

SOUTH WAIRARAPA DISTRICT COUNCIL

7 OCTOBER 2015

AGENDA ITEM D2

INFRASTRUCTURE AND SERVICES GROUP 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 last six weeks has seen progress on the Cycle Strategy made with Rodger Boulter engaged to put the framework together for the strategy before there is consultation on its contents. With cycling covering such a broad scope it is important to not only cover the utility of cycling but also the potential in areas such as tourism and regional development.

The works for the summer program are ready to be undertaken in areas such as the Featherston/Greytown bores starting this month, the reseals contract being let and ready to start, the footpath works ready to begin as well as other projects.

The consent acquisition for the three waste water treatment facilities is also underway with the final documentation sent to GWRC and the Commissioners. The second consent, Greytown, will be heard on 17 November.

The reporting on customer requests and annual plan KPI's is continuing to be reviewed and the process streamlined where possible. The reporting has been signed off over the past few months and is attached to this report to ensure compliance for the end of year audit.

With Audit NZ here at the end of this month there has been work put into the annual report and the collation of supporting documentation for the auditors against the significant activities and KPI's. The first quarter reporting has also commenced with the first 3 months of the year almost complete.

With another emergency damage issue on the SPR Cape Palliser Road it highlights the longer term risk to council once the SPR classifications are gone. The discussions are on-going with NZTA regarding a transition to the new ONRC and removal of the SPR.

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	
		MONTH	YTD	MONTH	YTD
The average consumption of drinking water per day per resident within the territorial authority	<400 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	0.25 over 1000 connections (1 complaint)	0	0.25 over 1000 connections (1 complaint)
The total number of complaints received by the local authority about drinking water pressure of flow per 1000 connections	<15	0.5 per 1000 connections (2complaints)	1 per 1000 connections (4 complaints)	2	4
The total number of complaints received by the local authority about continuity of supply per 1000 connections	<15	0.5 per1000 connections (1 complaint)	0.5 per1000 connections (1 complaint)	1	1
The total number of complaints received by the local authority about drinking water clarity per 1000 connections	<15	0	0.25 per1000 connections (1 complaint)	0	1
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	(4/4) 100%	-	0	4
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	(4/4) 100%	-	0	4
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	19/24 (79%)	-	24	43
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	22/24 (92%)	43	24	43
Fire hydrants tested annually that meet NZ Fire Service Code of Practice	20%				
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

Stage one works commenced 21 September. Completion is scheduled before Christmas with Stage Two works to commence in the New Year.

2.3 Water treatment plants

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

2.4 Water reticulation

There were 20 reticulation repairs reported and rectified during the period. There were 6 water complaints received 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 3 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	
		MONTH	YTD	MONTH	YTD
Number of blockages per 1000 connections	<10	6 complaints	9 complaints	1 per 1000 connections (4 blockages)	1.7 per 1000 connections (7 blockages)
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	-	-	0.7 per 1000 connections (3 overflows)	0.7 per 1000 connections (3 overflows)
Attendance time: from notification to arrival on site	< 1 Hr	-	-	3/6 (50%)	13
Resolution time: from notification to resolution of fault	< 4 Hrs	-	-	5/6 (83%)	13
% 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	0.5 per 1000 connections (2 complaints)	0	0.5 per 1000 connections (2 complaints)
No. of complaints per 1000 connections received about sewage systems faults	< 15	0	0	0	0

WASTE WATER KEY PERFORMANCE INDICATORS	TARGET 2015/16	COMPLAINTS		INCIDENTS	
No. of complaints per 1000 connections received about sewage system blockages	< 15	6 1.5 per 1000 connections	9 2.2 per 1000 connections	5	8
No. of complaints per 1000 connections received about the response to issues with sewage	< 15	0	0	0	0
Proportion of urgent waste water service requests responded to within 6 hours of notification	95%	-	-	5/5 (100%)	8

3.2 Waste water treatment plants

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

Greytown plant however required remedial attention due to very low dissolved oxygen levels with odour complaints received in July and August. The pond was overloaded with a new waste stream which has been identified and was discontinued in early July.

