

# DEVELOPMENT SERVICES HIGHLIGHTS & SIGNIFICANT ISSUES REPORT - MONTH ENDED 31<sup>ST</sup> JANUARY 2011

**Author**            **DIRECTOR DEVELOPMENT SERVICES**

## Purpose

To review Development Services Department highlights and performance for the month ended 31 January 2011.

## Background and Discussion

Key Performance Indicators for 31 January 2011 are as follows: -

### 1. DEVELOPMENT ASSESSMENT

#### a) Applications Received

Description	Jan 2011	Monthly Average - Oct, Nov, Dec	Monthly Average since July 2008	Performance Jan 2011	Performance for Oct, Nov, Dec	Performance Since July 2008	Target (KPI)
Development Applications	62	65	75	-	-	-	-
Material Change of Use - Code	11	15	23	-	-	-	-
Material Change of Use - Impact	4	3	6	-	-	-	-
Reconfiguration of a Lot - Less than 6	7	10	9	-	-	-	-
Reconfiguration of a Lot - More than 6	0	0	2	-	-	-	-
Combined Applications	3	2	2	-	-	-	-
Number of Concurrence Applications Received	17	15	12	-	-	-	-
Change of Approval, Change of Conditions & Extension of Currency Period	9	8	7	88% in 30 Days	85% in 30 Days	83% in 30 days	85% in 30 days
Certificates	11	10	14			-	-
Pre-Lodgement Meetings	0	0	6			-	-
Average Acknowledgement Notice Period (Days)	4	5	6	100% in 10 Days	39% in 10 days	94% in 10 days	85% in 10 days
Average Information Request Period (Days)	7	8	6	100% in 10 Days	81% in 10 Days	80% in 10 days	85% in 10 days
MCU and ROL requiring an information request	4	14	15	15%	48%	36%	No more than 40%
Notices of Appeal	0	1	1	-	-	-	-

*b) Applications Decided - Code*

<b>Description</b>	<b>Jan 2011</b>	<b>Monthly Average - Oct, Nov, Dec</b>	<b>Monthly Average since July 2008</b>	<b>Performance Jan 2011</b>	<b>Performance for Oct, Nov, Dec</b>	<b>Performance Since July 2008</b>	<b>Target (KPI)</b>
Number of current MCU and ROL applications (at end of month)	125	143	120	-	-	-	-
Number of applications in Decision Making Period	18	19	33	-	-	-	-
Number of applications Decided	12	24	31	-	-	-	-
Average Number of days in Decision Making Period (Days)	18	21	20	100% in 40 Days	98% in 40 Days	90% in 40 Days	85% in 40 days
Average number of days to Decide Application (lodgement to decision) (Days)	48	53	57	83% in 80 Days	85% in 40 Days	82% in 80 Days	85% in 80 days

*c) Applications Decided - Impact*

<b>Description</b>	<b>Jan 2011</b>	<b>Monthly Average - Oct, Nov, Dec</b>	<b>Monthly Average since July 2008</b>	<b>Performance Jan 2011</b>	<b>Performance for Oct, Nov, Dec</b>	<b>Performance Since July 2008</b>	<b>Target (KPI)</b>
Number of current MCU and ROL applications (at end of month)	66	55	68	-	-	-	-
Number of applications in Decision Making Period (at end of month)	7	12	24	-	-	-	-
Number of applications Decided	1	6	7	-	-	-	-
Average Number of days in Decision Making Period (Days)	4	30	32	100% 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)	120	165	162	100% in 230 Days	80% in 230 Days	78% in 230 days	85% in 230 days

d) *Negotiated Decisions*

Description	Jan 2011	Monthly Average - Oct, Nov, Dec	Monthly average since July 2008	% January 2011	% for Oct, Nov, Dec	% Since July 2008	Target
MCU and ROL with a negotiated decision request	3	3	6	14%	7%	13%	No more than 20%
Negotiated Decision Making Period (Days)	0	51	40	N/A	60% in 20 Days	49% in 20 days	85% in 20 days

