

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

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Purpose

To review Development Services Department highlights and performance for the month ended 30 November 2010 and a review for the 12 months, 1 December 2009 to 30 November 2010.

Background and Discussion

Key Performance Indicators for 30 November 2010 and the 12 month review are as follows: -

1. DEVELOPMENT ASSESSMENT

a) Applications Received

Description	Nov 2010	Monthly Average - Aug, Sept, Oct	Monthly Average since July 2008	KPI Nov 2010	KPI for Aug, Sept, Oct	KPI Since July 2008	Target
Development Applications	81	80	77	-	-	-	-
Material Change of Use - Code	20	18	23	-	-	-	-
Material Change of Use - Impact	4	2	6	-	-	-	-
Reconfiguration of a Lot - Less than 6	11	10	9	-	-	-	-
Reconfiguration of a Lot - More than 6	0	2	2	-	-	-	-
Combined Applications	4	2	3	-	-	-	-
Number of Concurrence Applications Received	18	23	12	-	-	-	-
Change of Approval, Change of Conditions & Extension of Currency Period	9	7	7	77% in 30 Days	90% in 30 Days	85% in 30 days	85% in 30 days
Certificates	20	14	15	-	-	-	-
Pre-Lodgement Meetings	0	4	6	-	-	-	-
Average Acknowledgement Notice Period (Days)	2	5	6	100% in 10 Days	93% in 10 Days	93% in 10 days	85% in 10 days
Average Information Request Period (Days)	7	7	6	100% in 10 Days	87% in 10 Days	80% in 10 days	85% in 10 days
MCU and ROL requiring an information request	9	11	15	24%	33%	35%	No more than 40%
Notices of Appeal	1	1	1	-	-	-	-

12 month Summary

Description	2010 - YTD	2010 - Monthly Average	Monthly Average since July 2008	KPI 2010	KPI Since July 2008	Target
Development Applications	859	78	77	-	-	-
Material Change of Use - Code	181	16	23	-	-	-
Material Change of Use - Impact	39	4	6	-	-	-
Reconfiguration of a Lot - Less than 6	93	8	9	-	-	-
Reconfiguration of a Lot - More than 6	12	2	2	-	-	-
Combined Applications	27	3	3	-	-	-
Number of Concurrence Applications Received	211	19	12	-	-	-
Change of Approval, Change of Conditions & Extension of Currency Period	73	7	7	90% in 30 Days	85% in 30 days	85% in 30 days
Certificates	166	6	15	-	-	-
Pre-Lodgement Meetings	55	6	6	-	-	-
Average Acknowledgement Notice Period (Days)	-	5	6	94% in 10 Days	93% in 10 days	85% in 10 days
Average Information Request Period (Days)	-	8	6	84% in 10 Days	80% in 10 days	85% in 10 days
MCU and ROL requiring an information request	134	12	15	38%	35%	No more than 40%
Notices of Appeal	8	1	1	-	-	-

b) Applications Decided - Code

Description	Nov 2010	Monthly Average - Aug, Sept, Oct	Monthly average since July 2008	KPI Nov 2010	KPI for Aug, Sept, Oct	KPI Since July 2008	Target
Number of current MCU and ROL applications (at end of month)	188	104	119	-	-	-	-
Number of applications in Decision Making Period	17	26	35	-	-	-	-
Number of applications Decided	30	25	32	-	-	-	-
Average Number of days in Decision Making Period (Days)	21	19	20	98% 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)	61	52	57	80% in 80 Days	88% in 40 Days	82% in 80 Days	85% in 80 days

12 month Summary

Description	2010 - YTD	2010 - Monthly Average	Monthly average since July 2008	KPI 2010	KPI Since July 2008	Target
Number of current MCU and ROL applications (at end of year)	188	89	119	-	-	-
Number of applications in Decision Making Period	17	21	35	-	-	-
Number of applications Decided	253	23	32	-	-	-
Average Number of days in Decision Making Period (Days)		18	20	96% in 40 Days	90% in 40 Days	85% in 40 days
Average number of days to Decide Application (lodgement to decision) (Days)	-	50	57	87% in 80 Days	82% in 80 Days	85% in 80 days

c) Applications Decided - Impact

Description	Nov 2010	Monthly Average - Aug, Sept, Oct	Monthly average since July 2008	KPI Nov 2010	KPI for Aug, Sept, Oct	KPI Since July 2008	Target
Number of current MCU and ROL applications (at end of month)	58	50	69	-	-	-	-
Number of applications in Decision Making Period (at end of month)	11	19	25	-	-	-	-
Number of applications Decided	5	4	7	-	-	-	-
Average Number of days in Decision Making Period (Days)	24	22	32	80% in 40 Days	80% in 40 Days	58% in 40 days	50% in 40 days
Average number of days to Decide Application (lodgement to decision) (Days)	100	186	104	100% in 230 Days	72% in 230 Days	78% in 230 days	85% in 230 days

