

# Local Services Committee Meeting

## PUBLIC BUSINESS AGENDA

A Local Services Committee Meeting  
will be held in the Council Chamber,  
Torphin Crescent, Tokoroa  
on Wednesday 15 March 2023  
Commencing at the conclusion of Council

### OUR VISION

“Healthy people thriving in a safe, vibrant and sustainable community.”

## Local Services Committee

### Purpose

The purpose of the Local Services Committee is to:

- Inform the strategic direction for the Council in relation to locally delivered services and monitor implementation through approved planning and policy frameworks and reporting mechanisms.
- Identify local service issues resulting from emerging trends and reported data and provide input on developing a strategic response.

### Role

- Inform Council's strategic direction, including prioritisation and policy responses as it relates to locally delivered services.
- Enhance awareness and understanding of emerging issues and trends relating to meeting Council's strategic direction of local delivered services.
- To consider the impacts of the Council's network of infrastructure and assets on the environment.
- Review and monitor Council Bylaws Framework as it relates to services used by the local community.
- Oversee and monitor:
  - The preparation and implementation of Council's asset management plans.
  - The operation of Council's local roads, parks and reserves, waste – solid, facilities and events in accordance with adopted annual and long-term plans.
  - The management of Council's properties.
  - Provide advice to the Council on priorities for the Council's capital expenditure on infrastructure.
  - Liaise with the Growth and Infrastructure Committee to make recommendations to Council on strategic infrastructure investments.

### Power to Act

The Committee has no power to act on behalf of the Council.

The Committee may be a conduit for hearing of public submissions.

The Committee may also appoint sub-committees to enquire into specific matters.

### Power to Recommend

The Local Services Committee is authorised to:

- Review, develop and recommend policy and strategy to Council.
- Recommend to Council submissions on legislation, policy, regulations, standards, plans and other instruments prepared by Central Government, Local Government and other organisations
- Identify, monitor and evaluate necessary actions by the organisation and other relevant organisations under co-governance arrangements as they relate to local services

### Review

The committee's operation, terms of reference and membership will be reviewed after 12 months.

## Attendees

Members

Chairperson

H Daine

Councillors

R Garner  
T Lee  
K Purdy  
J Teokotai

Mayor (Ex Officio)

G Petley

Staff

Chief Executive  
Interim Executive Manager Corporate  
Interim Executive Manager Operations  
Interim Executive Manager Transformation  
Group Manager Assets  
Group Manager Regulatory  
Acting Chief Financial Officer  
Communications Manager  
Minutes

S Law  
M Booth  
J Hassall  
D Lascelles  
T Anderson  
S Robinson  
W Cortesi  
K Fabrie

## Agenda Confirmed by:

S Law

**Chief Executive**

*RECOMMENDATIONS contained in reports are NOT to be construed as COUNCIL DECISIONS.  
Refer to Council minutes for RESOLUTIONS.*

## **Order of Business**

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### **1. Apologies**

### **2. Confirmation of Agenda**

### **3. Conflicts of Interest**

#### **4. Confirmation of Minutes**

##### **4.1 Confirmation of Minutes - Public**

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There are no minutes to be confirmed for this meeting.

## 5. Reports

### 5.1 Assets Report

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#### Document Information

Report To:	Local Services Committee
Meeting Date:	Wednesday, 15 March 2023
Author:	Ted Anderson
Author Title:	Group Manager Assets
Interim Executive Manager:	James Hassall
Report Date:	Tuesday, 21 February 2023

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#### Purpose

1. To inform Local Services Committee on 15 March 2023 on operational matters associated with the Assets Group.

#### Recommendation

2. That the Local Services Committee:
  - a) receives Report 2023-615708, Assets Report.
  - b) notes that a separate report on the Section 17 Analysis of Parks and Reserves is being presented to this Committee.

#### Executive Summary

3. This report summarises at a high level many of the activities being undertaken by the Asset Group this financial year.

#### General Context

##### Resourcing challenges

4. A combination of immigration restrictions, high industry demand, and highly competitive salary packages has made it difficult to recruit qualified and experienced staff, both in terms of Council staff and contractors' staff. In the Three Waters space, vacancies for two wastewater technicians have been open for 12 months, without success, and it took almost two years to recruit a replacement Roding Engineer. Having said that, we almost have a full complement of staff within the Assets Group, and consequently are confident that we will be able to deliver the work package planned for 2023/24.

##### Recent Storm Events

5. When compared to some of our neighbouring Councils, South Waikato District Council has had fewer disruptions associated with the two recent storm events. Flooding in most instances was predominantly limited to within streams and rivers. During the first event on 21 to 23 January the

Oraka Stream rose sharply and flooded in the intake for the Tirau water supply. This led to a reduction in the volume of water being treated and required several days of water restrictions in Tirau until the treatment capacity of the water supply was returned to normal. Options are being explored to improve the security of this supply. During the second event staff attempted unsuccessfully to connect a trailer generator to the Te Waihou water treatment plant. Fortunately, staff were able to meet the water demand for Putāruru from the Glenshea Bore. Work is underway to ensure the generator can be used at the Te Waihou treatment if required in the future. Power disruptions meant that the Litchfield water supply needed a generator for an extended period of time, as did the Putāruru wastewater treatment plant. A hired generator was required at Colson's Hill to support telemetry and Scada functions during the power outage within Tokoroa.

6. Damage to the local roading network caused by Cyclone Gabrielle has been minor. Fallen trees and minor slips were cleared quickly in days following the cyclone. In most instances, downed trees over roads were removed within a few hours. Trees along Horahora Road took almost 24 hours to clear, which necessitated a temporary road closure. Minor slips that required removal occurred on Galaxy Road only.
7. Certain mature trees within Lake Moananui Reserve, A.L Mason Reserve and Glenshea Memorial Park suffered either structural damage or fell during the strong winds and have now been felled. Six large Poplar trees within the Crown's Marginal Strip located opposite A.L Mason Reserve in Putāruru fell across the Oraka river and into the Reserve. The Department of Conservation has been notified and has responded that they will be in touch as soon as possible after their tree operations crew have dealt with more urgent tree works related to Cyclone Gabrielle.
8. Forecasted strong winds associated by Cyclone Gabrielle led to the precautionary cancelling on the Monday and Tuesday of residential kerbside rubbish and recycling collections in Tirau and Arapuni. The loss of service was mitigated by skips being provided in those towns on the Tuesday and allowing residents from Tirau, Arapuni and Putāruru to take rubbish to the transfer station for free.

## **Roading**

### **Weather**

9. The unfavourable weather conditions during our peak construction season of January and February have hampered our progress on rehabilitation work. Additionally, resources have been diverted onto flood damage remedial work instead of advancing work programmes. Meetings with Waka Kotahi have indicated that they are considering whether to defer work on State Highways until next season.

### **Construction Programme**

10. We expect to complete the resurfacing programme by end of March 2023. It is unlikely that we will complete the planned pavement rehabilitation programme by end of the budget year. Delays by the incumbent contractor have necessitated staff looking to other suppliers to complete smaller rehabilitation projects. This will be done in line with Waka Kotahi and South Waikato District Council's procurement rules. Significant cost increases (price escalations) have meant we have insufficient budget to complete the full planned work programme. Staff will push to complete the rehabilitation programme. However, it may be necessary to carry over any unspent rehabilitation funding to ensure that condition of the network does not fall behind. Operational highlights for road are summarised below:
  - Locations of pre-seal work this year include Arapuni Road, Arapuni Street, Tomlin Road and Old Taupo Road



- Location of proposed re-sealing work include Arapuni Road, Arapuni Street, Tomlin Road, Old Taupo Road, Horahora Road, Soldiers Road, Wiltsdown Road and Newell Road
- AC (asphalt concrete) Sites include Dunham car park, Duke Street car park, Weke Place (cul-de-sac), Anne Place (cul-de-sac), Kinleith intersection , Old Taupo and Galaxy intersection.
- Road rehabilitation sites include Old Taupo Road, Kinleith Road, Mossop Road, Balmoral Road, Maple Drive.

#### **Interim Speed Management Process**

11. Councillors and technical staff had a workshop on 25 January for the initial review of the Interim Speed Management Plan (for local roads only). Two draft documents (Interim Speed Management Plan, and Speed Management Plan Technical Assessments) provide in-depth information and were provided to Councillors following the workshop. Once councillors have reviewed that documentation, any issues or changes may need to be brought back to another workshop. Councillors need to approve the draft documents to enable them to go out for public consultation, in accordance with Section 82 of the Local Government Act 2002. Consultation is also required with affected iwi as a separate process following Council's protocols. Once the submission period has closed and hearings have been completed Council can approve the final Interim Speed Management Plan which is then submitted to Waka Kotahi for certification.

#### **Footpath trial**

12. Portions of footpath adjacent to ANZ on corner Bridge St and Roseberry Lane, and outside Hair Affair on Swanson Street have had their pavers replaced with asphalt as part of a trial. The purpose of the trial is to determine whether replacing the footpaths with asphalt would provide a surface that is less prone to slipping and is easier to keep clean. The cost for the trail is not available at this stage. A further report will be brought to this Committee identifying options (pavers, asphalt and concrete aggregate) and costs with a proposed programme to replace all the pavers in the CBD area over an agreed period. This option could be consulted upon as part of the next Long-Term Plan.

