

DEVELOPMENT SERVICES HIGHLIGHTS & SIGNIFICANT ISSUES REPORT - MONTH ENDED 30TH JUNE 2010

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Purpose

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

Background and Discussion

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

1. DEVELOPMENT ASSESSMENT

a) Applications Received

Description	June 2010	Actual June 2010	Average KPI's since July 2008	Target
Development Applications Received	118	-	44	-
Material Change of Use - Code	22	-	25	-
Material Change of Use - Impact	8	-	6	-
Reconfiguration of a Lot - Less than 6	22	-	9	-
Reconfiguration of a Lot - More than 6	8	-	2	-
Combined Applications	4	-	2	-
Average Acknowledgement Notice Period	7 days	94% in 10 days	93% in 10 days	85% in 10 days
Average Information Request Period	7 days	100% in 10 days	80 % in 10 days	85% in 10 days
MCU and ROL requiring an information request	11	-	33%	No more than 40%
Number of Concurrence Applications Received	24	-	9	-
Notices of Appeal	1	-	2	-
Form 2 Requests (<i>Change of Approval, Change of Conditions & Extension of Currency Period</i>)	28	96% in 30 days	85% in 30 day	85% in 30 days

b) *Applications Decided - Code*

Description	June 2010	Actual June 2010	Average KPI's since July 2008	Target
Number of current MCU and ROL applications (at end of month)	84	-	122	-
Number of applications in Decision Making Period (at end of month)	26	-	38	-
Number of applications Decided	25	-	35	-
Average Number of days in Decision Making Period	22 days	90% in 40 days	88% in 40 days	85% in 40 days
Average number of days to Decide Application (lodgement to decision)	85 days	80% in 80 days	81% in 80 days	85% in 80 days

c) *Applications Decided - Impact*

Description	June 2010	Actual June 2010	Average KPI's since July 2008	Target
Number of current MCU and ROL applications (at end of month)	45	-	73	-
Number of applications in Decision Making Period (at end of month)	20	-	27	-
Number of applications Decided	7	-	8	-
Average Number of days in Decision Making Period	19 days	100% in 40 days	56% in 40 days	50% in 40 days
Average number of days to Decide Application (lodgement to decision)	108 days	86% in 230 days	77% in 230 days	85% in 230 days

d) *Negotiated Decisions*

Description	June 2010	Actual June 2010	Average KPI's since July 2008	Target
MCU and ROL with a negotiated decision request	4	8%	14%	No more than 20%
Negotiated Decision Making Period	51days	0% in 20 days	49% in 20 days	85% in 20 days

e) *Concurrence Agency Responses*

Description	June 2010	Actual June 2010	Average KPI's since July 2008	Target
Concurrence Agency Response	16 applications responded	88% in 10 days	88% in 10 days	85% in 10 days

f) *Town Planning Certificates*

Type	June 2010	Actual June 2010	Average KPI's since July 2008	Target
Limited	20 applications processed	11 % in 5 days	91 % in 5 days	85% in 5 days
Standard	0 applications processed	% in 10 days	47 % in 10 days	85% in 10 days
Full	0 applications processed	% in 10 days	100 % in 10 days	85% in 30 days

g) *Duty Planner Enquiries*

Enquiries	Number
Booked appointments (Mackay, Mirani and Sarina)	26
Email and Fax	114

2. DEVELOPMENT ENGINEERING

Description	June 2010	Actual June 2010	Average KPI's since July 2008	Target
Operational Works				
Number of current applications	59	-	52	-
Applications received	10	-	11	-
Average acknowledgement notice period	16 days	0% in 10 days	56% in 10 days	85% in 10 days
Average information request period	9 days	100% in 10 days	87% in 10 days	85% in 10 days
OW requiring an information request	1	8%	37%	No more than 50%
Applications finalised	88	-	101	-
Average days for Decision Making Period	13 days	100% in 40 days	93% in 40 days	85% in 40 days
Average days from Lodged to Decided	63 days	80% in 80 days	78% in 80 days	85% in 80 days
Survey Plans				
Applications received	15	-	15	-
Average days lodgement to signing	19 days	73% in 15 days	58 % in 15 days	85% in 15 days
Applications finalised	15	-	16	-
Number of lots sealed	101	-	89	-
Minor Works				
Applications received	54	-	70	-
Applications finalised	56	-	71	-
Average days from lodged to decided	4 days	96% in 10 days	74 % in 10 days	85% in 10 days

