

STAFF REPORT

TO: Chairman and Members Engineering Services
FROM: Development Engineer, Dugald Ley
DATE: 21 November 2007
SUBJECT: **DEVELOPMENT/CUSTOMER SERVICE – THREE MONTHLY REPORT – JULY-SEPTEMBER 2007**

1 PURPOSE

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

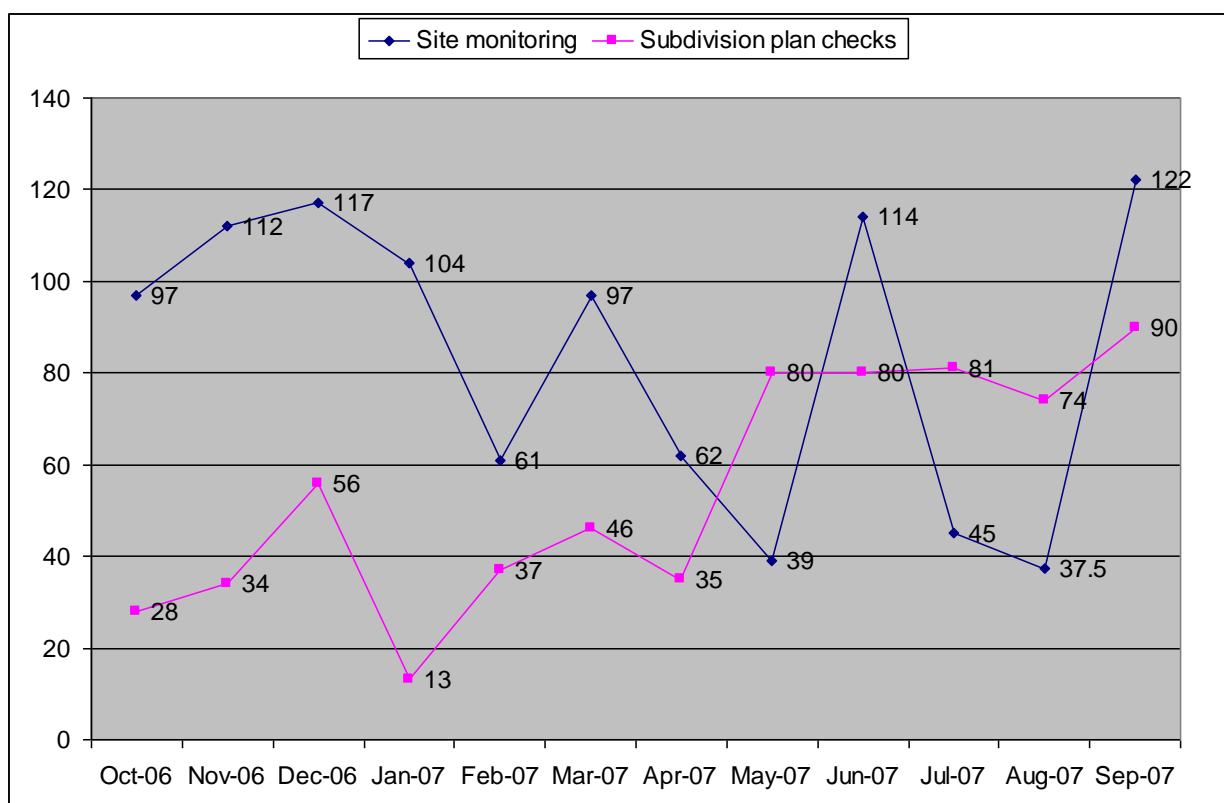
2 SUBDIVISION/DEVELOPMENTS

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

- Champion Road-Wahanga, NCC – 77 lots complete.
- Fearon Gardens, Motueka – 58 lots. Construction completed Fearon Street Rising Main repair designed and work about to commence.
- Abel Tasman Drive, Kohikiko Place completed. Stormwater issue to be resolved.
- Para Para Beach Road – 8 lots completed.
- Beechnest, St Arnaud – 60 lots – works commenced.
- CBH Coastal Highway – 21 lots – works continuing.
- Pitfure Road/McCrea Street – 36 lots – works commenced.

Developments/subdivisions have slowly increased due to favourable weather conditions. Further applications are being processed with a number of large subdivisions recently being approved.

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.

