

SOUTH WAIRARAPA DISTRICT COUNCIL

6 APRIL 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

The department has had a busy 6 weeks with the completion of several renewal contracts and others under way. The reseal contract had received good rates and completed early. The Featherston town centre is underway and other works heading toward completion as we enter autumn and toward inclement weather.

The results from the two waste water consents were of particular note with an excellent result now finalised with the final conditions having been confirmed. I have looked at many of the other consent processes around the country and believe that we have received one, if not the best result nationally. While every consent is individual in its process and nature ours have now delivered some certainty in the way forward. We are now looking at how and what we can fast track to make even more progress on the two granted as well as the final one for Featherston in development. We met with the Featherston submitters to explain the move away from a membrane plant to the land disposal proposal and was greeted with some enthusiasm to see an all-round strategy for 4 plants move to land disposal.

We had an audit by the New Zealand Transport Agency (NZTA) on our internal systems over this period and also by the Office of the Auditor-General (OAG). The NZTA audit was very complementary on the systems and processes modified over the past few audits (6 years) with continuous improvement made in many areas. In particular the joint street lighting contract where all details and claims are now run out of the Road Asset and Maintenance Management software (RAMM) with the neighbouring councils. There is as always some areas for improvement and these are predominantly administrative in areas such as the naming of ledgers or

updating some of the references in contracts to reflect new terms or documents.

With the changing in staff we hope to have a new Roding Manager soon and continue on with the good work done over the past 6 years. We have also brought in a graduate who is working on the water race reporting and is visiting all farmers along both water races to survey them on use and other aspects of the water race. This is an overdue condition in the consent and being done to comply with Greater Wellington Regional Council's (GWRC) conditions. The water races have several outstanding condition issues and a plan is in place to deal with them over the coming year. A major issue will be that of the headwork's complying to "instantaneous flows" when the river laise or lowers rapidly.

The One Network Road Classifications (ONRC) is still on-going and there have been some excellent discussions with Fulton Hogan and their national asset management department on the support available to us for free. The modelling and data use could be of benefit in future planning and will be shown at the next earliest convenience for council to view.

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	
		February	YTD	February	YTD
The average consumption of drinking water per day per resident within the territorial authority	<400 Lt	991 Lt	764 Lt		
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%				
Water supply systems comply with Ministry of Health Protozoa Drinking Water Standards guidelines 2000	95%				
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	0.75 per 1000 connections (3 complaints)	0	3
The total number of complaints received by the local authority about drinking water pressure of flow per 1000 connections	<15	0	3.3 per 1000 connections (13 complaints)	0	13
The total number of complaints received by the local authority about continuity of supply per 1000 connections	<15	0.25 per1000 connections (1 complaint)	3.3 per1000 connections (13 complaints)	1	13
The total number of complaints received by the local authority about drinking water clarity per 1000 connections	<15	0.25 per1000 connections (1 complaint)	2 per1000 connections (8 complaint)	1	8
Ratepayers and residents satisfied with level of service for water	75%				

WATER SUPPLY KEY PERFORMANCE INDICATORS	TARGET 2015/16	COMPLAINTS		INCIDENTS	
Attendance for urgent call-outs: from the time that the local authority receives notification to the time that service personnel reach the site	< 1 Hr	(1/2) 50%	-	2	31
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	(2/2) 100%	-	2	31
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	33/36 (92%)	-	36	228
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	36/36 (100%)	-	36	228
Fire hydrants tested annually that meet NZ Fire Service Code of Practice	20%	0%	0%		
The % of real water loss from the local authority's networked reticulation system identified by establishing and measuring night flow	<20%				

2.2 Services

2.2.1. Water supply capital improvements Featherston

A water main renewal is planned for Featherston on Revans Street. The main is failing and has had a number of repairs. A tender has been sent to pre-selected contractors with the work expected in May – June 2016.

Stage 1 contract works which include the bore field and pipeline works as reported earlier are substantially complete.

The contract is expected to be practically complete by the end of April. The system will then be subject to a 12 month maintenance period.

Stage 2 Design and Documentation is not yet available but it is expected that this work will be able to be publicly tendered in early May 2016. Completion and commissioning of the new upgrade plant is expected before December 2016.

2.3 Water treatment plants

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

Martinborough Bore 4 has been refurbished in March and is back on-line and operating well.