e) *Concurrence Agency Responses*

Description	Jan 2011	Monthly Average - Oct, Nov, Dec	Monthly Average since July 2008	Performance Jan 2011	Performance for Oct, Nov, Dec	Performance Since July 2008	Target (KPI)
Concurrence Agency Response	8	18	11	75% in 10 Days	62% in 10 Days	82% in 10 days	85% in 10 days

f) *Town Planning Certificates*

Description	Jan 2011	Monthly Average - Oct, Nov, Dec	Monthly Average since July 2008	Performance Jan 2011	Performance for Oct, Nov, Dec	Performance Since July 2008	Target (KPI)
Limited	11	12	15	100% in 5 Days	89% in 5 Days	96% in 5 days	85% in 5 days
Standard	0	2	2	N/A	67% in 10 Days	49% in 10 days	85% in 10 days
Full	0	2	1	N/A	N/A	67% in 30 days	85% in 30 days

g) *Duty Planner Enquiries*

Enquiries	Jan 2011	Jan 2010	Monthly Average Since July 2008
Email and Fax requests responded to	73	107	113

## 2. DEVELOPMENT ENGINEERING

Description	Jan 2011	Monthly Average - Oct, Nov, Dec	Performance Jan 2011	Performance for Oct, Nov, Dec	Target (KPI)
<b>Operational Works</b>					
Applications Received	10	14	-	-	-
Number of Current Applications	85	80	-	-	-
Applications Finalised	4	12	-	-	-
Applications Requiring an Acknowledgement Notice	0	2	-	-	-
Average Acknowledgement Notice Period (Days)	-	2	100% in 10 Days	100% in 10 Days	85% in 10 days
Applications Requiring an Information Request	3	6	21% of all lodged	37% of all lodged	No more than 50%
Average Information Request Period (Days)	24	10	67% in 10 Days	58% in 10 Days	85% in 10 days
Average Decision Making Period (Days)	22	25	100% in 40 Days	92% in 40 days	85% in 40 days
Average from Lodged to Decided (Days)	69	69	100% in 80 Days	89% in 80 Days	85% in 80 days
<b>Survey Plan</b>					
Applications Received	7	13	-	-	-
Applications Finalised	6	13	-	-	-
Number of Lots Sealed	88	106	-	-	-
Average from lodged to Signing (Days)	4	10	67% in 15 Days	74% in 15 days	85% in 15 days
<b>Minor Works</b>					
Applications Received	32	51	-	-	-
Applications finalised	16	49	-	-	-
Average days from lodged to decided	3	4	100% in 10 Days	99%% in 10 Days	85% in 10 days

### 3. HEALTH & REGULATORY SERVICES

a) **Compliance**

i) *Status of Compliance Activities:*

Description	January 2011	January 2010
Requests for action received for the month	53	36
Requests for action finalised for the month	47	31
Show Cause Notices issued	2	4
Enforcement Notices issued	0	4
Local Laws Notices Issued	0	0
Infringements issued	1	0
Cases - under investigation	33	42
Cases – legal action commenced	37	28
Cases in process	70	70

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

- 37 Cases currently at ‘Legal Action Commenced’ phase, of which 30 are intending to lodge MCU applications or engagement of Private Certifier, and are pending that result.
- Increase in requests for action. Trend to be monitored to ensure staffing levels adequate to meet projections. Further figures suggest managing commitments at present.
- Thanks to Steve Gatt for acting as Coordinator whilst Mark Goodman was on leave.

ii) *Complaints received*

Category	January 2011		
	Received	In Process	Finalised
Illegal building works	11	26	14
Non-compliance of conditions	7	6	7
Heavy Vehicle Parking	3	1	2
Unapproved earthworks	4	4	2
Pools & pool fencing	10	7	9
Home based business	2	3	2
Illegal land use	0	3	2
Plumbing miscellaneous	4	4	3
Stormwater	12	9	6
Onsite sewerage plants/septics	0	1	0
Advertising signs	0	0	0

- Ongoing unapproved earthworks issue at Investigator Street resolved with contractors removing material and OW application lodged.
- Ongoing issue with land use at Nebia Conningsby Road making progress with approved shed under construction for purpose of storing personal and farm associated equipment.

