

# DEVELOPMENT SERVICES HIGHLIGHTS & SIGNIFICANT ISSUES REPORT - MONTH ENDED 31<sup>ST</sup> OCTOBER 2010

**Author** DIRECTOR DEVELOPMENT SERVICES

## Purpose

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

## Background and Discussion

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

### 1. DEVELOPMENT ASSESSMENT

#### a) Applications Received

Description	Oct-10	Monthly Average - July, August, September	Monthly Average since July 2008	KPI October 2010	KPI for July, August, September	KPI Since July 2008	Target
Development Applications	70	84	77	-	-	-	-
Material Change of Use - Code	18	16	24	-	-	-	-
Material Change of Use - Impact	2	3	6	-	-	-	-
Reconfiguration of a Lot - Less than 6	6	9	8	-	-	-	-
Reconfiguration of a Lot - More than 6	0	1	2	-	-	-	-
Combined Applications	2	2	2	-	-	-	-
Number of Concurrence Applications Received	20	25	12	-	-	-	-
Change of Approval, Change of Conditions & Extension of Currency Period	7	6	7	85% in 30 Days	93% in 30 Days	86% in 30 days	85% in 30 days
Certificates	11	16	15			-	-
Pre-Lodgement Meetings	4	4	5			-	-
Average Acknowledgement Notice Period (Days)	6	6	6	78% in 10 Days	97% in 10 Days	93% in 10 days	85% in 10 days
Average Information Request Period (Days)	5	8	6	83% in 10 Days	78% in 10 Days	79% in 10 days	85% in 10 days
MCU and ROL requiring an information request	6	13	15	21%	43%	36%	No more than 40%
Notices of Appeal	0	1	1	-	-	-	-

b) Applications Decided - Code

Description	Oct-10	Monthly Average - July, August, September	Monthly average since July 2008	KPI October 2010	KPI for July, August, September	KPI Since July 2008	Target
Number of current MCU and ROL applications (at end of month)	112	87	117	-	-	-	-
Number of applications in Decision Making Period	28	22	35	-	-	-	-
Number of applications Decided	25	24	32	-	-	-	-
Average Number of days in Decision Making Period (Days)	21	19	21	100% in 40 Days	93% in 40 Days	90% in 40 Days	85% in 40 days
Average number of days to Decide Application (lodgement to decision) (Days)	50	45	55	84% in 80 Days	88% in 40 Days	82% in 80 Days	85% in 80 days

c) Applications Decided - Impact

Description	Oct-10	Monthly Average - July, August, September	Monthly average since July 2008	KPI October 2010	KPI for July, August, September	KPI Since July 2008	Target
Number of current MCU and ROL applications (at end of month)	53	49	69	-	-	-	-
Number of applications in Decision Making Period (at end of month)	19	18	26	-	-	-	-
Number of applications Decided	4	3	7	-	-	-	-
Average Number of days in Decision Making Period (Days)	43	33	50	75% in 40 Days	83% in 40 Days	57% in 40 days	50% in 40 days
Average number of days to Decide Application (lodgement to decision) (Days)	472	199	172	50% in 230 Days	78% in 230 Days	77% in 230 days	85% in 230 days

d) *Negotiated Decisions*

Description	Oct-10	Monthly Average - July, August, September	Monthly average since July 2008	KPI October 2010	KPI for July, August, September	KPI Since July 2008	Target
MCU and ROL with a negotiated decision request	6	3	4	12%	5%	13%	No more than 20%
Negotiated Decision Making Period (Days)	45	58	39	50% in 20 Days	39% in 20 Days	49% in 20 days	85% in 20 days

e) *Concurrence Agency Responses*

Description	Oct-10	Monthly Average - July, August, September	Monthly average since July 2008	KPI October 2010	KPI for July, August, September	KPI Since July 2008	Target
Concurrency Agency Response	22	25	11	86% in 10 Days	83% in 10 Days	86% in 10 days	85% in 10 days

f) *Town Planning Certificates*

Description	Oct-10	Monthly Average - July, August, September	Monthly average since July 2008	KPI October 2010	KPI for July, August, September	KPI Since July 2008	Target
Limited	13	15	15	92% in 5 Days	100% in 5 Days	96% in 5 days	85% in 5 days
Standard	1	1	2	100% in 10 Days	100% in 10 Days	50% in 10 days	85% in 10 days
Full	0	1	1	-	100% in 30 days	100% in 30 days	85% in 30 days

g) *Duty Planner Enquiries*

Enquiries	Oct-10	Sep-09	Monthly Average Since July 2008
Email and Fax requests responded to	100	172	115

