Service Delivery Committee

AGENDA

Thursday 26 April 2018

Commencing at 1.30pm

Council Chamber,
2 Baring Square East, Ashburton
Committee Membership

Cr Stuart Wilson (Chair)
Cr Selwyn Price (Deputy Chair)
Cr Thelma Bell Ashburton Ward
Cr Leen Braam Ashburton Ward
Cr Neil Brown Ashburton Ward
Cr Russell Ellis Ashburton Ward
Cr Lynette Lovett Eastern Ward
Cr Mark Malcolm Eastern Ward
Cr Liz McMillan Western Ward
Cr Diane Rawlinson Ashburton Ward
Cr Peter Reveley Western Ward
Cr Alasdair Urquhart Ashburton Ward
Donna Favel Mayor, ex officio

Quorum – no less than seven (7) members

The purpose of local government:
(1) The purpose of local government is –
   (a) to enable democratic local decision-making and action by, and on behalf of, communities; and
   (b) to meet the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for households and businesses.

(2) In this Act, good-quality, in relation to local infrastructure, local public services, and performance of regulatory functions, means infrastructure, services, and performance that are –
   (a) efficient; and
   (b) effective; and
   (c) appropriate to present and anticipated future circumstances.

(Local Government Act 2002 – Amendment Act 2012)
ASHBURTON DISTRICT COUNCIL
Service Delivery Committee Meeting

<table>
<thead>
<tr>
<th>Timetable</th>
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<tbody>
<tr>
<td><strong>Time</strong></td>
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<td>1.30pm</td>
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ORDER OF BUSINESS

1 Apologies
2 Extraordinary Business
3 Declarations of Interest
4 Confirmation of Minutes – 15/03/18
5 Forward Programme

6 Matters for Committee Decision
6.1 Murdoch’s Road watermain extension
6.2 Residential D Zone Water Charging
6.3 Extension of Wastewater Pipes Relining Contract for Three Year Term

7 Activity Reports
7.1 Triannual Performance Report #2
7.2 Library
7.3 Museum
7.4 EA Networks Centre
7.5 Open Spaces
7.6 Stockwater
7.7 Solid Waste
7.8 3 Waters Capital Projects
7.9 Drinking Water
7.10 Wastewater
7.11 Stormwater
7.12 Roading (subsidised)
7.13 Roading (unsubsidised)
7.14 Footpaths
7.15 Contracts Awarded
7.16 Upcoming Tenders
7.17 Vandalism
7.18 Methven Community Board

18 April 2018
Committee Minutes

4 Service Delivery Committee

Minutes of the Service Delivery Committee meeting held on Thursday 15 March 2018, commencing at 2.42pm in the Council Chamber, 2 Baring Square East, Ashburton.

Present
Mayor Donna Favel; Councillors Stuart Wilson (Chair), Thelma Bell, Leen Braam, Neil Brown, Russell Ellis, Lynette Lovett, Mark Malcolm, Liz McMillan, Selwyn Price, Diane Rawlinson, Peter Reveley and Alasdair Urquhart.

In attendance
Group Manager Service Delivery, Assets Manager, Roading Manager, Open Spaces Manager, Projects & Operations Manager, Community Relations Manager and Committee Secretary.
Officers present for the duration of their reports: Library Manager, Waste Recovery Manager and Sports Facility Assistant Manager.

1 Apologies
Nil.

2 Extraordinary Business
Nil.

3 Declarations of Interest
Nil.

4 Confirmation of Minutes
That the minutes of the Service Delivery Committee meeting held on 1 February, be taken as read and confirmed.

Ellis/Bell Carried

5 Forward Programme

April 26 – EA Networks Centre climbing wall proposal.
The request for a report on truck layovers will be referred to the Road Reference Group to consider whether Council has a role in providing overnight parking areas for transport companies who previously used the Tinwald saleyards.

6.1 Ashburton Car Club Road Closures
Ashburton Car Club have advised that the 31 March Winslow Willowby Road event has been cancelled. Approval to close roads for two other events is sought.

1 That the following roads in the Riverside Industrial Park be closed from 10.00am to 6.00pm on Sunday, 6 May 2018 to allow a Sealed Motorkhana to be held:

Watson Street, from Range Street to Robinson Street.
Range Street, 100 metres either side of Watson Street intersection.

2 That the following roads in the Riverside Industrial Park be closed from 7.30pm Friday 11 May 2018, until 8.00pm Sunday 13 May 2018, to allow the Street Sprints & Night Autocross to be held:

Smallbone Drive, from River Terrace to Robinson Street.
Robinson Street, from Smallbone Drive intersection to McNally Street.
Watson Street, from Range Street to Robinson Street.
**McNally Street**, from Range Street to the end of the street.

Ellis/Bell  
Carried

7 **Activity Reports**

That the reports be received.  
Price/Rawlinson  
Carried

7.1 **Library**

- **i-Site services**
  The District Librarian was asked whether a phone could be provided in the library for people wanting to access travel booking services at the Methven i-Site. The District Librarian agreed to contact the Methven i-Site to discuss ways in which they can work together. Visitor information collated at the library will be passed on to Experience Mid Canterbury.

- **Children’s books**
  The Committee supported the proposal for books taken out of circulation in the Children’s library to be donated to next year’s Children’s Day event.

7.2 **Museum**

The Group Manager Service Delivery reported that there are in excess of six million negatives held at the Museum, including the Binsted collection. Ongoing management of the collection will be considered as part of the April 26 report on the Museum & Historical Society memorandum of understanding.

7.3 **EA Networks Centre**

- **Tinwald pool**
  It was reported that the Tinwald swimming pool closed on 4 March. Pool data for the summer season will be reported to the Committee in April.

7.4 **Open Spaces**

- **Lakes Camp & Clearwater landscaping**
  The Committee received the minutes of the Lakes Camp & Clearwater Landscape Working Group meeting from 20 February. It was reported that ECan funded the removal of a number of trees considered to be pests. The landscape plan provides for succession planting and this work will commence after 1 July.

- **Ashburton cemetery**
  The Open Spaces Manager reported that the Commissioner’s consent was received yesterday. Documents are being prepared and the work will then go to tender.

  Mr Askin confirmed that although there is currently limited space at the cemetery, there are a number of pre-purchased plots, including extra depth plots.

- **Biodiversity Working Group**
  It was reported that a successful workshop was held with the Water Zone Committee on 27 February. The working group will be undertaking planting along the RDR. A public planting day will be held at Wakanui Beach on 10 April.

7.5 **Stockwater**

- **Pudding Hill Rd**
  The Open Spaces Manager met with stakeholders last Wednesday to discuss the damage caused by flooding and loss of access. Council has agreed to work with ECan to assist with the reinstatement of the section of road on private land, once consent for this work is granted.
The Roading Manager will meet with landowners in respect to complaints about Dry Creek. Councillors Wilson and McMillan will attend the meeting on Monday 19 March.

The Committee adjourned for afternoon tea from 3.22pm to 3.40pm.

**7.6 Solid Waste**

The Waste Recovery Manager reported that the delivery of wheelie bins to properties not yet delivered has been completed this week.

The Committee received an update on the investigation into a kerbside collection user pays system. The Waste Recovery Manager reported that the proposal has been put on hold because Council’s Revenue & Financing Policy doesn’t allow for different waste charges.

The Committee acknowledged the constraints that currently exist but asked that interim measures be found for households and businesses who require an extended service.

The Group Manager Service Delivery advised that staff have looked at the option of the waste collection contractor managing the billing system on behalf of Council where additional bins are to be collected, but this is unlikely to be Council’s preferred option. He suggested that a workshop be scheduled for Councillors to look at the trial information and alternative waste collection options.

The meeting concluded at 4.25pm.
### 5 Forward Programme – Service Delivery Committee

<table>
<thead>
<tr>
<th>Meeting Date</th>
<th>Report / Other</th>
<th>Responsibility</th>
</tr>
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<tbody>
<tr>
<td>June 7</td>
<td></td>
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<tr>
<td>July 26</td>
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6.1 Murdochs Road Watermain Extension

6.1.1 Summary

In September 2016, the Committee approved a watermain extension along Murdochs Road to service a new development. The developer was taking responsibility for its construction and Council was making a contribution for some connection work and hydrants.

For a number of reasons, the developer did not seek to progress that work until a few months ago, around about the time officers identified a water quality issue with the airport water supply bore. It seemed logical for the project to be reconsidered, and progressed as a Council project. This allows for the extension to continue as far as the airport boundary and connection provided to the airport.

The approach would be very similar to that successfully used recently for the Wilkins Road watermain extension.

The purpose of this report is seek Committee approval to rescind the resolutions of the September 2016 meeting, complete the work as a Council project, and confirm the cost of connection for other properties in Murdochs Road should they wish to connect in future.

6.1.2 Recommendations

That the following resolution made at the Service Delivery Committee meeting on 8 September 2016, be revoked.

1 That the Committee approves the construction of a 100mm diameter PVC watermain in Murdochs Road, from Company Road to the north-west boundary of 54 Murdochs Road (Lot 85 DP 258), to Council standards;

2 That Council funds the connection work at the intersection of Company Road and Murdochs Road and the provision of fire hydrants at a total estimated cost of $15,700 excl GST, to be met from the Ashburton water supply capital area; and

3 That the cost of all remaining construction of the pipeline extension, and provision of engineering as-built plans, be met by the developer of the subdivision at 54 Murdochs Road.

Nelson/Ellis Carried

That the Committee approves, in accordance with Option 1 of this report:

1 the construction and initial funding of a 100mm diameter watermain extension in Murdoch Road from Company Road to Morris Road a distance of approximately 800 metres;

2 the part recovery of the construction cost through lump sum contribution from the developer of 54 Murdochs Road and the Ashburton Airport (total estimated at $55,600 exclusive GST); and

3 recovery of the balance of the construction costs from each property as they connect to the watermain in future (estimated at $5,320 exclusive GST, and to be indexed to inflation), with this charge to be incorporated into the 2018/29 Long Term Plan.
6.1.3 Background

In September 2016, the Committee approved a watermain extension along Murdoch Rd to service a new development. The developer was to take responsibility for its construction and Council was to make a contribution for some connection work and hydrants.

For a number of reasons, the developer did not seek to progress that work until a few months ago, around about the time officers became aware of a water quality issue with the airport water supply bore.

The level of nitrates in the airport bore is trending upwards. In discussions with Council’s Commercial Manager, options were considered around deepening the existing bore, drilling a new deep bore, and connecting to the town supply. Although the town supply option was likely to be the most expensive initially, it is considered to be more cost-effective and sustainable long-term. It also addressed other issues e.g. the airport authority as an entity would no longer be considered a water supplier which reduces risk for the authority. The Commercial Manager advises that budget provision of $100,000 has been made in the long term plan to fund the connection and internal pipework requirements for the Airport.

Officers were aware the Murdochs Road watermain had not been completed at that point and it seemed logical for the project to be reconsidered, and progressed as a Council project. Officers negotiated with the developer to hold off commencing work until this matter could be considered. It is proposed that the scope for the extension now extend the full length of Murdochs Road as far as the airport boundary. A connection will be provided at this point.

The approach will be very similar as that successfully used recently for the Wilkins Road watermain extension. The developer’s subdivision will be connected as part of the project and an appropriate sized connection will be provided to the airport property at its northern-most corner.

6.1.4 Options and Risks Considered

The following options have been identified:

Option One: Approve the re-scoped watermain extension (Recommended)

Under this option, Council’s Capital Project Manager will seek competitive prices for the work, and manage the project during construction. The construction period would be possibly 3-4 weeks.

Risks
- None identified.

Option Two: Do not approved the re-scoped watermain extension

Under this option, the developer would be advised that he can progress the original approval. This would mean the watermain would eventually have to be extended by Council anyway if the airport connection was to be provided at north-most corner.

Risks
- Adjoining projects with differing contractors can lead to issues when addressing construction defects
- May result inequities between different property owners in the same section of road.
- Developer’s original contractual arrangements may have fallen through due to the delay – Note:- Officers asked the developer to delay starting work to allow time to consider the extension as a Council project.