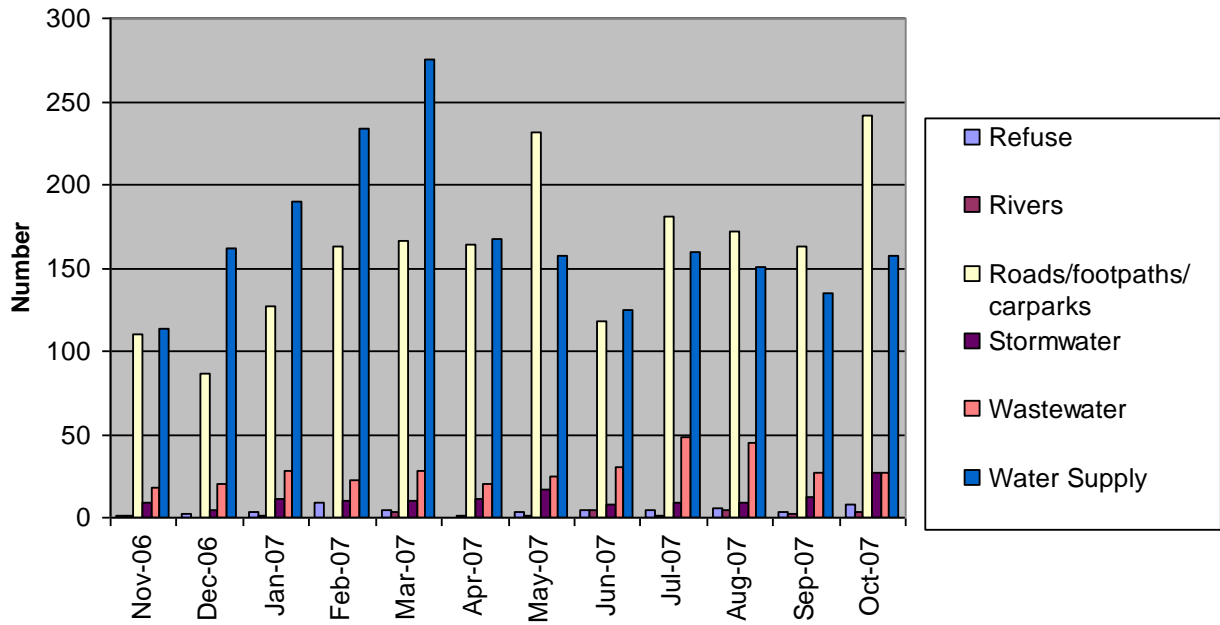
Some of the enquiries are double-ups for the same event and when these are discounted the actual jobs raised show a range of 250-350 per month.

The increase in roading complaints (242 from 163 last month) is due to the October storms which resulted in a large number of trees falling on roads. It also reflected an audit and subsequent repair/replacement of signage and a street light audit in Murchison.

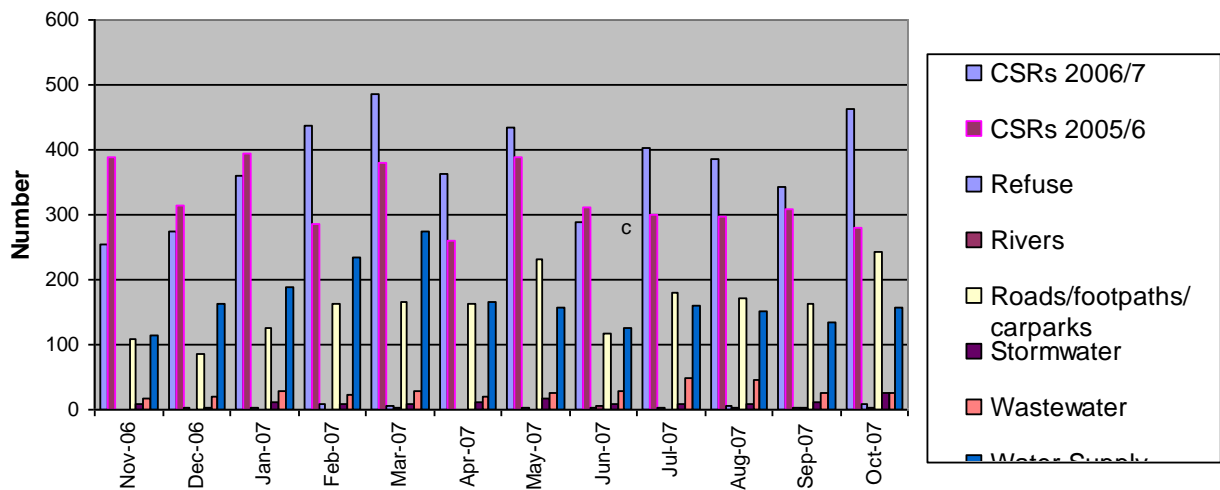
Service	2006		2007									
	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07
Refuse	1	2	3	9	5	0	3	4	4	6	3	8
Rivers	1	0	1	0	3	1	1	5	1	4	2	3
Roads/footpaths/carparks	110	87	127	163	166	164	231	118	181	172	163	242
Stormwater	9	4	11	10	10	11	17	8	9	9	12	27
Wastewater	18	20	28	22	28	20	25	30	48	45	27	27
Water Supply	114	162	190	234	275	167	157	125	159	151	135	157
CSRs 2006/7	253	275	360	438	487	363	434	290	402	387	342	464
Jobs 2006/7	236	250	308	365	386	288	327	238	350	318	244	360
CSRs 2005/6	388	315	395	286	379	260	389	312	300	297	310	281
Jobs 2005/6	358	290	362	263	353	251	354	293	274	269	266	276

