

Infrastructure Committee Agenda

Date: Thursday, 13 June, 2019

Time: 10:30 am

Location: Council Chamber
Forum North, Rust Avenue
Whangarei

Elected Members: Cr Greg Martin (Chairperson)
Her Worship the Mayor Sheryl Mai
Cr Gavin Benney
Cr Vince Cocurullo
Cr Crichton Christie
Cr Tricia Cutforth
Cr Shelley Deeming
Cr Sue Glen
Cr Phil Halse
Cr Cherry Hermon
Cr Greg Innes
Cr Sharon Morgan
Cr Anna Murphy

For any queries regarding this meeting please contact
the Whangarei District Council on (09) 430-4200.

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2. Apologies	
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Infrastructure Committee – Terms of Reference

Membership

Chairperson: Councillor Greg Martin

Members: Her Worship the Mayor Sheryl Mai
Councillors Stu Bell (Resigned 1 April 2019), Gavin Benney, Crichton Christie, Vince Cocurullo, Tricia Cutforth, Shelley Deeming, Sue Glen, Phil Halse, Cherry Hermon, Greg Innes, Sharon Morgan, Anna Murphy

Meetings: Monthly

Quorum: 7

Purpose

To oversee the management of council's infrastructural assets, utility services and public facilities.

Key responsibilities include:

- Services including the provision and maintenance of:
 - Infrastructure projects and support
 - Infrastructure project co ordination
 - Transportation
 - Waste and Drainage
 - Water
 - Parks and Reserves.
- Shared Services – investigate opportunities for Shared Services for recommendation to council.

Delegations

- (i) All powers necessary to perform the committee's responsibilities, including, but not limited to:
 - (a) the approval of expenditure of less than \$10 million plus GST.
 - (b) approval of a submission to an external body.
 - (c) establishment of working parties or steering groups.

- (d) power to establish subcommittees and to delegate their powers to that subcommittee.
- (e) the power to adopt the Special Consultative Procedure provided for in Section 83 to 88 of the LGA in respect of matters under its jurisdiction (this allows for setting of fees and bylaw making processes up to but not including adoption).
- (f) the power to delegate any of its powers to any joint committee established for any relevant purpose under clause 32, Schedule 7 of the Local Government Act 2002

Infrastructure Committee Meeting Minutes

Date: Thursday, 9 May, 2019
Time: 10:30 a.m.
Location: Council Chamber
 Forum North, Rust Avenue
 Whangarei

In Attendance

 Cr Greg Martin (Chairperson)
 Her Worship the Mayor Sheryl Mai
 Cr Vince Cocurullo
 Cr Crichton Christie
 Cr Tricia Cutforth
 Cr Shelley Deeming
 Cr Sue Glen
 Cr Phil Halse
 Cr Cherry Hermon
 Cr Greg Innes
 Cr Sharon Morgan
 Cr Anna Murphy
Not in Attendance

 Cr Gavin Benney

Scribe

 C Brindle (Senior Democracy Adviser)

1. **Declarations of Interest**

There were no declarations of interest made.

2. **Apology**

Cr Gavin Benney (leave of absence)

Moved By Cr Sharon Morgan

Seconded By Cr Sue Glen

That the apology be sustained.

Carried

3. Confirmation of Minutes of Previous Infrastructure Committee Meeting

3.1 Minutes Infrastructure Committee meeting held 11 April 2019

Moved By Cr Vince Cocurullo

Seconded By Cr Sue Glen

That the minutes of the Infrastructure Committee meeting held on Thursday 11 April 2019, having been circulated, be taken as read and now confirmed and adopted as a true and correct record of proceedings of that meeting.

Carried

4. Decision Reports

4.1 Procurement Plan for CON18078 New Town Basin Park Construction

Moved By Cr Shelley Deeming

Seconded By Cr Crichton Christie

That the Infrastructure Committee approves the Procurement Plan for CON18078 New Town Basin Park Construction.

Carried

Her Worship the Mayor joined the meeting at 10.33am during discussion on Item 4.1.

4.2 Temporary Road Closure - Matariki Whanau Festival 2019

Moved By Cr Vince Cocurullo

Seconded By Cr Sharon Morgan

That the Infrastructure Committee

1. Approves the proposal to temporarily close the following roads to ordinary traffic for the Matariki Whanau Festival event in accordance with the Transport (Vehicular Traffic Road Closure) Regulations 1965

Saturday 22 June 2019 from 7am to 4pm

Reyburn House Lane, from 9/197 Reyburn House Lane to where it meets Herekino Street and Lower Dent Street

Lower Dent Street, from 160 Lower Dent Street to where it meets Herekino Street and Reyburn House Lane

Herekino Street, from 58-24 Herekino Street to where it meets Lower Dent Street and Reyburn House Lane

2. Approves the proposal to temporarily close the side roads off the roads to be closed for up to 100 meters from the intersection for safety purposes.
3. Delegates to the Chair of the Infrastructure Committee and General Manager Infrastructure the power to give public notice of these proposed temporary closures, to consider any objections and to either approve, cancel or amend any or all of the temporary road closures if applicable.

Carried

4.3 Relocation of the Rose Street Bus Terminal

Moved By Cr Tricia Cutforth

Seconded By Cr Greg Innes

That the Infrastructure Committee approves the refurbishment and continued use of the Rose Street Bus Hub in the short term, while the need for, and future location of, a transport hub be considered as part of the CBD redevelopment and in the context of linkages to the Town Basin.

Amendment

Moved By Her Worship the Mayor

Seconded By Cr Anna Murphy

That the Infrastructure Committee approves the option of moving the CityLink routes terminus, with associated roadside infrastructure, to Vine Street in the 2019/20 financial year.

On the amendment being put Cr Glen called for a division:

Recorded	For	Against	Abstain
Cr Greg Martin		X	
Her Worship the Mayor	X		
Cr Vince Cocurullo			X
Cr Crichton Christie		X	
Cr Tricia Cutforth		X	
Cr Shelley Deeming		X	
Cr Sue Glen		X	
Cr Phil Halse		X	

Cr Cherry Hermon	X		
Cr Greg Innes		X	
Cr Sharon Morgan	X		
Cr Anna Murphy	X		
Results	4	7	1

Lost (4 to 7)
The amendment was Lost

Cr Benney was absent.

On the motion being put Cr Martin called for a division:

Recorded	For	Against	Abstain
Cr Greg Martin	X		
Her Worship the Mayor		X	
Cr Vince Cocurullo			X
Cr Crichton Christie	X		
Cr Tricia Cutforth	X		
Cr Shelley Deeming	X		
Cr Sue Glen	X		
Cr Phil Halse	X		
Cr Cherry Hermon		X	
Cr Greg Innes	X		
Cr Sharon Morgan		X	
Cr Anna Murphy		X	
Results	7	4	1

Carried (7 to 4)
The motion was Carried

Cr Benney was absent.

5. Information Reports

5.1 Contracts Approved Under Delegated Authority May 2019

Moved By Cr Sue Glen

Seconded By Cr Shelley Deeming

That the Infrastructure Committee note the Infrastructure contracts awarded under Chief Executive and General Manager delegated authority.

Carried

5.2 Infrastructure Operational Report - May 2019

Moved By Cr Shelley Deeming

Seconded By Cr Sue Glen

That the Infrastructure Committee notes the Infrastructure Operational Report update.

Carried

Cr Murphy was absent from the meeting from 11.59am to 12 noon, during discussion on Item 5.2.

6. Public Excluded Business

There was no business conducted in public excluded.

7. Closure of Meeting

The meeting concluded at 12.01pm.

Confirmed this 13th day of June 2019

Councillor Greg Martin (Chairperson)

4.1 Contracts Approved Under Delegated Authority

Meeting: Infrastructure Committee
Date of meeting: 13 June 2019
Reporting officer: Simon Weston (General Manager Infrastructure)

1 Purpose

For the Infrastructure Committee to note Infrastructure contracts awarded under Chief Executive and General Manager delegated authority

2 Recommendation

That the Infrastructure Committee note the Infrastructure contracts awarded under Chief Executive and General Manager delegated authority.

3 Background

Table 1 (below) records Infrastructure contracts awarded under Chief Executive and General Manager delegated authority. Attachment 1 provides a summary of the award process for each contract and a brief description of the works being undertaken

Table 1: Infrastructure Contracts Awarded Under Delegated Authority

1. Water	
CON18030	Ridermain Replacements 2018/19
2. Parks and Recreation	
CON18056	Bascule Park Separable Portions B and C
3. Waste and Drainage	
CON19011	Waihora Stormwater Treatment Wetland Construction
4. Roading	
CON18047	Maunu – Porowini Bridge Widening and Intersection Improvements
CON19008	Professional Services for Bike Skills Training

4 Significance and engagement

The decisions or matters of this Agenda do not trigger the significance criteria outlined in Council's Significance and Engagement Policy, and the public will be informed via Agenda publication on the website.

5 Attachment

1. Summary of Contracts Approved Under Delegated Authority June 2019

Summary of Contracts Approved Under Delegated Authority

This attachment provides a summary of the award process and works being undertaken for Infrastructure contracts awarded under Chief Executive and General Manager delegated authority.

1.0 Water

CON18030 Ridermain Replacements 2018/19
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Background

WDC have designated six sections of ridermain and watermain for replacement due to recurring faults/failures. The sections requiring replacement, totalling approximately 1000m in length, are situated in Regent, Whangarei Central, Otangarei, Onerahi, Kensington and Mairtown, and include decommissioning of existing ridermain or watermain pipes. Details for each of the separable portions are as follows:

- Separable Portion A: Dinniss Avenue, Regent.
- Separable Portion B: Albert Street, Whangarei Central.
- Separable Portion C: Brake Avenue, Otangarei.
- Separable Portion D: Sherwood Road, Onerahi.
- Separable Portion E: Henry Street, Kensington.
- Separable Portion F: Lovatt Crescent, Kensington.

Contract Tender

The contract was publicly advertised and closed on the 18th April 2019. Three tenders were received as follows:

Tenderer	Amount (excl of GST)
The Watertight Company Ltd.	\$338,937.94
Forté Civil	\$396,491.64
Broadspectrum Ltd.	\$496,365.46
Engineers Estimate	\$555,205.00

The tender evaluation method was lowest price conforming. The Engineer's estimate was based on rates from recently tendered work and the low prices returned would suggest that suppliers were eager to win the work – possibly due to it nearing the end of the construction season.

The Watertight Company's tender was found to be conforming. The Watertight Company have previously successfully delivered CON16006 – Hunt Street Watermain Replacement as well as CON15029 – Wilson Ave Watermain Replacement for WDC.

Financial

There is currently a budget of \$2,076,736.00 in LTP Indicator: Reticulation – Programmed Work – PJ00052. Current committed costs total \$1,241,788.00, which leaves \$834,948.00 to fund the cost of this work.

Chief Executive Approval

That CON18030 for Ridermain replacements 2018/19 be awarded to The Watertight Company for the tendered sum of \$338,937.94 (Three hundred and thirty-eight thousand, nine hundred and thirty-seven dollars and ninety-four cents) excluding GST.

2.0 Parks and Recreation

CON18056 Bascule Park Separable Portions B and C

Introduction

During construction of Te Matau a Pohe Bridge a hardstand surface was created adjacent to the bridge. In the years since, the site has become an unofficial carpark and one of the primary access points for the Hatea Loop. With no drainage and the carpark at capacity daily, the surface is potholed, untidy and requires regular maintenance.

CON18056 covers improvements to the unformed carpark including sealing, landscaping, stormwater treatment, lighting, CCTV and construction of an amenity space adjacent to the Hatea Loop

Separable portion A has been awarded and construction is underway. Award of separable portions B and C is sought.

Tenders Received and Evaluated

Robinson Asphalts were identified as the preferred tenderer and were awarded the contract. Prices submitted exceeded the available budget and the Engineer's Estimate of \$900,000.00. To keep the project within the available budget of \$867,200.00 a reduced scope was negotiated with the contractor by splitting the works into three separable portions.

Separable portion A included all civil, surfacing and drainage works plus landscaping of the amenity area valued at \$779,498.15 was awarded in January 2019. Leaving a budget balance of \$87,702.00 available for the other 2 stages;

- Separable portion B included construction of a timber boardwalk, seating and shade pergola valued at \$218,220.00.
- Separable Portion C covers all lighting and CCTV costs valued at \$185,795.00.

A further \$404,015.00 is required to complete the contract with a remaining budget \$87,702.00 and a funding shortfall of \$316,315.00.

Financial

\$404,015.00 is required to complete the project with a remaining budget \$87,702.00 and a funding shortfall of \$316,315.00.

To enable the other stages to go ahead savings have been identified in other capital projects such as Pohe Island Car Park, Dog Park, Otaika Sports Grounds, Laurie Hall Park and Cemetery Burial

development. Based on these savings it is recommended that Separable Portion B and C are awarded to Robinson Asphalts

Chief Executive Approval

Separable portions B and C of contract CON18056 for Bascul Park be awarded to Robinson Asphalts for the tendered sums of \$218,220.00 and \$185,795.00 respectively making the total value of contract works \$1,183,513.00 (One million one hundred and eighty three thousand five hundred and three dollars) excluding GST.

3.0 Waste and Drainage

CON19011

Waihara Stormwater Treatment Wetland Construction

Introduction

Whangarei District Council has identified the need for improved treatment of stormwater discharges from its network and has approved a budget for 2018 for stormwater treatment projects.

The aim of this project is to improve water quality through the construction of a stormwater treatment wetland in Morningside. The planned site on Morningside Stream, adjacent to Porowini Avenue currently receives stormwater runoff from the Morningside catchment, which includes a residential suburb, plus a number of large industrial properties. The project will improve an existing ponding area to treat stormwater flows prior to discharge into receiving waters.

During the design of the wetland, a number of representatives from local Iwi and hapu, residents and Morningside school were involved in providing input and feedback. WSP-Opus delivered the detailed designs earlier this year and these were used in the tendering process to select a suitably qualified civil contractor to undertake the construction of the wetland.

Procurement Process

The project was advertised for open tender for three weeks using Council's Tenderlink portal.

Tenders Received and Evaluated

Two tenders were received from Earthworx Rural Civil and from Enviro360. Selection of the preferred candidate was on a lowest conforming price basis.

Tenderer	Price (Excl GST)	Less all Scheduled Fixed Amounts	Adjusted Tender Price (Excl GST)
Earthworx Rural Civil	\$145,752.24	N/A	\$145,752.24
Enviro360	\$439,731.79	N/A	\$439,731.79
Engineer's Estimate	\$114,519.50	N/A	\$114,519.50

Earthworx Rural Civil were the lowest tender. They also satisfied Council's health and safety requirements, and were deemed to have sufficient experience to complete the project to a high degree of quality.

A pre-award meeting was undertaken with Hans Garton from Earthworx Rural Civil on the 29th April 2019. The tender evaluation panel found no reasons to not proceed with the selected contractor.

Financial

There is existing Capex budget for this project for this financial year.

General Manager Approval

We recommend that CON19011 for Waihara Stormwater Treatment Wetland Construction be awarded to Earthworx Rural Civil for the tendered sum of \$145,752.24 (One hundred and forty five thousand, seven hundred and fifty two dollars and twenty four cents) excluding GST.

4.0 Roading

CON18047 Maunu – Porowini Bridge Widening and Intersection Improvements
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Introduction

Capacity improvements at the Maunu Road intersection with Porowini Avenue were identified in the Whangarei Transportation Network Strategy – Strategic and Programme Business Cases, and subsequently supported in a Single Stage Business Case.

The improvements are part of a wider staged package of capacity improvement projects referenced in the 2018-28 Long Term Plan. The current status of these are described in the following table:

Location	Timeframe	Owner
Tarewa / Porowini Ave Intersection	Completed Jan 2019	Whangarei District Council
SH1/ Tarewa Road Intersection	Mid 2018 to mid-2020	NZ Transport Agency
Maunu - Porowini Bridge Widening & Intersection	May 2019 to end-2019	Whangarei District Council

This agenda is specifically requesting the approval to award the physical works contract for Maunu - Porowini Bridge Widening and Intersection Improvements.

Procurement Process

A Procurement Plan was developed based on the New Zealand Transport Agency Procurement Manual (PM). The following key items were considered.

Delivery Model

A Staged Approach was selected in accordance with the PM Procurement Procedure 1 based on project complexity, scale, timing and risk.

Supplier Selection Method

The Price Quality method using Prequalified Tenderers capable of doing the work was selected based on:

- Quality Management – TSQ1 and working toward ISO 9000 Certification;
- Resources and experience capable of project delivery in the order of \$2M;
- Specialist structural engineering technical understanding;
- Limited surveillance;
- High risk components– drilling and structural components selection and methodology, underground services management in vicinity of piling operations, traffic management in busy commercial environment.