## 2. DEVELOPMENT ENGINEERING

Description	Oct-10	Monthly Average - June, July and August	KPI October 2010	KPI - June, July and August	Target
<b>Operational Works</b>					
Applications Received	18	15	-	-	-
Number of Current Applications	70	59	-	-	-
Applications Finalised	17	11	-	-	-
Applications Requiring an Acknowledgement Notice	2	2	-	-	-
Average Acknowledgement Notice Period (Days)	5	7	100% in 10 Days	75% in 10 Days	85% in 10 days
Applications Requiring an Information Request	4	6	19% of all lodged	32% of all lodged	No more than 50%
Average Information Request Period (Days)	7	11	75% in 10 Days	53% in 10 Days	85% in 10 days
Average Decision Making Period (Days)	29	17	100% in 40 Days	97% in 40 days	85% in 40 days
Average from Lodged to Decided (Days)	62	66	93% in 80 Days	94% in 80 Days	85% in 80 days
<b>Survey Plans</b>					
Applications Received	16	15	-	-	-
Applications Finalised	11	12	-	-	-
Number of Lots Sealed	76	62	-	-	-
Average from lodged to Signing (Days)	14	13	64% in 15 Days	87% in 15 days	85% in 15 days
<b>Minor Works</b>					
Applications Received	57	73	-	-	-
Applications finalised	49	64	-	-	-
Average days from lodged to decided	5	4	100% in 10 Days	98%% in 10 Days	85% in 10 days

### 3. HEALTH & REGULATORY SERVICES

#### a) Compliance

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

Description	October 2010	October 2009
Requests for action received for the month	38	48
Requests for action finalised for the month	46	49
Show Cause Notices issued	18	7
Enforcement Notices issued	0	2
Local Laws Notices Issued	0	0
Infringements issued	3	1
Cases - under investigation	25	42
Cases – legal action commenced	30	34
Cases in process	55	76

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

- 30 Cases currently at 'Legal Action Commenced' phase, of which 26 are intending to lodge MCU applications or engagement of Private Certifier, and are pending that result.
- Landowner and the associated business received fines for constructing donga's at a rural property at Pleystowe.
- The persons in the above mentioned business is also involved in protracted unapproved earthworks matter at Rocky Wollingford Waterholes Road.
- Protracted matter with a landowner at Keeley's Road has led to lodgement of an Operational Works application.

##### ii) Complaints received

Category	October 2010		
	Received	In Process	Finalised
Illegal building works	8	25	7
Non-compliance of conditions	4	2	3
Unapproved earthworks	2	5	4
Pools & pool fencing	7	5	9
Home based business	5	2	9
Illegal land use	5	7	6
Plumbing miscellaneous	0	2	0
Stormwater	4	5	4
Onsite sewerage plants/septics	1	1	2
Advertising signs	0	0	1
Other	2	1	4

- Illegal building works is still a dominant issue.
- Jacqui Bullock received praise and appreciation from complainant in relation to a home based business issue at Mount Pleasant. Matter successfully resolved.

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>October 2010</b>
MCU Audit - Allocated	7
MCU Audit – Auditing	1
MCU Audit – Legal Action Commenced	9
MCU Audit – Finalised	15
Planning Audit – Allocated	0
Planning Audit – Auditing	2
Planning Audit – Legal Action Commenced	0
Planning Audit – Finalised	0

- \$411,733.84 recovered in outstanding contributions for the month of October.
- \$751,463.76 recovered since commencing audit processes in May.
- 13% of audits finalised for the month, the development had not yet commenced.
- 59% of audits finalised to date, the development had not yet commenced.
- MCU audit process is now fully automated including back capture of previous applications.
- Finalising the development of the system to capture KPI's and monitoring of the audit process.

iv) *Key Performance Indicators - Compliance*

<b>Key Performance Indicator</b>	<b>Target</b>	<b>October 2010</b>	<b>Last Quarter</b>
Complainant contacted and investigation commenced	≥ 85% within 5 days	91%	93%
Investigation conducted and finalised	≥ 85% within 20 days	87%	87%
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	N/A	88%
Percentage of Building Application audits to amount lodge in calendar month	≥ 10% applications	0%	12%

