project 1986*) outside, on the grassed area, will be water-blasted and repainted.

We hope to have a decision from Enable NZ on funding for shower modifications in Cicely Martin flat 11 in the next couple of weeks.

7.4 Cemeteries

We often get enquiries that require us to go back through many years of records. Even though our system is paper based we can still source information; as evidenced by the following quote.

"Thank you so much for your email, plus photos. I cried when I got them. They all made Christine's life seem more real and valued, even though I never knew her. Your lovely, caring research of her records means so much to me, and I appreciate it beyond words. It was more than I could have hoped for. I'm going to find out the best way to clean her headstone for when we visit. Thank you so very much. Your kindness will be remembered".

7.4.1. Purchases of burial plots/niches 21 July to 7 September 2016

| | Greytown | Featherston | Martinborough |
|----------------------|----------|-------------|---------------|
| Niche | 2 | | 1 |
| In-ground Ashes Beam | | | |
| Plot | | 5 | |

7.4.2. Ashes interments/burials 21 July to 7 September 2016

| | Greytown | Featherston | Martinborough |
|-----------------|-------------------|-------------|---------------|
| Burial | 3 | 3 | 1 |
| Ashes in-ground | 2 (existing plot) | | |
| Ashes wall | | | |

7.5 Property

7.5.1. Featherston

The contract has been let for the storm-water drainage renewal for the Anzac hall, and preparations are under way to build the "rock" garden and install flagpoles on the Birdwood St side of the building. At Featherston Library, work has started on alterations to improve wheelchair access to the building.

7.5.2. Greytown

The exterior of Greytown Town Centre has been washed, guttering cleaned, and leaf prevention material placed in the gutters. Investigations are under way to resolve a long-standing problem with the storm-eater gutters on the McMaster St side backing up.

7.5.3. Martinborough

Martinborough Town Hall has been decommissioned ready for building work to start. All the furniture, costumes, props and even the stage curtains have been removed to storage.

7.6 Events

7.6.1. Featherston

Completed events:

Carnival of Trains held on 3 September 2016 in Featherston



Carnival of Trains - picture supplied by Trish Drury

Future events:

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

7.6.2. Greytown

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

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

7.6.3. Martinborough

Future events:

Turf Turning Celebration - 10 October 2016



Toast Martinborough -20 November 2016. This is the 25th year for Toast.



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



7.7 Libraries

All of the south Wairarapa libraries were busy with the Winter Warmers reading programme over the school holidays.

The libraries provide a free 24-hour wi-fi connection to the internet through the Aotearoa Peoples Network. Reporting on wi-fi usage is shown in Appendix 3 – the numbers are for individual connections to the internet made by people using their own devices. It is not possible to differentiate between local users and visitors, but anecdotal information from the libraries indicates a high level of usage by visitors at all times of the year.