The recommended option is Option One. This option provides a good outcome for Council and the developer is not further inconvenienced. It gets the necessary infrastructure in place to allow servicing of the Ashburton Airport in the near future.
6.1.5 Statutory Implications

The following legislation is considered relevant to this matter.

**Local Government Act 2002**

10 Purpose of local government…

1. The purpose of local government is—
   (a) to enable democratic local decision-making and action by, and on behalf of, communities; and
   (b) to meet the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for households and businesses.

2. In this Act, good-quality, in relation to local infrastructure, local public services, and performance of regulatory functions, means infrastructure, services, and performance that are—
   (a) efficient; and
   (b) effective; and
   (c) appropriate to present and anticipated future circumstances.

The recommendations contained in this report are intended to ensure there is good-quality infrastructure being provided and the approach taken is administratively efficient.

6.1.6 Significance and Engagement

In terms of Council’s Significance and Engagement Policy, the water supply networks as a whole are considered a strategic asset.

However, it can reasonably be contended that this matter is not significant for the following reasons:

- It relates only to an 820 metre long extension to the water supply network.
- There was general support for the previous proposal.

This matter is also relevant to the Revenue and Financing Policy which outlines the structure of rating for the drinking water activity, and in particular the serviceable charge.

The Commercial Manager as representative of the Airport Authority supports recommendation.

6.1.7 Financial Implications

The base cost of providing the watermain extension excluding connections has been estimated at $162,000 exclusive GST. It is proposed that Council funds the capital cost of the project initially through the Ashburton water supply capital expenditure area. This is not specifically budgeted, however a forecast favourable variance is expected for the Tarbottons Road watermain project which will largely offset this project.

This cost will be refunded to Council from the benefiting landowners through a combination of:

- Lump sum contributions from the developer and the airport authority - recovering an estimated $55,600 (excludes connections);
- Lump sum payments @ $5,320 (comprising base cost only, to be inflation adjusted) at time of future connection - 24 properties.

Note: Future connections will be priced by approved contractors at that time and cost will vary depending on scope of work and site specific considerations. These connections will also be subject to all other applicable fees.
As per the previous report, once the watermain is commissioned, the area will be considered to be serviced by the Ashburton water supply and the relevant water supply rates shall apply from 1 July 2018. Those properties that choose to connect will be classified as “connected” (subject to the full rate) and those that do not connect at this time will be classified as “serviceable” (subject to ½ the full rate), to comply with Council policy.

<table>
<thead>
<tr>
<th>Prepared By</th>
<th>Approved By</th>
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<tbody>
<tr>
<td>ANDREW GUTHRIE</td>
<td>NEIL McCANN</td>
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<tr>
<td>Assets Manager</td>
<td>Group Manager – Service Delivery</td>
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6.2 Residential D Zone Metering and Water Charging

6.2.1 Summary
During the recent consultation round on the draft Revenue and Financing Policy, Council received a submission raising concerns regarding the equity of metered water charges. Specifically that properties in the Residential D Zone were being metered and charged for water in accordance with Council’s water metering regime, that the threshold at which charges applied was too low, and that the method to develop the cost of water charge was outdated and unfair.

The purpose of this report is to provide a formal response to the matters raised in the submission, and seek confirmation from the committee on a preferred way forward.

6.2.2 Recommendation
That in accordance with Options 1(a), 2(a), and 3(a) as set out in this report, no further action is taken in response to the submission on Residential D Zone metering and water charging.

6.2.3 Background
During the recent consultation round on the draft Revenue and Financing Policy, Council received a submission (on behalf of Residential D zoned properties in Tarbottons Road, Tinwald) raising concerns regarding the equity of metered water charges. Specifically, that:

1. Residential properties in the Residential D Zone are being metered and charged for water;
2. The threshold at which charges are incurred is too low; and
3. The cost of water calculation is faulty and outdated.

Council’s Metering Approach
Under the current approach, Council is able to meter all non-residential, and extra-ordinary connections. In addition to the targeted water rate, these properties incur a charge based on a fixed amount per 1,000 litres of water consumed in excess of 90 cubic metres in the quarterly periods each year. The current charge is 96 cents (inclusive GST) / 1,000 litres.

Over the last few years officers have been upgrading the metering stock and identifying properties on the perimeter of the serviced areas that are considered ‘extra-ordinary’ and should be metered in accordance with the water supply bylaw.

<table>
<thead>
<tr>
<th>Submitter’s Position</th>
<th>Officer’s Comments</th>
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<tbody>
<tr>
<td>1. Residential D Zone Water Meter Charging</td>
<td>Water connections in this zone are the exception rather than the rule, as many properties are still reliant on existing</td>
</tr>
</tbody>
</table>
The submitter reasons that these properties are for the most part residential and are paying more for the water service than other purely residential properties in the neighbouring residential zones.

of well supplies. However, there has been more interest in recent times from developers & land owners in exploring water servicing of these areas.

Officers support servicing these areas where feasible but consider these to be extra-ordinary connections due to the size of the property. Note:- The minimum lot size for Residential D is 4,000m² compared with a minimum lot size in residential C of 360m².

The water supply bylaw (which is based on the NZS 9201.7 Model General Bylaws - Water Supply) designates a number of categories of property that are deemed extra-ordinary and therefore can be subject to metering, (including peri-urban or lifestyle. Peri-urban or lifestyle lots pose a risk that a greater amount of water could be used for irrigation.

Using metering data from the 2nd quarter of 2017/18, income being received from Residential D zoned properties is relatively modest (<$2,000 / qtr) however, it should be recognised that it requires proportionally more infrastructure to service lifestyle blocks compared with servicing the same number of residential C zoned properties. So if there is a small premium being paid by these properties it might be considered appropriate.

2. Water Charging Threshold

The submitter is concerned that the threshold at which water charges apply is too low and unfairly penalises larger families (on lifestyle blocks).

The submitter proposes that a fair threshold should be 250 m³ per quarter which equates to an average of ~2.8 m³ (~2,800 litres) per day. It is understood that this is based on a targeted average per person (700 litres) multiplied by 4 (people per household).

The current threshold is set at 90 m³ per quarter which equates to an average of 1 m³ (1,000 litres) per day.

The submitter’s proposal would reduce the level of revenue received by metering. Using metering data from the 2nd quarter of 2017/18, the income was ~$75,000. Raising the threshold to 250m³/qtr as proposed by the submitter, the total income drops to ~$54,000, equivalent to a reduction in income of around 28%.

The additional risk with raising of the threshold, is that it conflicts with our messaging around water conservation and sustainability.

3. Cost of Water Calculation

The submitter raised concerns that the method to establish the cost of water was based on faulty figures and is outdated.

To support their position, a calculation was carried out using the 16/17 figures to determine a much lower figure than is being proposed for 2018/19.

The calculation method which has been in place for a number of years is a simplified approach. The primary variance between what the submitter has calculated and the current approach is:

- The calculated cost is averaged over the last five years for each scheme;
- The final figure is then an average of the three largest schemes (Ashburton, Methven, and Rakaia);
- The final volumetric charge is used for all schemes where metering is utilised.

The reason for using averages, is that it reduces the variability caused by large swings in consumption from year to year. This has the benefit of the charge remaining relatively stable. The current approach was discussed with the then Council at the time of its introduction.
This proposal would reduce the level of revenue received by metering. Using data from the 2nd quarter of 2017/18, the total income was ~$75,000. Using the single year Ashburton figure as proposed by the submitter, the total income drops to ~$58,000, equivalent to a reduction in income of around 22%.

Officers are intending to make some changes to the format of operating budgets during the next planning cycle. These changes will not affect overall budgeted amounts but are intended to provide a greater degree of clarity around true operating cost vs maintenance cost. Once complete, officers will be in position to develop a more comprehensive approach to calculating the cost of water production.

6.2.4 Options and Risks Considered

The following options have been identified:

**Residential D Zone Water Meter Charging**

**Option 1(a): Retain status quo** (Recommended)

No changes would be made to the current approach at this time. Residential properties in Residential D zone land connected to the water supply will continue to be charged under the current metering regime.

**Risks**

- None identified.
- Current approach may be seen to unfairly penalise larger families on lifestyle blocks.

**Option 1(b): Cease volumetric charges for residential properties based on lot size**

Under this option, Council would no longer routinely charge residential lots for water used through the meter.

**Risks**

- In the absence of a cost motivation, these lots may use excessive quantities of water for irrigation purposes.
- May impact on the feasibility of extending the water supply to these areas in future thereby denying future landowners access to a community scheme.
- Loss of ability to charge when water is being misused.
- May result in a minor loss of revenue which will have to be offset by increased rates.

**Water Charging Threshold**

**Option 2(a): Retain status quo** (Recommended)

No changes would be made to the current approach at this time. The current quarterly threshold/allocation of 90m³ / quarter (~1,000 L/day) would be retained.

**Risks**

- None identified.
- Current approach may be seen to unfairly penalise larger families on lifestyle blocks.
Option 2(b): Raise volumetric charging threshold to 250m³ / quarter (~2,800L/day)
Under this option, the quarterly threshold (allocation) used for determining the chargeable quantity of water would change from 90m³ / quarter (~1,000 L/day) to 250m³ / quarter (~2,800L/day)

Risks
- Any increase to the threshold will result in a decrease in revenue from metering. Analysis indicates this is in the order of 28% reduction for this option.
- By reducing the cost motivation, all metered users may use increased quantities of water for irrigation.
- May result in less vigilance by metered users and lead to increased waste.
- May impact on the feasibility of extending the water supply to other areas in future thereby denying future landowners access to a community scheme.
- Capital programmes may need to be reviewed and key projects brought forward to ensure levels of service are not compromised.
- Will impact on our ability to meet targets for reductions in overall per capita consumption.

Option 2(c): Raise volumetric charging threshold to 180m³ / quarter (~2,000L/day)
Under this option, the quarterly threshold (allocation) used for determining the chargeable quantity of water would change from 90m³ / quarter (~1,000 L/day) to 180m³ / quarter (~2,000L/day)

Risks
- Any increase to the threshold will result in a decrease in revenue from metering. Analysis indicates this is in the order of 18% reduction for this option.
- By reducing the cost motivation, all metered users may use increased quantities of water for irrigation.
- May result in less vigilance by metered users and lead to increased water waste.
- May impact on the feasibility of extending the water supply to other areas in future thereby denying future landowners access to a community scheme.
- Will impact on our ability to meet targets for reductions in overall per capita consumption.

Cost of Water Production Calculation
Option 3(a): Retain status quo (Recommended)
No changes would be made to the current approach at this time. The cost of water production will continue to be based on scheme averages over 5 yrs and then averaged over Ashburton, Methven, and Rakaia.

Note:- The proposed future changes to way operating budgets will be split out will enable the development of more robust water cost calculations.

Risks
- None identified.

Option 3(b): Utilise Ashburton data based on only single year
Under this option, the water cost would be based only on data from the Ashburton water supply and only on the previous year.

Risks
- Any changes to the calculation may result in reductions in revenue received. Analysis indicates that this option may result in a reduction in revenue of ~22%
• By reducing the financial motivation, all metered users may use increased quantities of water for irrigation.
• May result in less vigilance by metered users and lead to increased waste.
• May impact on the feasibility of extending the water supply to other areas in future thereby denying future landowners access to a community scheme.
• May result in the cost of water varying significantly from year to year.

The recommended options are 1(a), 2(a), and 3(a). These represent the status quo for all matters. There will be the opportunity to consider the way the cost of water is calculated during the next planning cycle.

6.2.5 Statutory Implications

The following legislation is considered relevant to this matter.

Local Government Act 2002

10 Purpose of local government…

(1) The purpose of local government is—
(a) to enable democratic local decision-making and action by, and on behalf of, communities; and
(b) to meet the current and future needs of communities for good-quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for households and businesses.

(2) In this Act, good-quality, in relation to local infrastructure, local public services, and performance of regulatory functions, means infrastructure, services, and performance that are—
(a) efficient; and
(b) effective; and
(c) appropriate to present and anticipated future circumstances.

