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Report to Environment Committee
from Bruce Croucher, Resource Quality Officer

Incident Response Report

1. Purpose

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

2. Background

The Resource Investigations Department 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, as well as 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

Three hundred and four complaints were received by the response service during the seven-week period between 08 April 2002 and 27 May 2002. A summary of these complaints is attached. In comparison, one hundred and twelve complaints were received during the same five-week time period last year. The increase in the overall number of complaints during this time period is due to the increase in the number of odour complaints. The calm, cool weather conditions experienced during this period have limited odour dispersion.

Figure 1 Cumulative Incident Complaints

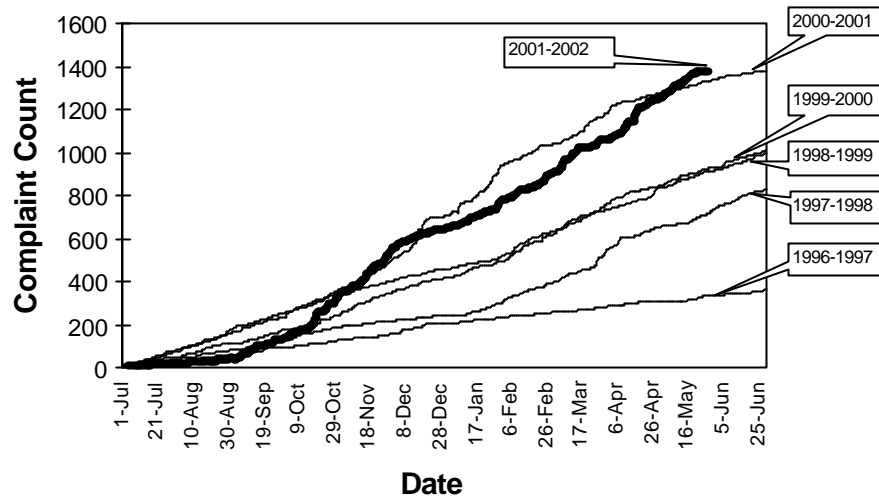
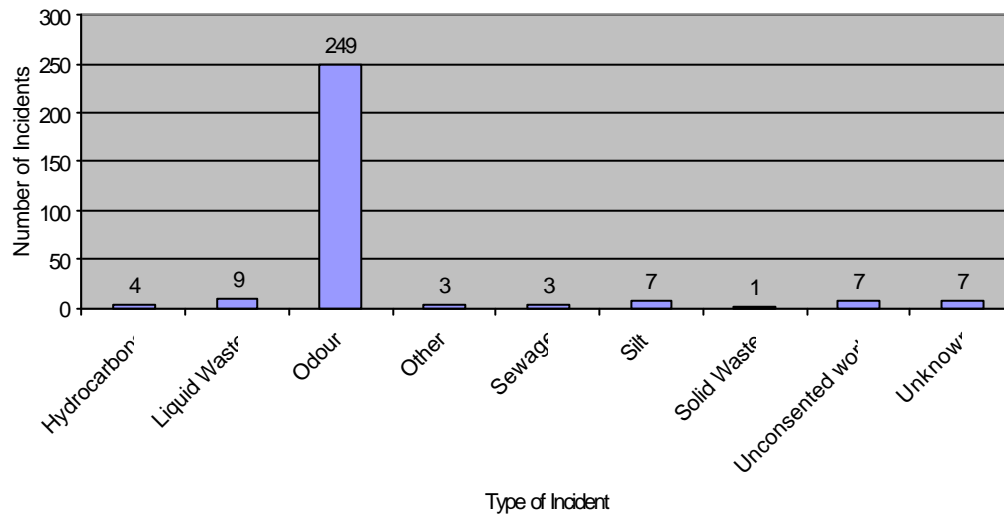


Figure 1 shows the number of complaints received this year and compares them with previous years.

The types of complaints received between 08 April 2002 and 27 May 2002 are summarised in Figure 2.

Figure 2 - Types of incident complaints



The major issues/incidents arising between 08 April 2002 and 27 May 2002 are noted below:

- A large number of complaints were received regarding odour from an abattoir in Ngauranga Gorge, Wellington.
- A large number of complaints were received regarding odour in Happy Valley, Wellington.
- A large number of complaints were received regarding odour from the wastewater treatment plant in Seaview, Lower Hutt.

The following Table shows the number of complaints received this period and the total number of complaints received since 01/07/2001 for our most frequent sources of complaints.

Alleged Source	Complaints (08/04/2002–27/05/2002)	Complaints (01/07/2001-Date)
MKL Asphalt Ltd	22	412
Taylor Preston Ltd	45	155
AWI Dewatering Plant	22	62
AWI Moa Point	1	52
Southern Landfill	68	89
Nuplex Medismart	4	58
HVWS – Seaview Treatment Plant	30	78

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 08 April 2002 and 27 May 2002.

Priority Category	Number	Average Response Time	Target
RED	201	29.53 minutes	60 minutes
YELLOW	11	9.21 hours	24 hours
BLUE	7	2.57 Days	31 days
LOG ONLY	85	N/A	
Total	304		

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

Complaint Number	Level	Response Time	Date / Time	Reason
13318	RED	70	17/04/2002 10:20:00	Attending another incident
13372	RED	88	23/04/2002 12:20:00	Commute to incident
13436	RED	76	03/05/2002 13:04:00	Commute to incident
13434	RED	121	05/05/2002 14:54:00	Commute to incident
13461	RED	120	08/05/2002 11:36:00	Attending another incident
13436	RED	131	09/05/2002 09:21:00	Attending another incident

5. Enforcement Action

One enforcement action was taken between 04 March 2002 and 27 May 2002. An Infringement Notice was served on Nuplex Environmental on the 23 May 2002 for breaching the conditions of their Resource Consent.

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:

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Attachments: 1