Attributes were set using the NZTA Attribute Weight Setting Tool and tested using the NZTA Price Quality Evaluation Tool. Tenders were called in March 2019.

Tenders Received and Evaluated

The tender evaluation was undertaken in accordance with the New Zealand Transport Agency Procurement Manual. One conforming and one non-conforming tenders were received as presented in the following table.

Tenderer	Price (Excl GST)	Less all Scheduled Fixed Amounts	Supplier Quality Premium	Adjusted Tender Price (Excl GST)
MAP Projects Ltd	Non-conforming tender	Non-conforming tender	Non-conforming tender	Non-conforming tender
United Civil Construction Ltd	2,127,687.35	246,500.00	0.00	1,881,187.35
Engineer's Estimate	2,093,940.50	246,500.00	0.00it	1,847,440.50

MAP Projects Ltd are a Mount Maunganui based supplier who submitted a non-conforming tender rejected by the Tender Evaluation Team as it did not meet the minimum attribute requirements.

United Civil Construction Ltd are a locally based supplier who submitted a conforming tender accepted by the Tender Evaluation Team who subsequently provided a Recommendation to Award.

Financial

Physical works will proceed in late May 2019 with most of the works being undertaken in the 2019/20 financial year. There are sufficient available funds within the Whangarei District Council Roadway budgets for this project.

Chief Executive Approval

That CON18047 for Maunu – Porowini Bridge Widening and Intersection Improvements be awarded to United Civil Construction Ltd for the tendered sum of \$2,127,687.35 (Two million one hundred and twenty seven thousand, six hundred and eighty seven dollars and thirty five cents) excluding GST.

CON19008
 Professional Services for Bikes Skills Training

Background

The provision of Bike Skills Training is part of road safety promotion in the Whangarei District area and is a continuation of the existing programme. This contract is a purchaser nominated price contract for a two years and three months contractual period with the potential for a further three-year extension subject to the availability of funding.

This contract will result in improved rider confidence and safety which will encourage greater uptake in cycling, building upon Council's investment in developing a shared path network throughout the city.

Tendering Process

Tenders were advertised on 20 February 2019 and closed on 25 March 2019. The Tender evaluation was undertaken in accordance with the New Zealand Transport Agency's Procurement Manual, using the "Purchaser Nominated Price Method". A purchaser nominated price of \$340,000.00 plus a contingency of \$30,000.00 for a total contract sum of \$370,000.00 was nominated in the tender document.

Two confirming tenders were received from Bike Northland and Stuart Bell.

Tender attribute evaluation

The tender evaluation team agreed on the following non-price attribute scores.

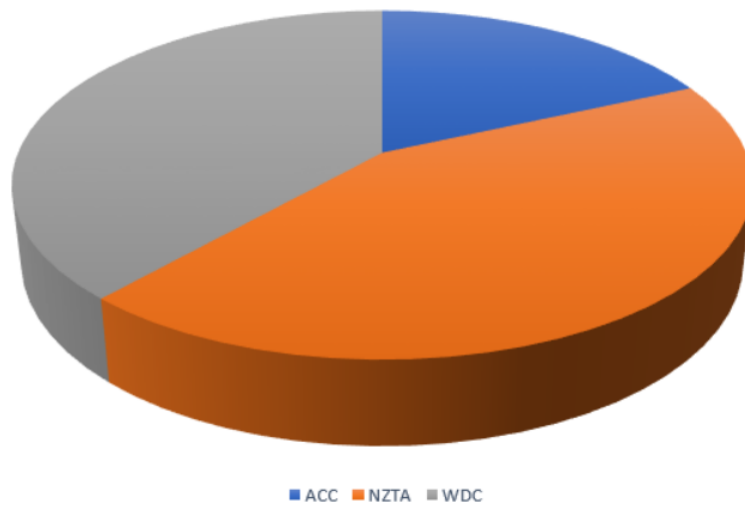
Tenderer	Pre-Condition	Relevant Experience	Relevant Skills	Methodology	Total Score
Bike Northland	Pass	12.40	29.11	40.58	82.09
Stuart Bell	Pass	11.15	28.18	37.63	76.95

Financial Discussion

Bike Skills Training is by a combination of NZ Transport Agency (NZTA), ACC and Whangarei District Council. The NZTA and ACC funding for this project has been approved. The Council share of this contact will come from the Roading Departments existing Cycleway budgets. Below is a split of the sources of funding.

- \$67,500.00 (100% funded by ACC)
- \$302,500.00 (53% funded by NZ Transport Agency and 47% funded by Council)

Bike Skills Training - Funding Sources



Delegation

This contract is within the Chief Executive Officer's \$3,500,000.00 (excluding GST) financial delegation.

Chief Executive Approval

It is recommended that the tender submitted by Bike Northland for \$370,000.00 (Three hundred and seventy thousand dollars and zero cents) excluding GST be accepted, as it is the tender with the highest attribute score.

4.2 Infrastructure Operational Report – June 2019

Meeting: Infrastructure Committee
Date of meeting: 13 June 2019
Reporting officer: Simon Weston (General Manager Infrastructure)

1 Purpose

To provide a brief overview of work occurring in the current financial year, across services that the Infrastructure Committee is responsible for.

2 Recommendation

That the Infrastructure Committee notes the Infrastructure Operational Report update.

3 Background

In December 2016, Council adopted committee terms of reference for the 2016 – 2019 triennium, with the purpose of the Infrastructure Committee being to ‘oversee the management of Council’s infrastructural assets, utility services and public facilities’.

This report provides the Committee with a brief summary of Infrastructure operational highlights during April/May 2019.

4 Significance and engagement

The decisions or matters of this report do not trigger the significance criteria outlined in Council’s Significance and Engagement Policy, and the public will be informed via report publication.

5 Attachment

Infrastructure Operational Report – April 2019

Infrastructure Group

Monthly Report

April 2019

Infrastructure Monthly Report

Reporting Officer: Simon Weston (General Manager Infrastructure)

Date: 31 May 2019

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Projects Overview

Infrastructure Planning & Capital Works

Planning & Capital Works Projects	Current Stage	Expected Start Date	Expected Completion Date
Major Projects - Sense of Place			
New Town Basin Park	Design	2017	Jul-19
Camera Obscura (3rd party project)	Construction	Oct-19	Apr-20
Bascule Carpark	Construction	Mar-19	Jul-19
Car Park on Pohe Island	Construction	Jan-19	Jun-19
Major Projects - Parks & Recreation			
Matapouri Beach Restoration	Consenting	Feb-19	Oct-19
Princes Road Seawall Renewal	Consenting	Mar-18	May-19
Otaika Sports Park Field Construction	Construction Stage 2	-	Apr-20
Laurie Hall Park Asset Renewals	Construction	Jan-19	Jun-19
Ruakaka Sports Field Lighting	Construction	Apr-19	Jun-19
Potter Park Playground	Construction	Apr-19	Jun-19
Laurie Hall Park Waterfall Refurbishment	Detailed Design	Feb-19	Jun-19
Mackesy Bush Track Renewal	Construction	Apr-19	Aug-19
Ngunguru Seawall Renewal	Consenting	May-19	unknown
Dog Park Drainage	Practical Completion	Feb-19	May-19
Ngunguru Youth Activity Zone	Design	Feb-19	May-19
Parihaka War Memorial Refurbishment	Construction	July-19	Sept-19
Pohe Island Destination Playground	Design	Mar-19	Jun-19
Pohe Island Skate Park	Design	Mar-19	Jun-19
Town Basin Playspace Renewal	Design	Mar-19	Jun-19
Hikurangi and Hukerenui Sportsfield Drainage	Construction	Oct-19	Dec-19
Major Projects - Water			
Whau Valley Water Treatment Plant	Construction	Mar-19	Oct-20
Ruakaka WTP Clarifier Upgrade	Construction	Mar-19	Dec-19
Major Projects - Waste & Drainage			
Teal Bay Stormwater Upgrade	Practical Completion	Feb-19	May-19
Whangarei WWTP Odour Control	Detailed Design	Mar-19	Jul-19
Major Projects – Compliance & Regulatory			
New Animal Shelter	On Hold – Site reassessment		Jun-19
Major Projects - Strategy			
Complete Streets Masterplan – Whangarei City	Design	Feb-19	July-19
Major Projects – Venues & Events			
NEC Lighting Upgrade	Investigation	Apr-19	Jun-19

Waste and Drainage

Waste and Drainage Projects	Current Stage	Expected Start Date	Expected Completion Date
Takahe Sewer Diversion	Complete	Nov-18	Apr-19
Hikurangi Sewer Rehabilitation Stage 2	Construction	Feb-19	Oct-20
Tarewa Rd/SH1 Sewer Crossing Stage 2	Construction	Jun-19	Dec-19
Porowini Ave Stormwater Quality Improvement	Construction	May-19	Jul-19
Riverside Dr/Pohe Island Sewer Rising Main Replacement	Planning	Mar-19	Jun-19
Timangi St-Ruakaka Sewer Renewal	Construction	May-19	Jul-19
Leith Catchment Sewer Rehabilitation	Construction	Apr-19	Jun-19

Water

Water Projects	Current Stage	Expected Start Date	Expected Completion Date
Water Treatment Plant Upgrades	Construction	Sep-19	Jun-19
Meter Replacement Contract 2018/19	Construction	Nov-19	Apr-19
Reticulation Programmed Works 2018/19	Construction	Sep-19	Jun-19
Minor Projects - Emergency Works	Construction	May-19	Oct-19
SCADA Upgrade	Construction	May-19	Jun-20

Roading

Roading Projects	Current Stage	Expected Start Date	Expected Completion Date
LED Street Lighting – Twin Coast Discovery Upgrade	Complete	Nov-17	Dec-18
LED Street Lighting – Supply and Installation (V Category)	Tender	May-19	Jun-19
CON17091 Porowini/ Tarewa Intersections Improvements	Construction	Complete	Complete
Vinegar Hill Road Safety Improvements	Construction	May-19	Dec-20
CON18047 Maunu Rd / Porowini Ave Intersection Improvements	Tender Evaluation and Award	Mar-19	Apr-19
Road Safety Promotion (2019-21)	Tender	Jun-19	Jul-19
Bike Skills Training	Award	Mar-19	May-19
CON18012 KSP Stage 4a (Fisher Tc Underpass)	Construction	Sep-18	Aug-19
CON17056 KSP Stage 3 & 4b SP1 (Kamo Rd to Puna Rere Dr)	Construction	Nov-18	Oct-19
CON17056 KSP Stage 3 & 4b SP2 – (Jack St to Fisher Tc)	Construction	Dec-19	July-19
Te Matau a Pohe Road Light Replacement	Procurement	Mar-19	Jun-19
Inner CBD Transport Model	Design	Dec-18	May-19

Infrastructure Planning & Capital Works

Major Capital Projects

An update on key projects managed by the team are as follows:

Major Projects - Sense of Place

- **New Town Basin Park (Carpark to Park):** The detailed engineering design services have been awarded to Vision Consulting Engineers. The procurement of an artist to design the central art piece is underway and due to be completed in June. The team are continuing to work closely with both internal and external stakeholders. Physical works will occur in parallel with construction of Hundertwasser Art Centre with Wairau Maori Art Gallery project. Construction of the new park will start in early 2020, with completion in late 2020.
- **Camera Obscura:** The external project team now have advised that most of the funding for the construction of a camera obscura on Pohe Island has been obtained. They have also made a submission to the WDC Annual Plan for funding to underwrite inflation that may have taken effect (especially for the labour rates) since November 2017 when funding was first approved by Council. Construction is anticipated to start in October 2019 and take five to seven months. This year's WDC funding will be carried forward into the 2019/20 financial year.
- **Complete Streets Masterplan – Workshop** held with internal stakeholders, draft concepts have been presented with review and refinement of options ongoing.
- **Pohe Island Central Carpark, William Fraser Memorial Park:** Construction began early January. All power and fibre ducting and cables are installed. All stormwater pipes, manholes and raingarden construction is complete, kerb and channel is nearing completion and work has begun on preparing parking lanes for sealing. A crew is working on the assembly of the rock and tree pits and the paths connecting the loop walkway to the carpark and beyond.
- **Basculer Carpark – Construction** of the park section of the Basculer carpark area has started. In May work will start on the sealed carpark area. Completion is planned for July 2019. Stages two (lighting and CCTV) and three (landscape elements like boardwalk and seating) will be awarded in May. The coffee container will remain open for the duration of the construction.

Major Projects - Parks & Recreation

- **Matapouri Beach Restoration:** Peer review of the engineering design is complete and comments were addressed. Community consultation is complete and the consent application with Northland Regional Council (NRC) was lodged, who publicly notified the application in April 2019. The consent hearing is scheduled for 22 July 2019.
- **Princes Road Seawall:** The design for Princes Road seawall has been updated based on feedback from the Engineer and Arborist. The team are working on getting the new design out to all stakeholders and applying for consents from NRC and WDC.
- **Ngunguru Seawall Renewal:** Detailed design for Stage 2 along Ngunguru Road frontage is complete and has incorporated some items gathered from the community feedback. Resource Consent has been lodged with NRC earlier this year. Following comment from the Department of Conservation an additional coastal assessment report was prepared and submitted in April 2019. It is anticipated that NRC will publicly notify the application. All available funding in 2018/19 to renew the seawall and construct access stair cases will be carried forward into the new financial year. Dependent on the success of the consent application, works are planned to be undertaken in April – June 2020.
- **Sandy Bay Beach Restoration:** A long-term solution to manage the dune erosion at Sandy Bay has been proposed and a Resource Consent for the work has been lodged. Some of the car park site is managed by DOC and a concession has been applied for. The Ecological Impact Assessment has been received and clarification is being sought on information to be included in the Coastal Processes Assessment.
- **Otaika Sports Park Field Construction:** Construction of stage 1 which includes two new sports fields, lighting, irrigation and drainage is completed, and the kikuyu has fully established ready for the winter season 2019. Physical works on stage 2 commenced in November. The works include the construction of one new field and the refurbishment of an existing field, including lighting, irrigation and drainage. Stage 2 fields will be ready for the following winter season April 2020.

- Ruakaka Sports Field Lighting: Lighting physical works is underway and expected to be completed in early July. The existing lighting will remain in place until the new lights are operational.
- Laurie Hall Park Asset Renewal: The park opened successfully for ANZAC Day. Some remaining items such as light poles are to be completed over the next month.
- Laurie Hall Park Waterfall: The detailed design is underway for the redesign of the waterfall area in Laurie Hall Park. The geotechnical Investigation has now been completed.
- Potter Park, Tikipunga - Steve Bowling Contracting has started construction of the civil works, this is due for completion early June 2019. Playground and shade sail installation will begin following consent approval and civil works completion.
- Ngunguru Youth Activity Zone – Concept design completed and presented to the community on Sun 12 April. The community have been generally supportive. Further discussion with the Sports complex and Golf club reps has prompted some minor changes. Revised design to be finalised in May.
- Mackesy Bush Track Upgrade – Physical works on the tracks is underway with two teams working on different sections of the tracks.
- Dog Park Drainage – Construction is complete. The park will open on the 29 May.
- Parihaka War Memorial Refurbishment – Project to be split into 3 Phases. Phase 1 – restoration of monument, cenotaph modifications and electrical/lighting upgrade is now underway. Design of steps and planter/wall complete. Contractor quotes for Phase 1 have been received and awaiting finalisation. Start of site work late July/ early August. Phases 2 and 3 were presented to Iwi leaders on 18 April at Te Kapua Whetu School - reception was generally positive.
- Hikurangi and Hukerenui Sportsfield Drainage: The Physical work contracts have been awarded to Tractors Ag and Turf. Construction will be between October and December 2019.
- Pohe Island Destination Playground and Skate Park: Design is underway with first workshop held at the beginning of April. Public toilet design is underway.
- Town Basin Play Ground Renewal: Design is underway with first workshop held at the beginning of April. Design is being done in conjunction with Pohe Island to ensure that complementary activities are provided in each playground.
- Town Basin Wharf Renewal: condition assessment has been undertaken for the wooden wharf nearest the canopy bridge, and has found that some of the piles need to be replaced. Renewal works are planned to start in November when a barge is available.

