

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

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Purpose

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

Background and Discussion

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

1. DEVELOPMENT ASSESSMENT

a) Applications Received

Description	Sept 2010	Monthly Average - June, July, August	Monthly average since July 2008	KPI Sept 2010	KPI for June, July, August	KPI Since July 2008	Target
Development Applications	78	95	77	-	-	-	-
Material Change of Use - Code	14	19	24	-	-	-	-
Material Change of Use - Impact	1	4	6	-	-	-	-
Reconfiguration of a Lot - Less than 6	9	11	9	-	-	-	-
Reconfiguration of a Lot - More than 6	2	3	2	-	-	-	-
Combined Applications	2	3	2	-	-	-	-
Number of Concurrence Applications Received	21	26	11	-	-	-	-
Change of Approval, Change of Conditions & Extension of Currency Period	7	7	7	97% in 30 Days	93% in 30 Days	86% in 30 days	85% in 30 days
Certificates	20	14	15			-	-
Pre-Lodgement Meetings	3	6	6			-	-
Average Acknowledgement Notice Period (Days)	3	6	6	100% in 10 Days	96% in 10 Days	93% in 10 days	85% in 10 days
Average Information Request Period (Days)	6	9	6	92% in 10 Days	73% in 10 Days	79% in 10 days	85% in 10 days
MCU and ROL requiring an information request	9	17	15	32%	41%	35%	No more than 40%
Notices of Appeal	1	1	1	-	-	-	-

b) *Applications Decided - Code*

Description	Sept 2010	Monthly Average - June, July, August	Monthly average since July 2008	KPI Sept 2010	KPI for June, July, August	KPI Since July 2008	Target
Number of current MCU and ROL applications (at end of month)	131	62	117	-	-	-	-
Number of applications in Decision Making Period	27	16	35	-	-	-	-
Number of applications Decided	28	24	33	-	-	-	-
Average Number of days in Decision Making Period (Days)	19	19	20	96% in 40 Days	90% in 40 Days	90% in 40 Days	85% in 40 days
Average number of days to Decide Application (lodgement to decision) (Days)	47	60	56	96% in 80 Days	82% in 40 Days	82% in 80 Days	85% in 80 days

c) *Applications Decided - Impact*

Description	Sept 2010	Monthly Average - June, July, August	Monthly average since July 2008	KPI Sept 2010	KPI for June, July, August	KPI Since July 2008	Target
Number of current MCU and ROL applications (at end of month)	52	44	70	-	-	-	-
Number of applications in Decision Making Period (at end of month)	19	17	26	-	-	-	-
Number of applications Decided	3	4	7	-	-	-	-
Average Number of days in Decision Making Period (Days)	27	31	50	100% 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)	178	128	166	67% in 230 Days	89% in 230 Days	78% in 230 days	85% in 230 days

d) *Negotiated Decisions*

Description	Sept 2010	Monthly Average - June, July, August	Monthly average since July 2008	KPI Sept 2010	KPI for June, July, August	KPI Since July 2008	Target
MCU and ROL with a negotiated decision request	1	2	7	4%	3%	14%	No more than 20%
Negotiated Decision Making Period (Days)	31	41	37	0%	33% in 20 Days	49% in 20 days	85% in 20 days

e) *Concurrence Agency Responses*

Description	Sept 2010	Monthly Average - June, July, August	Monthly average since July 2008	KPI Sept 2010	KPI for June, July, August	KPI Since July 2008	Target
Concurrency Agency Response	19	21	10	79% in 10 Days	85% in 10 Days	86% in 10 days	85% in 10 days

f) *Town Planning Certificates*

Description	Sept 2010	Monthly Average - June, July, August	Monthly average since July 2008	KPI Sept 2010	KPI for June, July, August	KPI Since July 2008	Target
Limited	16	13	15	100% in 5 Days	100% in 5 Days	97% in 5 days	85% in 5 days
Standard	1	-	2	100% in 10 Days	-	48% in 10 days	85% in 10 days
Full	1	-	1	100% in 30 Days	-	100% in 30 days	85% in 30 days

g) *Duty Planner Enquiries*

Enquiries	September 2010	September 2009	Monthly Average Since July 2008
Email and Fax requests responded to	197	143	115