3. HEALTH & REGULATORY SERVICES

a) **Compliance**

i) *Status of Compliance Activities:*

Description	June 2010	June 2009
Requests for action received for the month	32	29
Requests for action finalised for the month	51	51
Show Cause Notices issued	8	11
Enforcement Notices issued	1	0
Local Laws Notices Issued	0	0
Infringements issued	0	6
Cases - under investigation	50	69
Cases – legal action commenced	35	59
Cases in process	85	128

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

35 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) *Complaints received*

Category	June 2010		
	Received	In Process	Finalised
Illegal building works	8	34	15
Non-compliance of conditions	3	7	3
Unapproved earthworks	1	6	2
Pools & pool fencing	2	14	4
Home based business	2	3	4
Illegal land use	7	10	11
Plumbing miscellaneous	1	0	0
Stormwater	5	8	8
Onsite sewerage plants/septics	0	3	1
Advertising signs	1	0	1
Other	2	0	2

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	June 2010
MCU Audit - Allocated	7
MCU Audit – Auditing	3
MCU Audit – Legal Action Commenced	1
MCU Audit – Finalised	4
Planning Audit – Allocated	1
Planning Audit – Auditing	3
Planning Audit – Legal Action Commenced	0
Planning Audit – Finalised	1

- MCU Audit of an earthmoving business at Paget identified that only condition not met is outstanding contributions to the amount of \$ 237,717.92 at this date. Notices issued and awaiting response.
- Further MCU audits in progress in which contributions have been identified as outstanding. However site attendances pending to ascertain if all conditions met.
- Planning Audit of a licensed premises with extensive MCU's has primarily identified two sets of contributions outstanding to approximately \$110,000.00
- Further work in progress to develop MCU & Planning audit processes.
- Discussion required in regards to funding to be received from recuperation of outstanding contributions.
- Working Group has been formed with other departments to develop enforcement manual, policies and procedures.
- Developing policy and procedures relevant to development compliance.

iv) *Key Performance Indicators - Compliance*

Key Performance Indicator	Target	June 2010	Last Quarter
Complainant contacted and investigation commenced	≥ 85% within 5 days		
Investigation conducted and finalised	≥ 85% within 20 days		
Decision on action Upon receipt of investigation report	≥ 85% within 5 days		
Decision on final action if non-compliant in legal action	≥ 85% within 20 days		
Report that compliance achieved	≥ 85% within 60 days		
Percentage of Building Application audits to amount lodge in calendar month	≥ 10% applications	5%	9.6%

- Intention to establish KPI's for auditing processes in next month.
- Will extract data from Pathways to calculate KPI's when person takes up position in BSU.
- As with last month, general perusal of requests indicates we are close to the target.

v) *Governance Development*

Description	June 2010	June 2009
Building applications lodged by certifiers	270	256
Value of Building Works	\$32,158,737	\$42,439,152
Number of Detached dwellings	72	85
Number of Attached Dwellings	16	0
Building Application Audits (<i>Audits of building files by Building Surveyor</i>)	13	18
Building Application Audits (<i>Audits of building/plumbing files by Plumbing Inspector</i>)	0	12
Final inspections (<i>Building inspections of aged Council files</i>)	3	4
Building inspections (<i>Related to issuance of Certificate of Classifications</i>)	0	3
Building inspections (<i>Council Private Certification files</i>)	23	57
Issuance of Certificate of Classifications (<i>Research/inspections of Council building files leading to issuance</i>)	10	71
Building Records Searches (<i>A database search of approved structures on properties</i>)	51	59

- Customer Service has not provided files for plumbing inspections for the last month.
- As of mid June, plumbing inspections now include random audits of form 4 plumbing minor works applications.
- Development Compliance is providing more information on governance work so that a better picture can be provided in respect to business conducted.