### **Three Waters**

#### **Reporting on Drinking Water Standards.**

13. The new reporting system to Taumata Arowai came into force on 1 January 2023. This requires additional reporting each month to be compliant with the Drinking Water Quality Assurance Rules and Performance Measures.

#### **Three Waters maintenance contracts**

14. The watermain renewal contract is due to end 30 June 2023, and it is intended that this contract is extended for a further four years. The stormwater maintenance contract is due to end 30 June 2024, and it is intended to extend this contract for a further three years. This is line with guidance received from the Department of Internal Affairs (DIA) suggesting that the contract is extended for a three-year term beyond 30 June 2024.

#### **Arapuni Waster Water Treatment Plant upgrade**

15. We expect to have received new equipment by 30 June with the installation and commissioning being completed in the new financial year.

### **Three Waters National Transition Unit (NTU)**

16. Staff continue to collate and provide Three Waters data and information as requested by the NTU.

### **Parks And Reserves**

17. The Open Space Maintenance and Litter Control Contract includes an allowance in 2022/23 of 5.29% (\$100,000) for contract cost fluctuation payments. The construction price index increases so far this year are 11.7% (for the June quarter) and 13.4% (for the September quarter). This means that we are already \$42K over budget with further increases expected.

### **Tirau Domain**

18. Gates were installed at the Upper Domain entrance in response to community concern about overnight parking and potential damage to the footpath between the carpark and multi-use field caused by vehicles driving over the new footpath.
19. Following complaints from community members over the timeliness of the opening and closing of the gates, the gates are now unlocked by a Tirau based litter contractor when completing their litter run at 7am daily. A security contractor undertakes the daily lock down at 9pm. This arrangement will continue while a more permanent solution is implemented.
20. A permanent solution is being developed which comprises the installation of wheel stops and steel bollards at the end of the car parks opposite the multi-use field to prevent vehicles driving over the footpath and, in some cases, over the field. Once the wheel stops and steel bollards are installed the gates will, generally, be left locked open and will only be locked if there is a specific event requires the car park area to be secured. Preliminary indications are that the supply and installation of bollards and wheel stops will cost about \$18K of unbudgeted expense.

### **Other matters**

21. Work continues with replacing aging and installing new park name signage, park furniture, fencing, provision of facilities to encourage use of reserves (barbeques, fitness stations, etc), and the renewal of and creation of new walkways within reserves for increased connectivity.
22. A section 17(a) analysis for the open space maintenance and litter collection services has been undertaken and is the subject of a separate report to this Committee. Briefly, local authority must review the cost-effectiveness of current arrangements for meeting the needs of communities within its district or region for good-quality local infrastructure, local public services, and performance of regulatory functions. Given that a s.17(a) review must be undertaken within 2 years before the expiry of any contract relating to the delivery of that service, a service delivery review is currently being undertaken for the Parks and Litter activities, with the current Open Space Maintenance/Litter Control Contract expiring in October 2023. Options and potential outcomes will include:
  - Outsourcing service delivery (status quo or enhanced status quo)
  - Delivering services in-house
  - Shared service arrangements with other Councils' (via WLASS, CoLab or others)
  - Via a Council Controlled Organisation (CCO) or Council Controlled Trading Organisation (CCTO)
23. Council may also consider a combination of some of the above options for different open space maintenance activities.

## Solid Waste

24. Staff are arranging a site visit for Councillors to the EnviroWaste Materials Recycling Facility (MRF) in Hamilton plus potentially an opportunity for discussion with Hamilton City Council staff on the success, pitfalls lessons learned on the introduction of their kerbside food waste collection.
25. A separate report to this Committee outlines the issues that need to be considered for introduction of kerbside food waste collection and the process to be followed to implement the agreed service. This will likely be followed up with a Council Workshop,
26. A Waste Minimisation Officer has been employed to join the small Solid Waste team, and her primary focus is on recycling and waste recovery and will include community waste education.

## Projects

27. Detailed business cases are being prepared for each project planned to commence over the next 4 years. Each business case will detail benefits, costs, risks, proposed procurement methodology, and operational expenditure associated with each project.

### Capex delivery

28. The Project team continues to work diligently in difficult circumstances to source technical advisors and physical works suppliers but there are some difficulties in a tight market. Inflation has had an impact on initial cost predictions for multi-year projects.
29. We expect to have completed or committed via contract, most of the 2022/23 capex program by 30 June 2023, as summarised below.
30. The position of the capex budgets under the guidance of the Assets Group is tabled below:

<b>Capital Expenditure up to 31 January 2023</b>					
<b><u>Project</u></b>	<b><u>2022/23 YTD Actuals January</u></b>	<b><u>2022/23 Full Year Budget</u></b>	<b><u>Forecast spend to 30 June 2023</u></b>	<b><u>Forecast Carry Over into 2023/24</u></b>	<b><u>Comments as at 31 Jan 2023</u></b>
Total	5,791,007	32,256,521	18,869,114	12,788,000	
	18%		58%	40%	
Tokoroa Pools Upgrade	58,892	5,842,000	605,000	5,237,000	Preliminary Design underway. This is a multi-year project, and carryover required to complete the project.

<u>Project</u>	<u>2022/23 YTD Actuals January</u>	<u>2022/23 Full Year Budget</u>	<u>Forecast spend to 30 June 2023</u>	<u>Forecast Carry Over into 2023/24</u>	<u>Comments as at 31 Jan 2023</u>
Maraetai Road Industrial Development	206,990	5,526,000	500,000	5,026,000	Design / Professional Fees Fee 22/23; Tendering & Physical works to start July 2023
Putāruru Wastewater Pipe Upgrade Arapuni St and Tīrau St	64,419	1,869,000	310,000	1,559,000	There has been a delay on this project as the pipeline crosses KiwiRail land. We are expecting to receive KiwiRail approval in March 2023. This will allow the contract to be awarded by 30 June 2023 and the physical works to be completed by 31 March 2024. Hence a carryover will be requested.
Arapuni Wastewater Treatment Plant Secondary Treatment	18,200	1,200,000	600,000	600,000	We have experienced delays with the delivery of specialised plant and equipment from Europe. We are expecting delivery of the new screen and package plant this financial year. Installation will occur next financial year. Consequently a carryover will be required. Note this project was approved in August 2022.
Rural Residential Subdivision	172,214	1,466,000	1,100,000	366,000	Design complete. Physical works due to commence in April 2023 and be completed by November 2023. Carry over will be requested.

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Tokoroa Wastewater Treatment Plant Upgrades.	1,150,288	2,859,000	2,750,000		Commissioning of the denitification plant well advanced. A structural assessment of the old digester has identified that rehabilitation is not feasible. Tenders are being prepared for disposal to Hampton downs of the existing biosolids which are not able to be accepted at MyNoke. Several smaller projects are complete.
Chip Seal Surfacing	0	1,959,522	1,959,522		Work already programmed for Feb/Mar, valued at \$1,894,751 including escalation has been issued to Contractor
Tokoroa Cemetery Expansion	1,070,989	1,197,000	1,197,000		Works nearing completion
Putāruru Wastewater Treatment Plant constructed Wetlands	80,488	992,000	225,000		Project has been paused due to contaminated ground being discovered. Investigations to continue during this financial year to enable a business case detailing options to be considered as part of the next LTP is being prepared. This business case will be shared with Raukawa and Waikato Regional Council.

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Arapuni Bore Replacement	308,574	600,000	680,000		This is an asset renewal project. Overspend to be funded from saving on Arapuni watermain replacement projects.
Tokoroa Water Main Reticulation Replacements	567,010	600,000	600,000		Completed with small overspend
Putāruru Skate Park Development	201,041	550,000	550,000		Ontrack to be completed by April 2023.
Drainage Renewals (Culverts and Kerbs)	191,336	545,862	545,862		All work programmed to start when weather permits
Leith Place/Swanston Street Roundabout	0	500,000	-		Project deferred pending development of greater CBD Improvement plan, funding to be re-allocated to pavement improvement projects to maximise use of NZTA subsidy
Pavement improvements	18,977	468,000	968,000		Projects planned for Balmoral, Lake Arapuni, Barberton, Maple, Browning, Kinleith roads that have been allocated to contractors
Leith PI Improvements	123,663	463,000	463,000		Waiting on two Pou still to be delivered at \$340k
Putāruru Waterpark Design & Refurbishment	40,782	450,000	41,000		Completed
Putāruru Stormwater Minor New Works	41,414	321,000	220,000		Minor upgrades being undertaken as part of the stormwater maintenance contract. In addition, renewal work off Ruru Street underway.

