

STAFF REPORT

TO: Chairman and Members Engineering Services
FROM: Development Engineer, Dugald Ley
DATE: 05 March 2008
SUBJECT: **DEVELOPMENT/CUSTOMER SERVICE – THREE MONTHLY REPORT – OCTOBER-DECEMBER 2008**

1 PURPOSE

This report reviews and highlights developments and service requests received by Council during October to December 2007.

2 SUBDIVISION/DEVELOPMENTS

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

Construction Work

- Champion Road, NCC – 77 lots, second stage proceeding.
- Beechnest, St Arnaud – 60 lots, works continuing.
- CBH Coastal Highway – 21 lots, first and second stages completed.
- Pitfure/McCrea Street, Wakefield – 36 lots, work nearing completion.
- Washbourne Drive/Hill Street – 78 lots, second stage works continuing.
- Research Orchard Road – 12 lots.

Consents pending or recently approved:

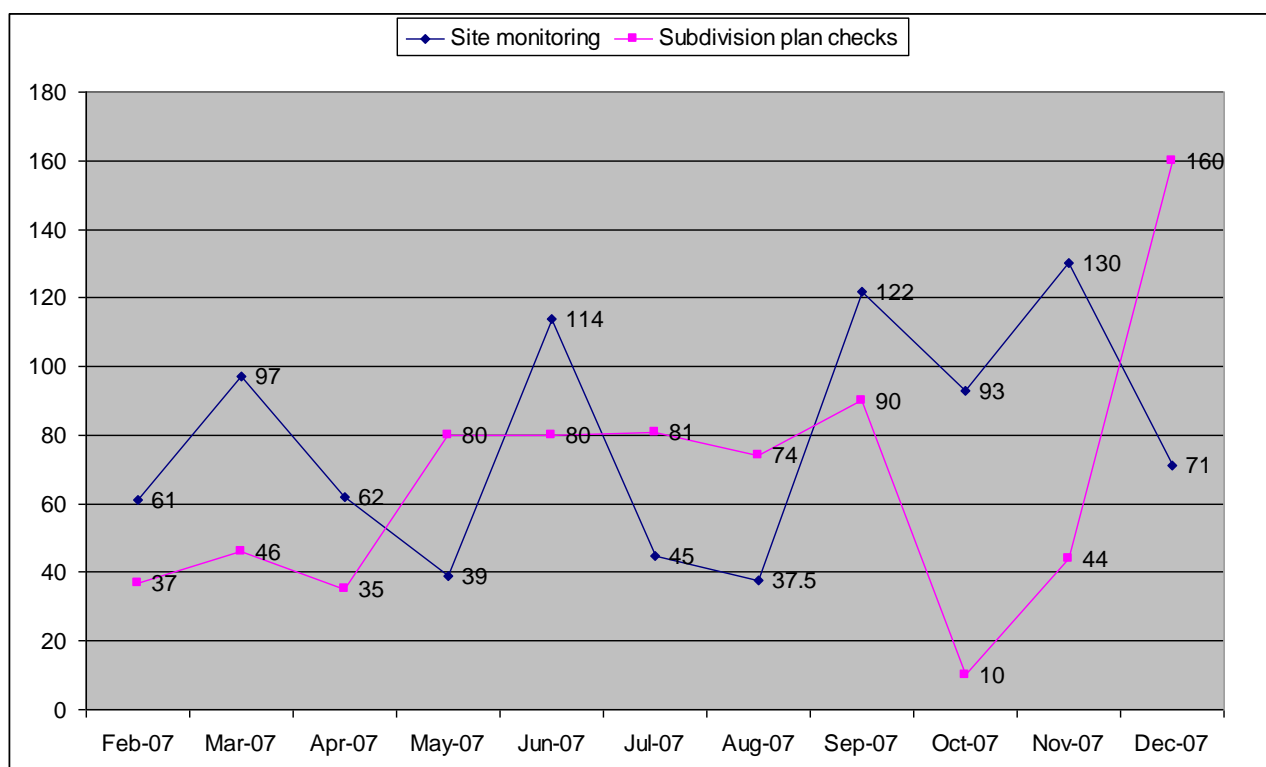
- Awa Awa Road – 115 lots.
- Aranui Road – 25 lots.
- Waimaha, Champion Road, NCC – 82 lots
- Katania, Brightwater – 40 lots.
- Bramley Estates, Hart/Wensley Roads – 64 lots.
- Marahau-Sandy Bay Road – 25 lots.
- Totara View/Edwards Street – 23 lots.
- Sebastien Vineyard, Coastal Highway – 9 lots.
- Champion Road – 18 lots.
- Park Drive – 18 lots.

