

DEVELOPMENT SERVICES HIGHLIGHTS & SIGNIFICANT ISSUES REPORT - MONTH ENDED 31ST MAY 2010

Author **DIRECTOR DEVELOPMENT SERVICES**

Purpose

To review Development Services Department highlights and performance for the month ended 31 May 2010.

Background and Discussion

Key Performance Indicators for 31 May 2010 are as follows: -

1. DEVELOPMENT ASSESSMENT

a) Applications Received

Description	May 2010	Actual May 2010	Average KPI's since July 2008	Target
Development Applications Received	40	-	43	-
Material Change of Use - Code	21	-	25	-
Material Change of Use - Impact	6	-	6	-
Reconfiguration of a Lot - Less than 6	10	-	8	-
Reconfiguration of a Lot - More than 6	0	-	2	-
Combined Applications	3	-	2	-
Average Acknowledgement Notice Period	5 days	90% in 10 days	93% in 10 days	85% in 10 days
Average Information Request Period	9 days	83% in 10 days	80% in 10 days	85% in 10 days
MCU and ROL requiring an information request	6	-	33%	No more than 40%
Number of Concurrence Applications Received	19	-	9	-
Notices of Appeal	0	-	2	-
Form 2 Requests (<i>Change of Approval, Change of Conditions & Extension of Currency Period</i>)	32	91% in 30 days	83% in 30 day	85% in 30 days

b) Applications Decided - Code

Description	May 2010	Actual May 2010	Average KPI's since July 2008	Target
Number of current MCU and ROL applications (at end of month)	58	-	123	-
Number of applications in Decision Making Period (at end of month)	46	-	65	-
Number of applications Decided	49	-	50	-

Average Number of days in Decision Making Period	28 days	96% in 40 days	88% in 40 days	85% in 40 days
Average number of days to Decide Application (lodgement to decision)	70 days	83% in 80 days	81% in 80 days	85% in 80 days

c) *Applications Decided - Impact*

Description	May 2010	Actual May 2010	Average KPI's since July 2008	Target
Number of current MCU and ROL applications (at end of month)	45	-	52	-
Number of applications in Decision Making Period (at end of month)	20	-	27	-
Number of applications Decided	7	-	8	-
Average Number of days in Decision Making Period	47 days	71 % in 40 days	54 % in 40 days	50% in 40 days
Average number of days to Decide Application (lodgement to decision)	239 days	71% in 230 days	77% in 230 days	85% in 230 days

d) *Negotiated Decisions*

Description	May 2010	Actual May 2010	Average KPI's since July 2008	Target
MCU and ROL with a negotiated decision request	0	0%	15%	No more than 20%
Negotiated Decision Making Period	days	% in 20 days	% in 20 days	85% in 20 days

e) *Concurrence Agency Responses*

Description	May 2010	Actual May 2010	Average KPI's since July 2008	Target
Concurrence Agency Response	21 applications responded	57% in 10 days	81% in 10 days	85% in 10 days

f) *Town Planning Certificates*

Type	May 2010	Actual May 2010	Average KPI's since July 2008	Target
Limited	20 applications decided	65% in 5 days	93% in 5 days	85% in 5 days
Standard	11 applications decided	18% in 10 days	49% in 10 days	85% in 10 days
Full	0 applications decided	in 10 days	100% in 10 days	85% in 30 days

g) *Duty Planner Enquiries*

Enquiries	Number
Booked appointments (Mackay, Mirani and Sarina)	31
Email and Fax	41

2. DEVELOPMENT ENGINEERING

Description	May 2010	Actual May 2010	Average KPI's since July 2008	Target
Operational Works				
Number of current applications	60	-	52	-
Applications received	113	-	102	-
Average acknowledgement notice period	6 days	100% in 10 days	100% in 10 days	85% in 10 days
Average information request period	3 days	80% in 10 days	87% in 10 days	85% in 10 days
OW requiring an information request	5	42%	38%	No more than 50%
Applications finalised	87	-	102	-
Average days for Decision Making Period	17 days	100% in 40 days	100% in 40 days	85% in 40 days
Average days from Lodged to Decided	60 days	89% in 80 days	79% in 80 days	85% in 80 days
Survey Plans				
Applications received	14	-	16	-
Average days lodgement to signing	15 days	89% in 15 days	57% in 15 days	85% in 15 days
Applications finalised	9	-	8	-
Number of lots sealed	80	-	88	-
Minor Works				
Applications received	68	-	72	-
Applications finalised	68	-	72	-
Average days from lodged to decided	4 days	100% in 10 days	74% in 10 days	85% in 10 days

