

# **Contractor Performance and Monthly Report Highlights - January 2016**

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<b>TO</b>	Infrastructure Committee
<b>FROM</b>	Bruce Hinson - Infrastructure Group Manager
<b>DATE</b>	29 February 2016
<b>SUBJECT</b>	<b>Contractor Performance and Monthly Report Highlights - January 2016</b>

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## **1 Purpose of Report**

To present a summary of contractor performance and highlights of the January 2016 monthly reports from Councils roading, solid waste and water services contractors.

## **2 Discussion**

### **Water Services**

#### **Health and Safety**

- No minor or lost time injuries
- 945 hours worked for January
- Chlorine actions identified by WorkSafe in November 2015 now completed.

#### **Quality**

- Veolia had internal and external audits completed during November/December 2015.

#### **Achievements**

- Compliance by Veolia with contract KPIs remains high at greater than 98%
- Contractor performance over the peak period was good.
- Water Restrictions methodology worked out between the contractor and TCDC Water Services worked well.
- Summer sampling (considerably more intensive sampling programme) was successfully completed, with additional samples taken in a number of areas requested by TCDC for future project needs.

#### **Challenges**

- Compliance with 2008 Drinking Water Standards remains a challenge at a number of treatment plants.
- Operation of the Tairua and Pauanui water operati over the peak period was made difficult due to heavy rain in the catchments.
- Composter plant operation is still limited by greenwaste availability. Failure of the drive motor in January 2016 also took the plant out of operation for one week.
- Small scale wastewater pumpstation overflows were experienced in Cooks Beach and Onemana during the month.
- The heavy rainfall over the New Year period presented challenges for the operational compliance of the Whitianga WWTP.
- Groundwater resource in Whangamata remains a challenge, with adjustments required to acceptable abstraction limits and further work to supplement the existing supply in the town.
- There were eight operational event notices issued over the month, with further details available if required.

## Performance

THAMES COROMANDEL TARGET COMPLIANCE SUMMARY			
	January 2016	Monthly	YTD
<u>Response Times</u>			
Overall Water Compliance:		99.9%	99.8%
Overall Wastewater Compliance:		100.0%	99.3%
Overall Stormwater Compliance:		100.0%	97.8%
<u>Customer Standards</u>			
Water Compliance:		n/a	100.0%
Wastewater compliance:		n/a	n/a
<u>Customer-Client Standards</u>			
Compliance:			100.0%
<u>Wastewater - Environmental</u>			
Overflow Compliance YTD:			100.0%
Odour Compliance YTD:			100.0%
<u>NZDWS 2000 Compliance</u>			
Number of <i>E. Coli</i> samples:		133	864
% Compliance:		100.0%	99.7%
Number of turbidity samples:		269	1829
% Compliance:		100.0%	100.0%
Number of FAC samples:		106	799
% Compliance:		98.1%	99.6%
<u>Resource Consent Compliance</u>			
<u>Water:</u>			
Number of Criteria Assesed:		54	54
% Compliance:		100.0%	99.7%
<u>Wastewater:</u>			
Number of Criteria Assesed:		46	46
% Compliance:		98.7%	95.7%
<u>Number of planned outages with notification &lt; 72 hours:</u>			0
<u>Number of Lost Time Injuries during month:</u>			0

## Solid Waste

### Health and Safety

- Two collection trucks slipped off the Port Charles Road while avoiding other vehicles - no injuries or significant vehicle damage
- Broken glass on the road/footpath- customer complaints received on 10 occasions, with the contractor returning to clean site.
- Two runners suffered cuts due to sharp objects - one in a refuse bag and one in a glass crate.

### Achievements

- TCDC property numbers serviced for wheelie bins - 24,215 bins
- SELs Materials Recovery Facility (MRF) volume was 757 tonnes. This compares to 700 tonnes in previous years.
- Molok servicing received additional resource and performance remained high.
- SEL continues to work with TCDC and Coromandel Independent Living Trust (CILT) on development of a Coromandel Resource Recovery Centre.

**Challenges**

RFS reporting through the Pathway system may not reflect the true state of the issues.

**Performance**

- 95 customer complaints received with 20 justified - based on SEL records. To be confirmed by TCDC.

**Roading****Health and Safety**

- All contractors, with the exception of Northpower, are supplying information to demonstrate compliance with legislation regarding toolbox meetings, site safety records onsite, etc. Information again requested from Northpower.

**Achievements**

- 5 of 7 dust seal sites were completed prior to Christmas
- 70% of the 2015/16 unsealed road metalling was completed prior to Christmas
- Additional resources were placed around the network to assist with RFSs, etc over the break.
- Vegetation control went well over the peak period.

**Challenges**

- There were challenges associated with achievement of the grading programme pre-Christmas.
- Some rework required to dust seal sites on The 309 and Wharf Road, Colville.
- Material compliance is currently a risk the contractor has elected to carry.

**Performance**

- Road maintenance contract (C14/19) - Broadspectrum achieved 104% of tasks within the approved programme and their approved claim was \$297,493.83 (104%) of their approved programme. The increased achievement in terms of both task number and value was due to completion of un-programmed tasks associated with the high rainfall event at Christmas.
- Traffic services and vegetation control contract (C14/18) - Boese Landcare's approved claim was \$297,493.83 (104%) of their approved programme. This increased achievement in terms value was also due to completion of un-programmed tasks associated with the high rainfall event at Christmas.
- Streetlighting maintenance (C14/17) - Northpower approved claim was \$14,014.37 (93%) of their approved programme.
- 39 RFSs were received during January.

**3 Suggested Resolution(s)**

That the Infrastructure Committee:

1. Receive the 'Contractor Performance and Monthly Report Highlights - January 2016', dated 29 February 2016.