

STAFF REPORT

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

1 PURPOSE

This report reviews and highlights developments and service requests received by Council during April to June 2008.

2 SUBDIVISION (Generally larger subdivisions)

Current construction work includes:

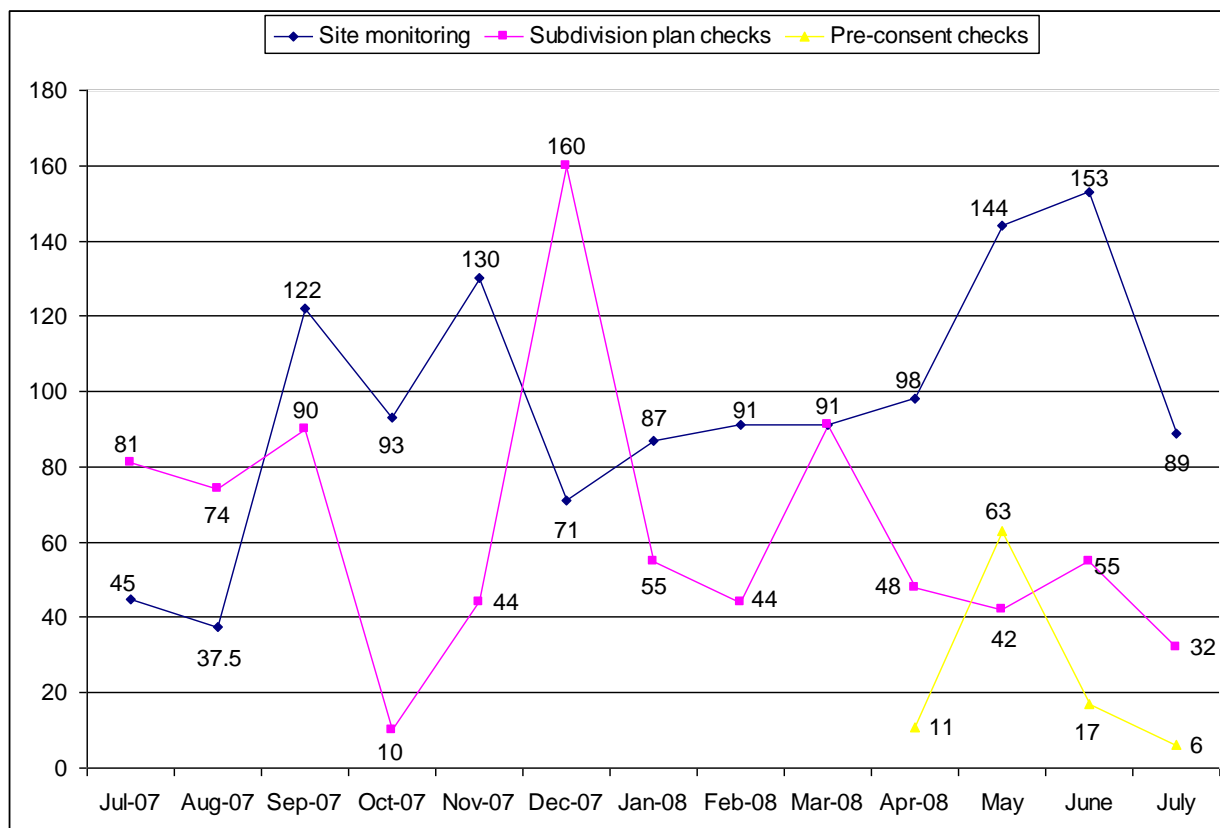
- Beechnest, St Arnaud – Closed down over winter
- Washbourne extension
- Lord Rutherford Road, Katania – Works continuing
- CBH Research Orchard Road – two stages
- Wensley Road/Hart Road
- Te Maatu, Parker Road, Motueka
- Sebastian Vineyard, Coastal Highway
- Totara View

Councilors will be aware that MWH provide support to Engineering on resource consents and on site audit inspections as subdivisions progress.

The graph below highlights hours spent on these various tasks. The graphs have now been expanded into three areas to provide clarity when charging these services back to the resource consent holder. These are:

- Site monitoring - generally being about 100-140 hours per month;
- Checking of subdivision engineering plans – prior to work commencing on site, generally this is approximately 50 hours per month;
- Pre consent peer review or advice to TDC on various servicing issues as a result of the applications – this varies depending on the number and complexity of applications submitted to Council.