Both ponds have since recovered demonstrating improved oxygen levels and are operating normally with only one odour complaint received in early September.

Officers now have to process a trade waste application for the generator of the trade waste stream and this will need to be resolved before the end of the year.

3.3 Waste water reticulation

There were 6 pipeline blockages reported during the period.

3.4 Hardie Grove, Featherston wastewater pipeline renewal

This work is scheduled to start 19 October 2015.

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				

STORM WATER DRAINAGE KEY PERFORMANCE INDICATORS	TARGET 2015/16	COMPLAINTS		INCIDENTS	
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	0.5 per 1000 connections (2complaints)	0.7 per 1000 connections (3 complaints)	2	3

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 13.7% for August	-	-	-
% 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	
		MONTH	YTD	MONTH	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	<7				

LAND TRANSPORT KEY PERFORMANCE INDICATORS	TARGET 2015/16	COMPLAINTS		INCIDENTS	
the local road network					
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%	23/25 (92%)	35/37 (95%)	25	37
Meet annual plan footpath targets	Yes				

6.2 Roothing maintenance – Fulton Hogan

Works have continued on Cape Palliser Road to repair road damage. The two sections at the DoC station and further along at Kawakawa are nearing completion and the carriageway is back to two lanes and just awaiting a seal. Works are within budget and the repairs to the concrete structure at Kupes Sail is currently being priced with works to be completed before December this year.

Further damage has occurred at the Whatarangi Cliffs where the road is down to one lane. The cost of repairs will be estimated and it is expected the cost will exceed \$100,000.00 and additional funding for emergency works will be requested from NZTA.

During August 114.7km of unsealed roads were graded, along with 867 m³ of maintenance aggregate applied throughout the district on the unsealed network.

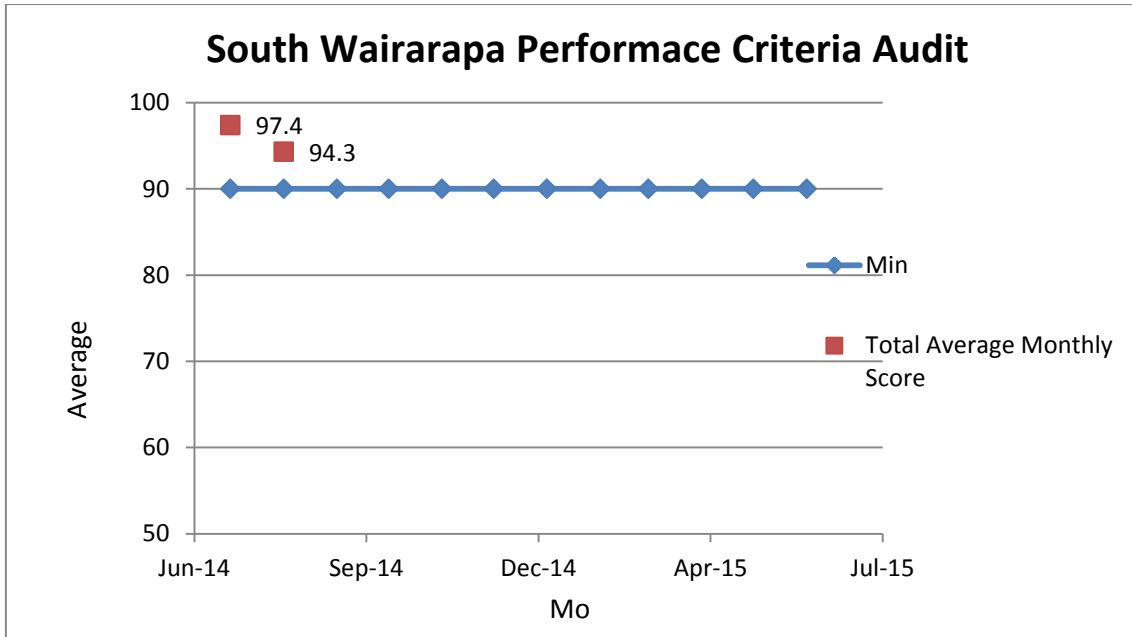
Pre-seal repairs have been identified and work has commenced on them for timely completion.