<b><u>Project</u></b>	<b><u>2022/23 YTD Actuals January</u></b>	<b><u>2022/23 Full Year Budget</u></b>	<b><u>Forecast spend to 30 June 2023</u></b>	<b><u>Forecast Carry Over into 2023/24</u></b>	<b><u>Comments as at 31 Jan 2023</u></b>
District Branding Signs	212,127	321,000	240,000		Completed
Pensioner Housing - HHC	199,813	310,000	269,723		Completed
Mossop Rd 3k Pavement Improvement	0	300,000	300,000		Consultant engaged to provide pavement design, physical works to be undertaken under existing contract
Old Taupo Rd 13k Pavement Improvements	0	300,00	300,000		Consultant engaged to provide alignment and pavement design, physical works to be undertaken under existing contract
Additional Toilet on Reserves	92,000	243,000	200,000		Additional toilet at Lake Moananui on track to be completed by May 2023.
Arapuni Rd 14k Pavement Improvements	0	200,000	15,000		Deferred to 2023/24, replacement projects under action
Traffic Services Renewals: Streetlighting	3,628	185,000	185,000		Reactive renewals.
Speed Management Project	0	153,580	86,000		Underway
Pavement Rehabilitation	0	150,000	150,000		Designs progressing, works split between 2 suppliers to advance work under existing contract.
Reticulation Replacements	0	149,500	120,000		Saving to offset overspend on other water projects.
Lake Moananui Infrastructure and Silt	47,706	140,000	140,000		De-Silting underway on track to be completed by March 2023.

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Putāruru Pools Refurbishment	22,230	130,000	130,000		Remaining works to commence in March 2023 the pools are closed for winter.
Putāruru Transfer Station Upgrade programme	47,478	130,000	130,000		Ministry for the Environment has provided an extra \$100k in 2022/23 to fund a second weigh bridge. Work to be completed by 30 June 2023 includes purchase of the weigh bridge, design and tender. Physical works will be undertaken in 2023/24 subject to AP budget being approved.
Arapuni Water Supply Reticulation Renewal	0	120,000	50,000		Spend reduced to cover overspend on Arapuni bore upgrade
Te Waihou Viewing Platform	1,025	113,000	90,000		Raukawa managed project partly funded by SWDC. Site works due to start on 13 February
Tokoroa Water Supply Billah St headworks rising main	6,390	110,000	100,000		On track to be completed by 31 May 2023.
Reticulation Improvements	168,148	110,000	168,148		Completed
Tirau Water Supply Minor New Works	12,384	104,000	45,000		To be spent on Tirau Headworks WTP - Improvement of the Inlet



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Urban stormwater consent renewals	0	100,000	100,000		Preliminary documents to be prepared ready for lodgement of consents six months prior to consent expiry. A business plan has been developed to request additional funding to undertake cultural and environmental assessment during 2023/24, required to support the application.
Wastewater Tirau - Depot St pumpstation - stage 1	41,800	100,000	100,000		Design and tendering in 2022/23 and construction in 2023/24
Sealed Car Park Renewals	0	100,000	100,000		To be done in conjunction with reseals
Road Minor Improvements	0	87,917	87,917		Seal widening and sight distance benches on Old Taupo Rd Pavement project
New footpaths	26,433	82,000	82,000		Underway
Tirau Pools Refurbishment	46,073	80,000	80,000		Remaining works to commence in March 2023 after the pools are closed for winter.
Closed Landfill Tokoroa Aftercare	95,485	80,000	95,485		Completed
Seal Widening	0	80,000	80,000		Truck pull-off areas on Kinleith and Puriri Roads. Construction to start in April, completed May
Buttermilk site - Industrial Development New Road	0	77,000	-		Allowance for preparation of designation

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Sealed turn bay north end of Events Centre	900	75,300	75,300		Work due to start in March 2023 and be completed in May 2023.
Traffic Services Renewals: Signs	27,722	68,178	68,178		Underway
Wastewater Tirau Plant & Equipment Replacement	16,365	55,000	45,000		As required.
Replacement fencing in Strathmore Park	59,931	50,000	60,000		Completed
Wastewater - District Health and Safety Improvements	21,592	45,000	42,000		As required.
Play equipment - Mountbatten Res	49,097	45,000	50,000		Completed
Shelters -Tirau Domain	31,937	45,000	45,000		Ontrack to be completed by Feb 2023
Reserves - Walkways - Renewal	22,000	44,000	22,000		Complete
Tirau Domain Refurbishment	41,000	40,995	41,000		Completed
Galaxy Rd New Guardrail R2Z project		40,000	40,000		
Chip seal left of ex Pirates Hall	950	32,800	32,800		Work due to start in March 2023 and be completed in May 2023.
Water Supply District Health & Safety	0	30,000	27,000		As required.
BBQ installs at Tirau Domain	15,655	28,000	20,000		Completed
Reserves - Walkways - New	4,560	28,000	28,000		
Retaining walls - Moananui	17,003	26,000	26,000		Investigation and design OnTrack to be completed by June 23. \$175K in next year Annual Plan budget to undertake physical works.
Reserves - Metalled Roads/Driveways/Carparks	20,624	25,000	21,000		Completed

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Bait stations	19,625	15,267	20,000		Completed
Elizabeth Park Bore upgrades	0	15,000	12,500		Elizabeth Park Bore upgrades
Signage, Furniture, Bins and Fences - Renewal	2,957	13,500	3,000		Completed
Tirau Wastewater Treatment Plant constructed Wetlands	19,550	13,000	19,550		Completed
Tokoroa Stormwater Minor New Works	0	11,000	10,000		Minor upgrades being undertaken as part of the stormwater maintenance contract.
Putāruru Water Supply Minor Improvemenst	16,000	10,000	30,000		Harry Martin Drive erosion repairs
Signage, Furniture, Bins and Fences - New	2,957	8,000	4,000		
Tokoroa Cemetery Berm Installation	8,966	6,000	10,000		Almost complete
Tirau Stormwater Minor New Works	0	5,500	5,000		Minor upgrades being undertaken as part of the stormwater maintenance contract.
Arapuni Stormwater Minor New Works	0	5,500	5,000		Minor upgrades being undertaken as part of the stormwater maintenance contract.
District Playground Equipment Renewals	0	5,000	5,000		
Tablet device for Parks Staff	0	4,000	4,000		
Tirau Domain Walkway	2,100	2,100	2,100		Completed
AC Surfacing	2,064	-	324,029		Work valued at \$294,000 has been issued to Contractor

<u>Project</u>	<u>2022/23 YTD Actuals January</u>	<u>2022/23 Full Year Budget</u>	<u>Forecast spend to 30 June 2023</u>	<u>Forecast Carry Over into 2023/24</u>	<u>Comments as at 31 Jan 2023</u>
District Wide Telemetry Upgrade	32,000		400,000		This is a new project and part of the LTP Amendment. Due to the urgency of this work this work has commenced in advance of next year's budget.
Honuwhenua Water Supply	3,550		600,000		This is a new project and part of the LTP Amendment. Due to the urgency of this work this work has commenced in advance of next year budget.
Tokoroa Water Supply Plant & Equipment Replacement	13,905		13,000		

### 31. Multi-year projects

- Tokoroa Pools – ground, power supply and asbestos surveys nearing completion. Preliminary design expected by 31 March 2023.
- Maraetai Road Intermodal Business Park is currently on programme to be delivered through to April 2024
- District-Wide Telemetry Upgrade (Budget 2023/24) well advanced and expected to be completed by 30 June 2024.
- Horowhenua Water Supply Extension (Budget 2023/24) initial design underway, with construction to start in June 2023 and be completed in December 2023.

### 32. Other Projects

- Tokoroa WWTP new digester and associated improvements and the de-nitrification is well advanced with completion expected by June 2023.
- Dumfries / Pellikan Rural Residential development. Traffic calming contract documents are being finalised. Rural Residential subdivision tender progressing with target for completion in October 2023
- Te Waihou Walkway (viewing platform and boardwalk). This is a joint project with Raukawa and DOC. The replacement of the existing viewing platforms and walkway repairs due for completion by 31 March 2023.

### 33. Potentially Deferred Projects (to be included in future LTP)

- Putaruru WWTP Wetland investigations are continuing to help develop a solution to the historic landfill on the site, with an alternative design outcome anticipated.

- Refurbishment of the previous digester at Tokoroa WWTP. The digester is a 1960's structure within a highly corrosive environment and cannot be strengthened. A future LTP decision is required as to whether a second digester is required.
- Pioneer Park public toilet has been delayed until sufficient budget can be secured, potentially as part of the next LTP process.

34. Council's agreed levels of services relating to the Assets Group are summarised in the Attachment.

### **Discussion**

35. Details contained in this report are for information purposes. Nothing contained in this report requires specific resolutions.

36. However, the outline of the current services and the levels at which they are provided will set a useful bench mark for future considerations of whether they should be raised or lowered based on community expectations and affordability.

### **Attachments**

Service Levels for District DocSetID 617965

Activity	Details	Frequency/ Response Time	Service Request KPI's
Street sweeping (CBD)	Sweeping of Kerb and Channels	Tokoroa Monday, Wednesday and Friday. Putaruru Tuesday, Thursday and Saturday <b>AM Tirau Tuesday, Thursday and Saturday AM</b>	The contractor shall complete all work required by the agreed dates within the programme and in accordance with the response times
Street sweeping (rural)	Sweeping of Kerb and Channels	Six Monthly	The contractor shall complete all work required by the agreed dates within the programme and in accordance with the response times
Road Sign Maintenance	Regulatory signs (stop, giveaway etc.) Information and Warning Signage	48Hrs 7 days	Inspections completed within specified frequency. Maintenance activities are carried out within response times.
Road Markings	Routine Remarking to refresh paint	Entire District inspected and repainted yearly between November February unless deemed satisfactory. A Pre Winter 2nd coat for Rural Primary and secondary collector roads done before May.	All remarking shall be completed by 10 February with the exception that second remarks on rural Primary and Secondary collectors be done before May.
Road Markings	Rectify defective marking	On occurrence or request	Within 48 hrs of identification or at engineer's discretion.
Street Light maintenance	Response to service requests, callouts, engineer's requests of Street light faults and emergency incidents. Extensions to these times will be granted where the power company has advised in writing that repair is not possible within the power companies response time.	SH's and Arterial, Primary and Secondary Collectors - 3 working days Access and Low Volume Roads - 5 working days Five or more consecutive lights (any location) - 1 working day Accident callouts (vehicle vs pole) - 1hr of notification from the engineer, police or PC	Response to failed lights within the time constraints. Email advice to council service requests within 3 working days. Email advice to energy provider of cable faults and report back to council with a service request number within 3 working days. Completion of annual capital works to the defined specification and ensure lights are correctly installed and all groundwork is repaired to council satisfaction.
Sealed Road Maintenance Service requests			The contractor's performance will be measured by the percentage of requests completed within the required response times.

