

STAFF REPORT

TO: Chairman and Members Engineering Services
FROM: Development Engineer, Dugald Ley
DATE: 3 May 2006
SUBJECT: **DEVELOPMENT/CUSTOMER SERVICE – THREE MONTHLY REPORT – JANUARY-MARCH 2007**

1 PURPOSE

This report reviews and highlights developments and service levels for customer services throughout the Tasman District.

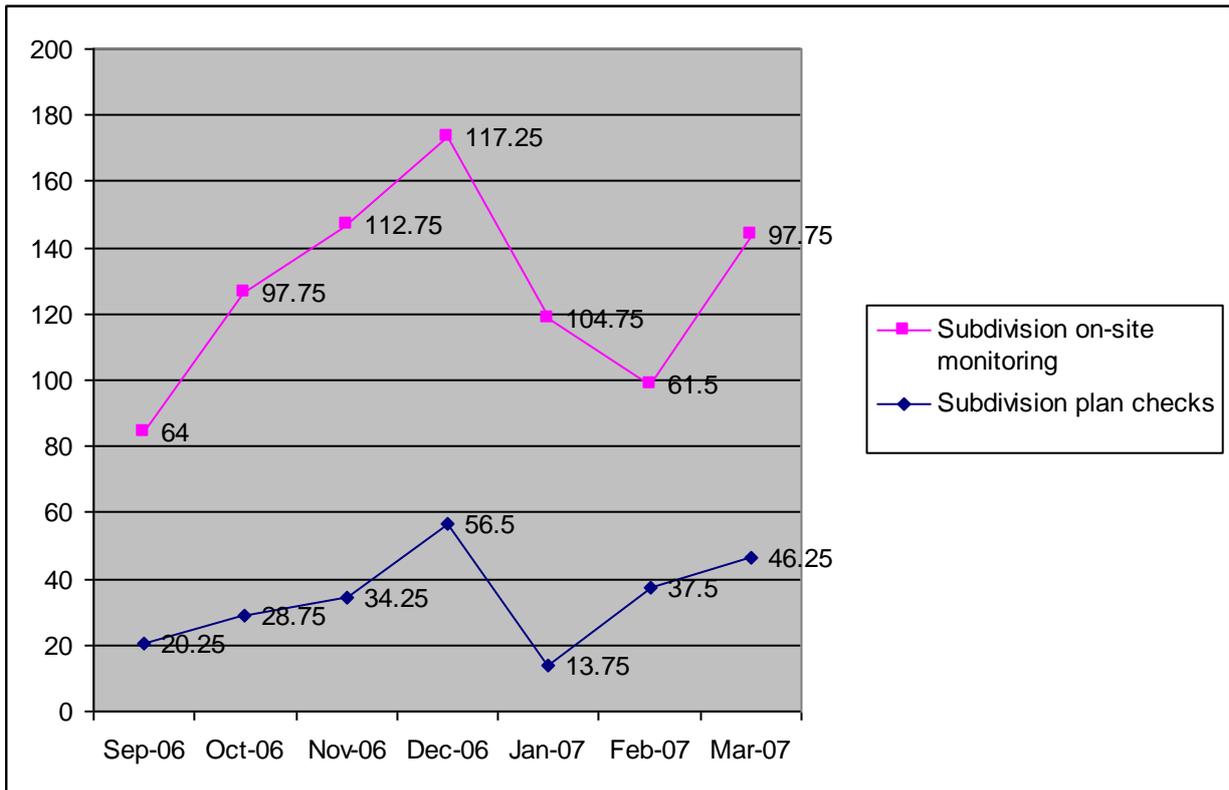
2 SUBDIVISION/DEVELOPMENTS

Subdivisions larger than five lots being carried out around the region include:

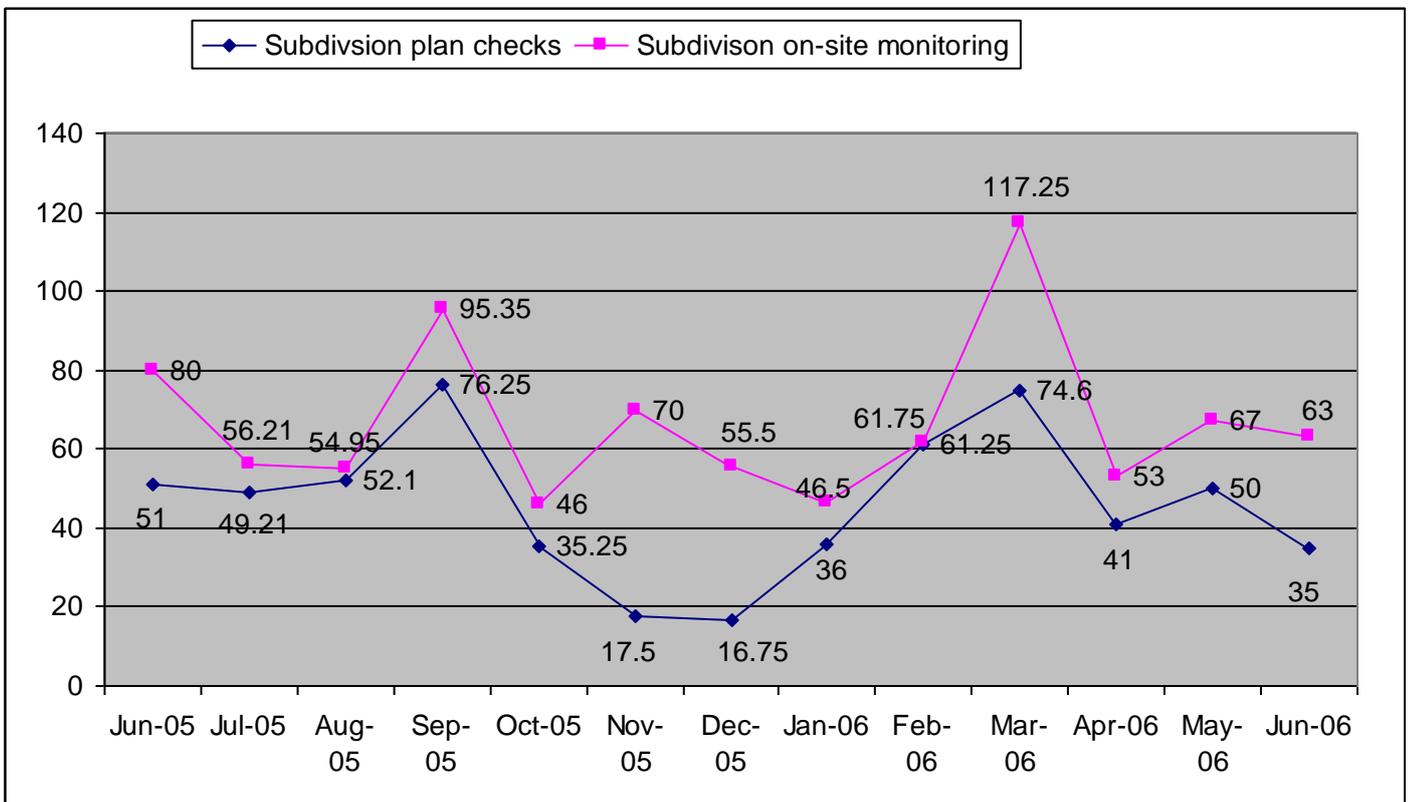
- Champion Road-Wahanga, NCC – 77 lots. Will use TDC water supply.
- Highland Drive, side extension – 6 lots.
- Fearon Gardens, Motueka – 58 lots. Stalled due to contractor's methodology being checked due to deep sewer and high groundwater.
- Abel Tasman Drive, Pohara – 24 lots. Majority of work nearing completion.
- Richmond Road, Pohara – 32 lots. Title about to be issued.
- CBH, Research Orchard Road – 68 lots. First stage nearly completed.
- Galeo Estate, Maisey Road – 29 lots. Titles about to be issued for stage 1.
- Water Tank Hill, S Andrews, Brightwater – 42 lots. Issues with stormwater mitigation from development to be resolved. No consent issued.

Work is generally progressing on the above subdivisions with good weather conditions prevailing.

The following graph represents the hours spent by Council's consultants for on site monitoring and plan checking.



As a comparison the chart below (from the Engineering Services Committee agenda of 20 July 2006) for June 2005 to June 2006 shows a similar pattern.



3 ENGINEERING/ENVIRONMENT & PLANNING LIAISON

Over the last six months Engineering Services has contributed to planning development around the region. In particular rezoning areas such as Richmond South and West plus Mapua and Motueka have highlighted areas where development cannot proceed due to inadequate services. These issues are being addressed via the LTCCP however with Richmond and environs developing at an accelerated rate many developers have felt frustrated at not meeting the market demand.

Engineering input into planning decisions is fundamental to good structure planning for new areas of growth. Engineering Services staff look forward to developing and continuing an excellent relationship built up between the two departments.

4 ENGINEERING STANDARDS UPDATE

These standards are progressing with the final draft documents and plans being prepared and it is hoped and planned that these will be submitted to the committee at the 21 July 2007 meeting for adoption.

A major shift in the standards will be seen in the stormwater and roading areas where the standards will reflect the stance of many Councils which are going down the path of "low input stormwater designs" (LID) and mitigation of adverse effects downstream of developments. An additional focus will be aligning the Tasman Resource Management Plan and the Engineering Standards such that there is a consistency any potential legal challenges can be rebuffed.

