



caring about you & your environment

Report 00.716

29 September 2000

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

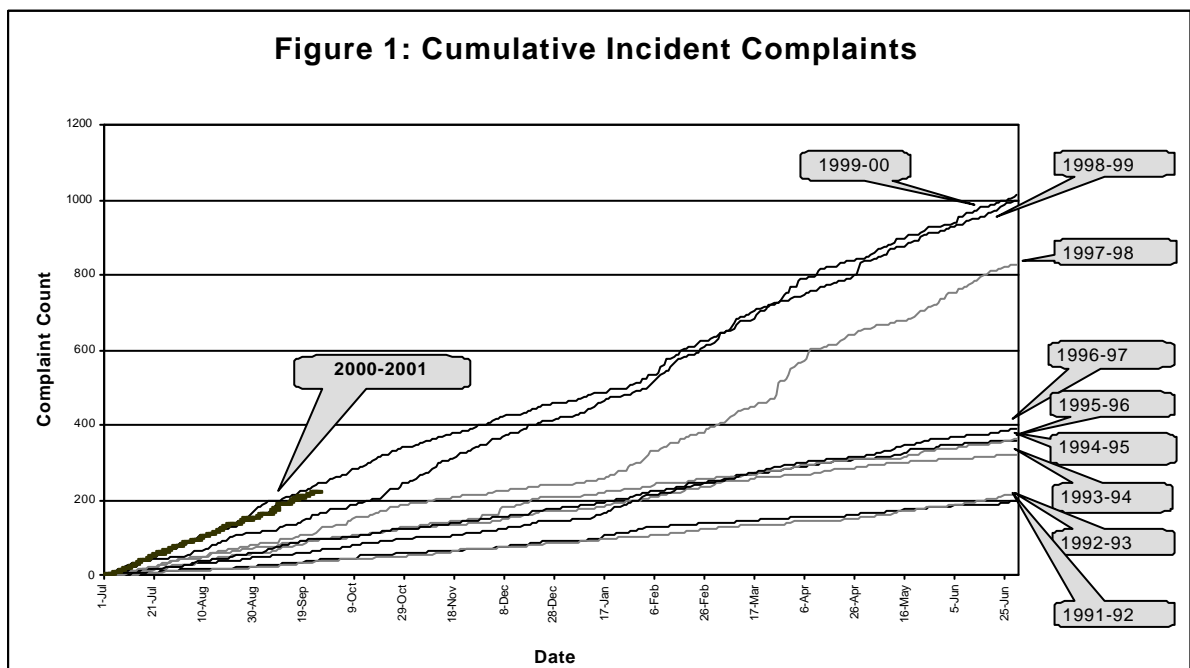
Incident Response Report

1. Purpose

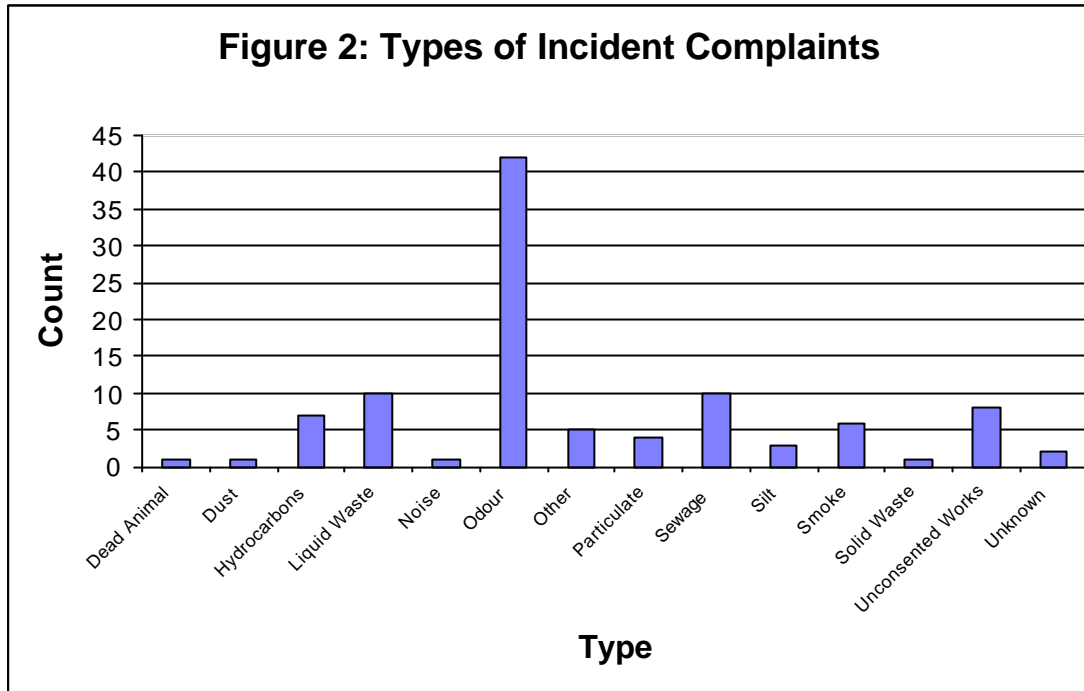
To report on recent incident response work recently undertaken by the Council.

2. Incident Complaints

Ninety-six complaints were received between 16 August and 24 September 2000. This compares to a total of one hundred nineteen complaints 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 16 August and 24 September 2000 are summarised in Figure 2.



The major issues/incidents arising between 16 August and 24 September 2000 are highlighted below:

- Offensive odours from a Tawa asphalt plant.

The Consents Management Department has issued an Infringement Notice following breaches of plant consent conditions.

- Discharge of effluent into stormwater from commercial car washing facilities.

Discussions with the business are underway on how to achieve compliance with rules governing discharges to land. Surveillance work has begun to identify similar activities in the Region.

3. Response Times

The following table summarises our performance in meeting the target response times for the complaints received between 16 August and 24 September 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	46	24 minutes	60 minutes
Yellow	25	2.8 hours	24 hours
Blue	12	1.3 days	31 days

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

Complaint	Date	Time	Response Time
5408	17/08/00	13:30	75 minutes
9857	21/9/00	17:06	69 minutes

The reasons these guideline times were exceeded are:

Incident 5408 was not responded to within 60 minutes due to the travel time to reach the location of the incident (Whitby). Response to incident 9857 was delayed because officers were responding to another call-out at the time notification was received.

4. **Enforcement Action**

During the period 16 August and 24 September 2000 no enforcement actions were taken.

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:

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Attachments: 1