Road markings and signage was completed at Princess/Kitchener Streets intersection.

Accident damage to guardrails on Lake Ferry and Kahutara Roads has been completed.

Drainage works was carried out on Woodward Street, Featherston to prevent local property/house flooding.

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.



6.2 Reseals - Higgins

The contract has been awarded to Higgins Contractors Wairarapa. A preliminary programme has been developed showing works completed before the end of December.

The design work is currently taking place. Once the design is completed the budgets will be determined.

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				

AMENITIES KEY PERFORMANCE INDICATORS	TARGET 2015/16	COMPLAINTS	INCIDENTS
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

Routine maintenance of tracks in Otairua Reserve and the Domain has had to be carried out by City Care since the Featherston Walkways and Reserves Trust seems to have ceased functioning. This work, which is outside the contract, has been an extra cost to Council. However, in August, City Care did a big clean-up of the walkways at no cost to the Council and are planning to continue maintaining the walkways as a service to the community.

7.2.2. Martinborough

The first of the south Wairarapa “bee-Friendly” areas was planted on 16 September by a group from Martinborough School with the Mayor. Wild-flower seeds were sown into a patch of ground prepared by City Care at Centennial Park.



Photo: Fiona Beattie

7.3 Properties

7.3.1. Featherston

The work on the Anzac Hall is progressing well, with all the roofing work completed and the exterior painting very close to completion. Inside, work has begun in the toilets.

7.4 Community housing

There are no changes to the waitlist in Martinborough (five applicants), Greytown (three applicants) and Featherston (five). Two applications have been received and are being processed.

One flat at Burling Flats (Featherston) has been vacated and is undergoing some maintenance work before putting a new tenant in.

On Thursday 24 September, City Care will be carrying out a rubbish collection at all South Wairarapa District Council flats. This is an opportunity for residents to dispose of any unwanted items in or around their flats.

Six monthly flat inspections are scheduled for the end of September.

7.5 Cemeteries

Enquiries and the purchasing of plots continued in August, with people making future plans on where they wish to be buried.

7.5.1. Featherston

There was one burial in August. One of the existing lawn rows has been extended by an additional four plots to align it with adjacent rows. All four plots have now been sold.

7.5.2. Greytown

There were four burials in August.

7.5.3. Martinborough

No burials in the month of August.

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

EOC staff training – There are two more modules to complete for the 2015 syllabus followed by a two hour exercise in late November to consolidate the year's learnings. Staff are mostly from GWRC, with one person each from SWDC and MDC.

WREMO are keen to recruit SWDC staff to join the Wairarapa Emergency Operations Centre and are currently looking for staff to fill various roles. Training will be a one hour commitment per month from March to November 2016.

Shake Out 2015 National Earthquake Drill - General promotion throughout South Wairarapa encouraging individuals/households, schools, pre-schools, businesses and organisations to participate and use the drill as an opportunity to discuss and review emergency plans. SWDC has not registered as yet.

