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Report 00.528

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Report to Environment Committee
from Kathryn Hooper, Resource Quality Officer

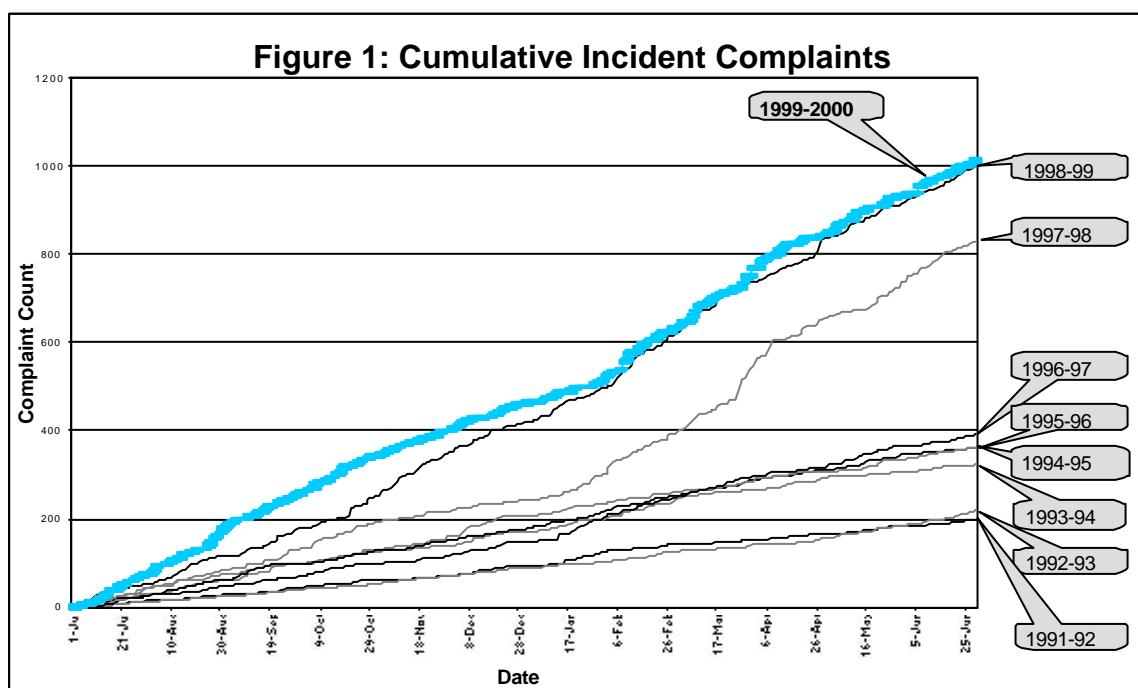
Incident Response Report

1. Purpose

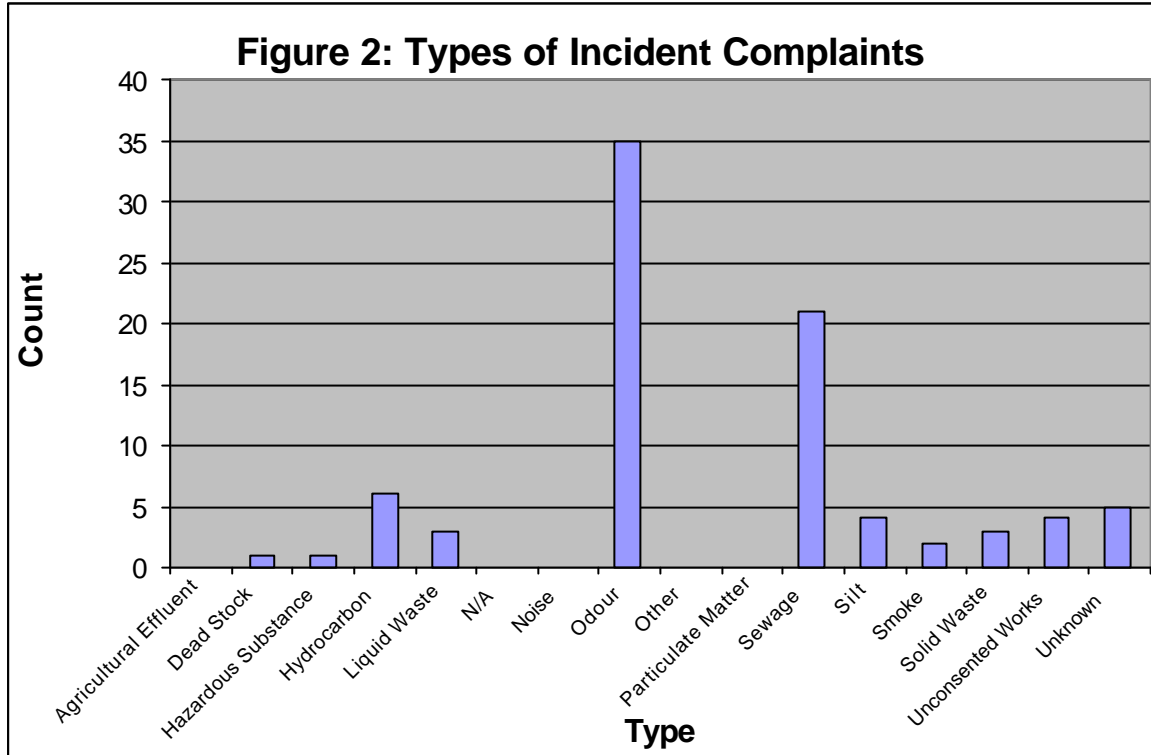
To report on recent incident response work undertaken by the Council.

2. Incident Complaints

Eighty two complaints were received between 1 June 2000 and 30 June 2000, and a total of 1017 complaints were received for the 1999/2000 year. A summary of these complaints is attached. A comparison of complaints received in 1999/2000 with those received in previous years is shown in Figure 1.



The type of complaints received between 1 June 2000 and 30 June 2000 are summarised in Figure 2.



The major issues/incidents arising between 1 June 2000 and 30 June 2000 are highlighted below:

- Objectionable odour from Fast Food Outlet: Wellington Central

Objectionable odour from a central city Fast Food outlet was confirmed to be having an adverse within neighbouring buildings on Courtenay Place. An abatement notice was issued.

- Silt discharge from Wharfes quarry: Judgeford

Land use consent hearings for this quarry were held by Porirua City Council during June. We are awaiting the outcome of these hearings before deciding how best to proceed with this reoccurring incident.

3. Response Times

The following table summarises our performance in meeting the target response times for the complaints received between 1 June 2000 and 30 June 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	67	21.99 minutes	60 minutes
Yellow	7	5.52 hours	24 hours
Blue	8	9.01 days	31 days

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

Complaint	Date	Time	Response Time
9469	14/06/2000	17:12	108 minutes
9500	22/06/2000	11:05	65 minutes
9522	23/06/2000	12:06	84 minutes

The reasons these guideline times were exceeded are:

For incidents 9469 and 9522 multiple call-outs were received. Incident 9500 was not responded to within 60 minutes due to the travel time to reach the location of the incident (Whitemans Valley, Upper Hutt).

4. **Enforcement Action**

During the period 1 June 2000 to 30 June 2000 the following action was taken:

- An abatement notice was issued to Chicken Palace Limited on Courtenay place, requiring them to cease the discharge of objectionable odour arising from the preparation of food on their premises. This abatement notice appears to have been complied with.

5. **Communications**

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:

Kathryn Hooper
Resource Quality Officer

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JANE BRADBURY
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Attachments: 1