2. DEVELOPMENT ENGINEERING

Description	Sept 2010	Monthly Average - June, July and August	KPI September 2010	KPI - June, July and August	Target
Operational Works					
Applications Received	15	14	-	-	-
Number of Current Applications	67	45	-	-	-
Applications Finalised	10	12	-	-	-
Applications Requiring an Acknowledgement Notice	2	2	-	-	-
Average Acknowledgement Notice Period (Days)	6	12	50% in 10 Days	100% in 10 Days	85% in 10 days
Applications Requiring an Information Request	4	5	27% of all lodged	32% of all lodged	No more than 50%
Average Information Request Period (Days)	10	12	50% in 10 Days	72% in 10 Days	85% in 10 days
Average Decision Making Period (Days)	21	15	100% in 40 Days	97% in 40 days	85% in 40 days
Average from Lodged to Decided (Days)	82	70	90% in 80 Days	95% in 80 Days	85% in 80 days
Survey Plans					
Applications Received	18	14	-	-	-
Applications Finalised	12	12	-	-	-
Number of Lots Sealed	142	87	-	-	-
Average from lodged to Signing (Days)	19	13	61% in 15 Days	87% in 15 days	85% in 15 days
Minor Works					
Applications Received	56	72	-	-	-
Applications finalised	41	71	-	-	-
Average days from lodged to decided	4	4	98% in 10 Days	98%% in 10 Days	85% in 10 days

3. HEALTH & REGULATORY SERVICES

a) Compliance

i) Status of Compliance Activities:

Description	September 2010	September 2009
Requests for action received for the month	57	44
Requests for action finalised for the month	54	35
Show Cause Notices issued	22	18
Enforcement Notices issued	3	2
Local Laws Notices Issued	0	0
Infringements issued	0	0
Cases - under investigation	25	43
Cases – legal action commenced	31	29
Cases in process	56	72

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

- 31 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.
- Compliance process regarding landscaping business near Hospital Bridge has resulted in lodgement of development application.
- Slow progress with large unapproved earthworks with property at Rocky Wollingford Waterholes Road.

ii) Complaints received

Category	September 2010		
	Received	In Process	Finalised
Illegal building works	12	25	9
Non-compliance of conditions	5	1	7
Unapproved earthworks	5	5	1
Pools & pool fencing	6	8	6
Home based business	4	1	5
Illegal land use	7	6	10
Plumbing miscellaneous	2	2	0
Stormwater	10	5	9
Onsite sewerage plants/septics	Nil	1	4
Advertising signs	1	1	1
Other	5	3	2

- Increase in the number of stormwater complaints due to heavy rainfall. Majority civil issues.
- Illegal building works is still the largest 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	September 2010
MCU Audit - Allocated	42
MCU Audit – Auditing	8
MCU Audit – Legal Action Commenced	11
MCU Audit – Finalised	33
Planning Audit – Allocated	1
Planning Audit – Auditing	2
Planning Audit – Legal Action Commenced	0
Planning Audit – Finalised	1

- Implementation of MCU audit systems nearing completion.
- 66% of audits conducted in September have not commenced.
- \$72,472.00 recovered in outstanding contributions.
- Higher level of audits issued for the month, with minimal impact on response to complaints.
- Protracted action against a major earthmoving equipment company at Paget in regards to contributions owed will be resolved shortly.

iv) *Key Performance Indicators - Compliance*

Key Performance Indicator	Target	September 2010	Last Quarter
Complainant contacted and investigation commenced	≥ 85% within 5 days	92%	94%
Investigation conducted and finalised	≥ 85% within 20 days	86%	88%
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	87%
Percentage of Building Application audits to amount lodge in calendar month	≥ 10% applications	15%	16%

- KPI's are satisfactory. Considering review.

v) *Governance*

Description	September 2010	September 2009
Building Application Audits (<i>Audits of building files by Building Surveyor</i>)	38	30
Building Application Audits (<i>Audits of building/plumbing files by Plumbing Inspector</i>)	11	0
Final inspections (<i>Building inspections of aged Council files</i>)	7	0
Building inspections (<i>Council Private Certification files</i>)	5	30
Issuance of Certificate of Classifications (<i>Research/inspections of Council building files leading to issuance</i>)	10	16
Building Records Searches (<i>A database search of approved structures on properties</i>)	38	52

