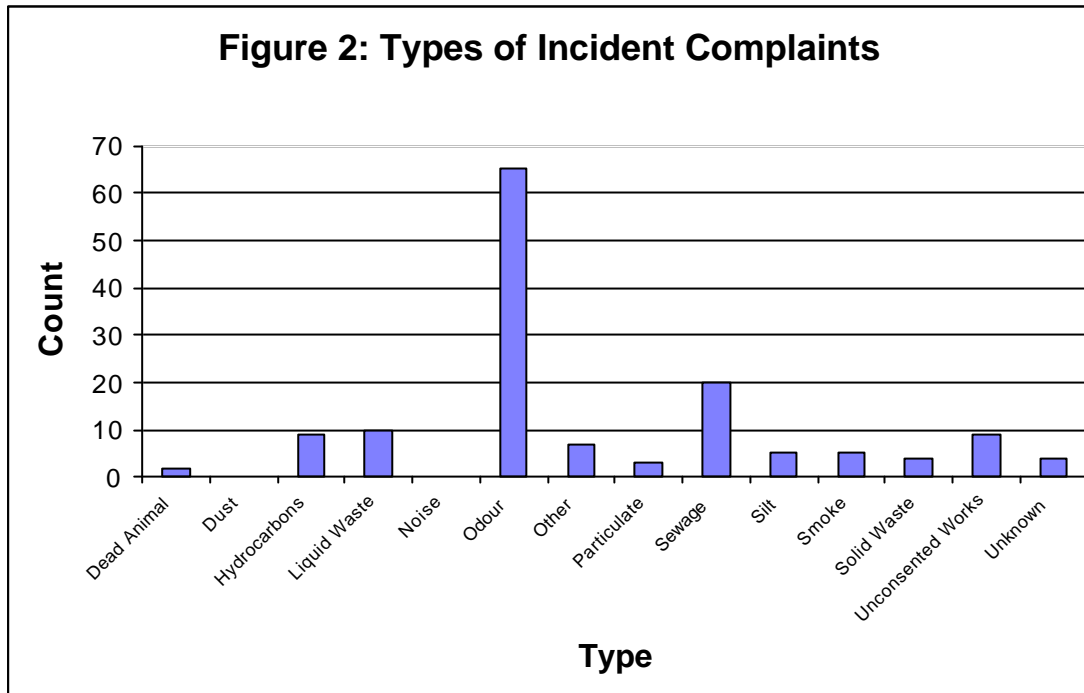




The type of complaints received between 25 September and 4 November 2000 are summarised in Figure 2.



The major issues/incidents arising between 25 September and 4 November 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.

- Dead eels in stream from a discharge of industrial liquid waste.

An investigation is underway to connect this event with evidence of discharge of hazardous liquid waste from a nearby industrial facility.

### 3. Response Times

The following table summarises our performance in meeting the target response times for the complaints received between 25 September and 4 November 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). Incidents which we need to track but require no action are noted as log only.

Priority Category	Number	Average Response Time	Target
Red	64	16.1 minutes	60 minutes
Yellow	26	4.03 hours	24 hours
Blue	14	0.86 days	31 days
Log Only	39		
<b>TOTAL</b>	<b>143</b>		

Within the reporting period, one investigation did not meet the Yellow response time guideline of 24 hours. This investigations was:

Complaint	Date	Time	Response Time
9967	17/08/00	13:30	3.6 days

The reason this guideline time was exceeded:

Incident 9967 was not responded to within 24 hours because notification was received after working hours on Friday. Information to resolve the complaint was not available until the following week.

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

During the period 25 September and 4 November 2000, MKL Asphalt plant was issued with an infringement notice over confirmed odour complaints by nearby residents.

**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