Major Projects - Water

- New Whau Valley Water Treatment Plant – Construction contract was awarded to Broadspectrum on 7 February 2019. Building consent was lodged in October 2018 and is currently being assessed. Earthworks commenced in March 2019. Construction is estimated to take 20 months, and physical works are due for completion in October 2020. Commissioning of plant is planned immediately after completion. However, the dam needs to be full, and not too close to Christmas and the peak demand period. Risk is that commissioning has to wait until mid-2021.
- Ruakaka WTP Clarifier Upgrade: Design finalisation and shop drawing development with contractor ongoing. Site works expected to begin mid-2019, after high demand period ends. Equipment due to arrive in NZ August 2019. Construction expected to continue until December 2019.

Major Projects - Waste & Drainage

- Teal Bay Stormwater Upgrade: Construction is complete.
- Whangarei WWTP Odour Control: Design has commenced for odour control to be installed in the process units which are contributing to off-site odour – includes equalisation basin, sludge tanks and the inlet works. Risk assessment workshop held at the beginning of May. Preliminary design due 15 May 2019 with a workshop to follow.

Major Projects - Compliance & Regulatory

- New Animal Shelter: WSP Opus have been awarded the professional services contract. The site chosen for the location of the shelter has been assessed and has been found to incur major construction costs well beyond the budget. Alternative sites are being identified.

Major Projects – Venues & Events

- Northland Events Centre (NEC) Lighting Upgrade: Whangarei District Council was successful with their bid to host the 2021 Women's Rugby World Cup in July 2021. New Zealand Rugby (NZR) have defined within the bid the required flood light lux levels for the field of play. In April, it was confirmed that the existing flood lights don't meet NZR lux level requirements. Work has commenced on replacing the lights.

Infrastructure Planning

The Proposed Regional Plan for Northland submission was lodged in early November 2017, with evidence presented at the 28 August 2018 NRC hearing. The decisions version has been released and is being reviewed against our submission to assess whether there are any matters that WDC should appeal before the end of May deadline. The new plan is now operative and consent applications must be prepared in light of the new rules.

Co-ordination of infrastructure group input to District Plan changes is continuing.

WDC Designations Plan Change hearing was held 26 February where expert planning evidence of Infrastructure Group as the 'Requiring Authority' was presented. The hearing was adjourned for 2 weeks plus extensions to allow mediation to occur between the Requiring Authority and a submitter. Mediation has occurred, and further diagrams for the airport designations have been prepared and sent to the commissioners.

Notice has been received from The Department of Conservation that The Minster wishes to review a number of delegations to Territorial Authorities in the Reserves Act 1977. Some legal implications have arisen due to changes made in 2013, prompting this review. There will be potential impacts to current procedures therefore council has made a submission on the proposal.

The team is continuing to review a steady stream of subdivision and land use consent applications that have a parks or infrastructure element and assessing consent conditions. The level of landscape information is noted to have declined within the applications.

Planning assessments and consents are being prepared for capital projects requiring District and Regional consents.

Work has recommenced on the Tutukaka Reserve Management Plan. Engagement with stakeholders will happen in 2019 (subject to resource availability) to identify current issues and options for reserve use and development. Formal consultation processes will follow once a draft plan is prepared.

Over summer customer complaints and enquiries about reserve encroachments increased. The development of a formal Encroachment on Reserves Policy is being discussed with the Parks team.

Landscape Architects

The New Town Basin Park project detailed design specifications and construction documentation is being prepared. A team of consultants are working in parallel with the landscape architect team to deliver full construction documentation. The team are also managing the artist expressions of interest for the main feature piece.

Community consultation has been undertaken by the team for both the 'Refurbishment of the Town Basin Playground' and the 'New Destination Playground on Pohe Island'. Internal workshops are currently being run with staff and designers.

Consultation for the Pohe Island Skatepark Upgrade has been undertaken on Monday 6 May with an excellent turnout and great feedback.

Tenders have been awarded to start design work on these playground projects as well as the skate park designer for the refurbishment and extension of the Pohe Island Skate Park. Start-up meetings have taken place and WDC Landscape Architects are helping to drive the design in the correct direction to accommodate our district and visitors.

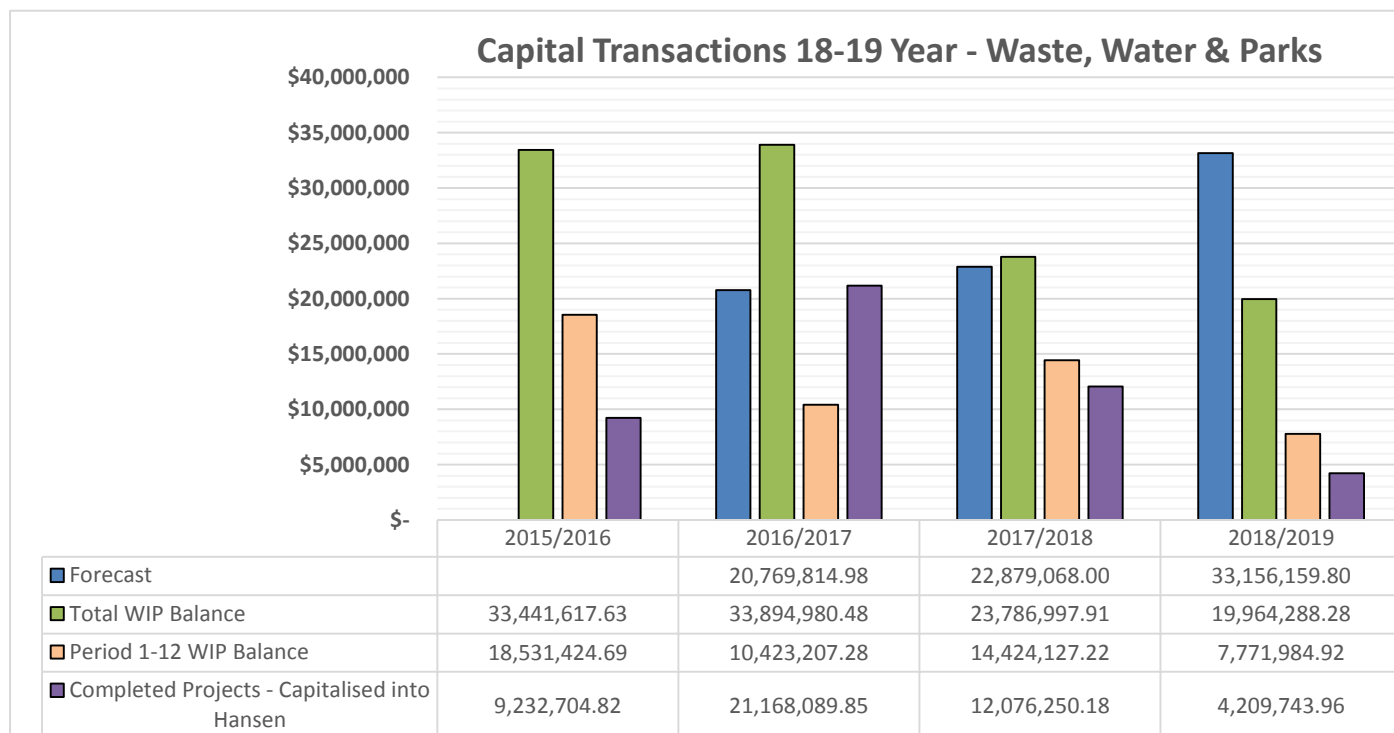
Involvement in various other projects including the City Centre Plan, Parihaka War Memorial, Ball Clock, Camera Obscura and Ngunguru Skatepark are ongoing.

Construction is underway on Pohe Island Central Carpark, Bascule Park, and Potter Park. The landscape team will be part of the project team monitoring construction to ensure design outcomes are achieved on these projects.

Infrastructure Development – Alison Thompson

Asset Capitalisation

Projects due to be completed prior to the end of the financial year totalling approximately \$8M, will bring the total Completed Projects capitalisation figure to \$12.2M. This is similar to last year.



Asset Data Management / Valuation of Assets

The AMS vendors have been working with the organisation and were carrying out workshops over the past two weeks to ensure all requirements are captured and the current processes are documented and catered for in the build-up for rollout of the new applications.

Adding to this, the Valuation consultants have been on site and are in the process of providing a complete revaluation of all Infrastructure Assets excepting the Roding Assets. This valuation was purposely undertaken out of step with the usual triennial process to misalign it with the LTP year which in turn should allow for earlier and easier plan development.

The financial year end is fast approaching and with that comes the rush to have as many project completions capitalised and accounted for as possible. This increases the normal work load of the Asset Data Team and added to this is the valuation this year so they will be under a considerable amount of pressure to complete all tasks. The team is resilient and has processes to cope with this but please be conscious of this added stress when making impromptu requests of them.

Development Engineering

The number of applications received in March were 16. New applications received included an expansion of the Arise Church in Springsflat, 28 Lots in Kotata Developments, 10 Lots at Cullen Road Waipu with a Road to vest and several smaller Rural developments.

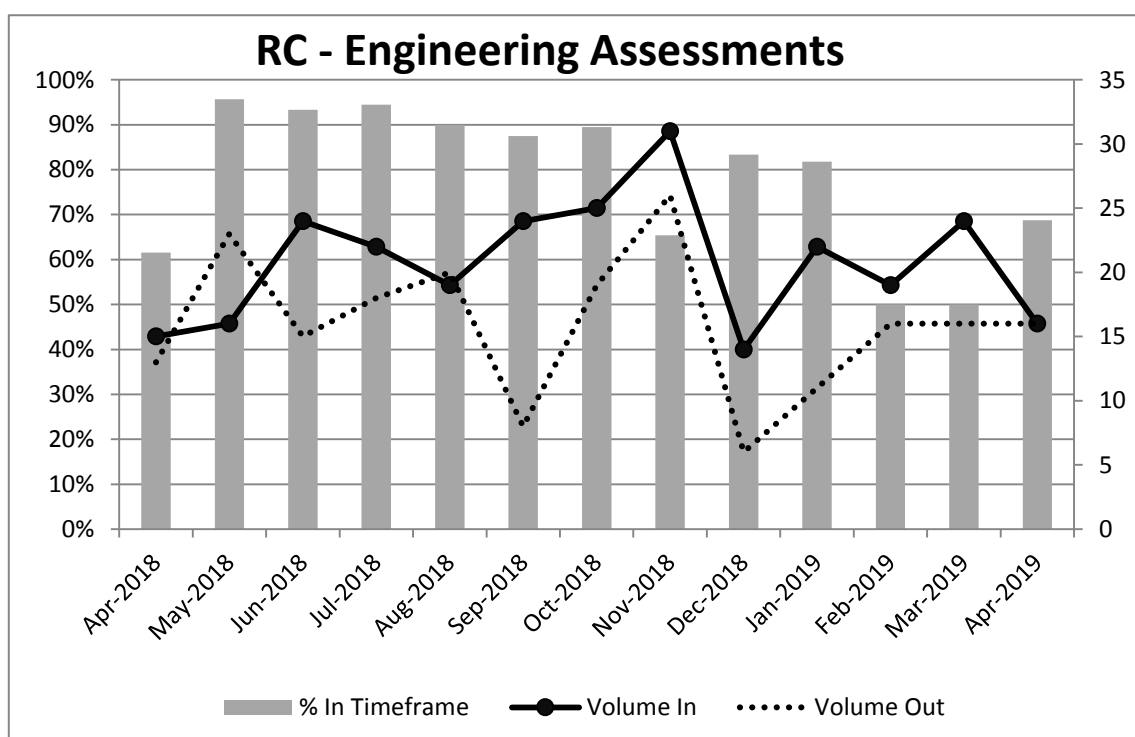
Development Engineers have been processing applications with an increased complexity due to the number of Lots and quantity of assets to vest increasing.

Staged developments are being completed at increased rates due to housing demand resulting in an increase in inspections.

Council Engineers are continuing to assist developers with several larger proposals in preparation for lodgement of consent including development in the re-zoned Sands Road area.

Over the last financial year approximately 2.4km's of new road was vested in WDC because of continuing development in the district.

Name of SD/RC	Road names and approximate length of new pavement
Rock Solid Holdings Ltd	Torrey Pines Rise 60m plus cul-de-sac and Provisional Dr, extension 100m plus cul-de-sac
Nova Scotia Estate	Halifax Dr, extension 120m plus cul-de-sac
Kotata Developments Ltd	Titiro St, 60m plus cul-de-sac
Waikaraka Developments	Upgrading of Glengarry Lane
Barrett Homes Ltd	Extension of Tanner Pl, 90m plus cul-de-sac
Evo Land Ltd	Capstone Pl, 300m plus cul-de-sac
Marsden Cove - Stage 5A and 5B	Maturiki Dr extension, 350m plus 275m of private temporary link road and temporary roundabout
Totara Parklands Stage 5B	Ohau Cres 230m, Wairau Dr extension 350m, Lake Dr extension 220m
Adam Jones (Argyle St)	Green Estate Dr 200m plus cul-de-sac, Argyle St extension 30m,

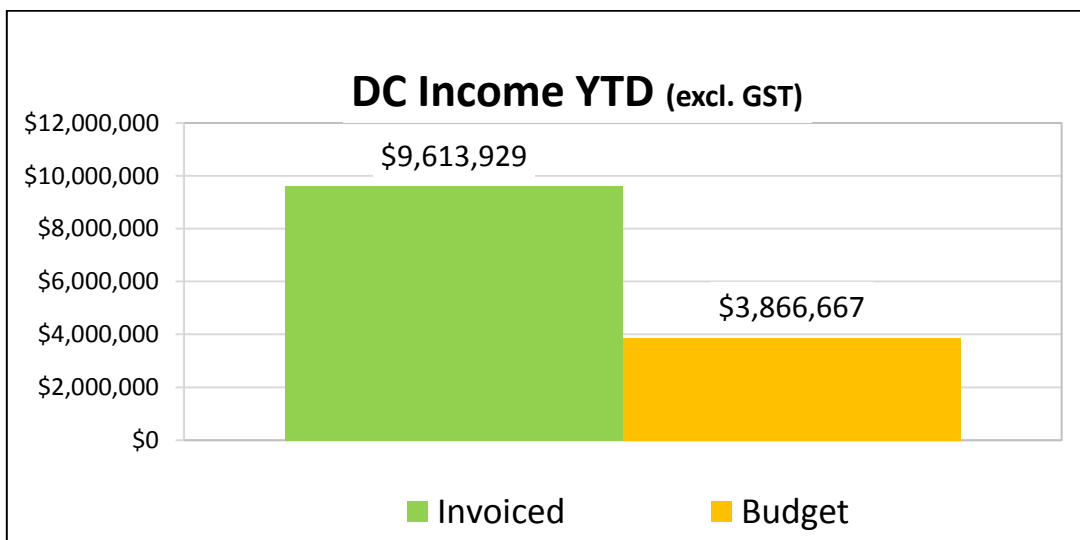
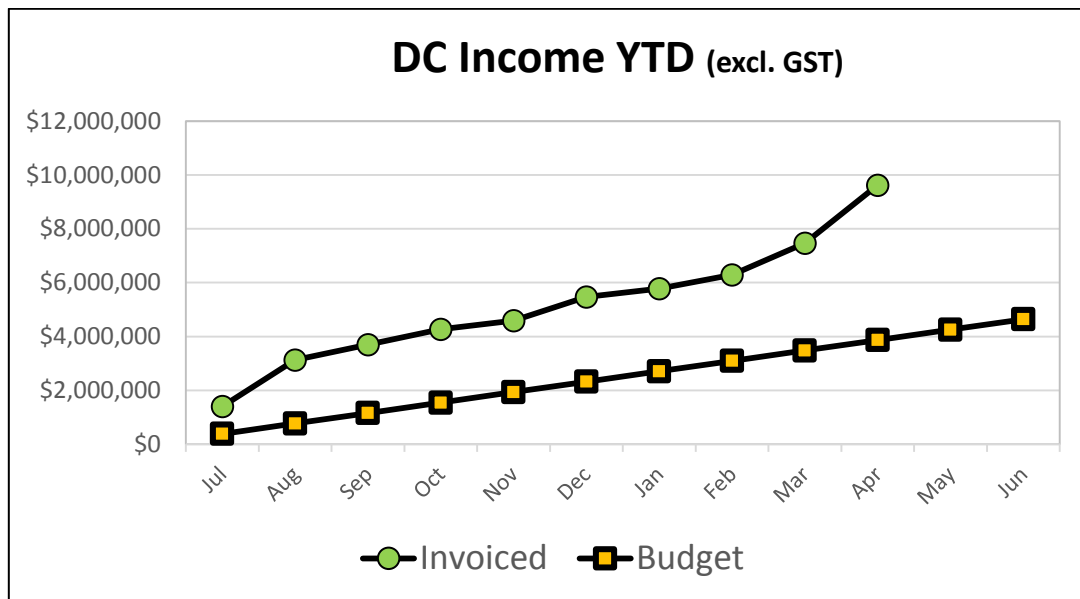


The 8-day level of service for engineering report delivery has increased this month to 69%. We anticipate this value will fluctuate as we have staff and consultants taking leave but we expect this to improve as we recruit a development engineer and engage more consultants on our engineering panel.

