

# STAFF REPORT

**TO:** Chairman and Members Engineering Services

**FROM:** Development Engineer, Dugald Ley

**DATE:** 4 September 2007

**SUBJECT:** **DEVELOPMENT/CUSTOMER SERVICE – THREE  
MONTHLY REPORT – APRIL-JUNE 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. 95% complete.
- Fearon Gardens, Motueka – 58 lots. Construction completed Fearon Street and sub-contractor completing wastewater pumping station.
- Abel Tasman Drive, Kohikiko Place completed. Stormwater issue to be resolved.
- Para Para Beach Road – 8 lots – 95% completed.
- Beechneast, St Arnaud – 60 lots – works about to commence.
- CBH Coastal Highway – 21 lots – works continuing.
- Pitfure Road/McCrea Street – 36 lots – application received.

Developments/subdivisions have increased recently prior to interest rate rises with a number of subdivisions nearing completion and further applications being processed.

The first application of 65 lots in the Richmond South area has been received together with subdivision to the north of Richmond (Nelson city area) being completed or planned.

Rural 3 is continuing to be developed with a large application in Awa Awa Road of 115 lots together with a 97 lot subdivision application in Mapua.

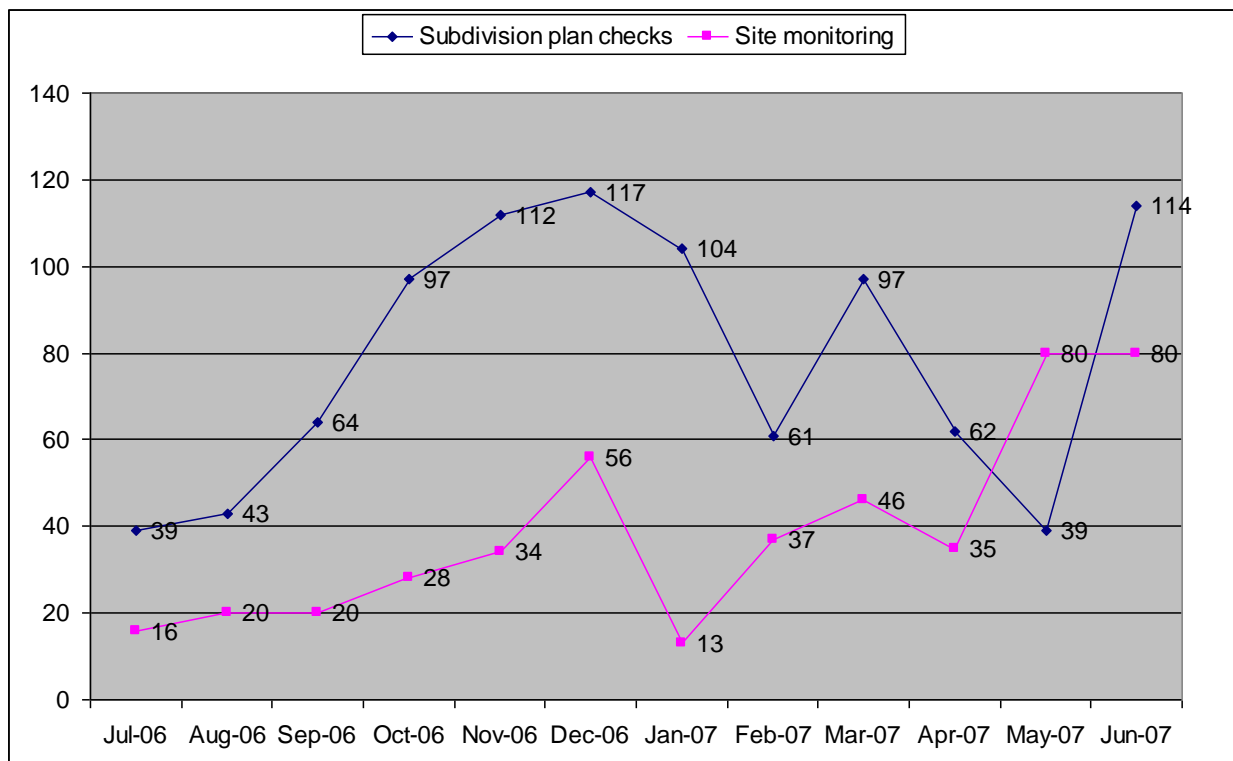
The table below shows the quantity of assets acquired by Council over the last 12 months compared with previous years.

Asset	2004/2005 metres	2005/2006 metres	2006/2007 metres
Roads	3635	713	1464
Wastewater	3934	3550	2664
Stormwater	4840	3031	1549
Water	5655	2374	1014

<b>Total value</b>	<b>\$3,948,825</b>	<b>\$2,300,154</b>	<b>\$2,421,761</b>
--------------------	--------------------	--------------------	--------------------

Council's consultant MWH continues to process engineering plans and carry out on site inspections of subdivision on behalf of Council.

