

STAFF REPORT

TO: Chairman and Members Engineering Services
FROM: Development Engineer, Dugald Ley
DATE: 25 March 2008
SUBJECT: **DEVELOPMENT/CUSTOMER SERVICE – THREE-MONTHLY REPORT – OCTOBER TO DECEMBER 2008**

1 PURPOSE

This report reviews and highlights developments and service requests received by Council during October to December 2008.

2 SUBDIVISION (Generally larger subdivisions)

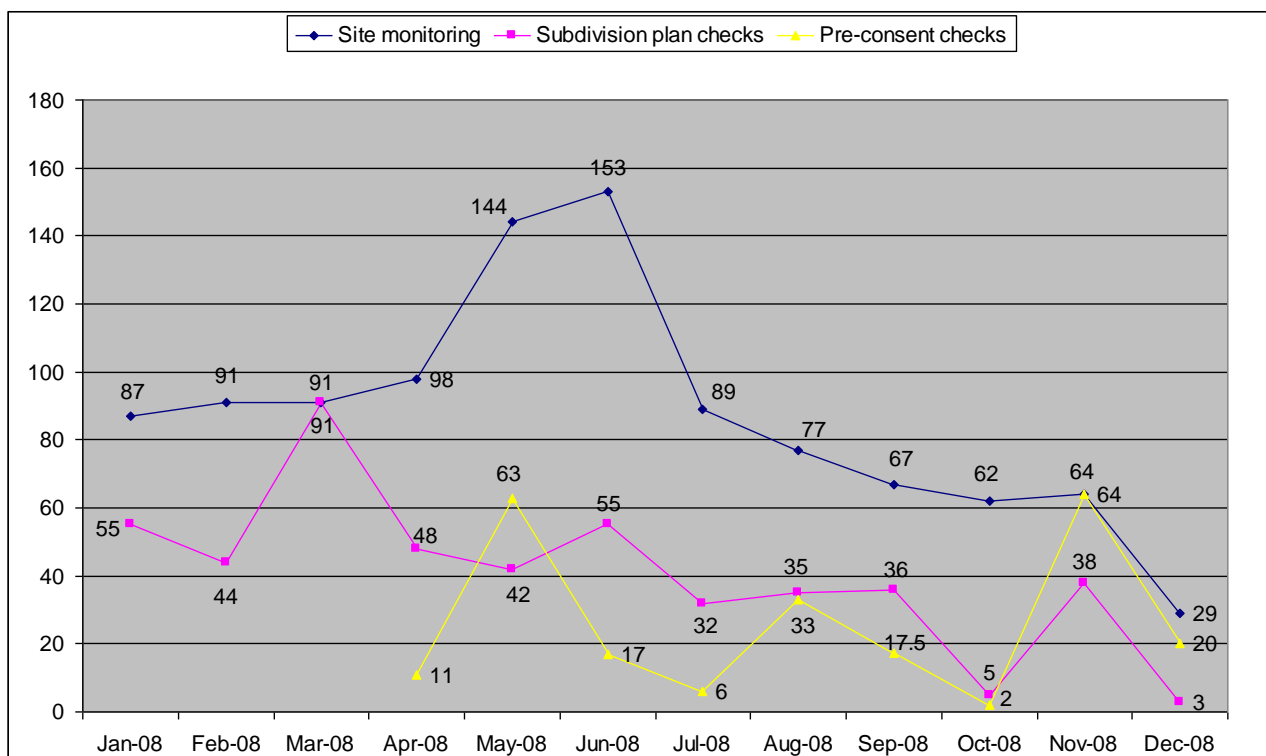
Current construction work includes:

- Washbourne, Richmond
- CBH Research Orchard Road – two stages
- Wensley Road/Hart Road
- Te Maatu, Parker Street, Motueka
- Totara View, Wakefield
- Bay Vista 4, Pohara
- Fearon Gardens, Motueka

The above subdivisions are continuing to be developed together with a number gaining consent but choosing to sit and wait until the economic climate improves. The 2008 Engineering Standards are starting to take effect with improvements in training of contractors and checking procedures at the completion of subdivisions.

