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Report to Environment Committee
from Barry Strong, Section Leader, Resource Quality

Incident Response Report

1. Purpose

To report on incident response work recently undertaken by the Council.

2. Background

The Resource Quality Section of the Regional Council provides a 24-hour incident response service for the Western Wellington Region. This service responds to complaints about pollution incidents, non-compliance with the Resource Management Act 1991 (RMA) and Regional plans, and, after hours, consent non-compliance.

At every Environment Committee meeting, a report is presented summarising the complaints that have been received since the last report to the committee, our performance in responding to complaints received and follow up action taken. This report details the complaints received and summarises their resolution.

3. Incident Complaints

One hundred and seventy nine complaints were received by the response service during the four-week period between 27 January 2002 and 03 March 2002; a summary of these complaints is attached. In comparison, one hundred and eighty eight complaints were received during the same four-week time period last year. The decrease in the overall number of complaints during this time period is likely to be attributable to the decrease in the number of odour complaints. Two hundred and forty six odour complaints were received during this period, compared to three hundred and two for this period during the previous year.

Figure 1 Cumulative Incident Complaints

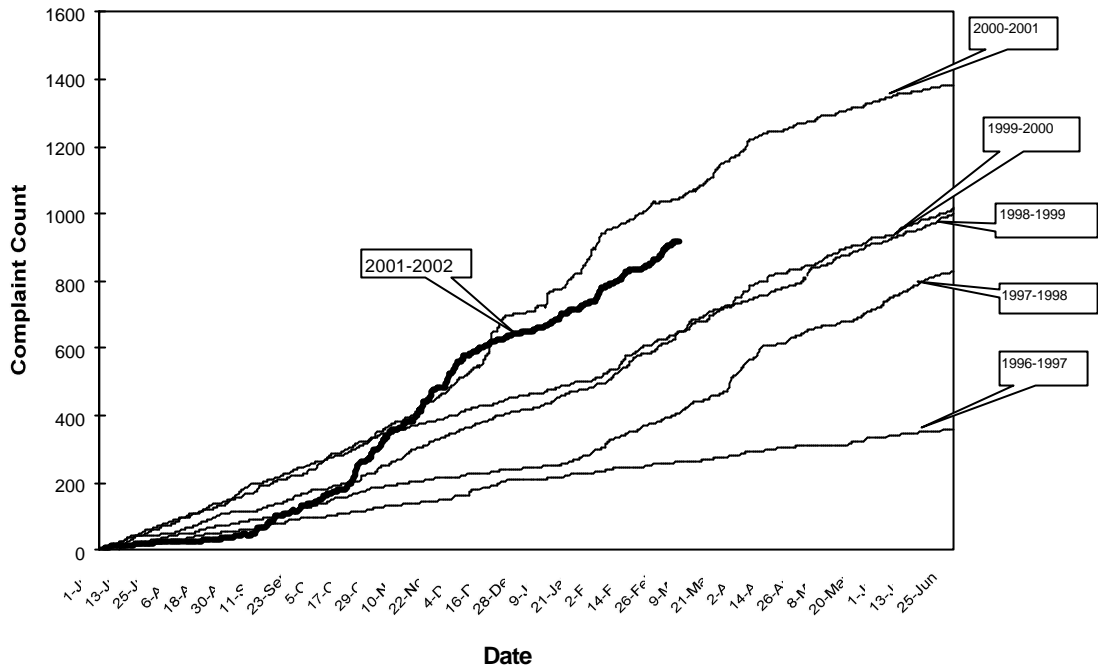
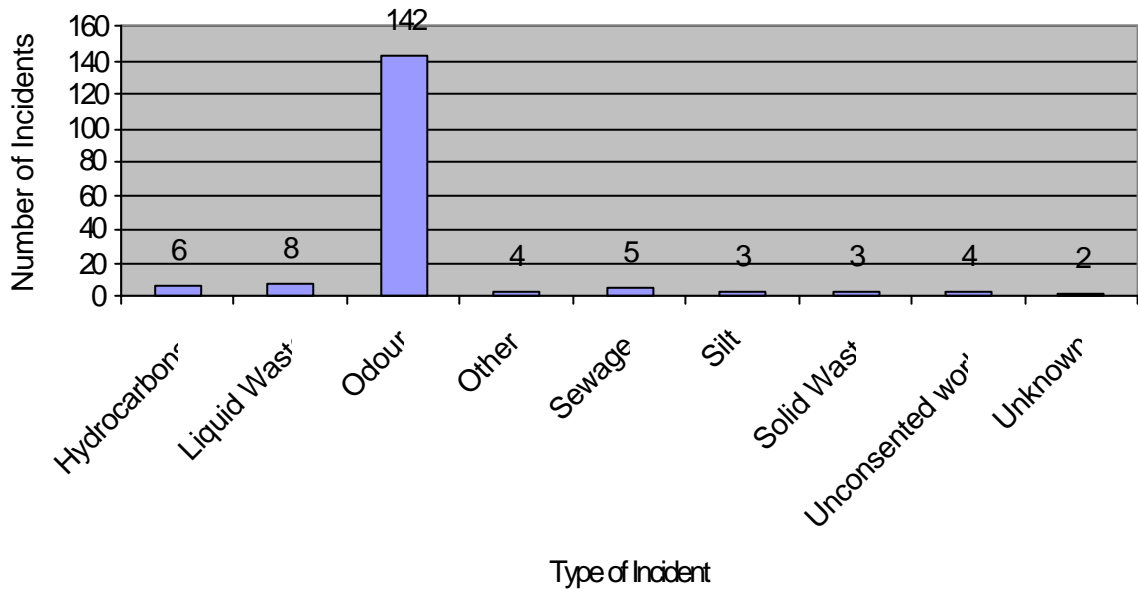