3. HEALTH & REGULATORY SERVICES

a) **Compliance**

i) *Status of Compliance Activities:*

Description	May 2010	May 2009
Requests for action received for the month	52	38
Requests for action finalised for the month	36	49
Show Cause Notices issued	15	16
Enforcement Notices issued	6	2
Local Laws Notices Issued	0	0
Cases requiring on-going intervention	65	69

34 Cases currently at 'Legal Action Commenced' phase, of which 22 are intending to lodge MCU applications or engagement of Private Certifier and are pending that result.

ii) *Complaints received*

Category	May 2010
Illegal building works	14
Non-compliance of conditions	5
Unapproved earthworks	1
Pools & pool fencing	1
Home based business	4
Illegal land use	11
Plumbing miscellaneous	2
Stormwater	3
Onsite sewerage plants/septics	5
Advertising signs	1
Other	2

- Further complaints received regarding Worm Farm possible non-compliance of conditions.

iii) *Key Performance Indicators - Compliance*

Key Performance Indicator	Target	May 2010	Last Quarter
Complainant contacted and investigation commenced	≥ 85% within 5 days		
Investigation conducted and finalised	≥ 85% within 20 days		
Decision on action Upon receipt of investigation report	≥ 85% within 5 days		
Decision on final action if non-compliant in legal action	≥ 85% within 20 days		
Report that compliance achieved	≥ 85% within 60 days		

Percentage of Building Application audits to amount lodged in calendar month	≥ 10% applications	%	%
--	--------------------	---	---

- Data available from extraction program requires further refinement. There are still slight issues with the task system requiring attention. General monitoring of requests indicate that KPI's being met.

iv) *Governance Development*

Description	May 2010	May 2009	Average per month since July 2008
Building applications lodged by certifiers	241	209	230
Value of Building Works	\$36,737,381	\$32,842,479	\$39,396,102
Number of Detached dwellings	82	70	69
Number of Attached Dwellings	0	2	13
Building Application Audits (<i>Audits of building files by Building Surveyor & Plumbing Inspector</i>)	34	13	N/A
Final inspections (<i>Building inspections of aged Council files</i>)	8	2	N/A
Issuance of Certificate of Classifications (<i>Research/inspections of Council building files leading to issuance</i>)	27	0	N/A
Building Records Searches (<i>A database search of approved structures on properties</i>)	57	37	N/A

- Meeting KPI for building and plumbing audits. Issues continue to be identified so system is effective. Amount conducted to be reduced and time put into MCU Audits.
- Number of Certificate of Classification requests continues to predominantly relate to change in fire legislation. Only Council is responsible for finalisation of these files.
- Planned introduction of MCU Audits has commenced. This will be in phases so as establish business processes and manage workloads.

b) *Local Laws*

i) *Complaints*

Category	May 2010	May 2009	Average per Month since July 2008
Abandoned Vehicles	64	32	29
Dogs Barking	29	32	43
Dogs Aggressive	82	31	44
Dogs Straying	181	151	119
Dogs Excessive numbers/Unregistered	12	9	7
Livestock/Poultry/Birds	97	50	34
Overgrown/Untidy allotments	114	72	66

ii) *Parking*

Description	May 2010	Average per Month since July 2008	% Unpaid Over 90 Days since July 2008
Number of Infringements	709	641	7%
Machine Faults Received	46	42	

iii) *Dog Registrations*

Registrations	Number
Total Registrations at beginning of month	13,699
New Registrations for this Month	46

c) *Environmental Health*

i) *Complaints*

Type	May 2010	May 2009	Average per Month since July 2008
Malodours	5	4	4
Mosquito	0	0	3
Noise	13	7	7
Nuisances	1	7	5
Smoke	2	3	4