- KPI's are satisfactory.
- Reduced number of Building Application audits due to priority set to finalise outstanding matters.
- Appreciation to Cindy Hardie for her work in back capturing Sarina building data, to consolidate information.

v) Governance

<b>Description</b>	<b>October 2010</b>	<b>October 2009</b>
Building Application Audits ( <i>Audits of building files by Building Surveyor</i> )	0	10
Building Application Audits ( <i>Audits of building/plumbing files by Plumbing Inspector</i> )	1	8
Final inspections ( <i>Building inspections of aged Council files</i> )	5	9
Building inspections ( <i>Council Private Certification files</i> )	3	30
Issuance of Certificate of Classifications ( <i>Research/inspections of Council building files leading to issuance</i> )	13	10
Building Records Searches ( <i>A database search of approved structures on properties</i> )	54	59

- Significant reduction in former CAS private certification work leading to redeployment of staff to compliance and auditing processes.
- Building Records Searches maintains its levels. Recent media releases may lead to increases in requests.

vi) Domestic Building Works Statistics

<b>Description</b>	<b>Oct-10</b>	<b>Monthly Average - July, August, September</b>	<b>Monthly Average since July 2008</b>
<b>Applications - All</b>	258	267	237
<b>Value of Building Works - All \$</b>	38,870,217	150,907,148	56,607,771
<b>Applications - Residential</b>	80	75	72
<i>Value of Building Applications - Residential \$</i>	24,204,024	22,094,573	22,229,038
<i>Average Application Value</i>	302,550	239,291	309,504
<i>Detached Dwellings</i>	74	75	70
<i>Value of Detached Dwellings \$</i>	21,327,314	21,772,199	19,985,427
<i>Average Value of Detached Dwelling</i>	288,207	291,592	286,236
<i>Attached Dwellings</i>	17	4	12
<i>Value of Attached Dwellings</i>	2,876,710	483,560	2,991,482
<i>Average Cost of Attached Dwelling</i>	169,218	138,160	248,305
<i>Additions and Alterations</i>	27	23	26
<i>Value of Additions and Alterations \$</i>	1,174,847	1,495,580	1,337,709

*Significant Residential Applications*

- Shop 2010/2369 - Addition to Shopping Centre stage 2 - Woolworths, Specialty Shops (17) and Additions to Coles Supermarket (Northern Beaches Central (Bi-Lo)) - \$5,000,000.00.
- Office - 2010/2361 - New Warehouse at Corporation Avenue, Paget - \$4,615,000.00

b) **Local Laws**

i) *Complaints Completed*

<b>Category</b>	<b>Oct-10</b>	<b>Oct-09</b>	<b>Monthly Average since July 2008</b>
Abandoned Vehicles	18	28	29
Dogs Barking	11	29	32
Dogs Aggressive	49	56	52
Dogs Straying	122	104	135
Dogs Excessive numbers/Unregistered	11	8	10
Livestock/Poultry/Birds	20	20	31
Overgrown/Untidy allotments	6	9	10
Total All Complaints Completed	381	347	372

ii) *Parking*

<b>Description</b>	<b>Oct-10</b>	<b>Oct-09</b>	<b>Monthly Average since July 2008</b>
Number of Infringements Issued	643	573	652

iii) *Paid Parking Machines*

<b>Description</b>	<b>Oct-10</b>	<b>Oct-09</b>	<b>Monthly Average since July 2008</b>
Machine Faults Received	46	95	66

iv) *Dog and Cat Registrations*

Description	Oct-10	New Registrations for the Month	Oct-09	Number Registered at end of 2009/2010 Period
Number of Current Dog Registrations	14,308	249	12,645	13,699
Number of Current Cat Registrations	2,611	21	N/A	N/A

\*Cat registration commenced July 2010

c) *Environmental Health*

i) *Complaints*

Type	October 2010	October 2009
Asbestos	2	1
Accommodation	1	2
Food Establishments	2	5
Misc Requests	6	3
Noise	11	2
Pool Water	2	1
Vermin/Fly Control	2	0

ii) *Inspections - Licensed Premises*

Premises	Premises Inspected October 2010 YTD	Premises Inspected October 2009 YTD	Total No. of Licensed Premises	Target Measure - % Inspected of Premises YTD
Caravan Parks	0	0	23	0%
Flammable Liquids	10	16	144	7%
Food	286	381	548	52%
Accommodation (Hotel, Motel, Backpackers, Holiday Flats & Units, Bed & Breakfast)	40	61	67	60%
Swimming Pools	44	37	71	62%
Footpath Dining, Itinerant & Static Vendors	1	9	18	6%