Graph 1 – Hours spent on resource consents by Council's consultants

The graph below highlights hours spent by MWH on various subdivision development tasks.



Note – Site monitoring times from MWH shall diminish considerably now that Mark Jones has been employed by Council to do this work.

3 SERVICE REQUESTS

The table below and graphs set out the previous 12 months service requests.

Service requests (CSRs) are entered into Council’s database and taking into account instances where more than one request for the same event, jobs will be somewhat lower, ie in December 471 requests were generated and subsequently 363 jobs were entered into the system for action.

The table and bar chart itemise Council’s asset areas with the main complaints/ investigations in the areas of roading and water supply.

Table 1 - Totals of Service Requests generated per month for engineering services

Figures for Development / Customer Services report

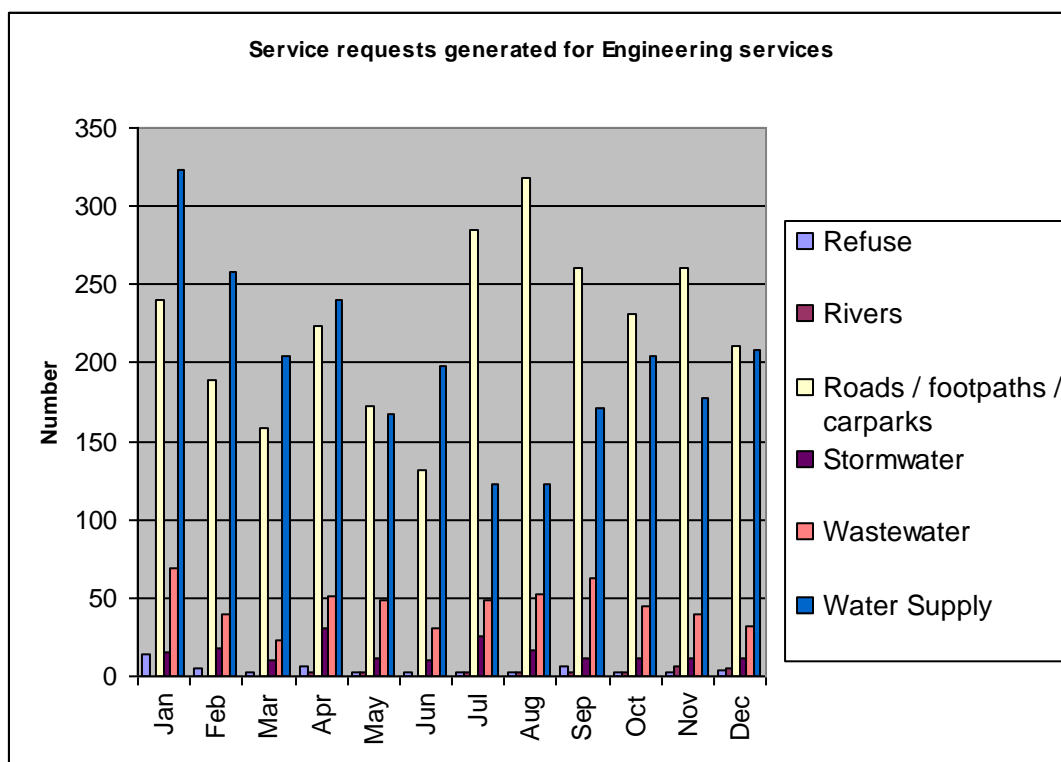
Customer service

Totals of Service Requests generated per month for Engineering services

Service	2008											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Refuse	14	5	2	6	3	2	3	2	6	2	3	4
Rivers	0	0	0	2	2	0	2	2	3	3	6	5
Roads / footpaths / carparks	24	189	158	4	172	2	5	318	261	1	260	211
Stormwater	15	18	10	31	12	10	26	17	11	11	11	11
Wastewater	69	40	23	51	48	31	48	52	62	45	40	32
Water Supply	32	258	205	0	167	8	3	123	171	4	178	208
CSRs 2008	66	510	398	55	404	37	48	514	514	49	498	471