12 month Summary

Description	2010 - YTD	2010 - Monthly Average	Monthly average since July 2008	KPI 2010	KPI Since July 2008	Target
Number of current MCU and ROL applications (at end of year)	58	50	69	-	-	-
Number of applications in Decision Making Period (at end of year)	11	19	25	-	-	-
Number of applications Decided	64	5	7	-	-	-
Average Number of days in Decision Making Period (Days)	-	32	32	79% in 40 Days	58% in 40 days	50% in 40 days
Average number of days to Decide Application (lodgement to decision) (Days)	-	161	104	84% in 230 Days	78% in 230 days	85% in 230 days

d) Negotiated Decisions

Description	Nov 2010	Monthly Average - Aug, Sept, Oct	Monthly average since July 2008	KPI Nov 2010	KPI for Aug, Sept, Oct	KPI Since July 2008	Target
MCU and ROL with a negotiated decision request	2	2	6	4%	7%	13%	No more than 20%
Negotiated Decision Making Period (Days)	20	66	38	40%	11% in 20 Days	48% in 20 days	85% in 20 days

12 month Summary

Description	2010 - YTD	2010 - Monthly Average	Monthly average since July 2008	KPI 2010	KPI Since July 2008	Target
MCU and ROL with a negotiated decision request	38	3	6	7%	13%	No more than 20%
Negotiated Decision Making Period (Days)	-	53	38	21%	48% in 20 days	85% in 20 days

e) Concurrence Agency Responses

Description	Nov 2010	Monthly Average - Aug, Sept, Oct	Monthly average since July 2008	KPI Nov 2010	KPI for Aug, Sept, Oct	KPI Since July 2008	Target
Concurrency Agency Response	16	22	3	63% in 10 Days	82% in 10 Days	84% in 10 days	85% in 10 days

12 month Summary

Description	2010 - YTD	2010 - Monthly Average	Monthly average since July 2008	KPI 2010	KPI Since July 2008	Target
Concurrency Agency Response	192	17	11	81% in 10 Days	84% in 10 days	85% in 10 days

f) Town Planning Certificates

Description	Nov 2010	Monthly Average - Aug, Sept, Oct	Monthly average since July 2008	KPI Nov 2010	KPI for Aug, Sept Oct	KPI Since July 2008	Target
Limited	14	14	15	86% in 5 Days	97% in 5 Days	96% in 5 days	85% in 5 days
Standard	4	1	2	50% in 10 Days	100% in 10 Days	59% in 10 days	85% in 10 days
Full	2	1	1	0% in 30 Days	100% in 30 days	75% in 30 days	85% in 30 days

12 month Summary

Description	2010 - YTD	2010 - Monthly Average	Monthly average since July 2008	KPI 2010	KPI Since July 2008	Target
Limited	139	13	15	98% in 5 Days	96% in 5 days	85% in 5 days
Standard	23	1	2	59% in 10 Days	59% in 10 days	85% in 10 days
Full	4	1	1	50% in 30 Days	75% in 30 days	85% in 30 days

g) Duty Planner Enquiries

Enquiries	Nov 2010	Nov 2009	Monthly Average Since July 2008
Email and Fax requests responded to	131	148	116

12 month Summary

Enquiries	2010 - YTD	Monthly Average Since July 2008
Email and Fax requests responded to	1,640	116

2. DEVELOPMENT ENGINEERING

Description	Nov 2010	Monthly Average - Aug, Sept, Oct	KPI Nov 2010	KPI for Aug, Sept, Oct	Target
Operational Works					
Applications Received	17	17	-	-	-
Number of Current Applications	99	63	-	-	-
Applications Finalised	12	14	-	-	-
Applications Requiring an Acknowledgement Notice	2	2	-	-	-
Average Acknowledgement Notice Period (Days)	10	6	100% in 10 Days	75% in 10 Days	85% in 10 days
Applications Requiring an Information Request	7	5	43% of all lodged	64% of all lodged	No more than 50%
Average Information Request Period (Days)	12	5	43% in 10 Days	64% in 10 Days	85% in 10 days
Average Decision Making Period (Days)	33	23	71% in 40 Days	86% in 40 days	85% in 40 days
Average from Lodged to Decided (Days)	83	69	73% in 80 Days	92% in 80 Days	85% in 80 days
Survey Plans					
Applications Received	8	15	-	-	-
Applications Finalised	14	14	-	-	-
Number of Lots Sealed	40	93	-	-	-
Average from lodged to Signing (Days)	11	9	79% IN 15 Days	69% in 15 days	85% in 15 days
Minor Works					
Applications Received	55	62	-	-	-
Applications finalised	58	58	-	-	-
Average days from lodged to decided	4	4	98% in 10 Days	98% in 10 Days	85% in 10 days

12 month Summary

Description	2010 - YTD	2010 - Monthly Average	KPI 2010	Target
Operational Works				
Applications Received	149	14	-	-
Number of Current Applications	99	60	-	-
Applications Finalised	123	11	-	-
Applications Requiring an Acknowledgement Notice	18	2	-	-
Average Acknowledgement Notice Period (Days)	-	7	94% in 10 Days	85% in 10 days
Applications Requiring an Information Request	56	7	41% of all lodged	No more then 50%
Average Information Request Period (Days)	-	7	73% in 10 Days	85% in 10 days
Average Decision Making Period (Days)	-	18	92% in 40 Days	85% in 40 days
Average from Lodged to Decided (Days)	-	90	83% in 80 Days	85% in 80 days
Survey Plans				
Applications Received	146	13	-	-
Applications Finalised	14	14	-	-
Number of Lots Sealed	769	70	-	-
Average from lodged to Signing (Days)	-	16	77% IN 15 Days	85% in 15 days
Minor Works				
Applications Received	743	68	-	-
Applications finalised	691	63	-	-
Average days from lodged to decided	-	4	98% in 10 Days	85% in 10 days

