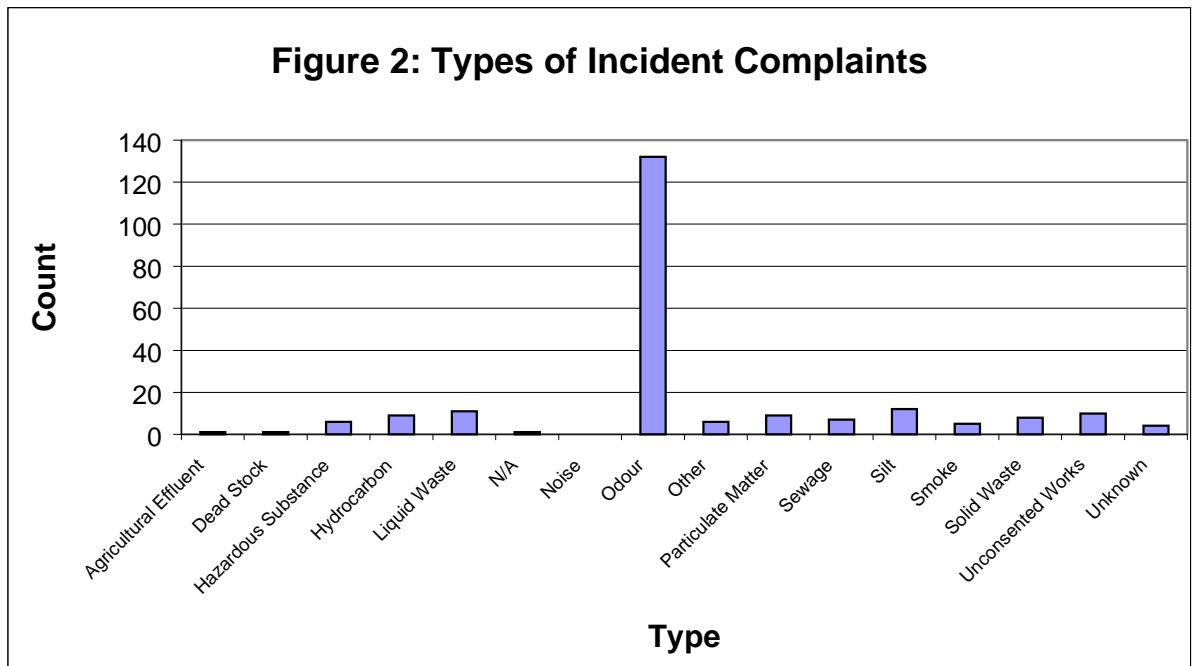


The types of complaints received between 29 February 2000 and 30 April 2000 are summarised in Figure 2.



The major issues/incidents arising during the last period are highlighted below:

- White powder discharge from a vessel at Kings Wharf

White powder was deposited on nearby cars and the wharf area during unloading of a cargo ship. This incident occurred despite CentrePort and their shipping agent's having reviewed their unloading procedures to ensure that excess product is not lost overboard after a similar incident in November last year. CentrePort have been asked to provide a written explanation for the incident before we decide whether enforcement action should be taken.

- Hydrocarbon discharge: Seaview

A prosecution is being undertaken against New Zealand Oil Services Limited for a discharge at Seaview in October last year. New Zealand Oil Services Ltd have pleaded guilty and we are now waiting on the Court to set a hearing date.

- Silt discharge from a quarry: Judgeford

There have been further complaints of quarry contractors discharging silt from Wharfes Quarry, Judgeford. The quarry operator has failed to comply with an abatement notice requiring the discharge of silt into the tributary of the Pauatahanui Stream to cease.

3. Response Times

The following table summarises our performance in meeting the target response times for the complaints received between 29 February 2000 and 30 April 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	191	38.39 minutes	60 minutes
Yellow	18	3.71 hours	24 hours
Blue	13	4.09 days	31 days

Within the reporting period, 19 investigations did not meet the Red response time guideline of 60 minutes. These investigations were:

Complaint	Date	Time	Response Time
5454	02/03/2000	08:47	78 minutes
5510	06/03/2000	10:38	62 minutes
5512	08/03/2000	15:28	65 minutes
8786	08/03/2000	19:27	97 minutes
8792	08/03/2000	20:36	84 minutes
8820	11/03/2000	21::49	65 minutes
8826	13/03/2000	10:30	90 minutes
8827	13/03/2000	10:30	106 minutes
8684	13/03/2000	12:30	1350 minutes
8692	17/03/2000	15:10	100 minutes
8695	20/03/2000	09:51	74 minutes
8802	29/03/2000	11:00	84 minutes
8766	31/03/2000	08:20	80 minutes
8768	31/03/2000	08:35	73 minutes
8770	31/03/2000	08:35	80 minutes
8870	03/04/2000	17:46	85 minutes
8921	21/04/2000	19:47	72 minutes
8918	21/04/2000	20:22	78 minutes
8947	27/04/2000	16:00	85 minutes

The reasons for missing these guidelines was usually multiple call-outs, heavy traffic or delays in the complaint being passed to the appropriate on-call officer for investigation.

4. **Enforcement**

During the period 29 February 2000 and 30 April 2000 the following action was taken:

- An infringement notice (\$750) was issued to John Ray Ltd, New Plymouth on 26 April 2000 for non-compliance with an abatement notice issued on 1 February 2000. The abatement notice relates to siltation of a tributary of the Pauatahanui Stream below Wharfes Quarry, Judgeford, Porirua. The infringement fee has been paid.

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:

TAMSIN MITCHELL
Acting Section Leader, Resource Quality

JOHN SHERRIFF
Manager, Resource Investigations

JANE BRADBURY
Divisional Manager, Environment

Attachments: 1