Jobs 2008	47			48		29	40		38			
	9	410	329	0	343	2	7	387	398	4	377	363
CSRs 2007	36			36		29	40		46			
	0	438	487	3	434	0	2	387	342	4	507	457
Jobs 2007	30			28		23	35		36			
	8	365	386	8	327	8	0	318	244	0	365	388
CSRs 2006	39			26		31	30		28			
	5	286	379	0	389	2	0	297	310	1	253	275
Jobs 2006	36			25		29	27		27			
	2	263	353	1	354	3	4	269	266	6	236	250

Graph 2 – Service requests generated for Engineering Services



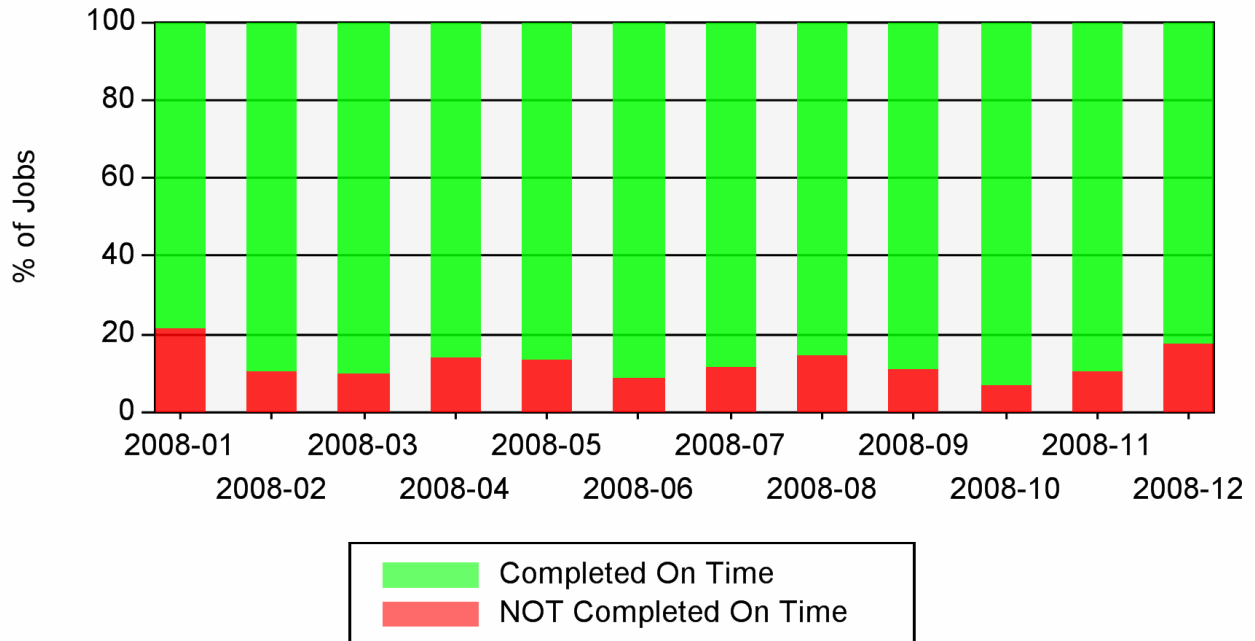
The two main areas that generate complaints are in roading and water supply. These tend to have seasonal trends with issues such as potholes in winter and water leaks being more visible during the summer months. However, you will notice the general overall reducing trend for roading from August 2008 which is pleasing.

Contractors Performance

Council monitors the timeframes our contractors take in performing their duties and resolving the above service requests as per set service levels.

The table below shows that the overall contractors for roading and utilities are meeting an expected 80% completion rate. However, MWH continue to monitor performance of contractors with a view to improving levels of service over all infrastructure.

Graph 3 – Performance of jobs due to complete each month



4 AUDITS

Staff have been carrying out various audits in the area of health and safety surrounding traffic management at construction sites. These have highlighted issues which have been raised with both MWH and various contractors. Road construction material testing has also highlighted basecourse material, especially drifting slightly outside standard specifications, which again has been raised with contractors and Council contacts.

5 RECOMMENDATION

THAT the Development/Customer Services – Three Monthly Update October to December 2008 be received.

Dugald Ley
Development Engineer