2.4 Water reticulation

There were 33 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 council contractors, City Care Ltd, to maintain satisfactory flows. There were 4 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	
		February	YTD	February	YTD
Number of blockages per 1000 connections	<10	1 complaint	31 complaints	0.2 per 1000 connections (1 blockage)	7.7 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	-	-	0.2 per 1000 connections (1 overflow)	1.5 per 1000 connections (6 overflows)
Attendance time: from notification to arrival on site	< 1 Hr	-	-	2/2 (100%)	24
Resolution time: from notification to resolution of fault	< 4 Hrs	-	-	2/2 (100%)	34
% of resource consent conditions complied with to mainly complying or better*	90%				
No. of abatement notices	<2				
No. of infringement notices	0				
No. of enforcement notices	0				
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	0.2 per 1000 connections (1 complaint)	1.5 per 1000 connections (6 complaints)	1	6
No. of complaints per 1000 connections received about sewage system blockages	< 15	0.2 per 1000 connections (1 complaint)	31 7.7 per 1000 connections	1	31
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%	2/2 100%	-	2/2 (100%)	34

3.2 Waste water treatment plants

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

The trade waste discharger identified in July is working with Officers now to reduce the contamination in their waste. The owner has agreed to separate off the strongest waste stream and is reviewing options for disposal.

3.3 Waste water reticulation

There were 2 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 has been very little rain over the period so all systems operated routinely and within available capacity 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 2015/16	COMPLAINTS		INCIDENTS	
		MONTH	YTD	MONTH	YTD
Number of communities with recycling centres	6				
Volume of waste disposed out of district	Decreasing by 2.5%	Decreased by 17% for December	-	-	-
% 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	
		February	YTD	February	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%	26/26 (100%)	152/164 (93%)	26	164
Meet annual plan footpath targets	Yes				

6.2 Roading maintenance – Fulton Hogan

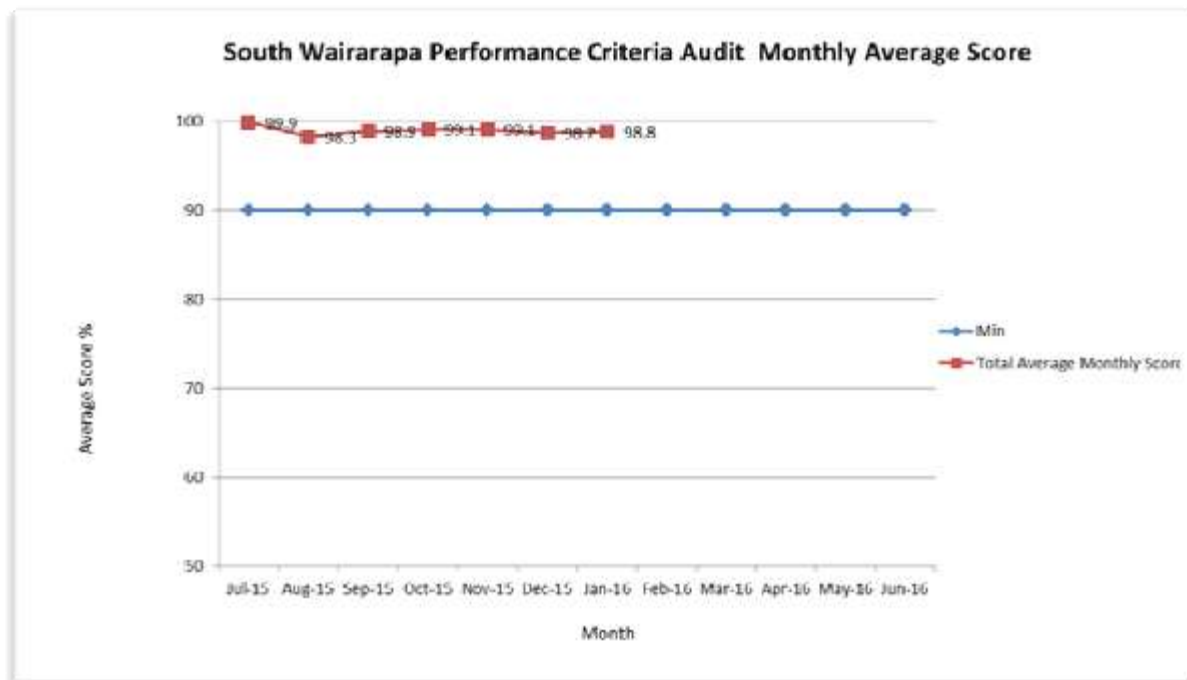
Sealed pavement repairs have been completed on Lake Ferry Road, White Rock Road and Longbush Road.