ii) *Inspections - Licensed Premises*

Premises Type	Routine Work Inspection	Complaint Inspections
Caravan Parks	0	2
Food	41	5
Flammable Liquids	1	0

iii) *Annual Registered Inspections - Licensed Premises*

Premises	Premises Inspected May 2010	Premises Inspected May 2009	Total No. of Licensed Premises
Caravan Parks	2	10	22
Flammable Liquids	1	0	129
Food	46	47	549
Footpath Dining	0	0	15
Accommodation	0	5	67
Swimming Pools	0	5	73
Vendors	0	2	12
Skin Penetration	0	3	7

d) *Environmental Protection*

i) *Environmentally Relevant Activity Registrations*

Categories	Enquiries	Inspections	Complaints
Poultry Farming	0	1	0
Chemical Storage	0	4	0
Abrasive Blasting	1	1	0
Boiler Making or Engineering	5	4	0
Metal Forming	0	3	0
Metal Recovery	2	1	0
Motor Vehicle Workshop	8	26	0
Surface Coating	2	0	0
Wooden Product Manufacturing	0	9	0
Boat Maintenance/Repair	0	1	0

ii) *Inspections - Registered Premises*

Premises	Premises Inspected May 2010	Premises Inspected May 2009	Total No. of Licensed Premises
Poultry Farming	1	1	1
Chemical Storage	4	11	72
Plastic Product Manufacturing	0	2	4
Abrasive Blasting	1	2	23
Boiler Making or Engineering	4	6	110
Metal Forming	3	3	10

Metal Recovery	1	3	13
Motor Vehicle Workshop	26	69	215
Printing	0	4	5
Surface Coating	0	0	23
Concrete Batching	0	1	10
Wooden Product Manufacturing	9	12	28
Boat Maintenance/Repair	1	2	7

iii) *Complaints - Environmental Harm or Nuisance*

Categories	Inspections	Total Infringements / Notices
Odour	5	0
Noise	4	0
Water	5	0
Other	1	0

e) *Vector Control*

Sites Inspected	Sites Treated	Hectares Treated
124	51	780 Ha

f) *Pest Management*

i) *Declared Weeds*

Plants:	Enquiries	Inspection	Surveys
Parthenium Weed	3	2	0
Giant Rats Tail Grass	7	3	1
Sicklepod	13	8	6
Tobacco Weed	1	1	0
Singapore Daisy	3	2	0
Lantana	4	3	0
Salvinia	1	0	0
Other Plant	4	2	0

ii) *Declared Animals*

Animals	Enquiries	Traps	Shed Meetings
Dingo/Wild Dog	13	2	6
Feral Pig	9	1	1
Fox	2	0	0
Rabbit	2	0	0
Feral Cat	2	2	0

4. STRATEGIC PLANNING

a) *Waterways & Open Space*

PROJECT	PROGRESS	PLANNED ACTIVITIES
i) Stormwater Studies		
Kellys Road Catchment Stormwater Trunk Infrastructure Study	- Landowners have been contacted to establish a formal agreement for the acquisition.	- Continuing with acquisition process.
McCreadys Creek South Trunk Stormwater Infrastructure Study	- Draft results produced for existing conditions and met with the consultants to discuss/review modeling.	- Improve model by including additional survey cross sections to check the potential inundation levels at low flows - Contact landowners for survey access. - Commission survey.
Review of 2006 Mackay Stormwater Quality Management Plan	- Reports being reviewed to incorporate other stormwater management plans and guidelines.	- Update SQMP to include WSUD, SBSMps, WHMP, MUSIC guidelines and Engineering Design Guidelines.
Example Site Based Stormwater Management Plan	- Deemed to Comply Solutions for SMP and WSUD for flat sites internal review being completed	- Issue DTC and WSUD flat sites documents for external comments
ii) Flood Studies		
Goosepond Creek Flood Study	- Participate in Case Study of Vulnerability, Resilience, and Adaptive Capacity (National Climate Change Adaptation Facility).	- On going
Pioneer River Flood Study	- Model building resumed for existing conditions	- Progress on modelling and complete remaining bathymetry survey considering favorable high tide times
iii) Open Space		
Open Space Policy Review	- Developer/Industry workshop held 18 May - Benchmarking completed examining 11 other Local Authorities' POS	- Interpretation of information gathered from work up to date for Mackay - Preparation of draft Policy structure and intent
iv) Erosion and Sediment Control		
Review policies to incorporate Best Practice Erosion and Sediment Control.	- Ongoing.	- Updating Engineering Design Guidelines for ESC.