Development Contributions

Year to date (YTD) income is \$9,613,929 with \$2,153,845 received in April, this is well above budget and reflects the level of development activity this financial year. It is timely to reflect that development contributions income is cost recovery revenue. Development contributions help recover costs incurred for providing additional capacity to service growth, either past or planned projects

All Resource consent, building consent and public utility applications are assessed for development contributions. 10 applications were assessed as having a liability for contributions in March, bringing the total to 88 for the calendar year.



Infrastructure Support

Staff have worked with Finance and IT and will go live with the interim contract solution. Five working days spent migrating all contracts to new invoicing schedules. New reports have been added to enhance reporting on our internal processes. In April, 58 contract claims were processed.

Internal audits are progressing well with 3 audits completed this month and another 2 booked in for May. The buddy system for new auditors continues to work well.

The cadet from I-site has moved over and begun work with DEs, RC Admin and Infrastructure Admin.

Work on internal process improvements is tracking well with 2 processes being reviewed this month.

Health and Safety – Desarae Williams

Accidents & Incidents Reported in April

The number and types of incidents reported relating to Infrastructure staff, contractors or in Infrastructure locations where members of the public may have been impacted is shown below.

	Staff	Infrastructure Contractors	Infrastructure Volunteers	Public incidents	Public incidents (not in workplaces)	Totals this month	(Totals YTD 2018-19)	(Totals YTD 2017-18)	(Totals YTD 2016-17)	I&S Totals 2015-16
Worksafe NZ Breach - Prohibition Notice	0	0	0	0	0	0	1	0	1	0
WorkSafe Notifiable Event	0	0	0	0	0	0	1	0	2	0
Lost Time Injury	1	0	0	0	0	1	6	9	8	4
Medical Treatment Injury	1	2	0	1	0	4	30	51	40	39
Occupational Health Exposure	0	0	0	0	0	0	1	1	5	0
Minor injury	0	5	0	0	0	15	79	108	119	57
Discomfort and Pain	1	0	0	0	0	1	25	40	36	29
Breach of rule incidents	0	1	0	0	0	1	3	12	0	0
Incident/Near Miss	3	10	0	0	0	14	158	204	189	292
Totals	6	19	0	1	0	36	304	425	400	421

Table 1 – Incidents and running totals – Note: figures accurate to 20/5/19.

The staff lost time injury occurred when a staff member put her foot in a hidden hole in the ground and tripped, breaking the lower part of her leg.

Company	Incident	Pain and Discomfort	Minor Injury	Occupational health exposure	Medical Treatment Injury	Lost Time Injury	Breach	Totals
Northland Waste Ltd	1		1		2			4
Recreational Services Ltd	2		2					4
Mckays Ltd								
Fulton Hogan								
Robinson Asphalt's Ltd								
Broadspectrum	1							1
Quik-shot Ltd								
HEB Construction			1					1
Downer	3							3
Northern Districts Security								
Forte Civil								
Northland Park Care			1					1
Clements Contractors Ltd	1							1
Hydrotech	2						1	3
Totals	10		5		2			18

Table 2: Contractors reported incidents, March 2019 (Note: figures accurate to 20/5/19).

Waste and Drainage

Operations and Maintenance

Whangarei WWTP

A few rain events at the end of March boosted the flow rate to the plant, reaching a peak above 20,000 m³/d on 1 April. Within two days, it dropped to 14,000 m³/d and then climbed back to approximately 17,000 m³/d. From 4 April to the end of the month, the flow gradually decreased and fluctuated within the range of 10,000 to 14,000 m³/d. A similar pattern was experienced during the same period in 2018.

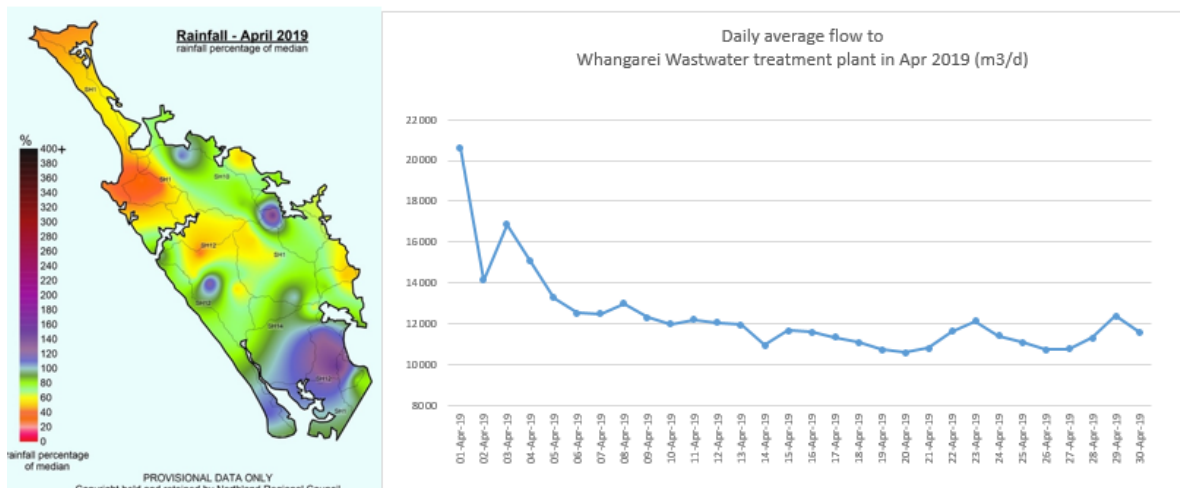


Figure: NRC image depicting the percentage of normal rainfall and graph depict illustrating the daily average flow in m³/d through Whangarei WWTP in April 2019

Activities carried out at the main plant during April include:

- All plants PLC clocks reset to “daylight savings off”
- Turbidity sensor was calibrated but further firmware updates are required
- Polymer for sludge treatment was delivered

Odour Treatment for Inlet and Equalisation Tank

Beca Consultants have been engaged for design of the odour control systems. Site investigations have been completed and Beca have worked closely with W&D operations to understand the plant.

Key milestones for the odour treatment project in May include:

- Risk review with W&D to update and review risks at the design phase
- Issue draft preliminary design report
- Preliminary design review, HAZOP, and safety design workshop
- Preliminary cost estimation

Health and Safety

A staff member tripped over a hole in the lawn outside the laboratory lunch room, and required medical treatment. The hazard has been logged in the incident report.

Rural WWTP Operation & Maintenance – Consents & Compliance

Hikurangi

- Current issues: Membrane filter has failed and has been offline since April last year. Currently, no tertiary treatment taking place.
- Carried out additional monitoring to investigate options for tertiary treatment.
- Last annual compliance monitoring report showed E. coli exceeded compliance limit in summer (up to 1,000cfu/100mg).
- Hikurangi network improvement works to reduce stormwater inflow & infiltration is underway.
- WDC will investigate the option of removing tertiary treatment system and apply for variation to consent condition. This may be done in conjunction with renewal of the current Resource consent which is due to expire in 2025.

- NRC will provide WDC with background information and list of affected parties regarding the current resource consent.
- The proposed approach is generally acceptable to NRC, subject to assessment of effects and approval by affected parties.

Ngunguru

- Current issue: Non-compliance with ammonia
- Planned work:
 - Fix the short-circuit in the oxidation pond.
 - Adding another surface aerator in the secondary oxidation pond.
 - Consider whether to vary consent conditions. Vegetation and fish survey completed last summer showed no adverse effects.

Oakura

- Current issue: the UV disinfection system is overwhelmed due to summer peak loading.
- WDC is investigating option to remove the requirement to disinfect the effluent from the resource consent. This may be considered in conjunction with the proposed community group wetland project.
- The HMI was replaced.

Ruakaka

- Current issue: High disposal volume to Zone 3, which is not metered. As such, the reported flow is not a true reflection of the actual flow as it is calculated as a balance of the inflow less metered flow to Rama Rd. Consider installing a flow meter.
- The wetlands and disposal Zone 3 is being tidied up.
- Arrange installation of aerator in pond 2.

Waipu

- Fence to be repaired near wetland 1
- Floating Wetland 2 trim completed
- Work to extend the sand infiltration will commence soon

Hikurangi flood scheme management

Grazing license renewal:

- A meeting with the farmers was held and renewal of the Hikurangi grazing licenses was discussed.
- Revised contracts are being drafted with new terms and conditions.

Hydrotech completed manual spraying except the following area:

- the Pike drain, as it is too large to do manual spray
- the upper McKenzie to the east of SH1 due to access issues

People and Capability

Position of Engineering Officer has been filled from mid-May.

The vacant position of Waste & Drainage Manager is being re-advertised.

Reticulation

There was 1 spill incident recorded in April 2019. All areas have been disinfected and cleared.

Date Spill Started	Date Spill Detected	Date Spill Ceased	Location	Cause	Volume (m³)	Type of Sewage	Action Taken
2/04/19	2/04/19	2/04/19	Opposite 44 Whangarei Heads Road	Slightly elevated flows due to rainfall prior, downstream manhole not able to be located so flushed from upstream manhole with traffic management. Blockages in aerial crossing location.	<1m3	Raw/unscreened	Yes

Capital Works Projects

Sewer & Stormwater CAPEX

Hikurangi Sewer Rehabilitation Stage 2: Pre-construction CCTV and heavy cleaning of sewer lines is near completion. Civil works which involve replacement and upgrade of lines are 80% complete. Relining of sewer lines will commence soon.

Tarewa Trunk Sewer SH1 Crossing: The final crossing of the 600mm diameter sewer under SH1 is being constructed by Downer as part of the NZTA's Tarewa Rd/SH1 intersection upgrade. Installation is expected to start in June.

Porowini Ave Stormwater Quality Improvement: This project is for construction of a storm water treatment system for the water body adjacent to the Porowini railway overbridge, called Waihara Wetland. The contract for construction was awarded to Earthworx. Construction is expected to start in May.

Sewer and Stormwater Renewals

Tamingi St: Hydrotech is expected to start construction work for the renewal of Tamingi St, Ruakaka sewer around mid-May.

Leith Catchment Sewer Rehab: Relining of 900 meters of 150mm gravity sewer at Leith St, Morningside by Hydrotech is over 50% complete.

Riverside Dr/Pohe Island Sewer Rising Main Replacement: Opus have been engaged to investigate and prepare tender documents and resource consent to replace the sewer rising main under the estuary at Pohe Island. The existing pipe is asbestos cement and has reached its end of service life.

Solid Waste Operations

An additional crate for the collection of glass bottles and jars at the kerbside is intended to be rolled out in late October. Since July 2018 the average recycling rate for kerbside waste has been 37% i.e. above the target of 35% in the annual plan. The recycling rate at rural transfer stations since July 2018 is 47%.

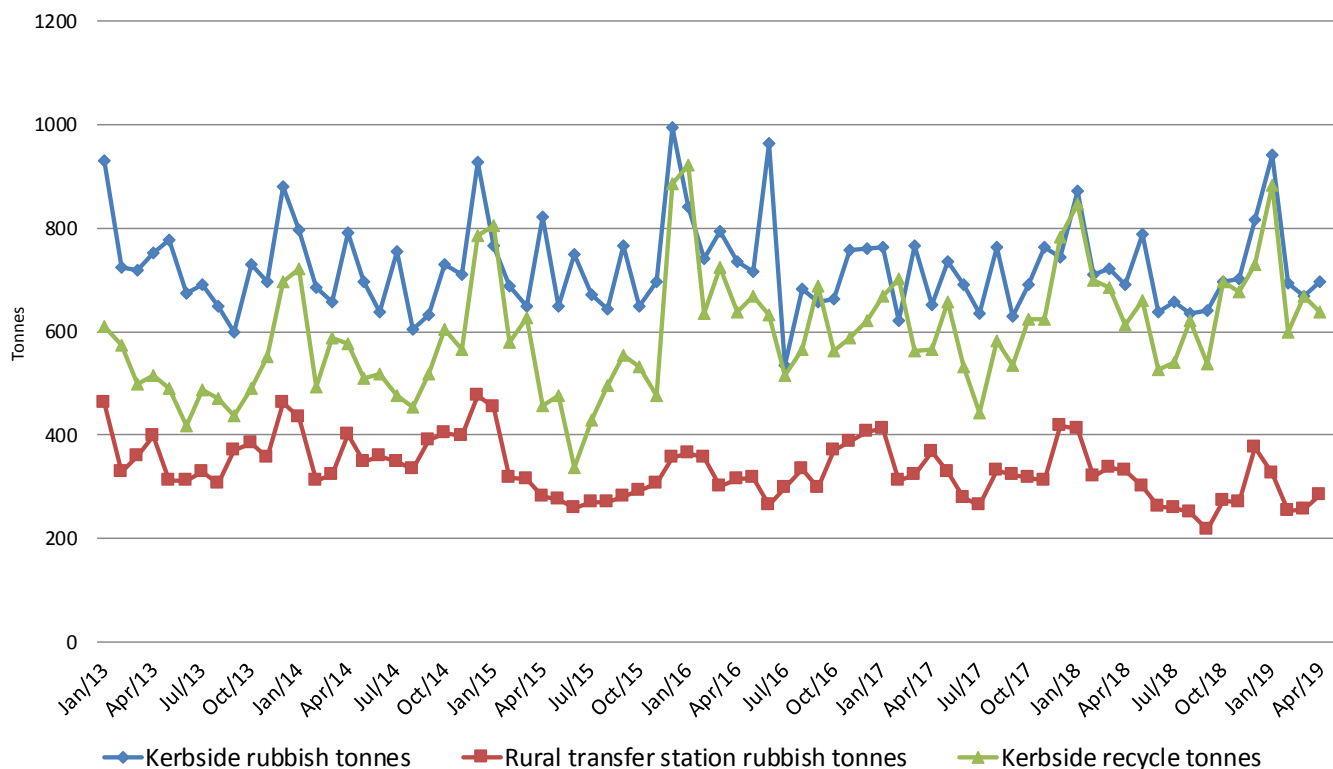
The Parua Bay transfer station has been closed and alternative arrangements for service provision are being investigated with the local community.

Monthly waste tonnages are shown in the table and charts below.

Rubbish Collection Tonnes	2017/18	2018/19	RTS Tonnes	2017/18	2018/19	Recycling Tonnes	2017/18	2018/19
June	637		June	262		June	526	
May	789		May	299		May	660	
April	690	696	April	329	283	April	611	636
March	722	668	March	335	255	March	685	669
February	711	694	February	320	252	February	700	598
January	873	942	January	412	326	January	848	883
December	742	816	December	439	377	December	783	730
November	764	703	November	311	270	November	624	677
October	690	695	October	316	271	October	623	696
September	630	640	September	323	208	September	527	538
August	764	636	August	330	249	August	441	620
July	634	658	July	264	257	July	583	540
Total for period	8646	7148	Total for period	3940	2748	Total for period	7611	6587

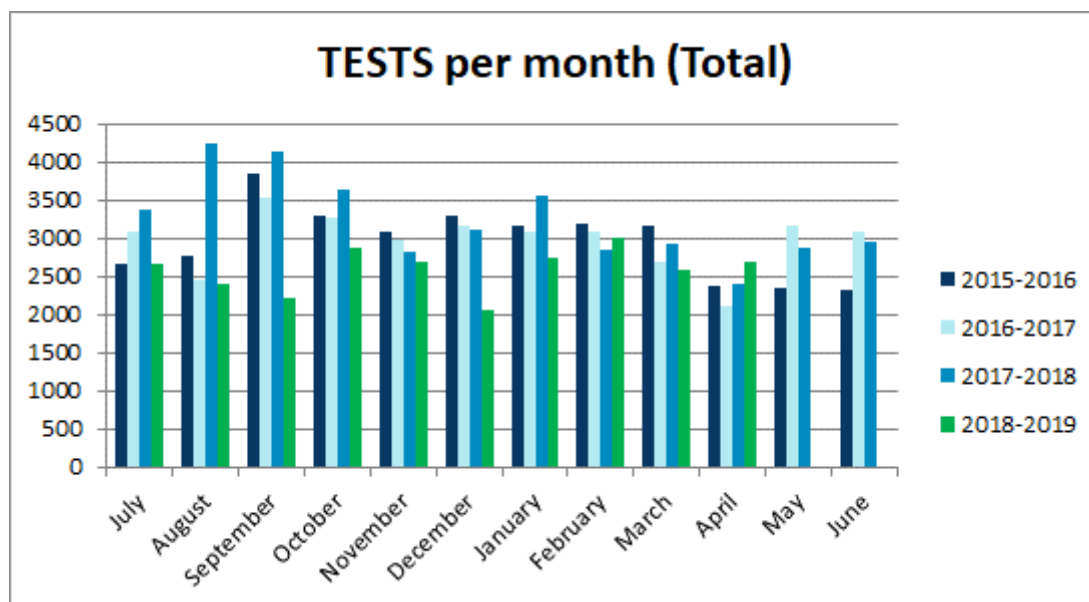
Kerbside Rubbish and Recycling Collection and Rural Transfer Station Operations

Solid Waste Tonnes Jan 2013 - Year to Date



Laboratory Report

During April, the laboratory processed 731 samples requiring 2689 tests, 35% of jobs were reported within 5 working days.