Pre-seal repairs for next year's reseal programme have commenced.

Unsealed road grading is being done on a need basis due to the extremely dry conditions of the pavement.

Officers are monitoring Fulton Hogan's programming and budget control. The programme until the end of the financial year is being put forward for approval.

Fulton Hogan's monthly audit and cyclic activities is done on a monthly basis and their performance for the second financial year is charted below.



6.3 Reseals/ Roadmarking – Higgins

The annual remark of the district road-marking has been completed during March. Dry road pavements have assisted the early completion.

Next seasons reseal programme has been developed and has been forwarded to Higgins to enable seal design.

Pre-seal repairs have been identified and work has commenced.

6.4 Footpath renewals - Fulton Hogan

Concrete renewals in Featherston, Martinborough and Greytown including the pedestrian crossing ramps on State Highway 2 in Featherston and Greytown have been completed.

Hot-mix resurfacing in Greytown, Featherston and Martinborough is programmed for completion in April.

6.5 Other contracts

The Sealed Road Rehabilitation Contract for 0.688 km of Lake Ferry Road and 0.447km of Bidwills Cutting Road has been awarded to Higgins Contractors Ltd and commencement is expected in early April.

Whatarangi Cliff dropout reinstatement on Cape Palliser Road has been awarded to Fulton Hogan Ltd, and commencement is expected in early April.

Oxford Street lime footpath, kerb and channel and carriageway widening adjacent to the Martinborough Tennis Club has been awarded to Pope and Gray Contractors Ltd and commencement is expected in early April.

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 on the Town Square is under way, with the fence at the rear of the reserve completed, the first of the stone walls almost finished, and the site levelled and the first of the concrete laid.

7.2.2. Coastal reserves

The new toilets for Tora and Ngawi are still not installed, due to delays with the manufacturer's engineers providing the PS1 for the building consent. Officers met with Ngawi ratepayers to discuss the on-going problems with sewage disposal at Ngawi due to high camper numbers, and additional funding is being sought in the 2016/17 annual plan to replace the septic tank at the fire station hall.

7.3 Properties

7.3.1. Featherston

The painting of the library and information centre buildings is well under way. Quotes have been received for the replacement of the Featherston stadium roof, and a contract will be awarded shortly. Most of the plumbing

pipework at the stadium has now been replaced – after several leaking pipes, it was determined that the pipework product used was Dux Quest, a failure-prone product from the 1980s. It has now been removed from the toilets and kitchen and replaced with a modern product.

7.4 Cemeteries

There was one burial in March, in Featherston.

7.5 Swimming Pools

Swimmer numbers for all pools February

	Greytown	Featherston	Martinborough
February swimmer numbers	2214	1085	1883
Concessions as % age of total swimmers	39%	40%	23%
Peak day – number of swimmers	07/02/2016: 178	28/02/16 : 93	13/02/16 : 154
Number of unattended days (no swimmers)	0	0	0

There were over 15,000 swimmers across the three pools between December and the end of February, a 17% increase on last season. Swimmer numbers were highest at Greytown pool, with 6611 swims recorded to the end of February. Martinborough had 6055 swims over the same period, while Featherston had 2464.

7.6 Events

7.6.1. Featherston

Completed events – Tri-Featherston – Card Reserve and Featherston Swimming Pool; Teddy Bears Picnic 6 March 2016; Featherston CommUNITY Concert and Picnic 19 March

Ongoing events – Farewell Zealandia – Forgotten Kiwi Songs from WWI – ANZAC Hall – 5 March to 25 April 2016)

Future events – school holiday programme, Card Reserve, April

7.6.2. Greytown

Completed events – 6 March 2016 – Greytown Country Market; Wairarapa Balloon Festival, Soldiers Memorial Park, Greytown

Future events – April Greytown Country Market at Stella Bull Park

7.6.3. Martinborough

Completed events – Brew Day, Martinborough; Wairarapa Balloon Festival, Martinborough Town Square; March 2016 – Martinborough Fair; Martinborough Round the Vines Fun Walk/Run; Playcentre in the Park – 7 March 2016 – Martinborough Square; Martinborough School Aquathlon – 11 March 2016 – Considine Park Swimming Pool

7.7 Libraries

The new BlueCloud Analytics system for statistical reporting out of the Kotui library management software has been introduced with some initial training. The system appears capable of some powerful and deep analysis but it will take a while working with it to see what worthwhile information can be produced.

