



caring about you & your environment

Report 00.613

10 August 2000

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Report to Environment Committee
from John Bledsoe, Section Leader, Resource Quality

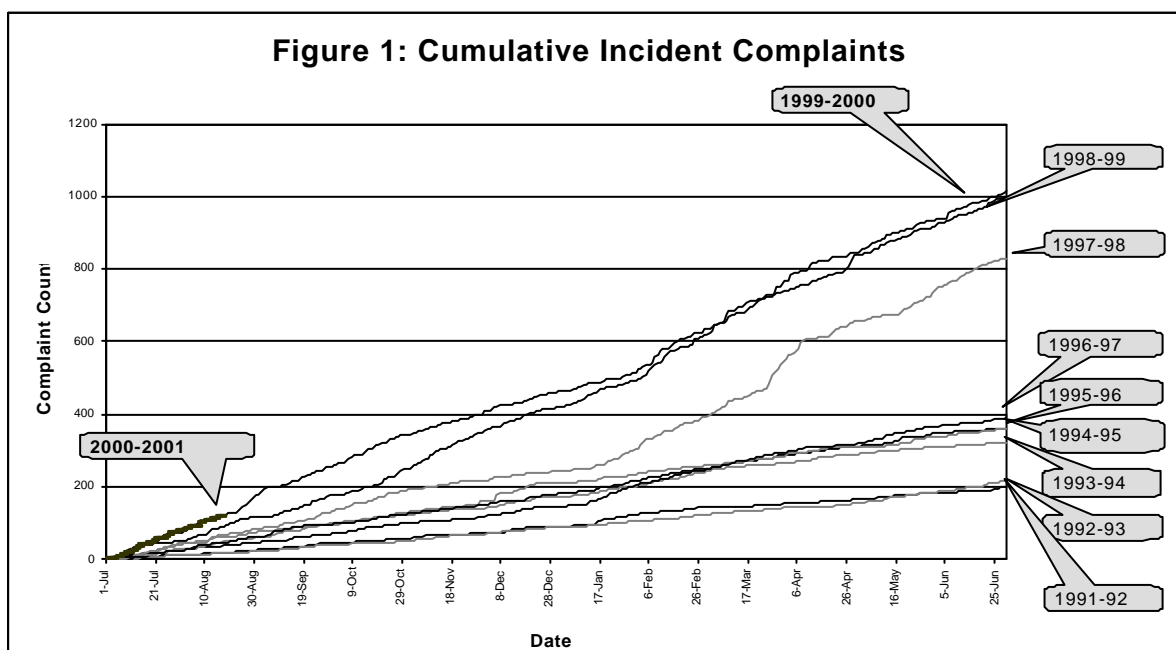
Incident Response Report

1. Purpose

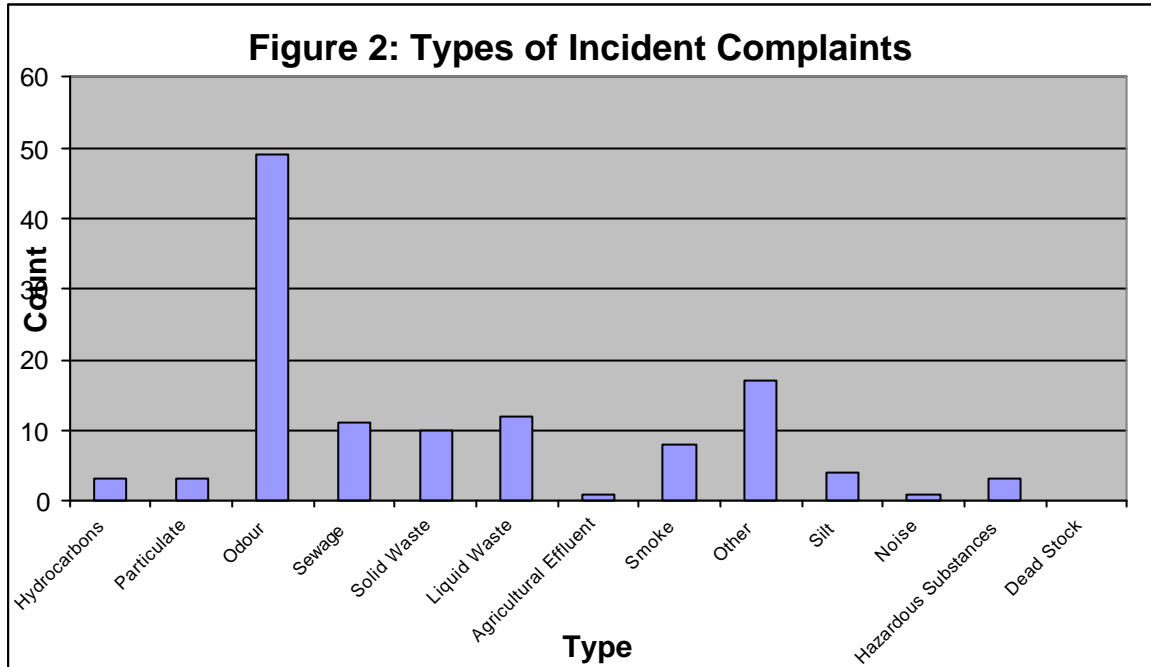
To report on recent incident response work undertaken by the Council.

2. Incident Complaints

One hundred twenty two complaints were received between 1 July 2000 and 15 August 2000. This compares to a total of one hundred nineteen incidents for the same period in the previous year. A summary of these complaints is attached. A comparison of complaints received in this period with those received in previous years is shown in Figure 1.



The type of complaints received between 1 July 2000 and 15 August 2000 are summarised in Figure 2.



The major issues/incidents arising between 1 July 2000 and 15 August 2000 are highlighted below:

- Contamination of Botanical Gardens duck pond by owners.

Wellington City Council works resulted in silt contamination of the duck pond. A hydrocarbon sheen was also observed.

- Discharge of yellow liquid into stormwater drain from galvanising plant. Seaview, Lower Hutt.

Analysis of samples confirm the presence of high chromium (VI) and zinc in the discharge.

3. Response Times

The following table summarises our performance in meeting the target response times for the complaints received between 1 July 2000 and 15 August 2000.

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).

Priority Category	Number	Average Response Time	Target
Red	70	27 minutes	60 minutes
