



## From the Mayor Meng Foon



**Tena koutou katoa, nga mihi nunui ki nga whanau o te Tairawhiti.**

**The wastewater treatment plant is the number one project that has consumed much of our time and resources. We say \$85m is too much to spend in anyone's language, we just can't afford it. That could see a lot of money taken out of our economy.**

**Yes of course we have to do something. Pumping untreated sewage into the sea is no longer acceptable.**

**Siting the treatment plant close to the beach creates issues too, even though it is the cheapest option. But cheapest is not always the best. Council is considering a more affordable, acceptable option.**

**More footpaths, safety ramps and cycling lanes are being put in for our benefit and safety.**

**We are looking forward to the Treaty settlements for our iwi. These will benefit us all. The Office of Treaty Settlements is looking at some Council land for settlement. I can assure the community your current use will not be compromised.**

**Earthquake repairs are coming along well. Township plans have money appended to agreed projects.**

**Hikurangi Forest Farms has their resource consent for an \$80m mill and the potential for 300 new jobs.**

**The Overlay 3A and Variation 176 plan change has been adopted so it is onwards to protect highly erodible land.**

**Our doors are always open, haere mai koutou ki te korero ki a matau, no reira.**

Meng

## Customers increasingly say service good or excellent

More people are pleased with Council's customer service and fewer are not.

In the 07/08 year, 92% said the service received was good or excellent and just 8% said it was only fair or poor. In the previous year, 87% rated the service good or excellent and 13% said it was only fair or poor.

This is good news for Council and the 1000 people a month who make a "Request for Service" – like a pothole to be fixed, a street light to be replaced or a dog to stop barking.

Customer Services team leader Angela Stuart says more than 13,000 requests are processed each year. Of these, 10% of the customers are surveyed each month in the full range of 16 sections within Council and asked what they thought of the response time and how they



**Customer Services team leader Angela Stuart aims for even more in the way of excellent service this year.**

rated the quality of service. Benchmarks for customer satisfaction were set more than two years ago at 25% or more for surveys rating excellent, and 15% or less for those rating poor or only fair. Now Council is upping the ante for the 08/09 year by aiming for 5% or less for surveys rating poor or only fair and 50% or more for those rating excellent.

Requests for Service are loaded in as jobs and sent off to the relevant departments. The department acknowledges the job and feeds back to Customer Services or the complainant straight away. Contractors or staff are given set times to get the jobs done.

"It pays to have the job logged in the system from the start. If people give us their name and phone number, we can

let them know what stage the job is and advise them of any hold-ups. We can't do that if they don't identify themselves."

She says the success being achieved all comes down to communication.

"Sometimes there's not a quick fix to a problem but people really appreciate being told where the job is at and having an issue sorted often within a week."

## Have your say on wastewater site

Council will soon ask the public their views about where best to site the city's wastewater treatment plant – Aerodrome Road near the airport, Stanley Road near the beach or an industrial site.

A pre-consultation document will go to the public from 13 October, an Open Day will be held at the A&P Show on 16 and 17 October and a phone survey will be conducted the following week. After receiving the results of all the feedback on 13 November, Council will decide which option to proceed with. Variations to the existing 35-year consents will be needed for whichever option is pursued.

At a special meeting in mid-September, Council decided to pursue a more affordable "reduced scope" wastewater treatment plant. This includes:

- industrial separation
- constructing one instead of two biological trickling filter (BTF) tanks
- deferring secondary clarification
- deferring disinfection.

Engineering and works manager Peter Higgs says the treatment performance of

the reduced scope option would need to be monitored and modifications made to upgrade if necessary.

"This option provides a foundation treatment process to install the fully consent compliant scheme in future if required. It has the support of the Wastewater Options Review Group."

The original plan was to site a treatment plant at Aerodrome Road as part of the fully compliant wastewater upgrade, expected to cost about \$84M. But councillors said the community could not afford this and asked consultants CH2M Beca to see how they could cut costs. One of several options

was to build the plant at Stanley Road and defer the secondary clarification process. This reduced the cost to \$54M but councillors again said this was too much. Councillors subsequently asked Beca what could be done for about \$40M.

