

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

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Purpose

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

Background and Discussion

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

1. DEVELOPMENT ASSESSMENT

a) *Applications Received*

Description	Jul-10	Monthly Average - April, May & June	Monthly average since July 2008	KPI July 2010	KPI for April, May & June	KPI Since July 2008	Target
Development Applications	81	93	76	-	-	-	-
Material Change of Use - Code	15	17	24	-	-	-	-
Material Change of Use - Impact	6	6	6	-	-	-	-
Reconfiguration of a Lot - Less than 6	4	9	8	-	-	-	-
Reconfiguration of a Lot - More than 6	1	4	2	-	-	-	-
Combined Applications	0	3	2	-	-	-	-
Number of Concurrence Applications Received	28	24	10	-	-	-	-
Change of Approval, Change of Conditions & Extension of Currency Period	5	8	6	93% in 30 Days	91% in 30 Days	84% in 30 days	85% in 30 days
Certificates	15	11	15			-	-
Pre-Lodgement Meetings	7	8	6			-	-
Average Acknowledgement Notice Period (Days)	6	6	6	100% in 10 Days	93% in 10 Days	93% in 10 days	85% in 10 days
Average Information Request Period (Days)	10	9	6	100% in 10 Days	71% in 10 Days	80% in 10 days	85% in 10 days
MCU and ROL requiring an information request	2	13	14	7%	45%	34%	No more than 40%
Notices of Appeal	0	1	2	-	-	-	-

b) *Applications Decided - Code*

Description	Jul-10	Average - April, May & June	Monthly average since July 2008	KPI July 2010	KPI for April, May & June	KPI Since July 2008	Target
Number of current MCU and ROL applications (at end of month)	66	69	119	-	-	-	-
Number of applications in Decision Making Period	14	15	36	-	-	-	-
Number of applications Decided	24	26	33	-	-	-	-
Average Number of days in Decision Making Period (Days)	18	20	21	100% in 40 Days	91% in 40 Days	92% in 40 days	85% in 40 days
Average number of days to Decide Application (lodgement to decision) (Days)	39	21	56	88% in 80 Days	82% in 80 Days	81% in 80 Days	85% in 80 days

c) *Applications Decided - Impact*

Description	Jul-10	Average - April, May & June	Monthly average since July 2008	KPI July 2010	KPI for April, May & June	KPI Since July 2008	Target
Number of current MCU and ROL applications (at end of month)	41	44	71	-	-	-	-
Number of applications in Decision Making Period (at end of month)	14	17	26	-	-	-	-
Number of applications Decided	5		7	-	-	-	-
Average Number of days in Decision Making Period (Days)	58	42	51	60% in 40 Days	76% in 40 Days	56% in 40 days	50% in 40 days
Average number of days to Decide Application (lodgement to decision) (Days)	179	178	164	85% in 230 Days	78% in 230 Days	78% in 230 days	85% in 230 days

d) *Negotiated Decisions*

Description	Jul-10	Average - April, May & June	Monthly average since July 2008	KPI July 2010	KPI for April, May & June	KPI Since July 2008	Target
MCU and ROL with a negotiated decision request	5	3	7	8%	3%	8%	No more than 20%
Negotiated Decision Making Period (Days)	19	41	37	50%	33% in 20 Days	49% in 20 days	85% in 20 days

e) *Concurrence Agency Responses*

Description	Jul-10	Average - April, May & June	Monthly average since July 2008	KPI July 2010	KPI for April, May & June	KPI Since July 2008	Target
Concurrence Agency Response	31	24	9	71% in 10 Days	68% in 10 Days	74% in 10 days	85% in 10 days

f) *Town Planning Certificates*

Description	Jul-10	Average - April, May & June	Monthly average since July 2008	KPI July 2010	KPI for April, May & June	KPI Since July 2008	Target
Limited	16	13	15	100%	100% in 5 Days	96% in 5 days	85% in 5 days
Standard	0	11	2	-	18% in 10 Days	47% in 10 days	85% in 10 days
Full	0	N/A	1	-	-	100% in 10 days	85% in 30 days