<p>Cyclic Road Maintenance general - Priority tasks</p>	<p><b>Priority</b></p> <ul style="list-style-type: none"> <li>▪ Pothole repairs</li> <li>▪ Minor hazard removal (for example - small tree / branch over road, vehicle spills)</li> <li>▪ Removal of dead animals and excrement</li> </ul>	<p><b>Tasks</b></p> <ul style="list-style-type: none"> <li>▪ CBD streets - 24 hours</li> <li>▪ Carparks and Park access roads - 7 days</li> <li>▪ PRIMARY COLLECTOR - 2 days</li> <li>▪ SECONDARY COLLECTOR - 5 days</li> <li>▪ ACCESS &amp; LOW VOLUME (Rural) - 7 days</li> <li>▪ ACCESS &amp; LOW VOLUME (Urban) - 7 days</li> </ul>	<ul style="list-style-type: none"> <li>▪ That patrols are undertaken at frequencies specified</li> <li>▪ That reporting is complete, accurate and submitted on time</li> <li>▪ That all high priority work is completed within specified response times</li> <li>▪ That carparks remain litter free with no accumulations of detritus and no potholes</li> <li>▪ Catchpit grates are not blocked</li> <li>▪ Bridge decks do not pond water (apart from unevenness of the concrete deck)</li> <li>▪ Detritus is removed within response times specified</li> </ul>
<p>Cyclic Road Maintenance general - Routine Tasks</p>	<p><b>Routine</b></p> <ul style="list-style-type: none"> <li>▪ Removal of Litter and detritus from boundary to boundary in rural areas. Illegal dumping's are to be reported for follow-up by Council officers.</li> <li>▪ Edge break repairs less than 3m long (see section 14.7)</li> <li>▪ Removal of wildling trees &lt; 2.0m height</li> <li>▪ Graffiti Removal. Cyclic crews must be equipped with grey and green paint and cleaning materials capable of addressing most graffiti removal tasks.</li> <li>▪ Sweeping of rural intersections and loose metal encroaching onto the carriageway (e.g. from driveways)</li> <li>▪ Sweeping of Rural footpaths and maintenance to minimise hazards</li> <li>▪ Clearance of detritus and litter from carparks and pull over areas</li> <li>▪ Clearance of detritus from stormwater structures such as catch pit grates and culvert inlets and outlets,</li> <li>▪ Bridge decks and bridge drainage pathways are kept clean so that bridge decks do not pond water</li> </ul>	<p><b>Tasks</b></p> <ul style="list-style-type: none"> <li>▪ CBD streets - 1 week</li> <li>▪ Carparks and Park access roads - 4 weeks</li> <li>▪ PRIMARY COLLECTOR - 1 week</li> <li>▪ SECONDARY COLLECTOR - 10 days</li> <li>▪ ACCESS &amp; LOW VOLUME (Rural) - 2 weeks</li> <li>▪ ACCESS &amp; LOW VOLUME (Urban) - 4 weeks</li> </ul>	<p>As above</p>

Sealed Roading - Pothole maintenance	Repairing potholes in sealed CBD, Urban and Rural roads.	<ul style="list-style-type: none"> <li>▪ CBD streets - 24 hours</li> <li>▪ Carparks and Park access roads - 7 days</li> <li>▪ PRIMARY COLLECTOR - 2 days</li> <li>▪ SECONDARY COLLECTOR - 5 days</li> <li>▪ ACCESS &amp; LOW VOLUME (Rural) - 7 days</li> <li>▪ ACCESS &amp; LOW VOLUME (Urban) - 7 days</li> </ul>	<ul style="list-style-type: none"> <li>a. The safety of road users is not impaired by potholes that have not been repaired.</li> <li>b. Inspections are completed on time and inspection records are available when requested by the Engineer.</li> <li>c. Inspections are completed within the specified frequencies.</li> <li>d. Potholes are repaired within the response times required.</li> <li>e. Permanent pothole repairs remain intact and do not require additional work</li> <li>f. Temporary Pothole repairs are scheduled for permanent repairs.</li> <li>g. Repaired potholes continue to remain waterproof and maintain a smooth riding surface.</li> <li>h. There is no flushing or bleeding of the surface of potholes</li> </ul>
Sealed Roading - Minor Levelling	The Contractor must complete all depression repairs, including all surfacing and reinstating pavement marking and raised pavement markers, by the date shown on the agreed Programme. To meet response times.	<p><b>First Coat per Road Classification</b></p> <p>Arterial - One day  Primary Collector - 48 hours  Secondary Collector - 48 hours  Access - One week  Low Volume - One week</p> <p><b>Second Coat where required per Road Classification</b></p> <p>Arterial - One month  Primary Collector - One month  Secondary Collector - One month  Access - One month (none for pre-reseal)  Low Volume - One month (none for pre-reseal repair)</p>	<ul style="list-style-type: none"> <li>a. That all work is carried out in accordance with this Specification by the date shown on the agreed programme, and within the response times stated.</li> <li>b. Inspections are completed on time and inspection records are available when requested by the Engineer.</li> <li>c. No flushing, bleeding, cracking or scabbing of the sealed surface of the repair.</li> <li>d. There shall be no depressions in the finished surface that will allow water to pond.</li> <li>e. The surface shape of repairs shall be such that the existing road crossfall is maintained.</li> <li>f. The finished pre-reseal repair, including asphaltic joints, is flush with existing pavement surfaces and utility covers so as not to create adverse noise and vibration effects.</li> </ul>
Sealed Roading - Surfacing Maintenance	Surfacing repairs and pre-reseal repairs, including first coat seals, dig outs and stabilised repairs, premix surfacing, and where required second coat sealing.	The Contractor must complete all work required by this Section by the dates shown on the agreed programme.	<ul style="list-style-type: none"> <li>c. The chip sealing, including second coat seals and repairs of all surface defects: <ol style="list-style-type: none"> <li>1. Does not flush, bleed or strip before the end of the defects liability period.</li> </ol> </li> </ul>



	Repairing surface defects, including but not limited to crack sealing and filling, scabbing, stripping, flushing and bleeding.		<p>2. There are no loose chips on the road surface on completion of the repair.</p> <p>3. The surfacing aggregate remains proud of the binder.</p> <p>4. The binder is not picked up by tyres.</p> <p>5. The skid resistance shall not deteriorate such that is it significantly lower than that apparent in the same cross section location on the pavement immediately before and after the work.</p> <p><b>d.</b> That the sealed carriageway surface of second coat seals and repairs of all surfaces have a consistent texture six months after the construction of the second coat seal, except for pre-reseal repairs where the texture and hardness of the first coat seal must be consistent with the reseal design, at the intended time of reseal.</p> <p><b>e.</b> That material used for crack filling and sealing shall remain in place, waterproofing the crack, for the length of the defects liability period.</p> <p><b>f.</b> That treatment of flushing, scabbing or bleeding leads to an improvement in road condition.</p> <p><b>g.</b> Pavement markings have been reinstated.</p> <p><b>h.</b> Gritting for bleeding and ice is carried out whenever weather conditions necessitate and loose grit is removed from the carriageway promptly when the hazards are reduced.</p>
Sealed Roading - Edge Break	The Contractor must complete all edge break repairs, including reinstating pavement markings by the date shown on the agreed programme. Within response times for removal of loose material and pavement marking.	<p><b>All Roads</b></p> <p>Removal of loose material - within 48hrs</p> <p>Pavement Marking - Within one week of completing one or two coat seals.</p>	<p>a. That all work is carried out in accordance with this Specification by the date shown on the agreed programme, and within the response times stated.</p> <p>b. Inspections are completed on time and inspection records are available when requested by the Engineer.</p> <p>c. Edge break repairs shall be carried out so that upon completion of the work a stable repair which does not weave or creep under</p>