- Building records searches have been on the decline.
- Former CAS work has significantly decreased.
- Building application audits continue to identify issues such as flood and inundation and over and adjacent to sewer.

vi) *Domestic Building Works Statistics*

Description	Sept 2010	Monthly Average - June, July, August	Monthly Average since July 2008
Applications - All	256	272	236
Value of Building Works - All \$	\$30,273,696	\$203,806,068	\$57,252,765
Applications - Residential	77	75	71
<i>Value of Building Applications - Residential \$</i>	\$22,871,438	\$23,392,553	\$22,144,862
<i>Average Application Value</i>	\$297,032	\$311,901	\$309,799
<i>Detached Dwellings</i>	76	73	70
<i>Value of Detached Dwellings \$</i>	\$22,404,318	\$22,181,439	\$19,924,698
<i>Average Value of Detached Dwelling</i>	\$294,794	\$302,474	\$286,153
<i>Attached Dwellings</i>	2	11	12
<i>Value of Attached Dwellings</i>	\$467,120	\$1,816,670	\$2,997,221
<i>Average Cost of Attached Dwelling</i>	\$233,560	\$173,016	\$254,002
<i>Additions and Alterations</i>	21	26	23
<i>Value of Additions and Alterations \$</i>	\$770,178	\$1,850,848	\$1,361,612

Significant Residential Applications

- New Dwelling - Ridgewood Drive, Farleigh - Value of \$1,200,000

b) **Local Laws**

i) *Complaints Completed*

Category	Sept 2010	Sept 2010	Monthly Average since July 2008
Abandoned Vehicles	20	24	28
Dogs Barking	7	44	32
Dogs Aggressive	46	30	48
Dogs Straying	121	104	130
Dogs Excessive numbers/Unregistered	13	7	10
Livestock/Poultry/Birds	27	27	30
Overgrown/Untidy allotments	32	29	68
Total All Complaints Received	281	339	372

ii) *Parking*

Description	Sept 2010	Sept 2009	Monthly Average since July 2008
Number of Infringements Issued	697	686	652

iii) *Paid Parking Machines*

Description	Sep-10	Sep-10	Monthly Average since July 2008
Paid Parking Tickets Sold	13,302	12,241	12,519
Machine Faults Received	51	56	40

iv) *Dog and Cat Registrations*

Description	Sept 2010	New Registrations for the Month	Sept 2010	Number Registered at end of 2009/2010 Period
Number of Current Dog Registrations	14,059	195	11,729	13,699
Number of Current Cat Registrations*	2,594	37	N/A	N/A

*Cat registration commenced July 2010

c) *Environmental Health*

i) *Complaints*

Type	September 2010	September 2009
Dust	1	5
Illegal Camping	1	2
Malodours	0	5
Mosquito	2	2
Noise	3	6
Nuisances	3	3
Overgrown Land/Untidy	3	1
Smoke	1	1
Vermin Control	2	4
Water Pollution	0	2

ii) *Inspections - Licensed Premises*

Premises Type	Routine Work Inspection	Complaint Inspections
Flammable Liquids	1	2
Food	22	1
Accommodation	0	2
Vendors	3	1
Temporary Foods	16	0
Outdoor Events	3	0
Temporary Homes	0	1

iii) *Annual Registered Inspections - Licensed Premises*

Premises	Premises Inspected September 2010	Premises Inspected September 2009	Total No. of Licensed Premises
Caravan Parks	0	4	22
Flammable Liquids	3	5	142
Food	23	67	567
Accommodation	2	6	68
Swimming Pools	0	2	73
Vendors	4	3	12

d) **Environmental Protection**

i) *Environmentally Relevant Activity Registrations*

Categories	Enquiries	Inspections	Complaints
Chemical Storage	3	0	0
Abrasive Blasting	3	2	0
Boiler Making or Engineering	2	4	0
Motor Vehicle Workshop	5	4	0
Boat Maintenance/Repair	1	0	0

ii) *Inspections - Registered Premises*

Premises	Premises Inspected September 2010	Premises Inspected September 2009	Total No. of Licensed Premises
Abrasive Blasting	2	7	18
Boiler Making or Engineering	4	23	108
Motor Vehicle Workshop	4	86	207

