

# DEVELOPMENT SERVICES HIGHLIGHTS & SIGNIFICANT ISSUES REPORT - MONTH ENDED 28<sup>TH</sup> FEBRUARY 2011

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## Purpose

To review Development Services Department highlights and performance for the month ended 28 February 2011.

## Background and Discussion

Key Performance Indicators for 28 February 2011 are as follows: -

### 1. DEVELOPMENT ASSESSMENT

#### a) Applications Received

Description	Feb 2011	Monthly Average - Nov, Dec, Jan	Monthly Average since July 2008	KPI Feb 2011	KPI for Nov, Dec, Jan	KPI Since July 2008	Target
Development Applications	70	64	75	-	-	-	-
Material Change of Use - Code	6	13	22	-	-	-	-
Material Change of Use - Impact	4	4	6	-	-	-	-
Reconfiguration of a Lot - Less than 6	9	10	9	-	-	-	-
Reconfiguration of a Lot - More than 6	0	0	2	-	-	-	-
Combined Applications	2	2	2	-	-	-	-
Number of Concurrence Applications Received	21	13	12	-	-	-	-
Change of Approval, Change of Conditions & Extension of Currency Period	7	7	7	91% in 30 Days	85% in 30 Days	84% in 30 days	85% in 30 days
Certificates	21	6	14			-	-
Pre-Lodgement Meetings	0	0	6			-	-
Average Acknowledgement Notice Period (Days)	10	5	6	100% in 10 Days	94% in 10 days	94% in 10 days	85% in 10 days
Average Information Request Period (Days)	10	8	6	80% in 10 Days	83% in 10 Days	80% in 10 days	85% in 10 days
MCU and ROL requiring an information request	5	15	15	24%	41%	36%	No more than 40%
Notices of Appeal	0	1	1	-	-	-	-

b) *Applications Decided - Code*

Description	Feb 2011	Monthly Average - Nov, Dec, Jan	Monthly average since July 2008	KPI Feb 2011	KPI for Nov, Dec, Jan	KPI Since July 2008	Target
Number of current MCU and ROL applications (at end of month)	137	147	120	-	-	-	-
Number of applications in Decision Making Period	20	16	33	-	-	-	-
Number of applications Decided	18	21	31	-	-	-	-
Average Number of days in Decision Making Period (Days)	20	19	20	100% in 40 Days	99% in 40 Days	91% in 40 Days	85% in 40 days
Average number of days to Decide Application (lodgement to decision) (Days)	67	57	57	89% in 80 Days	84% in 40 Days	82% in 80 Days	85% in 80 days

c) *Applications Decided - Impact*

Description	Feb 2011	Monthly Average - Nov, Dec, Jan	Monthly average since July 2008	KPI Feb 2011	KPI for Nov, Dec, Jan	KPI Since July 2008	Target
Number of current MCU and ROL applications (at end of month)	56	59	68	-	-	-	-
Number of applications in Decision Making Period (at end of month)	5	8	23	-	-	-	-
Number of applications Decided	1	6	7	-	-	-	-
Average Number of days in Decision Making Period (Days)	35	22	32	67% in 40 Days	86% in 40 Days	59% in 40 days	50% in 40 days
Average number of days to Decide Application (lodgement to decision) (Days)	141	122	162	100% in 230 Days	79% in 230 Days	79% in 230 days	85% in 230 days

d) *Negotiated Decisions*

Description	Feb 2011	Monthly Average - Nov, Dec, Jan	Monthly average since July 2008	KPI Feb 2011	KPI for Nov, Dec, Jan	KPI Since July 2008	Target
Negotiated Decision Request's received	3	2	6	8%	7%	12%	No more than 20%
Negotiated Decision Request's decided	1	3	6	-	-	-	-
Negotiated Decision Making Period (Days)	70	54	40	0% in 20 Days	50% in 20 Days	48% in 20 days	85% in 20 days

e) *Concurrence Agency Responses*

Description	Feb 2011	Monthly Average - Nov, Dec, Jan	Monthly average since July 2008	KPI Feb 2011	KPI for Nov, Dec, Jan	KPI Since July 2008	Target
Concurrence Agency Responses (number)	19	13	12	68% in 10 Days	60% in 10 Days	81% in 10 days	85% in 10 days

f) *Town Planning Certificates*

Description	Feb 2011 (No.)	Monthly Average - Nov, Dec, Jan	Monthly average since July 2008	KPI Feb 2011	KPI for Nov, Dec, Jan	KPI Since July 2008	Target
Limited	13	10	15	92% in 5 Days	100% in 5 Days	97% in 5 days	85% in 5 days
Standard	0	2	2	N/A	100% in 10 Days	52% in 10 days	85% in 10 days
Full	N/A	N/A	1	N/A	N/A	100% in 30 days	85% in 30 days

g) *Duty Planner Enquiries*

Enquiries	Feb 2011	Feb 2010	Monthly Average Since July 2008
Email and Fax requests responded to	103	150	113

h) *Project Management Meetings with Developers*

Officer	Meeting Details
Acting Manager Development Assessment	9 February - Pointglen- Richmond Hills & Shoal Point Waters
Principle Planner - CBD/Sarina	22 February - Keswick Island developers
Principle Planner - South/Mirani	4 February - Michael Graham - AGCQ Industrial Subdivision, Paget 23 February - Barry Sheedy & John Hocking - Nabilla - Potential Purchase of Land
Principle Planner - North	11 February - Gabrielle Mylonas - DA-2010-72 - Commercial Development. 16 February - Simon Howell, Klaus Mekeel & Ben Choo - Plantation Palms - Stage 2 Layout. 17 February - Yanick Borg - 268 Shoal Point Road, Shoal Point - Feasibility of Multi-storey residential development. 21 February - Toby Zaremba - Blacks Beach Cove - Future stages, density and house diversity & infrastructure requirements. 23 February - Toby Zaremba & Engineering Rep - Blacks Beach Cove - Stage 3C - Change to Plan of Development.