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.*

<b>Category – Status</b>	<b>January 2011</b>
MCU Audit - Allocated	1
MCU Audit – Auditing	1
MCU Audit – Legal Action Commenced	2
MCU Audit – Finalised	6
Planning Audit – Allocated	0
Planning Audit – Auditing	2
Planning Audit – Legal Action Commenced	0
Planning Audit – Finalised	0

- \$222,747.63 recovered in outstanding contributions for the month of January.
- All audits finalised for month had commenced use.
- \$1,227,132.22 total contributions recovered since commencement in May 2010.

iv) *Key Performance Indicators - Compliance*

<b>Key Performance Indicator</b>	<b>Target</b>	<b>January 2011</b>	<b>Last Quarter</b>
Complainant contacted and investigation commenced	≥ 85% within 5 days	91%	92%
Investigation conducted and finalised	≥ 85% within 20 days	96%	94%
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	94%	93%
Percentage of Building Application audits to amount lodge in calendar month	≥ 10% applications	0%	6%

v) *Governance*

<b>Description</b>	<b>January 2011</b>	<b>January 2010</b>
Building Application Audits ( <i>Audits of building files by Building Surveyor</i> )	0	44
Building Application Audits ( <i>Audits of building/plumbing files by Plumbing Inspector</i> )	0	0
Final inspections ( <i>Building inspections of aged Council files</i> )	2	4
Building inspections ( <i>Council Private Certification files</i> )	3	19
Issuance of Certificate of Classifications ( <i>Research/inspections of Council building files leading to issuance</i> )	4	3
Building Records Searches ( <i>A database search of approved structures on properties</i> )	33	43

vi) *Domestic Building Works Statistics*

<b>Description</b>	<b>Jan 2011</b>	<b>Monthly Average - Oct, Nov, Dec</b>	<b>Monthly Average since July 2008</b>
<b>Applications - All</b>	136	255	235
<b>Value of Building Works - All \$</b>	\$20,709,216	\$349,099,849	\$53,946,138
<b>Applications - Residential</b>	44	67	70
<i>Value of Building Applications - Residential \$</i>	\$12,548,117	\$22,127,489	\$21,847,616
<i>Average Application Value</i>	\$285,184	\$330,261	\$311,535
<i>Detached Dwellings</i>	44	65	68
<i>Value of Detached Dwellings \$</i>	\$12,548,117	\$20,325,126	\$19,768,535
<i>Average Value of Detached Dwelling</i>	\$285,184	\$318,945	\$289,478
<i>Attached Dwellings</i>	0	13	12
<i>Value of Attached Dwellings</i>	-	\$2,253,543	\$2,929,614
<i>Average Cost of Attached Dwelling</i>	-	\$180,283	\$246,941
<i>Additions and Alterations</i>	12	31	26
<i>Value of Additions and Alterations \$</i>	\$704,751	\$1,517,836	\$1,337,069

*Significant Applications*

- Application No. 2011-116 - New Warehouses (2) - Paget - \$1,800,000;
- Application No. 2011-44 - Addition to School - Kindergarten - Seaforth - \$778,00.