The graph below represents the hours spent on the two roles for the past 12 months.



### 3 CUSTOMER SERVICES

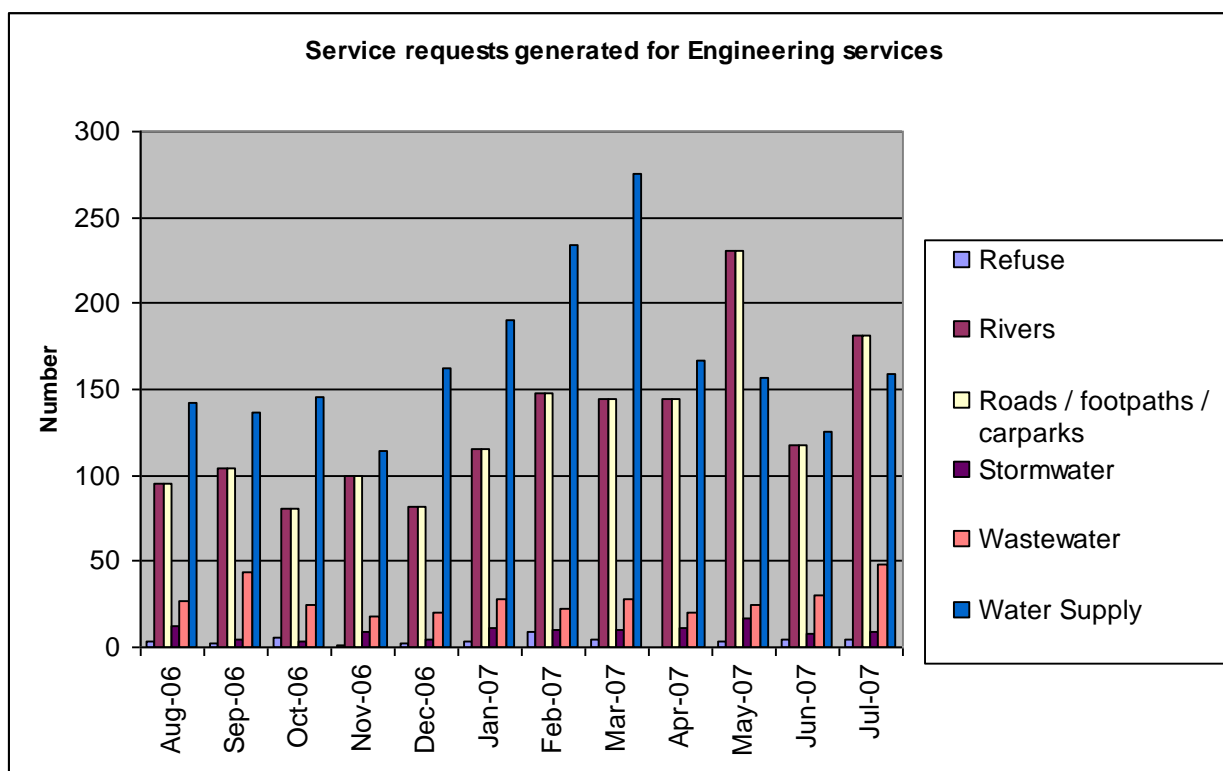
The tables and graphs below set out results of service requests received over the last 12 months and also a breakdown of categories for most of the customer enquiries/complaints.

Some of the enquiries are double-ups for the same event and when these are discounted the actual jobs raised show a range of 250-350 per month. This is a slight reduction from the previous twelve months (see report 23 June 2006 where the range was in the order of 300-400 per month).

## Customer service

### Totals of Service Requests generated per month for Engineering services

Service	2006					2007						
	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
Refuse	3	2	6	1	2	3	9	5	0	3	4	4
Rivers	2	0	1	1	0	1	0	3	1	1	5	1
Roads/ footpaths/carparks	111	122	101	110	87	127	163	166	164	231	118	181
Stormwater	12	5	3	9	4	11	10	10	11	17	8	9
Wastewater	27	44	25	18	20	28	22	28	20	25	30	48
Water Supply	142	137	145	114	162	190	234	275	167	157	125	159
<b>2006/7 Total</b>	<b>297</b>	<b>310</b>	<b>281</b>	<b>253</b>	<b>275</b>	<b>360</b>	<b>438</b>	<b>487</b>	<b>363</b>	<b>434</b>	<b>290</b>	<b>402</b>
<b>2006/7 Turned into Jobs</b>	269	266	276	236	250	308	365	386	288	327	238	350
<b>2005/6 Total</b>	<b>310</b>	<b>316</b>	<b>288</b>	<b>388</b>	<b>315</b>	<b>395</b>	<b>286</b>	<b>379</b>	<b>260</b>	<b>389</b>	<b>312</b>	<b>300</b>
<b>2005/6 Turned into Jobs</b>	299	301	270	358	290	362	263	353	251	354	293	274



