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## **Report 02.430**

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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**

Sixty nine complaints were received by the response service during the four-week period between 27 May 2002 and 23 June 2002. A summary of these complaints is attached. In comparison, forty nine complaints were received during the same four-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 and silt discharge complaints. The relatively calm, warm and wet weather conditions experienced during this period have limited odour dispersion and increased the erosion from bare soil on new sub divisions.

Figure 1 Cumulative Incident Complaints

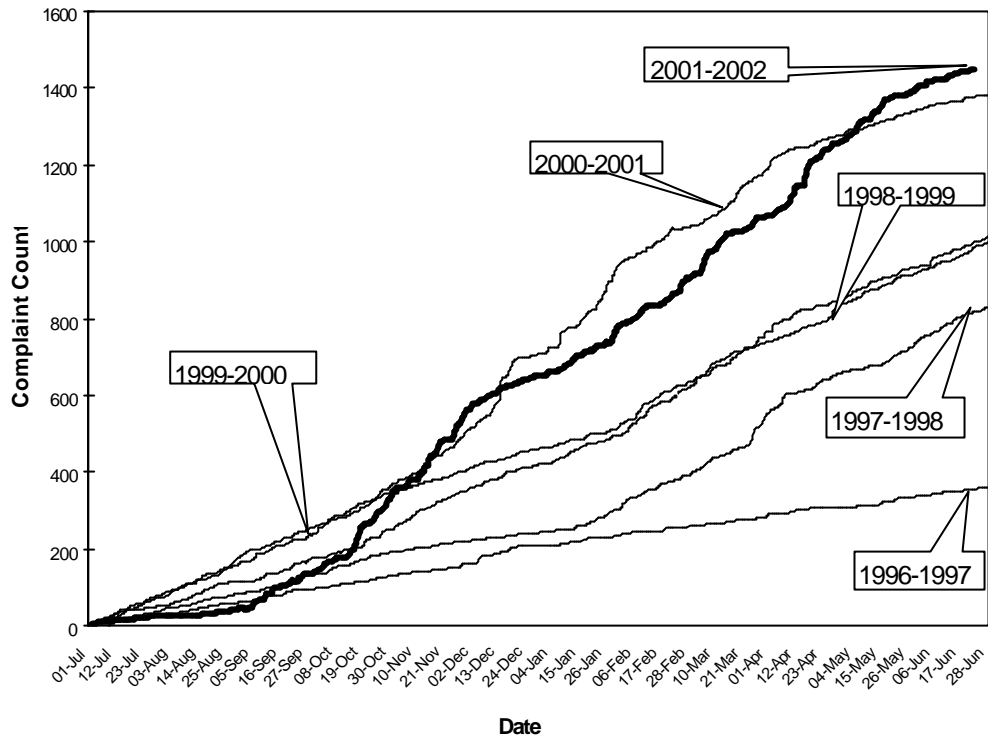
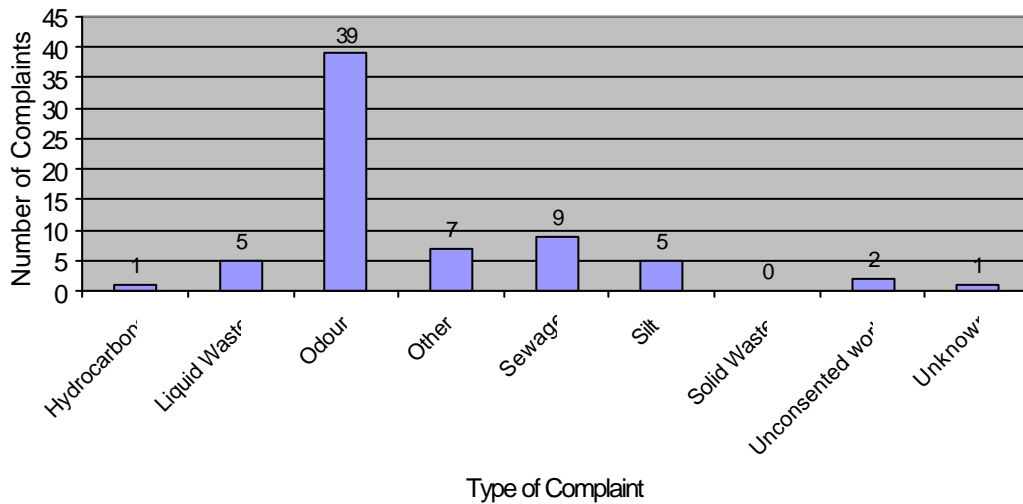


Figure 1 shows the number of complaints received this year and compares them with previous years.

The types of complaints received between 27 May 2002 and 23 June 2002 are summarised in Figure 2.

Figure 2 - Types of Incident Complaints



The major issues/incidents arising between 27 May 2002 and 23 June 2002 are noted below:

- An increase in the number of silt discharges from new sub divisions across the western region;
- An increase in the number of sewage discharges caused by heavy rain across the western region;
- A number of complaints were received regarding odour in Happy Valley, Wellington;
- A number of complaints were received regarding odour in Ngauranga Gorge, Wellington;
- A number of complaints were received regarding odour from the asphalt plant, Tawa, Wellington.

The following Table shows the number of complaints received this period and the total number of complaints received since 1 July 2001 for our most frequent sources of complaints.

<b>Alleged Source</b>	<b>Complaints (27/05/2002–23/06/2002)</b>	<b>Complaints (01/07/2001-Date)</b>
MKL Asphalt Ltd	10	422
Taylor Preston Ltd	10	165
AWI Dewatering Plant	1	63
AWI Moa Point	0	52
Southern Landfill	9	98
Nuplex Medismart	4	58
HVWS – Seaview Treatment Plant	0	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 27 May 2002 and 23 June 2002.

<b>Priority Category</b>	<b>Number</b>	<b>Average Response Time</b>	<b>Target</b>
RED	37	31.84 minutes	60 minutes
YELLOW	10	3.70 hours	24 hours
BLUE	0	0 Days	31 days
LOG ONLY	22	N/A	
Total	<b>69</b>		

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

<b>Complaint Number</b>	<b>Level</b>	<b>Response Time</b>	<b>Date / Time</b>	<b>Reason</b>
13555	RED	86	31/05/2002 07:53:00	CMD unable to find vehicle
13556	RED	66	31/05/2002 08:13:00	CMD unable to find vehicle
13557	RED	89	31/05/2002 07:50:00	CMD unable to find vehicle

## 5. **Enforcement Action**

No enforcement action was taken between 27 May 2002 and 23 June 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:

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Attachment:

### 1. **Summary of Incident Complaints**