b) *Local Laws*

i) *Complaints Completed*

Category	June 2010	June 2009	Average per Month since July 2008
Abandoned Vehicles	15	17	26
Dogs Barking	35	28	32
Dogs Aggressive	46	33	44
Dogs Straying	149	121	119
Dogs Excessive numbers/Unregistered	14	6	9
Livestock/Poultry/Birds	35	20	32
Overgrown/Untidy allotments	72	43	66

ii) *Parking*

Description	June 2010	Average per Month since July 2008	% Unpaid Over 90 Days since July 2008
Number of Infringements	712	644	9%
Machine Faults Received	37	41	
Number of transactions	11,626	N/A	

iii) *Dog Registrations*

Registrations	Number
Total Registrations 2009/2010	13,699
New Registrations for this Month	13,049

iii) *Cat Registrations*

Registrations	Number
New Registrations for this Month	1,226

All registrations taken during this month are new for the 2010/2011 Financial Year

This is the first year Council has accepted registration for Cats. Now compulsory due to the new Dog & Cat Act

c) *Environmental Health*

i) *Complaints*

• Type	June 2010	June 2009	Average per Month since July 2008
Dust	4	0	2
Malodours	2	1	4
Mosquito	3	0	12
Noise	1	0	7
Nuisances	2	1	2

ii) *Inspections - Licensed Premises*

Premises Type	Routine Work Inspection	Complaint Inspections
Caravan Parks	1	0
Flammable Liquids	1	0
Food	65	3
Accommodation	3	0
Swimming Pools	5	0
Vendors	16	0
Temporary Homes	0	2

iii) *Annual Registered Inspections - Licensed Premises*

Premises	Premises Inspected June 2010	Premises Inspected June 2009	Total No. of Licensed Premises
Caravan Parks	1	0	22
Flammable Liquids	1	0	129
Food	68	7	549
Footpath Dining	0	0	15
Accommodation	3	1	67
Swimming Pools	5	0	73
Vendors	16	0	12
Skin Penetration	0	0	7

d) *Environmental Protection*

i) *Environmentally Relevant Activity Registrations*

Categories	Enquiries	Inspections	Complaints
Chemical Storage	1	4	1
Plastic Product Manufacturing	1	1	0
Boiler Making or Engineering	3	5	1
Metal Forming	1	0	0
Metal Recovery	0	1	0
Motor Vehicle Workshop	7	8	0
Surface Coating	0	1	0
Concrete Batching	0	3	0
Wooden Product Manufacturing	2	1	0
Boat Maintenance/Repair	0	1	0

ii) *Inspections - Registered Premises*

Premises	Premises Inspected June 2010	Premises Inspected June 2009	Total No. of Licensed Premises
Poultry Farming	0	1	1
Asphalt Manufacturing	0	0	1
Chemical Storage	4	15	63
Plastic Product Manufacturing	1	3	6
Abrasive Blasting	0	2	15
Boiler Making or Engineering	5	11	110
Metal Forming	0	3	12
Metal Recovery	1	4	8
Motor Vehicle Workshop	8	77	202
Printing	0	4	7
Surface Coating	1	1	17
Concrete Batching	3	4	12
Wooden Product Manufacturing	1	13	29
Boat Maintenance/Repair	1	3	6

iii) *Complaints - Environmental Harm or Nuisance*

Categories	Inspections	Total Infringements / Notices
Backyard Operators	1	1
Dust	1	1
Odour	2	2
Noise	1	1
Water	7	9
Other	2	2

e) *Vector Control*

Sites Inspected	Sites Treated	Hectares Treated
108	53	635 Ha

f) **Pest Management**

i) *Declared Weeds*

Plants:	Enquiries	Inspection
Parthenium Weed	2	1
Giant Rats Tail Grass	13	9
Sicklepod	14	7
Tobacco Weed	1	3
Singapore Daisy	1	2
Lantana	2	2
Salvinia	2	3

ii) *Declared Animals*

Animals	Enquiries	Traps	Shed Meetings
Dingo/Wild Dog	21	6	0
Feral Pig	10	1	0
Fox	2	0	0
Rabbit	1	0	0
Feral Cat	3	2	0