9. Appendices

Appendix 1 - Monthly Water usage

Appendix 2 - Waste Exported to Bonny Glen

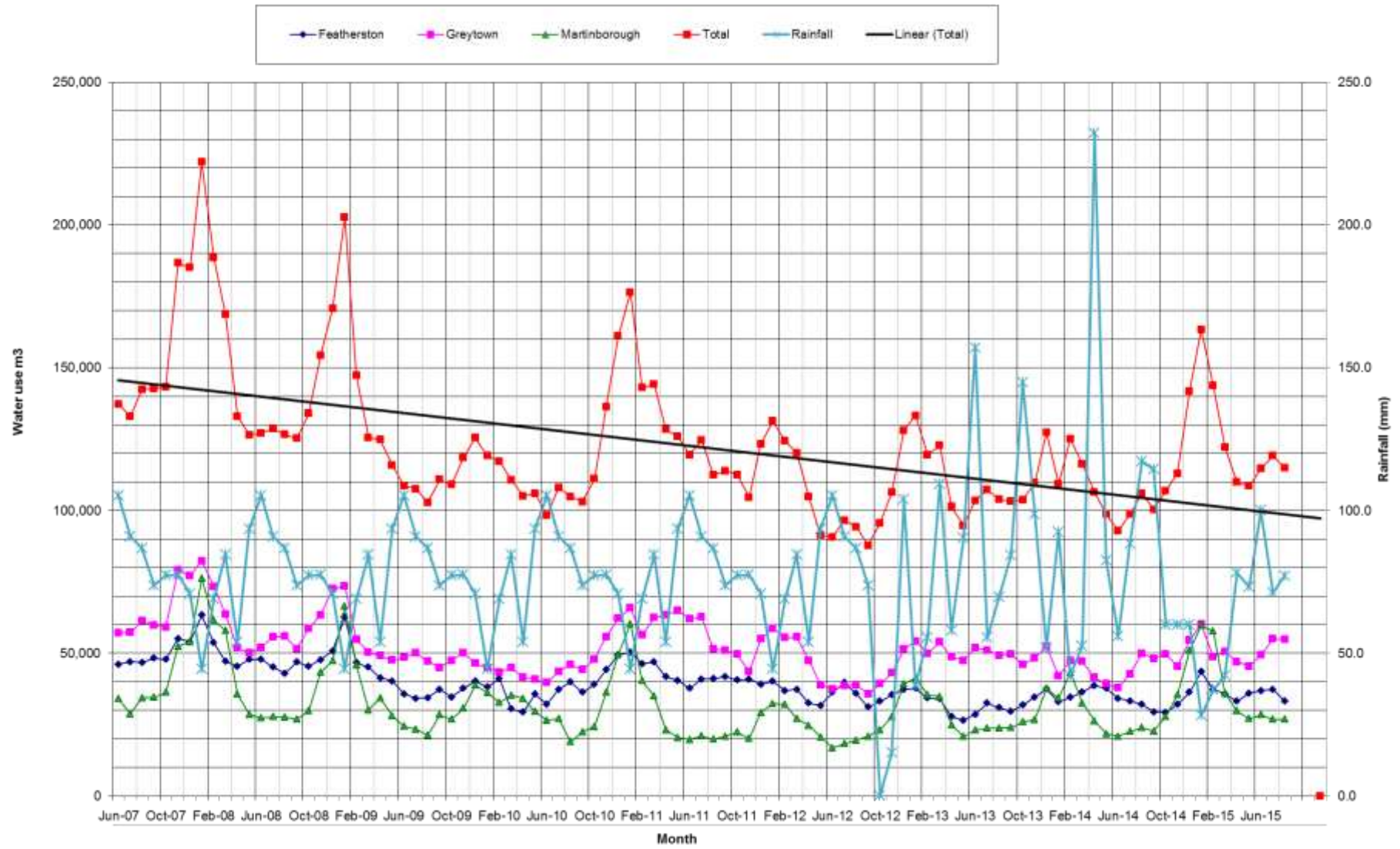
Appendix 3 - Library Statistics