**2. DEVELOPMENT ENGINEERING**

Description	Feb 2011	Monthly Average - Nov, Dec, Jan	KPI February 2011	KPI for Nov, Dec, Jan	Target
<b>Operational Works</b>					
Applications Received	14	11	-	-	-
Number of Current Applications	78	85	-	-	-
Applications Finalised	14	8	-	-	-
Applications Requiring an Acknowledgement Notice	2	2	-	-	-
Average Acknowledgement Notice Period (Days)	5	10	100% in 10 Days	100% in 10 Days	85% in 10 days
Applications Requiring an Information Request	3	6	15% of all lodged	38% of all lodged	No more than 50%
Average Information Request Period (Days)	22	16	67% in 10 Days	53% in 10 Days	85% in 10 days
Average Decision Making Period (Days)	15	13	98% in 40 Days	96% in 40 days	85% in 40 days
Average from Lodged to Decided (Days)	83	78	86% in 80 Days	86% in 80 Days	85% in 80 days
<b>Survey Plans</b>					
Applications Received	10	11	-	-	-
Applications Finalised	6	11	-	-	-
Number of Lots Sealed	20	100	-	-	-
Average from lodged to Signing (Days)	14	38	67% IN 15 Days	76% in 15 days	85% in 15 days

### Minor Works

Applications Received	47	43	-	-	-
Applications finalised	42	49	-	-	-
Average days from lodged to decided	3	4	100% in 10 Days	99%% in 10 Days	85% in 10 days

### 3. ePLANNING

Description	Feb 2011	Monthly Average - last 3 months	Monthly Average since Feb 2011	KPI Feb 2011	KPI for last 3 months	KPI Since Feb 2011	Target
Applications lodged through Smart eDA (MCU, ROL & OW)	16	N/A	16	50%	N/A	50%	75%
Applications assessed electronically	42	N/A	42	100%	N/A	100%	90%

### 4. HEALTH & REGULATORY SERVICES

#### a) Compliance

##### i) Status of Compliance Activities:

Description	February 2011	February 2010
Requests for action received for the month	56	54
Requests for action finalised for the month	42	64
Show Cause Notices issued	13	6
Enforcement Notices issued	0	0
Local Laws Notices Issued	0	0
Infringements issued	5	0
Cases - under investigation	36	48
Cases – legal action commenced	48	30
Cases in process	84	78

*Note: Cases in process refers to amount at end of month either under investigation or in legal action commenced.*

- 48 Cases currently at 'Legal Action Commenced' phase, of which 32 are intending to lodge MCU applications or engagement of Private Certifier, and are pending that result.
- Five fines issued for development related offences.

ii) *Complaints received*

Category	February 2011		
	Received	In Process	Finalised
Illegal building works	15	34	7
Non-compliance of conditions	5	8	3
Heavy Vehicle Parking	1	1	1
Unapproved earthworks	2	3	6
Pools & pool fencing	1	6	2
Home based business	5	5	3
Illegal land use	4	6	2
Plumbing miscellaneous	7	8	2
Stormwater	16	9	16
Onsite sewerage plants/septics	0	2	0
Advertising signs	0	0	0

- Illegal building works continues to be the leading complaint type.
- Current weather has seen an increase in stormwater complaints.
- Majority of complaints received are processed well within KPI's.

iii) *Proactive Audits – Compliance*

*Note: a MCU Audit is an audit of planning approvals and associated approvals, e.g Operational Works or Building Approvals. A Planning Audit is an audit of a property to ascertain if planning approvals are adequate.*

Category – Status	February 2011
MCU Audit - Allocated	6
MCU Audit – Auditing	2
MCU Audit – Legal Action Commenced	3
MCU Audit – Finalised	4
Planning Audit – Allocated	0
Planning Audit – Auditing	2
Planning Audit – Legal Action Commenced	0
Planning Audit – Finalised	0

- \$25,364.00 recovered in outstanding contributions for the month of February.
- Two audits finalised for month had not commenced use.
- \$1,252,496.22 total contributions recovered since commencement in May 2010.

iv) *Key Performance Indicators - Compliance*

Key Performance Indicator	Target	February 2011	Last Quarter
Complainant contacted and investigation commenced	≥ 85% within 5 days	92%	92%
Investigation conducted and finalised	≥ 85% within 20 days	96%	96%
Decision on action Upon receipt of investigation report	≥ 85% within 5 days	100%	100%
Decision on final action if non-compliant in legal action	≥ 85% within 20 days	100%	100%
Report that compliance achieved	≥ 85% within 60 days	100%	95%
Percentage of Building Application audits to amount lodge in calendar month	≥ 10% applications	3%	3.3%