From 12 options considered, Beca put forward one "reduced scope" option. This scheme could be built:

- for \$40M at Stanley Road, the existing milliscreeing and pump station site



### Have it at the Show

Tell us at the Show which site you prefer for the city's wastewater treatment plant and enter a prize draw.

"It's a chance to Show and Tell," says wastewater project manager Peter McConnell. "We want people to come to our stand at the Show. We'll explain the options. They can tell us their preferred site and we'll enter them in a prize draw. Pretty simple really."

- for \$45M at a nearby industrial site
- for \$50M at Aerodrome Road.

If Council were to decide on an industrial site, there would be virtually no facilities on the existing Stanley Road site as the existing milliscreeing and outfall pump station would be removed and placed at the industrial site. All that would be required at the Stanley Road site is an air release valve on the outfall pipeline.

"If Council did not proceed with any of the above options, it would still have to spend up to \$20M replacing the existing milliscreeens and outfall pump station, which are at the end of their service life, and cleaning the outfall."

## Discussing Treaty land options

Council continues to discuss possible options with the Office of Treaty Settlements regarding the Turanga tribes Treaty claims. The Office is looking at the former Advanced Meats site in Pacific Street and part of Watson Park to be part of the compensation package to Turanga tribes.

Council chief executive Lindsay McKenzie says the Advanced Meats site has been valued but this valuation remains confidential and no negotiations have taken place on this to date. The way in which Watson Park is to be valued has been agreed but has yet to be undertaken.

"Despite an initial flurry of activity, it seems the workload of the OTS in dealing with a raft of claims has slowed interaction with us in Gisborne."

Mr McKenzie emphasises that negotiations over the land is with the Crown not the claimants. Any sale would be to the Crown.

## Improving access and safety at roundabouts and intersections

Better access for pedestrians near intersections and roundabouts is expected this year. Council staff have been working with the disabled community to improve access in areas where existing pram crossings and traffic islands have been found to be deficient. Engineering officer Darren Cox says representatives

from the Accessibility Group are working through trouble spots to see what works and what doesn't – a key aim of Council's Disability Strategy.

"We want to design 'pram crossings' to a standard whereby people with mobility scooters, wheelchairs, walking frames or sticks can safely cross the road. The

key is accessibility, visibility and consistency with each crossing. Most existing pram crossings within the central CBD are within the standard. But we are focusing on the outer CBD areas such as Childers and Palmerston roads and major intersections such as Lytton and Gladstone, Harris and Rutene, and De Lautour and Rutene."

## Bike competition encourages vest-wearing

Noticed more cyclists wearing high-visibility vests lately? Could be that the campaign to promote safer cycling to schools is working. Either that or the thought of winning one of three bicycle packages up for grabs next term is proving a great incentive to student cyclists.

Over the past few months about 500 high-visibility vests have been handed out to local students as part of a partnership approach to cycle safety between Council, Road Sense New Zealand, Opus Consultants, New Zealand Police and Land Transport New Zealand.

To encourage schoolchildren to wear the vests, Opus Gisborne came up with the idea of sponsoring a competition with new bikes as a prize. Each child taking part in the competition next term will be issued with a clicker card, which is clicked every time they arrive at school wearing their high-visibility vest. Those with the most clicks at the end of term then go into a draw for one of the bike packages comprising



**Growing numbers of Central School students are wearing their high-visibility vests when biking to and from school.**

a bike, helmet, high-visibility vest, set of lights and a repair kit.

Road safety coordinator Lenora McDonald and Road Sense NZ coordinator Virginia Guerin are delighted with the partnership approach.

"We're a great team promoting key safety messages."

## Quake repairs speed up

The city is in repair mode as buildings damaged in the December 2007 earthquake are restored, but concerns remain while buildings remain unrepaired.

Building consents team leader Ian Petty says that while it is gratifying to see consents coming in and work being done to the level Council's building policy requires – a higher standard of strengthening than the national norm – he is concerned about further earthquakes.

"If we'd had another shake like the one that struck Hawke's Bay in late August, some of the buildings not yet fixed would have suffered further damage. The longer they remain unrepaired, the higher the probability of another quake causing significant additional damage. "It's good to see this work undertaken as there has been a long hiatus as building owners and insurance companies decided who paid for what, and structural engineers and builders were freed up to take on the work."