Yellow	19	11.4 hours	24 hours
Blue	8	9.01 days	31 days

Within the reporting period, three investigations did not meet the Red response time guideline of 60 minutes. These investigations were:

Complaint	Date	Time	Response Time
9564	06/07/00	11:30	70 minutes
9626	14/07/00	11:30	65 minutes
9635	20/07/00	12:30	69 minutes

The reasons these guideline times were exceeded are:

For incident 9564 multiple call-outs were received. Incidents 9626 and 9635 were not responded to within 60 minutes due to the travel time to reach the location of the incident. (Whitby, Eastbourne)

4. **Enforcement Action**

During the period 1 July 2000 and 15 August 2000 the following action was taken:

- An abatement notice was issued and served to Fosters Building Petone (1965) LTD requiring them to prevent future discharge of contaminants to land and to provide an action plan describing how this will occur and how clean-up of the site will progress.
- An abatement notice issued to Sang Sue LTD for discharge of odours was appealed. This issue was resolved through mediation.

5. **Communication**

Weekly summaries of complaints are distributed to staff at all territorial authorities in the Western Wellington Region, Public Health Services, local Iwi, and the Resource Investigations, Consents Management, Harbours, and Planning and Resources (Wairarapa) Departments of the Wellington Regional Council.

6. Recommendation

That the report be received and the contents noted.

Report prepared by:

Approved for submission:

JOHN BLEDSOE
Section Leader, Resource Quality

JOHN SHERRIFF
Manager, Resource Investigations

JANE BRADBURY
Divisional Manager, Environment

Attachments: 1