- Introduction of electronic filing of building applications has led to new processes in auditing. Expect KPI to be met in coming months.

v) *Governance*

Description	February 2011	February 2010
Building Application Audits ( <i>Audits of building files by Building Surveyor</i> )	4	33
Building Application Audits ( <i>Audits of building/plumbing files by Plumbing Inspector</i> )	1	0
Final inspections ( <i>Building inspections of aged Council files</i> )	4	8
Building inspections ( <i>Council Private Certification files</i> )	3	13
Issuance of Certificate of Classifications ( <i>Research/inspections of Council building files leading to issuance</i> )	7	17
Building Records Searches ( <i>A database search of approved structures on properties</i> )	42	72

- QFRS are conducting inspections leading to businesses requiring Certificate of Classification for commercial premises. Increase in complex requests.
- Building Records Searches have actually increased compared to previous months.

vi) *Domestic Building Works Statistics*

Description	Feb 2011	Monthly Average - November, December, January	Monthly Average since July 2008
<b>Applications - All</b>	217	215	234
<b>Value of Building Works - All \$</b>	\$27,262,853	\$28,887,894	\$53,115,254
<b>Applications - Residential</b>	49	55	69
<i>Value of Building Applications - Residential \$</i>	\$16,993,733	\$18,242,186	\$2,165,932
<i>Average Application Value</i>	\$346,811	\$331,676	\$312,312
<i>Detached Dwellings</i>	47	55	68
<i>Value of Detached Dwellings \$</i>	\$15,114,702	\$17,698,727	\$19,623,103
<i>Average Value of Detached Dwelling</i>	\$321,589	\$323,757	\$290,175
<i>Attached Dwellings</i>	11	8	12
<i>Value of Attached Dwellings</i>	\$1,879,031	\$1,630,377	\$2,883,936
<i>Average Cost of Attached Dwelling</i>	\$170,821	\$203,797	\$243,862
<i>Additions and Alterations</i>	26	27	26
<i>Value of Additions and Alterations \$</i>	\$542,128	\$1,392,804	\$1,315,196

*Significant Applications*

- Application PC-2011-283 - Maggiolo Drive, Paget - New Warehouse & Office - \$1,200,000.
- Application PC-2011-151 - Malcomson Street, North Mackay - Additions & Alterations to Bowls Club - \$3,328,600.
- Application PC-2011-302 - Milton Street, Mackay - New Units (8) - \$1,498,838.

b) *Local Laws*

i) *Complaints Completed*

Category	Feb 2011	Feb 2010	Monthly Average since July 2008
Abandoned Vehicles	32	24	24
Dogs Barking	14	20	31
Dogs Aggressive	33	18	43
Dogs Straying	108	115	115
Dogs Excessive numbers/Unregistered	7	8	9
Livestock/Poultry/Birds	19	24	25
Overgrown/Untidy allotments	169	126	63
<b>Total All Complaints Received</b>	<b>477</b>	<b>414</b>	<b>366</b>

ii) *Local Laws Infringements*

<b>Description</b>	<b>Feb 2011</b>	<b>Feb 2010</b>	<b>Monthly Average since July 2008</b>
Number of Infringements Issued	34	11	14

iii) *Parking*

<b>Description</b>	<b>Feb 2011</b>	<b>Feb 2010</b>	<b>Monthly Average since July 2008</b>
Number of Infringements Issued	494	395	633

iv) *Paid Parking Machines*

<b>Description</b>	<b>Feb 2011</b>	<b>Feb 2010</b>	<b>Monthly Average since July 2008</b>
Paid Parking Tickets Sold	11,445	12,536	10,367
Machine Faults Received	18	29	38

v) *Dog and Cat Registrations*

<b>Description</b>	<b>Feb 2011</b>	<b>New Registrations for the Month</b>	<b>Number Registered at end of 2009/2010 Period</b>
Number of Current Dog Registrations	14,800	100	13,699
Number of Current Cat Registrations	2,707	31	N/A

\*Cat registration commenced July 2010

c) **Environmental Health**

i) *Received Complaints*

Type	Feb 2011	Feb 2010
Complaints received regarding licenced activities	5	8
Public health - requests that may be considered a public health risk (eg: mosquito's, asbestos, rats, mice, sewerage/waste water)	5	11
Environmental nuisance - residential (eg: odour, noise, light, dust, stormwater, smoke > 100m from neighbouring building/residents)	3	10

ii) *Inspections - Licensed Premises (Calendar Year)*

Premises	Premises Inspected Feb 2011 YTD	Premises Inspected Feb 2010 YTD	Total No. of Licensed Premises	Target Measure - % Inspected of Premises YTD
Caravan Parks	21	18	23	91%
Flammable Liquids	16	14	144	11%
Food	124	166	573	22%
Accommodation (Hotel, Motel, Backpackers, Holiday Flats & Units, Bed & Breakfast)	1	2	66	2%
Swimming Pools	1	13	73	1%
Footpath Dinning, Itinerant & Static Vendors	0	0	29	0%

iii) *Inspection Types for the Month*

Premises Type	Routine Work Inspection	Complaint Inspections	Follow-up Inspection	Initial Inspection	Final Inspection	Other Inspection
Caravan Parks	1	0	0	0	0	0
Flammable Liquids	10	0	1	0	1	0
Food	27	1	20	0	2	5
Accommodation (Hotel, Motel, Backpackers, Holiday Flats & Units, Bed & Breakfast)	1	0	0	0	0	0
Swimming Pools	1	0	0	0	0	0

iv) *Inspection Results for the Month*

Premises Type	Compliant	Non compliant - Major	Non compliant - Minor
Caravan Parks	0	0	1
Flammable Liquids	2	2	8
Food	11	9	35
Accommodation (Hotel, Motel, Backpackers, Holiday Flats & Units, Bed & Breakfast)	0	0	1
Swimming Pools	0	0	1

v) *New Applications*

Application Type	Number
Food	3
Flammable and Combustible Liquids	1

vi) *Officer General*

Emails sent	File Searches ( <i>Health requisition enquiry</i> )	Letters/correspondence from Inspections
348	0	4

