

STAFF REPORT

TO: Chairman and Members Engineering Services

FROM: Development Engineer, Dugald Ley

DATE: 4 May 2009

SUBJECT: **DEVELOPMENT/CUSTOMER SERVICE – THREE-MONTHLY REPORT – JANUARY RO MARCH 2009**

1 PURPOSE

This report reviews and highlights developments and service requests received by Council during January to March 2009.

2 SUBDIVISION (Generally larger subdivisions)

Current construction work includes:

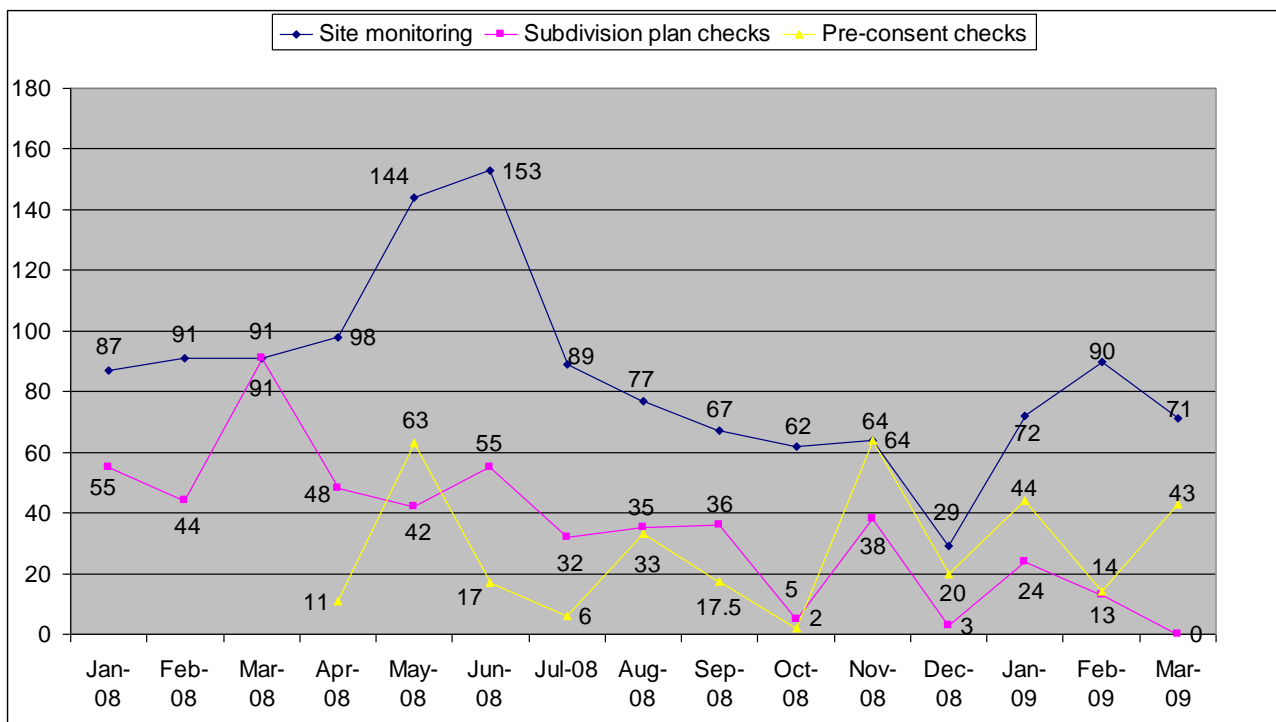
- Washbourne, Richmond
- Beechnest
- Wensley Road/Hart Road
- Te Maatu, Parker Street, Motueka
- NCC – Champion Road
- Sanderlane Drive

The above subdivisions are continuing to be developed as part stages and remedial works being carried out. Some of these works are pipe replacements which are required as a result of CCTV inspections that have revealed cracked or substandard pipes.

Contractors appear to be busy in all locations.

Graph 1 – Hours spent on resource consents by Council's consultants

The graph below highlights hours spent by MWH and Engineering staff on various subdivision development tasks.