b) **Local Laws**

i) *Complaints Completed*

<b>Category</b>	<b>Jan 2011</b>	<b>Jan 2010</b>	<b>Monthly Average since July 2008</b>
Abandoned Vehicles	20	26	26
Dogs Barking	162	30	35
Dogs Aggressive	36	46	48
Dogs Straying	108	126	126
Dogs Excessive numbers/Unregistered	12	12	10
Livestock/Poultry/Birds	13	22	28
Overgrown/Untidy allotments	70	95	67
<b>Total All Complaints Received</b>	<b>461</b>	<b>415</b>	<b>402</b>

ii) *Local Laws Infringements*

<b>Description</b>	<b>Jan 2011</b>	<b>Jan 2010</b>	<b>Monthly Average since July 2008</b>
Number of Infringements Issued	27	9	13

iii) *Parking*

<b>Description</b>	<b>Jan 2011</b>	<b>Jan 2010</b>	<b>Monthly Average since July 2008</b>
Number of Infringements Issued	363	325	637

iv) *Paid Parking Machines*

<b>Description</b>	<b>Jan 2011</b>	<b>Jan 2010</b>	<b>Monthly Average since July 2008</b>
Paid Parking Tickets Sold	9,874	10,208	10,302
Machine Faults Received	22	24	38

v) *Dog and Cat Registrations*

<b>Description</b>	<b>Jan 2011</b>	<b>New Registrations for the Month</b>	<b>Number Registered at end of 2009/2010 Period</b>
Number of Current Dog Registrations	14,700	92	13,699
Number of Current Cat Registrations	2,676	20	N/A

\*Cat registration commenced July 2010

c) **Environmental Health**

i) *Received Complaints*

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

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

Premises	Premises Inspected Jan 2011	Premises Inspected Jan 2010	Total No. of Licensed Premises	Target Measure - % Inspected of Premises YTD
Caravan Parks	20	4	21	95%
Flammable Liquids	4	4	133	3%
Food	69	74	550	13%
Accommodation (Hotel, Motel, Backpackers, Holiday Flats & Units, Bed & Breakfast)	0	0	65	0%
Swimming Pools	10	3	71	14%
Footpath Dinning, Itinerant & Static Vendors	0	0	14	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	19	0	0	0	0	1
Flammable Liquids	2	0	1	0	0	1
Food	51	4	14	0	5	5
Swimming Pools	19	1	-	-	-	-

iv) *Inspection Results for the Month*

<b>Premises Type</b>	<b>Compliant</b>	<b>Non compliant - Major</b>	<b>Non compliant - Minor</b>
Caravan Parks	4	0	16
Flammable Liquids	1	0	3
Food	9	13	47
Swimming Pools	4	0	16

v) *New Applications*

<b>Application Type</b>	<b>No.</b>
Food	2
Flammable and Combustible Liquids	1
Outdoor Events	1

vi) *Officer General*

<b>Emails sent</b>	<b>File Searches (Health requisition enquiry)</b>	<b>Letters / correspondence from Inspections</b>
262	1	10

*Miscellaneous Items*

- On call roster finalised for June 2011 - June 2012.
- Reviewed Environmental Health Operating Procedures finalised and distributed to EHO's and H&RS administration staff.
- Allocation of EHO's to know upcoming outdoor events of 2011 completed and distributed to EHO's, H&RS administration staff and also MECC staff.
- Completion of environmental health proposal for 11/12 fees and charges in conjunction with 6 month budget review.

d) *Environmental Protection*

i) *Environmentally Relevant Activity Registrations*

<b>Categories</b>	<b>Enquiries</b>	<b>Inspections</b>	<b>Complaints</b>
Asphalt Manufacturing	2	0	0
Chemical Storage	3	0	0
Abrasive Blasting	3	0	0
Boiler Making or Engineering	4	6	0
Motor Vehicle Workshop	5	3	0
Surface Coating	0	3	0

ii) *Complaints - Environmental Harm or Nuisance*

<b>Categories</b>	<b>Inspections</b>	<b>Total Infringements / Notices</b>
Operating without an Approval	1	0
Over Spray	3	0
Noise	3	0
Water	2	0
Other	2	0