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



3 SERVICE REQUESTS

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

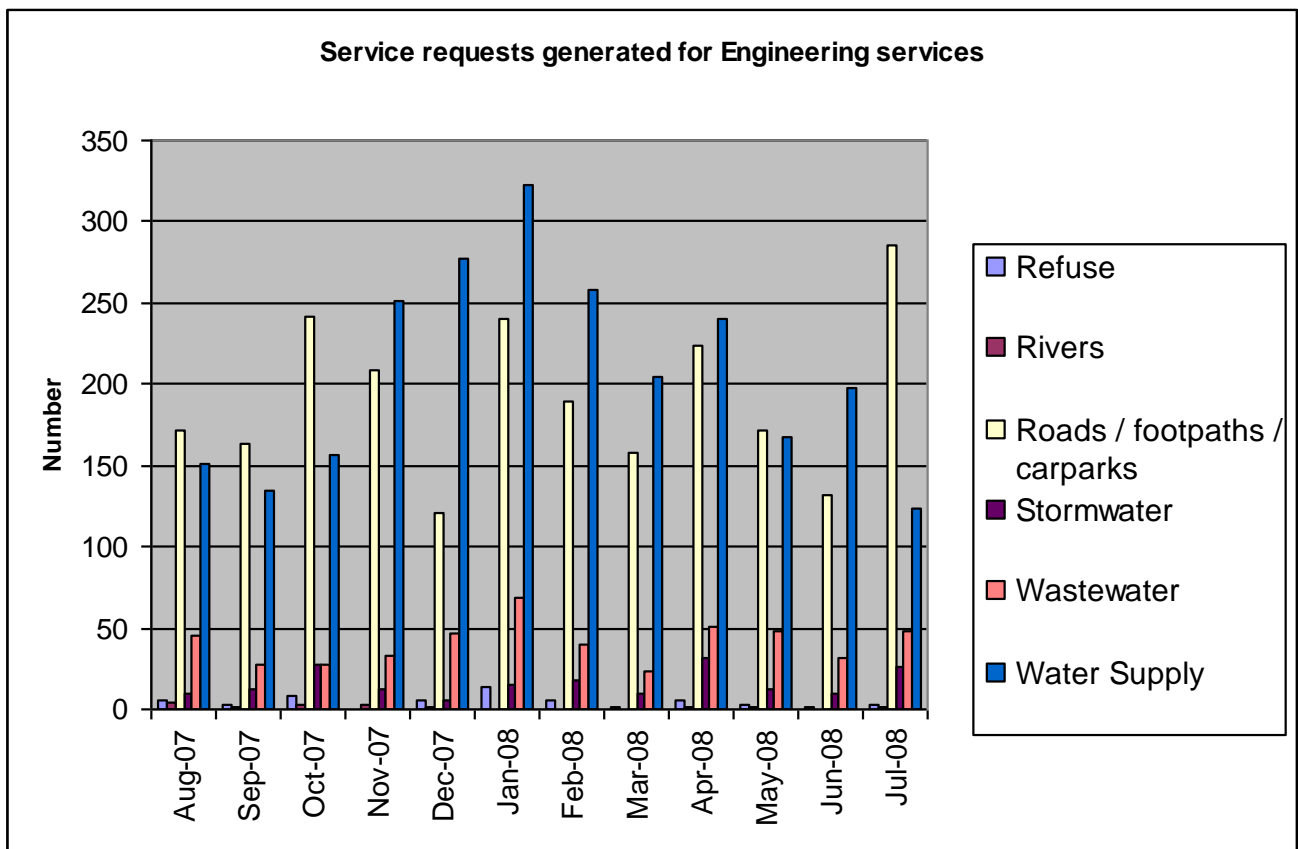
Service requests (CSRs) are entered into Council’s database and taking into account instances where more than one request for the same event, jobs will be somewhat lower, ie in April 554 requests were generated and subsequently 480 jobs were entered into the system for action.

The table and bar chart itemise Council’s asset areas with the main complaints/ investigations in the areas of roading and water supply. Roading enquiries relate to issues with street lights, pot holes, ice/grit, flooding and trees down.