Site monitoring includes Tasman District Council personnel time checking on site and more frequent inspections. Fewer consent applications are reflected in the decrease in pre-consent checks.

3 SERVICE REQUESTS

The table below and graphs set out the previous 12 months service requests.

Service requests (CSRs) are entered into Council's database and taking into account instances where more than one request for the same event, jobs will be somewhat lower, ie in December 471 requests were generated and subsequently 363 jobs were entered into the system for action.

The table and bar chart itemise Council's asset areas with the main complaints/ investigations in the areas of roading and water supply.

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

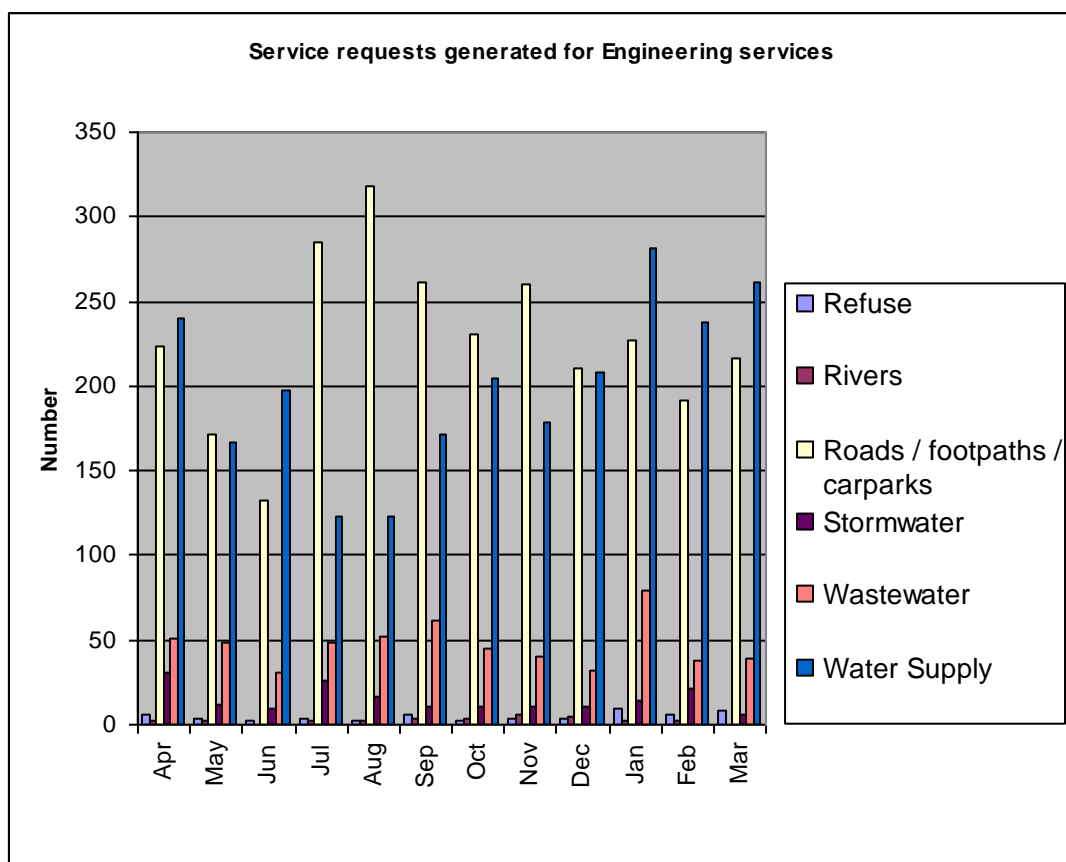
Customer service

Totals of Service Requests generated per month for Engineering services

Service	2008										2009		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Refuse	6	3	2	3	2	6	2	3	4	10	6	8	
Rivers	2	2	0	2	2	3	3	6	5	2	2	0	
Roads / footpaths / carparks	224	172	132	285	318	261	231	260	211	227	192	216	
Stormwater	31	12	10	26	17	11	11	11	11	14	21	6	
Wastewater	51	48	31	48	52	62	45	40	32	79	38	39	
Water Supply	240	167	198	123	123	171	204	178	208	281	238	261	

