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Report 02.24

4 February 2002

File: ENV/17/2/1

[Report 2002.Env0224.NL:mm]

Report to Environment Committee
from Natasha Lewis, Resource Quality Officer

Incident Response Report

1. Purpose

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

2. Background

The Resource Investigations Department provides a 24 hour incident response service for 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, as well as our performance in responding to complaints received and follow up action taken. This report details the complaints received and summarises their resolution.

3. Incident Complaints

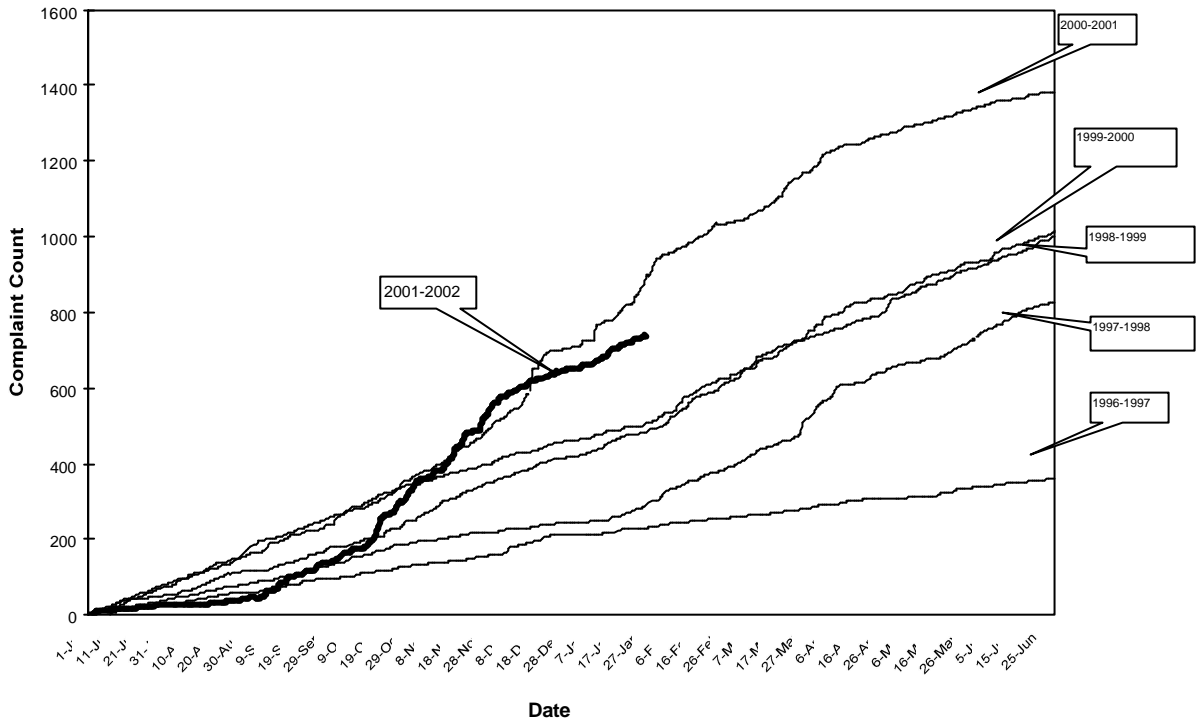
Three hundred and fifty six complaints were received by the response service during the nine week period between 12 November 2001 and 27 January 2002, a summary of these complaints is attached. In comparison, three hundred and eighty eight complaints were received during the same nine week time period last year. The decrease in the overall number of complaints during this time period is likely to be attributable to the decrease in the number of odour complaints. Two hundred and forty six odour complaints were received during this period, compared to three hundred and two for this period during the previous year.

Two factors are likely to have contributed to this reduction: first, the wet, unsettled weather experienced over recent months; and secondly, a reduction in the number of

complaints received regarding an asphalt company located in Tawa. An enforcement order restricted the plant's operating hours for several days and required the installation of a carbon filter to address ongoing odour issues at this site.