*Miscellaneous Items*

- Outdoor event and temporary food permit updates finalised and now available on Council's website and intranet.
- Various enquiries made from the public in relation to proposals for new food businesses across the Region.
- EH team attendance at Council's cross cultural training 9th February 2011.
- Training/mentoring provided to EHO's from EH Coordinator for compliance inspections of flammable and combustible liquids storage and handling locations. Training for new employee and mentoring for existing employee in relation to major hazard facilities.
- Completion of environmental health budget preparations including second phase of preparation of environmental health fees and charges (regulatory and commercial).
- Collection and analysis of data for research concerning alternative options available to Council for the collection of unpaid fines for Council briefing.

d) **Environmental Protection**

i) *Environmentally Relevant Activity Registrations*

Categories	Enquiries	Inspections	Complaints
Chemical Storage	1	0	0
Abrasive Blasting	0	2	0
Boiler Making or Engineering	3	9	0
Motor Vehicle Workshop	0	4	0
Surface Coating	0	1	0
Concrete Batching	1	0	0

ii) *Complaints - Environmental Harm or Nuisance*

Categories	Inspections	Total Infringements / Notices
Over Spray	0	1
Odour	0	1
Noise	1	4
Water	5	8
Other	0	3

e) **Vector Control**

Sites Inspected	Sites Treated	Hectares Treated
116	61	3,010 Ha

f) **Pest Management**

i) *Declared Weeds*

Plants:	Enquiries	Inspection
Parthenium Weed	1	0
Giant Rats Tail Grass	15	8
Sicklepod	7	8
Tobacco Weed	3	3
Singapore Daisy	4	1
Lantana	1	1
Other Plant	1	0

ii) *Declared Animals*

Animals	Enquiries	Traps	Shed Meetings
Dingo/Wild Dog	6	4	0
Feral Pig	4	1	2
Feral Cat	1	0	0

**5. STRATEGIC PLANNING**

a) *Waterways & Open Space*

PROJECT	PROGRESS	PLANNED ACTIVITIES
<b>i) Stormwater Studies</b>		
Kellys Road Catchment Stormwater Trunk Infrastructure Study	- Updated valuation report requested to acquire easements.	Ongoing
McCreadys Creek South Stormwater Trunk Infrastructure Study	- Ecological report received. - Investigation of the use of the Golf club detention basin as a potential regional stormwater quality treatment basin for the catchment was investigated.	- Model being updated.
Review of 2006 Mackay Stormwater Quality Management Plan (SQMP)	- Reports being reviewed to incorporate other stormwater management plans and guidelines.	- Ongoing.
Example Site Based Stormwater Management Plan	- First draft of the Site Based Stormwater Management Plan received. - Internal review of draft report complete.	- Incorporate internal comments into the final report completed.
WSUD for Flat Sites	- Completed	- Document to be released in early 2011.
Deemed to comply Solutions	- Completed	- Document to be released in early 2011.
Onsite Detention for Small Lots	- Draft report received. - Distributed internally for comments.	- Incorporate comments into the final version.
<b>ii) Flood Studies</b>		
Goosepond Creek Flood Study	- Ongoing.	- Reconsider study options after completion of the Pioneer River flood study. Ongoing.
Pioneer River Flood Study	- Calibration report received and internal review of calibration report complete. - Internal comments on the draft report received.	- Rerun model and consider comments.

PROJECT	PROGRESS	PLANNED ACTIVITIES
<b>iii) Open Space</b>		
Open Space Policy Review	- Ongoing - Internal review underway of draft study underway.	- Compile discussion document for public consultation.
<b>iv) Erosion and Sediment Control</b>		
Review policies to incorporate Best Practice Erosion and Sediment Control	- Ongoing	- Ongoing.
<b>v) Catchment Management Plans</b>		
Gooseponds Catchment Management Plan	- Under review.	- Commence internal consultation.

**b) Local Area Planning**

PROJECT	PROGRESS	PLANNED ACTIVITIES
<b>i) Planning Scheme Maintenance</b>		
Mackay / Mirani / Sarina PS Amendments : 1 of 2010 – <b>Housing diversity and affordability</b>	- State agency issues reviewed and addressed. Letter forwarded to Minister requesting authorisation to commence public consultation.	- Await advice from DIP.
Mackay PS Amendments 2 of 2010 – <b>Minimum development levels</b>	- Advice received from DIP on amendment process. - Letter sent to DIP re clarification regarding the amendment process.	- Await advice from DIP
Mackay PS Amendments 4 of 2010 PS, Mirani and Sarina PS Amendments 2 of 2010 – <b>Urban uses in rural areas</b>	- Letter sent to DIP re clarification regarding the amendment process.	- Await advice from DIP
<b>ii) Local Planning Instruments</b>		
Marian and Mirani LAP	- Briefing to Council undertaken on the 23/02/2011 – summary of public consultation outcomes.	- Summary of public consultation outcomes document to be prepared and forwarded to submitters. - Compile drafting instructions for Mackay 200k Planning scheme.