iii) Annual Registered Inspections - Licensed Premises

Premises Type	Routine Work Inspection	Complaint Inspections	Follow-up Inspection	Initial Inspection	Final Inspection	Other Inspection
Caravan Parks	-	-	-	-	-	-
Flammable Liquids	4	-	5	-	1	-
Food	30	1	6	2	2	2
Accommodation (Hotel, Motel, Backpackers, Holiday Flats & Units, Bed & Breakfast)	-	-	-	-	-	-
Swimming Pools	-	-	-	-	-	-
Footpath Dining, Itinerant & Static Vendors	1	-	-	-	-	-
Temporary Foods/Events	9	-	-	-	-	-
Hair Dressing	-	-	-	-	1	-

iv) Annual Registered Inspections - Licensed Premises

Application Type	Number
Food	2
Bed and Breakfast	1
Flammable and Combustible Liquids	1
Outdoor Events	1

iv) Annual Registered Inspections - Licensed Premises

Office Name	Emails sent	File Searches (Health requisition enquiry)	Letters/correspondence from Inspections	Miscellaneous Items
Sarah Shuttlewood	63	1	8	
Renata Fourie	2		2	
Carmel Moran	28		1	
Ann Marie Farrelly				

d) **Environmental Protection**

i) *Environmentally Relevant Activity Registrations*

Categories	Enquiries	Inspections	Complaints
Asphalt Manufacturing	1	0	0
Chemical Storage	1	0	0
Boiler Making or Engineering	5	0	0
Motor Vehicle Workshop	1	0	0
Printing	1	0	0
Surface Coating	1	0	0

ii) *Complaints - Environmental Harm or Nuisance*

Categories	Inspections	Total Infringements / Notices
Backyard Operators	2	2
Odour	2	2
Noise	1	1
Water	1	1

e) **Vector Control**

Sites Inspected	Sites Treated	Hectares Treated
177	101	4,960 Ha

f) **Pest Management**

i) *Declared Weeds*

Plants:	Enquiries	Inspection	Treated
Parthenium Weed	9	2	2
Giant Rats Tail Grass	4	2	2
Sicklepod	0	1	0
Singapore Daisy	3	3	0
Lantana	3	1	1
Other Plant	0	3	0

ii) *Declared Animals*

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

#### 4. STRATEGIC PLANNING

##### a) Waterways & Open Space

PROJECT	PROGRESS	PLANNED ACTIVITIES
<b>i) Stormwater Studies</b>		
Kellys Road Catchment Stormwater Trunk Infrastructure Study	- Ongoing.	- Meet with stakeholders to discuss the acquisition of easements.
McCreadys Creek South Stormwater Trunk Infrastructure Study	- Ecological report received - Investigating the use of the Golf club detention basin as a potential regional stormwater quality treatment device for the catchment. - Initial Modelling of 5 year planning scenario and management options for ultimate planning scenario completed.	- Finalise management options for 5 year and ultimate planning scenarios. - Progress on 2D modeling.
Review of 2006 Mackay Stormwater Quality Management Plan (SQMP)	- Reports being reviewed to incorporate other stormwater management plans and guidelines.	- Update SQMP to include other stormwater management guidelines.
Example Site Based Stormwater Management Plan	- First draft of the Site Based Stormwater Management Plan, WSUD for flat sites and Deemed to Comply Solutions for the Mackay Region documents was received and has been distributed internally for consultation.	- Finalise Deemed to Comply and WSUD flat sites documents for industry consultation.
<b>ii) Flood Studies</b>		
Goosepond Creek Flood Study	- Ongoing.	- Ongoing.
Pioneer River Flood Study	- Hydrologic model calibrated.	- Calculate design discharges - Progress on 2D modelling
<b>iii) Open Space</b>		
Open Space Policy Review	- Ongoing.	- Commence internal review of draft policy.
<b>iv) Erosion and Sediment Control</b>		
Review policies to incorporate Best Practice Erosion and Sediment Control	- Ongoing.	- Updating Engineering Design Guidelines.