g) *Duty Planner Enquiries*

Enquiries	Jul-10
Booked appointments	41
Email and Fax requests responded to	103

2. DEVELOPMENT ENGINEERING

Description	Jul-10	Average - April, May & June	KPI for April, May & June	Target
Operational Works				
Number of current applications	56	60		-
Applications received	120	95		-
Average acknowledgement notice period (Days)	8	9		85% in 10 days
Average information request period (Days)	9	5		85% in 10 days
OW requiring an information request	6	4		No more then 50%
Applications finalised	7	2		-
Average days for Decision Making Period	13	15	100% in 40 days	85% in 40 days

Average days from Lodged to Decided	51	94	79% in 80 Days	85% in 80 days
Survey Plans				
Applications received	6	12		-
Average days lodgement to signing	8	9	76%	85% in 15 days
Applications finalised	6	12		-
Number of lots sealed	16	72		-
Minor Works				
Applications received	89	65		-
Applications finalised	68	65		-
Average days from lodged to decided	2	3	89% in 10 Days	85% in 10 days

3. HEALTH & REGULATORY SERVICES

a) Compliance

i) Status of Compliance Activities:

Description	July 2010	July 2009
Requests for action received for the month	43	101
Requests for action finalised for the month	55	111
Show Cause Notices issued	30	7
Enforcement Notices issued	4	4
Local Laws Notices Issued	0	6
Infringements issued	5	4
Cases - under investigation	49	67
Cases – legal action commenced	34	66
Cases in process	83	133

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

- 34 Cases currently at 'Legal Action Commenced' phase, of which 25 are intending to lodge MCU applications or engagement of Private Certifier, and are pending that result.
- A large portion of the Show Cause Notices issued relate to MCU Audits.
- Currently reviewing the infringements and delegations to utilise this more as a compliance tool in gaining compliance quickly.
- It appears that initial introduction of the MCU Audit program is not impacting adversely on the ability to attend to complaints.
- After protracted compliance process, Deeson's Heavylift and Strathdee Properties at Boundary Rd Paget are lodging the required development applications.
- Protracted matter of unapproved earthworks at Rocky Waterholes-Wollingford Road, Marian, for report to DART on further enforcement / prosecution direction.
- Matter of Arthurs Transport held in abeyance until October to allow him conduct his intention to wind up business.

ii) *Complaints received*

Category	July 2010		
	Received	In Process	Finalised
Illegal building works	11	31	18
Non-compliance of conditions	1	5	6
Unapproved earthworks	2	5	3
Pools & pool fencing	5	13	7
Home based business	7	6	5
Illegal land use	5	10	6
Plumbing miscellaneous	4	5	0
Stormwater	4	4	7
Onsite sewerage plants/septics	1	2	2
Advertising signs	1	1	0
Other	2	1	1

- Building work continues to be the main complaint received and in process.

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	July 2010
MCU Audit - Allocated	17
MCU Audit – Auditing	4
MCU Audit – Legal Action Commenced	6
MCU Audit – Finalised	12
Planning Audit – Allocated	1
Planning Audit – Auditing	3
Planning Audit – Legal Action Commenced	0
Planning Audit – Finalised	1

- Seven of the finalised audits had not commenced the development. These dated back to 2006. Indicates greater than 50% of approvals not commenced yet.
- Total of \$75,622.92 in unpaid contributions from four developments were recovered.
- Developed KPI's and mapped processes. Customer Service assisting in development of tasks system. They are also assisting with errors in the compliance task system.