Sarina and Coastal Communities LAP	- Ongoing	- Briefing to Council on summary of submissions and way forward for project scheduled for 09/03/2011.
Ooralea LAP	- Ongoing	- Briefing to Council on summary of submissions and way forward for project scheduled for April.
City Centre LAP	- City Centre Background Report finalised and released for public comment.	- Conduct initial consultation prior to EbD workshop. - Prepare for Enquiry by Design Workshop – 23/03/2011–25/03/2011
Northern Beaches (Rural View/ Blacks Beach) Masterplan	- Workshop with internal and external stakeholders conducted on the 21/02/2011	- Prepare draft structure plan.
<b>iii) SPA Planning Scheme</b>		
Mackay 200k+ Planning Scheme	- Ongoing.	- Project planning to be undertaken and work programme to be prepared.
Mackay 200k+ Strategic Framework	- Updated Version 0.2	- Commence internal consultation after release of MWI Draft Regional Plan.
<b>iv) Heritage Planning</b>		
Heritage Advisory Committee	- The first HAC meeting was held on 25 February 2011. - A workshop was held on 25 February for the 2012 Sesquicentennial Heritage celebrations.	- Next HAC meeting is scheduled for Friday 13 May 2011.

**c) Regional Planning**

<b>PROJECT</b>	<b>PROGRESS</b>	<b>PLANNED ACTIVITIES</b>
<b>i) WHAM Regional Plan</b>		
Statutory Regional Plan	- Await release of Draft Regional Plan.	- Await publication of Draft Regional Plan - Comment on draft regional plan upon publication. - Expecting a minimum 2 month period of consultation.
Regional Industry Study	- Await copy of final report.	- Await copy of final report - Consider results of study and impact on new planning scheme.

Low Impact Industry Study	- New project.	- Compile report on low impact industry requirements for new planning scheme.
Broadhectare Study 2010	- Signed off on final Broadhectare Map (Draft 4) on 9 November 2010. - Await final report from DIP.	- Use final report and data in population projections for new planning scheme and MILIS system.
<b>ii) Region-wide Strategies</b>		
Residential Densities Strategy	- Present overall strategy document to internal stakeholders. - Published overall strategy for public consultation from 4 February to 25 March 2011.	- Consider comments on draft strategy.
<b>iii) Other projects</b>		
Mackay Airport – Land Use Plan	- Meet with DIP on content of land use plan on 4 February 2011. - Commented on draft Land Use Plan on 17 February 2011 via council submission. - Sent letter to Minister of Planning and Mackay Airport.	- Await response to council's comments.

**d) Infrastructure and Transport Planning**

PROJECT	PROGRESS	PLANNED ACTIVITIES
<b>i) Indexation</b>		
Indexation of Contribution Rates	- New Indexation Contribution Rates are current from 1 February 2011.	- Next indexation applicable on 1 June 2011.
<b>ii) PIPs</b>		
Mackay City Planning Scheme Area PIP	- Council considered the draft Mackay PIP on 17 November Council and submitted draft PIP for first state interest review.	- Awaiting response from DIP on PIA Planning Assumptions. - Awaiting response from DIP on draft PIP.
Sarina Planning Scheme Area PIP	- Commenced compilation of Part 1 (Planning Assumptions) for submission to DIP.	- Develop employment and population projections. - Ongoing development of Part 1.

Mirani Planning Scheme Area PIP	<ul style="list-style-type: none"> <li>- Commenced compilation of Part 1 (Planning Assumptions) for submission to DIP.</li> </ul>	<ul style="list-style-type: none"> <li>- Develop employment and population projections.</li> <li>- Ongoing development of Part 1.</li> </ul>
<b>iii) Transport Planning</b>		
Mackay Area Transport Study (MATs) – Traffic Model	<ul style="list-style-type: none"> <li>- Consultant conducted an overview on Traffic Modelling capabilities for Mackay (from 2008 DTMR Model and 2010 GHD Model).</li> </ul>	<ul style="list-style-type: none"> <li>- Review assumptions of existing traffic modelling.</li> <li>- Discussions to be held with TMR on the way forward. Possibility of establishing Form a Joint Steering Committee to go forward once data available from Gladstone Home Interview Survey, new boundaries from Census Bureau on SA-1 boundaries (now obtained).</li> </ul>
Mobility and Transportation Access Strategy (MTAS)	<ul style="list-style-type: none"> <li>- Development of overarching Mobility and Sustainable Transport Strategy (to encompass other transportation and access management strategies).</li> </ul>	<ul style="list-style-type: none"> <li>- Establish internal working group and develop action plans.</li> <li>- Manager has arranged meeting with Senior Staff to be held on 18th March 2011.</li> </ul>
Cost Impact Assessment Guidelines (CIA)	<ul style="list-style-type: none"> <li>- Cost Impact Assessment Guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>- Awaiting outcome of State Infrastructure Taskforce recommendations (PIP and application to areas outside PIA).</li> </ul>
Transport Impact Assessment Guidelines (TIA)	<ul style="list-style-type: none"> <li>- Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>- Recommend further discussions with Industry and Internal Staff.</li> </ul>
Road Hierarchy	<ul style="list-style-type: none"> <li>- Adjustments on Marian/Mirani and Sarina underway as part of LAP.</li> </ul>	<ul style="list-style-type: none"> <li>- Internal consultation on road hierarchy levels underway.</li> </ul>
CBD Car Parking Study	<ul style="list-style-type: none"> <li>- Ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>- Input into City Centre LAP.</li> <li>- Development of draft strategy underway for comment as part of EbD outcomes report.</li> <li>- Initial Report prepared in two parts. Part A-Public and Part B –Private Car Parking. Report being reviewed by Local Law section for enforceability and comments.</li> </ul>
DART Committee Meetings	<ul style="list-style-type: none"> <li>- Attend regular weekly DART Committee Meeting as required.</li> </ul>	<ul style="list-style-type: none"> <li>- Ongoing</li> </ul>
Provide Advice on transport and traffic matters to staff	<ul style="list-style-type: none"> <li>- Provide advice on an on-going basis as requested.</li> </ul>	<ul style="list-style-type: none"> <li>- Ongoing</li> </ul>

