

STAFF REPORT

TO: Chairman and Members, Engineering Services Committee
FROM: Dugald Ley, Development Engineer
REFERENCE: S616
DATE: 23 June 2006
SUBJECT: **DEVELOPMENT/CUSTOMER SERVICES – FINANCIAL YEARLY REPORT 2005-2006**

1 PURPOSE

This report reviews and highlights development and service level responses to customer requests throughout the Tasman District region.

2 SUBDIVISION/DEVELOPMENT

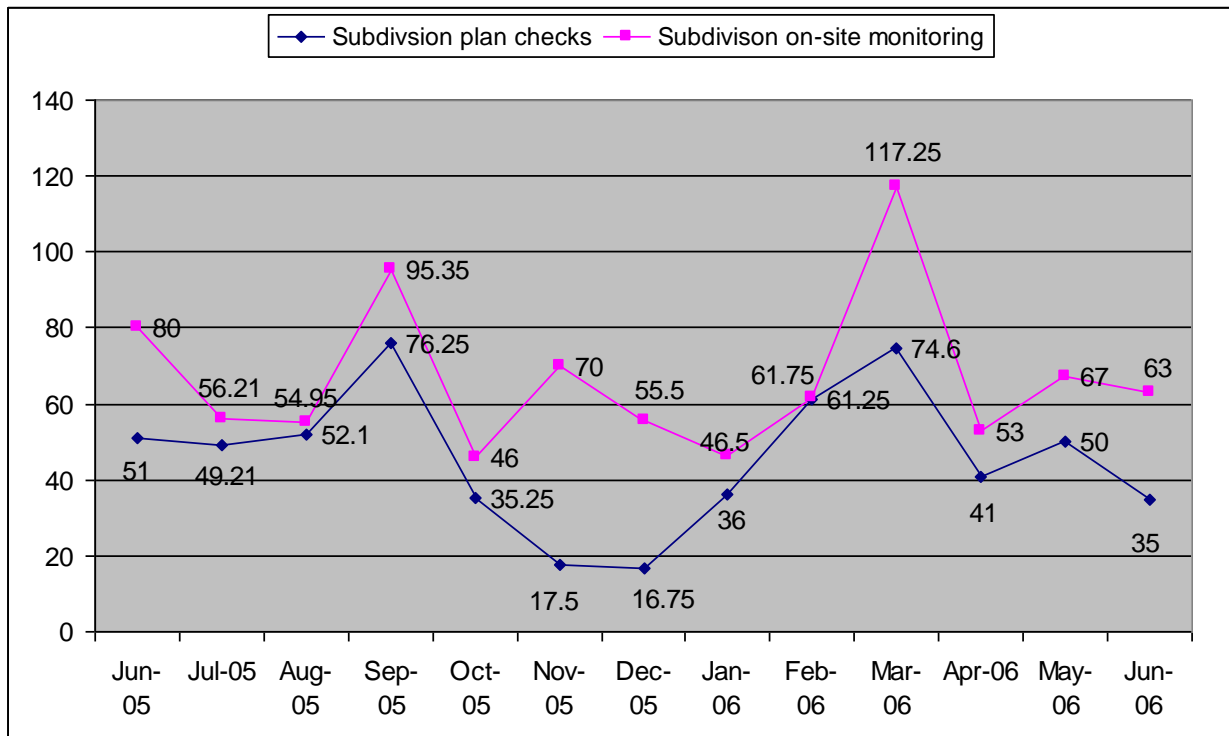
Development has slowed over the last few months with the only major subdivision still under construction in Parker Street, Motueka. I believe the present slow activity can be attributed to a number of issues, principally the economy, oil prices, existing sections on the market, and lack of residential areas than can be developed.

The table below shows the quantity of assets acquired by Council over the last twelve months.

	Last year – 2004-2005	This year 2005-2006
New roads	3,635 m	713 m
New wastewater	3,934 m	3,550 m
New stormwater	4,840 m	3,031 m
New water	5,655 m	2,374 m
Total value	\$3,948,825	\$2,300,154

Council's consultants, MWH continue to process plans and carry out on-site inspections on Council's behalf and the graph below reflects the last years change in:

- (i) the hours spent by Council's consultant on "on-site" monitoring of subdivisions, and
- (ii) the hours spent checking engineering plans in regard to subdivision applications. Compared with last year there has been an increase of 50% more monitoring in the field checking on Council's infrastructure.



A number of Rural 3 subdivisions have been granted approval over the last year and are noted below:

Carter Holt Harvey Old Coach Road/Bronte Road
 Carter Holt Harvey Harvey Road
 CBH State Highway 60 – opposite Research Orchard Road
 Caleo Maisey Road

The latter two are in the construction phase and a 30-lot subdivision on Old Coach Road just outside the Rural 3 boundary is nearing completion.

I believe the Carter Holt Harvey applications have been placed on hold due to the owners' reassessing their priorities in property development.

3 CUSTOMER SERVICES

Enquiries which generate a need for Council's contractors to carry out reactive work have been consistent with last year with enquiries each month ranging from 300-400 - see table below:

	Number of complaints											
	Jun-05	Jul-05	Aug-05	Sept-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	April-06	May-06
Water	150	159	140	165	189	242	156	237	177	234	112	155
Wastewater	30	39	35	52	22	32	28	34	22	30	38	50
Stormwater	2	5	11	9	8	5	14	6	5	9	7	14
Roading maintenance	104	108	101	71	45	82	101	97	60	79	76	119
Refuse/Rubbish collection	4	1	5	3	3	7	5	14	4	1	1	5
Footpaths/carparks	7	7	9	6	8	17	11	5	7	8	6	10
Rivers	-	-	-	-	-	-	-	-	1	-	-	-
Street Lighting	1	2	9	10	9	3	17	2	10	18	20	31
TOTALS	299	320	312	316	288	388	315	395	286	379	260	384

Note: June 2006 data not available at time of writing.