e) *Vector Control*

<b>Sites Inspected</b>	<b>Sites Treated</b>	<b>Hectares Treated</b>
167	112	3,470 Ha

f) *Pest Management*

i) *Declared Weeds*

<b>Plants:</b>	<b>Enquiries</b>	<b>Inspection</b>
Parthenium Weed	6	2
Giant Rats Tail Grass	15	15
Sicklepod	7	1
Tobacco Weed	2	0
Singapore Daisy	8	0
Lantana	4	0
Water Lettuce	1	0
Other Plant	2	0

ii) *Declared Animals*

<b>Animals</b>	<b>Enquiries</b>	<b>Traps</b>	<b>Shed Meetings</b>
Dingo/Wild Dog	10	1	1
Feral Pig	9	1	1

#### 4. 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	<ul style="list-style-type: none"> <li>- Ecological report received.</li> <li>- Investigating the use of the Golf club detention basin as a potential regional stormwater quality treatment basin for the catchment.</li> <li>- Stormwater quality treatment options report received</li> <li>- Draft report received, internal review underway.</li> </ul>	- 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	<ul style="list-style-type: none"> <li>– First draft of the Site Based Stormwater Management Plan received.</li> <li>– Internal review of draft report complete.</li> </ul>	– Draft completed.
WSUD for Flat Sites	<ul style="list-style-type: none"> <li>– Ongoing.</li> <li>– Draft report complete.</li> </ul>	– Draft document complete.
Deemed to comply Solutions	<ul style="list-style-type: none"> <li>– Ongoing.</li> <li>– Draft report complete.</li> </ul>	– Draft document complete.
<b>ii) Flood Studies</b>		
Goosepond Creek Flood Study	– Ongoing.	– Ongoing.
Pioneer River Flood Study	<ul style="list-style-type: none"> <li>– Calibration report received and internal review of calibration report complete.</li> <li>– First draft report received and internal review underway.</li> </ul>	– Ongoing.
<b>iii) Open Space</b>		
Open Space Policy Review	<ul style="list-style-type: none"> <li>- Ongoing</li> <li>- Internal review underway of draft study underway.</li> </ul>	

<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**

<b>PROJECT</b>	<b>PROGRESS</b>	<b>PLANNED ACTIVITIES</b>
<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 authorization 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 3 of 2010 - <b>Heritage schedule</b>	- Received response from DIP to adopt. Amendments adopted on 15 December 2010.	- Amendments became effective on 21 January 2011. - Project complete.
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	- Ongoing	- Briefing to Council on summary of submissions and way forward for project scheduled for February.
Sarina and Coastal Communities LAP	- Ongoing	- Briefing to Council on summary of submissions and way forward for project scheduled for March.
Ooralea LAP	- Public consultation on EbD Outcomes closed on the 03/12/2010 – 10 submissions received.	- Briefing to Council on summary of submissions and way forward for project scheduled for April.

City Centre LAP	- Site Context Report drafted and distributed internally for comment.	- Finalise Background report and release for public comment. - Commence with initial consultation prior to EbD workshop. - Prepare for Enquiry by Design Workshop – March 2011.
Northern Beaches (Rural View/ Blacks Beach) Masterplan	- Consultant appointed.	- Materplan under development.
<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.
<b>iv) Heritage Planning</b>		
Heritage Advisory Committee	- The first HAC meeting scheduled for 26 February 2011.	- A workshop is planned in February for the 2012 Sesquicentennial Heritage celebrations.

**c) Regional Planning**

<b>PROJECT</b>	<b>PROGRESS</b>	<b>PLANNED ACTIVITIES</b>
<b>i) WHAM Regional Plan</b>		
Statutory 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.	- Consider results of study and impact on new planning scheme.
Broadhectare Study 2010	- Signed off on final Broadhectare Map (Draft 4) on 9 November 2010. - Await final report.	- Awaiting broadhectare report and electronic data in February 2011 - Use data in Population Projections and new planning scheme calculations.