Pedestrian Strategy	/Bicycle	<ul style="list-style-type: none"> <li>- Provide advice on strategy for Mackay.</li> <li>- Integrate with Open Space Strategy.</li> <li>- Provide comments on strategy as LAPs for various areas evolve.</li> <li>- Check with Road Hierarchy Strategy for consistency.</li> </ul>	- Ongoing.
TMR Transport Plan	Integrated	<ul style="list-style-type: none"> <li>- Prepare Bus/Transit Strategy to comply with current Government policies</li> </ul>	- Ongoing

**6. HOUSING AFFORDABILITY FUND**

Construction of Rosewood Drive

- Preliminary lot layouts for Plantation Palms designed to allow for infrastructure planning and road alignment for Rosewood Drive
- Internal consultation has continued
- Consultation with developers have progressed.

Planning Forum

- Northern Beaches Structure Plan– a workshop occurred on 21 February for stakeholder consultation to refine Structure Plan for Northern Beaches and Masterplan for Plantation Palms; the consultant has taken away the feedback from the workshop and is further refining the Structure Plan.
- Residential Densities Strategy– a draft strategy is completed and public consultation has continued.
- District Centres Strategy– project scope is finalised and an Activity Centre Network Discussion document is complete.
- Building & Planning Guidelines – consultant is continuing work on the guidelines.
- Planning Scheme Amendment and Implementation – progress dependent on the completion of the above projects.

Performance Report 1 accepted and payment of \$125,000 made to Council.

**7. BUSINESS IMPROVEMENT**

<b>Project Title</b>	<b>Project Manager</b>	<b>Progress</b>	<b>Completion Date</b>
1a. PIP Implementation	Darryl Jones	- Business solution design commenced - Project on hold pending outcome of Infrastructure Charges Taskforce	On Hold
<b>1b. New Infrastructure Charges Regime</b>	<b>Darryl Jones</b>	- Made detailed 16 page submission on the 14 recommendations - Co-chaired State wide Working Group on Transitional Issues - <b>Detailed review of Infrastructure Charging groupings and definitions undertaken in collaboration with Gold Coast and Brisbane City Councils</b> - <b>Established definitions template for use State wide</b>	<b>30/06/11</b>
2a. Electronic Assessment – MCU, RoL and Con Applications	Simon Halcrow	- <b>PROJECT COMPLETED</b> - <b>100% of new applications received in February allocated, assessed and decided electronically</b>	<b>31/01/11</b>
2b. Electronic Assessment – OW and ERA Applications	Simon Halcrow	- Hardware and software installed - Project initiation meeting with Development Engineering Officers held utilising the Planning manual as the guide	30/03/11 30/04/11
3a. PD Online – MCU & RoL	Darryl Jones	- <b>PROJECT COMPLETED</b>	<b>1/11/10</b>
3b. PD Online – OW & ERA	Darryl Jones	- Project initiation meeting with Development Engineering Officers held -	
4. Property Enquiry (PD Online)	Darryl Jones	- <b>PROJECT COMPLETED</b>	<b>1/11/10</b>
5. Land Use Enquiry	Darryl Jones	- Configuration issues between Infomaster and GIS resolved - User Acceptance Test completed - Training of staff completed - Inputting of Planning Scheme data relating to 2 use types completed - <b>Testing of data underway</b> - <b>HAFEDA project finalisation documents completed</b>	31/01/10 31/03/11
6. Applicant Module	Darryl Jones	- Infomaster still developing and testing product - <b>User Acceptance Testing completed</b> - <b>HAFEDA project finalisation documents completed</b> - Project on hold pending Infomaster completing product development	30/06/11