Roading – Jeff Devine

Maintenance Contracts

North Area

Ordered works completed this month are as follows:

- Stabilise pavement repairs on Whangaruru North Road.
- 100% Reseals works completed – last road was Mokau.
- McCardle Rd, Kokopu Rd and Ngunguru Rd rehabilitation works underway.
- Heavy metal pavement works beginning on Moore Rd.

Our roadside tractor mower has finished the Ngunguru loop, and moving towards the Whangarei Heads Area.

Routine works completed this month include:

This month the sealed routine crew are managing to keep up with identified works as our procedures begin to fall into line.

The unsealed pothole crew and maintenance grader have a full programme ahead of them.

The tractor has been trimming the vegetation envelope in most areas this month, and has a list of sporadic work around the network which will require a lot of travel to meet the response times.

South Area

Ordered works completed this month were as follows:

Unsealed Roads

- Maintenance grading on WRC roads for early May race.

Sealed Roads

- Pre seal and maintenance patches started in the southern area, going well before the rain slowed them down - close to finishing.

Rehabilitation / Construction

- Review and acceptance of Fertiliser Rd Rehab.
- Approval for Riverside widening - Commenced in April and ongoing hotmix footpath remaining.

Resurfacing

- Five finger roundabout Walton St AC.
- Atamahina/ Ruakaka Beach Rd Roundabout AC.
- Riverside Dr South – Safety improvement AC.

Line marking

- The road marking on reseals have been completed and continuing the remark around Tikipunga and Maungakaramaea. Back to dayshift only as temperatures are too cold for paint to dry.

Drainage

- Smithville Rd drop chamber and WT completed.

Vegetation

- Urban & rural spraying – completed.
- Urban mowing started, with rural to follow – completed.

Footpaths and Shared Paths

- Anzac Road footpath and Kerb & Channel - completed.
- Whangarei Falls 95% completed, will be finished early May.
- Avenues have started.

Other

- Waipu Cove Rd under slips completed.

- Routine work focusing on culvert and grate cleaning, attending to CRM's, signs maintenance, routine drainage maintenance.
- Signs maintenance

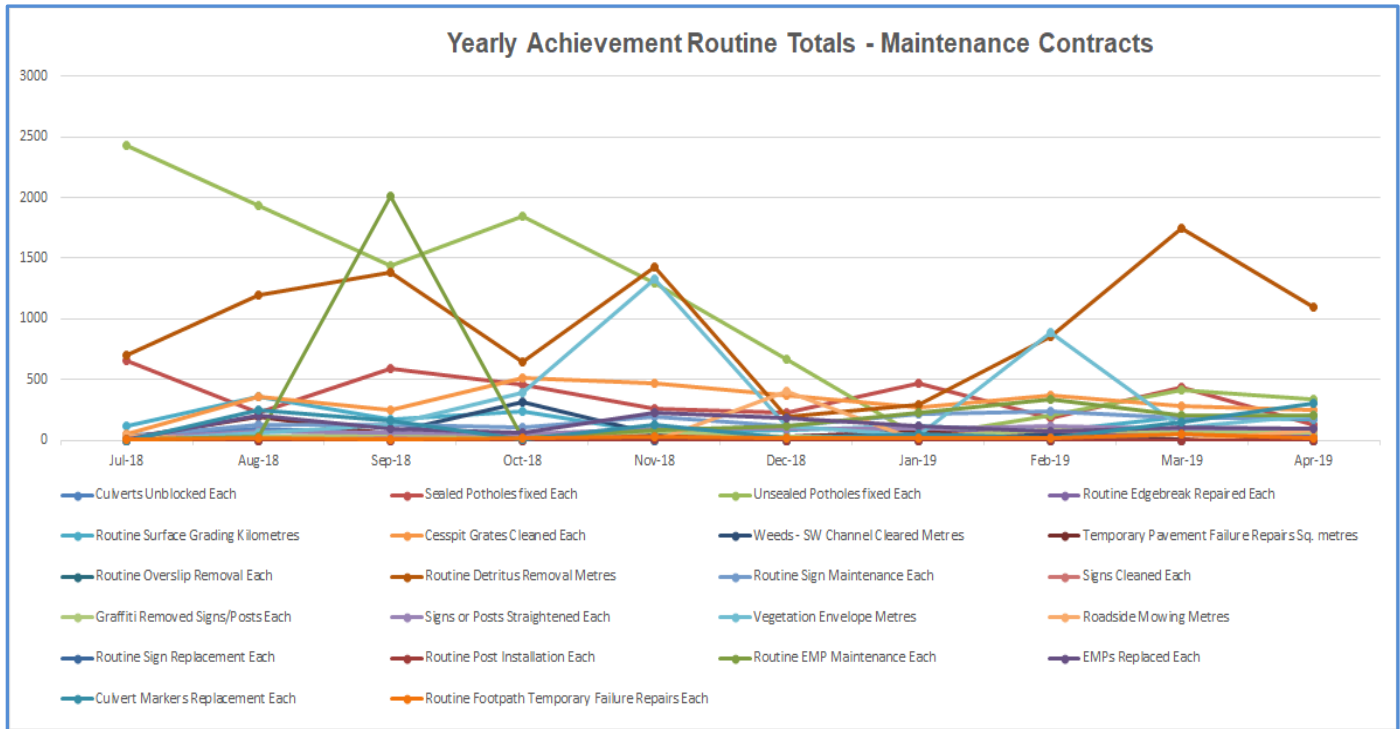
- Focus on channel cleaning and weed spraying.



Footpath works in progress on Ngunguru Road

MAINTENANCE CONTRACTS ROUTINE TOTALS

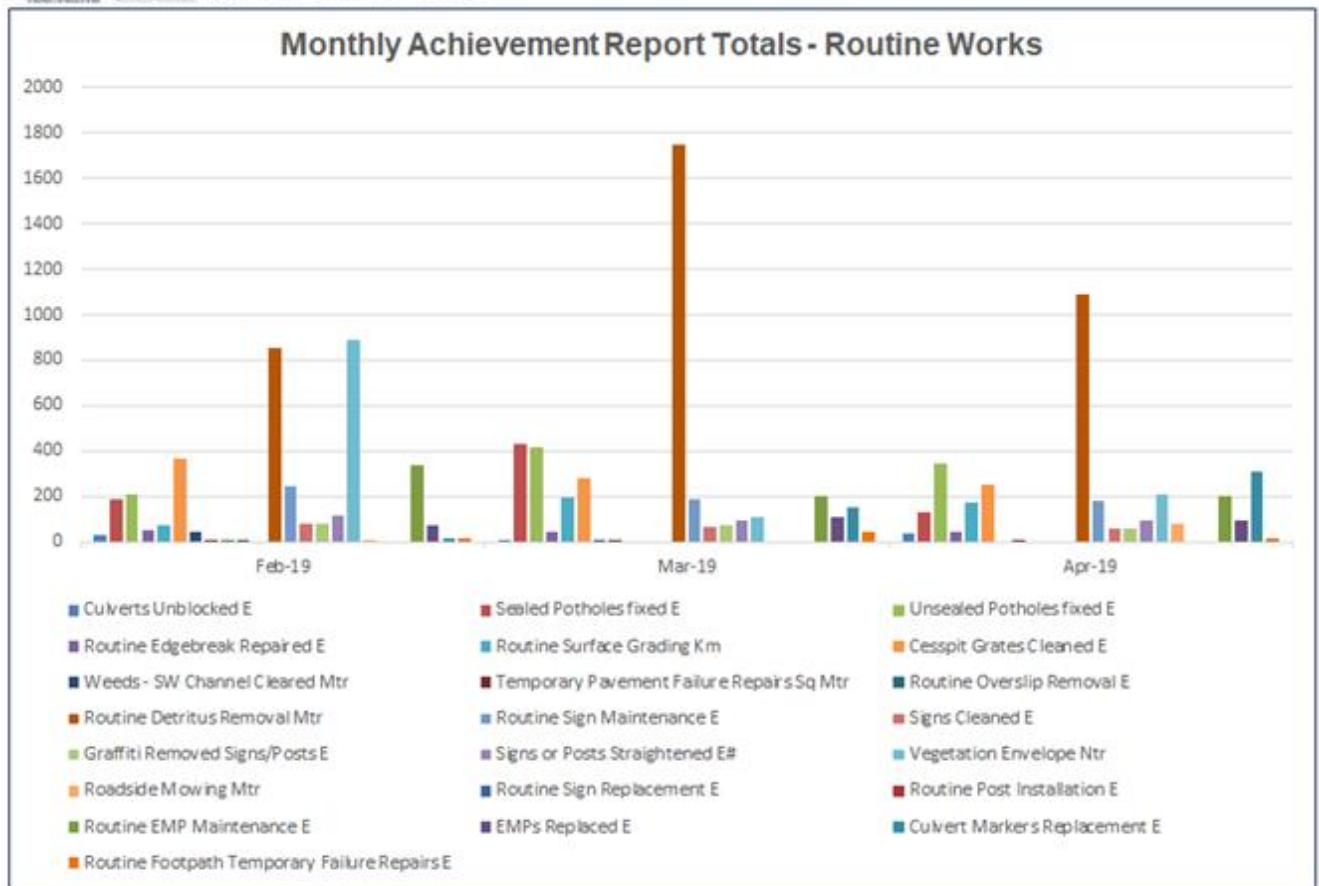
Maintenance Category	Estimated Percentage
Routine Detritus Removal	35%
Routine Surface Grading	15%
Cesspit Grates Cleaned	12%
Routine Edgebreak Repaired	8%
Unsealed Potholes fixed	7%
Sealed Potholes fixed	5%
Culverts Unblocked	3%
Temporary Failure Repairs	3%
Routine Footpath	2%
Culvert Markers Replacement	2%
EMP's Replaced	2%
Routine EMP Maintenance	2%
Routine Sign Replacement	2%
Roadside Mowing	2%
Vegetation Envelope	2%
Signs or Posts Straightened	2%
Graffiti Removed	2%
Signs/Posts Signs Cleaned	2%
Routine Sign Maintenance	2%
Weeds - SW Channel Cleared	2%
Temporary Pavement Failure Repairs	2%
Routine Overslip Removal	2%



Maintenance Contract Routine Achievement Graph

NORTHLAND TRANSPORTATION ALLIANCE





Activity	Culverts Unblocked	Sealed Potholes fixed	Unsealed Potholes fixed	Routine Edgebreak Repaired	Routine Surface Grading	Cesspit Grates Cleaned	Weeds - SW Channel Cleared	Temporary Pavement Failure Repairs	Routine Overlip Removal	Routine Detritus Removal	Routine Sign Maintenance	Signs Cleaned	Graffiti Removed Signs/Posts	Signs or Posts Straightened	Vegetation Envelope	Roadside Mowing	Routine Sign Replacement	Routine Post Installation	Routine EMP Maintenance	EMPs Replaced	Culvert Markers Replacement	Routine Footpath Temporary Failure Repairs
Units	E	E	E	E	Km	E	Mtr	Sq Mtr	E	Mtr	E	E	E	E#	Ntr	Mtr	E	E	E	E	E	E
Feb-19	31	184	208	52	72	366	46	9	0	854	241	82	82	116	886	1	0	0	336	71	18	16
Mar-19	11	432	418	46	197	282	4	10	0	1749	184	63	73	92	105	0	0	0	204	110	151	45
Apr-19	38	130	342	44	171	251	0	4	0	1093	179	56	56	96	205	81	0	0	201	92	308	18

Projects

Low Cost Low Risk Projects (Minor Safety)

• Major Intersections (Capacity):

- Porowini Avenue/Tarewa Road Intersection Improvements – Physical works completed.
- Porowini Avenue/Maunu Road intersection improvements – In tender phase for award in April and completion of physical works by December 2019.
- Maunu Road/Central Avenue intersection improvements – Concept design complete and property negotiations progressing. Detailed design to commence pending successful property outcomes. Physical works deferred until after completion of NZTA SH1/ Tarewa Improvement project in mid-2020.

• High Risk Rural Roads:

- Murphy's Bend
 - Short Term – surfacing & curve signage (2018-19)
 - Long Term – design of curve realignment and shape correction (2019-21)
- Vinegar Hill Rd – Guardrail, curve widening and curve advisory signage (2018-19) – contract awarded, works to commence 2019-20
- Fisherman's Point (Whangarei Heads Rd)
 - Short Term – survey and review curve shape & surface drainage (2018-19)
 - Long Term – reshape curve and surfacing (2019-20)
- Whangarei Heads Rd / Pepi Rd intersection guardrail (2018-19) – contract awarded.
- Cove Rd Guardrail (Waipu Cycleway Stage 2)
 - Finalise property negotiations (2019) – one property remaining
 - Implement (2018-19 or 2019-20) – dependent on property negotiations & government funding.
- Cove Rd Culvert Extension (Waipu Cycleway Stage 2) – to be built with Cycleway Construction.

• High Risk Intersections (Safety):

- Port Rd / Kioreroa Rd Intersection
 - Stage 1 – improve markings and islands – complete.
 - Stage 2 – major upgrade – part of Port Nikau Development, timing depending on rate of development.
- Kamo Rd / Kensington Ave Intersection – modify phasing to improve safety (filter-phase)
- Kamo Rd / Station Rd Intersection – improve capacity and safety by increasing stacking distance

- Bank St / Rust Ave Intersection – improve capacity and safety by increasing stacking distance
- Bank St / Vine St Intersection – improve capacity and safety by increasing stacking distance
- Corks Rd / Gillingham Intersection – safety improvements; widen curve and install guardrail (2019-20)
- Five-Finger Roundabout & Walton Street – detailed review of crashes; report (2018-19)
- Mill Rd / Whareora Rd Intersection – guardrail. Design 2018-19, implement 2019-20
- Riverside Drive Intersections;
 - Mackesy Rd – improved right turn bay – nearly built
 - Brook Rd – widen intersection and improve sightlines – nearly built
 - Awaroa River Rd – improved right turn bay – implement 2019-20
- Intersection and rail crossing upgrades as part of Kamo Shared Path:
 - Kamo Rd – signalised pedestrian crossing and upgrade to rail crossing (May-July 2019)
 - Kamo Bypass – new rail level crossing adjacent to road-rail crossing in Kamo Bypass (2019-20).

• Pedestrian facilities:

- Hikurangi Township - zebra and school access safety improvements. Working with Hikurangi Revive and the school to provide alternative access to school with improve pedestrian crossing for local business. (2019)
- Corks Rd Zebra – relocation of Zebra Crossing on Corks Rd, Waitawa Dr (Totara Parklands) (2019-20)
- Hatea Drive crossing – new crossing in Hatea Drive near Rurumoki Street (access to Mair Park) (2018-19)
- Whangarei Heads Rd – upgrade pedestrian crossing to a School Kea Crossing (2018-19)
- Tangihua Rd (Maungakaramaea) – upgrade pedestrian crossing to a School Kea Crossing (2018-19) – complete.
- Potter Park – Corks Rd and Vinegar Hill Rd crossings to access new Potter Park playground (July to August 2019)
- Manse St & Lupton Ave – upgrades to zebra crossings – Traffic Calming Contract (March 2019).
- Riverside Dr/Mackesy Rd intersection – nearly built

• School zones:

- Finalising our multi-criteria assessment tool, due 2019.
- Tikipunga School & Glenbervie School sites to be upgraded

• Slow Streets:

- Otangarei Area & Girls High area; Keyte St and Churchill St. Consultation & Design and implementation of the last two streets accessing Otangarei to be treated (2018-19). Awarded to Broadspectrum, works has been completed in Manse St and started in Lupton Ave and Otangarei.
- Avenues; First, Second and Third Avenue between Kauika Rd and Central Ave (2019-21).