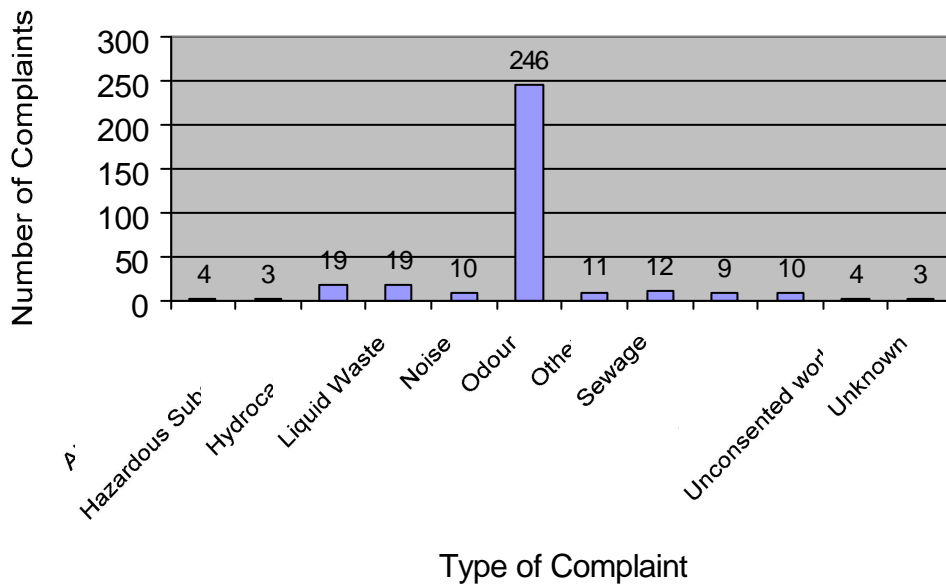
Figure 1 shows the number of complaints received this year and compares them with previous years.

Figure 1 Cumulative Incident Complaints



The types of complaints received between 12 November 2001 and 27 January 2002 are summarised in Figure 2.

Figure 2 - Types of Incident Complaints



The major issues/incidents arising between 12 November 2001 and 27 January 2002 are noted below:

- Continued high number of complaints relating to an asphalt plant located in Tawa, Porirua. An enforcement order was issued by the Environment Court on 21 November 2001, restricting the operating hours of the plant for several days, until a carbon filter was installed and commissioned.
- The number of complaints relating to an abattoir located in Ngauranga Gorge has increased significantly. Prior to 12 November 2001 only two complaints had been received this year; however, an additional 31 complaints were received in the period covered by this report.
- 17 complaints were received between 12 November 2001 and 27 January 2002 regarding a new medical waste treatment facility established in Seaview, Lower Hutt. During this period the company, at the request of the Regional Council, has made several modifications to their building and the operation of their business. This work continues.
- We have continued to strengthen our working relationship with the New Zealand Fire Service; we are now automatically notified, by pager, of pollution incidents received by the Fire Services Regional Communication Centre.

4. **Response Times**

Performance standards, or targets, have been defined 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 12 November 2001 to 27 January 2002.

Priority Category	Number	Average Response Time	Target
RED	207	29.02 minutes	60 minutes
YELLOW	19	3.37 hours	24 hours
BLUE	8	2.68 Days	31 days
LOG ONLY	122	N/A	
Total	356		

Within the reporting period five responses exceeded the response time guidelines.

Complaint Number	Level	Response Time	Date / Time	Reason
12492	RED	64	16/11/2001 18:05	Response delayed by traffic.
12526	RED	82	27/11/2001 07:40	Response delayed by traffic.
12654	RED	88	13/12/2001 07:24	Travel time from Wellington to Paraparaumu.
12698	RED	115	03/01/2002 12:35	Staffing shortage because of holiday period.
12707	RED	117	06/01/2002 09:23	Pager message was delayed.

4. **Enforcement Action**

No enforcement action was taken between 12 November 2001 and 27 January 2002.

5. **Communication**

Weekly incident report summaries were sent out to interested parties to keep them informed about incidents.

6. **Recommendation**

That the report be received and the contents noted.

Report prepared by:

Approved for submission:

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Attachments: 1