

STAFF REPORT

TO: Chairman and Members Engineering Services
FROM: Development Engineer, Dugald Ley
DATE: 21 October 2009
SUBJECT: **DEVELOPMENT/CUSTOMER SERVICE – THREE-MONTHLY REPORT – JULY TO SEPTEMBER 2009**

1 PURPOSE

This report highlights developments and service requests administered by the Engineering Department.

2 SUBDIVISION (Generally larger subdivisions)

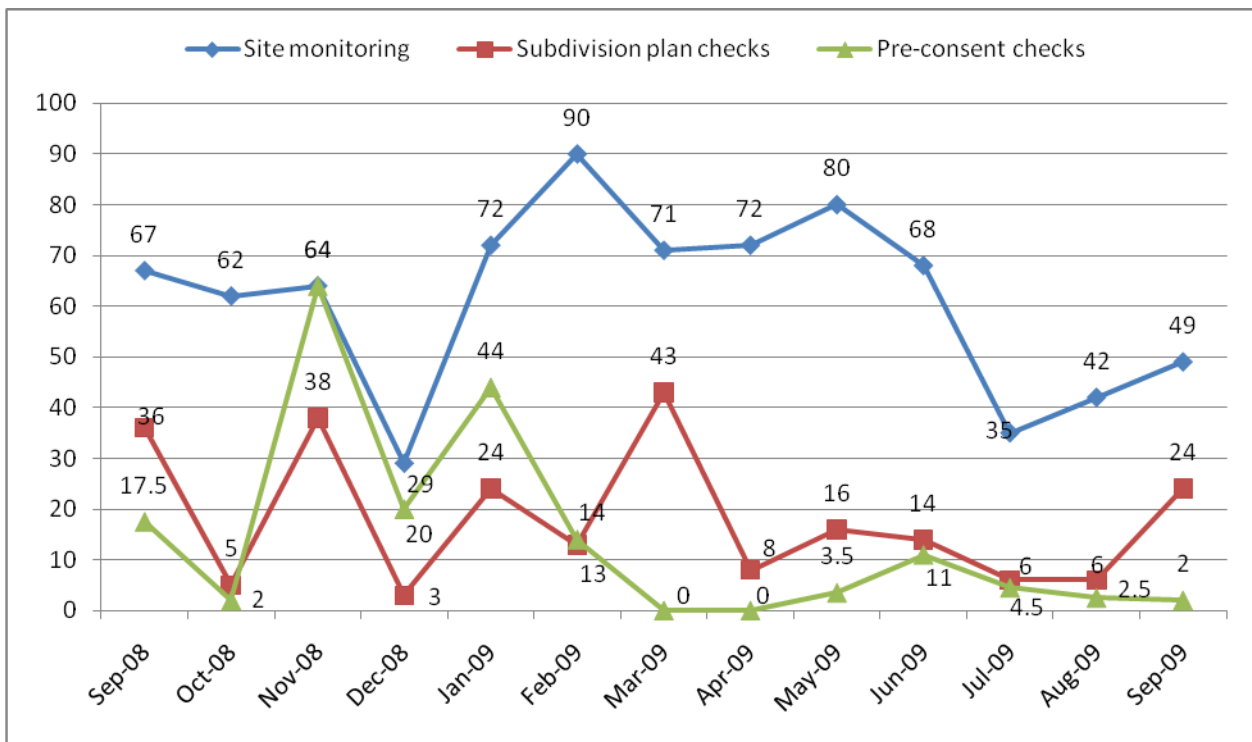
Current construction works underway:

- Te Maatu subdivision, Motueka
- Bramley Estate, Hart Road
- CBH, Coastal Highway
- Fearon Gardens, Motueka
- Totara View, Wakefield
- Wensley Road – 30 lots
- Westdale Road

Generally a slow three months with various in-fill developments occurring around the district.

Graph 1 – Hours spent on resource consents by Council’s engineering staff and consultants

The graph below provides an indication of time spent on various subdivision activities within the district and reflects the low activity over the winter months.