Figure 1 shows the number of complaints received this year and compares them with previous years.

Figure 2 - Types of incident complaints



The types of complaints received between 27 January 2002 and 03 March 2002 are summarised in Figure 2.

The major issues/incidents arising between 27 January 2002 and 03 March 2002 are noted below:

- A discharge of wastewater, with high pH and high sediment levels, from a concrete batching plant occurred. This incident is being investigated.
- A high number of complaints were received regarding odour from an abattoir in Ngauranga Gorge.
- A high number of complaints were received regarding odour in Happy Valley.

4. Response Times

Performance standards, or targets, have been defined for our response service, a RED response (target 60 minutes) is set for urgent incidents where either the environmental effects are potentially large or the pollution traceability is brief (i.e., odour). A YELLOW response (24 hours) is set for incidents that are not regarded as urgent but still need to be investigated as soon as possible. A BLUE response (within one month) is set for incidents that are not urgent and can be followed up at a later date (i.e., reports of incidents that have happened in the past). Incidents that we need to track but require no action are noted as LOG ONLY.

The following table summarises our performance in meeting the target response times for the complaints received between 27 January 2002 and 03 March 2002.

Priority Category	Number	Average Response Time	Target
RED	120	30.96 minutes	60 minutes
YELLOW	11	5.05 hours	24 hours
BLUE	4	1.55 Days	31 days
LOG ONLY	44	N/A	
Total	179		

Within the reporting period five responses exceeded the response time guidelines.

Complaint Number	Level	Response Time	Date / Time	Reason
12827	RED	106	30/01/2002 11:44:00	Attending another incident
12828	RED	75	30/01/2002 12:15:00	Attending another incident
12859	RED	85	30/01/2002 20:40:00	Attending another incident
12829	RED	62	31/01/2002 09:40:00	Commute to incident
12869	RED	110	1/02/2002 10:05:00	Attending another incident
12889	RED	80	6/02/2002 11:06:00	Attending another incident
12936	RED	75	20/02/2002 08:45:00	Commute to incident
12963	RED	120	22/02/2002 07:15:00	Attending another incident
12937	YELLOW	26 hrs	12/02/2002 12:05:00	On site meeting delayed

5. Enforcement Action

No enforcement action was taken between 27 January 2002 and 04 March 2002.

6. Communication

Weekly incident report summaries were sent out to interested parties to keep them informed about incidents.

7. Recommendation

That the report be received and the contents noted.

Report prepared by:

Approved for submission:

BARRY STRONG
Section Leader, Resource Quality

JOHN SHERRIFF
Manager, Resource Investigations

JANE BRADBURY
Divisional Manager, Environment

Attachments: 1