• Speed Management:

- Key Stakeholder Workshop complete. Proposed minor amendments to the body of the Speed Bylaw to support regional consistency and reflect recent changes in legislation endorsed by full Council. Consultation on proposed Bylaw changes complete and ready to present to Council end May 2019. Assessment of self-explaining high benefit areas and recommendations for speed limit changes complete and ready to present to Council end June 2019.

• Walking and Cycling (Shared Paths):

- Kamo Shared Path:
 - Stage 1 (CON16020 Rust Avenue to Cross Street) – complete
 - Stage 2 (CON16086 Cross Street to Kamo Road) - complete
 - Stage 3 (Kamo Rd to Jack Street) – earthworks complete, installing lighting, fencing & services, due to open in August 2019.
 - Stage 4 (Adams Place to Fisher Terrace) – earthworks phase, due to open in October 2019.
 - Stage 4b (Fisher Terrace Underpass) – Underpass is installed, due to be completed in May.
 - Stage 5 (Fisher Tc to Kamo village)
 - Design is nearly complete for future links to Village, Kamo Intermediate & High Schools.
 - We are seeking funds from NZTA for Stage 5 and other key minor links.
- Raumanga Shared Path – we are seeking funding for Bernard St to Maunu Rd.

- City Centre including Onerahi link and improvements to Hatea Loop – this is being led through a combination of ‘Blue Green Network’, ‘Inner City Development Plan’, ‘complete streets’ and ‘Speed Limit Reviews’.

• NZTA Northland Integrated Cycle Network

- NZ Transport Agency, with funding from the Provincial Growth Fund (PGF) is completing a Detailed Business Case for 13 Coastal Trails within Northland. This is one of 6 detailed business cases that the agency received funding to complete in Northland, as part of the Twin Coast Discovery Highway and Byways Programme Business Case. The business case will identify the economic potential of these trails and prioritise them for implementation. This will enable the councils to leverage off the business case for future funding opportunities such as PGF. Business Case is due mid-April 2019.

• Waipu Walk & Cycle Trust

- Stage 2a Cullen Rd to Waipu Cove – Physical works is planned for mid-2019, this involves some associated road works to be completed by Council. Trust has approved to proceed with work in May.
- Stage 2b McLean Rd to Cullen Rd – We are still finalising land take from one landowner. Works cannot proceed until this process is complete. If land not acquired the Plan B is to cross to the opposite side of the road.
- Stage 3 Riverview Place to Cullen Rd – the missing link to connect Waipu to Waipu Cove. Route planning works has nearly been completed, with an aim to finalise the route by Christmas and implement next summer (2019-20). We have ruled out following the estuary after consultation with DOC, due to the Wild Life Refuge encompassing the area we were seeking to utilise.

• New Footpaths

- We have awarded most of the works to Broadspectrum and Downers:
 - Paranui Valley Rd – works nearly complete
 - Tawhai PI – works started
 - Riverside Dr (Mackesy Rd) – nearly built
 - Tauraroa Rd – works to be complete by end of June 2019
 - Ngunguru Rd (Marae to Glenbervie School) – works to be complete by end of June 2019
 - Ngunguru Rd (Ngunguru Hall) – works to be complete by end of June 2019
 - Porowini Ave – works to be complete by end of June 2019
 - Okara Drive (Porowini Ave to Commerce St) – works to be complete by end of June 2019
 - Albert St (Woods Rd to Clyde St) – works deferred to 2019-20.

• Te Matau a Pohe Road Light Replacement

- We are still awaiting receipt of the samples for the shortlisted luminaires. These should arrive in late May after being shipped from overseas and we should be in a position to procure the luminaires by early June.
- Once the order is placed it is likely that it will take 3 months for the luminaires to be manufactured and shipped to the country and a further month to install. Based on this it is expected that the new lights will be received by about September 2019 and would be installed in October 2019.

• LED Street Light Conversion

- The remaining 1,200 V-Category (arterial road) lights in Whangarei City are arriving in mid May.
- Negotiations are well underway with the P-Category light contractors (Currie Electrical and McKay) to include the V-Category retrofit lights (ie swapping the old light for new LED) based on their existing rates. This work should commence in early June and run through to September.
- New tender documents are also being prepared for the installation of completely new V-Category infill streetlights (ie those requiring new poles). The tenders are likely to go out in June.
- In addition to the above, there are another 360 V-Category lights that are being designed for rural towns. These designs should be finalised in May and luminaires ordered in June.
- We are currently investigating both Auckland Transport’s central management system (CMS) and the NB Smart Cities CMS to control the new LED streetlights.

• Inner CBD Transport Model

- The Inner CBD Transport Model is expected to be built by late May and then packages of upgrade options will be modelled over the next two months, with results being known by late July. These options will include proposals identified in the Whangarei City Transportation Network Strategy and those resulting from the Complete Streets Masterplan project.

Whangarei District Road Safety Promotion Report April 2019

Road Toll	Total for all 2011	Total for all 2012	Total for all 2013	Total for all 2014	Total for all 2015	Total for all 2016	Total for all 2017	Total for all 2018	End April 2018	End April 2019	Annual Average 2006/10
Whangarei	1	6	9	10	11	9	14	14	8	3	13
Kaipara	0	4	3	1	2	9	5	5	2	3	4
Far North	6	4	9	7	10	9	22	16	7	4	13
Totals	7	14	21	18	23	27	41	35	17	10	30

Key Activities for April:

SAiD (Stop Alcohol Impaired Driving): 4 completed March/April current April 4 attendees, 60 ytd,

Drive Soba: 9 completed a course in April and 20 are attending two programmes due to complete in May and July, (39 YTD). The delayed course has commenced and has 12 participants due to complete in July. A meeting will be held in May with NDHB regarding the withdrawal of the in-court Drug and Alcohol counsellor.

LCQ: 19/22 volunteers from 9 clubs attended and passed a course in April.

Young Drivers Programme Passes

Ngatiwai : 14 Learners(32 ytd), 2 restricted (18ytd)and) 0 Full licence (3ytd).

People Potential: 10 Learners (124ytd) 0 Restricted (41ytd) 1 Full (17ytd) 6 mentors active

Motorcycle Safety: A meeting has been held with strategic partners and options are currently being explored.

Restraints: Three new CRT's are part trained and continuing to their practical section. Two withdrew after the the first training session for health/employment reasons.

RYDA: Talks are in hand with Bream Bay College to engage in the Ryda programme. It is expected that a date will be set for June.

Fatigue Stops:

Date	Vehicles	People		Vehicles	People
19.10.18	64	162	15.02.19	28	46
21.12.18	187	77	1.03.19	Reserve	Day
25.01.19	199	78	18.04.19	67	153

Speed Promotion

1. **Cinema** advertising is ongoing.

2. **Drive Smarta:** The planned Judges meeting was with 4 members of the judiciary, It was a useful meeting and will be followed up with a meeting with Criminal counsels, and particularly duty solicitors on 13 May The programme is still in development and is on track to commence in May.

3. **The digital platform multimedia programme** commenced in March and runs until June.

Health and Safety: No health and Safety issues have been reported this month.

Other activities/Mtgs: Drive Smarta presentation to judges, RTC, Drive Smarta stakeholder group, Drive Smarta mtg with probation team leader, Mtg VTNZ, Mayor re briefing,

Key district issues

- Young Drivers
- Alcohol and/or drugs
- Speed
- Rural speed zone loss of control/head on

Parks and Recreation – Sue Hodge

Operations

Walking Tracks

Northland Regional Council have worked with 'The Men's Shed' to build another 'barrel and grate' hygiene station that will be situated on the north side of AH Reed Park. This will provide a boot cleaning facility against Kauri Dieback disease when coming from Whangarei Falls.

The Mackesy Bush track upgrade has now commenced with vegetation cleared for archaeological inspection. The tracks will remain closed for the duration of the construction works as machinery is being extensively used.

Tree Maintenance

Treescape completed tree maintenance on 16 streets and started work on a further 6 streets. Work has now commenced in Tarewa Park behind the information centre however, ongoing road works will prevent completion of this Park.

Cut / Trim Notices issued by Northpower are up to date. The balance between being 80% proactive and 20% reactive as a target is getting harder to achieve currently with some CRM resulting in whole streets needing to be maintained ahead of schedule, such as Smeaton Drive.

A major tree removal program on Matai Street commences in May which will take around 3 weeks to complete.

Coastal Structures

40 programmed inspections were completed in April covering most of the Jetties, Pontoons, Wharves, Pedestrian bridges and Platforms. There were no major issues and only several minor action points for follow up.

For safety reasons a new ladder was installed on the Urquhart's Bay wharf to allow for low tide access.

The Marsden Point Rd 'Steel Steps' are yet to be removed. Due to inclement weather during the programmed time the barge was postponed. Work is now scheduled for the 27th May with the barge booked for the 28th May.

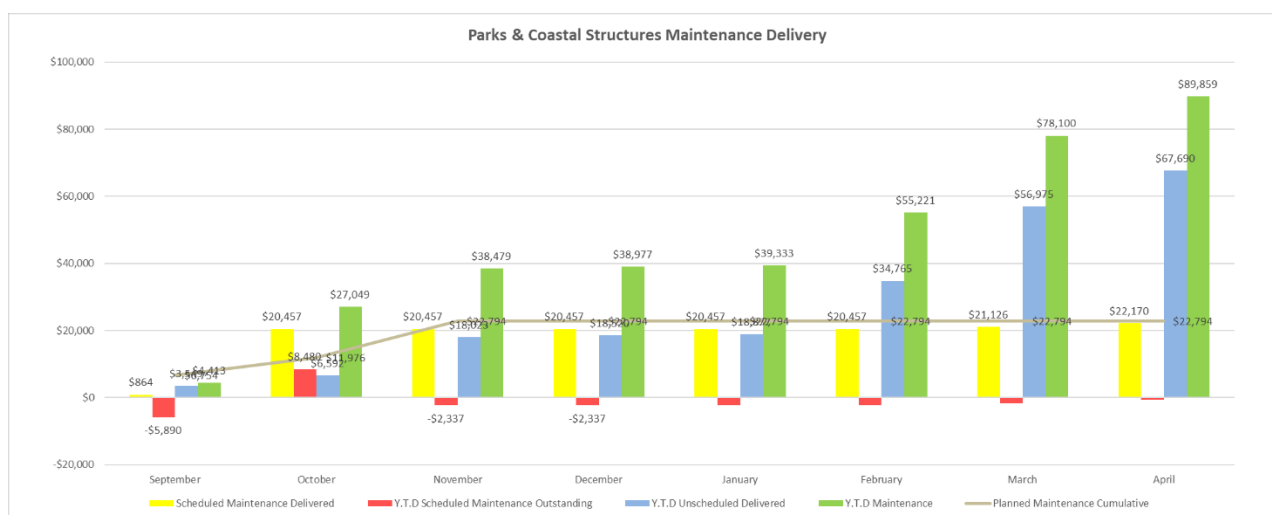
A CRM was received regarding Onerahi Beach Rd Seawall along the playground section. The seawall was assessed as in good condition, it is an old design and there appears to be wave action scouring behind the wall therefore a more detailed investigation is recommended.

The Waverly/George St bridge decking is old and showing signs of decay, the bridge will most likely require complete replacement in the next few years due to its design. The recently completed handrail safety upgrade was designed to allow for this decay and addressed all concerns identified in the engineering report.





Waverly/George St Swing Bridge



Sports Fields

Another dry month with only 80mm rain over 18 days, with even distribution, so fields have managed reasonably well. Average temperatures have dropped a degree compared to same time last year, and growth is slow.

The new fields at Otaika will be able to be used about mid-May.

A very busy month for the contractor with all winter codes kicking off during April. Renovation work continued through April and will go into May as weather allows, with under sowing traditional grass fields to boost sward cover, and end of season renovations of the grass cricket blocks.

Design work for renewal of training lights at Hora Hora sports park is being commissioned for installation over the summer months.

Renewal of training lights at Otangarei rugby league field is about to start. This is a design and build contract and although awarded the contractor is awaiting decision on resource consent, due in mid-May.

Average of audit results was 94.5 %, against a target of 90%.

Parks and Gardens

During the month of April, the contractor was busy undertaking the planting of the winter annual bedding displays. All bedding gardens were replanted by the end of the month. The hanging baskets looked stunning this summer, receiving a lot of positive feedback and the baskets lasted until after ANZAC day. The landscaping associated with the new path and steps at Laurie Hall was planted and mulched in time for ANZAC day. Mulching has also been undertaken at various other sites (including Forum North / Library, Mander Park and Laurie Hall) during the month.

Grass continued to grow with warm temperatures and just enough rain to stimulate the grass. The contractor has been working hard to keep up with the growth and has been successful keeping most areas looking tidy.

The contractor had a busy month keeping the parks assets safe and clean. A new seat was installed at the Whau Valley Dam, as well as a plaque and rock, in memorial to a work who died during construction of the dam. The memorial at Laurie Hall and Parihaka were cleaned prior to ANZAC day and a new flag was flown at Rose St.

New seats were installed along the cycleway to Onerahi on Riverside Dr and at Lake Waro in Hikurangi. The seats in Raumanga Valley Park have also been relocated to beside the path to make them useable in all weather and ground conditions.

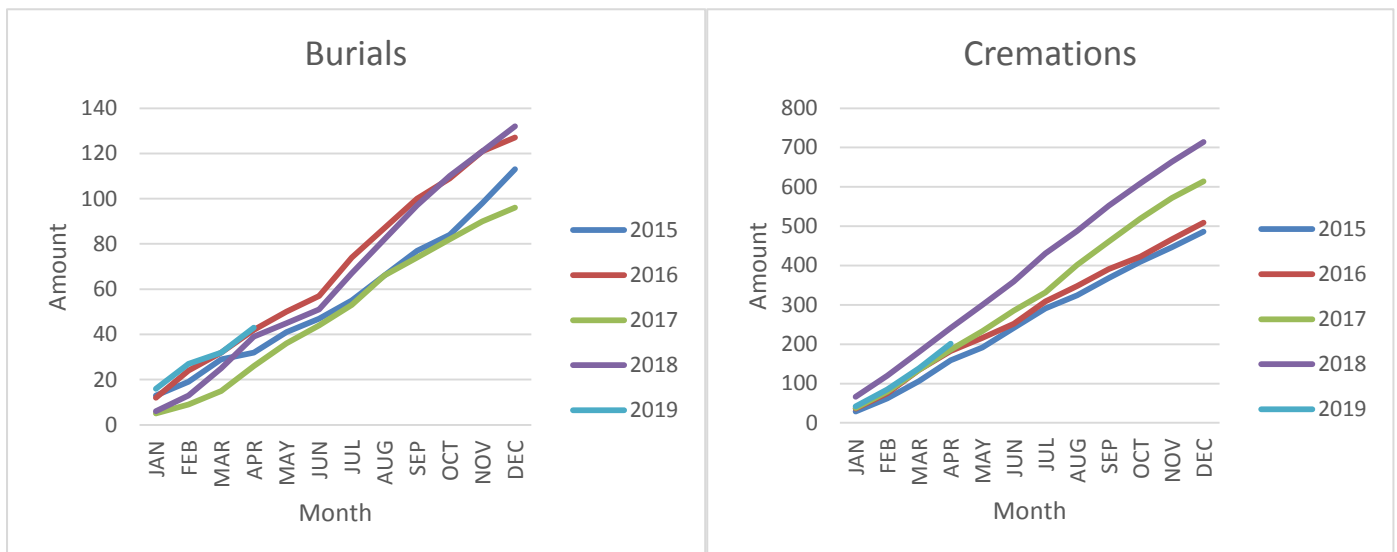
Playgrounds and Skate Parks

April was a quiet month with playgrounds. We only had a couple of issues with the sand bucket at Pocket Park going missing and having to control a wasp's nest under the liberty swing at the Town Basin. We are still waiting for a basket swing replacement at Mander Park.

Due to the mild and settled Autumn we have left the shade sails up for April and will look to take them down in early May.

Potter Park civil works are underway with the playground and shade sails installation planned for June.

Cemetery



11 Burials this month, and with a minimal amount of rain, the burial sites are still looking clean and tidy.

After the completion of the new cemetery shed, the team have continued to clean up the work area around the sheds. For quite a number of years this yard was used by other departments as a dumping ground and it has taken a number of years to dispose of all the rubbish. It is starting to take shape now and makes for a safer environment to work in.

Botanica

April visitor numbers :1830

VISITOR COMMENTS

NZ AA Northland Guide, Would like some plants myself.