v) Catchment Management Plans		
Gooseponds Catchment Management Plan	- Under review.	- Distribute for internal comments.

b) Local Area Planning

PROJECT	PROGRESS	PLANNED ACTIVITIES
i) Planning Scheme Maintenance		
Mackay PS Amendments 1 of 2009 (rezonings/notations)	- Prepare for Public Consultation.	- Public Consultations ends on 23 July 2010.
Mackay / Mirani / Sarina: 3 x 1 of 2010 (housing affordability amendment package)	- Preparing documentation for 1 st State Interest Check	- Report to Council to resolve to propose amendments.
ii) Local Planning Instruments		
Mirani and Marian LAP	- Enquiry by Design Report and Brochures completed	Public Consultation Phase: - Public Meeting on Tuesday, 1 June 2010 in Mirani - Duty Planner duty availability scheduled for 8, 15 & 22 June 2010.
Sarina LAP	- Enquiry by Design Report and Brochures being compiled.	Public Consultation Phase: - Duty Planner duty availability scheduled for 20 & 27 July and 3 & 10 August 2010 - 27 July 2010: Public Meeting in Sarina
Ooralea LAP	- Enquiry by Design held on 5,6 & 7 May 2010	- Compile Enquiry by Design maps and draft report.
City Centre LAP	- Project Initiation - Advertised for Tenders	- Appoint Consultant.
Richmond LAP	- Briefing from Consultants to Council on 13/05/2010	- Ongoing.
iii) SPA Planning Scheme		
New Planning Scheme	- Working draft (Version0.1) of the Planning Scheme established.	- No Progress.
iv) Heritage Planning		
Heritage Information Kit	- Finalising new Heritage Brochure for release.	- Being printed - Brochure to be released in 2010.
Heritage Committee	- Meeting held on 14 May 2010	- Next HAC meeting scheduled for 20 August 2010.

c) *Regional & Strategic Planning*

PROJECT	PROGRESS	PLANNED ACTIVITIES
i) WHAM Regional Plan		
Statutory Regional Plan	<ul style="list-style-type: none"> - Met DIP to identify co-operative action in development of regional plan 	<p>June 2010:</p> <ul style="list-style-type: none"> - Compile Desired Regional Outcomes based on Foundation Principles and 8 suggested themes (as received from DIP) - Engage with DIP on discussion papers on 8 themes - Next RPC meeting tentatively scheduled for 29 June 2010
Regional Industry Study	<ul style="list-style-type: none"> - Held inception meeting with DIP and consultants on 26 May. 	<ul style="list-style-type: none"> - Information to be provided.
Broadhectare Study 2010	<ul style="list-style-type: none"> - Provide decision rules in planning schemes as related to residential uses (as prepared by PIFU) on 21 May 2010 	<p>June 2010:</p> <ul style="list-style-type: none"> - Respond to updated results (from PIFU)
ii) Mackay Strategic Plan		
Mackay 200K + Strategic Plan	<ul style="list-style-type: none"> - Updated 'Settlement Pattern: Foundation Principle' Map: Proposed Urban Edge and Future Growth Investigation Areas. 	<ul style="list-style-type: none"> - Use strategic elements of existing planning schemes in drafting strategic framework (see relation to WHAM statutory plan).
Residential Densities Strategy	<ul style="list-style-type: none"> - Updated document received: Strategy, Design Guidelines, and Site Evaluation Report - Internal stakeholder and Councillor workshops held on the 12/05/2010. 	<ul style="list-style-type: none"> - Prepare 'brief' for Executive Summary.
iii) Climate Change and Adaptation Strategy		
Potential Climate Change and Adaptation Strategy	<ul style="list-style-type: none"> - Expressions of Interest (EOI) closed. Received 19 submissions. - Panel finalised potential Shortlist against set criteria on 28 May 2010. 	<p>June 2010:</p> <ul style="list-style-type: none"> - Send reply to individual submitters of EOI's by 16 June 2010. - Consult with DIP regarding compliance with new SPA Planning Scheme requirements regarding Climate Change.