Contact Officer: Mark Allingham, Group Manager Infrastructure and Services

Reviewed by: Paul Crimp, Chief Executive Officer

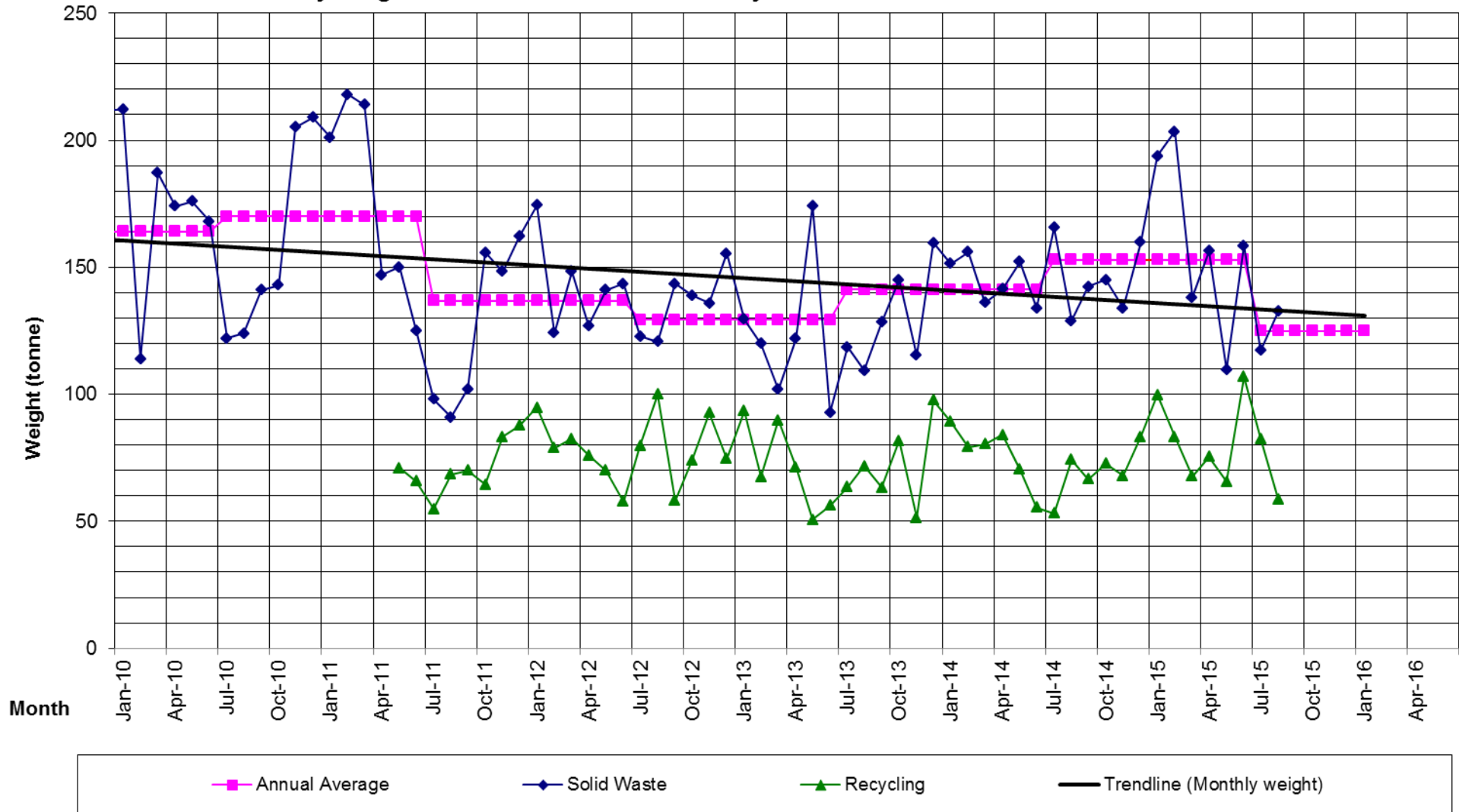