			<p>the action of compaction equipment or road traffic is produced. The finished surface shall be a continuation of the adjacent sealed surface and shall not hold surface water.</p> <p>d. The completed surface shall have no flushing or bleeding.</p> <p>e. That the repair remains an integral part of the pavement structure within the specified tolerance.</p> <p>f. There is no seal loss encroaching into the seal road surface by more than 100mm.</p> <p>g. That there is no vegetation growing through the finished repair at time of payment.</p> <p>h. There shall be no depressions between the repaired area and the existing edge of seal that will allow water to pond.</p> <p>i. The surface shape of repairs shall be such that the existing road crossfall is maintained.</p> <p>j. Repairs shall be constructed to the tolerances in Appendix 2.3 of the contract document.</p>
<p>Roading - Pavement Structural Repairs</p>	<p>The Contractor must complete all dig out repairs, including all surfacing and reinstating pavement marking and raised pavement markers, by the date shown on the agreed programme. In addition response times for the completion of seal coats following commencement of the repair.</p>	<p><b>First Coat per Road Classification</b>  Primary Collector - 48 hours  Secondary Collector - 48 hours  Access - One week  Low Volume - One week</p> <p><b>Second Coat where required per Road Classification</b>  Primary Collector - One month  Secondary Collector - One month  Access - 3 months (none for pre-reseal)  Low Volume - 3 months (none for pre-reseal repair)  Removal of loose material - 48Hrs  Remarketing and Raised Pavement Markers - 1 week</p>	<ul style="list-style-type: none"> <li>• That all dig outs, including all surfacing and reinstating pavement marking and raised pavement markers, are carried out in accordance with this Specification by the date shown on the agreed programme, and within the response times stated.</li> <li>• Inspections are completed on time and inspection records are available when requested by the Engineer.</li> <li>• The repaired dig outs maintain a smooth riding surface within the surface deviation tolerances specified for the length of the defects liability period.</li> <li>• No flushing, bleeding or scabbing of the sealed surface of the dig out repair.</li> <li>• There shall be no depressions in the finished surface that will allow water to pond.</li> </ul>

			<ul style="list-style-type: none"> <li>• The surface shape of repairs shall be such that the existing road crossfall is maintained.</li> <li>• Repairs shall be constructed to the tolerances specified</li> </ul>
Roading - Emergency Callout	The Contractor must respond to all emergency/incident events on receipt of information from the Police, general public or the Engineer and ensure that the road and adjacent site is made safe to all road users by the provision of signs, lights or barricades as soon as possible, but not longer than 2 hours from the time of receiving notification.	2 hours from time of receiving information	<ul style="list-style-type: none"> <li>• That the Contractor always attends to all incidents within the response time specified.</li> <li>• Communications are such that the Engineer is always aware of the event and progress being made towards rectifying it.</li> <li>• That the response vehicle shall be sufficiently equipped and the personnel adequately trained to deal with the range of incidents likely to be encountered and to provide the agreed level of service.</li> <li>• That inconvenience to road users is minimised, that the safety of road users is always assured and that agreed service level is restored as quickly as possible.</li> </ul>
Roadside Mowing	Involves the mowing of Rural roadside vegetation to ensure sight distances are maximised, sight lines to edge marker posts, traffic signs intersection approaches, bridge approaches and corners are maintained.	<p>Frequency:</p> <ul style="list-style-type: none"> <li>• Primary Collector - 4 cuts per annum at intervals not less than 2 months</li> <li>• Secondary Collector - 4 cuts per annum at intervals not less than 2 months</li> <li>• Access - 1 cut per annum in the period October - December</li> <li>• Low Volume - 1 cut per annum in the period October - December</li> <li>• All roads Additional cuts as advised by the Engineer</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with the section 6.1 of the Contract.</li> <li>• That roadside furniture damaged by the Contractor is replaced or repaired promptly.</li> <li>• Against the scheduled works programme from section 5.13 of the contract</li> </ul>
Roadside Chemical Control	The Chemical spraying of vegetation to control and hamper the spread around roading assets and footpaths.	<ul style="list-style-type: none"> <li>• Rural Primary Collector - 2 treatments p.a in September/October and March/April</li> <li>• Rural Secondary Collector - 2 treatments p.a in September/October and March/April</li> <li>• Rural Access - 1 treatment p.a in the period October - December</li> <li>• Rural Low Volume - 1 treatment p.a in the period October - December</li> <li>• Urban Collectors - 2 treatments p.a in September/October and March/April</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with the section 6.2 of the Contract.</li> <li>• Against the scheduled works programme from section 5.13 of the contract</li> </ul>

		<ul style="list-style-type: none"> <li>• Urban Access and Low volume streets and amenity sites - 2 treatments per annum in September/October and March/April</li> <li>• CBD footpaths 3 treatments p.a in September, December and April</li> </ul>	
Footpath & Kerb Maintenance	<p>The maintenance and renewal of urban footpath and kerb and channel assets within the South Waikato District road network. Involves:</p> <ul style="list-style-type: none"> <li>• The repair of footpaths, including potholes, depressions, scabbing and cracking.</li> <li>• The renewal of a section of footpath that contains multiple faults, generally 20m in length or longer.</li> </ul>	<p>Works are designated a priority dependant on the severity of the damage or issue and attended to based on these priority levels.</p> <p>The contractor shall contact the customer for every request to ascertain any further detail required. If necessary, a site visit shall be made and photos of any fault taken. If any actions or repairs are warranted to resolve the customer's concerns the contractor shall measure and record the extent or scope of the work. Tasks that are within the scope of this contract shall be added to the next programme apart from minor or urgent work that can be undertaken immediately without undue effect on the approved programme.</p>	<p>Performance will be assessed via monitoring by the engineer. The contractor's performance for completing work on time, to budget, and to the required quality will be assessed.</p> <p>Feedback from residents and ratepayers, both positive and negative, will be considered also. Quarterly performance appraisals will be completed and discussed with the contractor to ensure contract requirements are met to the required standard.</p>
Roading - Drainage	Involves the maintenance of high shoulder and culverts along roadsides.	Shall be programmed and completed by the agreed upon dates.	<ul style="list-style-type: none"> <li>• All culverts are inspected and the specified reports compiled and submitted.</li> <li>• All maintenance work is programmed and completed within the specified response times.</li> <li>• That roadside furniture or drainage structures including vehicle crossings damaged by the Contractor or requiring relocating as a consequence of the work shall be repaired and/or relocated prior to vacating the site.</li> <li>• Side drains on completion shall have a regular cross section with an even grade which does not drain.</li> <li>• Side drains on completion shall be free of vegetation.</li> <li>• On completion of high shoulder removal, the shoulder shall be a continuation of the adjacent pavement in an even and compacted condition and shall not hold water. The crossfall shall not exceed 1:6</li> </ul>

			<ul style="list-style-type: none"> <li>• In all cases on completion, the carriageway surface shall be free of all detritus material, and any damage to the seal edge from high shoulder removal shall be scheduled for repair in the following months programme.</li> </ul>
Unsealed Roading - General Maintenance	Involves all maintenance on unsealed roads through the network and issues that affect them including potholes, surface reshaping, pavement repairs and placing of additional maintenance aggregate.	<p>Most work is programmed when required to comply with section '6.1.4.6 - Surface conditions at all times' of the contract.</p> <p>Potholes repaired within 4 weeks if depth greater than 75mm or area greater than 0.07m<sup>2</sup>.</p>	<ul style="list-style-type: none"> <li>• That all activities are carried out within the timeframes in the agreed monthly programme of maintenance activities.</li> <li>• The Contractor's demonstrated ability to identify and schedule repair work in a competent manner.</li> <li>• That all potholes are repaired in accordance with this specification within the response times stated.</li> <li>• That the running surface of the road remains smooth with a safe and acceptable shape.</li> <li>• That the material used to repair potholes remains tight and in place for the duration of the Contract.</li> <li>• That all placement of maintenance aggregate and drainage treatments are repaired in accordance with this specification within the response times stated.</li> <li>• That the loose depth of maintenance aggregate does not exceed 20mm, 48 hours following placing of aggregate.</li> <li>• That roadside furniture damaged by the Contractor is either replaced or repaired promptly.</li> <li>• That no reasonable complaints are received by the Engineer on the Contractors operation or condition of the road during and after grading.</li> <li>• That separate contractors shall at all times co-ordinate and co-operate with each other to ensure standards are meet.</li> <li>• That there are no corrugations exceeding a maximum of 25mm from crest to trough.</li> </ul>

			<ul style="list-style-type: none"> <li>• That there are no shallow surface ruts deeper than 50mm deep, and that in repairing rutting the surface is restored to the general crossfall of the road.</li> <li>• That the depth of loose maintenance gravel on the running course does not exceed 30 mm loose depth.</li> <li>• That where the unsealed carriageway changes to a sealed carriageway, a smooth transition is maintained between the two surfaces over a 20m section within the unsealed carriageway. The sealed carriageway shall be kept free of all maintenance aggregate during surface and shape restoration.</li> </ul>
Water faults/interruptions	Responding to watermain breaks or water interruptions	Council will resolve urgent callouts within 24 hours	• Respond* to urgent* callouts - 95% within one hour, recorded monthly
Water faults/interruptions	Resolution times to urgent faults	Council will resolve urgent callouts within 24 hours	• Respond* to urgent* callouts - 95% within one hour, recorded monthly
Water meter connections	Applications received by customers	On average installations occur within a fortnight of the applications being received	not measured
Water complaints	Total number of complaints received does not exceed 1 per 1000 connections	Complaints about, odour, faults, taste, clarity, pressure, continuity of supply	Recorded monthly
Wastewater overflows or blockages	Where Council attends to wastewater overflows resulting from a blockage or other fault in the Council's wastewater system, the median response times are measured	Council responds to blockages or overflows within one hour (Urgent)	• Respond* to urgent* callouts - 95% within one hour, recorded monthly
Wastewater overflows or blockages	Resolving wastewater overflows or blockages	Council will resolve urgent callouts within 24 hours	• Resolve* urgent* callouts– 95% within 24 hours, recorded monthly
Wastewater overflows or blockages	No more than 3 overflows per 1000 connections (district wide)	*A dry weather overflow is when a blockage causes wastewater in the reticulated system to spill to the environment not related to wet weather	Measured quarterly
Wastewater Complaints	Total number of complaints received does not exceed 1 per 1000 connections	odours, faults, blockages Councils response to any of those issues	Recorded monthly
Wastewater connection	Applications received by customers	On average installations occur within a fortnight of the applications being received	not measured