Work has been or is about to be undertaken on Bramwells Pharmacy, the Albert Building in Peel Street and Bain and Sheppard in Customhouse Street, St Andrew's Church and the Rosies building. Parapets are being repaired on various buildings including Camera House, Bushnells and USSCO but it's unclear what will happen with the parapets of the Albert Building where significant internal repairs have been made.

Earlier fears about chimneys not being repaired have been largely resolved. Letters sent to people who received compensation for damaged chimneys prompted a huge number of calls.

"We had a big increase in the number getting consents for chimney repairs. There are probably a lot that haven't been fixed or have been done without building consent but that is the owner's risk."

### Hopes for Tatapouri boat ramp

Council is discussing options with the current owner of the Tatapouri boat ramp facility in the hope of securing the ramp and surrounding toilets and ablution block for long-term public use.

## Good news for cyclists...

There's good news afoot for city cyclists. More cycle lanes are planned for Childers, Lytton, Roebuck and Stanley roads this year to join those already in place in parts of Gladstone and Ormond roads.

Work has begun on extending the riverside cycleway and walkway, with the help of \$331,000 from NZ Land Transport Agency, through to the Waikanae Stream. And designs have begun for continuing the path through to Midway Beach. Preliminary funding has also been received for the design of the walkway and cycleway from the Sponge Bay turn-off through to Wainui Beach. Physical work will start next year.

## ...and Go Karters

A block of land off the beaten track could be just the caper for Go Kart enthusiasts. An area is being considered off Centennial Marine Drive, between the rivermouth and Dunstan Rd, and this could also be used for driver education programmes.

### Pays to catch bus to market

Catch the bus to the Farmers' Market and receive \$2 off your first purchase. That's the offer on Saturday mornings in a joint initiative between Council and the Farmers' Market. Bus patrons can get off the bus near the market but will have to carry their shopping to the Bright Street terminal to catch the bus home.

## To monitor Wainui wastewater systems

Reticulation may not have gone ahead for Wainui, Okitu and Makorori but there is plenty of wastewater discussions going on behind the scenes.

Instead of reticulation, Council decided to introduce monitoring and require maintenance and upgrades of non-performing wastewater systems. The management of this on-site treatment and disposal will be handled by a collaborative Council-community working group, expected to be set up after 1 November.

Engineering and works manager Peter Higgs says that a number of management arrangements could be considered by the group. An approach could include initial inspections and assessments of all sites, upgrading where required followed by an annual programme of inspections and monitoring. This could include three-yearly tank emptying and planning controls to limit lot sizes and the coverage of impervious surfaces. "The aim is to identify sustainable management options that are technically feasible, cost-effective and protective of

public health and the environment. A robust monitoring programme will be needed with methods to determine when and how owners will be required to upgrade substandard systems."

A separate wastewater treatment and disposal regime still needs to be considered for parts of Makorori. Council has applied for government funding to help pay for a community wastewater scheme at Makorori.

Meanwhile, the Government has issued a new national standard for operating on-site waste disposal systems which is likely to require owners to get warrants of fitness that confirm their on-site system is functioning correctly and is being maintained.

"It will be up to the Council to decide what areas this standard applies to, says Mr Higgs."

A consistent theme that emerged from submissions was that people want Wainui, Okitu and Makorori to be models for sustainable future development in relation to on-site water disposal, water use and self-sufficiency.



**Nothing like a few worms and a bit of soil and compost to get people talking. A suburban Master Composter shows how to keep it simple by layering food scraps and chipped green waste earlier mixed with grass clippings. If you want to know how to create compost on your own property, call a Master Composter. More than a dozen people have now been trained in the art of compost making and are available to give one-on-one advice at no cost. Use food scraps to your garden's advantage. Contact Council on 867 2049.**

# In short

## Second-Hand Sunday goes green

Have your garden prunings chipped at your place for \$10 a trailer load. That's the trial offer during the week of Second-Hand Sunday, 12 October. Homeowners can put out suitable fresh garden prunings for chipping the same day their rubbish and recycling is picked up.

