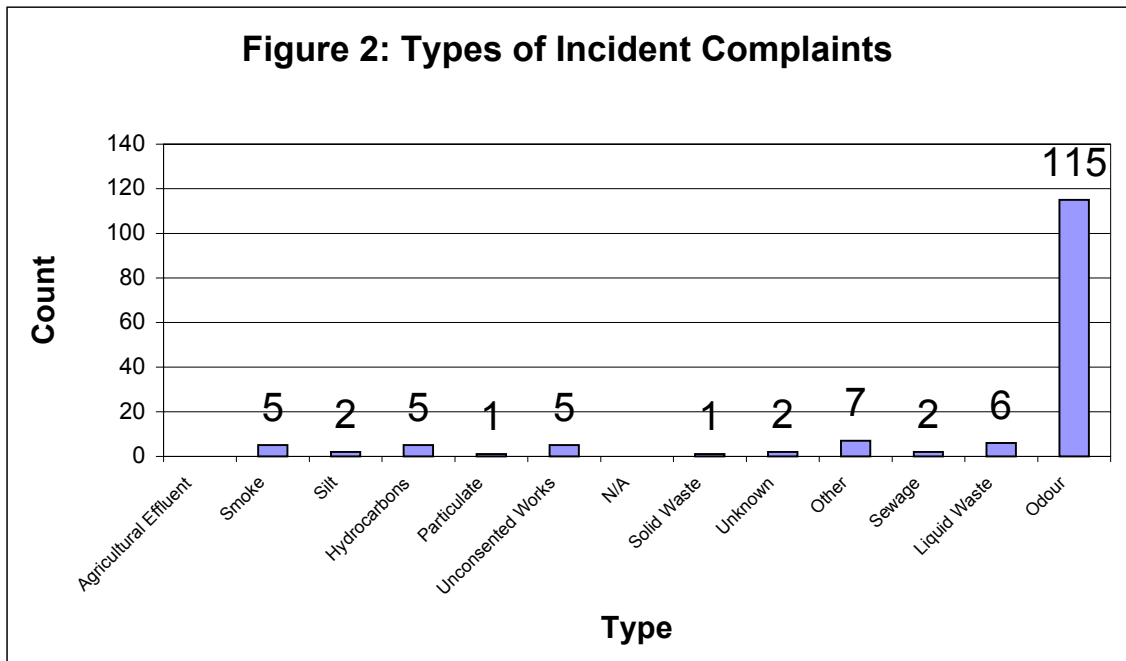




The types of complaints received between 1 and 31 March 2001 are summarised in Figure 2.



The major issues/incidents arising between 1 April 2001 and 25 May 2001 are noted below:

- Offensive odour from Onyx Group Limited's site, Paraparaumu (incident 11792, 29 April 2001). Enforcement action is currently being considered.
- Offensive odour from Spartan Engineering Limited, Lyall Bay (incident 11811, 7 May 2001). This incident resulted in a meeting between the director of Spartan and WRC. Agreement was reached that the company would take steps to minimise the risk of future incidents by increasing the height of its stack and ensuring an unimpeded discharge occurs.
- Offensive odour from Medical Waste (Wellington) Limited, Shelly Bay (incident 11807, 8 May 2001). Infringement notice issued.

### 3. Response Times

The following table summarises our performance in meeting the target response times for the complaints received between 1 and 31 March 2001.

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.

Priority Category	Number	Average Response Time	Target
Red	108	25.69 minutes	60 minutes
Yellow	11	3.07 hours	24 hours
Blue	8	1.83 days	31 days
Log Only	24		
TOTAL	151		

Within the reporting period, all investigations met the Yellow response time guideline of 24 hours and the Blue guideline of 31 days.

Within the reporting period three responses exceeded the Red response time guideline of one hour.

Complaint Number	Response Time (minutes)	Date / Time	Reason
11693	70	02/04/2001 09:50	Communication failure
11792	68	29/04/2001 11:27	Commute to incident
11821	84	11/05/2001 16:49	Dealing with priority incident

#### 4. **Enforcement Action**

The enforcement action taken regarding incidents that occurred between 1 April and 25 May 2001 is as follows (excluding enforcement reported in the May Committee Report):

- Infringement notice issued to Medical Waste (Wellington) Limited for an unauthorised discharge of contaminants to air resulting in an offensive and objectionable odour (incident 11807).

#### 5. **Communication**

Regular 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:

CRAIG SALMON  
Resource Quality Officer

JOHN SHERRIFF  
Manager, Resource Investigations

JANE BRADBURY  
Divisional Manager, Environment

Attachments: 1