3. HEALTH & REGULATORY SERVICES

a) **Compliance**

i) *Status of Compliance Activities:*

Description	November 2010	November 2009
Requests for action received for the month	69	39
Requests for action finalised for the month	62	43
Show Cause Notices issued	10	13
Enforcement Notices issued	1	0
Local Laws Notices Issued	0	0
Infringements issued	4	2
Cases - under investigation	23	39
Cases – legal action commenced	35	34
Cases in process	58	73

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 30 are intending to lodge MCU applications or engagement of Private Certifier, and are pending that result.
- Congratulations to Cindy Hardie in finishing her Associate Degree of Building Surveying. Cindy is in process of becoming registered as an Assistant Building Surveyor. Cindy's hard work and knowledge make her a highly valued member of the team.
- Jacqui Bullock received appreciation card from business subject to MCU Audit at Silverton Court Paget. The business paid outstanding contributions.
- Lists of swimming pools in Council database have been provided to Pool Safety Council.
- Mark Goodman on leave going to England from 3rd of December, returning on 27th of January 2011. Steve Gatt in control of section in absence.

ii) *Complaints received*

Category	November 2010		
	Received	In Process	Finalised
Illegal building works	24	27	19
Non-compliance of conditions	2	2	4
Heavy Vehicle Parking	N/A	N/A	N/A
Unapproved earthworks	5	4	6
Pools & pool fencing	10	8	6
Home based business	4	1	5
Illegal land use	3	5	5
Plumbing miscellaneous	1	3	0
Stormwater	18	7	14
Onsite sewerage plants/septics	0	1	0
Advertising signs	1	0	1
Other	1	0	2

- Due to heavy rains there has been a rise in stormwater complaints. Majority are civil issues. Thanks to Customer Service for managing to reduce the number actually received, by providing advice to customers.
- Illegal buildings continue to be the main request. However, introduction of new swimming pool legislation has led to people identifying non-compliant pools.
- Inundation of stormwater requests that are largely civil matters.
- New complaint type for heavy vehicle parking created, so that we can more accurately capture the problems in the region. Request identifies both on street and on premises parking. Commences use on 1st of December.

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	November 2010
MCU Audit - Allocated	1
MCU Audit – Auditing	2
MCU Audit – Legal Action Commenced	6
MCU Audit – Finalised	7
Planning Audit – Allocated	0
Planning Audit – Auditing	2
Planning Audit – Legal Action Commenced	0
Planning Audit – Finalised	0

- \$218,156.41 recovered in outstanding contributions for the month of October.
- \$969,620.17 recovered since commencing audit processes in May.
- 15 of audits finalised for the month, the development had not yet commenced.
- 51.5% of audits finalised to date, the development had not yet commenced.
- Although MCU audit process is fully automated. Error discovered resulting in no notifications to compliance for tasks. Issue easily corrected.
- Finalising the development of the system to capture KPI's and monitoring of the audit process.

iv) *Key Performance Indicators - Compliance*

Key Performance Indicator	Target	November 2010	Last Quarter
Complainant contacted and investigation commenced	≥ 85% within 5 days	91%	91%
Investigation conducted and finalised	≥ 85% within 20 days	91%	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	92%
Percentage of Building Application audits to amount lodge in calendar month	≥ 10% applications	10%	8%

- KPI's are being met. Older matters in system that will soon be finalised may alter the statistics.

v) *Governance*

Description	November 2010	November 2009
Building Application Audits (<i>Audits of building files by Building Surveyor</i>)	27	13
Building Application Audits (<i>Audits of building/plumbing files by Plumbing Inspector</i>)	0	0
Final inspections (<i>Building inspections of aged Council files</i>)	8	2
Building inspections (<i>Council Private Certification files</i>)	3	9
Issuance of Certificate of Classifications (<i>Research/inspections of Council building files leading to issuance</i>)	13	28
Building Records Searches (<i>A database search of approved structures on properties</i>)	38	53

vi) *Domestic Building Works Statistics*

Description	Nov 2010	Monthly Average - Aug, Sept, Oct	Monthly Average since July 2008
Applications - All	270	269	238
Value of Building Works - All \$	35,800,209	36,610,476	55,916,510
Applications - Residential	69	75	72
<i>Value of Building Applications - Residential \$</i>	24,821,723	22,488,956	22,388,119
<i>Average Application Value</i>	359,735	294,615	311,992
<i>Detached Dwellings</i>	68	74	70
<i>Value of Detached Dwellings \$</i>	23,191,346	21,374,346	20,165,654
<i>Average Value of Detached Dwelling</i>	341,049	288,843	288,935
<i>Attached Dwellings</i>	8	10	12
<i>Value of Attached Dwellings</i>	1,630,377	1,671,915	2,929,614
<i>Average Cost of Attached Dwelling</i>	203,797	175,991	246,941
<i>Additions and Alterations</i>	36	25	26
<i>Value of Additions and Alterations \$</i>	1,831,837	1,449,740	1,351,640

Significant Applications

- Application 2010-2672 - Airport Alterations - \$2,299,000;
- Application 2010 - 2499 - Mirani State School - Additions to School - Resource Centre and Outdoor Covered Area - \$1,413,278;
- Application 2010-2671 - New Warehouse and Offices - Boundary Road, Paget - \$1,200,000;
- Application 2010-2716 - New Dwelling - Lynette Drive - \$1,315,000.