People need to register (as with Second-Hand Sunday) so the chipping contractor knows where to go. And they need to keep their chipped prunings – ideal material for composting with kitchen waste or grass clippings. The trailer of waste needs to be at the front of a driveway but still inside their section. Call Council to register.

## New facility for archives

Construction of an environmentally controlled facility for Council's archives in Innes Street is expected to start early next year. The building will also accommodate 12 staff including those from the pests and plants, and rivers and drainage sections.

## Get rid of computer waste on e-Day

Do you have computer waste taking up space at your place? If so, get rid of it on e-Day, the national computer recycling day. Pack it into your car and head down to the railway yard off Grey Street on Saturday 4 October between 9am and 3pm. People can bring as many keyboards, screens, printers, computers and cellphones as they can fit in their car. The unwanted goods will be sent for recycling or for reuse.

## Hefty fines for rubbish dumping

It's not OK to dump lawn clippings and green waste in council reserves or beachfronts, and it's not OK to dump rubbish or animal waste either. Council has upped its surveillance and its fines to between \$100 and \$400 for those who still don't get the message.

Environmental educator Anne Lister encourages people to let Council know if they see anyone dumping rubbish.

"Dumping green waste can cause major problems – generating unwanted weeds, flies, rats and smells."

Increased surveillance and fines has led to a reduction in waste being dumped.

## More chances to recycle in city

City shoppers will have more opportunities to recycle their glass or plastic bottles, or drink cans by the end of the year. The two existing recycling bins in Gladstone Rd will be joined by another 15 destined for the CBD and beach and picnic areas. The Ministry for the Environment is providing the bins in recognition of the city's good record in recycling. It hopes to get people nationwide extending their recycling efforts from the home to the community.

## Better parking at beach sites

New parking spaces at two of Gisborne's popular beach sites will be aesthetically pleasing and practical. Better parking spaces with proper turnarounds are being developed at the end of Kaiti Beach and Sponge Bay roads.

## Many benefits in land purchases

Various land purchases planned will enable stock to be diverted from the main road of Ruatoria, a reserve to be established at Hicks Bay and the traffic flow near the city's netball courts to be improved.

Council plans to buy 5.5ha of riverbank land at Ruatoria for \$40,000 to develop a green belt, service the public toilet and enable the stock route to bypass the main street. An unsightly derelict building will be removed from the main street.

Community facilities asset manager Terry McMillan says sewage from the public toilet currently goes to a holding tank before being carted away. A separate sewerage system with effluent lines will be installed.

Council is to buy a 6500 sq m section diagonally opposite the Hicks Bay Store for \$80,000.

The plan is to establish a reserve and convenient rest stop for people travelling around the coast and relocate the public toilet and playground currently on school grounds. The community hopes in time to establish a public information centre on the reserve.

Council is also looking at the former St Mary's School site in Childers Road with the aim of taking part of the land to square up the road and improve traffic flow. The whole site may also be considered for recreational purposes.

A 752 sq m section of Council land at Dunstan Road is to be sold for \$120,000. This is part of the land bought 20 years ago to encourage industry out of the city. An earthmoving business and Permacrete is expected to relocate there.

## Library abuzz with free internet access

Just look for the new bright orange seats at the H B Williams Memorial Library. And, if it shows after 3pm on the orange clock, look for the school students crowding around.

That's where you'll find at least one of six computers offering broadband-speed internet, skype and webcams for anyone to use, free of charge.

But if you have your own laptop with wireless capability, you'll be able to sit on whatever colour seat you like. The library



Reference librarian Mako Allen (right) assists Dawn Furmage as she emails family in Australia and researches topics of interest. Girls' High student Aimee Brown (rear) checks out her Bebo site or perhaps prepares for her homework.

is now a wireless "hot spot" that allows people to tap into the free broadband connection.

The resource was funded by the Aotearoa People's Network as part of the Government's digital strategy. Gisborne was one of the first public libraries to receive funding for the project because of the region's low broadband access.

Reference librarian Mako Allen says two computers are sited for reference purposes, two in the Young Adult section, one in the children's department and one in the centre of the library for social networking, where people can crowd around one screen.