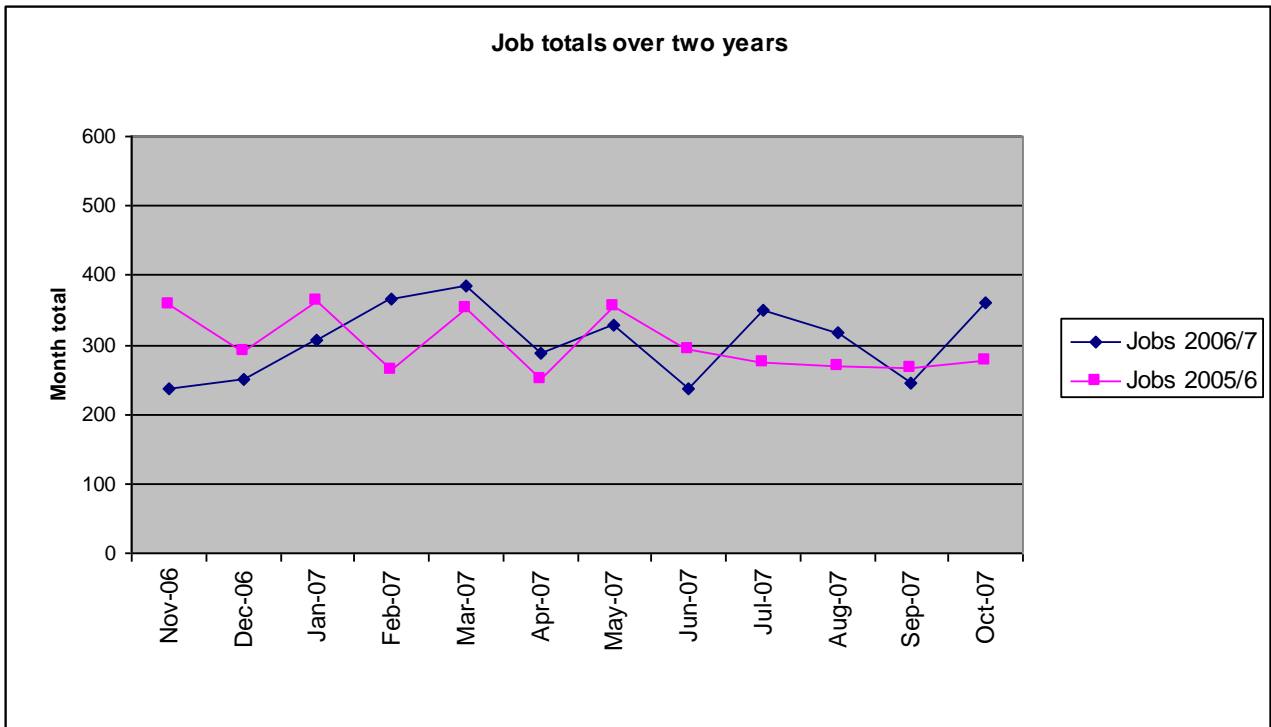
August Roads figure excludes 385 Road opening notices logged retrospectively for 2 year

Service requests generated for Engineering services



Service requests generated for Engineering services





4 RECOMMENDATION

THAT the Development/Customer Services – Three Monthly Update July to September 2007 be received.

Dugald Ley
Development Engineer