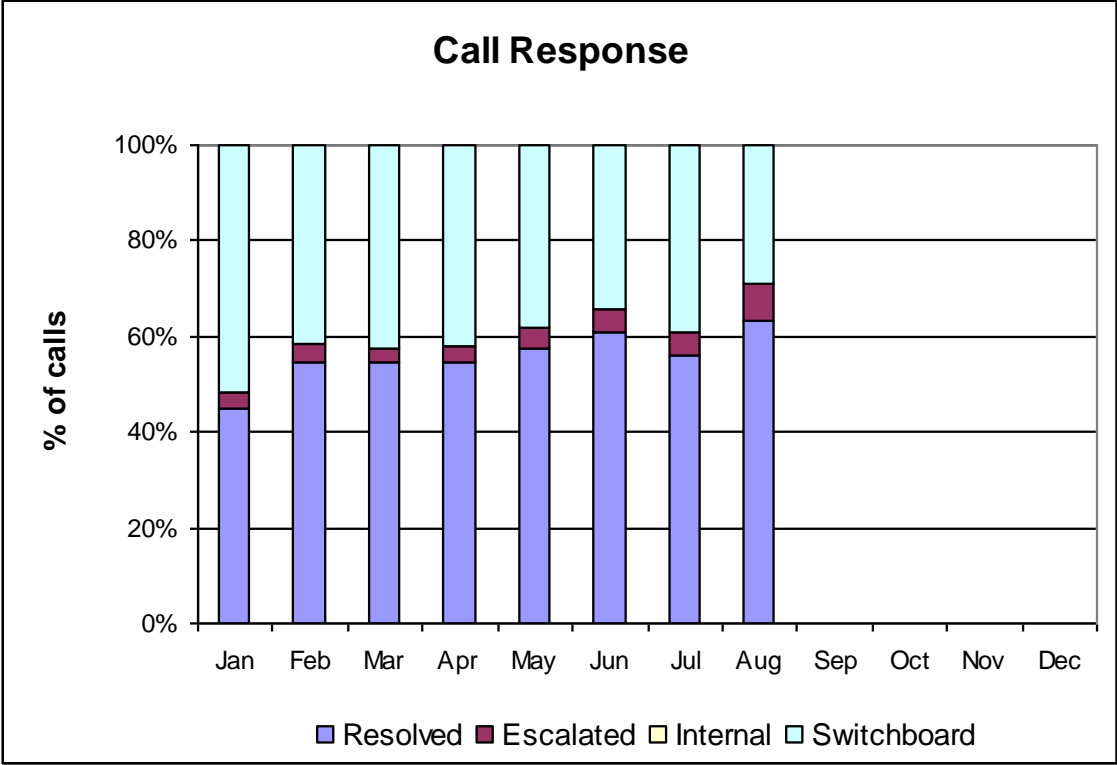
As noted in previous reports the graphs show water leakage more evident in the summer months and an increase in roading enquiries during the winter months.

We will target these areas during the peak times with more advertising of Council's levels of service and maintenance activities with a view to lowering these figures.

### Customer Services – One Stop Shop

Engineering have entered into an agreement (as have other departments) with the front line Customer Services group where they vet nearly all telephone calls into the Engineering group. The majority of calls relate to engineering matters and are resolved through the use of the Frequently Asked Questions database.

The following chart shows that in January 2007 the Customer Service Officers were resolving approximately 43% of the calls before they were forwarded to Engineering. The latest figures show an improvement to approximately 62% of calls. Ideally over time and as the Customer Services Officer gain more experience this level should climb to 80% as their target.



This has a flow on effect to the Engineering Services Department which allows staff to concentrate and focus on projects and forward planning which normally takes priority.

**4 ENGINEERING STANDARDS 2007**

Councillors will be aware that a resolution was passed at the 2 August 2007 meeting to allow the Engineering Standards review to move on to the next stage of consultation with interest groups and the public.

By the time of the meeting three presentations will have been held with each of the Community Boards and with the local branch of the Institute of Professional Engineers of New Zealand. A brief update of these presentations will be presented at the meeting.

Further meetings are being held with other interest groups before the public notification on 17 September 2007.

Submissions will close on 26 October 2007 (two weeks after the local body election) and the respective Chairs of Engineering Services and Environment & Planning will hear any submissions in mid-November. It is hoped these will be resolved in the first week of December with the final document being sent for printing prior to Christmas.

## **6 RECOMMENDATION**

**THAT** the Development/Customer Services – Three Monthly Update April to June 2007 be received.

Dugald Ley  
**Development Engineer**