PROJECT	PROGRESS	PLANNED ACTIVITIES
<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 PS Amendments 1 of 2009 – <b>Rezoning and other minor amendments</b>	- Scheme amendments adopted by Council on	- Amendments to be gazetted on November
Mackay / Mirani / Sarina PS Amendments : 1 of 2010 – <b>Housing diversity and affordability</b>	- Council resolved to commence planning scheme amendment process on 25 August 2010. - Proposed amendments submitted to DIP for First State Interest Review	- Awaiting response from DIP regarding outcome of 1 <sup>st</sup> State Interest Review
Mackay PS Amendments 2 of 2010 – <b>Minimum development levels</b>	- Council resolved to commence planning scheme amendment process on 22 July 2010. - Proposed amendments submitted to DIP for First State Interest Review	- Awaiting response from DIP regarding outcome of 1 <sup>st</sup> State Interest Review
Mackay PS Amendments 3 of 2010 - <b>Heritage schedule</b>	- Council resolved to commence planning scheme amendment process on 22 July 2010. - Proposed amendments submitted to DIP for First State Interest Review	- Partial response received from DIP. - Awaiting remaining response from DIP regarding outcome of 1 <sup>st</sup> State Interest Review.
Mackay PS Amendments 4 of 2010 PS, Mirani and Sarina PS Amendments 2 of 2010 – <b>Urban uses in rural areas</b>	- Council resolved to commence planning scheme amendment process on 6 October 2010. - Proposed amendments submitted to DIP for First State Interest Review	- Awaiting response from DIP regarding outcome of 1 <sup>st</sup> State Interest Review
<b>ii) Local Planning Instruments</b>		
Marian and Mirani LAP	- Ongoing	- Report to Council – summary of submissions and way forward for project.
Sarina and Coastal Communities LAP	- Ongoing	- Report to Council – summary of submissions and way forward for project.

<b>PROJECT</b>	<b>PROGRESS</b>	<b>PLANNED ACTIVITIES</b>
Ooralea LAP	<ul style="list-style-type: none"> <li>- Consultation period on EBD outcomes commenced on the 09/10/2010</li> <li>- Public display event held at MECC on the 18-19 October</li> </ul>	<ul style="list-style-type: none"> <li>- Public consultation on EbD Outcomes to close on the 12/11/2010</li> <li>- Report to Council – summary of submissions and way forward for project</li> </ul>
City Centre LAP	<ul style="list-style-type: none"> <li>- Inception meeting held with Consultant</li> </ul>	<ul style="list-style-type: none"> <li>- Consultant to review background information and prepare Site Context Report</li> <li>- Foundation Principles and Urban Enhancement Workshop (internal) to be held on 03/12/10</li> </ul>
<b>iii) SPA Planning Scheme</b>		
Mackay 200k+ Planning Scheme	– Ongoing.	– Ongoing
<b>iv) Heritage Planning</b>		
Heritage Advisory Committee		– Next HAC meeting scheduled for 26 November 2010.

*c) Regional Planning*

<b>PROJECT</b>	<b>PROGRESS</b>	<b>PLANNED ACTIVITIES</b>
<b>i) WHAM Regional Plan</b>		
Statutory Regional Plan	<ul style="list-style-type: none"> <li>- Met with DIP on ‘subregional narrative’ and settlement pattern mapping for Mackay, which was included into draft Regional Plan</li> <li>- The 1<sup>st</sup> internal Draft Regional Plan was sent to DIP (Brisbane Office) for 1<sup>st</sup> State Interest consultation.</li> <li>- Public Consultation on draft Regional Plan expected in early 2011.</li> </ul>	<ul style="list-style-type: none"> <li>- Next Regional Planning Committee meeting scheduled for 3 December 2010</li> <li>- Await response from DIP on 1<sup>st</sup> internal Draft Regional Plan.</li> </ul>
Regional Industry Study	<ul style="list-style-type: none"> <li>- Technical Working Group meeting on 27 October 2010, where draft PART A report was submitted for comment.</li> </ul>	<ul style="list-style-type: none"> <li>- Provide comment on draft Part A (technical report) documents in November</li> <li>- Await draft PART B (Planning Recommendations).</li> </ul>