8. Appendices

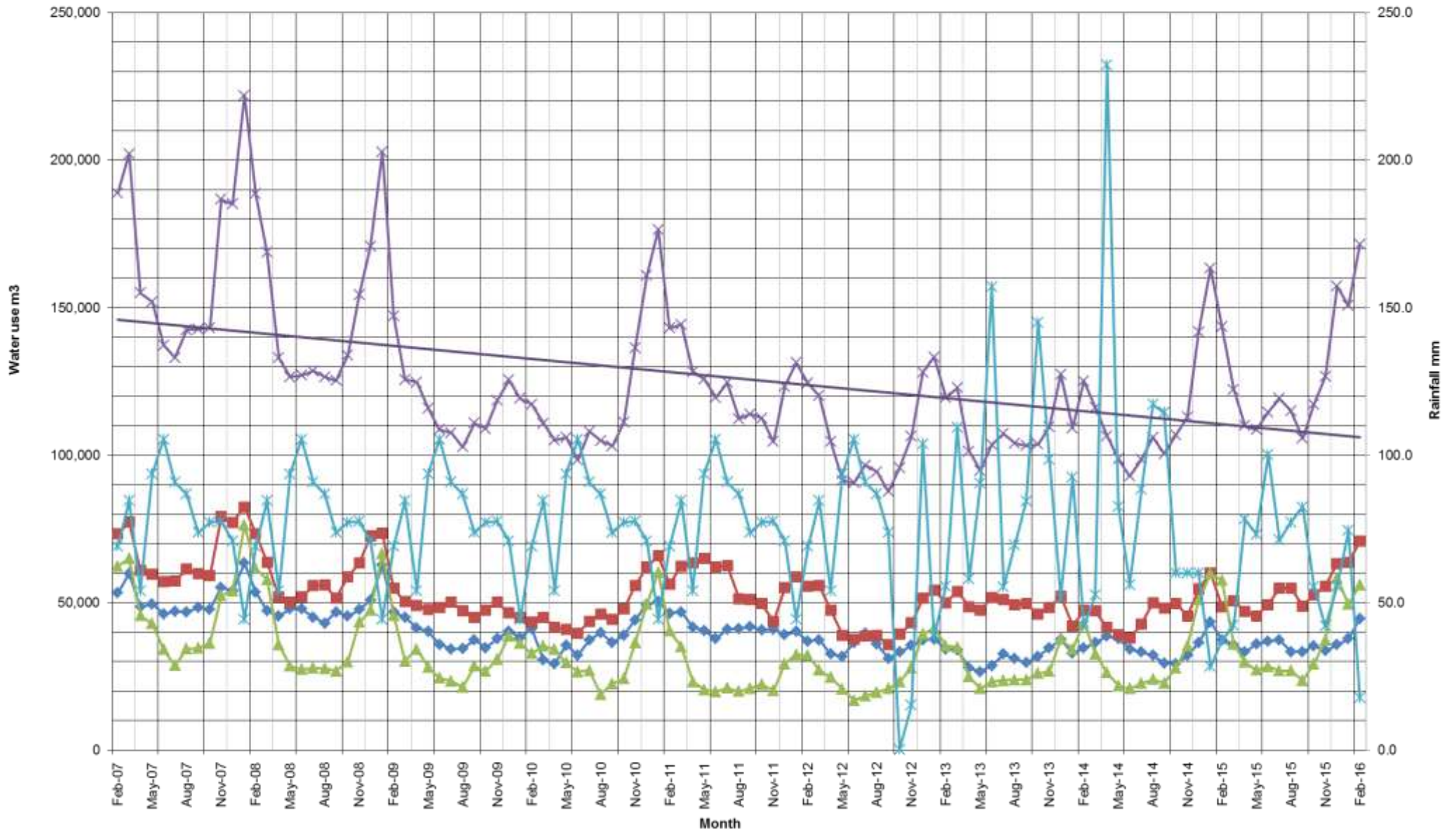
Appendix 1 Monthly Water Usage

Appendix 2 Waste Exported to Bonny Glen

Contact Officer: Mark Allingham, Group Manager Infrastructure and Services
Reviewed by: Paul Crimp, Chief Executive Officer