Since the free service was introduced last month, increasingly more people are using it for research, keeping in touch with friends and family overseas either

through email or Skype (like a telephone with video link) and social networking like Bebo and Facebook.

"This has created a nice monster. It changed the dynamics of the library almost overnight. We find that most in the reference areas are doing homework assignments but we get different clients depending on the time of day."

District librarian Pene Walsh still can't quite believe the library's good fortune.

"This has changed the way people see the library, and will probably change the way they use it. Research through the internet is the future of libraries but it will never replace hard-copy books.

"Just getting more people into the library and seeing what else is available is always a good thing."

## Ruatoria protection may create work

Using local labour and materials is one option being looked at for a flood protection scheme to protect the Ruatoria township.

Engineering and works manager Peter Higgs says the bank of the Waiapu River is eroding at a considerable rate on the town side.

"We need to train the river using groyne protection works similar to those already used successfully in

Ruatoria. But with large rocks being difficult to source and expensive to transport, one option is to have local labour use river shingle to construct concrete tetrapods (four-legged concrete shapes) that would hold up each other and the eroding bank."

A working group is being set up with the community to work through options with physical works expected to begin later this financial year.

## Locking gates prohibited on public roads

If you have locked a gate on a public road, please remove the lock. Locking gates on public roads is unlawful.

Engineering and works manager Peter Higgs says Council recognises that swing gates are necessary in some rural areas where many roads are unformed and not maintained.

However, Council has learned that people have been denied access through several public roads in the

district – at Kokomuka Road, Te Araroa; Awanui Road, Waiomatatini; Pa Road, Whangara; Wharekakaho Road, Wharerata; Potikirua Road, Lottin Point.

"While swing gates and cattle stops are permitted on rural roads, locking gates is not. Landowners lock gates for security, to reduce rustling and to protect forestry during prohibited fire seasons. And some landowners are frustrated by continually rescuing vehicles stuck due to hazardous road conditions on unformed roads."

# District Plan change will reduce erosion, benefit district

Another step towards stabilising the district's worst eroding land was taken last month with the approval of Variation 176.

The change to the District Plan, known as the Sustainable Hill Country Project, requires farmers to establish effective soil conservation tree cover on the most erosion-prone land. Landowners will need to have completed tree establishment or have work plans in place by 2011 and undertake planting – be it forestry, poles or natural reversion – through to 2021.

While many farmers were opposed to the variation, Council argued that the overall benefits to the district of reducing soil loss and improving land stability outweighed farmers' concerns.

The Sustainable Hill Country Project grew out of the 1998 East Coast Forestry Project review. The

Government threatened to withdraw forestry project funding unless Council put a regulation in place to establish trees on the thousands of hectares of worst-eroding land in the district – about 13,500ha mostly inland and north of Tolaga Bay.

Council notified a variation to its part operative District Plan that required effective tree cover by 2021 on land requiring erosion treatment, identified as Overlay 3A land. All land that adheres to the Sustainable Hill Country rule is eligible for East Coast Forestry Project funding.

Natural resources team leader Kerry Hudson says the plan change is workable and in the best interests of the district. Major changes to the variation as originally proposed include a change from a non-complying to a discretionary activity, and a clearer definition of what is called effective tree cover.

"People with land designated Overlay 3A with no or few trees are required to establish trees or apply for a works plan which goes to Council for approval. If the plan is approved, the owner can then apply to the ECFP for funding. If the Council does not approve the plan, the issue goes to a hearing."

Council staff will help landowners, at no charge, put together works plans and advise them on land management.

"Some of the Overlay 3A land needs reversion or afforestation which will take it out of grazing. Some big areas will need close planting of seedlings.

"We know it's difficult but we want to assist landowners. We hope they use our advice in a proactive way. A lot of severely eroding land has already been treated in a cooperative manner."

Submitters can appeal the ruling until 14 October.

## Action at last on extending river walkway

Flax patterns, shells and sun pavers will be incorporated into the concrete pathway extending the riverbank walkway through to Waikanae Creek.