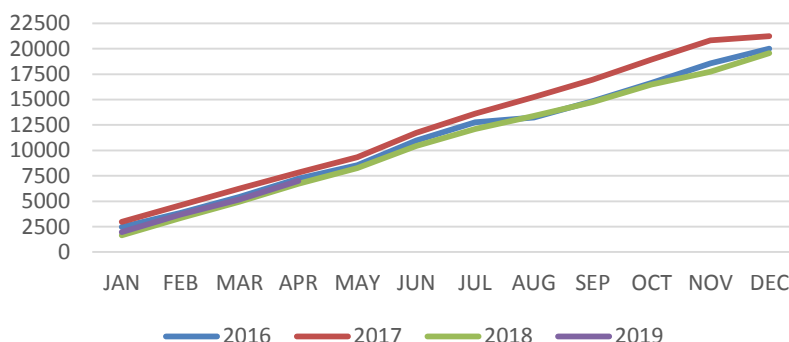
NZ Papamoa, Town Map. Lovely place to visit in town centre, very well kept.

Auckland, Walking through park, Auckland needs more places like this. Beautiful place.

Argentina, Walking through park, ☺

Germany, saw it on town map, 'This is lovely'.

Botanica Annual Results (Cumulative)

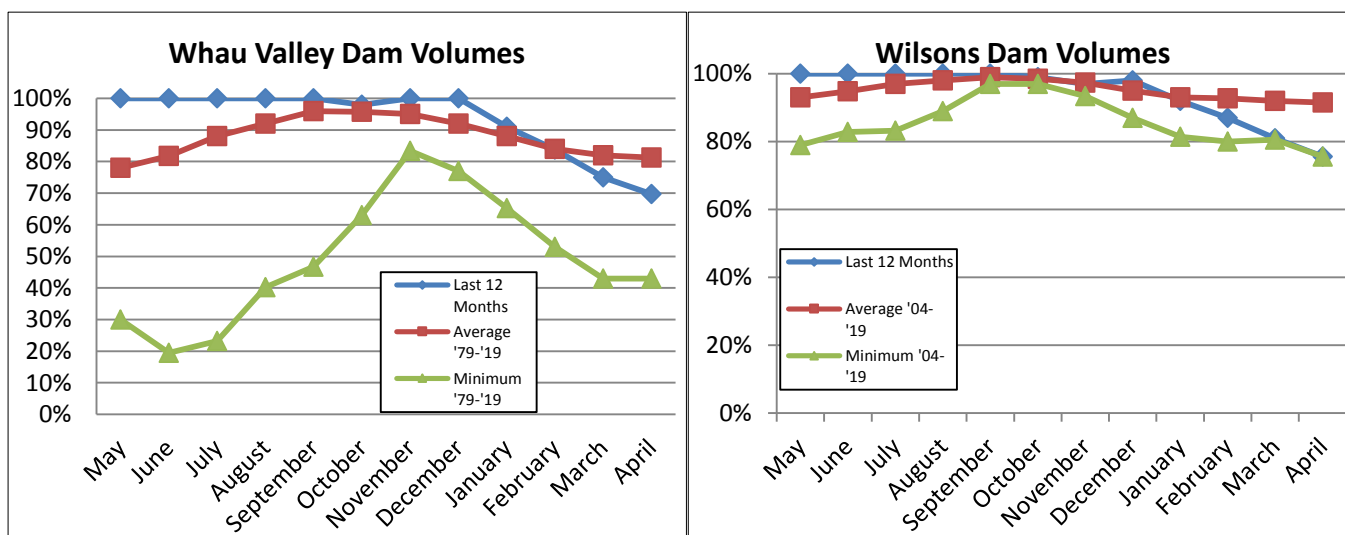


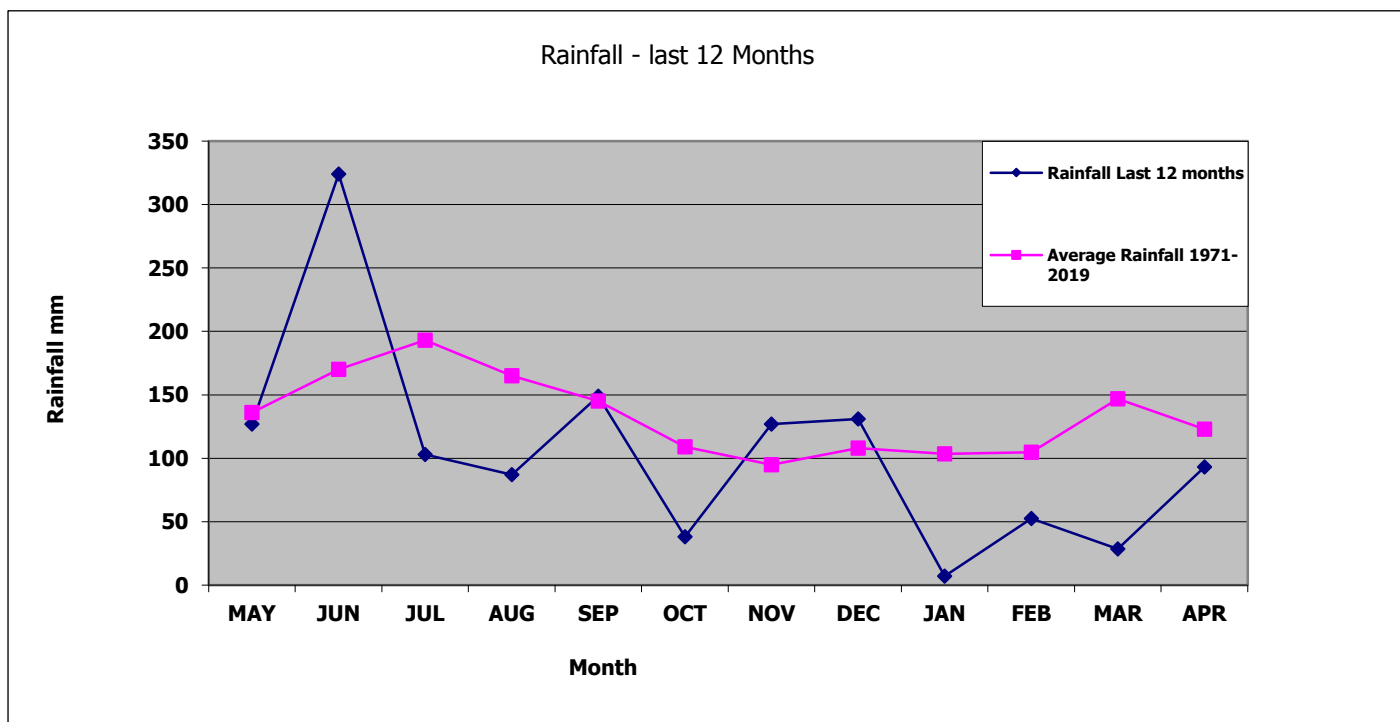
Water Servicers - Andrew Venmore

Operations

Rainfall and Water Sources

Only 93mm of rain fell at Whau Valley water treatment plant in April. This was below the average for April of 123mm. Each of the first four months of the year had below average rainfall and the rainfall deficit for the year to date sits at 300mm. Much of Northland continues to struggle for water with restrictions in place in Kaipara and much of the Far North. Although 93mm is a reasonable amount most of the rainfall was light and just soaked into the dry ground. As a consequence most of the rivers and springs remain low. Whau Valley Dam has now dropped to 69.7% and Wilsons Dam at 75.6%. Whau Valley Dam is now below the average for the time of year and Wilsons is at an all-time low. Whilst neither level is of concern yet. However, with normal to below normal rainfall amounts predicted heading in to Winter staff are keeping a close watch on rain forecasts.





Production Report

Compliance

Whau Valley WTP – Plant was fully compliant for protozoa and bacteriological.

Ruakaka WTP – Plant was fully compliant for protozoa and bacteriological.

Ahuroa WTP – Plant was fully compliant for protozoa and bacteriological.

Ruddells WTP – Plant was fully compliant for protozoa and bacteriological.

Poroti WTP – Plant was fully compliant for protozoa and bacteriological.

Maungakarama WTP – Plant was fully compliant for protozoa and bacteriological.

Mangapai WTP – Plant was fully compliant for protozoa and bacteriological.

Other works

The algal bloom at Wilsons Dam has fluctuated a little over the last month and a half as the temperature begins to drop. It is hoped that with the cooler water temperatures the algae may die off completely. However, algal counts remain generally high although the algae that caused the taste and odour problems last month appears to have all but disappeared.

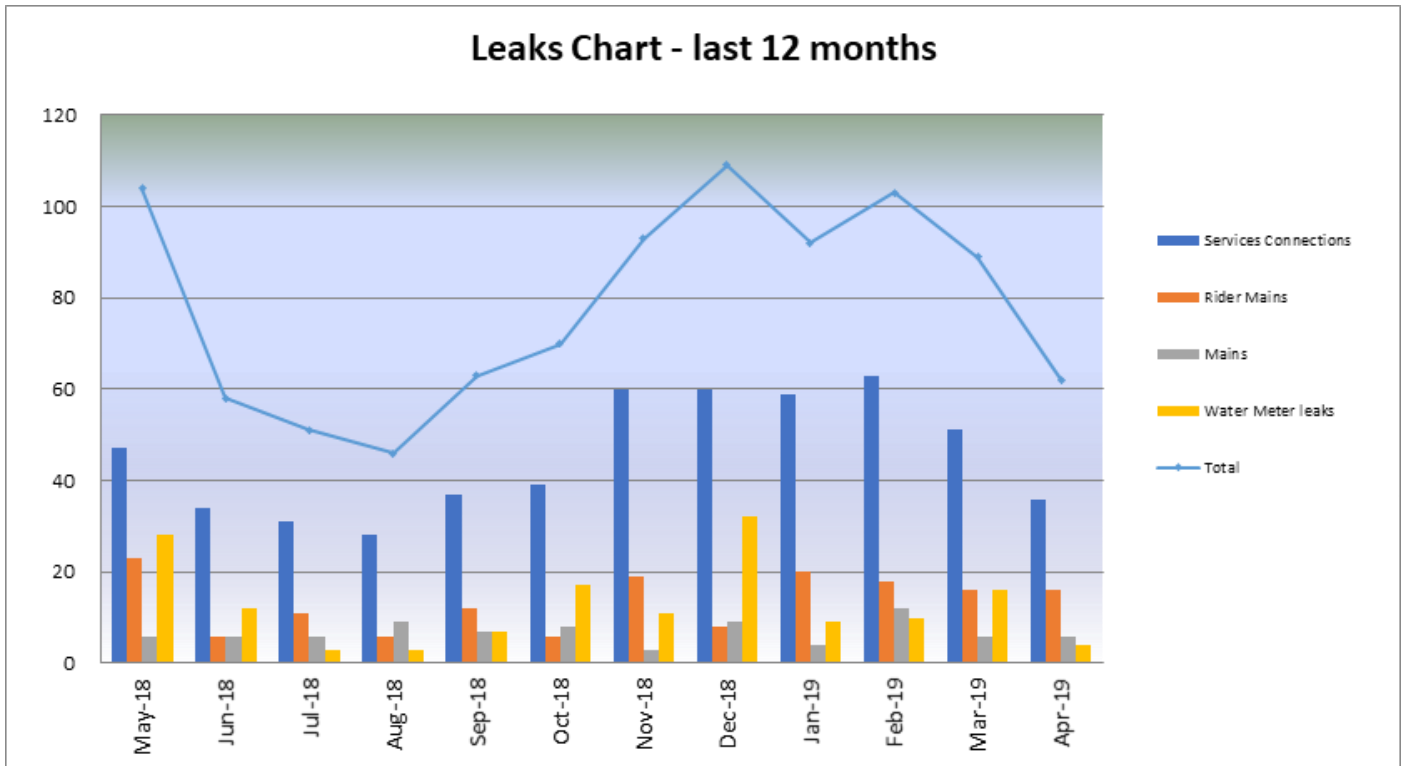
Distribution Report

Water Statistics

40	Connection leaks repaired
22	Rider/Main leaks repaired
15	New connections installed
42	Faulty meters replaced

A total of 62 service connection leaks were repaired together with 22 main and rider main leaks. The number of leaks has reduced from last month, possibly due to the wetter ground conditions disguising the leaks. It is expected the number of leaks will drop further as the rainfall increases and they become harder to spot. A total of 15 new water connections were installed during the month and 42 meters were replaced after being reported faulty by the meter reader.

The following chart shows the number of leaks per category of pipe fixed under the maintenance contract during the last year.



Capital Works

Whau Valley WTP upgrade

The contract to construct the new water treatment plant at Whau Valley was awarded to Broadspectrum on 7 February. The Contractor has undertaken additional test bores to confirm the length of piles required. The piles have now been ordered and delivery is expected in July from overseas. The earthworks have been completed including the stormwater treatment system. The site offices are now on site and work has started on the access tracks and planning is underway for the pipelines in Whau Valley Road and first buildings. However, the majority of the buildings will not progress until after the piling is complete in September.



Stormwater treatment Pond at the New Whau Valley WTP

Ruakaka Clarifier Upgrade

The contract for the clarifier upgrade has been awarded to electrical company SEL Ltd. They ordered the scrapper equipment which has a long delivery time as it needs to come from overseas. However, as the upgrading of the clarifiers will require one clarifier at a time to be off line for up to six weeks, the actual works will not be undertaken until winter at time of least demand.

Water Meter Replacement

This year's meter replacement contract was awarded to Broadspectrum. The contract started in early October and ran through until April. In total the contractor replace 778 meters.

Reticulation Programmed Works

So far this year mains have been replaced in King Street, Kensington and Corks Road, Tikipunga. The water main feeding the Whangarei Heads near the golf club had failed a number of times over that last 12 months and was replaced under urgency in April. A further rider main replacement contract was advertised in March and closed in April. It has been awarded to the Watertight Company and involves mains replacements in Dinniss Ave, Albert St, Brake Ave, Sherwood Rd, Henry St and Lovatt Cres. It is expected that it will take until September to complete all these mains.

Consents and Compliance

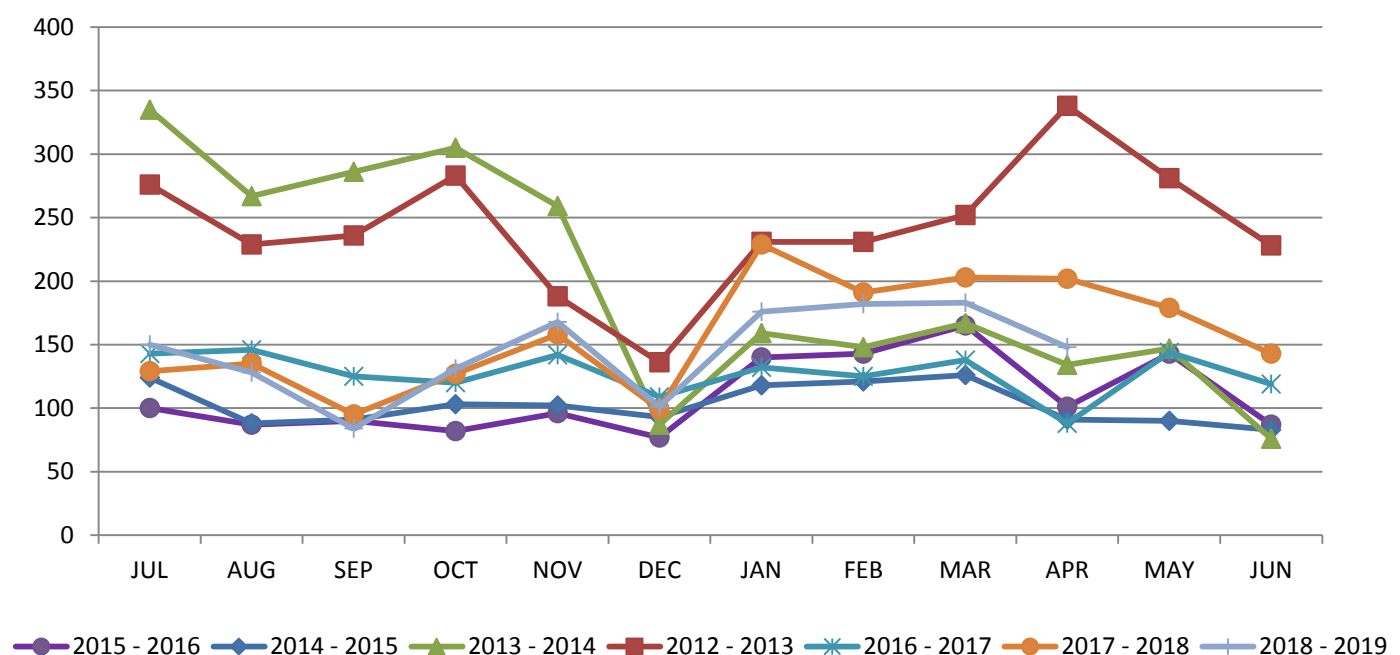
Laboratory Water Quality Tests

Description	Number of Tests	Failures	Results	Goal	Retest
E. Coli leaving WTP	9	0	100%	100%	N/A
E. Coli within distribution	36	0	100%	100%	N/A
Free Available Chlorine within distribution (above 0.2mg/l)	63	0	100%	95%	N/A

Customer Request Management Services (CRMs)

The Infrastructure Group received a total of 1567 CRMs in the month of April 2019. 7250 CRMs received in total for 2019, to date. A total of 20,183 CRMs were received for the Infrastructure Group in 2018.