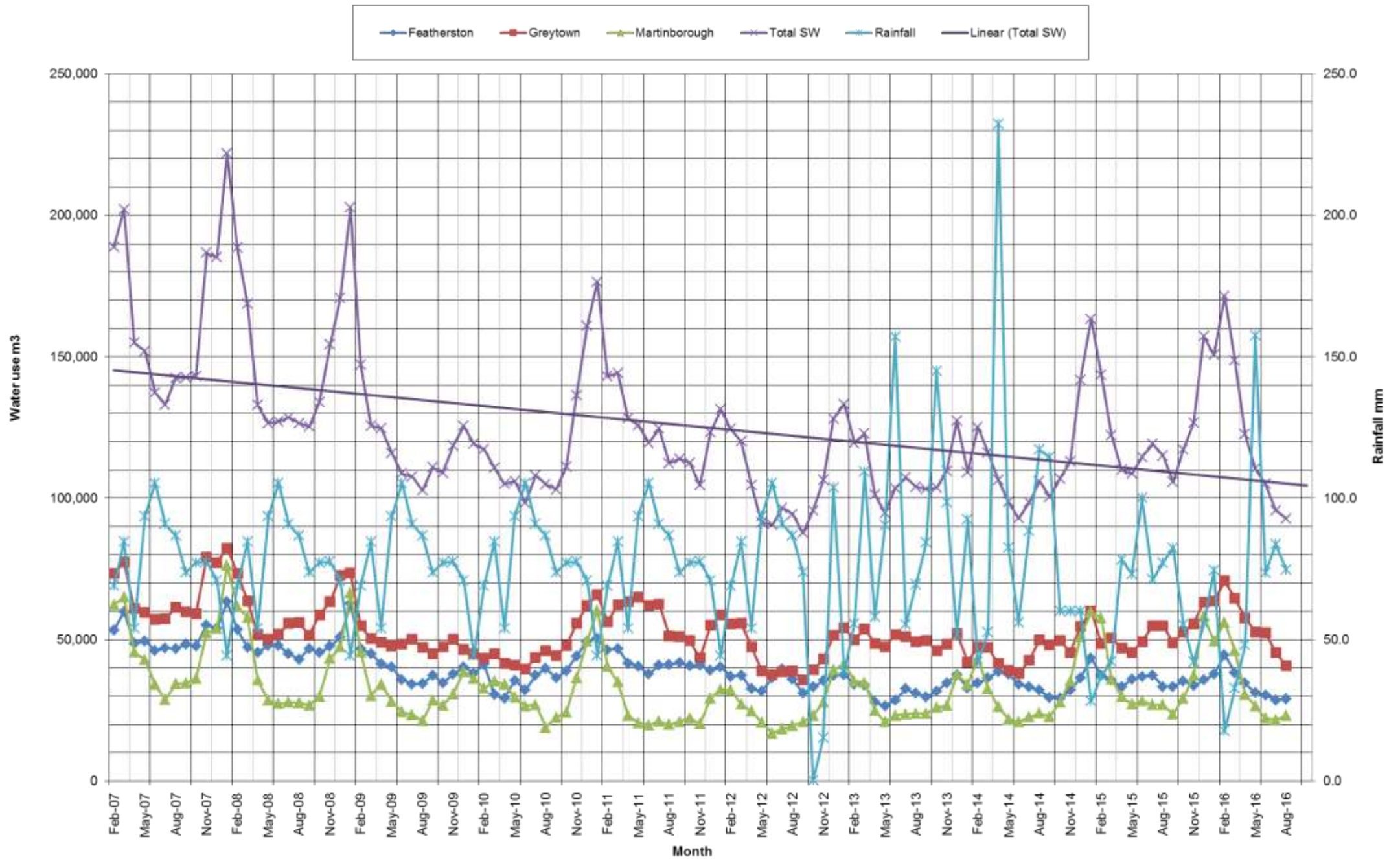
8. Appendices

- 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