iii) *Complaints - Environmental Harm or Nuisance*

Categories	Inspections	Total Infringements / Notices
Noise	4	5
Water	4	4
Other	2	2

e) **Vector Control**

Sites Inspected	Sites Treated	Hectares Treated
219	148	4,960 Ha

f) **Pest Management**

i) *Declared Weeds*

Plants:	Enquiries	Inspection
Parthenium Weed	5	9
Giant Rats Tail Grass	3	2
Sicklepod	1	0
Singapore Daisy	2	2
Lantana	2	0

ii) *Declared Animals*

Animals	Enquiries	Traps	Shed Meetings
Dingo/Wild Dog	9	2	3
Feral Pig	8	1	2
Fox	1	0	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 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.
ii) Flood Studies		
Goosepond Creek Flood Study	- Corrected flood levels and GIS data received from the consultant.	- Ongoing.
Pioneer River Flood Study	- Hydrologic model calibrated.	- Calculate design discharges - Progress on 2D modelling

iii) Open Space		
Open Space Policy Review	- Initial comments on the draft policy were provided to the consultant.	- Finalise draft policy for internal review.
iv) Erosion and Sediment Control		
Review policies to incorporate Best Practice Erosion and Sediment Control	- Ongoing. - Development Assessment-Engineering to advice strategic planning whether a new set of guidelines required or current guidelines and policies are adequate	- 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 – Rezoning and notations	- Submitted to state for Second State Interest Review and received comment that amendments can be adopted.	- Report to Adopt scheme amendments to be considered by Council early October - Amendments to be gazetted in November.
Mackay / Mirani / Sarina: 1 of 2010 - Housing affordability amendments	- Council resolved to prepare amendments. - Proposed amendments submitted to DIP for 1 st State Interest Review.	- Awaiting response from DIP regarding outcome of 1 st State Interest Review
Mackay PS Amendments 2 of 2010 (minor/administrative amendments - Minimum development levels)	- Council resolved to prepare minor/ administrative amendments. - Proposed amendments submitted to DIP for comment.	- Awaiting response from DIP regarding outcome of 1 st State Interest Review
Mackay PS Amendments 3 of 2010 (minor/administrative amendments - Heritage schedules)	- Council resolved to prepare minor/ administrative amendments. - Proposed amendments submitted to DIP for comment.	- Awaiting response from DIP regarding outcome of 1 st State Interest Review
Mackay Amendments 4 of 2010 PS, Mirani PS Amendments 4 of 2010 and Sarina PS	- New project.	- Report to commence with proposed planning scheme amendments be considered by Council in October.

PROJECT	PROGRESS	PLANNED ACTIVITIES
Amendments 4 of 2010- Urban uses in rural areas and rural transport uses		- Material to be forwarded to DIP for 1 st State Interest Review
ii) Local Planning Instruments		
Marian and Mirani LAP	- 14 submissions on EBD outcomes report received during consultation period.	- Report to Council – summary of submissions and way forward for project.
Sarina and Coastal Communities LAP	- 12 submissions on EBD outcomes report received during consultation period.	- Report to Council – summary of submissions and way forward for project.
Ooralea LAP	- EbD Outcomes report and summary brochure finalised and consultation commenced.	- Public consultation on EbD outcomes closed on 12/11/10. - Public consultation exhibition on 18–19 October, with presentation on 18 October.
City Centre LAP	- Consultant appointed. - Background information collated and forwarded to consultant.	- Inception meeting to be held early October - Consultant to commence preparing Site Context Report.
iii) SPA Planning Scheme		
Mackay 200k+ Planning Scheme	- Ongoing.	- Ongoing
iv) Heritage Planning		
Heritage Advisory Committee		- Next HAC meeting scheduled for November 2010.

c) Regional Planning

PROJECT	PROGRESS	PLANNED ACTIVITIES
i) WHAM Regional Plan		
Statutory Regional Plan	- Attend Regional Planning Committee (RPC) meeting on 9 September 2010. - Drafted 'sub-regional narratives' for Mackay area. - DIP aiming to have a Draft Regional Plan by December 2010	- Meet with DIP on 4 October 2010 on 'subregional narrative' for Mackay. - Liaise with DIP on draft regional plan content (i.e. Settlement Pattern, Maps and desired outcomes for Mackay).
Regional Industry Study	- Progress meeting on 22 September 2010 with DIP / DEEDI team.	- Comment on draft document (re. Mackay area) - Potential Working Group meeting in October/November 2010.