4. STRATEGIC PLANNING

a) *Waterways & Open Space*

PROJECT	PROGRESS	PLANNED ACTIVITIES
i) Stormwater Studies		
Kellys Road Catchment Stormwater Trunk Infrastructure Study	- Landowners contacted regarding need for drainage easements.	- Investigate further options for drainage easements.
McCreadys Creek South Trunk Infrastructure Study	- Model is being improved by including additional survey cross sections to check the potential inundation levels at low flows. - Contacted landowners for survey access. - Survey completed.	- Investigation on golf club detention basin to use as a regional stormwater quality treatment device for the catchment.
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.
ii) Flood Studies	-	
Goosepond Creek Flood Study	- Participate in Case Study of Vulnerability, Resilience, and Adaptive Capacity (National Climate Change Adaptation Facility).	- Ongoing
Pioneer River Flood Study	- Model building resumed for existing conditions.	- Progress on modeling and complete remaining bathymetry survey considering favorable high tide times.
iii) Open Space		
Open Space Policy Review	- Developer/Industry workshop held 18 May. - Benchmarking completed examining 11 other Local Authorities' POS.	- Ongoing.
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.

PROJECT	PROGRESS	PLANNED ACTIVITIES
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. - Consultation closed 25 June 2010 and submissions are being collated.	- Acknowledgment correspondence being sent to submitters.
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	- Engage with DIP on discussion papers on 8 themes. - Attended RPC meeting on	- Participate in 3 workshops scheduled for July/August. - Participate in development of Regional Outcomes

PROJECT	PROGRESS	PLANNED ACTIVITIES
	29 June 2010.	statements.
Regional Industry Study	- Information provided to DIP.	- Consultation ongoing.
Broadhectare Study 2010	- Assist PIFU in developing new broadhectare study.	- Ongoing.
ii) Mackay Strategic Plan		
Mackay 200K + Strategic Plan	- Updated 'Settlement Pattern: Foundation Principle' Map: Proposed Urban Edge and Future Growth Investigation Areas.	- Commence development of Strategic Outcomes (Strategic Framework).
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	- Report to council on comments on Mackay Airport Statement of Proposals. - Attended meeting on draft comments of various submitters. - Submitted council comments.	- Provide comments on Draft Airport PIIP.

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 City PIA Planning Assumptions) submitted to DIP.	- Awaiting response from DIP on PIA Planning Assumptions. - Continue development of Mackay Planning Scheme PIP for submission to DIP.

PROJECT	PROGRESS	PLANNED ACTIVITIES
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. 	<ul style="list-style-type: none"> - Review assumptions of traffic model. - Audit of existing modelling to be undertaken.
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.
Cost Impact Assessment Guidelines (CIA)	<ul style="list-style-type: none"> - Cost Impact Assessment Guidelines being developed. 	<ul style="list-style-type: none"> - Commence internal consultation of draft guidelines.
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 TAMS (see above).
Road Hierarchy	<ul style="list-style-type: none"> - Adjustments on Marian & Mirani required once Master Plan are completed. 	<ul style="list-style-type: none"> - Ongoing.
CBD Car Parking Study	<ul style="list-style-type: none"> - Discussion document being developed. 	<ul style="list-style-type: none"> - Ongoing.
Urban Congestion Study – Provide Advice.	<ul style="list-style-type: none"> - Developed Ring Road Fact Sheet. - Public Display on Ring Road/ Comments on Urban Congestion Study held at Canelands. - Develop submission on the Urban Congestion Study. 	<ul style="list-style-type: none"> - Make submission on Urban Congestion Study (close 9th July 2010).
Ooralea/Peak Downs Road Corridor	<ul style="list-style-type: none"> - Preparation of Intersection analysis for Technical Services 	<ul style="list-style-type: none"> - Study completed June 2010.

5. CRITICAL ACTIVITIES FOR THE NEXT MONTH

- Public consultation for Sarina Land Area Plan;
- Ooralea Enquiry By Design outcomes finalised for public consultation; and

- WHAM Plan Workshops - Natural Environment, Resources & Landscapes, Strong Communities & Settlement Patterns and Economic Development, Infrastructure and Transport.

6. WORKING GROUPS

▪ Development Industry Forum

The group met on 21 June 2010, and the following items were discussed:

- KPI's and Benchmarking;
- Council to cease assessing Developer's residential land using the rating formula;
- Risk Smart Assessment for Industrial Land Application;
- Council Fees & Charges 2010;
- Engineering Standards;
- Completion of Civil Works and Plan Sealing Process;
- Development Requirements (including standard conditions);
- Review of Memorandum of Understanding;
- Council Construction Charges;
- SPA Exemption for Duplex Developments;
- Quantum of Infrastructure Charges;
- 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 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

Next meeting to be held on 22 July 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.