Appendix 1 - Monthly Water Usage

Water use South Wairarapa District Council



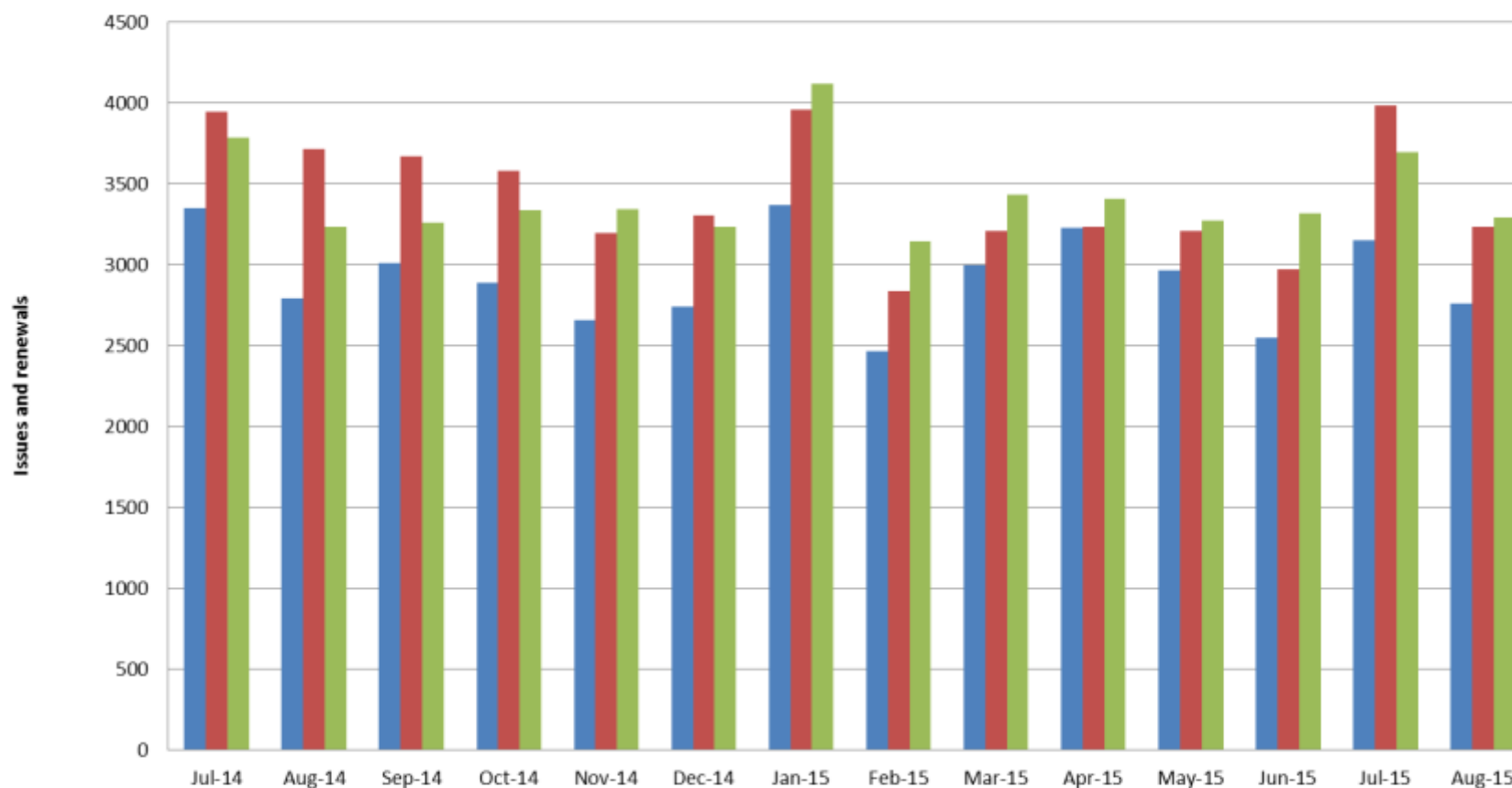
Appendix 2 - Waste Exported to Bonny Glen