7. Assessor Module	Darryl Jones	<ul style="list-style-type: none"> <li>- Infomaster still developing and testing product</li> <li>- <b>User Acceptance Testing completed</b></li> <li>- <b>HAFeDA project finalisation documents completed</b></li> <li>- Project on hold pending Infomaster completing product development</li> </ul>	30/06/11
8. Smart eDA for Building Applications (Concurrence Agency)	Darryl Jones	<ul style="list-style-type: none"> <li>- Smart eDA priorities with pool register</li> <li>- Development of Building Applications capabilities in 2011</li> <li>- MRC is a pilot Council</li> </ul>	30/07/11
9. Automated Transfer of Data from Electronically Lodged Applications to Council's Systems	Darryl Jones	<ul style="list-style-type: none"> <li>- Morton RC working with Infomaster to build eDAIS</li> <li>- They expect to complete mid 2011</li> </ul>	30/06/11
11a. Environmental Health Pathway Development	Sarah Shuttlewood	<ul style="list-style-type: none"> <li>- Initial scoping meeting 25 August</li> <li>- Project team established and dates set for next stages</li> <li>- Required improvements have been documented</li> <li>- <b>System established currently inputting data (approximately 50% completed)</b></li> </ul>	24/12/10 31/01/11 31/03/11
11b. Environmental Protection Pathway Development	Craig Sheppard	<ul style="list-style-type: none"> <li>- <b>PROJECT COMPLETED</b></li> </ul>	15/12/10
11d. Management of processes, Procedures and Standards	Margaret Gatt	<ul style="list-style-type: none"> <li>- <b>Document control management</b></li> <li>- <b>Was proposed to be a Council wide initiative however now returned to Development Services</b></li> </ul>	30/06/11
12a. Review of Engineering Construction Specifications	Guy Stevenson	<ul style="list-style-type: none"> <li>- Review of 22 of 44 complete – Inspection and Test Report Construction Specification Review, Standard Drawing review and Construction Policy Review.</li> <li>- <b>Consultation with internal stakeholders</b></li> </ul>	30/06/11
13. Electronic Planning Scheme	Darryl Jones	<ul style="list-style-type: none"> <li>- Infomaster – Master View product being used to draft electronic planning scheme in Toowoomba RC</li> <li>- Demonstration on Master View product undertaken</li> <li>- Capabilities match requirements</li> </ul>	2012
14. Online Public Consultation Submissions	Darryl Jones	<ul style="list-style-type: none"> <li>- Online submissions for strategic projects completed</li> <li>- Request to change Statutory Forms sent to State Government to enable electronic receipt of public notification submissions for development applications</li> <li>- <b>State Government currently reviewing and a response is expected by end of March 2011</b></li> </ul>	31/01/11 30/04/11

15. Website Improvement	Margaret Gatt	<ul style="list-style-type: none"> <li>- Initial scoping meeting held</li> <li>- Roles and responsibilities of each Program being drafted</li> <li>- <b>Development Engineering information on the web has been rebuilt</b></li> <li>- <b>With BSU Coordinator position filled work to commence</b></li> </ul>	<p>24/12/10  <del>31/03/11</del>  30/06/11</p>
16. External Meeting Procedure	Darryl Jones	- <b>PROJECT COMPLETED</b>	<b>1/11/10</b>
17. Fast Track – Risk Smart		- Awaiting on the outcome of the T5 HAF project to use as base	2011
18. Internal Referrals	Peter Bratt	<ul style="list-style-type: none"> <li>- Design solution mapped</li> <li>- Procedure and associated forms drafted for internal consultation</li> <li>- Refinement of referral triggers completed</li> <li>- <b>Detailed flow chart drafted</b></li> <li>- <b>Meeting held with Water Services to review process</b></li> <li>- <b>Procedure and associated forms being refined</b></li> </ul>	<p><del>18/02/11</del>  31/03/11</p>
19. Standard Conditions	Darryl Jones / Guy Stevenson	<ul style="list-style-type: none"> <li>- Business rules for conditions established</li> <li>- Draft conditions package completed</li> <li>- Workshop held with development industry</li> <li>- Further refinement being undertaken before another workshop with development industry</li> <li>- Legal advice obtained for certain specific situations</li> <li>- <b>Planning conditions finalised with further work required on engineering conditions</b></li> </ul>	<p>24/12/10  <del>18/02/11</del>  31/03/11</p>
20. Enhance Tasking and Actioning of Customer Requests	Debbie Adams	<ul style="list-style-type: none"> <li>- Correspondence collated and inputted into test environment</li> <li>- Testing of tasks and procedure underway</li> <li>- <b>Inputting templates into live environment commenced</b></li> </ul>	<p>31/01/11  <del>28/02/11</del>  31/03/11</p>
21. Improved Reporting of Development Compliance - Intervention Requests and KPI's	Mark Goodman	<ul style="list-style-type: none"> <li>- Procedure drafted</li> <li>- Process associated with Audit mapped</li> <li>- Data inputted into Pathway</li> <li>- Rebuilding procedure in Application module to link with original development application</li> <li>- <b>Finalising Procedure before release</b></li> </ul>	<p>24/12/10  <del>18/02/11</del>  14/03/11</p>
22. Implement MCU Audit Process	Mark Goodman	- <b>PROJECT COMPLETED</b>	<b>20/09/10</b>