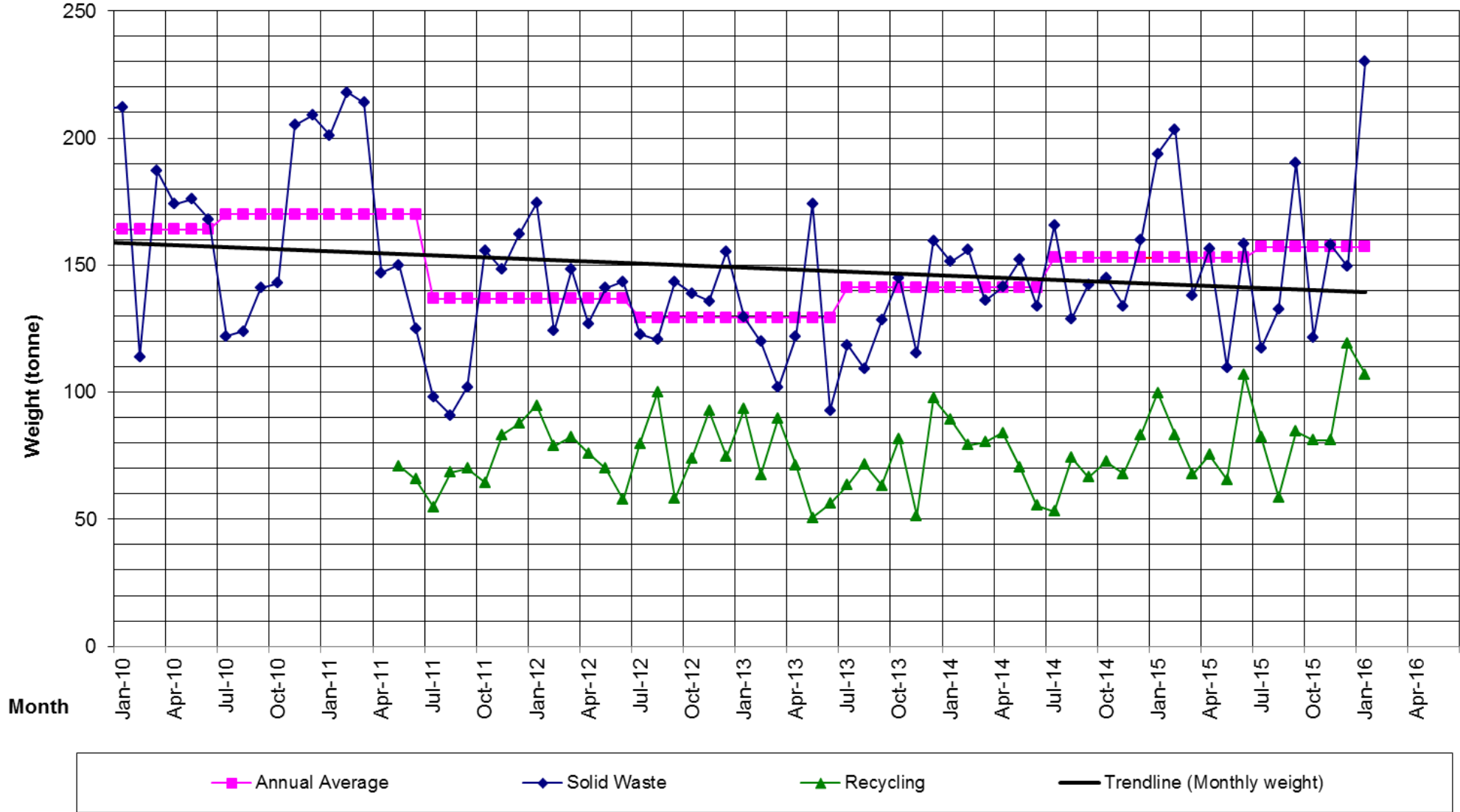
Appendix 1 - Monthly Water Usage

Water use South Wairarapa District Council



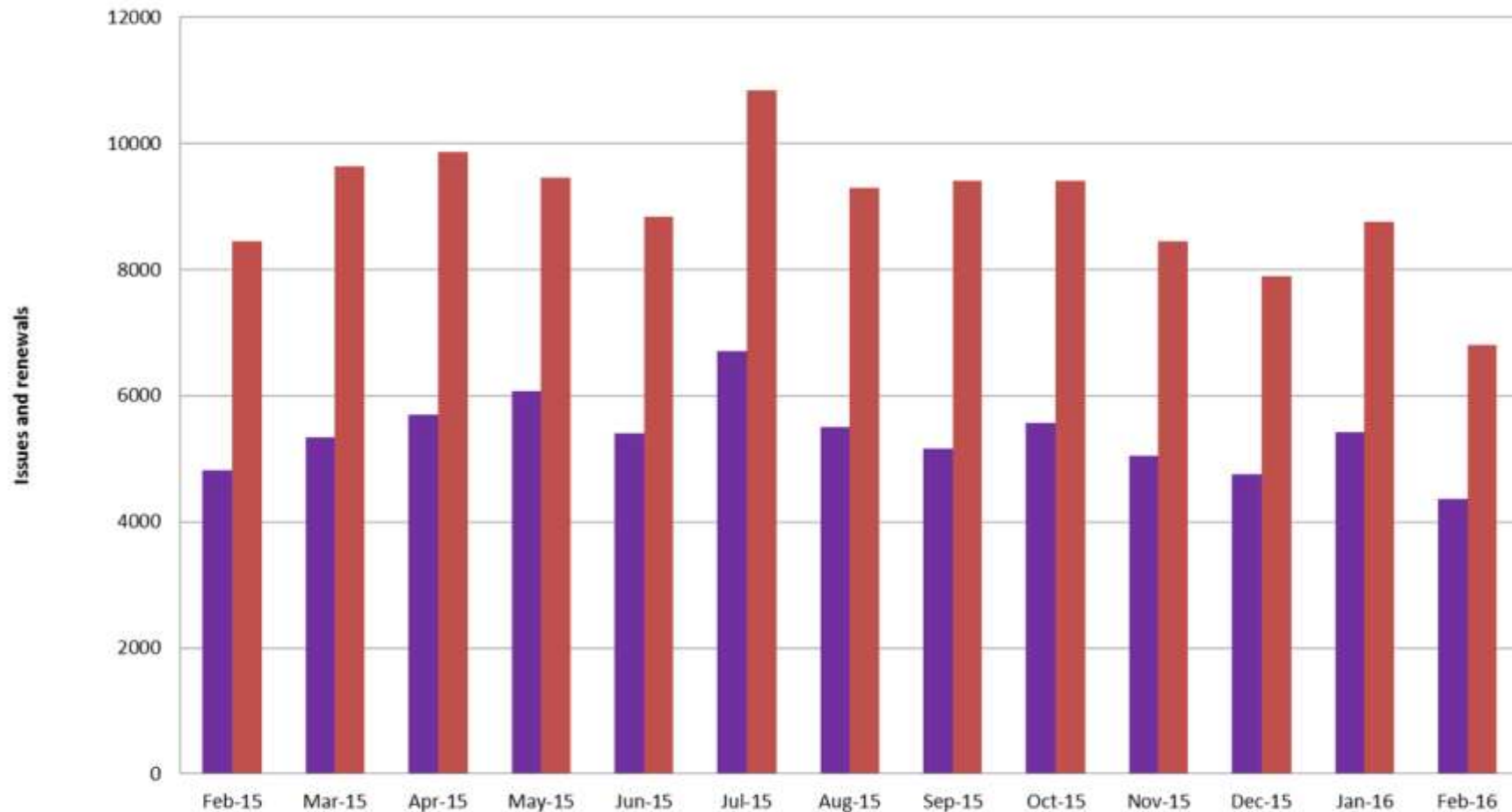
Appendix 2 -Waste Exported to Bonny Glen

Monthly weight of waste transferred to Bonny Glen



Appendix 3 – Library Statistics

Wairarapa Library Service - issues and renewals to February 2016



	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
■ Carterton	4810	5341	5702	6063	5396	6702	5495	5161	5570	5042	4759	5422	4362
■ South Wairarapa	8442	9631	9865	9451	8836	10832	9291	9411	9414	8451	7893	8751	6794

South Wairarapa libraries - issues and renewals to February 2016



	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
■ Featherston	2466	2994	3227	2963	2548	3152	2763	2838	2748	2728	2450	2550	2057
■ Greytown	2834	3206	3233	3212	2971	3985	3235	3343	3383	2936	3062	3143	2495
■ Martinborough	3142	3431	3405	3276	3317	3695	3293	3230	3283	2787	2381	3058	2242

South Wairarapa library active members to March 2016