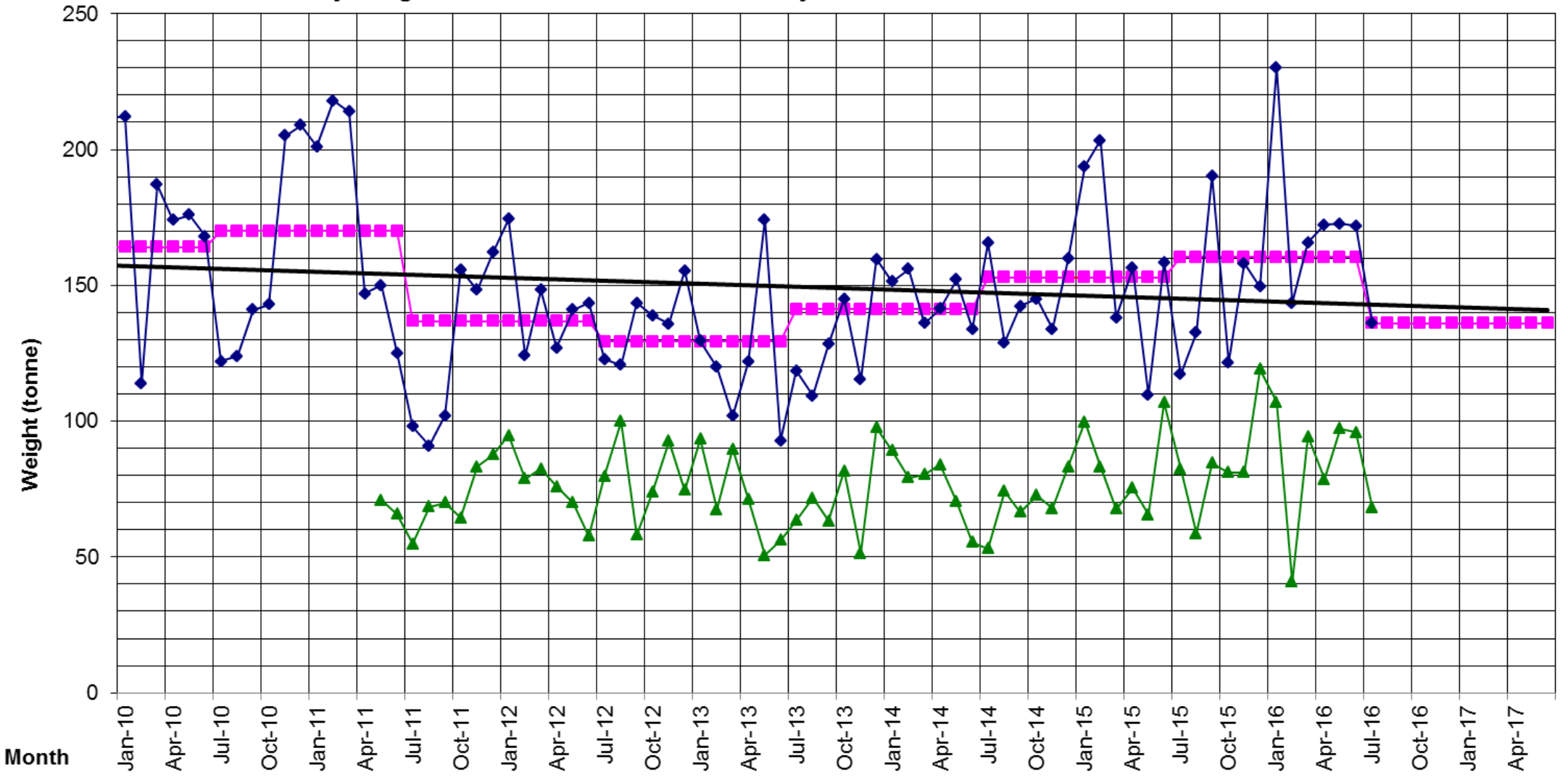
Appendix 1 - Monthly water usage

Water use South Wairarapa