A new section "Erosion and Sedimentation Control" is also being added to reflect the importance of issues of downstream stormwater runoff effects which need to be mitigated.

5 CUSTOMER SERVICES

Following the implantation of the "one stop shop" for customer services being set up last year many of the requests to investigate complaints or carry out work have been channelled through the Customer Services Department. In the past the majority of these "customer service requests" (CSR) have been inputted via Engineering into the CONFIRM database system and thence to Council's consultants via "job" authorisation.

This work has now been taken over by Customer Services.

The figures below outline the last twelve months results for the main asset groups (a comparison is given also from the previous year's results).

As there are now up to 8-10 Customer Service Officers inputting CSR's into the system there is a potential for doubling up of complaints or maintenance items. In the past these were vetted by one person in Engineering Services which in essence "weeded out" some of these double ups.

Figure 1 gives total jobs for each month and below it are the number of jobs that were created by the time reached the contractor to investigate. An example is February 2007 where there were 438 CSR's received via staff/consultations through the phone, letter or email. Of these many have been doubled up, ie five separate people could have

reported one pothole or ten people reported a water outage. Therefore, the actual jobs created for February were 365. This latter number reflects on the level of service that Council infrastructure is providing.

Figure 1

Service	2006								2007			
	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Refuse	10	3	1	3	2	6	1	2	3	9	5	0
Rivers	0	0	0	2	0	1	1	0	1	0	3	1
Roads / footpaths / carparks	129	119	97	95	104	81	100	82	115	148	144	144
Street lighting	31	13	10	16	18	20	10	5	12	15	22	20
Stormwater	14	13	8	12	5	3	9	4	11	10	10	11
Wastewater	50	40	32	27	44	25	18	20	28	22	28	20
Water Supply	155	124	152	142	137	145	114	162	190	234	275	167
2006/7 Total	389	312	300	297	310	281	253	275	360	438	487	363
2006/7 Turned into Jobs	354	293	274	269	266	276	236	250	308	365	386	288
2005/6 Total	376	298	320	310	316	288	388	315	395	286	379	260
2005/6 Turned into Jobs	338	282	291	299	301	270	358	290	362	263	353	251

Figure 2 shows the complaint comparison with all infrastructure services, the main complains being in the water supply and roading areas.

At this stage the water peak complaints are mainly due to water failures in both rural and urban supplies and being more evident in the summer months.