Monthly weight of waste transferred to Bonny Glen



Appendix 3 - Library Statistics

South Wairarapa libraries - issues and renewals to August 2015



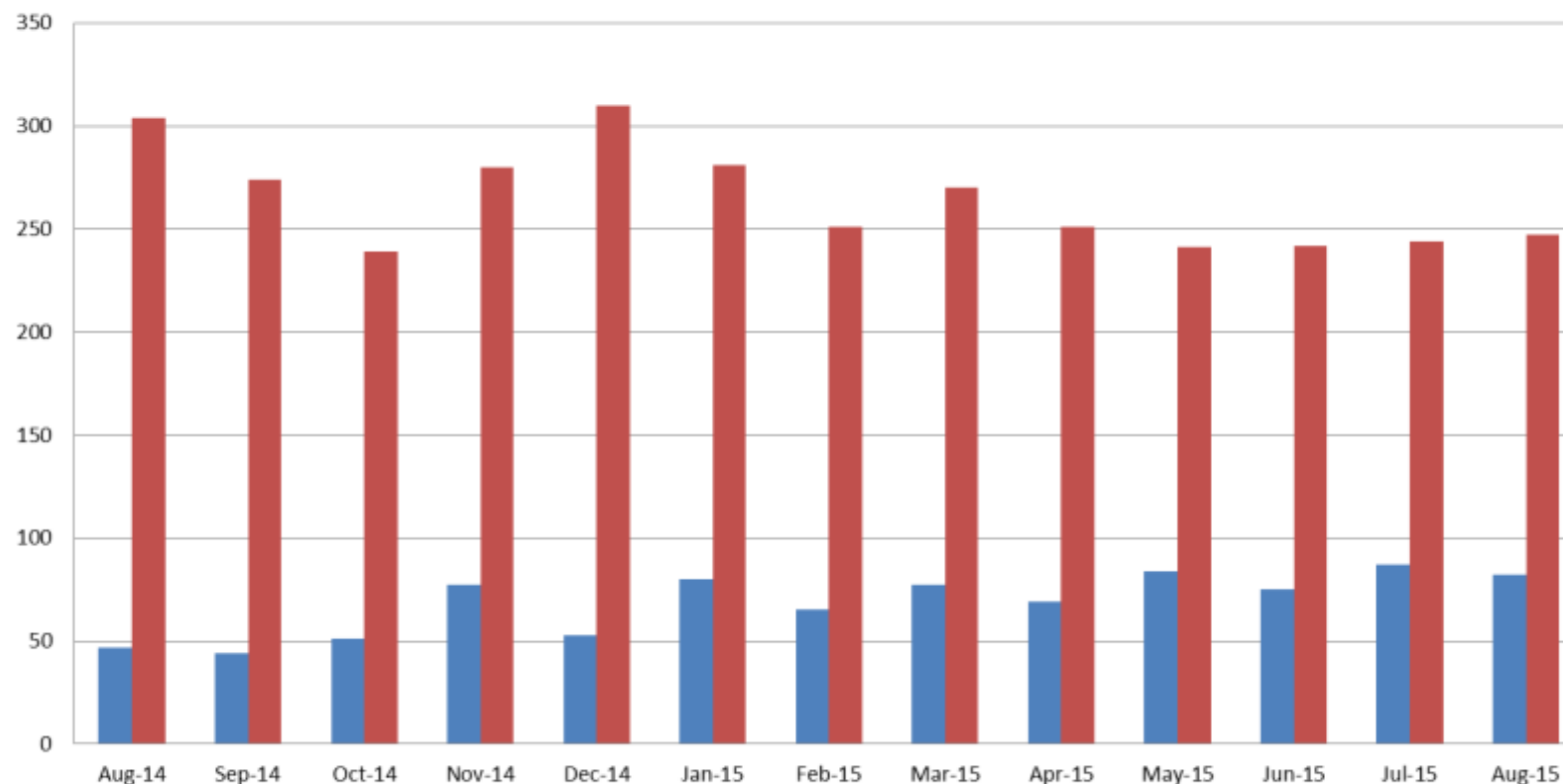
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
■ Featherston	3351	2795	3013	2890	2657	2741	3368	2466	2994	3227	2963	2548	3152	2763
■ Greytown	3949	3717	3669	3583	3195	3302	3958	2834	3206	3233	3212	2971	3985	3235
■ Martinborough	3784	3237	3260	3335	3345	3236	4117	3142	3431	3405	3276	3317	3695	3293

Wairarapa Library Service - issues and renewals to August 2015



	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
■ Carterton	6451	5643	5720	5129	4921	5122	6406	4810	5341	5702	6063	5396	6702	5495
■ South Wairarapa	11084	9749	9942	9808	9197	9279	11443	8442	9631	9865	9451	8836	10832	9291

Wairarapa Library Service - audio and e-book issues to August 2015



	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
■ E-books	47	44	51	77	53	80	65	77	69	84	75	87	82
■ Audiobooks	304	274	239	280	310	281	251	270	251	241	242	244	247