12 month Summary

Description	2010 - YTD	2010 - Monthly Average	Monthly Average since July 2008
Applications - All	2,756	251	238
Value of Building Works - All \$	929,296,270	84,481,479	55,916,510
Applications - Residential	836	76	72
<i>Value of Building Applications - Residential \$</i>	258,136,291	23,466,936	22,388,119
<i>Average Application Value \$</i>	-	308,775	311,992
<i>Detached Dwellings</i>	816	74	70
<i>Value of Detached Dwellings \$</i>	245,933,264	22,357,569	20,165,654
<i>Average Value of Detached Dwelling</i>	-	301,389	288,935
<i>Attached Dwellings</i>	64	7	12
<i>Value of Attached Dwellings</i>	12,203,027	1,355,892	2,929,614
<i>Average Cost of Attached Dwelling</i>	-	190,672	246,941
<i>Additions and Alterations</i>	292	27	26
<i>Value of Additions and Alterations \$</i>	15,841,152	1,440,105	1,351,640

b) Local Laws

i) Complaints Completed

Category	Nov 2010	Nov 2009	Monthly Average since July 2008
Abandoned Vehicles	19	28	25
Dogs Barking	11	29	29
Dogs Aggressive	48	56	44
Dogs Straying	122	104	119
Dogs Excessive numbers/Unregistered	11	8	9
Livestock/Poultry/Birds	20	20	27
Overgrown/Untidy allotments	37	37	63
Total All Complaints Received	319	338	375

12 month Summary

Category	2010 -YTD	Monthly Average 2010	Monthly Average since July 2008
Abandoned Vehicles	234	21	25
Dogs Barking	231	21	29
Dogs Aggressive	533	48	44
Dogs Straying	1400	127	119
Dogs Excessive numbers/Unregistered	122	11	9
Livestock/Poultry/Birds	311	28	27
Overgrown/Untidy allotments	867	79	63
Total All Complaints Received	4375	399	375

ii) *Parking*

Description	Nov 2010	Nov 2009	Monthly Average since July 2008
Number of Infringements Issued	646	573	654

12 month Summary

Description	2010 YTD	Monthly Average 2010	Monthly Average since July 2008
Number of Infringements Issued	7212	656	654

iii) *Paid Parking Machines*

Description	Nov 2010	Nov 2009	Monthly Average since July 2008
Paid Parking Tickets Sold	13,302	12,241	12,519
Machine Faults Received	19	63	39

12 month Summary

Description	2010 -YTD	2009 EOY	Monthly Average since July 2008
Paid Parking Tickets Sold	137,629	135,558	12,519
Machine Faults Received	425	424	39

iv) Dog and Cat Registrations

Description	Nov 2010	New Registrations for the Month	Nov 2009	Number Registered at end of 2009/2010 Period
Number of Current Dog Registrations	14,477	418	13,957	13,699
Number of Current Cat Registrations	2,628	34	N/A	N/A

*Cat registration commenced July 2010

c) Environmental Health

i) Received Complaints

Type	November 2010	November 2009
Complaints received regarding licenced activities	7	5
Public health - requests that may be considered a public health risk (eg: mosquito's, asbestos, rats, mice, sewerage/waste water)	4	2
Environmental nuisance - residential (eg: odour, noise, light, dust, stormwater, smoke > 100m from neighbouring building/residents)	6	4

12 month Summary

Type	2010 YTD	Monthly Average 2010	Monthly Average 2009
Complaints received regarding licenced activities	101	9	10
Public health - requests that may be considered a public health risk (eg: mosquito's, asbestos, rats, mice, sewerage/waste water)	80	7	5
Environmental nuisance - residential (eg: odour, noise, light, dust, stormwater, smoke > 100m from neighbouring building/residents)	67	6	8

ii) Inspections - Licensed Premises (Calendar Year)

Premises	Premises Inspected November 2010 YTD	Premises Inspected November 2009 YTD	Total No. of Licensed Premises	Target Measure - % Inspected of Premises YTD
Caravan Parks	28	22	22	127%
Flammable Liquids	29	51	133	22%
Food	404	469	530	76%
Accommodation (Hotel, Motel, Backpackers, Holiday Flats & Units, Bed & Breakfast)	42	63	65	65%
Swimming Pools	44	39	71	62%
Footpath Dinning, Itinerant & Static Vendors	1	9	14	7%

12 month Summary

Premises	2010 YTD	Monthly Average 2010	Monthly Average 2009	Total No. of Licensed Premises (at 30/11/10)
Caravan Parks	28	2	3	22
Flammable Liquids	32	3	5	133
Food	445	37	45	530
Accommodation (Hotel, Motel, Backpackers, Holiday Flats & Units, Bed & Breakfast)	44	4	7	65
Swimming Pools	49	4	6	71
Footpath Dinning, Itinerant & Static Vendors	2	-	0	14
Higher Risk Personal Appearance Services (eg: tattooists)	8	-	0	8
Outdoor Events	11	1	1	42

*** The number of inspections undertaken in 2010 are expected to be less than 2009 due to inability to fill vacant EHO position between May 2010 and November 2010.

iii) Inspection Types for the Month

Premises Type	Routine Work Inspection	Complaint Inspections	Follow-up Inspection	Initial Inspection	Final Inspection	Other Inspection
Flammable Liquids	5	-	1	-	1	-
Food	15	3	9	2	2	4
Accommodation (Hotel, Motel, Backpackers, Holiday Flats & Units, Bed & Breakfast)	1	-	-	-	-	-