Of interest is that this year water and roading enquiries make up 53% and 27% respectively, whereas last year they were 45% and 37% respectively. This reflects that the roading maintenance contractor has increased the roading level of service and is proactive in repairs and experienced in roading activities. The increase in water, and, to a lesser extent, wastewater enquiries (ie, a lowered level of service) can be attributed to more proactive tasks carried out by the contractor together with some management/staff changes with the contractor.

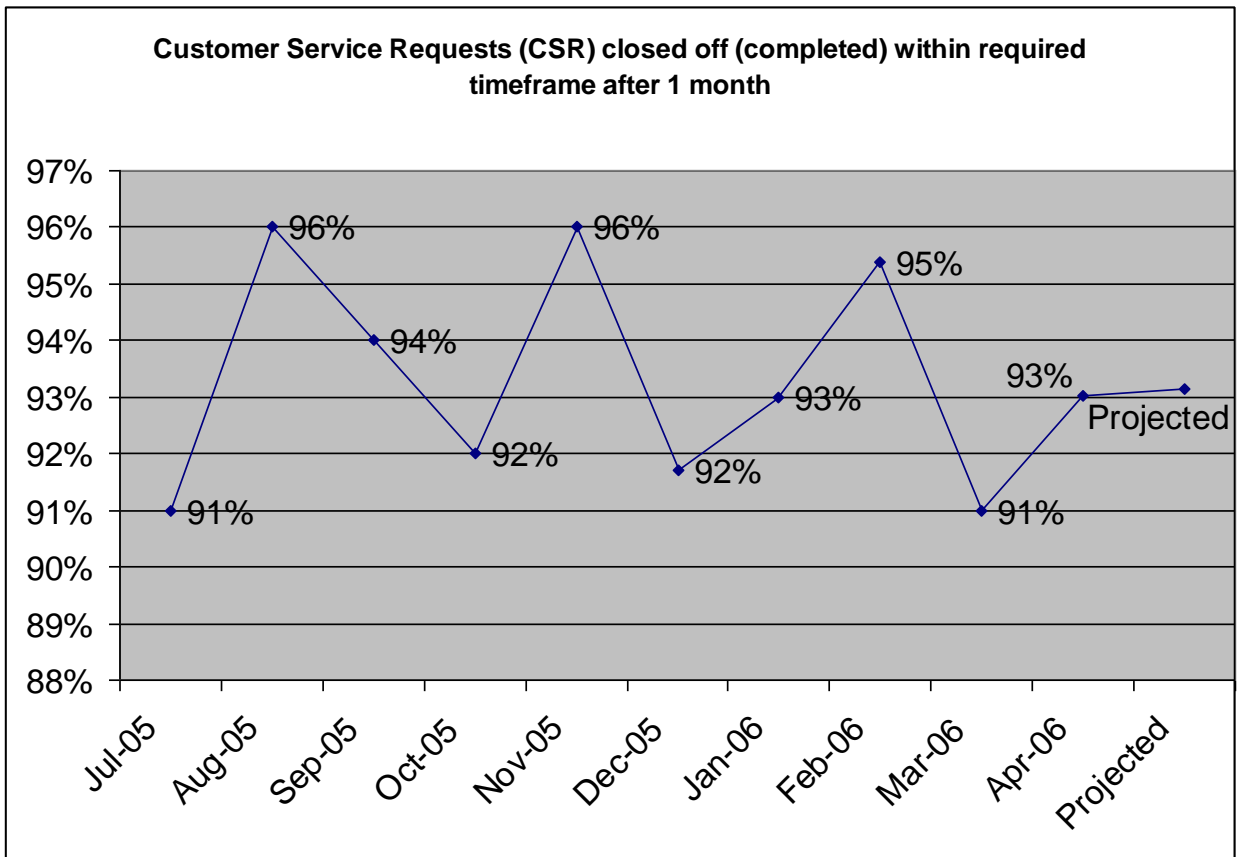
Street lighting complains have increased and this is due to increased night-time audits and perhaps the maintenance contractor nearing the end of their contract.

Enquiries in this area are also logged by Council's consultant and staff who may now be more knowledgeable on health and safety concerns and potential risk to Council through water failures and potential water restrictions being imposed, are therefore creating CSR's to remedy situations before they can potentially get out of hand.

4 CUSTOMER SERVICE REQUESTS

Under the present contract with Council's maintenance contractors various timeframes have been set to carry out remedial measures or faults observed in the field. For example, a leaking water meter is required to be repaired within one week whereas a reservoir alarm is required to be repaired within one day. The table below gives a sample summary of the many service level timeframes that have been stipulated by Council.

Asset	Description of request	Response time
Roading	Frost/ice	1.5 hours
	Flooding	2 hours
	Corrugations	2 weeks
	Seal bleeding	1 month
Refuse	Dumping	2 weeks
Wastewater	Manhole discharge	1 hour
	Pipe blockage	2 hours
	Pumpstation fault	1 day
Stormwater	Sump grate missing	2 hours
	Open drain - investigate	2 weeks
Water	Leak at water meter	1 week
	Broken main	1 day
	No supply to property	1 day
	Water pressure problem	2 days



The table above also confirms that Council's contractors are achieving a high resolution rate of 93.3% averaged over the year. This reflects ultimately in the levels of service provided to Council's ratepayers.

As at May 2006, the professional services report from Council's consultant, MWH advised there were no overdue service requests older than three months which is an excellent achievement by both the consultant and the contractors.

5 RECOMMENDATION

THAT the report be received.

Dugald Ley
Development Engineer