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## **Report 01.781**

15 November 2001

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[Report 2001.Env01781.BS:mm]

Report to Environment Committee  
from Barry Strong, Section Leader, Resource Quality

### **Incident Response Report**

#### **1. Purpose**

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

#### **2. Background**

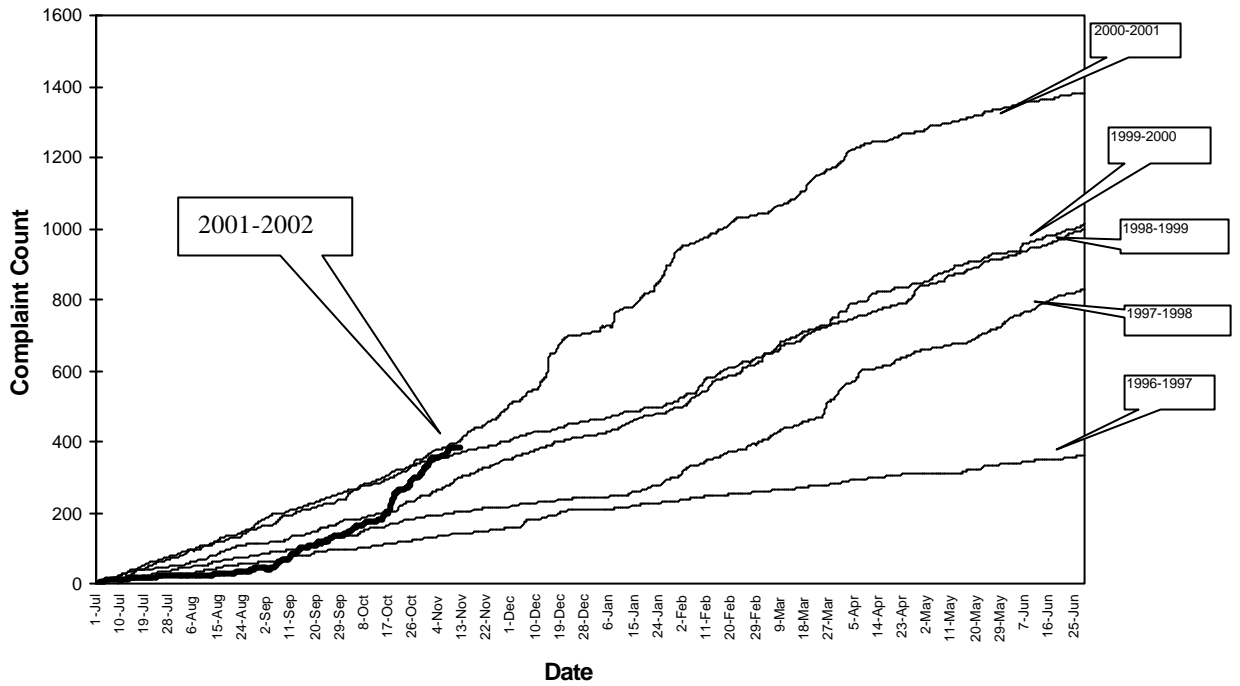
We provide a 24 hour incident response service in the Western Wellington Region. This service responds to complaints about pollution incidents, non-compliance with the Resource Management Act 1991 (RMA) and regional plans, and, after hours, consent non-compliance.

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 the follow up action taken. This report details the complaints received and summaries their resolution.

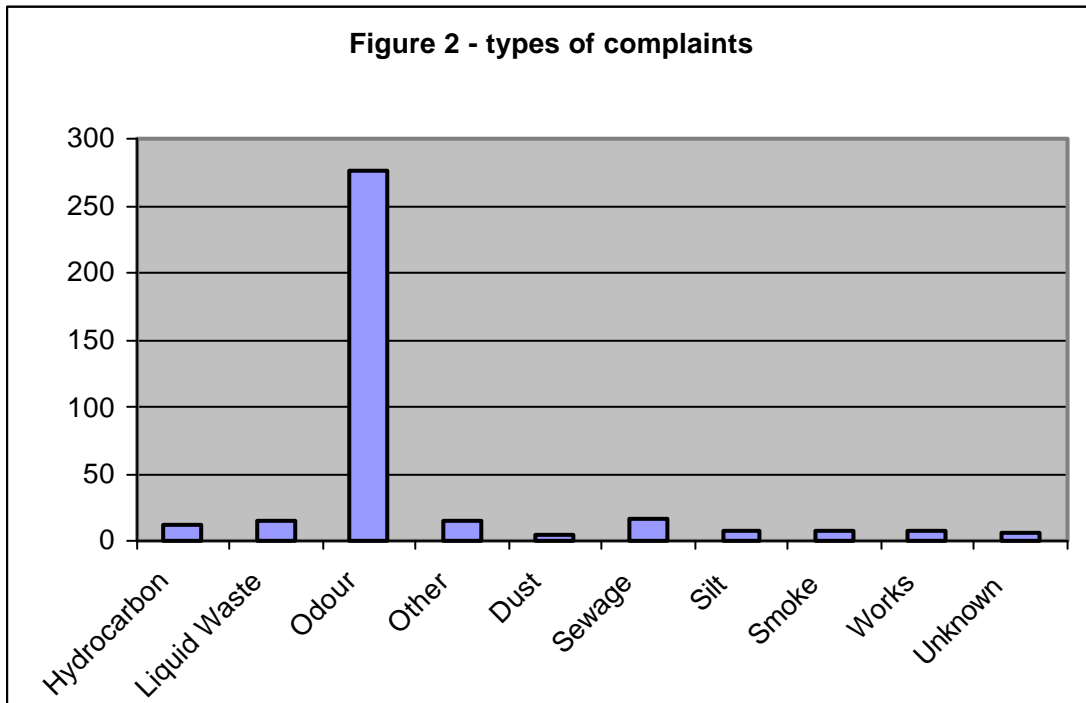
#### **3. Incident Complaints**

Three hundred and fifty-six complaints were received between 18 August 2001 and 11 November 2001. This compares to two hundred and sixty-six complaints for the same period last 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. It is clear that complaints continue to increase markedly. This is probably a result of greater environmental awareness in the community and, hopefully, a greater public awareness of the Council's pollution response service.

**Figure 1 Cumulative Incident Complaints**



The types of complaints received between 18 August 2001 and 11 November 2001 are summarised in Figure 2.



In this reporting period, the two major issues/incidents were:

- Continued high number of complaints regarding offensive odour from an asphalt plant located in Tawa. We are currently in the midst of enforcement action.
- Two major discharges of sewage to the harbour area from the Wellington City Council sewer occurred. One of these discharges occurred as a result of a contractor breaking a pipe while the other overflow was a result of a pipe fracture.
- Another event of significance was the establishment of a closer working relationship with the New Zealand Fire Service, specifically, how we can co-operatively work to reduce or prevent the discharge of pollutants to our waterways.

#### 4. Response Times

Performance standards, or targets, have been 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 18 August 2001 and 11 November 2001.

Priority Category	Number	Average Response Time	Target
Red	248	24.12 minutes	60 minutes
Yellow	28	3.75 hours	24 hours
Blue	9	5.4 days	31 days
Log Only	71		
<b>Total</b>	<b>356</b>		

Within the reporting period two responses exceeded the response time guideline.

Complaint Number	level	Response Time	Date / Time	Reason
12319	red	65 mins	19/10/2001 11:20	Lengthy commute to incident
11990	yellow	27 hrs	05/06/2001 08:30	Joint site visit required

**5. Enforcement Action**

No enforcement action was initiated between 18 August 2001 and 11 November 2001.

**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:

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Attachments: 1