Local Government (Rating) Act 2002

19 Targeted rate for water supply

(1) A local authority may set a targeted rate in accordance with its funding impact statement for the quantity of water provided by the local authority.

(2) A targeted rate under subsection (1) may be calculated—
(a) as a fixed charge per unit of water consumed or supplied; or
(b) according to a scale of charges.

Some of the current approaches used in the area of water metering are deliberately simplified in order to be administratively efficient. The charges through metering are regarded a rate in accordance with the Local Government (Rating) Act.

6.2.6 Significance and Engagement

The recommendations contained in this report are for the status quo and propose no change to current approaches. On that basis the decision is not considered to be a significant decision in terms of Council’s significance and engagement policy.

Should the committee seek to adopt a different recommendation, it would need to consider how significant the change is and how far any subsequent engagement with the community would need to go. Any changes to the water metering approaches identified in this report would result in changes to the rate requirement for all ratepayers on the now aggregated ten domestic water supplies.
6.2.7 Financial Implications

There are no financial implications arising from the recommendations contained in this report. A summary of the financial implications of all options contained in this report are set out in the table below.

<table>
<thead>
<tr>
<th>Proposed 2018/19 Budget</th>
<th>Modelled Impact on Sales Income</th>
<th>Potential Funding shortfall</th>
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<tbody>
<tr>
<td>Ashburton Water Supply Income (Sales)</td>
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### Residential D Zone Water Meter Charging

<table>
<thead>
<tr>
<th>Option</th>
<th>Proposed 2018/19 Budget</th>
<th>Modelled Impact on Sales Income</th>
<th>Potential Funding shortfall</th>
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<tbody>
<tr>
<td>Option 1(a)</td>
<td>$ 213,425</td>
<td>0%</td>
<td>No Change</td>
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<tr>
<td>Option 1(b)</td>
<td>~ $ 12,000(Refer Note)</td>
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<td>Reduction</td>
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### Water Charging Threshold

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<th>Option</th>
<th>Proposed 2018/19 Budget</th>
<th>Modelled Impact on Sales Income</th>
<th>Potential Funding shortfall</th>
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<tbody>
<tr>
<td>Option 2(a)</td>
<td>$ 213,425</td>
<td>0%</td>
<td>No Change</td>
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<tr>
<td>Option 2(b)</td>
<td>$ 213,425</td>
<td>28%</td>
<td>Reduction</td>
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<tr>
<td>Option 2(c)</td>
<td>$ 213,425</td>
<td>18%</td>
<td>Reduction</td>
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### Cost of Water Production Calculation

<table>
<thead>
<tr>
<th>Option</th>
<th>Proposed 2018/19 Budget</th>
<th>Modelled Impact on Sales Income</th>
<th>Potential Funding shortfall</th>
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</thead>
<tbody>
<tr>
<td>Option 3(a)</td>
<td>$ 213,425</td>
<td>0%</td>
<td>No Change</td>
</tr>
<tr>
<td>Option 3(b)</td>
<td>$ 213,425</td>
<td>22%</td>
<td>Reduction</td>
</tr>
</tbody>
</table>

*Note: This is an approximation of sales income originating from residential properties in residential D zoned areas using the metering data from the 2nd qtr 2017/18.

Any funding shortfalls identified under the non-recommended options (if selected) would have to be met through additional targeted water rate funding.

A combination of changes to the status quo will result in even greater budget shortfalls e.g. if Option 2(b) and 3(b) were preferred over the status quo, and implemented in tandem, the total impact may be an ~44% decrease in revenue based on the analysis completed.

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Prepared By

ANDREW GUTHRIE
Assets Manager

Approved By

NEIL McCANN
Group Manager – Service Delivery
6.3 Request to Extend the Wastewater Pipes Relining Contract for a Three Year Term to Pipetech Ltd

6.3.1 Summary
In July 2016 Council awarded a three year contract to Pipetech Limited for the relining of wastewater pipes. Pipetech have performed well and have a good relationship with Council officers. It is timely to begin negotiations for a further extension of this contract. The terms that have been agreed upon are for Pipetech to hold their current rates for a further three years if the value of the relining is guaranteed to exceed $400,000 per annum.

6.3.2 Recommendation
That the Committee approves Pipetech Limited being granted a three year term contract for pipe relining at the rates provided for the 2015/16 programme of works with guaranteed values of $400,000 plus per annum.

6.3.3 Background
Wastewater pipe relining requires a specialist contractor to carry out this work. Eight years ago, Opus International Consultants Ltd reviewed and recommended a trenchless pipe relining system for use in the Ashburton district. They recommended a spiral wound lining that can be carried out while the sewer is flowing through the pipe. This spiral wound liner is a very good liner and structurally is marginally stronger than other liner systems. The only company that offered this liner system was Interflow Ltd and as a result they became Council’s preferred supplier. It has been used successfully for sewer rehabilitation in Methven for the last few years.

During negotiations for the 2015/16 year, it became apparent that Interflow were no longer performing as they had in previous years. Officers were frustrated with their performance and no agreement was reached on cost or timing for the work.

As a consequence, the decision was made to consider the use of alternate liner systems. One drawback with the spiral liner system is that the spiral wound liner does not go tight up against the inside of the old pipe but leaves an annulus between the new pipe and the old carrier. This means that every lateral requires a joint connector which is very costly. The joint connector is required to bridge the gap between the new pipe and the old lateral. The preferred alternative that addresses this drawback is a fold and form (F&F) lining system. The selected AM liner is a PVC, thermoplastic, seamless liner. The folded liner is heated, pulled through the host pipe and reformed with steam and air. As a result, a seamless, chemically resistant PVC pipe is formed tightly to the interior of the existing host pipe. The relined pipeline has no joints in it. Laterals are cut out by robotic cutter and because there is no gap, no joint connectors are required, unless the lateral had been very poorly installed initially.
The AM liner utilised by Pipetech is an exceptional product that has a life expectancy of up to 200 years and is more resilient during earthquakes. It is recommended for use on critical assets as a countermeasure to earthquake proof sewer mains.

Over the last three years Pipetech have successfully installed 2,637m of 150mm dia liner and 438,5m of 200m dia liner at a cost of $1,096,357.10. Some of these installations have been technically challenging such as under existing structures and lining pipes with no inverts or no soffits. These problems are discussed with Council officers and the risks evaluated before implementation. Pipe relining is utilised where open excavation is very difficult or impossible to carry out, such as mid-block sewers, close proximity to or under structures.

During the current negotiations Pipetech requested an increase to allow for inflation over the three year period. Council officers declined, but proposed an increase in turnover from $300,000 per annum to $400,000. This would offset the inflation portion requested, as it would better offset the mobilisation which is costly. All equipment utilised is brought from the North Island and is trucked down, including the ferry crossing across Cook Strait. This was considered a win-win for both parties because Council receive extra pipe relining at the lower rate per metre. Pipetech have agreed to this proposal. The draft LTP budget has adequate budgets to meet this proposal.

ADC’s Procurement Policy allows for contracts to be awarded under exceptional circumstance such as those mentioned.

The Procurement Policy allows exceptions under the following circumstances:

- “The goods and service are only available from a few suppliers”
- The services required are specialist technical or professional services
- It is not practical or cost effective to conduct an open tender process
- There is limited time for the procurement process”

The objective of the policy is:

- “to deliver procurement outcomes that represent value for money.
- To ensure purchasing decisions are consistent, transparent, fair and lawful”

Principles of the policy include:

- “Deliver best value for money over the whole life of the goods, service or asset
- Appropriately manage risk associated with procurement process
- Promote efficient purchasing practices and minimise procurement costs
- Ensure Council’s purchasing activities are managed in accordance with its statutory and legal responsibilities
- Ensure purchases are made in an open, fair, transparent and accountable manner
- Local suppliers have the opportunity to compete for Council business”

The proposal to enter into a 3 Year preferred supplier contract is consistent with the principles of the procurement policy and will provide cost certainty for lining programmes over the next three years.

6.3.4 Options and Risks Considered

Option One: Award a three year term contract to Pipetech for the relining of wastewater pipes

With this option Council will award Pipetech a three year term contract utilising the rates negotiated for the 2015/2016 programme of works.

Based on current budget programmes, this will result in the ability to reline additional lengths of pipelines for the amount budgeted.
Risks

- Difficult to demonstrate how the contract rates compare to market rates in subsequent years of the contract.

Option Two: Do not award a three year term contract with Pipetech and proceed with an open tender process

Under this option, an open tender process will be followed in accordance with the procurement policy.

Risks

- There are only three specialist contractors that reline sewer pipes. They are all extremely busy and the possibility exists that only one price could be received and those rates could be considerably higher than the current rates.

The recommended option is Option One. This represents good value for money for ratepayers and ensures that the future renewal programme can be completed on time and within budget.

6.3.5 Statutory Implications

The matters contained in this report have the following statutory implications.

Local Government Act 2002:

12 Status and powers
   (1) A local authority is a body corporate with perpetual succession.
   (2) For the purposes of performing its role, a local authority has—
       (a) full capacity to carry on or undertake any activity or business, do any act, or enter into any transaction; and
       (b) for the purposes of paragraph (a), full rights, powers, and privileges.
   (3) Subsection (2) is subject to this Act, any other enactment, and the general law.

Commerce Act 1986

3A Commission to consider efficiency
   Where the Commission is required under this Act to determine whether or not, or the extent to which, conduct will result, or will be likely to result, in a benefit to the public, the Commission shall have regard to any efficiencies that the Commission considers will result, or will be likely to result, from that conduct.

27 Contracts, arrangements, or understandings substantially lessening competition prohibited
   (1) No person shall enter into a contract or arrangement, or arrive at an understanding, containing a provision that has the purpose, or has or is likely to have the effect, of substantially lessening competition in a market.

The LGA2002 allows Council to enter into these arrangements. In regards to whether such an arrangement is permissible we can take direction from the Commerce Act. This indicates that in deciding if an arrangement is “substantially lessening competition”, the commission will consider public benefit and efficiencies.

6.3.6 Significance and Engagement

Approval of the recommendations contained in this report is consistent with the outcomes and strategic objectives outlined in the LTP. In particular;

Outcome 1: A thriving and diverse local economy

Strategic Objective: Our district’s infrastructure and services meet our current and foreseeable future needs.
Outcome 2: Sustainable natural and built environments

Strategic Objective: Our community has access to information and services that promote environmental responsibility and sustainability.

This is an internal matter and engagement with the wider community is not considered necessary.

6.3.7 Financial Implications

There are no financial implications arising from the recommendations contained in this report. If an open tender process is the preferred option and a higher price is received, additional funding will be required to carry out the programmed works.

Prepared By

VIV EYBERG
Operations & Projects Manager

APPROVED BY

NEIL McCANN
Group Manager Service Delivery
7 Activity Reports

7.1 Triannual Performance Report

The second Triannual Performance Report for 2017/18 covers the November 2017-February 2018 period for activities within Service Delivery. The purpose of the report is to allow Council and Activity Managers to track progress towards the Annual Plan 2017/18 non-financial performance measures throughout the year, allowing emerging issues to be detected early and ultimately improving service delivery across the organisation.

7.2 Library

7.2.1 RFID Issue/Returns

The Radio Frequency Identification (RFID) method of issues and returns at the public desks was implemented without problems on 28 March. The process is much quicker, and the public have been interested and impressed, and should find the transition to a self-issue option not too daunting. Staff still need to check the computer screen carefully, so large piles of books have to be broken up into lots of five or six. Perhaps with more experience we will become more confident. However, it is still a vast improvement on individual manual issues and returns with the scanner.

7.2.2 Visitor Information

There were 105 visitor information enquiries in March. On the 22 March the Library Manager visited the Methven i-Site Visitor Centre with Bruce Moffat, General Manager of Experience Mid-Canterbury. It was useful to learn about the range of services, transport options, and local attractions, and to be able to take some material such as maps for visitors.

A cordless telephone near the desk has been programmed with Methven i-Site on speed-dial, so it can be handed to visitors to use near the library desk. This achieves the same result as a dedicated line at no extra cost.