District Council



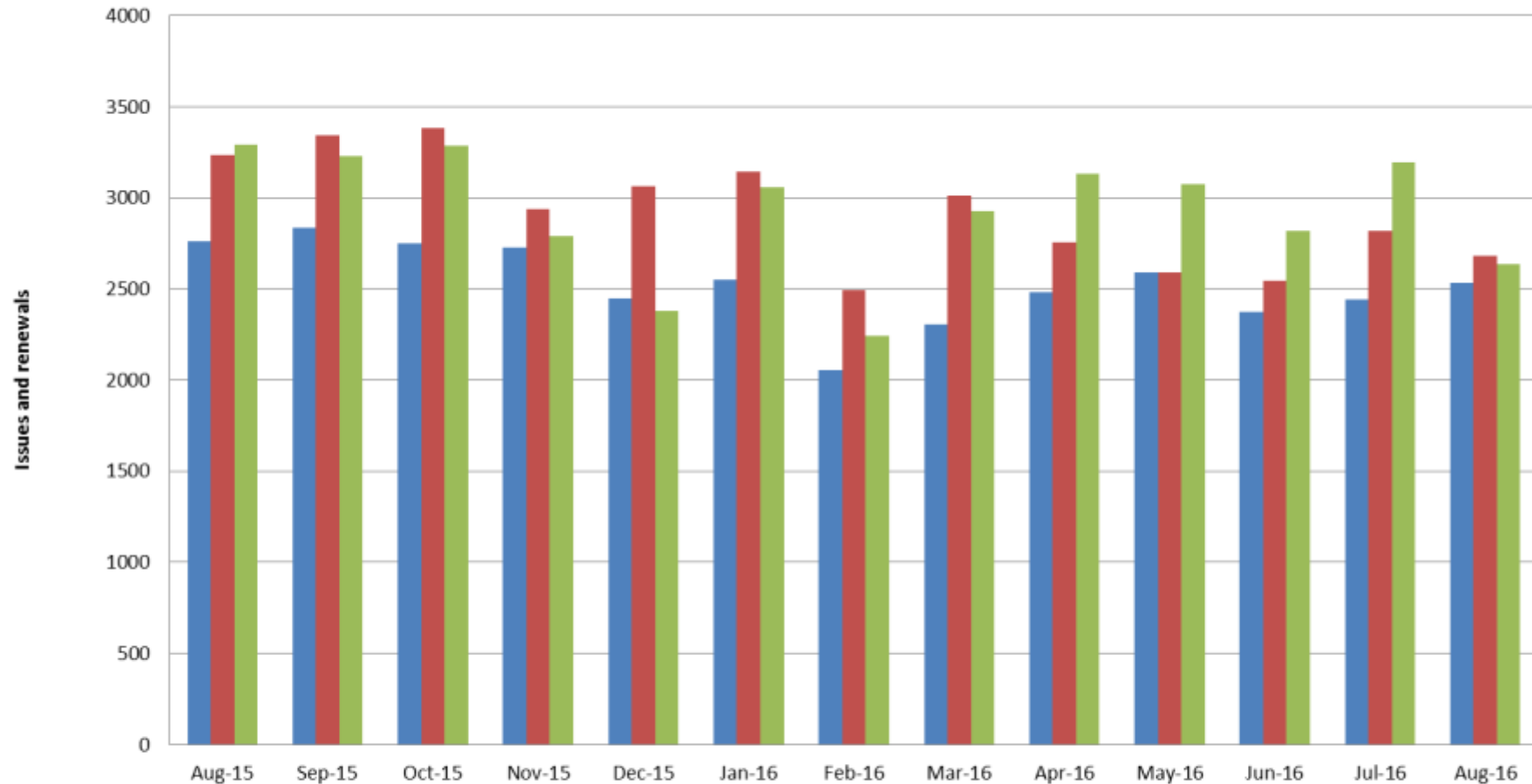
Appendix 2 -Waste exported to Bonny Glen