12 month Summary

Inspection Type	2010 YTD	Monthly Average 2010	Monthly Average 2009
Routine Inspection	383	32	36
Complaint Inspection	42	3	5
Follow-up Inspection	131	11	14
Initial Inspection	8	1	1
Final Inspection	35	3	1
Other Inspection (including inspection for search)	19	2	1

iv) *Inspection Results for the Month*

Premises Type	Compliant	Non compliant - Major	Non compliant - Minor
Flammable Liquids		3	2
Food	5	4	25
Accommodation (Hotel, Motel, Backpackers, Holiday Flats & Units, Bed & Breakfast)			1

12 month Summary

Inspection Result	2010 YTD
Compliant	132
Non compliant - Major	45
Non compliant - Minor	292

v) *New Applications for the Month*

Application Type	Number
Food	2

12 month Summary

- 57 New applications received 1st December 2009 to 30th November 2010;
- 38 New applications received 1st January 2009 to 31st December 2009

vi) *Officer General*

Office Name	Emails sent	File Searches (Health requisition enquiry)	Letters / correspondence from Inspections	Miscellaneous Items
Sarah Shuttlewood	94	1	8	
Renata Fourie	34		2	1
Carmel Moran	24			1

d) *Environmental Protection*

i) *Environmentally Relevant Activity Registrations*

Categories	Enquiries	Inspections	Complaints
Asphalt Manufacturing	1	0	0
Chemical Storage	5	0	0
Boiler Making or Engineering	1	0	2
Metal Recovery	2	0	0
Motor Vehicle Workshop	1	0	3
Surface Coating	1	0	0

12 month Summary

Categories	Premises Inspected in 2010	Total No. Licensed Premises	% Premises Inspected in 2010
Poultry Farming	1	1	100%
Asphalt Manufacturing	0	1	0%
Chemical Storage	41	72	57%
Plastic Product Manufacturing	3	1	300%
Abrasive Blasting	7	18	39%
Boiler Making or Engineering	43	108	40%
Metal Forming	5	10	50%
Metal Recovery	4	8	50%
Motor Vehicle Workshop	87	207	42%
Printing	4	5	80%
Surface Coating	15	21	71%
Concrete Batching	5	12	42%
Wooden Product Manufacturing	14	27	52%
Boat Maintenance/Repair	4	7	57%
TOTAL	233	498	47%

ii) *Complaints - Environmental Harm or Nuisance*

Categories	Inspections	Total Infringements / Notices
Over Spray	1	1
Noise	3	3
Water	4	4
Other	1	0

12 month Summary

Categories	Inspections	Total Infringements/ Notices
Operating without an Approval	3	0
Backyard Operators	6	0
Over Spray	3	0
Dust	5	0
Odour	11	1
Noise	25	2
Water	54	13
Other	12	0
TOTAL	119	16

e) Vector Control

Sites Inspected	Sites Treated	Hectares Treated
123	80	3,650 Ha

12 month Summary

Sites Inspected	Sites Treated	Hectares Treated
1,771	1,132	39,865 Ha

f) Pest Management

i) Declared Weeds

Plants:	Enquiries	Inspection
Parthenium Weed	8	7
Giant Rats Tail Grass	7	7
Sicklepod	4	0
Singapore Daisy	10	0
Lantana	1	0
Salvinia	1	1
Other Plant	4	4

12 month Summary

Plants:	Enquiries	Inspection
Parthenium Weed	56	52
Giant Rats Tail Grass	113	89
Sicklepod	105	67
Singapore Daisy	43	25
Lantana	23	7
Salvinia	7	6
Water Lettuce	6	11
Water Hyacinth	4	2
Tobacco Weed	5	6
Other Plant	23	18

ii) *Declared Animals*

Animals	Enquiries	Traps
Dingo/Wild Dog	12	3
Feral Pig	7	0

12 month Summary

Animals	Enquiries	Traps
Dingo/Wild Dog	125	43
Feral Pig	102	10
Fox	11	0
Rabbit	5	0
Feral Cat	8	0
Other Animal	5	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 basin for the catchment. - Draft report received and internal review complete.	- Finalise mitigation options for ultimate development scenario - Progress on 2D modeling. - Finalise Stormwater quality treatment options
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 received. - Internal review of draft report complete.	- Ongoing.
WSUD for Flat Sites	- Ongoing.	- Document to be released in early 2011.
Deemed to comply Solutions	- Ongoing.	- Document to be released in early 2011.
ii) Flood Studies		
Goosepond Creek Flood Study	- Ongoing.	- Ongoing.
Pioneer River Flood Study	- Calibration report received and internal review of calibration report complete.	Ongoing.
iii) Open Space		
Open Space Policy Review	- Ongoing - Finalise draft policy for internal review.	- Internal workshop was held on 2 December on current status of the review.

iv) Erosion and Sediment Control		
Review policies to incorporate Best Practice Erosion and Sediment Control	- Ongoing	- Ongoing.
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 other minor amendments	- Scheme amendments gazetted	- Project completed
Mackay / Mirani / Sarina PS Amendments : 1 of 2010 – Housing diversity and affordability	- State Interest Review received from DIP.	- Consider matters raised in State Interest Review and write to Minister to request authorisation to commence public consultation.
Mackay PS Amendments 2 of 2010 – Minimum development levels	- 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 st State Interest Review.
Mackay PS Amendments 3 of 2010 - Heritage schedule	- Council resolved to commence planning scheme amendment process on 22 July 2010. - Proposed amendments submitted to DIP for First State Interest Review.	- Further response received from DIP in November. - Report to council to adopt proposed scheme amendments.
Mackay PS Amendments 4 of 2010 PS, Mirani and Sarina PS Amendments 2 of 2010 – Urban uses in rural areas	- 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 st State Interest Review.
ii) Local Planning Instruments		
Marian and Mirani LAP	- Ongoing.	- Report to Council – summary of submissions and way forward for project.