Broadhectare Study 2010	<ul style="list-style-type: none"> <li>- Met with Treasury on Draft 3 Broad Hectare Map, with development industry on 12 October 2010.</li> <li>- Provided comment and amendments in developing Draft 4 of Broadhectare Map.</li> </ul>	<ul style="list-style-type: none"> <li>- Provide final comment on Draft 4 Broadhectare Study MAP in November 2010.</li> </ul>
<b>ii) Region-wide Strategies</b>		
Residential Densities Strategy	<ul style="list-style-type: none"> <li>- Supporting documents finalised.</li> </ul>	<ul style="list-style-type: none"> <li>- Ongoing formulation of overall strategy document.</li> </ul>
<b>iii) Other projects</b>		
Mackay Airport – Land Use Plan	<ul style="list-style-type: none"> <li>- Submitted comments on Statement of Proposals for draft Land Use Plan.</li> </ul>	<ul style="list-style-type: none"> <li>- Await draft Land Use Plan for comment.</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>- Prepared ICR for August quarter (1 August).</li> </ul>	<ul style="list-style-type: none"> <li>- Next indexation 1 November 2010.</li> </ul>
<b>ii) PIPs</b>		
Mackay City Planning Scheme Area PIP	<ul style="list-style-type: none"> <li>- Finalising PIP document for submission to DIP.</li> </ul>	<ul style="list-style-type: none"> <li>- Awaiting response from DIP on PIA Planning Assumptions.</li> <li>- Submit Mackay Planning Scheme PIP to DIP.</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>- Finalise Priority Infrastructure Area.</li> <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>- Finalise Priority Infrastructure Area.</li> <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>- Consultation ongoing.</li> </ul>	<ul style="list-style-type: none"> <li>- Review assumptions of existing traffic modelling.</li> <li>- Consultant to present initial findings on review of current Traffic Model on Tuesday 16<sup>th</sup> November.</li> <li>- Consultant to conduct overview on CUBE Model capabilities.</li> </ul>

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.	- Draft CIA being reviewed.
Transport Impact Assessment Guidelines (TIA)	- Ongoing.	- Draft TIA being reviewed.
Road Hierarchy	- Adjustments on Marian & Mirani required once Master Plan are completed.	- Review ongoing.
CBD Car Parking Study	- Ongoing	- 2 <sup>nd</sup> Briefing to Council on 3 <sup>rd</sup> November - Further development of study.
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.	- Production of summary for Council Web Page.
DART Committee Meetings	- Attend regular weekly DART Committee Meeting as required.	- Attend Meetings and provide traffic advice (when required).

### 5. BUSINESS IMPROVEMENT

Project Title	Project Manager	Progress	Completion Date
1. PIP Implementation	Darryl Jones	<ul style="list-style-type: none"> <li>- Document review commenced</li> <li>- Implementation process mapped in 3 stages</li> <li>- Business solution design commenced</li> <li>- Commenced working with other Councils on implementation.</li> </ul>	30/06/11
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</li> <li>- Training for all planning staff November</li> </ul>	24/12/10
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 2b</li> </ul>	30/03/11

3. Application Tracking	Darryl Jones	<ul style="list-style-type: none"> <li>- Lobbied and worked with the State to amend Sustainable Planning Act to override the Information Privacy Act</li> <li>- Act amended 8 October</li> <li>- Business rules implemented into test environment and tested</li> <li>- Public documents identified - preliminary</li> <li>- Marking of documents for public commenced</li> <li>- Soft launch 1 November</li> <li>- <b>PROJECT COMPLETED</b></li> <li>- Infomaster and HAF to be invited to formal launch along with other projects 2a, modules (expected January 2011)</li> </ul>	1/11/10
4. Property Enquiry	Darryl Jones	<ul style="list-style-type: none"> <li>- Business rules implemented into test environment and tested</li> <li>- This is an enabling tool for project 3, 5, 6 and 7.</li> <li>- Soft launch 1 November</li> <li>- <b>PROJECT COMPLETED</b></li> <li>- Infomaster and HAF to be invited to formal launch along with other modules (expected January 2011)</li> </ul>	1/11/10
5. Land Use Enquiry	Darryl Jones	<ul style="list-style-type: none"> <li>- Configuration issues between Infomaster and GIS resolved</li> <li>-</li> </ul>	24/12/10
6. Applicant Module	Darryl Jones	<ul style="list-style-type: none"> <li>- Infomaster still building system (finishing in November)</li> <li>- Project (HAF eDA) extended to January</li> </ul>	31/01/11
7. Assessor Module	Darryl Jones	<ul style="list-style-type: none"> <li>- Infomaster still building system (finishing in November)</li> <li>- Project (HAF eDA) extended to January</li> </ul>	31/01/11
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 Informaster to build eDAIS</li> <li>- They expect to complete early 2011</li> </ul>	30/03/11
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>- System established currently inputting data</li> </ul>	24/12/10
11b. Environmental Protection Pathway Development	Craig Sheppard	<ul style="list-style-type: none"> <li>- Initial scoping meeting 25 August</li> <li>- Project team established and dates set for next stages</li> </ul>	28/02/10