7.2.3 Visits to Council Facilities 21 March

I appreciated the opportunity to visit three library facilities, Kaiapoi, Sumner and Lincoln, with Councillors and other managers. All the libraries were very different, but ideas, both good and bad, were present in all cases to provide useful design pointers. The Christchurch City Unit Manager, Libraries and Information, Carolyn Robertson, suggested to me that a visit might be made at some time to the Halswell Library, Te Hapua, which opened in 2015. This facility includes meeting rooms, a cafe and a service centre, and serves a population commensurate with Ashburton’s. The South City Library in Beckenham is also a medium sized library, offering a service centre, meeting rooms and a computer lab.

7.2.4 Book Launch of “Fruits of our Labours”

The Library Manager attended the book launch in Christchurch on 22 March of this important work on the history of Chinese family fruit and vegetable shops in New Zealand. Ashburton’s Carolyn King was responsible for recording and writing the histories of these family businesses throughout the South Island. This two volume book is an impressive addition to the library’s collection.
7.2.5 Children’s Library

The Holiday Programme for the school holidays 14 to 29 April has been developed by our new Children’s Librarian, Jonathan Nixon. The theme is “Up, Up and Away” and the programme will run from 10:30am to 11:30am on 16, 18, 20, 23 and 27 April. Activities will involve the children in crafts and simple experiments related to flight, often using recycled materials.

On 6 April a joint visit of Allenton School pupils to the Museum and Library involved the Children’s Library in a craft activity with an historical theme. The children made stylised wreaths to commemorate Anzac Day.

7.3 Ashburton Museum

7.3.1 Sharing collections

The museum has been busy with a range of activities and exhibitions.

A new Survivor WWI exhibition has been very popular. The museum team developed an ANZAC programme to run alongside the exhibition that is very interactive and works well for education and social visits.

All of Ashburton Borough School, international students from Japan, Cubs, Netherby School, Ashburton College history students and all of Allenton School have participated in the programme. More groups are booked during and after the school holidays. We are also working with the Library to deliver parts of the programme. This works well as students can walk across past the cenotaph as they rotate through activities.

The museum team opened a new exhibition in the Kate and Hank Murney Room, called ‘Bugs, Rust and Dust Bunnies: Caring for Treasures | Taonga at Home’. This is in response to many enquiries from the public about how to care for family and personal treasures, both items handed down or that people want to hand on to others in the future. It includes free multi-lingual resources donated by conservation specialists, National Preservation Office, EQC, etc.

The museum has responded to the demand for more fun activities for children and families in the exhibition and throughout the museum.

Museum staff are also involved in a district-wide planning group for Suffrage 125 that will be celebrated on 19 September 2018. The museum team began pre-planning two years ago, so it is nice to support community organisations with their plans as well.

7.3.2 Caring for collections

A significant donation was received of bowls and items from the Chinese Settlement. These complement items received from the family last year, following the New Faces, New Lives project. This is a good example of how the diversity of local stories can enhance collections.

7.4 EA Networks Centre

7.4.1 Centre update

The new sprinkler system has been signed off and is now with the contractors to start the process of rectifying the issues.

The new netball season has commenced with an increase in the numbers playing/attending.

EA Networks Centre has been granted its PoolSafe accreditation for another year. The Sports Facilities Manager recently carried out PoolSafe assessments on 17 pools in the North Island, 12 in Auckland and 5 on the Kapiti Coast. It is great to say that our facility is up with the best in the country. Learn to Swim has reached a new high with 1,041 children enrolled for this term.
7.4.2 Tinwald Pool usage

The Tinwald pool has closed for the season. The numbers through this season were higher than the previous year as shown below:

<table>
<thead>
<tr>
<th>Customer type</th>
<th>Total # of Visits</th>
<th>2017-2018</th>
<th>2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>844</td>
<td>2016</td>
<td>1209</td>
</tr>
<tr>
<td>Adult Concession</td>
<td>0</td>
<td>2017</td>
<td>6</td>
</tr>
<tr>
<td>Child</td>
<td>1943</td>
<td>2016</td>
<td>2128</td>
</tr>
<tr>
<td>Child Concession</td>
<td>67</td>
<td>2017</td>
<td>109</td>
</tr>
<tr>
<td>Childrens Day</td>
<td>441</td>
<td>2016</td>
<td>150</td>
</tr>
<tr>
<td>Family *</td>
<td>460</td>
<td>2017</td>
<td>692</td>
</tr>
<tr>
<td>Senior/Student</td>
<td>47</td>
<td>2016</td>
<td>72</td>
</tr>
<tr>
<td>Under 5's</td>
<td>443</td>
<td>2017</td>
<td>569</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>4935</strong></td>
<td><strong>2016</strong></td>
<td><strong>4245</strong></td>
</tr>
</tbody>
</table>

*Family, 1 ticket = 4 people

7.5 Open Spaces

7.5.1 Landscaping and Beautification

The Ashburton Domain has been busy with the Gypsy Fair on the weekend of 16-19 March, the Zika Circus over the Easter Weekend and three wedding ceremonies.

There was a focus on Argyle Park last month to have it presented well for the South Island Secondary School Softball tournament. (19-24 March)

The extension of the walkway at Argyle Park has been dug out and gravel put in place ready for boxing and then asphalting.

Price proposals are currently being sought for the preparation of the Ashburton Domain Development Plan. A project brief for a review of the Tinwald Domain Development Plan has been prepared and sent to the Tinwald Reserve Board for their consideration.

7.5.2 Public Conveniences

The new toilets at Lake Camp have been operational for almost 6 months now and are being well utilised with an average of 60-70 visits per day. While the build was funded primarily by central government, resourcing the ongoing maintenance and servicing to a standard users reasonably expect for this type of facility is proving problematic.

7.5.3 Cemeteries

Resource consent approval for the Ashburton cemetery extension has been obtained. Consultants are being engaged for detailed design and project management services.

Ashburton District Council hosted a regional Cemetery Cluster meeting last month.

7.5.4 Biodiversity

Due to bad weather, the Wakanui Beach Community Planting day has been postponed until 8 May 2018. In terms of the Lake Clearwater and Camp Landscape Management Plan, school children from Mt Somers/Springburn School have been collecting native plant seed from the Ashburton Lakes area for propagation and eventual planting around the lakes as part of the Plan.
7.6 Stockwater

7.6.1 Stockwater Network
The network is currently operating well. Work has been done at Pudding Hill to redirect the stream away from the access road.

Stock water closure applications continue to be processed.

7.7 Solid Waste

7.7.1 Projects
There are no capital projects in progress at this time. We have applied for a land use consent to install the roofed canopy area over the recycling drop off behind the shop at the Ashburton Resource Recovery Park. We are aiming to have this underway by the beginning of June 2018.

7.7.2 Solid Waste Contract RR-AO16/10
1,154 tons of waste was sent to Kate Valley for the month of March. The overall diversion rate to the end of February has increased by 4.16% on the same period of measurement last year.

7.7.3 Investigations for a user pays system on the kerbside collection of rubbish
The second stage of investigations for a user pays system on the kerbside collection of rubbish has been completed. The investigation considered:

- The application of rating legislation and Council policies
- How to ensure equity in the allocation of user benefits when the ratepayer and the householder are different entities’ ie landlord and tenant.
- How other issues such as the Privacy Act 1993 are accounted for in the application of a new system.

The two available basic options for charging for wheeled bins, with current technology are:

- To apply an up-front charge based on the maximum number of pickups (eg one a week or 52 a year) and the offer of a remission/discount based on the number of pickups actually made – ie the fewer times a household’s bin is picked up the greater the remission/discount.
- To charge households in arrears for the number of times their bin is picked up. This would mean households would receive a bill based on the number of pickups over a given period (e.g. quarterly)

Officers have received a report looking at the design parameters necessary to trial two systems of potential application to the Ashburton rubbish collection service. The two systems are each based on one of the two options for charging. These each represent different possible approaches to incentivising waste minimisation within the technical constraints of the service.

A briefing paper backgrounding the technical aspects of the two trial options was prepared for the consideration of the leadership team and a workshop delivered to elected members 26 April 2018.

Officers have placed this project on hold until otherwise instructed.
### 7.8 3 Waters Capital Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Description</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashburton Relief Sewer / Ashburton River Crossing</td>
<td>This project is to construct a new trunk sewer main to address capacity issues in a key trunk sewer main known as the Ashburton Relief Sewer. Due to the dependency between the two pipelines, the scope of the original project has been widened to include the pipeline under the Ashburton River. This will be the primary focus.</td>
<td>Opus have completed the Assessment of Environmental Effects which is required for the consent application for the river crossing. This document is now with officers to review.</td>
</tr>
<tr>
<td>Sewer upgrade between Taylors Motel and Princes Street</td>
<td>This project was to replace the failed sewer line through private properties between Taylor’s Motel and Princes Street.</td>
<td>The registered valuer has completed his assessment and the property owners have been advised. One of the property owners has accepted the valuation and has been paid. No response has been forthcoming from the remaining two property owners.</td>
</tr>
<tr>
<td>Contract AM-AS 10 Wastewater Pipeline Renewals 17-18</td>
<td>This project is to replace the wastewater pipelines in Elizabeth Street, Cameron Street and Creek Road.</td>
<td>Elizabeth Street has been completed. A letter of praise for ACL was received from an affected resident. A nice change. The sewer in Orr Street was added to this contract to utilise the unspent funds in the budget. Work in Orr Street is programmed for completion in the first week of May 2018.</td>
</tr>
<tr>
<td>Contract AM-AS 11 Water Pipeline Renewals 17-18</td>
<td>This project is to replace the water pipelines in Nelson Street, Princes Street, Tarbottons Road and Chapman Street, Methven.</td>
<td>City Care brought in a second team to construct Victoria Street. The work in Princes Street has been completed and Tarbottons Road has commenced and is nearing completion. The adverse weather has affected progress but work should be completed by the end of April 2018. Remedial work is expected to take place to remove sub-standard compaction that has been noted. This could result in removing the new seal, re-compacting and then resealing. Other options are under discussion.</td>
</tr>
<tr>
<td>Wastewater Relining Contract for 2017-2018</td>
<td>This project is to reline wastewater pipes in areas that make open excavation difficult.</td>
<td>Pipetech have successfully completed relining 1,135m of 150mm dia and 123m of 200mm dia this financial year. There were some really risky problems with pipes with no soffits and others with no inverts under structures. Discussions around the risks and possible outcomes were had and a very successful result was achieved.</td>
</tr>
</tbody>
</table>
This project is to extend a new 100mm diameter watermain down Wilkins Road from Grove Street east for 360m. This project was put out to three contractors for pricing. ACL submitted the lowest price and was given the go ahead. ACL have commenced construction. The work is programmed to be completed by the end of April 2018.

### 7.9 Drinking Water

#### 7.9.1 Methven

Work to optimise the treatment system is being progressed. New filtration equipment (pilot scale) has been ordered and is expected to arrive in a few weeks. If the new equipment performs well under the pilot scale, then an order will be placed for equipment suitable for the plant flow.

#### 7.9.2 Montalto

The Montalto water supply remains on a boil water notice at present. Discussions have been progressed with Community & Public Health about whether this supply should move to a permanent boil water notice until the supply is upgraded. CPH have indicated support for Council if it moves to do so.

Treatment upgrade investigations are currently being progressed.

#### 7.9.3 Mount Somers

Officers are continuing to progress plant improvements that will address the sensitivity of the scheme to adverse weather in the catchment and reduce the frequency of boil water notices. New filtration equipment has been ordered and is expected to arrive in a few weeks. Installation and commissioning of the equipment will be negotiated with the maintenance contractor.

### 7.10 Wastewater

#### 7.10.1 Ashburton

Council has been approached by Environmental Science and Research (ESR) to discuss possible monitoring of wastewater flows for the presence of drugs. This programme was carried out as a pilot in Auckland & Christchurch under the auspices of the National Drug Intelligence Bureau (a joint operation of Customs, Health and Police). It is understood that wastewater analysis is a widely applied international tool, and has provided Europe with accurate and real-time data for the last 10 years. The results of the New Zealand pilot programme are intended to:

- Inform treatment and enforcement strategies
- Measure the effectiveness of education and enforcement interventions
- Make comparisons with international data

Officers are supportive of the request and are confirming the cost implications of providing access for sampling, which is expected to be managed within the current wastewater operations budget.