PROJECT	PROGRESS	PLANNED ACTIVITIES
Sarina and Coastal Communities LAP	- Ongoing.	- Report to Council – summary of submissions and way forward for project.
Ooralea LAP	- Consultation period on EBD outcomes commenced on the 09/10/2010	- Public consultation on EbD Outcomes to close on the 03/12/2010 - Report to Council – summary of submissions and way forward for project.
City Centre LAP	- Draft Site Context Report received. - LAP and Urban Enhancement Technical Workshops undertaken in November. - Initial consultation with key stakeholders undertaken.	- Review and finalise Draft Site Context Report. - Prepare for Enquiry by Design Workshop – February 2011.
iii) SPA Planning Scheme		
Mackay 200k+ Planning Scheme	- Ongoing.	- Ongoing
Mackay 200k+ Strategic Framework	- Updated Version 0.2	- Circulate for Internal Comment.
iv) Heritage Planning		
Heritage Advisory Committee	- The last HAC meeting for 2010 was held 26 November.	- The first HAC meeting scheduled for 2011 is to be finalised.

c) Regional Planning

PROJECT	PROGRESS	PLANNED ACTIVITIES
i) WHAM Regional Plan		
Statutory Regional Plan	- Draft Regional Plan was sent to DIP (Brisbane Office) for internal 1 st State Interest consultation. - Public Consultation on draft Regional Plan expected in early 2011.	- Next Regional Planning Committee meeting scheduled for 3 December 2010 - Await response from DIP on 1 st internal Draft Regional Plan.
Regional Industry Study	- Commented on PART A Draft WHAM Industrial Land Demand Study report on 10 November 2010. - Await copy of PART B Planning recommendations report.	- Will comment on PART B (Planning Recommendations) once received.

Broadhectare Study 2010	- Signed off on final Broadhectare Map (Draft 4) on 9 November 2010.	- Await final broadhectare Report and electronic data with detail on land areas and yields.
ii) Region-wide Strategies		
Residential Densities Strategy	- Supporting documents finalised.	- Ongoing formulation of overall strategy / consultation document.
iii) Other projects		
Mackay Airport – Land Use Plan	- Await draft Land Use Plan for comment by 1 Dec 2010.	- Comment on draft Land Use Plan - Meet with DIP on 7 December 2010. - Meet with Mackay Airport Company on 14 Dec 2010.

d) Infrastructure and Transport Planning

PROJECT	PROGRESS	PLANNED ACTIVITIES
i) Indexation		
Indexation of Contribution Rates	- Ongoing.	- Next indexation applicable on 1 February 2011.
ii) PIPs		
Mackay City Planning Scheme Area PIP	- Council considered the draft Mackay PIP on 17 November Council and submitted draft PIP for first state interest review.	- Awaiting response from DIP on PIA Planning Assumptions. - Awaiting response from DIP on draft PIP.
Sarina Planning Scheme Area PIP	- Commenced compilation of Part 1 (Planning Assumptions) for submission to DIP. - Finalised Priority Infrastructure Area.	- Develop employment and population projections. - Ongoing development of Part 1.
Mirani Planning Scheme Area PIP	- Commenced compilation of Part 1 (Planning Assumptions) for submission to DIP. - Finalised Priority Infrastructure Area.	- Develop employment and population projections. - Ongoing development of Part 1.

iii) Transport Planning		
Mackay Area Transport Study (MATS) – Traffic Model	<ul style="list-style-type: none"> – Presentation by Consultant was held on Tuesday 16th November - to present initial findings on review of current Traffic Model. – Consultation ongoing. – Consultant to conducted an overview on CUBE Model capabilities. 	<ul style="list-style-type: none"> – Review assumptions of existing traffic modelling. – Discussions with TMR on the way forward.
Mobility and Transportation Access Strategy (MTAS)	<ul style="list-style-type: none"> – Development of overarching Mobility and Sustainable Transport 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. 	<ul style="list-style-type: none"> – Ongoing.
Transport Impact Assessment Guidelines (TIA)	<ul style="list-style-type: none"> – Ongoing. 	<ul style="list-style-type: none"> – Ongoing.
Road Hierarchy	<ul style="list-style-type: none"> – Adjustments on Marian & Mirani required once Master Plan are completed. 	<ul style="list-style-type: none"> – Review ongoing and await finalisation of LAP's.
CBD Car Parking Study	<ul style="list-style-type: none"> – Ongoing – 2nd Briefing to Council held on 3rd November. 	<ul style="list-style-type: none"> – Input into City Centre LAP.
Ooralea/Peak Downs Road Corridor	<ul style="list-style-type: none"> – Preparation of intersection analysis. 	<ul style="list-style-type: none"> – Completion of typical cross section for Special Use Corridor.
Freight Summit	<ul style="list-style-type: none"> – Mackay Region Freight Summit held on 28 October. 	<ul style="list-style-type: none"> – Summary of presentation provided on council web site. Development of workshop outcomes report underway.
DART Committee Meetings	<ul style="list-style-type: none"> – Attend regular weekly DART Committee Meeting as required. 	<ul style="list-style-type: none"> – Ongoing
Provide Advice on transport and traffic matters to staff	<ul style="list-style-type: none"> – Provide advice on an on-going basis as requested. 	<ul style="list-style-type: none"> – On-going
Pedestrian /Bicycle Strategy	<ul style="list-style-type: none"> – Provide advice on strategy for Mackay. – Integrate with Open Space Strategy 	<ul style="list-style-type: none"> – On-going

