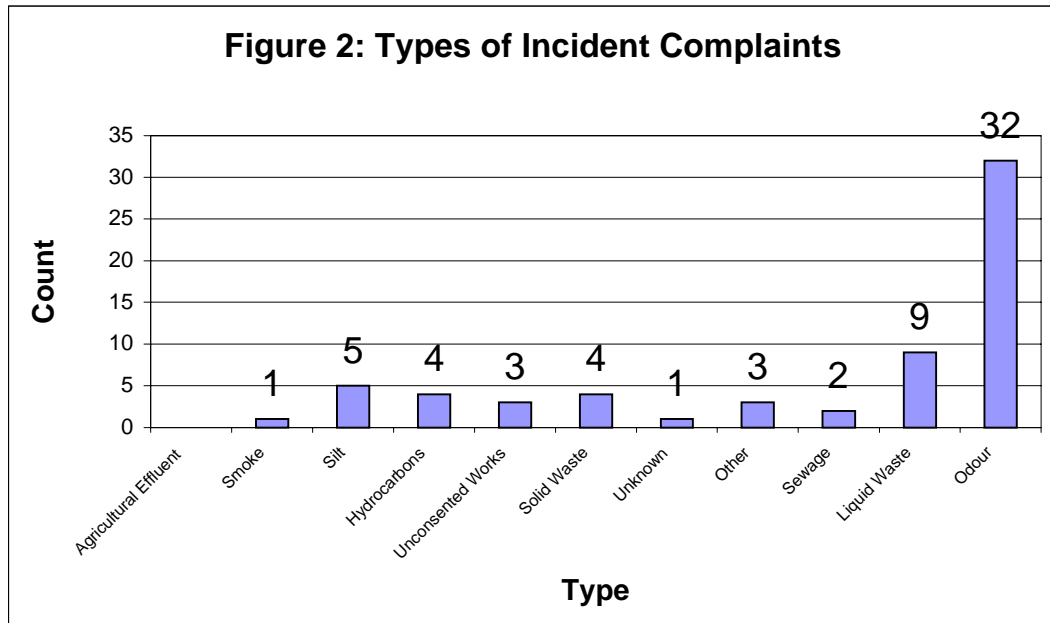




The types of complaints received between 26 May 2001 and 6 July 2001 are summarised in Figure 2.



The major issues/incidents arising between 26 May 2001 and 08 July 2001 are noted below:

- Offensive odour from Spartan Engineering Limited, Lyall Bay (incident 11885, 5 June 2001). This incident resulted in an abatement notice and infringement notice being issued.
- Silt discharge to Wellington Harbour from stormwater pipe replacements on Waring Taylor St, Wellington (incident 11906, 12 June 2001). This issue is being followed up with Wellington City Council to ensure compliance with Regional Rules regarding discharges to the coastal marine environment.
- Unconsented work undertaken in Horokiri Stream, Pauahatanui (incident 11917, 19 June 2001). The Regional Freshwater Plan identifies Horokiri Stream as a water body with a high degree of natural character and as a habitat for nationally threatened indigenous fish. Enforcement action is currently being considered.

### 3. Response Times

The following table summarises our performance in meeting the target response times for the complaints received between 26 May and 6 July 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	38	32.28 minutes	60 minutes
Yellow	8	1.28 hours	24 hours
Blue	6	2.90 days	31 days
Log Only	12		
<b>Total</b>	<b>64</b>		

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
11924	85	23/06/2001 11:20	Commute to incident
11876	66	05/06/2001 08:30	Commute to incident
11875	66	05/06/2001 08:30	Commute to incident

#### 4. Enforcement Action

The enforcement action taken regarding incidents that occurred between 26 May and 25 8 July 2001 is as follows:

- Infringement notice issued to Spartan Engineering Co Ltd (incident 11885, 5 June 2001). This notice has subsequently been withdrawn after discussions with Spartan.
- Abatement notice issued to Spartan Engineering Co Ltd (incident 11885, 5 June 2001). Spartan has since complied with the conditions of the notice.

Update on previous enforcement:

- Medical Waste (Wgtn) Limited have indicated that they will pay the infringement fee for a notice issued on 1 June 2001.

#### 5. Communication

Regular summaries of complaints have not been sent recently due to a lack of staff resources. Recommencement of regular summaries will be initiated this month.

**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