24a. Review of the Plan Endorsement Process	Peter Bratt	<ul style="list-style-type: none"> <li>- Workshop with development industry to discuss design solution</li> <li>- Process/ forms and documents drafted</li> <li>- Follow up workshop with development industry 10/11/10</li> <li>- Process/ forms and documentation further reviewed.</li> <li>- Guideline including process flowchart and forms produced awaiting final distribution</li> <li>- <b>Final workshop with development industry 21 January 2011</b></li> <li>- <b>Review of forms and procedure completed</b></li> <li>- <b>Final Draft sent to industry representatives for comments on 17 February 2011</b></li> <li>- <b>Completed procedure released on 28 February 2011 including internal training.</b></li> <li>- <b>PROJECT COMPLETE</b></li> </ul>	28/02/11
24b. Review of the On Maintenance Process	Peter Bratt	<ul style="list-style-type: none"> <li>- Leverage off project 24a so awaiting the completion of the first stage</li> </ul>	30/04/11
<b>24C. Review of Post Plan Registration Process</b>	<b>Michelle Walker</b>	<ul style="list-style-type: none"> <li>- <b>Initial scoping meeting held</b></li> </ul>	<b>30/04/11</b>
26. Development Services Library	Reyna Lewis	<ul style="list-style-type: none"> <li>- Library Services prepared estimate of process, costing and timing</li> <li>- Work planned to commence 1/05/11</li> </ul>	30/04/11 30/06/11
27. BSU Operational Review	Margaret Gatt	<ul style="list-style-type: none"> <li>- Initial review of existing roles and responsibilities completed</li> <li>- Proposed roles and responsibilities identified and analysed</li> </ul>	30/10/11
28. Enforcement Process Review	Mark Goodman	<ul style="list-style-type: none"> <li>- <b>PROJECT COMPLETED</b></li> </ul>	<b>1/12/10</b>
29a. Management of Court Appeals	Darryl Jones	<ul style="list-style-type: none"> <li>- <b>PROJECT COMPLETED</b></li> </ul>	3/11/10
29b. Management of Infrastructure Agreements	Darryl Jones	<ul style="list-style-type: none"> <li>- Collation of data and background information undertaken</li> <li>- <b>Project now with Service Enhancement Team</b></li> <li>- <b>Was proposed to be a Council wide initiative however now returned to Development Services</b></li> </ul>	30/06/11

30. Coordination of Regulatory Fees and Charges 2011/12	Darryl Jones	<ul style="list-style-type: none"> <li>- Initial review of current regulatory fees and charges undertaken</li> <li>- Legal review commenced</li> <li>- Proposed philosophy drafted</li> <li>- Draft time table for adoption of regulatory fees and charges established</li> <li>- <b>Briefing with Council on 9 February 2011</b></li> <li>- <b>Guideline for compiling fees and charges drafted</b></li> <li>- <b>Project handed over to Financial Services</b></li> <li>- <b>PROJECT COMPLETED</b></li> </ul>	25/02/11
31. Planning Scheme Compilation	Darryl Jones	<ul style="list-style-type: none"> <li>- New project</li> </ul>	30/11/11
32. Review of Limited Planning Certificates	Toni Maes	<ul style="list-style-type: none"> <li>- New project</li> <li>- Reviewed existing processes</li> <li>- Customer Services review completed</li> <li>- Procedure drafted and being reviewed</li> </ul>	11/03/11
33. Infrastructure Coordination	Darryl Jones	<ul style="list-style-type: none"> <li>- New project</li> <li>- Created initial scoping document from Strategy to Planning to Charging to Collection to Delivery</li> </ul>	
34. Publically Available Document Review	Darryl Jones	<ul style="list-style-type: none"> <li>- New project</li> <li>- Reviewed legislation to determine what information is available, when it is available and where it will be made available</li> <li>- Drafted Detailed Procedure</li> <li>- Send final procedure out to relevant sections and included on Intranet</li> <li>- <b>PROJECT COMPLETED</b></li> </ul>	28/01/11

### Building Revival Forum

An invite has been received from the Premiers Office for the Mayor and Darryl Jones to be representatives on a Building Revival Forum (12 April 2011). Representatives to the forum include the planning, financing, development and building industries. To assist in the discussions a detailed gantt chart of the process and timelines from inception of a residential development to a house being completed – The Development and Building Pipeline was generated and sent to LGAQ. The process covers 77 individual activities over 13 stages of the process. **Meetings have been held with industry and the state government to refine the stages and timelines. The Pipeline developed in Mackay has been forwarded to the Premiers Office to be used as the basis for the step by step analysis of the issues at the Forum.**

### New Infrastructure Charges Regime

In 2010 a 16 page submission on the draft 14 recommendations contained in the Interim Consultation Report was lodged with the Stage Government on behalf of Council. On 17 December 2010, Darryl Jones co-chaired a State wide Working group reviewing Transitional Issues for a new charging regime. **A detailed review of Infrastructure Charging groupings and definitions was undertaken in collaboration with Gold Coast and Brisbane City Councils to assist in the transition to a standard**

maximum charge for all use types. As part of this work Mackay established a standard definitions template for use State wide to assist in the transition and implementation.

### Green Door

Darryl Jones represented Regional Queensland (high growth) Councils on the Green Door Advisory Committee Meeting chaired by the Government Planner on 17 February 2011. Further to the meeting detailed comments on the Issues Paper and Consultation Strategy have been provided.

## 8. WORKING GROUPS

- Development Industry Forum

Next meeting to be held 18 April 2011.

- Smart Housing Working Group

Last meeting held 10 March 2011.

### **Consultation**

There has been consultation with Development Services Program Managers.

### **Resource Implications**

Nil.

### **Conclusion**

All Programs are performing in accordance with agreed outcomes.

### **Officer's Recommendation**

THAT the report be received.