Strategic Planning Programme Highlights for 2010

Waterways and Open Space:

- Commenced with the McCready's Creek and Pioneer River Flood Studies;

- Reviewed the 2006 Mackay Stormwater Quality Management Plan;
- Compiled stormwater quality guidelines for publication in early 2011;
- Commenced with the review of Open Space/ Parks desired standards of service.

Local Area Planning:

- Received an award for planning excellence from the Planning Institute of Australia (Qld Branch) for local area planning in small communities;
- Completed proposed Mackay City Planning Scheme Amendments 1 of 2009;
- Commenced with various new planning scheme amendments for the 3 existing planning schemes, including scheme amendments for the Sarina, Mirani and Mackay Planning Schemes relating to creating affordable housing;
- Continued with the development of the residential Density Strategy;
- Commenced with Local Area Planning for Ooralea and the Mackay City Centre ;
- Continued with the Local Area Planning for Mirani/ Marian and Sarina areas;
- Completed a publication on conserving heritage houses in the Mackay Region;
- Completed a study on potential heritage places in Sarina;
- Coordinated 4 Heritage Advisory Committee meetings and provided comments on various proposed state heritage listings;
- Submitted comments on 3 proposed State Planning Policies.

Regional and Strategic Planning:

- Attended various RPC meetings, WHAM Regional Plan workshops and commented on various draft documents related to the development of the WHAM regional Plan;
- Provided comments on various state project initiatives, including a regional industrial study, assisted in the development of the Mackay Region Broadhecare study and provided comments on the statement of proposals for the Mackay Airport Land Use Plan.

Infrastructure Planning:

- Submitted the Mackay Planning Scheme area PIP and related planning assumptions for state interest review;
- Commenced with the development of the Mirani and Sarina Planning Scheme PIPs;
- Commenced with a CBD car parking study;
- Provided advice on the TMR Urban Congestion Study and implications for a future ring road;
- Organised a Mackay Region Freight Summit.

5. BUSINESS IMPROVEMENT

Project Title	Project Manager	Progress	Completion Date
1. PIP Implementation	Darryl Jones	- Business solution design commenced - Project on hold pending outcome of Infrastructure Charges Taskforce	On Hold
2a. Electronic Assessment – Low Risk Applications	Simon Halcrow	- Hardware and software installed - Procedure documents completed - Electronic signatures installed and tested - Early Adopters completed eAssessment lodgement to decision - Refining the design solution with early adopters completed - Training for all planning staff January 2011	24/12/10 31/01/11
2b. Electronic Assessment – Complex Applications	Simon Halcrow	- Hardware and software installed - Awaiting refinement of design solution for project 2a	30/03/11
3. Application Tracking (PD Online)	Darryl Jones	- PROJECT COMPLETED	1/11/10
4. Property Enquiry (PD Online)	Darryl Jones	- PROJECT COMPLETED	1/11/10
5. Land Use Enquiry	Darryl Jones	- Configuration issues between Infomaster and GIS resolved - User Acceptance Test completed	31/01/10
6. Applicant Module	Darryl Jones	- Infomaster still developing and testing product - Project on hold pending Infomaster completing product development	31/01/11 30/06/11
7. Assessor Module	Darryl Jones	- Infomaster still developing and testing product - Project on hold pending Infomaster completing product development	31/01/11 30/06/11
8. Electronic Lodgement of Building Applications (Concurrence Agency)	Darryl Jones	- Smart eDA priorities with pool register - Development of Building Applications capabilities in 2011 - MRC is a pilot Council	30/07/11
9. Automated Transfer of Data from Electronically Lodged Applications to Council's Systems	Darryl Jones	- Morton RC working with Infomaster to build eDAIS - They expect to complete early 2011	30/03/11
11a. Environmental Health Pathway Development	Sarah Shuttlewood	- Initial scoping meeting 25 August - Project team established and dates set for next stages - Required improvements have been documented - System established currently inputting data	24/12/10 31/01/11