### 7.11 Stormwater

#### 7.11.1 General

Officers met with representatives from Environment Canterbury on 6 April. The purpose of the meeting was to discuss issues around land drainage, stormwater flooding, and rural runoff.
The meeting was in response to officer’s (from both organisations) increasing concerns that some issues were falling between the two authorities and not being satisfactorily resolved. A number of topics were specifically discussed including:

- Rural runoff management above Tinwald;
- Carters Creek maintenance and culvert sizing;
- Drainage near Lake Hood;
- Dry Creek and associated rating areas.

While there was no clear outcomes determined at the meeting, there was greater understanding of each organisation’s role and responsibilities. It is understood the ECan officers will be taking some of the information back and used to prepare case studies for consideration internally at ECAn and eventually through the Chief Executives Forum.

7.11.2 Ashburton

The application for network-wide stormwater resource consent is nearing completion, with the assessment of environmental effects (AEE) almost complete. A draft stormwater management plan (SMP), which will support the consent, has already been completed. It is intended to provide the application, AEE, and SMP to Council in May for approval of the documents before they are formally submitted. The information will also be provided to Aorwihenua for comment through Aoraki Environmental Consultancy Ltd.

Another key document, the Stormwater Guidelines for Developers (being developed jointly with Timaru), is being reviewed by officers at present.

7.12 Roading (Subsidised)

7.12.1 Maintenance and Renewal Contracts

All contract MSQA (Management, Supervision and Quality Assurance) is being undertaken in-house.

<table>
<thead>
<tr>
<th>Project</th>
<th>Description</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>C64 Resurfacing 2016/17</td>
<td>Resurfacing of selected sites on the sealed road network</td>
<td>Fulton Hogan have remedial work to complete contract.</td>
</tr>
<tr>
<td>C65 Sealed Road Rehabilitation Rural West</td>
<td>Rehabilitation of sites on Thompsons Track and Pudding Hill Road. Contract extended to include Grahams Road, Tinwald</td>
<td>Grahams Road site complete except for east side shoulder to be grassed. The footpath/cycleway has been constructed but requires spraying to kill off weed growth and a topcourse applied.</td>
</tr>
<tr>
<td>C652 Reseal and Pre-Seal Repairs 2017/18</td>
<td>Resurfacing selected sites on sealed road network</td>
<td>Original component of the contract is completed. A Separable Proportion for seal backs has been issued. Work is programmed to start end of April 2018</td>
</tr>
<tr>
<td>C653 Sealed Road rehabilitation Rural South</td>
<td>Rehabilitation of two sites on Arundel Rakaia Gorge Road and two sites on Maronan Road</td>
<td>Contract awarded to ACL. Maronan Road site south west of Hinds River complete other than some swale works. The second Maronan Road site completed. ARG south site completed.</td>
</tr>
<tr>
<td>C654 Sealed Road rehabilitation Rural North</td>
<td>Rehabilitation of sites on Christys and Seafield Roads and Thompsons Track from Mitcham to Lethams Road</td>
<td>Contract awarded to ACL. They have subcontracted Thompsons Track section to FH have completed sealing the first 1200 metres.</td>
</tr>
</tbody>
</table>
Work on the remaining 2000 metres is programmed to be completed in the next 8 weeks. Seafield Road has been sealed. ACL is completed swale works which is expected to be completed in 1 week. Work on Christys Road is programmed to commence 18 April 2018.

| C655 Supply and Installation of LED Streetlighting 2017-18 | Supply and install 2,536 lamps within Ashburton District | Council negotiated with Electricity Ashburton and agreement reached on what and how works are to proceed. LED lights have been selected and ordered by EA. Now awaiting delivery of lights. |

7.12.2 EV Charging Stations

The third and final charging station was to be installed in the Methven Medical Centre parking area, however EA Networks advised officers this would no longer proceed. An alternative site has now been agreed at the Heritage Centre with Property and Roading having met with EA Networks in Methven to advance this project. An additional EV charging station has been requested to be located in Hinds; Roading have approved a site which is currently being designed by EA Networks. Officers have been advised by EA Networks that this site should be operating by September 2018.

7.12.3 Rainfall Events

The heavy rain events in late January and again on the night of Wednesday 22 February caused washouts and slips on Double Hill Run Road (approx $35k spent on re-opening). During these events the sunshine bridge approaches were again taken out (normally $20k to reopen each time we lose these approaches). Also some shoulder erosion of roads occurred, this most noticeably on Thompsons Track/Mayfield Valetta Road.

At present Double Hill Run Road has been opened to local traffic with a contractor endeavouring to widen the existing one-lane road initially constructed in the washed-out sites. Event funding from NZTA will be applied for. The July costs were $601,250.

7.13 Roading (Unsubsidised)

7.13.1 Winslow Road widening

Further to the trial cement stabilisation section already completed between Stn 100 to 950, Fulton Hogan have been tasked to shape the unsealed shoulders and construct swale drainage between Stn 950 and 7200. This work is currently underway. Once this work is complete then the amount of work to widen the carriageway to a 6.5m seal can be assessed.

7.14 Footpaths

7.14.1 Ashburton Township

<table>
<thead>
<tr>
<th>Project</th>
<th>Description</th>
<th>Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>C656 Footpath and kerb &amp; channel renewals, 2017-18</td>
<td>Resurfacing of footpaths and replacing kerb &amp; channel at various sites.</td>
<td>Contract awarded to ACL on 20 February with site possession of 6 March. Completion estimated to be 20 June 2018. Work has completed at nine of the 26 sites.</td>
</tr>
</tbody>
</table>
7.14.2 Cass Street Loading Zone – Briscoe’s Group

Briscoes have been advised of Council’s decision to provide a permanent loading zone adjacent to the company’s Cass Street access. Council officers are currently working with Briscoes to establish the loading zone. Briscoes have awarded the construction work to a local contractor.

7.15 Contracts Awarded

<table>
<thead>
<tr>
<th>Contract</th>
<th>Contractor</th>
<th>Date / Value</th>
<th>No of tenders</th>
<th>Engineer’s Estimate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaning Services at EA Networks Centre</td>
<td>OCS</td>
<td>4 April 2018</td>
<td>2</td>
<td>$65,040.95</td>
</tr>
</tbody>
</table>

7.16 Upcoming Tenders

<table>
<thead>
<tr>
<th>Tender/contract</th>
<th>Tenders called for:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bridge Inspections (invited tenders)</td>
<td>April/May</td>
</tr>
</tbody>
</table>

7.17 Vandalism

Vandalism reported for the months of March:

<table>
<thead>
<tr>
<th>Type</th>
<th>Total cost March</th>
</tr>
</thead>
<tbody>
<tr>
<td>Road signs</td>
<td>$597</td>
</tr>
<tr>
<td>Miscellaneous public toilet repairs, litter bin fires etc</td>
<td>$350</td>
</tr>
</tbody>
</table>

7.18 Methven Community Board

The Methven Community Board met on Monday 16 April. There were no matters referred to the Committee for decision. Minutes will be circulated.

NEIL McCANN
Group Manager Service Delivery

Attachment: Pgs 24-59
Appendix 1 Triannual Performance Report
Triannual Performance Report
2017 - 2018

Service Delivery

Report 1 for the period of 1 July 2017 – 28 February 2018
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About the Triannual Performance Report

The following outlines Ashburton District Council’s Triannual Performance Report (TPR), for the period of 1 July 2017 – 28 February 2018. This is the second report for the 2017-18 financial year.

The TPR is an interim report of Council’s progress towards meeting its performance management targets, as set in the Long Term Plan 2015-25. Regularly tracking progress against performance measures enables Council to detect and respond to potential performance issues early.

Included in this TPR are results from the Customer Request Management (CRM) system for Service Delivery activities. These are included in the following section.

The report is structured in line with the Long Term Plan, Annual Plan and Annual Report, with activities presented in groups. Each activity is evaluated against progress to achieving performance measures and targets, with explanatory comments provided by the relevant manager.

Progress is shown using the following symbols:

| ✔ Achieved | ✗ Not Achieved | ← On Track |

All performance measures that rely on resident satisfaction scores will be included in the third triannual performance report, once the survey has been undertaken.

Please note that this report has been divided into three parts to reflect activities in the appropriate committees of Council. This report covers activities under the Service Delivery Committee of Council.
# CRM Report for Service Delivery

The following shows the requests received through the Customer Service Requests Management system for each activity between 1 July 2017 – 28 February 2018.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Received</th>
<th>Completed</th>
<th>On Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cemeteries</td>
<td>6</td>
<td>6</td>
<td>3 50%</td>
</tr>
<tr>
<td>Flooding</td>
<td>9</td>
<td>1</td>
<td>1 100%</td>
</tr>
<tr>
<td>Parking</td>
<td>7</td>
<td>7</td>
<td>4 57%</td>
</tr>
<tr>
<td>Parks Sports Grounds and Walkways</td>
<td>92</td>
<td>91</td>
<td>39 43%</td>
</tr>
<tr>
<td>Public Toilets</td>
<td>9</td>
<td>0</td>
<td>0 0%</td>
</tr>
<tr>
<td>Road Corridor Management</td>
<td>150</td>
<td>149</td>
<td>117 78%</td>
</tr>
<tr>
<td>Sewers</td>
<td>112</td>
<td>97</td>
<td>88 91%</td>
</tr>
<tr>
<td>Stockwater Races</td>
<td>155</td>
<td>155</td>
<td>66 44%</td>
</tr>
<tr>
<td>Stormwater</td>
<td>41</td>
<td>20</td>
<td>15 75%</td>
</tr>
<tr>
<td>Streetlights</td>
<td>99</td>
<td>58</td>
<td>58 100%</td>
</tr>
<tr>
<td>Street Gardens</td>
<td>8</td>
<td>8</td>
<td>4 50%</td>
</tr>
<tr>
<td>Solid Waste Management</td>
<td>48</td>
<td>46</td>
<td>41 89%</td>
</tr>
<tr>
<td>Trees</td>
<td>138</td>
<td>133</td>
<td>64 48%</td>
</tr>
<tr>
<td>Water Supply</td>
<td>371</td>
<td>283</td>
<td>242 86%</td>
</tr>
<tr>
<td>Waterways</td>
<td>33</td>
<td>18</td>
<td>13 72%</td>
</tr>
</tbody>
</table>
Community Facilities & Support

Public Conveniences

Improvements to the Alford Forest toilets are complete except for minor interior alterations.

New toilets were installed and operational at Lake Camp in December 2017, a month ahead of schedule.

David Askin; Open Spaces Manager

1. Council’s provision of public conveniences meets community expectations

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents are satisfied with Council’s public conveniences.</td>
<td>93%</td>
<td>80%</td>
<td>NA</td>
<td>Awaiting 2018 Annual Resident Survey</td>
</tr>
</tbody>
</table>

2017/18 Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demolition of the existing toilets in the Ashburton Domain (playground) and their replacement with new toilets is scheduled for April.</td>
<td>On track</td>
<td></td>
</tr>
</tbody>
</table>
**Drinking Water**

All except one scheme was compliant with the bacterial compliance criteria. There were six transgressions recorded for the Montalto scheme during the period. This is scheme is subject to upgrading in the current year.

The Havelock North Inquiry findings have raised doubt over the concept of secure groundwater. It was expected and has come to pass that Ashburton would lose secure groundwater status. This followed recently scheduled bore-head inspections which confirmed they did not reach the threshold to be considered secure bore-heads. This has led to an additional sampling requirements and the scheme will continue to be protozoa non-compliant until appropriate additional treatment is put in place. Note:- Chlorination does not address protozoa. Although the risk of protozoa contamination is considered lower for supplies sourced from deep groundwater, Council must address the risk. The treatment process and bore-head upgrades are programmed for 2018/19. Other supplies previously considered secure are also likely to lose their secure status in the coming months, and Council has programmed for the upgrading of these supplies also.