Check water quality at treatment plant	Drinking water in reticulation is as per the Drinking Water Quality Assurance Rules (T3)	1 minute data collection for turbidity, flow and pressure. 5 minute data collection for pH and Chlorine. Weekly sampling for e-coli and total coliforms.	Monitored by Taumata Arawai - Drinking Water Regulator
Check water quality in reticulation	Drinking water in reticulation is as per the Drinking Water Quality Assurance Rules (D3)	Chlorine and pH sampled every four days. Six monthly sampling for plumbosolvent metals = antimony, cadmium, chromium, copper, lead, mercury, nickel, and zinc. Bacterial sampling is conducted every 9 days.	At least 97% of tests for E-coli (bacteria compliance) carried out on treated reticulated water will indicate a level of E-Coli in the reticulated Council systems of less than one per 100ml. Results are sent to Taumata Arawai - During Water Regulator
Stormwater	No more than two flood events per year resulting in stormwater from Council's stormwater system entering a habitable floor in an urban area. (District wide)	No more than 2 events per year	Recorded monthly
Stormwater	*A flood event causes flooding to compliant rateable habitable dwellings in urban areas due to exceeding the capacity of the stormwater system.	The median response times for callouts in response to a fault or interruption to Council's stormwater reticulation system does not exceed four hours of notice during a flood event*	Recorded monthly
Open space maintenance: Turf maintenance	High profile sites, Pensioner Flats: keep grass height between 25-40mm, mechanical edge spraying. General park mowing & Accessways: keep grass height between 35-75mm, edge spraying minimum of 4 times per year, mechanical edging between spray times.	Open Space Maintenance Contracts: Performance based, as required to meet contract specifications	<b>Parks and Reserves Activity</b> Cemeteries: 90% of Non-Urgent enquiries and service requests relating to cemeteries are responded to within ten working days of notice; Cemeteries: 90% of Urgent enquiries and service requests relating to cemeteries are responded to within two working days of notice. Parks and Reserves: 90% of Non-Urgent enquiries and service requests relating to parks and reserves are responded to within ten working days of notice. Parks and Reserves: 90% of Urgent enquiries and service requests relating to parks and reserves are responded to within two working days of notice. Community Perception Survey: Users of South Waikato's parks and reserves rate their overall satisfaction level at an average of 90% or above annually. Main SR types: Cemeteries, Interments, Park furniture, Parks maintenance contractor activities, Playgrounds, Parks and

			sportsground bookings, Broken glass, Grounds- unsafe, Parks toilets, Walkways- Vegetation control.
Open space maintenance: Garden maintenance	All areas to be returned to 100% weed-free condition on each maintenance visit. Includes pruning, mulching, fertilising, pest and disease control for Annual bedding, Rose beds, Mixed shrub gardens, Hedges, Native re-vegetation.	Open Space Maintenance Contracts: Performance based, as required to meet contract specifications	As above
Open space / Street berm maintenance: Tree maintenance	Open Space Maintenance Contract: As required to undertake formative pruning up to 3 years on Juvenile trees, removal of epicormic growth, broken, diseased or fallen branches, trees kept free of invasive weeds. Annual Inspection report for street trees for visibility/access. Council: Street and reserve trees, monitoring, pruning/felling works as identified and recorded in Tree Maintenance Programme spreadsheet or via Service requests. Arborist Inspections of mature CBD trees 2 yearly.	Open Space Maintenance Contracts: Performance based, as required to meet contract specifications	As above
Open space maintenance- Miscellaneous maintenance	Park assets and facilities well maintained, clean from dirt and moss, etc safe for users, fit for purpose. Playgrounds safe, clean and free from moss. Carparks, paths, hard surfaces swept and clean, kerb and channel kept weed and debris free, metalled paths kept weed free.	Open Space Maintenance Contract: Performance based, as required to meet contract specifications	As above
Open space maintenance / Street Litter control	Litter bin clearance: bins to be emptied before 80% full. Bins to be kept in clean condition. Loose litter patrols: Tirau CBD: Tues, Thurs, Sat per week, 2 hours per day. Primary streets: once per week, Secondary streets & public car parks: once per month.	Open Spaces/Urban Litter control Contract: Bins: Performance based/as required to meet contract specifications. Litter patrols: Frequency based, to meet frequencies in Litter Control contract.	As above
Recycling drop-off points	Recycling facilities for domestic users accepting cardboard & paper, glass, plastics and tins.	Tokoroa open Tuesday until Saturday 9.00 am to 4.00 pm and Sunday 9.00am until 6 pm.	Irregular but an average of around one or two service requests in any given fortnight. All actioned within timeframes



	Businesses should be utilising contactors so as not to minimise access for domestic users	Putaruru - Open Tuesday, Thursdays, Saturday & Sunday from 9 am to 4 pm. Tirau - Open Monday, Wednesday & Saturday from 1pm to 5pm	
Refuse (& Recycling) Transfer Stations	Household and commercial general waste. Recycling centre - glass, plastics, cardboard & paper. Consolidation of hazardous materials, waste oil, scrap metal, whiteware.	Tokoroa open Tuesday until Saturday 9.00 am to 4.00 pm and Sunday 9.00am until 6 pm. Putaruru - Open Tuesday, Thursdays, Saturday & Sunday from 9 am to 4 pm.	Irregular but an average of around one or two service requests in any given fortnight. All actioned within timeframes
Kerbside general waste collection	Kerbside rubbish collection of general household type waste from approximately 145 households and businesses in Arapuni, 455 in Tirau, 1972 in Putaruru and 5654 in Tokoroa.	Every weekday commencing 7.30am. Monday collections in Arapuni and Tirau. Tuesday collections in Putaruru. Wednesday to Friday collections in Tokoroa	Huge numbers of service requests when we introduced the wheelie bins but this has stabilised to just a few a week now. All actioned within timeframes
Kerbside recycling collection	Kerbside recycling collection from approximately 145 households and businesses in Arapuni, 455 in Tirau, 1972 in Putaruru and 5654 in Tokoroa.	Every weekday commencing 7.30am. Monday collections in Arapuni and Tirau. Tuesday collections in Putaruru. Wednesday to Friday collections in Tokoroa	Huge numbers of service requests when we introduced the wheelie bins but this has stabilised to just a few a week now. All actioned within timeframes
District illegal dumping collection & disposal	Illegal dumping and fly tipping within all urban and rural areas of the South Waikato.	Actioned as required with contractors requested to search for identification material that may lead to prosecution	Irregular but an average of around one or two service requests in any given fortnight. All actioned within timeframes

## 5.2 Kerbside Food Waste Collection Update

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### Document Information

Report To:	Local Services Committee
Meeting Date:	Wednesday, 15 March 2023
Author:	Lynne Kenny
Author Title:	Solid Waste Consultant
Group Manager Lead:	Ted Anderson
Report Date:	Thursday, 23 February 2023

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### Purpose

37. To inform Local Services Committee on the issues to be considered, and the process to be followed, to enable a kerbside food waste collection to be introduced to our urban areas.

### Recommendation

38. That the Local Services Committee:
- c) receives Report 2023-617857, Project Update – Kerbside Food Waste Collection.
  - d) recommends to Council:
    - i. A Council workshop be held to discuss the proposed kerbside food waste collection and to consider the options which are appropriate for our communities.
    - ii. Councillors be invited to a site visit of the Hamilton Materials Recovery Facility, followed by a discussion with Hamilton City Council staff on the rollout of their kerbside food waste collection. A site visit to the MyNoke vermicomposting facility should also be considered.

### Executive Summary

39. Separating food waste at the household level provides many benefits and is the first target in our recently adopted Waste Management and Minimisation Plan 2022 (WMMP). There are a number of matters that need to be considered when deciding on the 'how, what, when and where' of kerbside food waste collection. What suits one Council may not be appropriate for another. We need to filter through the issues to find the optimal solution for our communities.
40. Provision of the service is like a chain of connected parts, where one change can impact all the others. The crucial decision is the bin type and size. Once this has been agreed, other aspects of the service become more obvious.
41. Once the practical issues have been decided, there is an approximate time frame of 24 months before the service can be implemented. This is due to current delivery times and demand for bin supply and demand on vehicle supply. Contract negotiations and / or tendering process must reflect this.