From the above it can be seen that there will be a good number of lots on the market or pending in the near future.

Council's consultants continue to provide Council with engineering and plan consultancy work under their contract. This work includes vetting resource applications and suggesting conditions and carrying out on-site inspections for compliance with resource consents.

The graph below gives an indication of the hours spent per month by MWH on resource consents which are further on-charged to the applicant's via the Environment & Planning Department.

Graph 1 – Hours spent on resource consents



From the graph above we can see that generally on-site inspections have slightly increased due to better weather for construction. However, the amount of time Council's consultants have been engaged in pre-subdivision/development assessments has increased. This is in respect to at least two recent applications – the Aranui Road subdivision and the Warren Kelly Street Kindergarten where road assessments and traffic counts were required.

3 SERVICE REQUESTS

The table and graphs below set out the respective infrastructure service requests over the last 12 months.

Table 1 sets out the actual numbers of "CSR" (Customer Service Requests) requests, ie "CSRs 2007" over the counter and there is a result shown as "Jobs 2007" that we subsequently logged as actions to the contractors. It can be seen that there is an increase in water-related jobs and this can be attributed to more maintenance on the water system over the summer months and a renewal of the maintenance contract where the contractor has taken a more proactive stance in recording and documenting jobs.

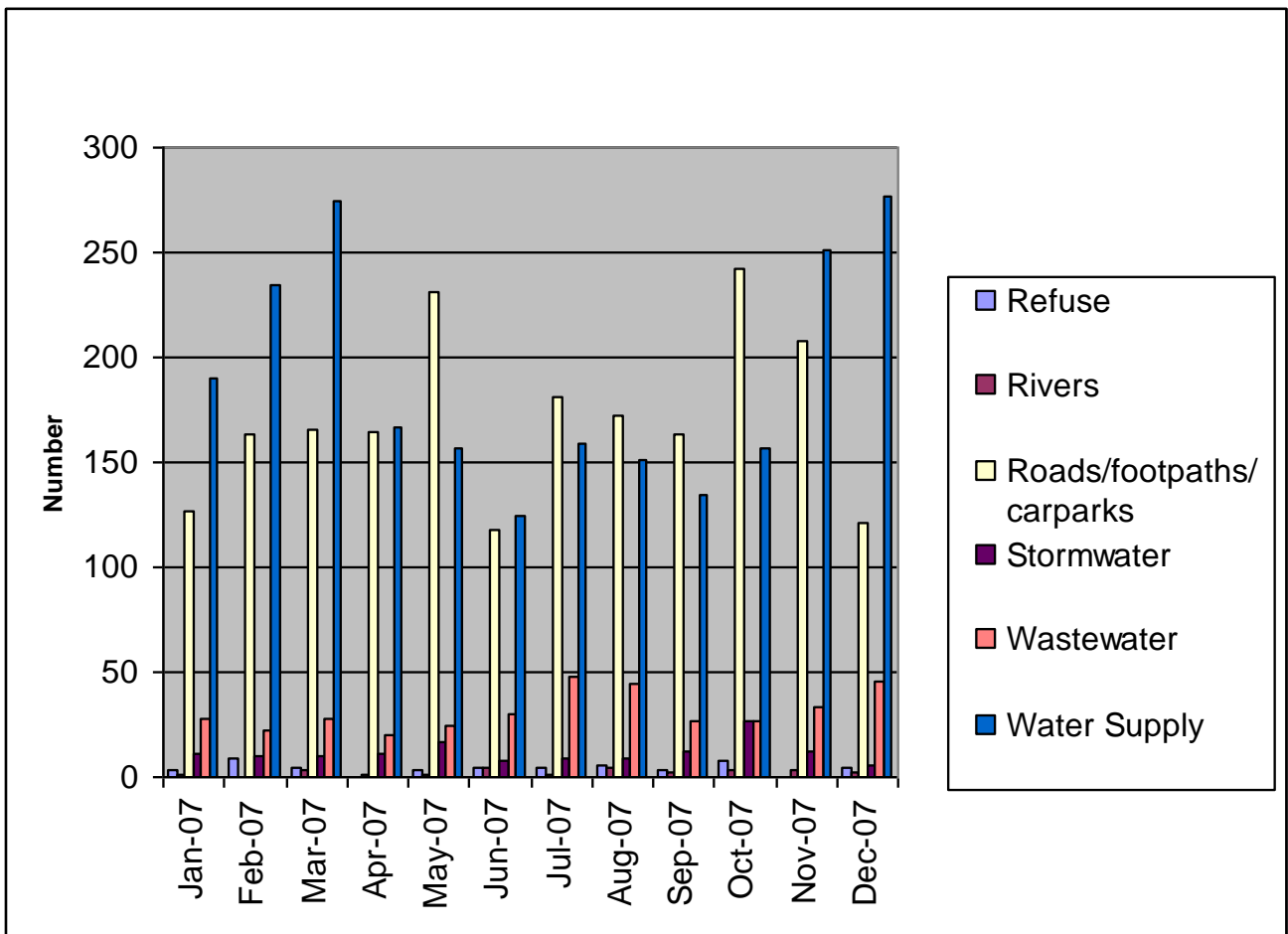
Table 1 - Totals of Service Requests generated per month for Engineering services