The Methven, Mount Somers and Hakatere water supplies have appropriate filtration and UV treatment equipment in place however there are on-going difficulties demonstrating compliance. Officers have been actively investigating and are progressing some improvements that should address the issue. The Methven Springfield and Montalto water supplies do not currently have protozoa compliant treatment processes in place but both schemes are the subject of upgrade works this year.

The response times continue to be met well. The water loss and average consumption per resident results look promising at this early stage but it is likely to be heavily influenced by the very wet winter and spring. The number of complaints received is higher than last year and outside the target. This is expected to be due to the increased frequency of significant rain events and their adverse impact on key water supplies.

**Andrew Guthrie; Assets Manager**
1. Drinking water from Council schemes is safe to drink

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>The extent to which Council’s drinking water complies with part 4 of the drinking water standards (bacterial compliance)</td>
<td>All schemes complied</td>
<td>All</td>
<td>11/12 schemes complied</td>
<td>6 Transgressions on Montalto Scheme</td>
</tr>
</tbody>
</table>

Results by Scheme

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>The extent to which Council’s drinking water complies with part 5 of the drinking water standards (protozoa compliance)</td>
<td>7/12 Schemes Compliant</td>
<td>All</td>
<td>6/12 Schemes Compliant</td>
<td>Ashburton has recently lost its status as having secure groundwater and is therefore no longer protozoa compliant. Minor schemes Methven and Mt Somers &amp; Hakatere have appropriate protozoa treatment in place. Investigations are continuing on proving process compliance. Rural schemes Methven/Springfield &amp; Montalto are currently without appropriate protozoa treatment pending upgrades. These projects are continuing this year.</td>
</tr>
</tbody>
</table>

Results by Scheme

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>The extent to which Council’s drinking water complies with part 5 of the drinking water standards (protozoa compliance)</td>
<td>7/12 Schemes Compliant</td>
<td>All</td>
<td>6/12 Schemes Compliant</td>
<td>Ashburton has recently lost its status as having secure groundwater and is therefore no longer protozoa compliant. Minor schemes Methven and Mt Somers &amp; Hakatere have appropriate protozoa treatment in place. Investigations are continuing on proving process compliance. Rural schemes Methven/Springfield &amp; Montalto are currently without appropriate protozoa treatment pending upgrades. These projects are continuing this year.</td>
</tr>
</tbody>
</table>
# 2. Council water schemes are reliable

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When Council attends a call-out to a fault or unplanned interruption the median response times measured:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>a) attendance for urgent call-outs</td>
<td>0.5 hours</td>
<td>1 hour</td>
<td>0.20 hours ✓</td>
<td>23 Completed Urgent Call outs with a median response time of 12 minutes.</td>
</tr>
<tr>
<td>b) resolution of urgent call-outs</td>
<td>0.5 hours</td>
<td>4 hours</td>
<td>1.73 hours ✓</td>
<td>23 Completed Urgent Call outs with a median resolution time of 1 hour 44 minutes.</td>
</tr>
<tr>
<td>c) attendance for non-urgent call-outs</td>
<td>0.74 days</td>
<td>1 day</td>
<td>0.75 days ✓</td>
<td>776 completed non-urgent call outs with a median response time of 18 hours 4 minutes.</td>
</tr>
<tr>
<td>d) resolution of non-urgent call-outs</td>
<td>1.08 days</td>
<td>5 days</td>
<td>1.08 days ✓</td>
<td>776 completed non-urgent call outs with a median resolution time of 26 hours 4 minutes.</td>
</tr>
</tbody>
</table>

# 3. Water resources are used efficiently and sustainably

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>The percentage of real water loss from Council’s networked reticulation system.</td>
<td>58%</td>
<td>34%</td>
<td>48% x</td>
<td>Not all properties on Council supplies are metered and so the approved water loss calculation yields a coarse figure and includes losses on private reticulation.</td>
</tr>
<tr>
<td>The average consumption of drinking water per resident per day.</td>
<td>739 l/resident/day</td>
<td>≤ 635 l/resident/day</td>
<td>747 l/resident/day x</td>
<td>4,415,285m³ across 243 days and an estimated population 24,338</td>
</tr>
</tbody>
</table>
4. Customers are satisfied with Council water supplies

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>The total number of complaints received (expressed per 1000 connections to the local authority’s networked reticulation system) regarding drinking water clarity, taste, odour, pressure, flow or continuity of supply.</td>
<td>11.78 complaints/1000 conn.</td>
<td>≤10 complaints/1000 conn.</td>
<td>12.39 ×</td>
<td>128 complaints received (10,334 connections)</td>
</tr>
</tbody>
</table>

2017/18 Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tarbottons Rd Watermain Extension</td>
<td>On track</td>
<td>This project has been awarded as part of the 2017/18 Water Pipelines contract. Work on this site is currently underway.</td>
</tr>
<tr>
<td>2017/18 Watermain Renewals</td>
<td>On track</td>
<td>This work covers renewal of watermains in Nelson Street, Princes Street &amp; Victoria Street, Ashburton and Chapman Street, Methven. Work is complete in Chapman &amp; Nelson Streets, and nearing completion in Princes &amp; Victoria Streets.</td>
</tr>
<tr>
<td>2018/19 Watermain Renewals – Forward Design</td>
<td>On track</td>
<td>This work involves the investigations, survey and detailed design for watermain renewals programmed for 2018/19 year. Investigations and surveys have been completed. Design work is underway at present.</td>
</tr>
<tr>
<td>Wilkins Road Watermain Extension</td>
<td>On track</td>
<td>This is an additional project approved by Council. Work is currently underway.</td>
</tr>
</tbody>
</table>
**Economic Development**

**Stockwater**

Heavy rainfall events have required repeated remedial works to stock water intakes at Pudding Hill and Methven Auxiliary.

A higher than average number of stock water applications for closures and alterations were received in February.

**David Askin; Open Spaces Manager**

1. **The stockwater service adequately protects the environment**

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance with resource consent conditions related to stockwater.</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>x</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Compliance Monitoring Report Received 14/09/2017 for consent CRC169467 condition 1 status of Non-Compliance Action Required.</td>
</tr>
</tbody>
</table>

**2017/18 Projects**

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No projects identified</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Parks & Open Spaces

Cemeteries

A decision on the resource consent application for the Ashburton Cemetery extension is imminent (Resource consent was granted 13 March 2018). The area at the back of the Ashburton Cemetery is continuing to be tidied.

David Askin; Open Spaces Manager

1. Provide for the current and future burial and remembrance needs of our communities

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents are satisfied with the district’s cemeteries.</td>
<td>97%</td>
<td>90%</td>
<td>NA</td>
<td>Awaiting 2018 Annual Resident Survey</td>
</tr>
</tbody>
</table>

2016/17 Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preliminary work for the construction of the extension to the Ashburton Cemetery.</td>
<td>Ongoing</td>
<td>Awaiting resource consent decision</td>
</tr>
</tbody>
</table>
Parks and Recreation

It has been a busy period for the mower operators with an unusually wet and warm summer.

Development of the area in front of the aviary in the Ashburton Domain into a butterfly garden is almost nearing completion.

David Askin; Open Spaces Manager

1. Quality public flowerbeds and displays are provided for the enjoyment of our residents and visitors.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents are satisfied with the district's public flowerbeds and displays.</td>
<td>97%</td>
<td>85%</td>
<td>NA</td>
<td>Awaiting 2018 Annual Resident Survey</td>
</tr>
</tbody>
</table>

2. Maintain the quality of the district’s playgrounds.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents are satisfied with Council provided playgrounds.</td>
<td>98%</td>
<td>85%</td>
<td>NA</td>
<td>Awaiting 2018 Annual Resident Survey</td>
</tr>
<tr>
<td>Playground equipment is inspected regularly.</td>
<td>90%</td>
<td>85%</td>
<td>NA</td>
<td></td>
</tr>
</tbody>
</table>

3. Ashburton Domain gardens, playgrounds and sports fields are well maintained.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents are satisfied with the facilities provided at the Ashburton Domain.</td>
<td>98%</td>
<td>95%</td>
<td>NA</td>
<td>Awaiting 2018 Annual Resident Survey</td>
</tr>
</tbody>
</table>

4. Maintain the quality of the district’s sports grounds.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residents are satisfied with Council provided sports grounds.</td>
<td>97%</td>
<td>85%</td>
<td>NA</td>
<td>Awaiting 2018 Annual Resident Survey</td>
</tr>
</tbody>
</table>

2017/18 Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walkway at Argyle Park.</td>
<td>→</td>
<td>The section along Middle Road from the public conveniences to Farm Road is still required (This work is currently underway).</td>
</tr>
</tbody>
</table>
Recreation & Leisure

Ashburton Museum

Ashburton Museum visitation has again increased over the reporting period, with **14,491** people accessing museum programs since 1 July 2017. This is a 139% increase on the same period last year. This is a particularly good result as often visitation to new facilities will drop off after the initial opening period.

Reasons for increased uptake of museum services include the popularity of the new exhibition area and incoming touring exhibitions, extended opening hours, more research enquiries, an increase in group visits, and a focus on participatory programmes and exhibitions. For example, a focus on community engagement has meant that group visitation has grown significantly. The museum hosted 59 group visits, compared to 21 over the same period last year. This represents a 247% increase in visitors accessing the museum through group visits, education, community events and programmes.

Curriculum-linked education was provided under the Ministry of Education contract by Heritage Education Service based in Timaru, and by museum staff. Of note, was a programme with MindPlus gifted students from throughout the district, who curated an exhibition especially for children; and all Year 9 and Year 10 students (19 classes) from Ashburton College who used exhibitions to look at identity and New Zealand leading the way. A further initiative is a Museum Adventurers Club. This started on 23 December 2016, and already has over 120 members. It will also become a means to track repeat visitation and new visitor profiles.

On 22 December 2017, the museum started collecting demographic data on where visitors call home. The overall profile of visitors is shown in the table below:

<table>
<thead>
<tr>
<th>Ashburton District</th>
<th>Rest of New Zealand</th>
<th>International</th>
<th>Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>70.7%</td>
<td>16.9%</td>
<td>8.2%</td>
<td>4.2%</td>
</tr>
</tbody>
</table>

The museum presented eight special interest exhibitions. This included two touring exhibitions in the new Kate and Hank Murney Room. This area opened with an exhibition from the New Zealand Rugby Museum in Palmerston North, *Balls, Bullets and Boots: From Rugby Field to Battlefield*. Then *Sounds Like Us* from Radio New Zealand, which included model icon radios by Weta Workshop and the history of radio in New Zealand. Over 600 visitors made their own ‘icon radios’ to keep or leave at the museum. There have also been substantial curatorial changeovers in the main exhibition area and Archive Research Room, which have drawn on collections and promoted research enquiries. **591** researchers accessed collections since 1 July.

Museum staff are active in the community, and play a leadership role for peers. Alongside the *Guardian Heritage Page* and regular news features, staff have been active in national and regional cultural heritage groups, published about collections in journals, and provided support and advice for smaller museums throughout the district. The museum held a series of cultural workshops aimed at volunteers; and a collections workshop with Te Papa’s National Services Te Paerangi, for senior staff and collection managers from Grey District Council, Timaru District Council, Te Rūnanga o Ngāi Tahu, and museums in Christchurch, Blenheim and Ellesmere.

Tanya Robinson; Museum Director
1. We have social and cultural facilities available in the district that meet the needs of the residents.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashburton Museum is well patronised by residents and visitors.</td>
<td>13,778</td>
<td>8,000</td>
<td>14,491</td>
<td>271% of target.</td>
</tr>
<tr>
<td>Residents who use art, culture and heritage facilities funded by Council are satisfied with Council’s level of involvement in the art, culture and heritage activity.</td>
<td>86%</td>
<td>80%</td>
<td>NA</td>
<td>Awaiting 2018 Annual Resident Survey</td>
</tr>
</tbody>
</table>

2. Our social, cultural and heritage facilities provide a variety of interesting attractions for residents and visitors.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashburton Museum provides special interest exhibitions each year.</td>
<td>11</td>
<td>4</td>
<td>8</td>
<td>1. Meet You at the Radiant Hall</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>2. Stepping Out: Dance Hall Dress</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>3. From The Sidelines/From the Collection</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4. Heaven’s XV</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>5. Balls, Bullets and Boots: From Rugby Field to Battlefield</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>6. MindPlus Curators Present Patterns</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7. Summer Treat</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>8. Sounds Like Us: 100 Years of Radio in New Zealand</td>
</tr>
</tbody>
</table>
EA Networks Centre

EA Networks centre continues to be used by large numbers of the community and we are getting requests on a regular basis for bookings from groups to hire courts, pool and meeting room.