11c. Local Laws Pathway Development	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> </ul>	30/01/11
11d. Management of Pathway Maintenance	Darryl Jones	<ul style="list-style-type: none"> <li>- Document control management</li> <li>- <b>Meeting held with Customer Service to discuss corporation wide approach to 'systems and document management'</b></li> <li>- <b>Meeting being organised with Corporate Services as project may pass to them</b></li> </ul>	
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> </ul>	30/06/11
12b. Management of Engineering Construction Specifications	Darryl Jones	<ul style="list-style-type: none"> <li>- Document control management</li> <li>- <b>Meeting held with Customer Service to discuss corporation wide approach to 'systems and document management'</b></li> <li>- <b>Meeting being organised with Corporate Services as project may pass to them</b></li> </ul>	
13. Electronic Planning Scheme	Darryl Jones	<ul style="list-style-type: none"> <li>- Infomaster – Master View product being used to draft electronic planning scheme</li> <li>- Demo on Master View to be organised</li> </ul>	2012
14. Online Public Consultation Submissions	Jaco Ackerman	<ul style="list-style-type: none"> <li>- Online submissions for strategic projects completed</li> </ul>	31/01/11
15. Website Improvement	Darryl Jones	<ul style="list-style-type: none"> <li>- Initial scoping meeting held</li> <li>- Roles and responsibilities of each Program being drafted</li> </ul>	24/12/10
16. External Meeting Procedure		<ul style="list-style-type: none"> <li>- Information received from various sections on current procedure</li> <li>- Draft forms procedure produced and distributed for initial comments</li> <li>- Procedure drafted for final signoff</li> </ul>	12/11/10
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> </ul>	30/11/10
19. Standard Conditions	Dean Appleton / Ray Gould	<ul style="list-style-type: none"> <li>- Business rules for conditions established</li> <li>- Draft conditions package completed</li> <li>- Workshop organised with development industry</li> </ul>	24/12/10
20. Enhance Tasking and Actioning of Customer Requests	Josh Toohey	<ul style="list-style-type: none"> <li>- Correspondence collated and inputted into test environment</li> <li>- Testing of tasks and procedure underway</li> </ul>	30/01/11

21. Improved Reporting of Development Compliance - Intervention Requests and KPI's	Mark Goodman	- Procedure drafted - Process associated with Audit mapped	24/12/10
22. Implement MCU Audit Process	Mark Goodman	- Procedure drafted - Pathway tasking amendments completed for new approvals - 800 historic approvals reviewed and inputted into pathways - <b>PROJECT COMPLETED</b>	20/09/10
24a. Review of the Plan Endorsement Process	Peter Bratt	- Initial scoping meeting held 27 August - Workshop with development industry to discuss design solution - Process/ forms and documents drafted - Follow up workshop with development industry mid October	30/11/10
24b. Review of the On Maintenance Process	Peter Bratt	- Leverage off project 24a so awaiting the completion of the first stage	30/01/11
26. Development Services Library	Reyna Lewis	- Library Services contacted to assist with cataloguing	30/04/11
27. BSU Operational Review	Darryl Jones	- Initial review of existing roles and responsibilities completed - Proposed roles and responsibilities identified and analysed - Resource requirements identified	30/10/11
28. Enforcement Process Review	Mark Goodman	- Legislation Review completed - Admin policy and procedure drafting commenced	30/11/10
29a. Management of Court Appeals	Darryl Jones	- Procedure drafted and circulated for comment - <b>PROJECT COMPLETED</b>	3/11/10
29b. Management of Infrastructure Agreements	Darryl Jones	- Collation of data and background information undertaken	28/02/11

Regional Planning Managers Forum – Established a Forum comprising Planning Managers from high growth regional Queensland Councils. The Forum will enable improved collaboration on business systems and consistency in approach. First meeting to be held 26 November 2010.

## 6. WORKING GROUPS

- Development Industry Forum

Next meeting to be held on 6 December 2010.

- Smart Housing Working Group

Next meeting to be held on 18 November 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.