

# DEVELOPMENT SERVICES HIGHLIGHTS & SIGNIFICANT ISSUES REPORT - MONTH ENDED 30<sup>TH</sup> APRIL 2010

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## Purpose

To review Development Services Department highlights and performance for the month ended 30 April 2010.

## Background and Discussion

Key Performance Indicators for 30 April 2010 are as follows: -

### 1. DEVELOPMENT ASSESSMENT

#### a) *Applications Received*

Description	April 2010	Actual April 2010	Average KPI's since July 2008	Target
Development Applications Received	63	-	57	-
Material Change of Use - Code	10	-	25	-
Material Change of Use - Impact	1	-	6	-
Reconfiguration of a Lot - Less than 6	11	-	8	-
Reconfiguration of a Lot - More than 6	2	-	2	-
Combined Applications	4	-	2	-
Average Acknowledgement Notice Period	5days	100% in 10 days	93% in 10 days	85% in 10 days
Average Information Request Period	6 days	100% in 10 days	81% in 10 days	85% in 10 days
MCU and ROL requiring an information request	5	-	33%	No more than 40%
Number of Concurrence Applications Received	21	-	8	-
Notices of Appeal	3	-	2	-
Form 2 Requests ( <i>Change of Approval, Change of Conditions &amp; Extension of Currency Period</i> )	22	100% in 30 days	81% in 30 day	85% in 30 days

#### b) *Applications Decided - Code*

Description	April 2010	Actual April 2010	Average KPI's since July 2008	Target
Number of current MCU and ROL applications (at end of month)	56	-	126	-
Number of applications in Decision Making Period (at end of month)		-		-
Number of applications Decided	19	-	36	-

Average Number of days in Decision Making Period	14 days	100% in 40 days	87% in 40 days	85% in 40 days
Average number of days to Decide Application (lodgement to decision)	29 days	100% in 80 days	81% in 80 days	85% in 80 days

c) *Applications Decided - Impact*

Description	April 2010	Actual April 2010	Average KPI's since July 2008	Target
Number of current MCU and ROL applications (at end of month)	51	-	76	-
Number of applications in Decision Making Period (at end of month)	20	-	27	-
Number of applications Decided	9	-	8	-
Average Number of days in Decision Making Period	31 days	67% in 40 days	54% in 40 days	50% in 40 days
Average number of days to Decide Application (lodgement to decision)	206 days	89% in 230 days	78% in 230 days	85% in 230 days

d) *Negotiated Decisions*

Description	April 2010	Actual April 2010	Average KPI's since July 2008	Target
MCU and ROL with a negotiated decision request	2	4%	15%	No more than 20%
Negotiated Decision Making Period	19 days	67% in 20 days	50% in 20 days	85% in 20 days

e) *Concurrence Agency Responses*

Description	April 2010	Actual April 2010	Average KPI's since July 2008	Target
Concurrence Agency Response	23 applications responded	79% in 10 days	85% in 10 days	85% in 10 days

f) *Town Planning Certificates*

Type	April 2010	Actual April 2010	Average KPI's since July 2008	Target
Limited	16 applications decided	81% in 5 days	95% in 5 days	85% in 5 days
Standard	5 applications decided	20% in 10 days	53% in 10 days	85% in 10 days
Full	3 applications decided	0 in 10 days	44% in 10 days	85% in 30 days

g) *Duty Planner Enquiries*

<b>Enquiries</b>	<b>Number</b>
Booked appointments (Mackay, Mirani and Sarina)	38
Email and Fax	131

**2. DEVELOPMENT ENGINEERING**

<b>Description</b>	<b>April 2010</b>	<b>Actual April 2010</b>	<b>Average KPI's since July 2008</b>	<b>Target</b>
<b>Operational Works</b>				
Number of current applications	60	-	51	-
Applications received	17	-	11	-
Average acknowledgement notice period	5 days	100% in 10 days	56% in 10 days	85% in 10 days
Average information request period	5 days	75% in 10 days	87% in 10 days	85% in 10 days
OW requiring an information request	4	24%	38%	No more than 50%
Applications finalised	5	-	11	-
Average days for Decision Making Period	4 days	100% in 40 days	92% in 40 days	85% in 40 days
Average days from Lodged to Decided	35 days	10% in 80 days	78% in 80 days	85% in 80 days
<b>Survey Plans</b>				
Applications received	11	-	16	-
Average days lodgement to signing	32days	83% in 15 days	56% in 15 days	85% in 15 days
Applications finalised	6	-	16	-
Number of lots sealed	27	-	89	-
<b>Minor Works</b>				
Applications received	62		70	-
Applications finalised	51		72	-
Average days from lodged to decided	3 days	100% in 10 days	78% in 10 days	85% in 10 days