iv) *Building Application Audits*

Key Performance Indicator	Target	July 2010	Last Quarter
Complainant contacted and investigation commenced	≥ 85% within 5 days	Can't provide	Can't provide
Investigation conducted and finalised	≥ 85% within 20 days	Can't provide	Can't provide
Decision on action Upon receipt of investigation report	≥ 85% within 5 days	Can't provide	Can't provide
Decision on final action if non-compliant in legal action	≥ 85% within 20 days	Can't provide	Can't provide
Report that compliance achieved	≥ 85% within 60 days	Can't provide	Can't provide
Percentage of Building Application audits to amount lodge in calendar month	≥ 10% applications	9%	9%

- KPI's for auditing processes identified.
- Will extract data from Pathways to calculate KPI's when corrected by Customer Service.
- General perusal of requests indicates we are close to the target.

v) *Governance*

Description	July 2010.	Three (3) Months Prior (Average)	Per Month Since July 2008 (Average)
Applications - All	252	239	233
Value of Building Works - All \$	381,730,992	32,258,559	52,827,592
Applications - Residential	77	74	71
<i>Value of Building Applications - Residential \$</i>	23,020,874	23,557,249	22,172,442
<i>Average Application Value</i>	298,972	316,477	311,411
<i>Detached Dwellings</i>	76	72	69
<i>Value of Detached Dwellings \$</i>	22,520,874	22,234,686	19,793,350
<i>Average Value of Detached Dwelling</i>	296,327	307,392	285,866
<i>Attached Dwellings</i>	5	11	12
<i>Value of Attached Dwellings</i>	500,000	1,983,845	3,130,384
<i>Average Cost of Attached Dwelling</i>	100,000	188,938	254,176

- Inspections for CAS files has generally halved since last year. July had the lowest number of inspections to date. This enables compliance to refocus on the main complaint of illegal building works, and to reallocate resources into MCU audits.
- Audits of building files continue to identify issues such as over and adjacent to sewer and missed MCU applications for oversized sheds. However, overall quality is improved due to the process.
- Trend of building applications lodged appears stable.

b) **Local Laws**

i) *Complaints Completed*

Category	July 2010	July 2009
Abandoned Vehicles	26	28
Dogs Barking	8	63
Dogs Aggressive	53	54
Dogs Straying	126	142
Dogs Excessive numbers/Unregistered	9	16
Livestock/Poultry/Birds	33	20
Overgrown/Untidy allotments	45	33

ii) *Parking*

Description	July 2010
Number of Infringements	701
Machine Faults Received	51

iii) *Dog Registrations*

Registrations	Number
Total Registered Dogs	13385
New Registrations for this Month	336

iii) *Cat Registrations*

Registrations	Number
Total Registered Cats	1767
New Registrations for this Month	551

c) **Environmental Health**

i) *Complaints*

Type	July 2010	July 2009
Dust	2	2
Malodours	1	0
Mosquito	3	0
Noise	1	6
Overgrown Land/Untidy Properties	1	5
Smoke	2	2
Vermin Control	4	0
Sewerage	1	0

ii) *Inspections - Licensed Premises*

Premises Type	Routine Work Inspection	Complaint Inspections
Caravan Parks	1	1
Flammable Liquids	7	1
Food	68	3
Temporary Foods	23	0
Outdoor Events	1	0
Temporary Homes	0	1

iii) *Annual Registered Inspections - Licensed Premises*

Premises	Premises Inspected July 2010	Premises Inspected July 2009	Total No. of Licensed Premises
Caravan Parks	2	10	22
Flammable Liquids	8	2	142
Food	71	36	567
Footpath Dining	0	0	15
Accommodation	0	4	67
Swimming Pools	0	3	73
Vendors	0	15	12
Skin Penetration	0	2	7

d) *Environmental Protection*

i) *Environmentally Relevant Activity Registrations*

Categories	Enquiries	Inspections	Complaints
Asphalt Manufacturing	1	0	0
Chemical Storage	9	1	0
Abrasive Blasting	1	1	0
Boiler Making or Engineering	2	6	0
Metal Recovery	1	0	0
Motor Vehicle Workshop	7	4	0
Surface Coating	1	1	0
Concrete Batching	0	1	0
Wooden Product Manufacturing	2	1	0