<b>ii) Region-wide Strategies</b>		
Residential Densities Strategy	<ul style="list-style-type: none"> <li>- Supporting documents finalised.</li> <li>- Overall strategy document drafted.</li> </ul>	<ul style="list-style-type: none"> <li>- Present overall strategy document to internal stakeholders and refine as necessary</li> <li>- Release overall strategy document for public comment.</li> </ul>
<b>iii) Other projects</b>		
Mackay Airport – Land Use Plan	<ul style="list-style-type: none"> <li>- Council met with Mackay Airport and their consultant on draft Land Use Plan on 14 December 2010.</li> </ul>	<ul style="list-style-type: none"> <li>- Meet with DIP on content of land use plan on 4 February 2011.</li> <li>- Comment on draft Land Use Plan before closing date of 18 February 2011 via council submission.</li> </ul>

*d) Infrastructure and Transport Planning*

<b>PROJECT</b>	<b>PROGRESS</b>	<b>PLANNED ACTIVITIES</b>
<b>i) Indexation</b>		
Indexation of Contribution Rates	<ul style="list-style-type: none"> <li>- New Indexation Contribution Rates are current from 1 February 2011.</li> </ul>	<ul style="list-style-type: none"> <li>- Next indexation applicable on 1 June 2011.</li> </ul>
<b>ii) PIPs</b>		
Mackay City Planning Scheme Area PIP	<ul style="list-style-type: none"> <li>- Council considered the draft Mackay PIP on 17 November Council and submitted draft PIP for first state interest review.</li> </ul>	<ul style="list-style-type: none"> <li>- Awaiting response from DIP on PIA Planning Assumptions.</li> <li>- Awaiting response from DIP on draft PIP.</li> </ul>
Sarina 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>
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	– Consultant conducted an overview on CUBE Model capabilities.	– Review assumptions of existing traffic modelling. – Discussions with TMR on the way forward. 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), Two day training session at Gladstone on use of CUBE. Adopt new Tour Traffic Model to encompass Transit travel (when available).
Mobility and Transportation Access Strategy (MTAS)	– Development of overarching Mobility and Sustainable Transport Strategy (to encompass other transportation and access management strategies).	– Establish internal working group and develop action plans.
Cost Impact Assessment Guidelines (CIA)	– Cost Impact Assessment Guidelines.	– Awaiting Government decision on Infrastructure Taskforce recommendations (PIP and application to areas outside PIA).
Transport Impact Assessment Guidelines (TIA)	– Ongoing.	– Ongoing.
Road Hierarchy	– Adjustments on Marian & Mirani required once Master Plan are completed.	– Review ongoing and await finalisation of LAP's. – Internal consultation on road hierarchy levels underway.
CBD Car Parking Study	– Ongoing	– Input into City Centre LAP. – Development of draft strategy underway.
Ooralea/Peak Downs Road Corridor	– Preparation of intersection analysis.	– Completion of typical cross section for Special Use Corridor.
Freight Summit	– Mackay Region Freight Summit held on 28 October. – Summary of presentation provided on council web site.	– Review outcomes of workshop and determine future actions.
DART Committee Meetings	– Attend regular weekly DART Committee Meeting as required.	– Ongoing
Provide Advice on transport and traffic matters to staff	– Provide advice on an on-going basis as requested.	– Ongoing

Pedestrian /Bicycle Strategy	<ul style="list-style-type: none"> <li>- Provide advice on strategy for Mackay.</li> <li>- Integrate with Open Space Strategy</li> </ul>	- Ongoing
TMR Integrated Transport Plan	<ul style="list-style-type: none"> <li>- Prepare Bus/Transit Strategy to comply with current Government policies</li> </ul>	- Meeting on 25th January 2011 with Dept of Transport on current work of newly established ITP Team.