### 3. HEALTH & REGULATORY SERVICES

a) **Compliance**

i) *Status of Compliance Activities:*

<b>Description</b>	<b>April 2010</b>	<b>April 2009</b>	<b>Average KPI's since July 2008</b>
Requests for action received for the month	33	52	43
Requests for action finalised for the month	62	51	53
Show Cause Notices issued	7	10	8
Enforcement Notices issued	0	0	2
Local Laws Notices Issued	0	8	2
Cases requiring on-going intervention	65	43	81

36 Cases currently at 'Legal Action Commenced' phase, of which 27 are intending to lodge MCU applications or engagement of Private Certifier and are pending that result.

ii)

<b>Key Performance Indicator</b>	<b>Target</b>	<b>April 2010</b>	<b>Last Quarter</b>
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 lodge in calendar month	≥ 10% applications	12%	18%

- The above table provides KPI statistics; however, due to corruption of system by persons unknown we are currently unable to provide April statistics. Problem should be rectified for May; however, this will distort the next quarter's statistic.

iii) *Complaints received*

<b>Category</b>	<b>April 2010</b>
Illegal building works	15
Non-compliance of conditions	2
Unapproved earthworks	3
Pools & pool fencing	4
Home based business	4
Illegal land use	4
Plumbing miscellaneous	2
Stormwater	8
Onsite sewerage plants/septics	0
Advertising signs	0
Other	5

iv) *Governance Development*

<b>Description</b>	<b>April 2010</b>	<b>April 2009</b>	<b>Average per month since July 2008</b>
Building applications lodged by certifiers	201	126	230
Value of Building Works	\$27,201,824	\$21,327,233	\$39,516,952
Number of Detached dwellings	63	35	68
Number of Attached Dwellings	5	7	13
Building Application Audits ( <i>Audits of building files by Building Surveyor &amp; Plumbing Inspector</i> )	24	5	18
Final inspections ( <i>Building inspections of aged Council files</i> )	7	1	
Issuance of Certificate of Classifications ( <i>Research/inspections of Council building files leading to issuance</i> )	7	5	10
Building Records Searches ( <i>A database search of approved structures on properties</i> )	43	42	46

- There has been a decrease in the number of Building Record Search requests.
- We were able to meet the target for auditing of building applications received.
- There has been an increase in the number of Certificate of Classification requests due to change in fire legislation. Only Council is responsible for these files.

b) **Local Laws**

i) *Complaints*

<b>Category</b>	<b>April 2010</b>	<b>April 2009</b>	<b>Average per Month since July 2008</b>
Abandoned Vehicles	3	26	30
Dogs Barking	13	30	34
Dogs Aggressive	43	38	38
Dogs Straying	122	44	63
Dogs Excessive numbers	9	5	7
Dogs Unregistered	3	1	2
Livestock	26	23	25
Poultry/Birds	3	4	4
Untidy Premises	11	6	11
Overgrown allotments	110	88	65

ii) *Parking*

<b>Description</b>	<b>April 2010</b>	<b>Average per Month since July 2008</b>	<b>% Unpaid Over 90 Days since July 2008</b>
Number of Infringements	TBA	653	0%
Machine Faults Received	36	40	

iii) *Dog Registrations*

<b>Registrations</b>	<b>Number</b>
Total Registrations at beginning of month	13,653
New Registrations for this Month	210

c) **Environmental Health**

i) *Complaints*

<b>Type</b>	<b>April 2010</b>	<b>April 2009</b>	<b>Average per Month since July 2008</b>
Illegal Camping	2	4	4
Malodours	0	1	4
Mosquito	10	5	13
Noise	11	7	7
Nuisances	5	3	71
Vermin Control	2	2	2