ii) *Inspections - Registered Premises*

Premises	Premises Inspected July 2010	Premises Inspected July 2009	Total No. of Licensed Premises
Chemical Storage	1	0	72
Plastic Product Manufacturing	0	1	
Abrasive Blasting	1	1	18
Boiler Making or Engineering	6	1	108
Metal Forming	0	1	10
Metal Recovery	0	0	8
Motor Vehicle Workshop	4	11	207
Surface Coating	1	0	21
Concrete Batching	1	0	12
Wooden Product Manufacturing	1	0	27

iii) *Complaints - Environmental Harm or Nuisance*

Categories	Inspections	Total Infringements / Notices
Over Spray	1	1
Dust	2	2
Noise	1	1
Water	8	9
Other	2	2

e) *Vector Control*

Sites Inspected	Sites Treated	Hectares Treated
129	80	3,480 Ha

f) Pest Management

i) Declared Weeds

Plants:	Enquiries	Inspection
Parthenium Weed	2	5
Giant Rats Tail Grass	7	3
Sicklepod	7	3
Tobacco Weed	2	2
Singapore Daisy	1	1
Lantana	2	0
Salvinia	1	0
Other Plant	1	0

ii) Declared Animals

Animals	Enquiries	Traps
Dingo/Wild Dog	15	4
Feral Pig	8	1
Fox	1	0
Feral Cat	3	1
Other Animal	1	0

4. STRATEGIC PLANNING

a) Waterways & Open Space

PROJECT	PROGRESS	PLANNED ACTIVITIES
i) Stormwater Studies		
Kellys Road Catchment Stormwater Trunk Infrastructure Study	- Reported to council on resumption	- Meet with land owners again to discuss the acquisition of easements further
McCreadys Creek South Stormwater Trunk Infrastructure Study	- Ecological report received - Golf club detention basin to use as a regional stormwater quality treatment device for the catchment was investigated	- Modelling of 5 year planning scenario and management options for ultimate planing scenario
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.	- Print WSUD flat sites and DTC solution. - Issue DTC and WSUD flat sites documents for external comments.

PROJECT	PROGRESS	PLANNED ACTIVITIES
ii) Flood Studies	-	
Goosepond Creek Flood Study	- Corrected flood levels and GIS data received from the consultant	- Participate in Case Study of Vulnerability, Resilience, and Adaptive Capacity (National Climate Change Adaptation Facility).
Pioneer River Flood Study	- Hydrologic model calibrated and draft report received.	- Calculate design discharges - Progress on 2D modelling
iii) Open Space		
Open Space Policy Review	- Draft policy prepared	- Receive draft policy and internal review.
iv) Erosion and Sediment Control		
Review policies to incorporate Best Practice Erosion and Sediment Control	- Ongoing.	- Updating Engineering Design Guidelines.
v) Catchment Management Plans		
Gooseponds Catchment Management Plan	- Under review.	- Commence internal consultation.

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 consultation ends on 23 July 2010.
Mackay / Mirani / Sarina: 1 of 2010 (housing affordability amendment package)	- Preparing documentation for 1 st State Interest Check. - Report drafted for Council.	- Report to Council to resolve to propose amendments.
Mackay PS Amendments 2 of 2010	- Update Mackay Planning Scheme Report drafted for Minimum Development Levels relating to Flood & Inundation Code.	- Report to Council.
Mackay PS Amendments 3 of 2010	- Update State Heritage listings schedule in Mackay Planning Scheme.	- Report to Council.
ii) Local Planning Instruments		
Mirani and Marian LAP	Public Consultation Phase: - Public Meeting held on 1 June 2010 in Mirani. - Duty Planner appointments on EbD being held.	- Acknowledgment correspondence being sent to submitters.