Stadium
The Stadium continues to be used by large numbers both individual and group’s netball has started for the new season, this will see the car park fill up. The main area of concern for us is the daytime as this is where we are lacking in bookings

Gym
Group fitness and gym memberships are still well used. The gym is still very busy and at times it is bursting at the seams. Group fitness is still very popular and with winter fast approaching we will see an increase in numbers.

Pool
The pool continues to attract large numbers and we are being asked to host more swimming events for the district. We recently hosted a primary schools meeting and a secondary schools meeting.

Learn to swim numbers continue to grow. We have reached our highest number with 1,041 enrolled for this term. Overall the programme is developing and we are looking at offering our services to schools within the district who have pools.

Steve Prescott; EA Networks Centre Manager

1. Sport and recreation facilities and services meet our community’s needs.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers are satisfied with the EA Networks Centre</td>
<td>75%</td>
<td>85%</td>
<td>NA</td>
<td>→ Awaiting 2018 Annual Resident Survey</td>
</tr>
<tr>
<td>Visitor numbers to the Centre increase by 2% per year.</td>
<td>482,186</td>
<td>491,830</td>
<td>263,410</td>
<td>→</td>
</tr>
<tr>
<td>Learn to swim enrolments increase by 2% per year.</td>
<td>4435</td>
<td>4,523</td>
<td>3323</td>
<td>→</td>
</tr>
</tbody>
</table>

2. A clean and safe swimming pool is available to the community.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilities have current Pool Safe accreditation and meet national pool water quality standards.</td>
<td>Achieved</td>
<td>Achieved</td>
<td>Achieved</td>
<td>→</td>
</tr>
</tbody>
</table>
**Library**

The RFID labelling of the collection was completed as planned in February, and we can now take advantage of this by configuring the desk issues and returns to RFID. This will make these routine tasks faster and easier, as well as familiarising staff and customers with the processes before the introduction of self-issue stations.

Jill Watson, Library Manager

1. **Library resources are current and relevant for the community.**

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of free internet sessions used.</td>
<td>46,909</td>
<td>40,000</td>
<td>28,952</td>
<td>14,306 of the sessions were Wifi, 14,646 used the PCs in the public internet room.</td>
</tr>
</tbody>
</table>

2. **The library service meets the needs of residents.**

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of items in the library system per resident.</td>
<td>2.99</td>
<td>3.0</td>
<td>2.74</td>
<td>86,208 items for a population of 31,400.</td>
</tr>
<tr>
<td>Residents are satisfied with Council’s library services.</td>
<td>94%</td>
<td>95%</td>
<td>NA</td>
<td>Awaiting 2018 Annual Resident Survey</td>
</tr>
</tbody>
</table>
**Rubbish & Recycling**

**Solid Waste Management and Collection**

The new wheelie bin service is now operating smoothly with routine response measures to day to day issues like missed collections in place and working well.

When bin presentation issues are encountered such as, over full bins, materials placed in the wrong bins etc. a ‘bin it right’ tag is left by the driver on the bin to explain why it was not collected. These have been generally well received and accepted by users of the service.

The new waste and water sustainability education contract is in place and has been well received by those schools whom have used the service.

The rural recycling drop off service is running smoothly with no issues to report.

The Ashburton and Rakaia resource recovery parks are likewise running smoothly. The new weighbridge system operating at Rakaia has been well received by the local users of the park. Staff continue to strive to improve these sites to make them more park like than industrial in their appearance and function.

Overall waste to landfill volumes are still trending upwards at an average rate of 1.1% per annum. The overall diversion rate for the district reported this quarter is a positive result with an increase of 4.16 %. This figure is still miss leading as there is a significant tonnage of heavy recovered materials waiting to be transferred off site. This includes glass, scrap metals and electronic waste. We expect this figure to improve further over the next reporting period.

This year’s only capital project at the Ashburton Resource Recovery Park to build a covered space over what will be the new public recycling area is currently in the consent application stage.

Craig Goodwin; Waste Recovery Manager

### 1. Protect the community and environment from the effects of harmful waste and promote waste minimisation.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2015/16 Result</th>
<th>2016/17 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduce the volume of residual waste per rateable property being disposed of to landfill.</td>
<td>+1.12%</td>
<td>-2%</td>
<td>+1.07%</td>
<td>× Overall waste to landfill tonnages are still trending upward.</td>
</tr>
<tr>
<td>Reduce the volume of residual waste from kerbside collections per serviceable property being disposed of to landfill.</td>
<td>-2.95%</td>
<td>-2%</td>
<td>+43.7%</td>
<td>× The amount of refuse being received from the wheelie bin service has increased on the old system by 43.7%</td>
</tr>
</tbody>
</table>
An increase in the percentage of recyclable, recoverable or reusable material diverted from the waste stream.

-3%  +1%  +4.16% ✓

There is a significant volume of heavy recyclables waiting to be transferred off site. This includes an estimate of:
- 280 tonnes of glass
- 22 tonnes of E-waste
- 115 tonnes of scrap metal

Once this material has gone off site this result will improve significantly.

2. Rubbish and recycling collection services meet customer’s needs.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2015/16 Result</th>
<th>2016/17 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>An increase in the percentage of recyclable, recoverable or reusable material diverted from the kerbside collection waste stream.</td>
<td>+0.82%</td>
<td>+1%</td>
<td>-3.36%</td>
<td>X</td>
</tr>
</tbody>
</table>

The change from the old system to the new has recycling weights increased by 25.3% and refuse weights have increased by 43.7% when compared to same period last year while the diversion rate decreased by 3.36%.

| Compliance with resource consent conditions related to closed landfills and resource recovery park operations. | 0               | 0               | ✓       | No issues to report |

1 (Rakaia Resource Recovery Park)
Stormwater

The results for the first period are generally favourable. Despite a number of significant rainfall events in the reporting year to date (including July 2018), the networks performed well and drained back very quickly once the rain eased, and customer complaints remain low.

Work on an application for an Ashburton network-wide resource consent for stormwater is on track for lodgement prior to the 30 June 2018 deadline.

Andrew Guthrie; Assets Manager

1. Private property is protected from the adverse effects of stormwater flooding.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) The number of flooding events per year.</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>×</td>
</tr>
<tr>
<td>b) For each flooding event, the number of habitable floors affected, per 10,000 properties.</td>
<td>0</td>
<td>0</td>
<td>2.1</td>
<td>×</td>
</tr>
</tbody>
</table>

The median response time to attend a flooding event, measured from the time that Council receives notification to the time staff reach the site. N/A (as there were no flooding events) | 1 hour | N/A | → | Not applicable as the flooding was not a result of blockages or defects within the stormwater network. |

2. The environment is not adversely affected by stormwater disposal.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance with Council’s resource consents for discharge from its stormwater system, measured by;</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
a) abatement notices 0 0 0 ✓ No abatement notices issued.

b) infringement notices 0 0 0 ✓ No infringement notices issued.

c) enforcement notices 0 0 0 ✓ No enforcement orders issued.

d) successful prosecutions, received by Council in relation to the resource consents 0 0 0 ✓ No successful prosecutions.

3. Stormwater networks are adequate for customer needs.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>The number of complaints received by Council about the performance of its stormwater system, expressed per 1,000 properties</td>
<td>2.71 ≤5/1,000 properties</td>
<td>2.85 ✓</td>
<td>27 stormwater system performance complaints received (9,468 connections)</td>
<td></td>
</tr>
</tbody>
</table>

2017/18 Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>West Street Trunkmain</td>
<td>On hold</td>
<td>This project has been placed on hold while the Network-wide stormwater consent application is progressed.</td>
</tr>
<tr>
<td>Ashburton network-wide</td>
<td>On track</td>
<td>The application and associated AEE are currently being finalised.</td>
</tr>
<tr>
<td>Resource Consent</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Transportation**

**Roads, Footpaths & Cycleways**

Footpath resurfacing in Methven and Rakaia and a small amount of kerb and channel replacement in Rakaia that were part of the 2016/17 programme but not completed by June 30th have now been completed.

Modelling of the sealed road network has assisted in determining work programmes for resurfacing and rehabilitation to be completed annually over the next ten years. Sites suggested for the 2017/18 year have been investigated by staff and a final programme determined. The work has been tendered, awarded and physical works are underway. Resurfacing contract will be fully complete by mid-March. Rehabilitation has been undertaken on Arundel Rakaia Gorge Road and Maronan Road. Work has commenced on Thompsons Track and Seafield Road.

The five year road maintenance contract awarded to Fulton Hogan Ltd is progressing. Up to seven crews have been engaged in undertaking pothole and digout repairs required as part of the pre-reseal preparations and general pavement repairs. Fulton Hogan has continued to repair damage resulting from the July rainfall event and repairs resulting from rain in December, January and February. Replacing metal eroded from unsealed roads, carriageway edge erosion and replacing metal washed out from culvert ends has continued. A slip at Whiskey Creek on Double Hill Run Road was cleared and the sunshine bridge approaches have required re-establishing on three separate occasions. Washed out culverts have been replaced and bridge abutment repairs actioned on bridge 66 Ocean View Road. On the 22 February localised rainfall again closed Double Hill Run Road and damaged areas of Thompsons Track/Mayfield Valetta Road.

Staff have continually worked with irrigation and utility companies and other contractors to ensure works in the road reserve have the necessary approvals, are being undertaken to the required quality standards and that the work is co-ordinated with Council’s work programme.

Staff have also been actively involved in updating the Activity Management Plan (AMP) and the Infrastructure Strategy (IS) for the 2018-21 period. The AMP sets out Council’s intentions for the road network over the next three years and forms the basis of the funding request for the NZTA subsidised works. The Infrastructure Strategy provides Council thinking re infrastructure direction and changes that are probable/possible over the next 30 years. Both documents connect with the 2018-2028 Long Term Plan (LTP).

The annual footpath resurfacing and kerb and channel renewal contract has been tendered and awarded. The Contractor site possession date is 6 March 2018 with work to be completed by mid-June 2018.

Council has continued to look for collaboration opportunities with the Timaru, Waimate and Mackenzie district councils.

**Road Safety**

The 2017 “Get home safe with all your mates” alcohol campaign launched successfully on Tuesday the 28th of November. The campaign focused on educating farmers/farm workers and young people on the dangers of drink driving. Four prize wheel events were held in December where prizes were given out to the public who participated. The RYDA road safety education course for young drivers has been confirmed to run at Ashburton College this year to replace the annual
Road Crash Day. This course is similar to the road crash day but also includes driver skills training which we were unable to have in the previous road crash day format.

Work continues with improving safety around out of context curves and intersections in the district. 20 curves in the district have been identified for investigation. Curves will continue to be looked at prioritising roads with highest road classifications first. Minor line marking and signage improvements have been made at 5 intersections in the district. Intersections will be continually looked at in order of risk and higher road classification. There has been no crashes at the improved sites since the improvements have been made.