Figure 2

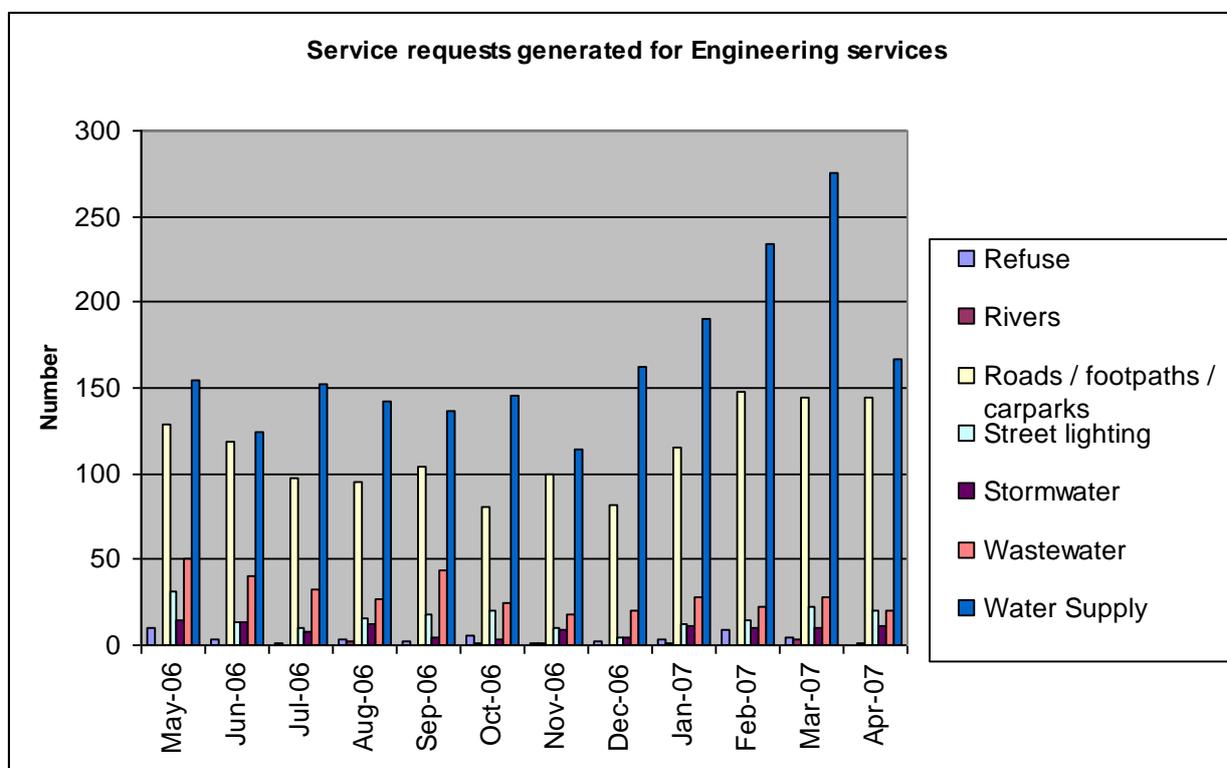
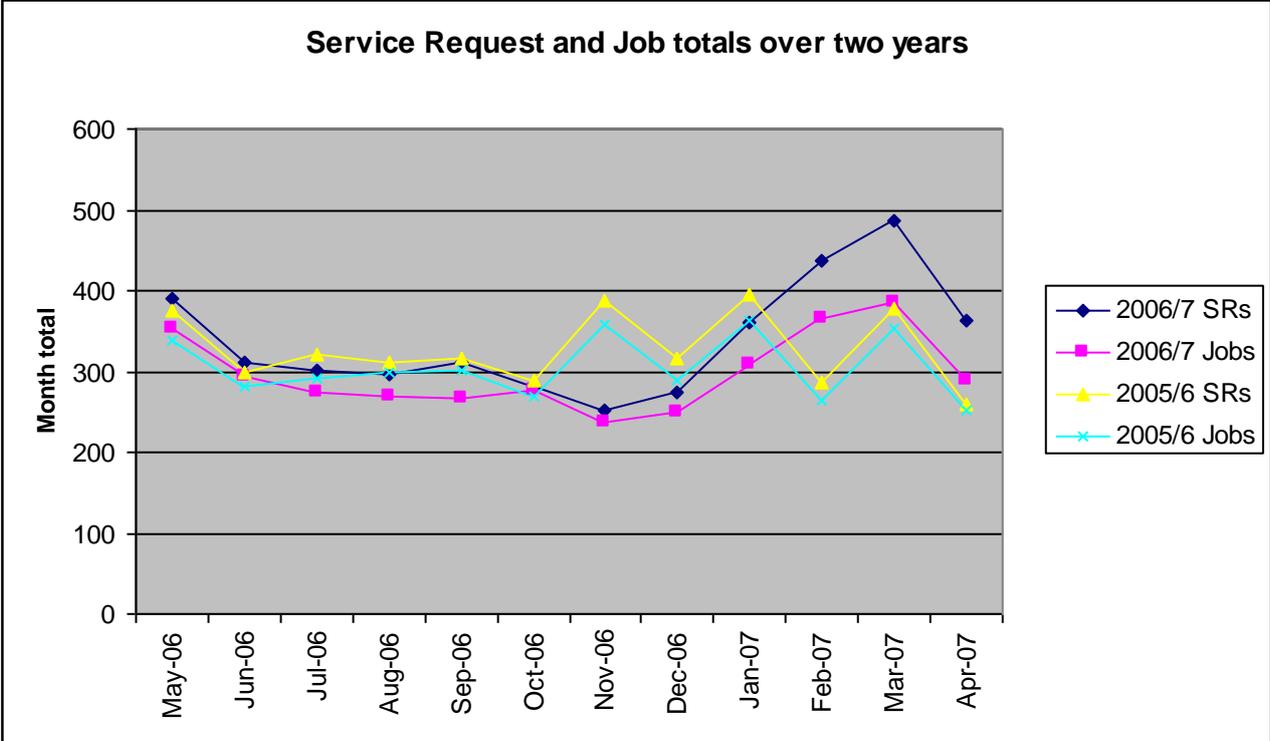


Figure 3 shows a comparison of CSRs and jobs generated from both the past twelve months and the previous twelve months. As mentioned earlier the last three months show an increase in CSRs inputted by the Customer Services team as compared with the actual jobs created and sent on to the consultant/contractor.

Figure 3



The figures show a consistent number of complaints/requests being made to Council, ie, 300-400 jobs/month. Engineering is carrying out ongoing CONFIRM reporting development and once the Asset Managers have scrutinised the data, they intend to find where common themes develop and put into effect measures to reduce Engineering complaints to Council.

The next report to the committee will detail “audits” of CSR’s/jobs generated and summarise the performance of Council’s consultant and contractor.

6 RECOMMENDATION

THAT the Development/Customer Services – Three Monthly Update January to March 2007 be received.

Dugald Ley
Development Engineer