CSRs 2008 / 2009	554	404	373	487	514	514	496	498	471	613	497	530
Jobs 2008 / 2009	480	343	292	407	387	398	384	377	363	474	394	436
CSRs 2007 / 2008	363	434	290	402	387	342	464	507	457	661	510	398
Jobs 2007 / 2008	288	327	238	350	318	244	360	365	388	479	410	329
CSRs 2006 / 2007	260	389	312	300	297	310	281	253	275	360	438	487
Jobs 2006 / 2007	251	354	293	274	269	266	276	236	250	308	365	386

Graph 2 – Service requests generated for Engineering Services



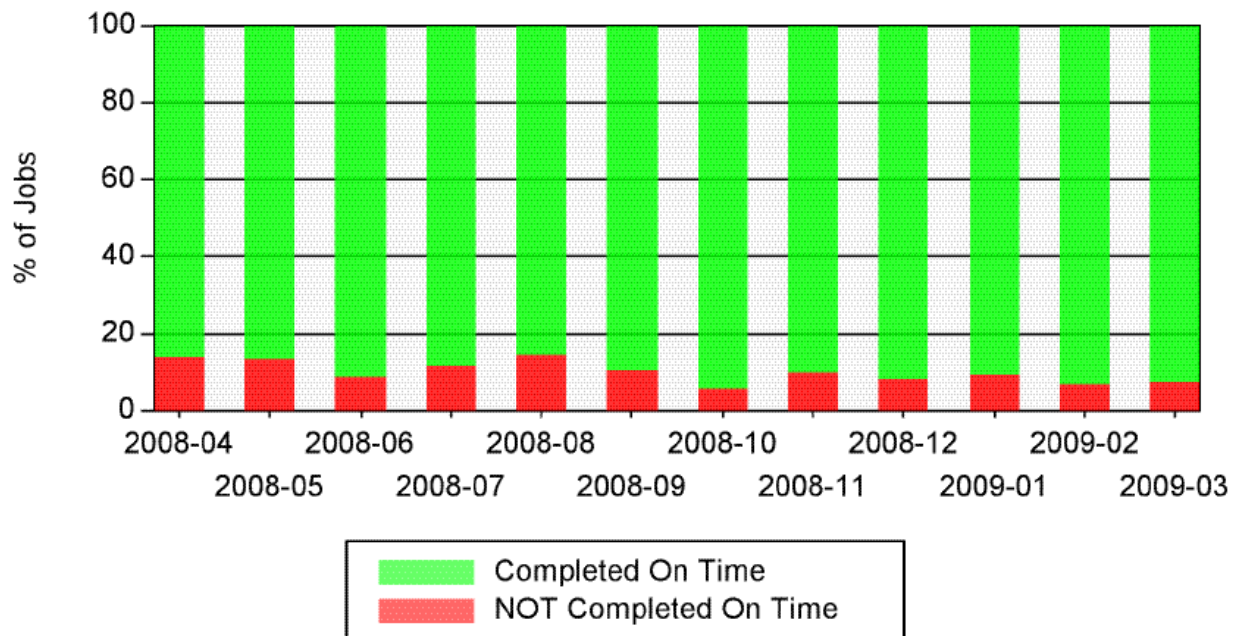
The two main areas that generate complaints are in roading and water supply. These tend to have seasonal trends with issues such as potholes in winter and water leaks being more visible during the summer months. Also some complaints were received regarding water quality.

Contractors Performance

Council monitors the timeframes our contractors take in performing their duties and resolving the above service requests as per set service levels.

The table below shows that the overall contractors for roading and utilities are meeting an expected 80% completion rate. Overall the trends are pleasing with over 90% of complaints and enquiries being attended to within the required timeframe.

Graph 3 – Performance of jobs due to complete each month



4 HEALTH & SAFETY

There have been no health and safety issues.

5 ASSET UPDATES

“As-built” asset data is continuing to be updated to the database which will result in accurate asset valuations for the end of the financial year.

6 RECOMMENDATION

THAT the Development/Customer Services – Three Monthly Update January to March 2009 be received.

Dugald Ley
Development Engineer