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

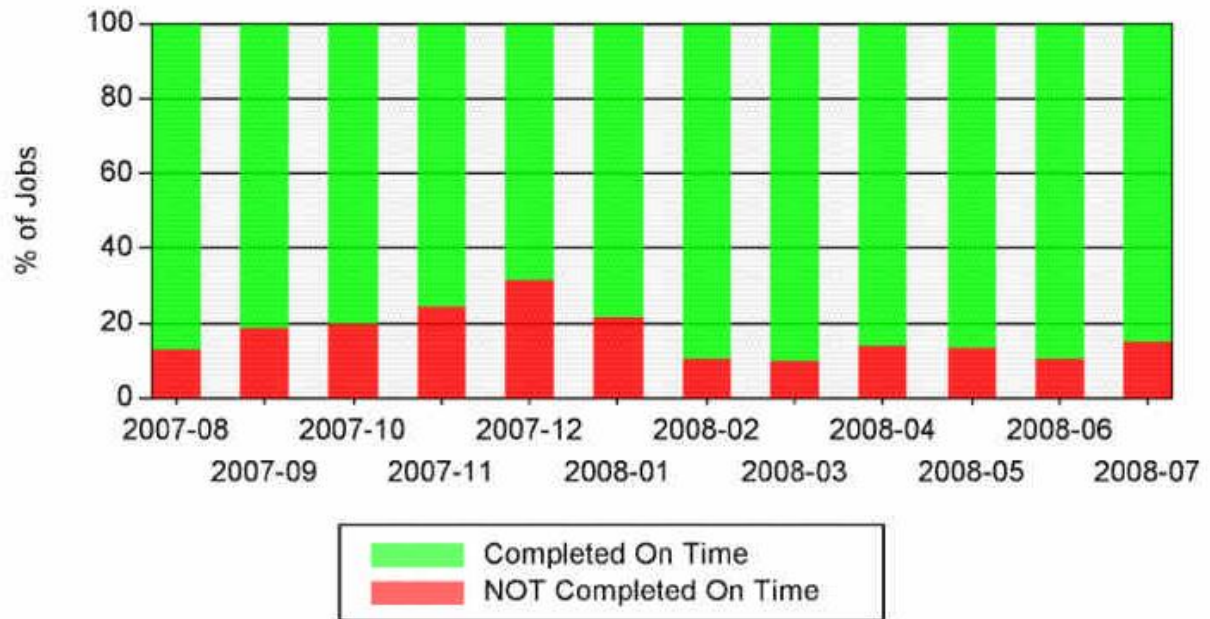
| | 2008 | | | | | | | | | | | |
|------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Service | Aug-07 | Sep-07 | Oct-07 | Nov-07 | Dec-07 | Jan-08 | Feb-08 | Mar-08 | Apr-08 | May-08 | Jun-08 | Jul-08 |
| Refuse | 6 | 3 | 8 | 0 | 5 | 14 | 5 | 2 | 6 | 3 | 2 | 3 |
| Rivers | 4 | 2 | 3 | 3 | 2 | 0 | 0 | 0 | 2 | 2 | 0 | 2 |
| Roads / footpaths / carparks | 172 | 163 | 242 | 208 | 121 | 240 | 189 | 158 | 224 | 172 | 132 | 285 |
| Stormwater | 9 | 12 | 27 | 12 | 6 | 15 | 18 | 10 | 31 | 12 | 10 | 26 |
| Wastewater | 45 | 27 | 27 | 33 | 46 | 69 | 40 | 23 | 51 | 48 | 31 | 48 |
| Water Supply | 151 | 135 | 157 | 251 | 277 | 323 | 258 | 205 | 240 | 167 | 198 | 123 |
| CSRs 2007/8 | 387 | 342 | 464 | 507 | 457 | 661 | 510 | 398 | 554 | 404 | 373 | 487 |
| Jobs 2007/8 | 318 | 244 | 360 | 365 | 388 | 479 | 410 | 329 | 480 | 343 | 292 | 407 |
| CSRs 2006/7 | 297 | 310 | 281 | 253 | 275 | 360 | 438 | 487 | 363 | 434 | 290 | 402 |
| Jobs 2006/7 | 269 | 266 | 276 | 236 | 250 | 308 | 365 | 386 | 288 | 327 | 238 | 350 |
| CSRs 2005/6 | 310 | 316 | 288 | 388 | 315 | 395 | 286 | 379 | 260 | 389 | 312 | 300 |

Graph 2 – Service requests generated for Engineering Services



The above jobs are subsequently forwarded on to Council’s contractor for inspection and resolution and the performance of the contractor is gauged against agreed time constraints. The bar chart below indicates that the contractor is achieving over 80% of tasks within the agreed time frame and is deemed reasonable.

Graph 3 – Performance of jobs due to complete each month



RECOMMENDATION

THAT the Development/Customer Services – Three Monthly Update April to June 2008 be received.

Dugald Ley
Development Engineer