Brian Fauth; Roading Manager

1. We promote safe use of our roads.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>The change from 2016/17 in the number of fatalities and serious injury crashes on the local road network.</td>
<td>1 fatalities</td>
<td>≤1 fatalities</td>
<td>0</td>
<td>√ Results up to 30 January 2018</td>
</tr>
<tr>
<td>Zero fatalities and a reduction of 2 or more serious injury crashes from 2016/17 results</td>
<td>14 SIC</td>
<td>≤14 SIC</td>
<td>5</td>
<td>√ Results up to 30 January 2018</td>
</tr>
</tbody>
</table>

2. Our roads are smooth, safe and reliable.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>The average quality of ride on a sealed local road network, measured by smooth travel exposure.</td>
<td>95%</td>
<td>90%</td>
<td>95%</td>
<td>√ NZTA STE report as at 28 Feb 2018</td>
</tr>
<tr>
<td>The percentage of the sealed local road network that is resurfaced.</td>
<td>7.5%</td>
<td>4%</td>
<td>4.6%</td>
<td>√ Result dates; 1 Jul 2017 to 28 Feb 2018.</td>
</tr>
<tr>
<td>Metal on unsealed roads lost due to weather, usage and other factors will be replaced.</td>
<td>60,595m³</td>
<td>48,000m³</td>
<td>25,374m³ x</td>
<td>Result dates; 1 Jul 2017 to 28 Feb 2018</td>
</tr>
</tbody>
</table>

3. The standard of Council’s roads meets the needs of residents.
The percentage of customer service requests relating to roading responded to within the specified time.  

<table>
<thead>
<tr>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>53%</td>
<td>75%</td>
<td>× 53%</td>
<td>Result dates; 1 Jul 2017 to 28 Feb 2018. This includes the period of extreme rainfall in July.</td>
</tr>
</tbody>
</table>

The percentage of customer service requests relating to footpaths responded to within the specified time.  

<table>
<thead>
<tr>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>67%</td>
<td>70%</td>
<td>27% ×</td>
<td>Result dates; 1 Jul 2017 to 28 Feb 2018.</td>
</tr>
</tbody>
</table>

Residents are satisfied with the standard and safety of Councils unsealed roads.  

<table>
<thead>
<tr>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>59%</td>
<td>50%</td>
<td>NA →</td>
<td>Awaiting 2018 Annual Resident Survey</td>
</tr>
</tbody>
</table>

**FOOTPATHS**

**1. We have quality, smooth footpaths.**

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>The percentage of footpaths in the district that fall within the level of service condition of footpaths as set out in RAMM.</td>
<td>98%</td>
<td>85%</td>
<td>98% →</td>
<td>Based on 2014/15 survey data – 2017/18 survey due date for completion 31 March 2018.</td>
</tr>
</tbody>
</table>

**2017/18 Projects**

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Comments</th>
</tr>
</thead>
</table>
| C652 Reseal & Pre-seal Repairs, Ashburton District 2017/18               | Awarded to ACL  | Contract awarded with completion by early April 2018. Work to commence mid-November 2017  
Contract has progressed and completion now looks to be by mid-March. |
<p>| C653 Sealed Road Rehabilitation Rural South, Ashburton District 2017/18 | Awarded to ACL  | Contract is for the rehabilitation of sites on Maronan and Arundel Rakaia Gorge Roads. Works are nearing completion with practical completion expected early March. |
| C654 Sealed Road Rehabilitation Rural North, Ashburton District 2017/18 | Awarded to ACL  | Contract for the rehabilitation of sites on Thompsons Track, Christys and Seafield Roads Work has commenced on Thompsons Track and Seafield Road. |
| C655 Supply and Installation of LED Streetlighting 2017/18              | Awarded to Electricity Ashburton | To replace existing streetlight lanterns with equivalent LED lanterns. Work expected to be |</p>
<table>
<thead>
<tr>
<th>Project Description</th>
<th>Contractor</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>C656 Footpath and Kerb &amp; Channel Renewals, Ashburton District</td>
<td>Awarded to ACL</td>
<td>Site possession is 6 March with completion by mid-June 2018</td>
</tr>
</tbody>
</table>

complete by end of 2018 calendar year.
Wastewater

The results for this period are favourable. Most of the key projects are underway, with this year’s pipeline renewals contract works nearing completion. Favourable pricing of this year’s contract have allowed for an extra section of pipeline to be replaced in Orr Street, Ashburton. This work is underway at present.

The larger river crossing project has progressed with detailed design now complete. Consultation with Arowhenua has commenced with officers meeting a key representative in early December to discuss the project and inspect the proposed alignment. Draft consent documentation has been received and is currently being reviewed by officers. Once this documentation is finalised, it will be forwarded to Arowhenua’s consulting arm for further comment.

Andrew Guthrie, Assets Manager

1. Wastewater schemes are managed without risk to public health.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>The number of dry weather sewerage overflows from Council’s sewerage</td>
<td>1.14</td>
<td>≤ 1</td>
<td>0.74</td>
<td>7 dry weather sewerage overflows caused by blocked sewer mains (9,468 connections)</td>
</tr>
<tr>
<td>system (expressed per 1000 sewerage connections to the respective sewerage system)</td>
<td></td>
<td>overflow incident per 1000 connections.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Wastewater schemes are reliable.

Where Council attends to sewerage overflows resulting from a blockage or other fault in the Council sewerage system, the following median response times measured:

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) attendance time</td>
<td>30 minutes</td>
<td>≤60 minutes</td>
<td>20 minutes</td>
<td>7 overflow call outs with a median response time of 20 minutes.</td>
</tr>
<tr>
<td>b) resolution time</td>
<td>3 hours</td>
<td>4 hours</td>
<td>2.5 hours</td>
<td>7 overflow call outs with a median return to service time of 2 hours, 30 minutes.</td>
</tr>
</tbody>
</table>

3. The environment is not adversely affected by wastewater disposal.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliance with Council’s resource consents for discharge from its sewerage system measured by the number of:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
a) abatement notices

<table>
<thead>
<tr>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>✓</td>
<td>No abatement notices received.</td>
</tr>
</tbody>
</table>

b) infringement notices

<table>
<thead>
<tr>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>✓</td>
<td>No infringement notices received.</td>
</tr>
</tbody>
</table>

c) enforcement orders

<table>
<thead>
<tr>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>✓</td>
<td>No enforcement orders received.</td>
</tr>
</tbody>
</table>

d) convictions, received by Council in relation to those resource consents.

<table>
<thead>
<tr>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>✓</td>
<td>No convictions received.</td>
</tr>
</tbody>
</table>

4. Wastewater schemes are appropriate for customers’ needs.

<table>
<thead>
<tr>
<th>Measure</th>
<th>2016/17 Result</th>
<th>2017/18 Target</th>
<th>Result</th>
<th>Staff Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>The total number of complaints received by Council about any of the</td>
<td>13.84 complaints / 1,000 connections</td>
<td>≤ 10</td>
<td>8.45</td>
<td>80 complaints received (9,468 connections)</td>
</tr>
<tr>
<td>following: a) sewerage odour b) sewerage system faults c) sewerage</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>system blockages</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2017/18 Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Status</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashburton River Crossing Pipeline and Pump Station</td>
<td>On track</td>
<td>Detailed design of the river crossing pipeline and wastewater pump station is nearing completion. The consent application and associated documents is currently being finalised.</td>
</tr>
<tr>
<td>Ashburton Relief Sewer</td>
<td>Not started</td>
<td>Officers are focussing on the River Crossing project at present.</td>
</tr>
<tr>
<td>2017/18 Pipeline Renewals</td>
<td>On track</td>
<td>This work cover the renewal of wastewater pipelines in Creek Rd, Elizabeth St, Nelson St, and Cameron St, Ashburton. Work on this contract is nearing completion.</td>
</tr>
<tr>
<td>2018/19 Pipeline Renewals – Forward Design</td>
<td>On track</td>
<td>This work involves the investigations, survey and detailed design for sewermain renewals programmed for 2018/19 year. The investigations and survey phase has been completed.</td>
</tr>
<tr>
<td>Orr Street Sewermain Renewal</td>
<td>On track</td>
<td>This project was added to the programme due to its poor condition. Urgent replacement was considered necessary. Work is currently underway.</td>
</tr>
</tbody>
</table>

27
# Service Delivery Committee Delegations

<table>
<thead>
<tr>
<th>Type of Committee</th>
<th>Council Standing Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subordinate to</td>
<td>Council</td>
</tr>
<tr>
<td>Subcommittees</td>
<td>Wastewater</td>
</tr>
<tr>
<td></td>
<td>Biodiversity</td>
</tr>
<tr>
<td></td>
<td>Community Road Reference (rural and urban areas)</td>
</tr>
<tr>
<td></td>
<td>Lakes Camp &amp; Clearwater Landscape</td>
</tr>
<tr>
<td></td>
<td>Stockwater</td>
</tr>
<tr>
<td>Working Groups</td>
<td>Canterbury Waste</td>
</tr>
<tr>
<td></td>
<td>Regional Land Transport</td>
</tr>
<tr>
<td></td>
<td>Road Safety</td>
</tr>
<tr>
<td></td>
<td>ECAn River Rating Boards</td>
</tr>
<tr>
<td></td>
<td>Total Mobility</td>
</tr>
<tr>
<td>Joint Committees</td>
<td>None</td>
</tr>
<tr>
<td>Legislative Basis</td>
<td>Committee constituted by Council as per schedule 7, clause 30 (1)(a), LGA 2002. Committee delegated powers by Council as per schedule 7, clause 32, LGA 2002.</td>
</tr>
<tr>
<td>Membership</td>
<td>Twelve Councillors and Mayor (ex officio)</td>
</tr>
<tr>
<td>Quorum</td>
<td>Seven</td>
</tr>
<tr>
<td>Delegations</td>
<td>Council delegates to the Service Delivery Committee all of the duties and decision-making powers within the following areas of responsibility:</td>
</tr>
<tr>
<td></td>
<td>Amenity provision including:</td>
</tr>
<tr>
<td></td>
<td>Cemeteries</td>
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<tr>
<td></td>
<td>Conservation works</td>
</tr>
<tr>
<td></td>
<td>Public conveniences</td>
</tr>
<tr>
<td></td>
<td>Public swimming pools</td>
</tr>
<tr>
<td></td>
<td>Walkways</td>
</tr>
<tr>
<td></td>
<td>Cycleways</td>
</tr>
<tr>
<td></td>
<td>Parks and reserves</td>
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<tr>
<td></td>
<td>Roads and utilities including:</td>
</tr>
<tr>
<td></td>
<td>Land drainage</td>
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<tr>
<td></td>
<td>Refuse collection and disposal</td>
</tr>
<tr>
<td></td>
<td>Recycling</td>
</tr>
<tr>
<td></td>
<td>Roading, footpaths and bridges</td>
</tr>
<tr>
<td></td>
<td>Sewerage reticulation and disposal</td>
</tr>
<tr>
<td></td>
<td>Street lighting</td>
</tr>
<tr>
<td></td>
<td>Traffic control</td>
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<tr>
<td></td>
<td>Water supply</td>
</tr>
<tr>
<td></td>
<td>Trade waste</td>
</tr>
<tr>
<td></td>
<td>Stockwater</td>
</tr>
</tbody>
</table>
Community services including:
- Library
- Recreation
- Art Gallery and Heritage Centre
- EA Networks Centre

Planning and strategic direction with regard to:
- Cemeteries
- Public conveniences
- Recreation, parks and reserves
- Refuse and recycling
- Roads and footpaths
- Water supply
- Wastewater
- Stockwater
- Library

All the duties and responsibilities listed above must be carried out in accordance with the relevant legislation including:
- Burial and Cremation Act 1964
- Civil Defence Emergency Management Act 2002
- Drainage and Plumbing Regulations 1978
- Gas Act 1992
- Health (Drinking Water) Amendment Act 2007
- Health Act 1956
- Infrastructure (Amendments Relating to Utilities Access) 2010
- Land Drainage Act 1908
- Land Transport Act 1998
- Land Transport Management Act 2003
- Litter Act 1979
- Local Government Act 1974
- Local Government Act 2002
- New Zealand Library Association Act 1939
- Public Bodies Contracts Act 1959
- Public Works Act 1981
- Reserves Act 1977
- Telecommunications Act 2001
- Transport Act 1962
- Utilities Access Act 2010
- Walking Access Act 2008
- Waste Minimisation Act 2008

**Limits to Delegations**

Matters that must be processed by way of recommendation to Council include:
- amendment to fees and charges relating to all activities
- powers that cannot be delegated to committees as per the Local Government Act 2002 and sections 2.3 and 2.4 of the manual.

Delegated authority is within the financial limits in section 7.