Monthly weight of waste transferred to Bonny Glen



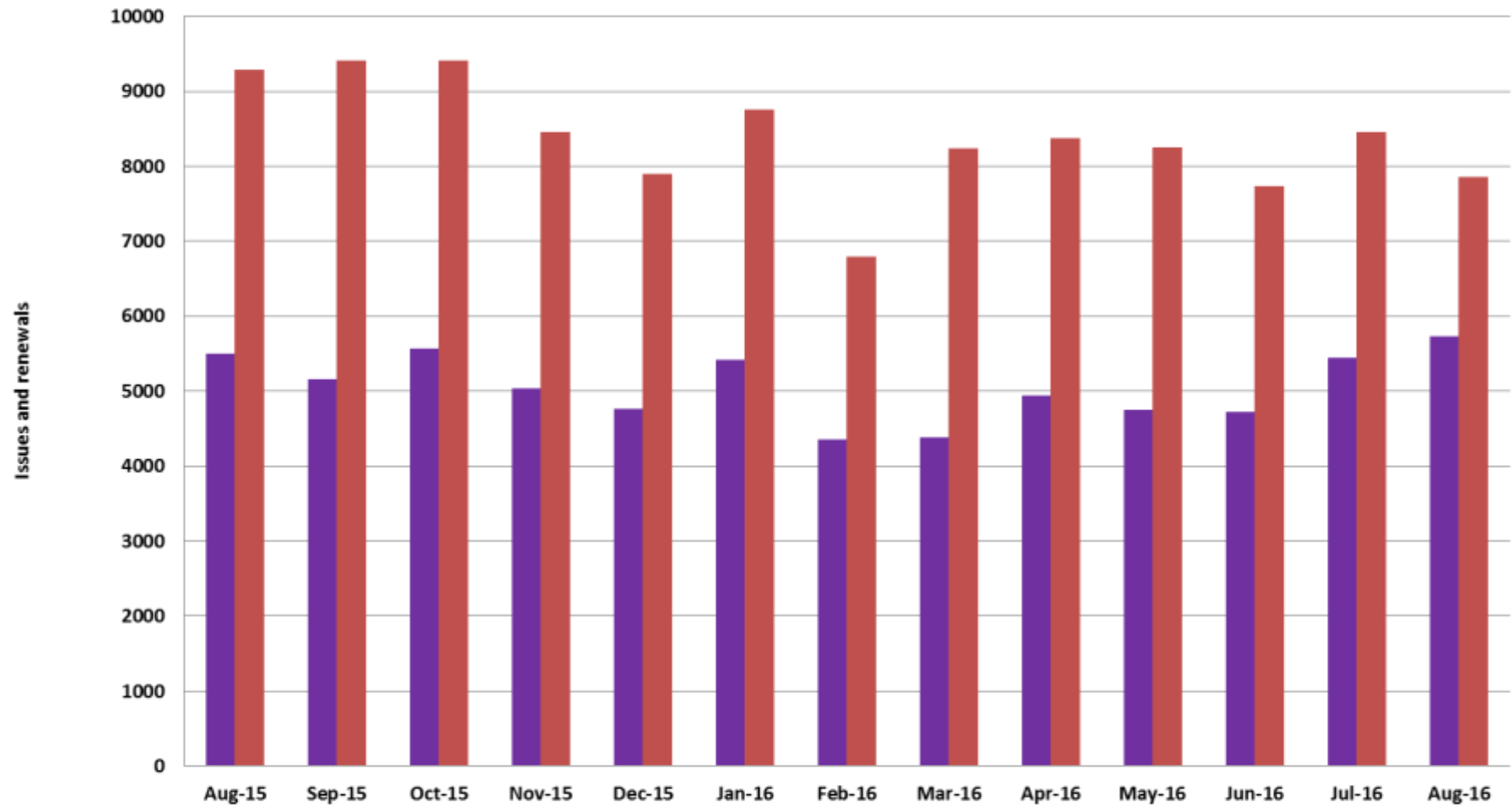
Appendix 3 – Library statistics

South Wairarapa libraries - issues and renewals to August 2016



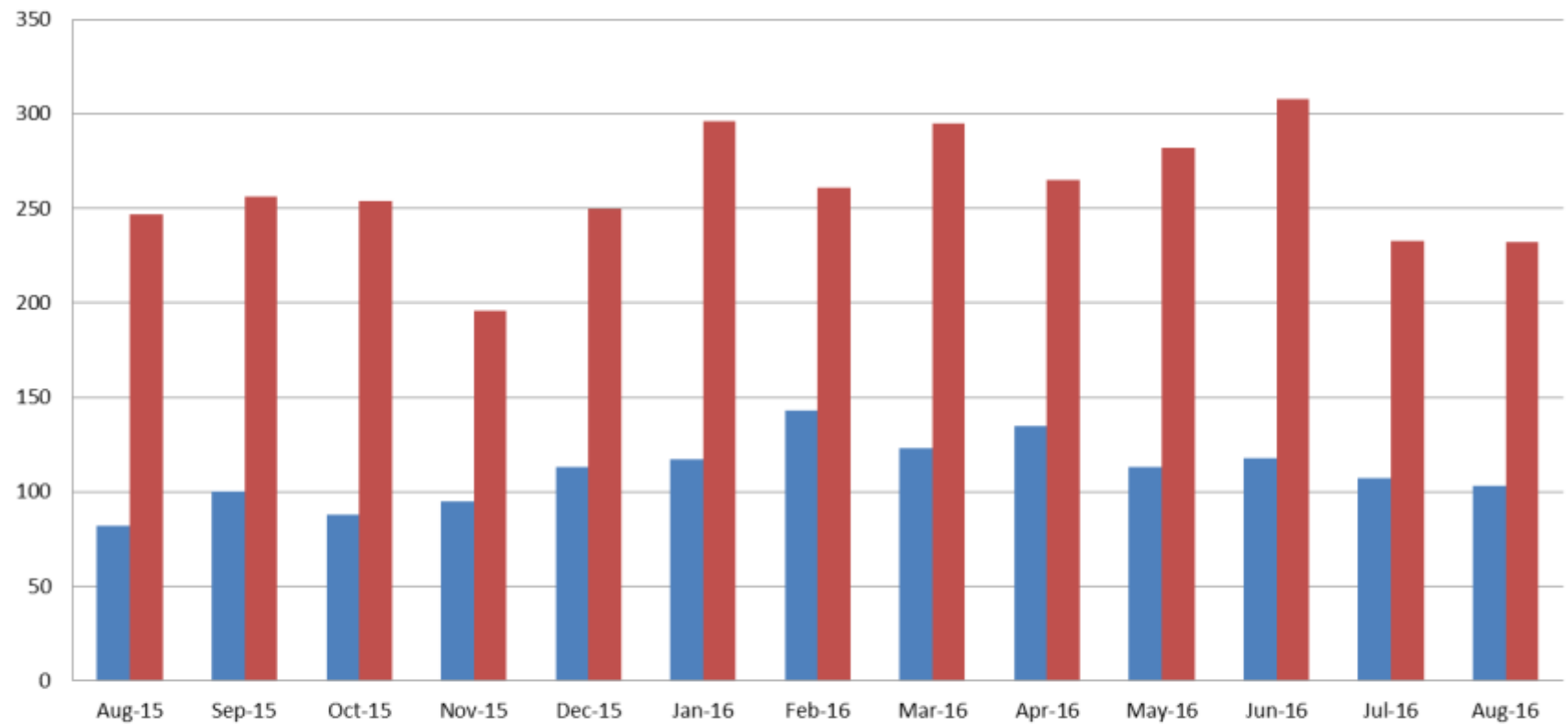
| | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ■ Featherston | 2763 | 2838 | 2748 | 2728 | 2450 | 2550 | 2057 | 2304 | 2482 | 2591 | 2375 | 2440 | 2533 |
| ■ Greytown | 3235 | 3343 | 3383 | 2936 | 3062 | 3143 | 2495 | 3010 | 2757 | 2588 | 2543 | 2820 | 2684 |
| ■ Martinborough | 3293 | 3230 | 3283 | 2787 | 2381 | 3058 | 2242 | 2925 | 3134 | 3074 | 2820 | 3197 | 2635 |