ii) *Inspections - Licensed Premises*

<b>Premises Type</b>	<b>Routine Work Inspection</b>	<b>Complaint Inspections</b>
Caravan Parks	0	1
Food	25	3
Outdoor Events	2	0
Temporary Homes	0	1

iii) *Annual Registered Inspections - Licensed Premises*

<b>Premises</b>	<b>Premises Inspected April 2010</b>	<b>Premises Inspected April 2009</b>	<b>Total No. of Licensed Premises</b>
Caravan Parks	1	24	22
Flammable Liquids	0	15	143
Food	28	347	564
Footpath Dining	0	0	15
Accommodation	0	28	69
Swimming Pools	0	36	74
Vendors	0	9	18
Skin Penetration	0	3	7

d) *Environmental Protection*

i) *Environmentally Relevant Activity Registrations*

<b>Categories</b>	<b>Enquiries</b>	<b>Inspections</b>	<b>Complaints</b>
Chemical Storage	0	4	0
Plastic Product Manufacturing	0	1	0
Abrasive Blasting	4	0	0
Boiler Making or Engineering	2	0	0
Metal Forming	1	0	0
Metal Recovery	0	1	0
Motor Vehicle Workshop	9	21	0
Printing	1	3	0
Surface Coating	1	0	0
Wooden Product Manufacturing	0	1	0

ii) *Inspections - Registered Premises*

<b>Premises</b>	<b>Premises Inspected April 2010</b>	<b>Premises Inspected April 2009</b>	<b>Total No. of Licensed Premises</b>
Poultry Farming	0	0	1
Asphalt Manufacturing	0	0	1
Chemical Storage	4	7	63
Plastic Product Manufacturing	1	2	6
Abrasive Blasting	0	1	15
Boiler Making or Engineering	0	2	110
Metal Forming	0	0	12
Metal Recovery	1	2	8
Motor Vehicle Workshop	21	43	202
Printing	3	4	7
Surface Coating	0	0	17
Concrete Batching	0	1	12
Wooden Product Manufacturing	1	3	29
Boat Maintenance/Repair	0	1	6

iii) *Complaints - Environmental Harm or Nuisance*

<b>Categories</b>	<b>Inspections</b>	<b>Total Infringements / Notices</b>
Water	3	8
Noise	3	3

e) *Vector Control*

<b>Sites Inspected</b>	<b>Sites Treated</b>	<b>Hectares Treated</b>
65	59	2, 175 ha

f) **Pest Management**

i) *Declared Weeds*

<b>Plants:</b>	<b>Enquiries</b>	<b>Inspection</b>
Parthenium Weed	3	3
Giant Rats Tail Grass	25	21
Sicklepod	32	22
Tobacco Weed	1	1
Singapore Daisy	2	1
Lantana	1	0
Salvinia	1	1
Other Plant	5	2

ii) *Declared Animals*

<b>Animals</b>	<b>Enquiries</b>	<b>Traps</b>
Dingo/Wild Dog	16	6
Feral Pig	8	1
Fox	1	0
Feral Cat	2	0
Other Animal	5	0

**4. STRATEGIC PLANNING**

a) *Waterways & Open Space*

<b>PROJECT</b>	<b>PROGRESS</b>	<b>PLANNED ACTIVITIES</b>
<b>i) Stormwater Studies</b>		
Kellys Road Catchment Stormwater Infrastructure Study Trunk	- Information received from land owners regarding previous events, which are being incorporated into the model.	- Build 2D model building for existing condition and model calibration based on landowner information
McCreadys Creek South Stormwater Infrastructure Study Trunk	- Land acquisition proposal has been made	- To progress the land acquisition
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, Waterway health monitoring programme, 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
<b>ii) Flood Studies</b>		
Goosepond Creek Flood Study	- Participate in Case Study of Vulnerability, Resilience, and Adaptive Capacity (National	

PROJECT	PROGRESS	PLANNED ACTIVITIES
	Climate Change Adaptation Facility).	
Pioneer River Flood Study	- About 80% of Bathymetry survey completed.	- Complete the remaining Bathymetry survey and progress on hydrology.
<b>iii) Open Space</b>	-	
Open Space Policy Review	- Open Space Policy Review	- Review of existing policies - Inception meeting/ workshop with Steering Committee (13 April). - Workshop with Council representing all stakeholders
<b>iv) Erosion and Sediment Control</b>		
Review policies to incorporate Best Practice Erosion and Sediment Control .	- Ongoing.	- Updating Engineering Design Guidelines for ESC.