The flax patterns and midden-like additions of shells, earth and ash symbolise the area's original occupation. Bronze sun pavers will continue the theme from the rest of the walkway.

Work has started and all indications are that the work will be completed by Christmas. Community facilities asset manager Terry McMillan says the 3.5 metre wide path will accommodate both cyclists and walkers together.

"The walkway will also be punctuated with space for performing arts, storytelling and visual art works, as well as seating and reflective spaces

with views of historically important sites. Wattie's Wharf – a popular fishing spot – will be revamped with wooden decking and seating.

"We hope construction of the clip-on walkway across



Walkway designer Warren Edlin (right), of Opus, discusses finer details of the work plan with Dylan Goldsmith (left) and Doug Ataera of QRS. They are framed by the beginnings of one of several koru patterns in the design.

Waikanae Stream bridge will happen at the same time. Detailed design has also begun for the next stage from the bridge across Waikanae Stream through to the Midway Surf Club area."

## Calling for time before water plan put in place

Gisborne is asking the Ministry for the Environment for time. The Council wants to research the ecological values of the Waipaoa River before a National Environment Standard is put in place requiring minimum water use limits to be established.

The Government says that until the Council has a water allocation plan in place, providing protection for the ecological values of rivers and streams on the Poverty Bay Flats, it must have minimum water allocation limits in place. All consents will be subject to interim limits as soon as the new standard comes into force. But Council wants the Government to include a five-year lead-in time before introducing interim limits for surface and ground water.

Natural resources team leader Kerry Hudson is concerned about the effect this new standard could have on the local economy, particularly intensive horticultural businesses and the city's water supply.

"The introduction of the standard is driven by big issues in the South Island where water is over-allocated and water courses have high natural values and high water quality that are under real threat."

Almost all water permits to take surface or ground water in the Gisborne district occur within the Poverty Bay Flats. The 150 "takes" are evenly split between ground and surface water.

"The high silt content in the river suggests the water is of limited ecological value. We say give us time to confirm the ecological value of the river but don't put limits on us until then."

The Government says that until the plan is in place, the Council cannot exceed a significantly higher flow limit in the Waipaoa River than is currently the case nor allocate more water than the total allocation at the time the standard comes into force. This will significantly reduce the amount of water that users can currently take at critical times. But Council says that actual takes are significantly less than what is allocated."

## Yet to decide on Glenelg area

The submissions are in but it is yet to be decided whether properties in the Glenelg Road area will be allowed to be subdivided down to half hectare blocks. Planner Janelle Finucane says 20 of the 27 submissions received supported the plan change allowing smaller blocks.

A common reason for opposing the change was not wanting to lose the rural lifestyle originally sought.

"They like having no noise or traffic and are concerned these lifestyle qualities may change if subdivision goes ahead. However, others said one hectare was too big for a lifestyle block – not enough for an economic unit but too much to mow. Council wants to be able to provide different section sizes in the rural residential areas on the outskirts of the city and the Glenelg Rd area was identified as potentially providing for this." A hearing is scheduled for late October.

## PUBLIC PASSENGER TRANSPORT SURVEY 2008/09

Gisborne's public commuter bus service provides an alternative to taking your own vehicle to town and saves you the worry of having to find a car park. Council would like feedback from the people who use OR do not use this service, to help make improvements.

Do you use the Gisborne Commuter Bus Service? NO/YES (please circle one) If NO, why is that?

Ratings	1 = excellent	2 = very good	3 = good	4 = poor	5 = very poor	6 = dreadful
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Please use these ratings to answer the questions below

	Rating	Comments
How do you rate the service?		
How do you rate its value for money?		
Is the service available when you need it?		
Is the journey time reasonable?		
Is the service frequent enough?		
Does your service arrive/depart on time?		
How do you rate safety and personal security ... during the trip?		
... at the bus stop?		
How do you rate vehicle quality/comfort?		

What is the main reason for choosing to use the public transport service? (circle one)

parking costs or availability	to be socially responsible	I like it	quicker	value for money	no alternative
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PLEASE CUT THIS OUT AND POST TO TRANSPORT SURVEY, GISBORNE DISTRICT COUNCIL PO BOX 747, GISBORNE