d. *PIPs*

PROJECT	PROGRESS	PLANNED ACTIVITIES
i) Indexation		
Indexation of Contribution Rates	<ul style="list-style-type: none"> - Publication of the next round of developer contribution charges rates (charging path capping). 	<ul style="list-style-type: none"> - Preparing ICR for next quarter.
ii) PIPs		
Mackay City Planning Scheme Area PIP	<ul style="list-style-type: none"> - Full PIP submission in July 2010. - Plans for Trunk Infrastructure are now complete. - Part 1, Sections 1-4 has been submitted to DIP. - Adopt MRC PIP in mid 2011. 	<ul style="list-style-type: none"> - Full PIP is still on track from July 2010. - Complete charges schedules. - Continue refining PIP submission to meet target date for implementation of June 2011.
Sarina Planning Scheme Area PIP	<ul style="list-style-type: none"> - Section 1, Parts 1 - 4 due for completion in Aug 2010. - Full PIP completed end 2010. 	<ul style="list-style-type: none"> - Finalise Priority Infrastructure Area in June. - Develop employment and population projections. - Ongoing development of Section 1, Parts 1 - 4.
Mirani Planning Scheme Area PIP	<ul style="list-style-type: none"> - 8A submission due for completion Aug 2010. - Full PIP completed end 2010. 	<ul style="list-style-type: none"> - Finalise Priority Infrastructure Area in May. - Develop employment and population projections. - Ongoing development of Section 1, Parts 1 - 4.
iii) Transport Planning		
Mackay Area Transport Study (MATS) - Traffic Model	<ul style="list-style-type: none"> - Regular meetings with DTMR have been held in November, January & April. 	<ul style="list-style-type: none"> - Project ongoing. Awaiting copy of Model Inputs prior to engagement of external Advisor.
Cost Impact Assessment Guidelines (CIA)	<ul style="list-style-type: none"> - Draft completed March 2010. 	<ul style="list-style-type: none"> - Awaiting approval before distribution to Internal Stakeholders for comment on final draft.
Transport Impact Assessment Guidelines (TIA)	<ul style="list-style-type: none"> - Ongoing. 	<ul style="list-style-type: none"> - Distribute to Internal Stakeholders for comment on final draft.
Road Hierarchy	<ul style="list-style-type: none"> - Adjustments to include Marian & Mirani. 	<ul style="list-style-type: none"> - Ongoing.
CBD Car Parking Study	<ul style="list-style-type: none"> - Information received by Consultant. 	<ul style="list-style-type: none"> - Ongoing.
Urban Congestion Study - Provide Advice.	<ul style="list-style-type: none"> - DTMR Information Sheet awaiting release. 	<ul style="list-style-type: none"> - Final Draft.

Ooralea/Peak Downs Road Corridor	- Preparation of Intersection analysis for Technical Services	- To be completed by June 2010.
----------------------------------	---	---------------------------------

5. CRITICAL ACTIVITIES FOR THE NEXT MONTH

- Finalisation of the Priority Infrastructure Plans (PIP's).

6. WORKING GROUPS

- Development Industry Forum

The group met on 24 May 2010, and the group was given presentation on the Housing Study Tour and a presentation given to the Board of National Australia Bank regarding financing of developments within the Mackay Region.

Next meeting to be held on 21 June 2010.

- Smart Housing Working Group

Next meeting to be held on 17 June 2010.

- Affordable Housing Working Group

Next meeting to be held on 10 June 2010.

- Sustainable Futures Committee - Planning Issues Working Group

Next meeting to be held on 25 June 2010.

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 reports be received.