PROJECT	PROGRESS	PLANNED ACTIVITIES
	- Consultation closed 25 June 2010 and submissions are being collated.	
Sarina LAP	- Enquiry by Design Report and consultation documents completed.	Public Consultation Phase: - Public consultation commenced 30 June 2010. - Duty Planner duty availability scheduled for 20 & 27 July and 3 & 10 August 2010. - Public Meeting in Sarina scheduled for 20 July 2010.
Ooralea LAP	- Enquiry by Design workshop held on 5,6 & 7 May 2010. - Compile Enquiry by Design workshop outcomes report.	- Council Briefing on the EbD Outcomes. - Prepare public consultation documents.
City Centre LAP	- Project Initiation. - Received quotations from consultants to assist in developing LAP.	- Appoint Consultant. - Commence with Phase 1 – Inception and Background.
iii) SPA Planning Scheme		
Mackay 200k+ Planning Scheme	- Ongoing.	- Ongoing
iv) Heritage Planning		
Heritage Information Kit	- Finale new Heritage Brochure.	- Brochure to be released in August 2010.
Heritage Advisory 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	- Participated in Workshops on themes on 22 & 29 July 2010 (including 23 June 2010)	- Participate in remaining workshop on 5 August 2010. - Comment back to DIP on MRC inputs on draft Minutes from Workshops and Regional Outcomes statements.
Regional Industry Study	- Information provided to DIP /DEEDI. - Received 1 st draft document on 26 July 2010 (16:05).	- Meeting on 11 August 2010 to discuss draft document with DIP / DEEDI team.
Broadhectare Study 2010	- Update map with total residential yield and	- Send final data to PIFU to update WHAM broadhectare

PROJECT	PROGRESS	PLANNED ACTIVITIES
	potential timing of all development in region	map by 6 August 2010 - Meeting scheduled for 2 Sept 2010 with DIP/PIFU team
ii) Mackay Strategic Plan		
Mackay 200K + Strategic Plan	- Develop Strategic Framework (1 st Draft Version 0.3).	- Refine draft Strategic Framework through internal consultation, with due recognition of emerging regional plan (regional development outcomes)
Residential Densities Strategy	- Finalising study documents (technical documents). - Internal workshop held on 17 June 2010.	- Prepare public summary document.
iii) Climate Change and Adaptation Strategy		
Potential Climate Change and Adaptation Strategy	- Expressions of Interest (EOI) closed. Received 19 submissions. - Panel finalised potential shortlist.	- Consult with DIP regarding compliance with SPA Planning Scheme requirements regarding Climate Change.
iv) Other projects		
Airport Statement of Proposals	- Council commented on Mackay Airport Statement of Proposals on 7 July 2010. - Letter sent to Mackay Airport on 7 July 2010 - Sent comments of draft Priority Infrastructure Interface Plan on 20 & 28 July 2010 - Meeting held with Airport Company on Friday, 29 July 2010	- Send further comment on Priority Infrastructure Interface Plan - Waiting for draft Land Use Plan in September 2010

d. PIPs

PROJECT	PROGRESS	PLANNED ACTIVITIES
i) Indexation		
Indexation of Contribution Rates	- Published developer contribution charges rates for new financial year.	- Prepare ICR for next quarter (1 August).
ii) PIPs		
Mackay City Planning Scheme Area PIP	- Plans for Trunk Infrastructure completed. - Part 1, Sections 1-4 (Mackay	- Awaiting response from DIP on PIA Planning Assumptions. - Continue development of