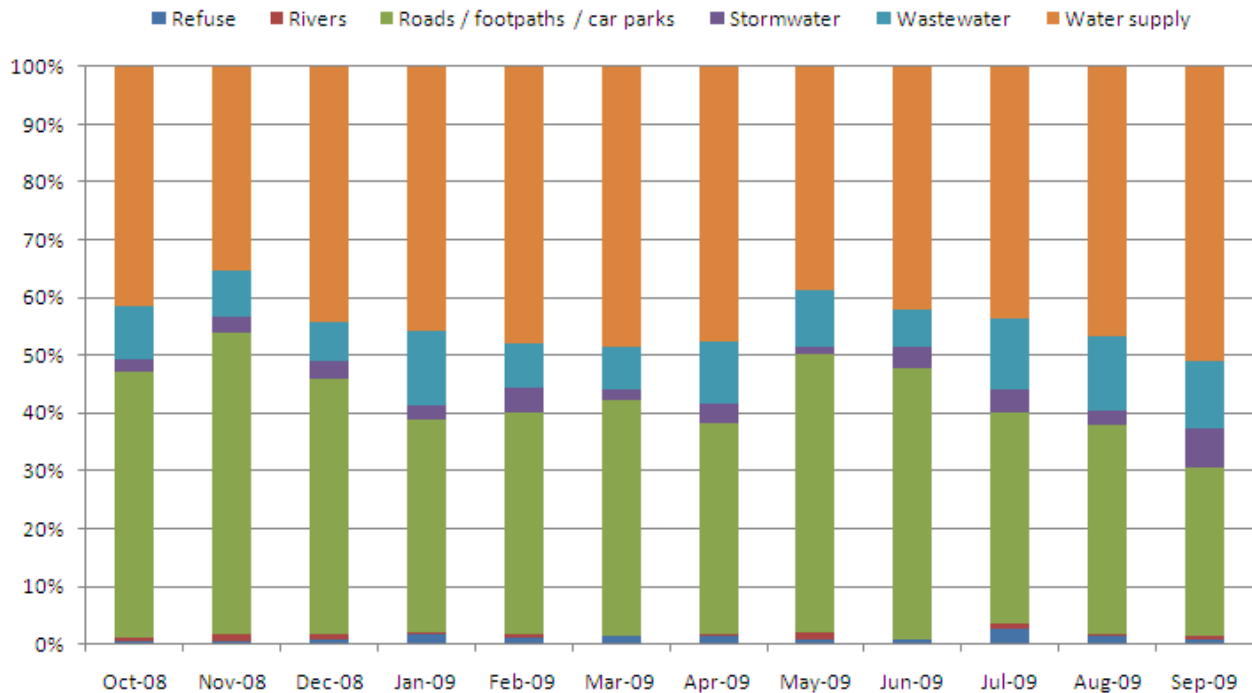


3 SERVICE REQUESTS

The graph below indicates the service requests over the last twelve months. On average 400-500 requests were received per month, numbers being at the lower end of the scale for the past three months.

	Refuse	Rivers	Roads/ footpaths /car parks	Stormwater	Wastewater	Water supply	Totals
2008-10	2	3	233	11	46	209	504
2008-11	3	6	264	14	40	180	507
2008-12	4	5	212	14	32	213	480
2009-01	10	2	227	14	79	281	613
2009-02	6	2	191	21	38	238	496
2009-03	8		220	10	39	262	539
2009-04	7	2	179	17	52	235	492
2009-05	4	5	209	5	43	168	434
2009-06	5		257	21	35	232	550
2009-07	11	3	145	16	49	173	397
2009-08	5	2	133	10	47	173	370
2009-09	3	2	107	24	43	186	365

Number of CSRs logged



The table shows that water and roading are again the highest activity areas for complaints/enquiries. Generally the contractor's performance at resolving issues within expected timeframes is deemed to be excellent.

4 Asset Management Systems – Update

Presently Council operates two asset management systems which maintain and run enquiries and logging of new infrastructure. They are CONFIRM and RAMM (Road Assessment Maintenance Management System). RAMM elements are:

- Inventory database for the roading network;
- Road conditions and roughness ratings;
- Pavement treatment selection programmes;
- Reporting outputs.

The RAMM database is used by local authorities throughout New Zealand. Tasman District Council roading contractors are now using advanced hand-held devices in their daily duties where repairs and faults are inputted directly into the RAMM system. This speeds up the repair of failures and gives up-to-date details on Council assets.

5 Confidence of Data

The process to revalue all of Council's assets was completed on 30 June 2009. The auditor has accepted the new values and the following is provided as information:

Description	Value \$ million	Number of assets
Water assets	129.2	32,288
Wastewater	99.7	12,805
Stormwater	109.2	14,339
Refuse	4.8	110
Aerodromes	2.4	27
Coastal structures	17.8	46
Rivers	38.7	1531

Note – roading information not yet available.

6 RECOMMENDATION

THAT the Development/Customer Services – Three Monthly Report July to September 2009 be received.

Dugald Ley
Development Engineer