#### 5. BUSINESS IMPROVEMENT

Project Title	Project Manager	Progress	Completion Date
1a. PIP Implementation	Darryl Jones	<ul style="list-style-type: none"> <li>- Business solution design commenced</li> <li>- Project on hold pending outcome of Infrastructure Charges Taskforce</li> </ul>	On Hold
<b>1b. New Infrastructure Charges Regime</b>	<b>Darryl Jones</b>	<ul style="list-style-type: none"> <li>- <b>Made detailed 16 page submission on the 14 recommendations</b></li> <li>- <b>Co-chaired State wide Working Group on Transitional Issues</b></li> <li>- <b>Detailed review of Infrastructure Charging groupings and definitions undertaken in collaboration with Gold Coast and Brisbane City Councils</b></li> </ul>	<b>30/06/11</b>
2a. Electronic Assessment – Low Risk Applications	Simon Halcrow	<ul style="list-style-type: none"> <li>- Hardware and software installed</li> <li>- Procedure documents completed</li> <li>- Electronic signatures installed and tested</li> <li>- Early Adopters completed eAssessment lodgement to decision</li> <li>- Refining the design solution with early adopters completed</li> <li>- <b>User Manual finalised</b></li> <li>- <b>Training for all planning staff 28 January 2011</b></li> <li>- <b>New applications received allocated, assessed and decided electronically</b></li> <li>- <b>PROJECT COMPLETED</b></li> </ul>	<b>31/01/11</b>
2b. Electronic Assessment – Complex Applications	Simon Halcrow	<ul style="list-style-type: none"> <li>- Hardware and software installed</li> <li>- Awaiting refinement of design solution for project 2a</li> </ul>	30/03/11
3. Application Tracking (PD Online)	Darryl Jones	<ul style="list-style-type: none"> <li>- <b>PROJECT COMPLETED</b></li> </ul>	<b>1/11/10</b>
4. Property Enquiry (PD Online)	Darryl Jones	<ul style="list-style-type: none"> <li>- <b>PROJECT COMPLETED</b></li> </ul>	<b>1/11/10</b>
5. Land Use Enquiry	Darryl Jones	<ul style="list-style-type: none"> <li>- Configuration issues between Infomaster and GIS resolved</li> <li>- User Acceptance Test completed</li> <li>- <b>Training of staff completed</b></li> <li>- <b>Inputting of Planning Scheme data relating to 2 use types completed</b></li> <li>- <b>Testing of data underway</b></li> </ul>	31/01/10 28/02/11

6. Applicant 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>- Project on hold pending Infomaster completing product development</li> </ul>	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>- Project on hold pending Infomaster completing product development</li> </ul>	30/06/11
8. Electronic Lodgement of 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>- Required improvements have been documented</li> <li>- System established, inputting of data completed</li> <li>- Reports created to track progress of applications</li> <li>- <b>Testing of system completed</b></li> <li>- <b>Training of staff completed</b></li> <li>- <b>PROJECT COMPLETED</b></li> </ul>	28/02/11 24/12/10 15/12/10
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
12b. Management of Engineering Construction Specifications	Darryl Jones	<ul style="list-style-type: none"> <li>- Document control management</li> <li>- Meeting held with Customer Service to discuss corporation wide approach to 'systems and document management'</li> <li>- <b>Project now with Service Enhancement Team</b></li> <li>- <b>PROJECT COMPLETED</b></li> </ul>	7/12/10

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>- <b>Demonstration on Master View product undertaken</b></li> <li>- <b>Capabilities match requirements</b></li> </ul>	2012
14. Online Public Consultation Submissions	Jaco Ackerman	<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>	24/12/10 31/03/11
16. External Meeting Procedure	Darryl Jones	<ul style="list-style-type: none"> <li>- Procedure prepared and approved</li> <li>- Procedure circulated to internal and external customers</li> <li>- Commencement of new procedure 1/11/10</li> <li>- <b>PROJECT COMPLETED</b></li> </ul>	<b>1/11/10</b>
17. Fast Track – Risk Smart		<ul style="list-style-type: none"> <li>- Awaiting on the outcome of the T5 HAF project to use as base</li> </ul>	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>	31/01/11 18/02/11
19. Standard Conditions	Dean Appleton / 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>- <b>Further refinement being undertaken before another workshop with development industry</b></li> <li>- <b>Legal advice obtained for certain specific situations</b></li> <li>- <b>Planning conditions finalised with further work required on engineering conditions</b></li> </ul>	24/12/10 18/02/11