11b. Environmental Protection Pathway Development	Craig Sheppard	<ul style="list-style-type: none"> - Required improvements have been documented - System established, inputting of data completed - Reports created to track progress of applications - Testing of system commencing 	28/02/11 24/12/10
11c. Local Laws Pathway Development	Debbie Adams	<ul style="list-style-type: none"> - Correspondence collated and inputted into test environment - Testing of tasks and procedure underway - Inputting into live environment early December 	30/01/11
12a. Review of Engineering Construction Specifications	Guy Stevenson	<ul style="list-style-type: none"> - Review of 22 of 44 complete – Inspection and Test Report Construction Specification Review, Standard Drawing review and Construction Policy Review. 	30/06/11
12b. Management of Engineering Construction Specifications	Darryl Jones	<ul style="list-style-type: none"> - Document control management - Meeting held with Customer Service to discuss corporation wide approach to 'systems and document management' - Meeting being organised with Corporate Services as project may pass to them 	
13. Electronic Planning Scheme	Darryl Jones	<ul style="list-style-type: none"> - Infomaster – Master View product being used to draft electronic planning scheme in Toowoomba RC - Demo on Master View to be organised 	2012
14. Online Public Consultation Submissions	Jaco Ackerman	<ul style="list-style-type: none"> - Online submissions for strategic projects completed 	31/01/11
15. Website Improvement	Darryl Jones	<ul style="list-style-type: none"> - Initial scoping meeting held - Roles and responsibilities of each Program being drafted 	24/12/10
16. External Meeting Procedure		<ul style="list-style-type: none"> - Procedure prepared and approved - Procedure circulated to internal and external customers - Commencement of new procedure 1/11/10 - PROJECT COMPLETED 	1/11/10
17. Fast Track – Risk Smart		<ul style="list-style-type: none"> - Awaiting on the outcome of the T5 HAF project to use as base 	2011
18. Internal Referrals	Peter Bratt	<ul style="list-style-type: none"> - Design solution mapped - Procedure and associated forms drafted for internal consultation - Refinement of referral triggers underway 	30/11/10 24/12/10
19. Standard Conditions	Dean Appleton / Guy Stevenson	<ul style="list-style-type: none"> - Business rules for conditions established - Draft conditions package completed - Workshop held with development industry - Further refinement being undertaken before another workshop with development industry in Mid December. 	24/12/10

20. Enhance Tasking and Actioning of Customer Requests	Josh Toohey	<ul style="list-style-type: none"> - Correspondence collated and inputted into test environment - Testing of tasks and procedure underway - Inputting into live environment early December 	30/01/11
21. Improved Reporting of Development Compliance - Intervention Requests and KPI's	Mark Goodman	<ul style="list-style-type: none"> - Procedure drafted - Process associated with Audit mapped - Data inputted into Pathway 	24/12/10
22. Implement MCU Audit Process	Mark Goodman	- PROJECT COMPLETED	20/09/10
24a. Review of the Plan Endorsement Process	Peter Bratt	<ul style="list-style-type: none"> - Workshop with development industry to discuss design solution - Process/ forms and documents drafted - Follow up workshop with development industry 10/11/10 - Process/ forms and documentation further reviewed. - Guideline including process flowchart and forms produced awaiting final distribution - Commencement of new procedure 4/01/11 	10/12/10
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	<ul style="list-style-type: none"> - Library Services preparing estimate - Work planned to commence 1/03/11 	30/04/11
27. BSU Operational Review		<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - Legislation Review completed - Admin policy and procedure drafted - Approved by Council 1/11/10 - PROJECT COMPLETED 	30/11/10 1/12/10
29a. Management of Court Appeals	Darryl Jones	- PROJECT COMPLETED	3/11/10
29b. Management of Infrastructure Agreements	Darryl Jones	<ul style="list-style-type: none"> - Collation of data and background information undertaken - 	28/02/11

NQ Planners Forum (High Growth Councils)

First meeting to be held 26 November 2010 with representatives from 10 of the 12 regional high growth Councils. Charter being developed to formalise forum. The Forum will enable improved collaboration on business systems and consistency in approach.

Interim Consultation Report of the Infrastructure Charges Taskforce

Drafted detailed 16 page submission on the 14 recommendations of the taskforce. Darryl Jones has been invited to be on a Working Group on Transition Issues to the New Regime, meeting mid December.

End of Trip Facilities (EOT) for Cyclists – Amendments to Queensland Development Code (QDC)

Detailed submission on proposed introduction of EOT into the QDC was made in October 2010, two (2) of the three (3) items raised resulted in changes to the provisions in the QDC. The Sustainable Planning Regulations were also changed and Council is now a concurrence agency for building work where EOT are not incorporated into the Building plans for certain development (generally commercial over 2,000m²). These provisions commenced on 26 November 2010.

State Planning Policy 3/10 – Acceleration of Compliance Assessment

Detailed submission on proposed introduction of SPP 3/10 was made in October 2010, five (5) of the six (6) items raised resulted in changes to the SPP. SPP 3/10 replaces the Temporary SPP 2/09 which was introduced with the Sustainable Planning Act in late 2009 and provides a code for 1 into 2 lot reconfigurations and changes the level of assessment to compliance. The provisions commenced on 3 December 2010 however the legislation has not been released on the web site as of 6 December 2010.

SUMMARY for 2010

The Business Improvement Team was established in August 2010 with a soft start and commenced full time in October 2010. The team has two (2) staff, Darryl Jones – Manager Development Services Systems and Toni Maes – Business Improvement Officer. Since its commencement the Business Improvement Team has worked on 35 projects of which six (6) have been completed with a further seven (7) expected to be completed by 24 December 2010.

6. WORKING GROUPS

▪ Development Industry Forum

Meeting to be held on 6 December 2010 was deferred.

▪ Smart Housing Working Group

The group met on 18 November 2010 and the following items were discussed:

- Update on Housing Affordability statistics recently released;
- An update was given on Stormwater Detention on small lots or infill developments;
- Update of the ULDA Development at Andergrove.

Next meeting to be held in February 2011.

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.