PROJECT	PROGRESS	PLANNED ACTIVITIES
	City PIA Planning Assumptions) submitted to DIP.	Mackay Planning Scheme PIP for submission to DIP.
Sarina Planning Scheme Area PIP	<ul style="list-style-type: none"> - Part 1 (Planning Assumptions) due for submission in August 2010. - Full PIP scheduled for submission end of 2010. 	<ul style="list-style-type: none"> - Finalise Priority Infrastructure Area in July. - Develop employment and population projections. - Ongoing development of Section 1.
Mirani Planning Scheme Area PIP	<ul style="list-style-type: none"> - Section 1 (Planning Assumptions) due for submission in August 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 Part 1 Planning Assumptions.
iii) Transport Planning		
Mackay Area Transport Study (MATS) – Traffic Model	<ul style="list-style-type: none"> - Consultation ongoing. - Copy of 2006 and 2010 Traffic Model obtained from DTMR (but no support documentation). - Trip Matrix for June PIP obtained from DTMR 	<ul style="list-style-type: none"> - Review assumptions of traffic modelling to meet PIP and other Council needs. Await external comments. - Audit of existing modelling efforts to be undertaken when Consultant appointed in August.
Transportation and Access Management Strategy (TAMS)	<ul style="list-style-type: none"> - Commenced development of new overarching Transportation and Access Management strategy (to encompass other transportation and access management strategies). 	<ul style="list-style-type: none"> - Establish internal working group and develop action plans.
Mobility and Transportation Access Strategy (MTAS)	<ul style="list-style-type: none"> - Commenced development of new overarching Mobility and Transportation Access Management strategy (to encompass other transportation and access management strategies). 	<ul style="list-style-type: none"> - Establish internal working group and develop action plans. - Develop Land Use/Transportation link with Planners. - Review of Mackay Area Integrated Transport Plan 2002-2025-comments on Action Plan agenda to be completed by end of August.
Cost Impact Assessment Guidelines (CIA)	<ul style="list-style-type: none"> - Cost Impact Assessment Guidelines being developed. 	<ul style="list-style-type: none"> - Draft guidelines completed and await Consultant (Chris Adam) comments.
Transport Impact Assessment Guidelines (TIA)	<ul style="list-style-type: none"> - Ongoing. 	<ul style="list-style-type: none"> - Commence internal consultation of draft guidelines with development of MTAS (see above).
Road Hierarchy	<ul style="list-style-type: none"> - Adjustments on Marian & Mirani required once Master 	<ul style="list-style-type: none"> - Clarify with Planners over final Plan for Marion & Mirani and

PROJECT	PROGRESS	PLANNED ACTIVITIES
	Plan are completed.	then adjust Road Hierarchy for those areas.
CBD Car Parking Study	- Discussion document being developed with assistance from Consultant.	- Internal Review completed, additional data required prior to report back to Council for guidance on implementation.
Urban Congestion Study – Provide Advice.	- Developed Ring Road Fact Sheet (completed) - Public Display on Ring Road/ Comments on Urban Congestion Study held at Canelands (completed). - Develop submission on the Urban Congestion Study (completed).	- Submission made on Urban Congestion Study (close 9 th July 2010). - Development of typical Cross section completed. - Await involvement of Federal Government in additional Feasibility Study (Election Promise by both parties)
Ooralea/Peak Downs Road Corridor	- Preparation of Intersection analysis for Technical Services	- Study completed June 2010.

5. CRITICAL ACTIVITIES FOR THE NEXT MONTH

- Release of Ooralea Enquiry by Design outcomes.
- Continue development of Regional Plan in conjunction with Department of Infrastructure and Planning.

6. WORKING GROUPS

▪ Development Industry Forum

Next meeting to be held on 20 September 2010.

▪ Smart Housing Working Group

The Affordable Housing Working Group has now merged with Smart Housing Working Group.

Next meeting to be held on 12 August 2010.

▪ Sustainable Futures Committee - Planning Issues Working Group

The group met on 22 July 2010, and the following items were discussed:

- Climate Change Adaptation and Mitigation Strategy;
- Projects seeking to achieve Sustainable Future;
 - Climate Change Adaptation and Mitigation Strategy;
 - Residential Densities Strategy;
 - Stormwater quality Management Plan Review;
 - Open Space Policy review; and
 - Smart eDA, HAF eDA and Electronic assessment of development applications.
- Sustainability Portal (including 'virtual house');
- Increase of Highest Astronomical Tide Level;
- Street Lighting Standards.

Next meeting to be held on 23 September 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 report be received.