Broadhectare Study 2010	- Developed Draft 3 of Broadhectare Map.	- Meet with PIFU on 12 October 2010. - Finalise Broadhectare Study.
ii) Region-wide Strategies		
Residential Densities Strategy		- Ongoing formulation of overall strategy document.
iii) Other projects		
Mackay Airport – Land Use Plan	- Submitted comments on Statement of Proposals for draft Land Use Plan.	- Waiting for draft Land Use Plan to be able to comment.

d) Infrastructure and Transport Planning

PROJECT	PROGRESS	PLANNED ACTIVITIES
i) Indexation		
Indexation of Contribution Rates	- Prepared ICR for August quarter (1 August).	- Next indexation 1 November 2010.
ii) PIPs		
Mackay City Planning Scheme Area PIP	- Finalising PIP document for submission to DIP.	- Awaiting response from DIP on PIA Planning Assumptions. - Submit Mackay Planning Scheme PIP to DIP.
Sarina Planning Scheme Area PIP	- Commenced compilation of Part 1 (Planning Assumptions) for submission to DIP. - Full PIP scheduled for submission end of 2010.	- Finalise Priority Infrastructure Area. - Develop employment and population projections. - Ongoing development of Section 1.
Mirani Planning Scheme Area PIP	- Commenced compilation of Part 1 (Planning Assumptions) for submission to DIP. - Full PIP scheduled for submission end of 2010.	- Finalise Priority Infrastructure Area. - Develop employment and population projections. - Ongoing development of Section 1.
iii) Transport Planning		
Mackay Area Transport Study (MATS) – Traffic Model	- Consultation ongoing.	- Review assumptions of traffic modelling to meet PIP and other Council needs. - Consultant appointed in September 2010.
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 with Chris Adam for final comment.

PROJECT	PROGRESS	PLANNED ACTIVITIES
Transport Impact Assessment Guidelines (TIA)	- Ongoing.	- Draft TIA completed.
Road Hierarchy	- Adjustments on Marian & Mirani required once Master Plan are completed.	- Clarify with Planners over final Plan for Marion & Mirani and then adjust Road Hierarchy for those areas.
CBD Car Parking Study	- Ongoing	- 1 st Briefing to Council in October.
Ooralea/Peak Downs Road Corridor	- Preparation of intersection analysis.	- Completion of typical cross section for Special Use Corridor.
Freight Summit	- Commence preparation for the Mackay Region Freight Summit.	- Freight summit on 28 October.
DART Committee Meetings	- Attend regular weekly DART Committee Meeting as required.	- Attend Meetings and provide traffic advice.

5. WORKING GROUPS

▪ Development Industry Forum

The group met on 20 September 2010, and the following items were discussed:

- KPI's and Benchmarking;
- Risk Smart Assessments for Industrial Land applications;
- Review of Memorandum of Understanding;
- Council Development Charges;
- Engineering Standards / Development Requirements;
- Completion of civil works, plan sealing and on-maintenance processes;
- Development requirements (including standard conditions);
- Rain Water Tanks Exemption;
- Development Incentives;
- Draft DIP Strategic Cropping Land Policy;
- Economic Impact Assessment of PIP;
- Council contracting 10 key sites with DA's;
- Application Tracking - PD Online;
- Electronic Assessment of Development Applications;
- Accelerated Compliance Assessment SPP;
- Mackay Water;
- Accepting Land below Q5 as acceptable parkland;
- Residential Densities Strategy (Housing Diversity);
- Growth area investigations - Ooralea Richmond;
- Stormwater Quality Management; and
- Corporate Culture.

Next meeting to be held on 6 December 2010.

▪ Smart Housing Working Group

Next meeting to be held on 18 November 2010.

▪ Sustainable Futures Committee - Planning Issues Working Group

The group met on 23 September 2010, and the following items were discussed

- Climate Change Adaption and Mitigation Strategy;
- Water Wise;
- Sustainability Portal (including 'virtual house' update);
- Increase of Highest astronomical Tide Level; and
- Street Lighting Standards.

Next meeting to be held on 28 October 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.