## Context

### Background

42. Council adopted the WMMP in December 2022. One of the targets in our WMMP is: Kerbside food collection is implemented in urban areas by 2025.
43. This target is supported by the Action: Introduce a kerbside food waste collection service in urban areas, where it is financially viable and environmentally sustainable to do so.
44. When setting this target we assessed the key issues such as how can food waste be collected, the benefits of collecting food waste, can we process the food waste locally, how much food waste is available to divert, will the public support the service and will kerbside collection impact on home composting.
45. The MyNoke vermicomposting site in Kinleith already processes greenwaste from the transfer stations and sludge from the Wastewater Treatment Plants, and would be able to process our food waste. MyNoke are currently processing food waste from the Hamilton City Council commercial food waste trial.
46. Ministry for the Environment (MfE) have confirmed that financial support is available to councils over the next two years, for the rollout of kerbside food waste collections. We have advised MfE of our intention to seek funding assistance.
47. MfE have also provided a suite of guidance documents, links, and reports that cover aspects of household organics kerbside collection, from separation at source through to composting technologies and market issues. Links are provided for relevant overseas work, and methodologies for assessing and comparing various kerbside organic collection system are provided to councils.
48. This report provides a bullet point summary of
  - Planning – the practical issues to consider
  - Implementing a food waste collection system
  - Activating the service
49. **Planning – the practical issues to consider.**
  - How much food waste can realistically be collected – keep it simple by collecting all food waste that a household produces.
  - How much will it cost? It is not possible to give a specific cost per tonne or cost per household at this stage. The cost will depend on a wide range of factors but is primarily cost of collection and cost of processing.
  - Will our communities support the service – ensure the design of the service attracts the public's support and active participation. It should be easy to use, with suitable containers, flexible enough to meet the needs of all households, delivered consistently and reliably, and with clear communications.
  - Alternative options for home composting and worm farms may be better suited for some households or areas.
  - Should we consider a combined collection of food waste and green waste? Where food and green waste are combined (using an 80 ltr or 120 ltr wheelie bin) the advantages are:
    - the yield of organic material increases
    - it is more user-friendly to collect both waste streams together, saving time for the user and potentially helping to reduce odour and leachate from the food waste.
50. The drawbacks of combined collection include:

- less control of the material in the bin, which could be contaminated with household rubbish
- potential economic impact on existing private greenwaste collection operators, through loss of revenue
- data from existing combined collections in NZ and UK show a combined service fails to capture as much food as separate collections
- seasonality of garden waste means the collection system needs to cope with peaks in garden waste, whereas food waste shows little seasonal variation.

#### 51. Implementing a food waste collection system

- Collection vehicles – the vehicle type depends on the bin type. 80ltr wheelie bins can be emptied automatically by a standard sideload vehicle. Standard 23 ltr food waste bins require manual handling. Need to check that the truck type can unload without difficulty at the processing site.
- Additional cost of collection vehicles required by contractor – purchase or lease costs will flow through to the collection contract and the cost to the householder. The time frame for acquisition of new or additional vehicles by contractor is estimated as 12 months.
- Additional collection staff required by contractor – availability in tight labour market?
- Designing efficient collection rounds – the food scraps bin should be collected from kerbside on the usual collection day but will need to match to the logistics of other collections on the same day.
- Frequency of collection – case studies have shown that weekly kerbside collection of food waste was the preferred frequency, often paired with a fortnightly collection of commingled recyclables and residual waste. The main impetus for weekly collection of food waste is to avoid generating unacceptable odours.
- Collecting from multi-occupancy properties or from roads that are difficult for the collection trucks – is there safe space available for a collection point?
- Logistics of delivering collected food waste to the processing facility – food waste should not be stored in the truck overnight.
- Food scraps collection bin – the NZ standard is a 23 ltr rigid plastic container with a click-lock lid to prevent leakage, odour and vermin. But 80ltr wheelie bins could also be considered. Time frame for purchase and delivery of bins will compete with other Councils who are also implementing food waste collection (refer map in Figure 1). Estimated timeframe for supply of bins is 24 months.
  - Kitchen caddy – a smaller bin to collect food scraps in the kitchen before transferring them to the main food scraps bin outside. Are they beneficial?
  - Liners for the kitchen caddy – dependant on whether the food waste processor can accept them as part of the food waste stream.
- Distribution – initial rollout of collections can be time consuming and costly, and is impacted by the style of bin, and whether kitchen caddies and liners are to be supplied. Also includes publicity materials, leaflet, caddy sticker and possible a collection calendar. Allow at least one month for distribution.
- Householder education - Communications play a pivotal role in ensuring the success of a kerbside collection service:
  - Pre-launch comms to provide information about the new service being introduced, and why it is being introduced, what will be able to go in the bins, and where to look for further advice

- New service comms to launch the service, would include a 'service leaflet' delivered with the bin/s, collection calendar, and practical advice on how to make the most of the service
- Other promotional tools may include canvassing and face-to-face dialogue, events, websites, advertising
- Monitoring and evaluation of scheme effectiveness to establish the outputs and outcomes from the scheme and would include:
  - Tonnage data analysis
  - Participation rate analysis
  - Food capture analysis
  - Residents feedback
  - Communications evaluation

## 52. Rollout of service - summary of staff actions

- Service provider: the collection service could be negotiated with our existing waste contractor or tendered out to another provider.
- Enter into a contract with the collection service provider. Establish a start date that is realistic considering the preparations needed (likely to be 12 months thereafter).
- Enter into a contract with the processing service provider. Establish an understanding of the capacity and costs over the contract period.
- Procure bins (and kitchen caddies and liners, if using). Will the procurement be for supply only, or for supply and distribution to households? If procurement is for supply only, need to arrange storage of the equipment and program the distribution. Place the order for bins 24 months in advance of service start date.
- Prepare the communications plan well in advance and program the distribution of comms.
- Prepare a monitoring and evaluation plan.
- Distribute bins and deliver communication about the service.
- Ensure the service provider has backup staff available at commencement of the service to ensure initial collections are completed and any contamination issues rectified.
- Implement identified monitoring and data evaluation procedures.

## Options

53. Staff have assessed that there are a number of reasonable and viable options for the Committee to consider. These include continuing to work towards:

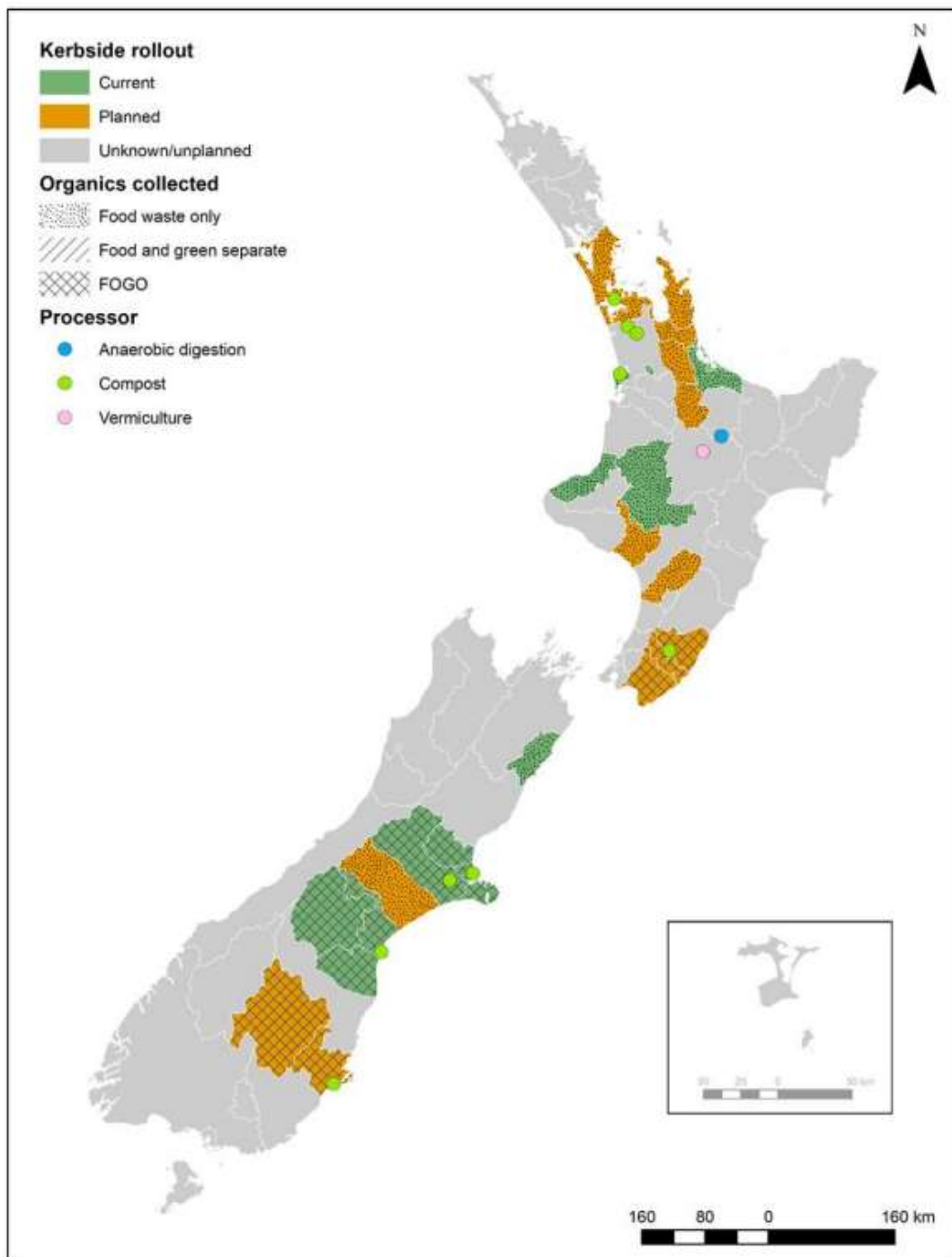
- Introducing a kerbside food waste collection service in urban areas, where it is financially viable and environmentally sustainable to do so. As per the WMMP.
- Introduce a kerbside organics (combined food and greenwaste) collection service.
- Introduce the agreed service to the four urban areas.
- Introduce the agreed service to some urban areas.
- If some urban areas are not provided with the service, support home composting and worm farm capability.