Wairarapa Library Service - issues and renewals to August 2016



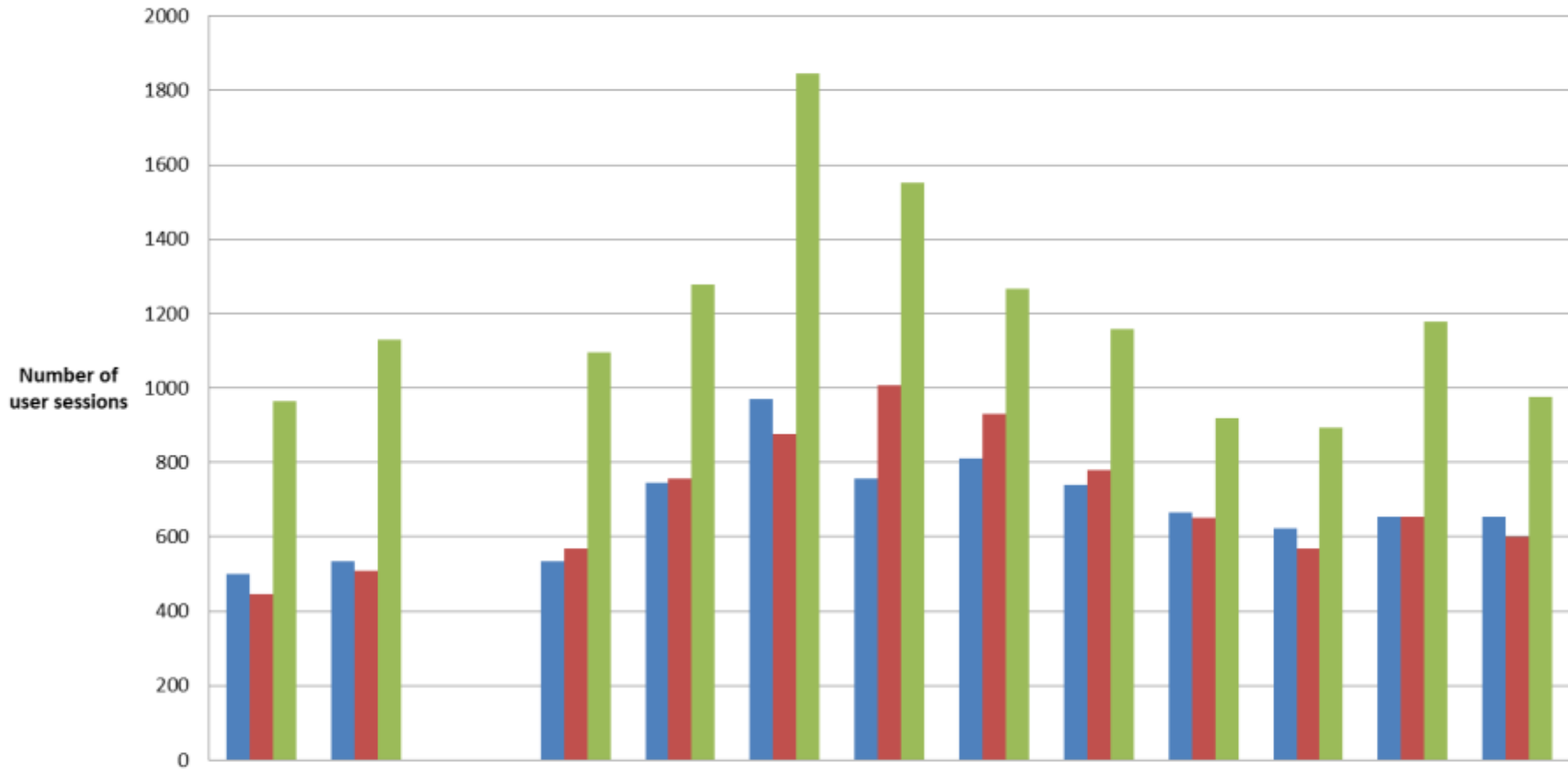
| | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Carterton | 5495 | 5161 | 5570 | 5042 | 4759 | 5422 | 4362 | 4378 | 4948 | 4752 | 4730 | 5444 | 5733 |
| South Wairarapa | 9291 | 9411 | 9414 | 8451 | 7893 | 8751 | 6794 | 8239 | 8373 | 8253 | 7738 | 8457 | 7852 |

Wairarapa Library Service - audio and e-book issues to August 2016



| | | | | | | | | | | | | | |
|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 |
| ■ Audiobooks | 82 | 100 | 88 | 95 | 113 | 117 | 143 | 123 | 135 | 113 | 118 | 107 | 103 |
| ■ E-books | 247 | 256 | 254 | 196 | 250 | 296 | 261 | 295 | 265 | 282 | 308 | 233 | 232 |

APNK Wi-fi user sessions to August 2016



| | Aug-15 | Sep-15 | Oct-15 | Nov-15 | Dec-15 | Jan-16 | Feb-16 | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 |
|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ■ Featherston | 499 | 533 | | 535 | 744 | 971 | 757 | 810 | 738 | 666 | 621 | 655 | 653 |
| ■ Greytown | 446 | 507 | | 568 | 755 | 876 | 1008 | 931 | 779 | 651 | 567 | 653 | 599 |
| ■ Martinborough | 964 | 1131 | | 1095 | 1277 | 1844 | 1552 | 1267 | 1159 | 920 | 894 | 1177 | 977 |