**b) Local Area Planning**

PROJECT	PROGRESS	PLANNED ACTIVITIES
<b>i) Planning Scheme Maintenance</b>		
Mackay PS Amendments 3 of 2007: Car Parking provisions	- All tasks associated with gazettal completed – Amendments appeared in the Local Government Gazette on 23 April 2010.	- Project completed – no further activities required. -
Mackay PS Amendments 1 of 2009 (priority amendments)	- Response from the Minister received permitting commencement of Public notification. No changes required to proposed amendments.	- Public notification of proposed amendments.
<b>ii) Local Planning Instruments</b>		
Mirani and Marian LAP	- All tasks associated with gazettal completed – Amendments appeared in the Local Government Gazette on 23 April 2010.	- Project completed – no further activities required. -
Sarina LAP	- Response from the Minister received permitting commencement of Public notification. No changes required to proposed amendments.	- Public notification of proposed amendments.
Future growth area - Masterplan (Ooralea)	- All tasks associated with gazettal completed – Amendments appeared in the Local Government Gazette on 23 April 2010.	- Project completed – no further activities required. -

PROJECT	PROGRESS	PLANNED ACTIVITIES
<b>Other:</b> Midge Point	- Brief for consultants finalised and advertised.	- Await submission of Consultancy Proposals (deadline for submissions – 1 June 2010).
<b>iii) SPA Planning Scheme</b>		
New Planning Scheme	- Working draft (Version 0.1) of the Planning Scheme established.	- No Progress.
<b>iv) Heritage Planning</b>		
Heritage Information Kit	- Finalising Heritage Kit for release.	- Kit to be released in 2010.
Heritage Advisory Committee		- Next HAC meeting for the year is scheduled for 14 May 2010.

*c) Regional & Strategic Planning*

PROJECT	PROGRESS	PLANNED ACTIVITIES
<b>i) WHAM Regional Plan</b>		
Statutory regional plan	<ul style="list-style-type: none"> <li>- 5 March 2010: Minister announces WHAM statutory regional plan</li> <li>- 16 March 2010: 1<sup>st</sup> Regional Planning Committee meeting.</li> <li>- 9 and 29 April 2010: Meet DIP to identify co-operative action in development of regional plan</li> <li>- 26 April 2010: Compiled updated list of studies by DIP as well as Mackay Regional Council relevant to WHAM Regional Plan</li> </ul>	- May 2010: Compile list of council's key issues as input to DIP (to inform the Draft Scoping Report and Desired Regional Outcomes)
<b>ii) Mackay Strategic Plan</b>		
Mackay 200K + Strategic Plan	- 30 April 2010: Updated 'Settlement Pattern: Foundation Principle' Map: Proposed Urban Edge and Future Growth Investigation Areas	- May 2010: Audit of strategic elements of existing planning schemes.
Residential Densities Strategy	- Comments on the Draft Strategy documents provided to consultant.	<ul style="list-style-type: none"> <li>- Workshop 2 to be held on 12 May 2010.</li> <li>- Documents to be finalised and executive summary to be produced.</li> </ul>
<b>iii) Climate Change and Adaptation Strategy</b>		
Potential Climate Change and Adaptation Strategy	<ul style="list-style-type: none"> <li>- Expressions of Interest (EOI) closed. Received 19 submissions.</li> <li>- Assessed compliance of all EOI's received to set criteria</li> </ul>	<b>May 2010:</b> <ul style="list-style-type: none"> <li>- Internal panel to finalise shortlist against set criteria</li> <li>- Consult with DIP regarding related project deliverables</li> </ul>

PROJECT	PROGRESS	PLANNED ACTIVITIES
	<ul style="list-style-type: none"> <li>– Complete 1st assessment of submissions qualifying for shortlist</li> </ul>	<ul style="list-style-type: none"> <li>– Arrange presentation of shortlisted candidates to decide on final service provider</li> </ul>