54. Staff recommend that the options are discussed at a Council Workshop.

## Linkage to Strategic Plan Priorities

55. Support environmental sustainability when making decisions.

Figure 1. Kerbside organics collections as at Dec 2022



### 5.3 Service Delivery Options for Open Spaces Maintenance and Litter Collection Services Report

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#### Document Information

Report To:	Local Services Committee
Meeting Date:	Wednesday, 15 March 2023
Author:	Phil Parker
Author Title:	Parks and Reserves Manager
Group Manager Lead:	Ted Anderson
Report Date:	Monday, 20 February 2023

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#### Purpose

56. To inform the Local Services Committee on the Parks services delivery review and delivery options.
57. To recommend to the Local Services Committee a preferred delivery option for future delivery of its open space maintenance and litter control activities.

#### Recommendation

58. That the Local Services Committee:
  - e) receives Report 2023-617984, Service Delivery Options for Open Spaces Maintenance and Litter Collection Services Report.
  - f) recommends to Council:
    - i. That South Waikato District Council contract out the majority of its open space maintenance services and all of its urban litter collection services into a single 5-year contract
    - ii. That South Waikato District Council contract out the native vegetation/wetland maintenance services as a separate contract to the primary open space maintenance contract
    - iii. That South Waikato District Council contracts out the pensioner housing ground maintenance services as a separate contract to the primary open space contract, managed by the SWDC Property Team.
    - iv. That Council staff investigate the viability of removing the urban street/CBD litter bin servicing and urban street loose litter patrol component from the green space/reserves-based Parks Activity, to bring under the Solid Waste Activity's core services.

#### Executive Summary

59. Section 17A of the Local Government Act 2002 requires that a service delivery review should periodically assess "the cost-effectiveness of current arrangements for meeting the needs of communities within its district or region for good quality local infrastructure, local public services, and performance of regulatory functions".

The recommendations from this process will guide Council decision making into the future as it relates to its various services and activities.

60. A review has now been conducted for the open space maintenance and litter collection services, more than six months prior to the expiration of the existing external contract.
61. Staff recommend Option 2, Outsource (Enhanced status quo), as detailed in paragraph ten below.
62. Staff consider the matters covered in this report have low significance, as explained in paragraph 25, and that the recommendations comply with the Council's legal requirements.

## Context

63. The maintenance of open spaces, including public place (non-household) urban litter collection in South Waikato District (SWDC) is currently delivered by a small internal Parks and Reserves operations/administration team working with a primary external contractor (Downer NZ Ltd) who provides a broad range of day-to-day maintenance and servicing activities under the collective umbrella of "Open Space Maintenance" (OSM). The current Combined Open Spaces Maintenance/Litter Control Contract is due to expire in October 2023.
64. The Parks and Reserves Manager engaged the parks consultancy firm, Xyst, to aid him in undertaking a service delivery review. The Xyst SWDC Open Spaces Maintenance Services Review report is provided as an attachment to this report.

## Options

65. Five delivery options were considered:
  - Outsource (status quo)
  - Outsource (enhanced status quo)
  - In-House Operation
  - Shared Services
  - CCO or CCTO wholly owned by SWDC.
11. The full suite of delivery options is set out in the table below:

<b>Delivery Option</b>	<b>1.Outsourced (Status quo)</b>	<b>2. Outsourced (enhanced status quo)</b>	<b>3. In-house</b>	<b>4. Shared Services with another Council(s)</b>
<b>Brief Description</b>	Entire activity is outsourced to a single/primary external contractor	Some or all of the activity is outsourced to multiple external contractors and/or preferred suppliers	SWDC staff are responsible for delivering the full parks and reserves maintenance service	Entering into shared service arrangements (with neighbouring councils) for some or all of the activity, through a joint committee, CCO or merger



<b>Feasibility</b>	Yes	Yes – requires additional budget provision	Difficult - requires minimum 18 months lead in and significant financial investment. If this is the preferred option, then Council could extend the existing contract at negotiated rates for a two-year period to enable Council to set this option up for success.	Limited – some interest for some functions from other Councils but not full service
<b>Community views and preferences</b>	Likely continued moderate satisfaction	Likely higher levels of satisfaction	Likely negligibly higher levels of satisfaction over time – but only if well managed	Likely lack of political and/or managerial commitment as seen as risky
<b>Cost of option (annually)</b>	\$ 3,997,000	\$4,055,000	\$4,630,000 for initial set up and \$4,325,000 for ongoing annual operational costs	Undetermined – depends on what services are shared. Indications are significantly higher than
<b>10-year total cost estimate (not inflation adjusted)</b>	\$39,970,000	\$40,550,000	\$47,880,000	Undetermined

12. Staff consider both outsourced options to be the most reasonable and viable.

13. Benefits to out-sourcing include:

- Council can demonstrate that the selected contractor represents good value in the market for the delivery of services.
- Service levels and specifications are clearly documented, and service options can be clearly priced.
- Council does not have responsibility for acquisition, maintenance, insurance and replacement of expensive capital items such as tractors and vehicles.
- Council is not involved in any recruitment for new staff within the Contractor's team.
- Council does not need to support the Contractor with information technology, employment disputes, staff management etc.
- The Contractor can bring innovations and efficiencies to the contract given their wide experience and business systems.
- Greater incentive for the Contractor to be efficient in delivery of services.

14. Staff recommend Option 2, Outsourced (enhanced status quo) due to:
- Ability to move some very specialist activities where contractor has been severely underperforming to local contractor – i.e., major tree works, native vegetation, pensioner unit external servicing, playground cleaning etc.
  - Allows primary open space contractor to concentrate on core business.
  - Opportunity for specialist local contractors/ Council seen to be supporting local business.
  - More satisfied public as work is getting completed to required level of service consistently.
  - Possibility of some reasonable rates as less overheads as Council has only one client
  - Separating the maintaining of the native vegetation/wetland areas from the primary open space maintenance contract will result in these important ecological areas getting the level of care they need. These areas (around 16 hectares) are crucial for biodiversity, stream bank erosion control and overall stream/river health.
15. The upcoming review of the Long Term Plan will provide an opportunity to consider other service delivery models.

### Linkage to Strategic Plan Priorities

16. Council Outcomes:
- Growth - **Activities** and strategies **that facilitate** sustainable economic growth **and lift community pride**.
  - Resilience - A resilient district **with good infrastructure, services**, a sound financial position, rates affordability and a healthy environment that has the ability to anticipate, resist, respond to and recover from significant change or events.

### Consultation (Internal and External)

17. Council has engaged the parks consultancy firm Xyst to assist in the service delivery review. Parks and Reserves staff were consulted for feedback on the current level of service being provided by the current OSM Contractor, including what was deemed to be working well, not working well and suggested improvements.

### Financial Considerations

18. The current costs paid directly to the Open Space Maintenance/Litter Control Contractor is \$1,991,823 per annum.
19. Outsourced, status quo, retaining pensioner housing and native vegetation areas, is estimated to increase to \$3,997,000 per annum.
20. Outsourced, enhanced status quo (removal of pensioner housing grounds maintenance and native vegetation areas from the primary open space maintenance/litter control contract) is estimated to be \$2,170,000 per annum.
21. Estimated costs for pensioner housing ground maintenance is between \$50,000-\$55,000 per annum.
22. Estimated costs for native vegetation/wetland contract is \$505,000 per annum.
23. Total open space maintenance (primary OSM + native vegetation/wetland contracts) estimated to be \$2,675,000, around a 34.3% increase per annum.

24. Attachment "Xyst SWDC Open Spaces Maintenance Services Review report" sets out a more detailed analysis of the relevant financial considerations.

## **Significance & Engagement Policy**

### **Significance**

25. Staff have considered the key considerations under the Significance and Engagement Policy and have assessed that the recommendation(s) in this report are of low significance.

### **Engagement**

26. This is primarily an operational matter however community views and preferences are already known to the Council through the public consultation undertaken with the draft 2020 Reserves Management Plans that outlined proposed ground and facility maintenance measures within reserves, that was later adopted by Council.

### **Attachments**

27. Xyst SWDC Open Spaces Maintenance Services Review report.

**Council Outcomes**

- Growth - Activities and strategies that facilitate sustainable economic growth and lift community pride.
- Resilience - A resilient district with good infrastructure, services, a sound financial position, rates affordability and a healthy environment that has the ability to anticipate, resist, respond to and recover from significant change or events.
- Relationships - Strong relationships with Iwi and Māori, Pacific Peoples and community and business groups that can achieve growth and a resilient community.