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>	<del>31/01/11</del> 28/02/11
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>- <b>Rebuilding procedure in Application module to link with original development application</b></li> </ul>	<del>24/12/10</del> 18/02/11
22. Implement MCU Audit Process	Mark Goodman	<ul style="list-style-type: none"> <li>- <b>PROJECT COMPLETED</b></li> </ul>	20/09/10
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</b></li> <li>- <b>Review of forms and procedure completed</b></li> <li>- <b>To be sent out to industry representatives for final comments before commencement</b></li> </ul>	<del>31/01/11</del> 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
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>	<del>30/04/11</del> 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> <li>- Resource requirements identified</li> <li>- PD for Coordinators position finalised and position advertised</li> <li>- <b>BSU Coordinator position filled (Margaret Gatt)</b></li> </ul>	30/10/11
28. Enforcement Process Review	Mark Goodman	<ul style="list-style-type: none"> <li>- Legislation Review completed</li> <li>- Admin policy and procedure drafted</li> <li>- Approved by Council 1/11/10</li> <li>- <b>PROJECT COMPLETED</b></li> </ul>	<del>30/11/10</del> 1/12/10
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	- Collation of data and background information undertaken - <b>Project now with Service Enhancement Team</b> - <b>PROJECT COMPLETED</b>	7/12/10
<b>30. Coordination of Regulatory Fees and Charges 2011/12</b>	<b>Darryl Jones</b>	- <b>Initial review of current regulatory fees and charges undertaken</b> - <b>Legal review commenced</b> - <b>Proposed philosophy drafted</b> - <b>Draft time table for adoption of regulatory fees and charges established</b>	<b>30/04/11</b>

### **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 (originally planned for 8 February 2011 now 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. 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.

### **Managing Post Flood Reconstruction**

Darryl Jones has been providing advice to two SEQ Local Governments regarding the management of planning scheme and associated policies post extensive flooding of buildings. The areas of concern have been the treatment of reconstruction of structures and the flexibility of policies to permit solutions including temporary accommodation on site, temporary work premises, temporary noncompliance with conditions of approvals, etc.

## **6. WORKING GROUPS**

### ▪ Development Industry Forum

Meeting was held on 17 January 2011, items canvassed include:

- KPI's and Benchmarking;
- Risk Smart Assessments for Industrial Land Applications;
- Review of MOU;
- Council Development Charges;
- Rain Water Tanks Exemption (Townsville);
- Development Incentives;
- Draft DIP Strategic Cropping Land Policy;
- Council contacting 10 key sites with DA's;
- Application Tracking PD Online;
- Mackay Water Relationship;
- Electronic Assessment of Development Applications;
- Accelerated Compliance Assessment SPP - 2 Lot subdivisions;
- Update on Engineering Standards / Development Requirements;
- Update on Completion of civil works, plan Sealing and on-maintenance processes;
- Update on Development requirements (including standard conditions).
- Interim Infrastructure Charges Taskforce Report;

- Statutory Regional Plan;
- Review Membership of DIF;
- Provision of Parkland in new Estates and tenure arrangements;
- Headwork's Contributions for Smaller lots;
- UDIA's concerns about new fees for Section 242 application;
- Negotiated Decision Notice Request Fees;
- Building Format Plans; and
- Flood Study (In-fill development, Over Land flow etc).

- Smart Housing Working Group

Next meeting to be held in February 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.