**d. PIPs**

PROJECT	PROGRESS	PLANNED ACTIVITIES
<b>i) Indexation</b>		
Indexation of Contribution Rates	<ul style="list-style-type: none"> <li>– Publication of the next round of developer contribution charges rates (charging path capping) - April 2010.</li> </ul>	<ul style="list-style-type: none"> <li>– Preparing ICR for next quarter.</li> </ul>
<b>ii) PIPs</b>		
Mackay City Planning Scheme Area PIP	<ul style="list-style-type: none"> <li>– Full PIP submission in July 2010.</li> <li>– 8A Submission complete</li> <li>– Apply for extension to current PSP system in early May 2010.</li> <li>– Adopt MRC PIP in mid 2011.</li> </ul>	<ul style="list-style-type: none"> <li>– Ongoing development of the Section 8A/ Planning Assumptions to be resubmitted in May 2010 and the full PIP in July 2010.</li> <li>– Complete final review of trunk infrastructure for inclusion in the PIP.</li> <li>– Complete charges schedules.</li> <li>– Submit 8A submission to DIP for review.</li> <li>– Continue refining PIP submission to meet target date for implementation of June 2011.</li> </ul>
Sarina Planning Scheme Area PIP	<ul style="list-style-type: none"> <li>– 8A submission due for completion in Aug 2010.</li> <li>– Full PIP completed end 2010 early 2011.</li> </ul>	<ul style="list-style-type: none"> <li>– Finalise Priority Infrastructure Area early May.</li> <li>– Develop employment and population projections.</li> <li>– Ongoing development of the 8A submission and the full PIP.</li> </ul>
Mirani Planning Scheme Area PIP	<ul style="list-style-type: none"> <li>– 8A submission due for completion Aug 2010.</li> <li>– Full PIP completed end 2010 early 2011.</li> </ul>	<ul style="list-style-type: none"> <li>– Finalise Priority Infrastructure Area in May.</li> <li>– Develop employment and population projections.</li> <li>– Ongoing development of the 8A submission and the full PIP.</li> </ul>
<b>iii) Transport Planning</b>		
Mackay Area Transport Study (MATS) – Traffic Model	<ul style="list-style-type: none"> <li>– Regular meetings with DTMR have been held in November, January &amp; April.</li> </ul>	<ul style="list-style-type: none"> <li>– Project ongoing. Awaiting copy of Model Inputs prior to engagement of external Advisor.</li> </ul>
Cost Impact Assessment Guidelines (CIA)	<ul style="list-style-type: none"> <li>– Draft completed March 2010.</li> </ul>	<ul style="list-style-type: none"> <li>– Awaiting approval before distribution to Internal Stakeholders for comment on final draft.</li> </ul>
Transport Impact Assessment Guidelines (TIA)	<ul style="list-style-type: none"> <li>– Draft completed March 2010.</li> </ul>	<ul style="list-style-type: none"> <li>– Awaiting approval before distribution to Internal Stakeholders for comment on final draft.</li> </ul>
Road Hierarchy	<ul style="list-style-type: none"> <li>– Adjustments to include Marian &amp; Mirani.</li> </ul>	<ul style="list-style-type: none"> <li>– Awaiting adoption of final EbD Report.</li> </ul>

PROJECT	PROGRESS	PLANNED ACTIVITIES
CBD Car Parking Study	– Second Draft received from Consultant.	– Awaiting approval before distribution to Internal Stakeholders for comment on final draft.
Urban Congestion Study – Provide Advice.	– DTMR Information Sheet awaiting release.	– 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

Next meeting to be held on 24 May 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

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

- Climate Change Adaptation and Mitigation Strategy;
- Projects Seeking to Achieve Sustainable Future;
  - Climate Change Adaption & Mitigation Strategy;
  - Residential Densities Strategy;
  - Stormwater Quality Management Plan Review;
  - Open Space Policy Review;
  - Smart eDA, HAF, eDA and Electronic assessment of development applications.
- Sustainability Portal (including 'virtual house');
- Water Sensitive Design and update of the Stormwater Quality and Quantity;
- Increase of Highest Astronomical Tide Level; and
- Street Lighting Standards.

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.