Service	2007											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Refuse	3	9	5	0	3	4	4	6	3	8	0	5
Rivers	1	0	3	1	1	5	1	4	2	3	3	2
Roads/footpaths/ carparks	127	163	166	164	231	118	181	172	163	242	208	121
Stormwater	11	10	10	11	17	8	9	9	12	27	12	6

Wastewater	28	22	28	20	25	30	48	45	27	27	33	46
Water Supply	190	234	275	167	157	125	159	151	135	157	251	277
CSRs 2007	360	438	487	363	434	290	402	387	342	464	507	457
Jobs 2007	308	365	386	288	327	238	350	318	244	360	365	388
CSRs 2006	395	286	379	260	389	312	300	297	310	281	253	275
Jobs 2006	362	263	353	251	354	293	274	269	266	276	236	250
CSRs 2005					376	298	320	310	316	288	388	315
Jobs 2005					338	282	291	299	301	270	358	290

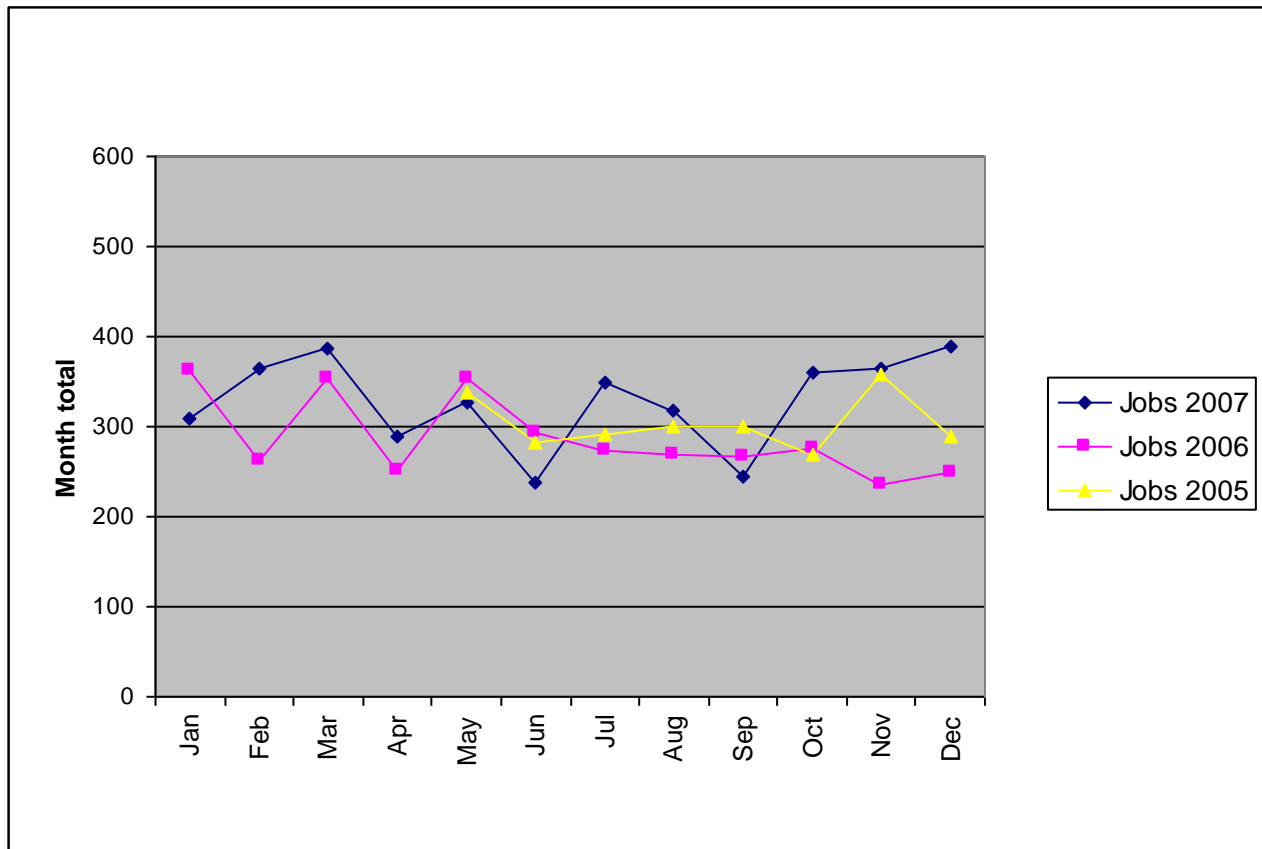
Graph 2 generally sets out the above figures in bar chart form and it can be seen that water and roading issues form the bulk of the CSRs logged to the contractor.

Graph 2 – Service requests generated for Engineering Services



Graph 3 provides a comparison of the jobs actioned to the contractor over the last 12 months. Generally the total number remains constant over the 12-month period with the water asset raising the monthly figures during the summer/dry period.

Graph 3 – Job totals over three years



Engineering Presence at Motueka Service Centre

A Council Engineering staff member is based at the Motueka Service Centre for two half-days per week. This allows support and advice to be provided to Service Centre staff and the public. It also provides the opportunity to check on contractor's progress, road opening permits, access issues, connection to services enquiries, overhanging vegetation audits and general engineering enquiries.

This service has been well received by both staff and the public and is set to continue. Environment & Planning have followed this initiative by advertising for a subdivision/planning officer to be based in Motueka

CONFIRM system

CONFIRM is a software package that allows Council to keep track of its assets in regard to service requests, maintenance, valuation and asset life. The software, as well as other similar software packages used by other councils, has become extremely important for auditing infrastructure and for future programming of capital and maintenance works.

Engineering's CONFIRM team is well advanced in verifying asset data around the district. Information from contractors, consultants and surveyors is continually fed into Council's database. We have good confidence in the information provided which will ultimately provide favourable valuation data and approval from external audit agencies. Accurate asset information is extremely important to contractors working in the field where precise locations are required when working around underground services. I understand that some organisations that rely on our location plans appreciate this service.

4 RECOMMENDATION

THAT the Development/Customer Services – Three Monthly Update October to December 2007 be received.

Dugald Ley
Development Engineer