Parks - Total Service Requests



The Parks and Recreation team received 148 CRMs in April 2019. Impressed feedback was received on two CRMs in April, with no dissatisfied customer feedback for the month. Here are a couple of examples-

April Impressed-

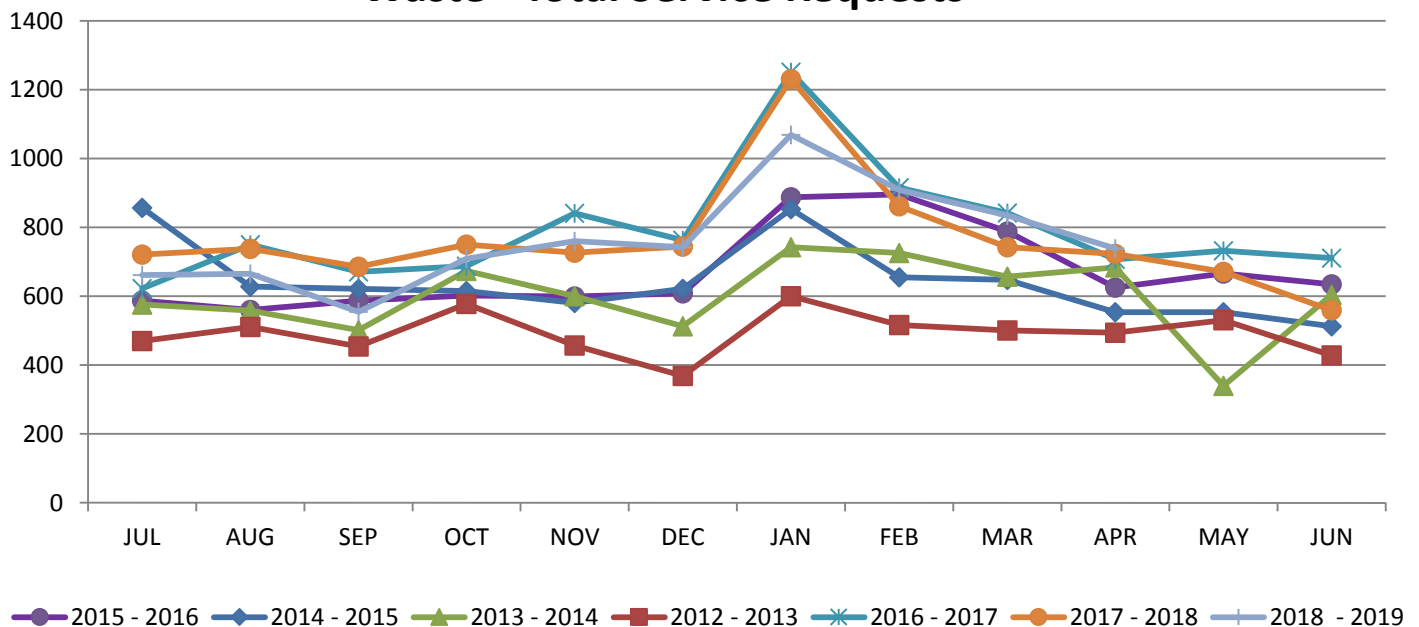
PRK014513- A caller from Ruakaka phoned Council to say that a reserve in front of her property was not being maintained properly and was covered in weeds. Rec Services tidied up the area and checked that this was on a regular schedule. When a follow up call was made she said she was impressed and that the change was "very noticeable. Thank you very much!"

PRK014564- The childrens playground at Mander Park was very badly vandalised by way of removal of bolts and screws. One swing was removed completely. A full check over was done by Northland Parkcare Ltd which resulted in multiple fixings being replaced. The caller was impressed with how the repairs had been undertaken so quickly.

The top five CRM issues for our Parks and Recreation Department for the month of **April** were:

- General Parks queries- 70 (eg access to reserves, Drone requests etc)
- Tree and Street Tree queries- 33 (eg tree fallen over/branches down)
- Cemetery enquiries- 10 (Burial enquiries etc)
- Walkways- 11 (issues within walkway areas)
- Pest Plants- 6 (Queries & issues related to Pest Plants)

Waste - Total Service Requests



The Waste and Drainage Team received 739 CRMs in April 2019. There were 9 impressed CRMs recorded for April and 3 counts of dissatisfied feedback were received. Some examples of the calls are below-

April Impressed-

WA076125- A manhole on the edge of the road was reported as cracked and broken in the Whangarei Heads Area. Hydrotech visited the site and had replaced the cover promptly the same day. The Caller was very impressed with the speed that this job was actioned.

WA075570- A caller was upset as she has to cross the road to access her property and was not able to enter the drive as the emptied recycle bin was in the middle of her driveway. She wished Council to ensure the runners do throw it to the side of the driveway. Northland Waste commented saying that they were sorry this had happened as they had only just reminded all their runners about the placement of empty bins just that morning. The customer was happy to hear this had been addressed and will call if it happens again.

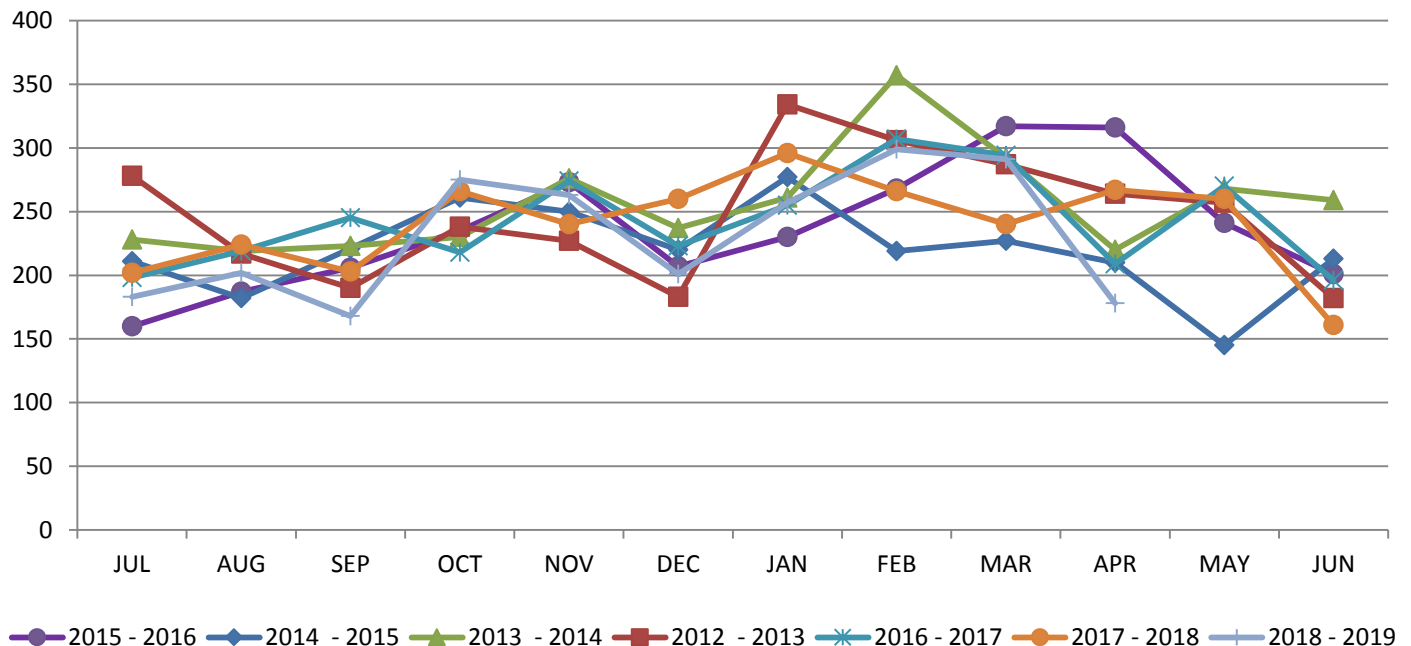
April Dissatisfied-

WA075205- A customer at Pacific Bay felt that the litter bin there was not being regularly emptied. Northland Waste responded advising that it is indeed being emptied each Monday. The caller disagreed at this and stated that this wasn't the case. Ultimately the bin was being heavily used and as such it was then removed entirely by Council to encourage people to dispose of their own rubbish.

The top five CRM issues for our Waste and Drainage Department for the month of **April** were:

- Rubbish Queries – 127 calls (non-collection, fly tipping etc)
- Public Toilet queries/complaints 56 (eg Blocked toilet, soap dispenser empty).
- Recycling queries and complaints- 36 (eg Bin missed during collection)
- Sewer queries- 31 (eg blocked waste drain)
- Stormwater queries- 21 (eg blocked storm drain)

Water - Total Service Requests



The Water Services team received 178 CRMs in April 2019. Water Services received 10 acceptable and 9 impressed calls during the month of April, with 3 dissatisfied calls also received. Here's some examples of the feedback-

April Impressed-

WT031492- A water leak at the meter was reported at an Onerahi address. A Downer serviceman visited the property and completed a small repair. The customer complimented the serviceman's manners as well as that of the job well done.

WT031582- A customer North of Kamo reported that he hadn't had any water running for two hours at his address. Downer visited the property and found a big water leak which they repaired.

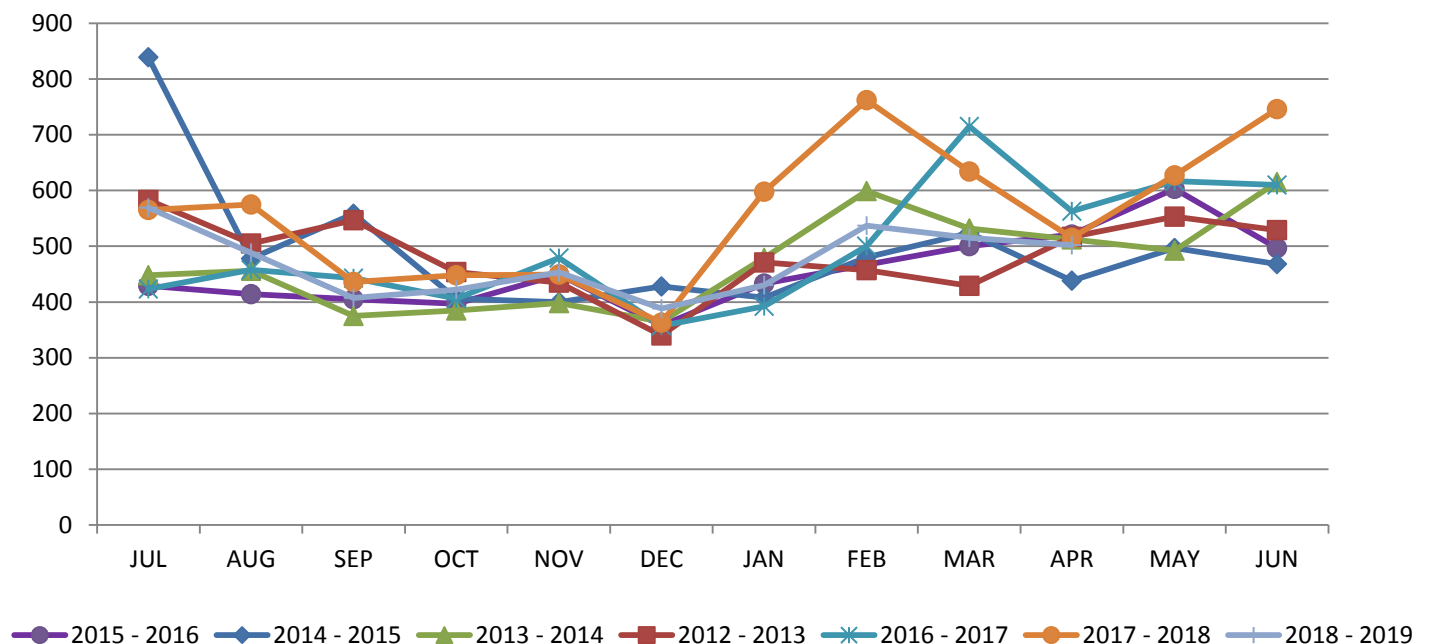
April Dissatisfied-

WT031522- An address at One Tree Point had a water leak at the meter. It was bubbling out and running down the gutter. Downer went to the site and undertook the repair however the issue appeared to be difficult as three visits were made to the site. Unfortunately the job was closed off as completed before the top soil was reinstated. The caller did not feel that the whole process was economical.

The top five CRM issues for our Water Department for the month of **April** were:

- Water Leaks- 81 (Leak repairs or concerns)
- Meter Box Queries- 25 (New box, new meters)
- General Water Queries- 14 (Various other enquiries etc)
- Water Quality- 6 (Dirty water etc)
- Water Hydrant- 6 (Hydrant leaks or queries)

Roading - Total Service Requests



The Roding Team received 502 Customer Service Requests in April 2019. Thirty-nine follow up calls were made this month. Twenty customers found our service acceptable. Six customers were dissatisfied. Thirteen customers were impressed by the Roding team and contractors.

Impressed Calls

RDG059881 - Manse Street

Uneven footpath on Manse street.

Feedback – Very impressed with the service.

RDG060378 - Stratton Road

Grader is required on Stratton Road

Feedback - Caller phoned again to say road has been graded. She didn't expect it to happen that fast!

Dissatisfied Call

RDG059594 – Helmsdale Road

Corrugations are so bad in Helmsdale Rd, it shakes your teeth. Please service full length of the road.

Feedback - No metal - only graded. The rain will wash it back to how it was. 80% of it is just dust that has been scraped from the sides.

Roding Inspector investigating

RDG059872 - Hinemoa Street

Footpath outside the telephone exchange in Hinemoa Street is being damaged by the rubbish truck turning there every week.

Feedback – Customer feels job not finished.

Roding Inspector investigating

The top five CRM issues for our Roding Department for the month of April 2019 were:

- | | |
|---------------------------------|--|
| 1. 78 reports of Roding General | E.g. General and Safety issues. |
| 2. 92 reports of Unsealed roads | E.g. Maintenance and repair of unsealed roads. |
| 3. 37 reports of Maintenance | E.g. Repairs = pot holes and maintenance sealed network. |
| 4. 34 reports of Footpaths | E.g. Maintenance of footpaths. |
| 5. 27 reports of stormwater | E.g. Maintenance and clearing of stormwater |

END OF REPORT

RESOLUTION TO EXCLUDE THE PUBLIC

That the public be excluded from the following parts of proceedings of this meeting.

The general subject of each matter to be considered while the public is excluded, the reason for passing this resolution in relation to each matter, and the specific grounds under Section 48(1) of the Local Government Official Information and Meetings Act 1987 for the passing of this resolution are as follows:

1.	The making available of information would be likely to unreasonably prejudice the commercial position of persons who are the subject of the information. {Section 7(2)(c)}
2.	To enable the council (the committee) to carry on without prejudice or disadvantage commercial negotiations. {(Section 7(2)(i))}.
3.	To protect the privacy of natural persons. {Section 7(2)(a)}.
4.	Publicity prior to successful prosecution of the individuals named would be contrary to the laws of natural justice and may constitute contempt of court. {Section 48(1)(b)}.
5.	To protect information which is the subject to an obligation of confidence, the publication of such information would be likely to prejudice the supply of information from the same source and it is in the public interest that such information should continue to be supplied. {Section 7(2)(c)(i)}.
6.	In order to maintain legal professional privilege. {Section 2(g)}.
7.	To enable the council to carry on without prejudice or disadvantage, negotiations {Section 7(2)(i)}.

Resolution to allow members of the public to remain

If the council/committee wishes members of the public to remain during discussion of confidential items the following additional recommendation will need to be passed:

Move/Second

"That _____ be permitted to remain at this meeting, after the public has been excluded, because of his/her/their knowledge of Item _____.

This knowledge, which will be of assistance in relation to the matter to be discussed, is relevant to that matter because _____.

Note:

Every resolution to exclude the public shall be put at a time when the meeting is open to the public.