

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

Author **DIRECTOR DEVELOPMENT SERVICES**

Purpose

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

Background and Discussion

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

1. DEVELOPMENT ASSESSMENT

a) *Applications Received*

Description	Dec 2010	Monthly Average - Sept, Oct, Nov	Monthly Average since July 2008	KPI Dec 2010	KPI for Sept, Oct, Nov	KPI Since July 2008	Target
Development Applications	61	73	76	-	-	-	-
Material Change of Use - Code	13	17	23	-	-	-	-
Material Change of Use - Impact	5	2	6	-	-	-	-
Reconfiguration of a Lot - Less than 6	16	8	9	-	-	-	-
Reconfiguration of a Lot - More than 6	0	2	2	-	-	-	-
Combined Applications	3	2	2	-	-	-	-
Number of Concurrence Applications Received	6	20	12	-	-	-	-
Change of Approval, Change of Conditions & Extension of Currency Period	10	7	7	67% in 30 Days	85% in 30 Days	83% in 30 days	85% in 30 days
Certificates	8	8	17			-	-
Pre-Lodgement Meetings	0	3	6			-	-
Average Acknowledgement Notice Period (Days)	2	5	6	100% in 10 Days	93% in 10 days	94% in 10 days	85% in 10 days
Average Information Request Period (Days)	6	7	6	80% in 10 Days	87% in 10 Days	80% in 10 days	85% in 10 days
MCU and ROL requiring an information request	5	11	15	14%	35%	35%	No more than 40%
Notices of Appeal	0	1	1	-	-	-	-

b) Applications Decided - Code

Description	Dec 2010	Monthly Average - Sept, Oct, Nov	Monthly average since July 2008	KPI Dec 2010	KPI for Sept, Oct, Nov	KPI Since July 2008	Target
Number of current MCU and ROL applications (at end of month)	128	144	119	-	-	-	-
Number of applications in Decision Making Period	18	40	58	-	-	-	-
Number of applications Decided	16	28	32	-	-	-	-
Average Number of days in Decision Making Period (Days)	19	21	17	100% in 40 Days	97% in 40 Days	90% in 40 Days	85% in 40 days
Average number of days to Decide Application (lodgement to decision) (Days)	64	53	57	88% in 80 Days	85% in 40 Days	82% in 80 Days	85% in 80 days

c) Applications Decided - Impact

Description	Dec 2010	Monthly Average - Sept, Oct, Nov	Monthly average since July 2008	KPI Dec 2010	KPI for Sept, Oct, Nov	KPI Since July 2008	Target
Number of current MCU and ROL applications (at end of month)	53	54	68	-	-	-	-
Number of applications in Decision Making Period (at end of month)	5	16	24	-	-	-	-
Number of applications Decided	10	4	7	-	-	-	-
Average Number of days in Decision Making Period (Days)	33	28	33	90% in 40 Days	89% in 40 Days	59% in 40 days	50% in 40 days
Average number of days to Decide Application (lodgement to decision) (Days)	138	165	162	90% in 230 Days	82% in 230 Days	78% in 230 days	85% in 230 days

d) *Negotiated Decisions*

Description	Dec 2010	Monthly Average - Sept, Oct, Nov	Monthly average since July 2008	KPI Dec 2010	KPI for Sept, Oct, Nov	KPI Since July 2008	Target
MCU and ROL with a negotiated decision request	4	3	6	5%	7%	13%	No more than 20%
Negotiated Decision Making Period (Days)	108*	66	40	75%	37% in 20 Days	49% in 20 days	85% in 20 days

*One application was in Negotiation for 371 days which involved reconsideration of the Parkland Policy and required input by other Council Departments in discussions with the applicant. This application has distorted the statistics accordingly.

e) *Concurrence Agency Responses*

Description	Dec 2010	Monthly Average - Sept, Oct, Nov	Monthly average since July 2008	KPI Dec 2010	KPI for Sept, Oct, Nov	KPI Since July 2008	Target
Concurrency Agency Response	12	19	8	50% in 10 Days	72% in 10 Days	82% in 10 days	85% in 10 days

f) *Town Planning Certificates*

Description	Dec 2010	Monthly Average - Sept, Oct, Nov	Monthly average since July 2008	KPI Dec 2010	KPI for Sept, Oct, Nov	KPI Since July 2008	Target
Limited	8	14	15	88% in 5 Days	93% in 5 Days	96% in 5 days	85% in 5 days
Standard	2	2	2	50% in 10 Days	83% in 10 Days	49% in 10 days	85% in 10 days
Full	1	2	1	0% in 30 Days	67% in 30 days	67% in 30 days	85% in 30 days

g) *Duty Planner Enquiries*

Enquiries	Dec 2010	Dec 2009	Monthly Average Since July 2008
Email and Fax requests responded to	118	83	114

2. DEVELOPMENT ENGINEERING

Description	Dec 2010	Monthly Average - Sept, Oct, Nov	KPI Dec 2010	KPI for Sept, Oct, Nov	Target
Operational Works					
Applications Received	9	17	-	-	-
Number of Current Applications	71	54	-	-	-
Applications Finalised	10	14	-	-	-
Applications Requiring an Acknowledgement Notice	2	2	-	-	-
Average Acknowledgement Notice Period (Days)	9	7	100% in 10 Days	83% in 10 Days	85% in 10 days
Applications Requiring an Information Request	7	5	47% of all lodged	26% of all lodged	No more than 50%
Average Information Request Period (Days)	12	9	57% in 10 Days	56% in 10 Days	85% in 10 days
Average Decision Making Period (Days)	16	27	100% in 40 Days	81% in 40 days	85% in 40 days
Average from Lodged to Decided (Days)	62	75	100% in 80 Days	74% in 80 Days	85% in 80 days
Survey Plans					
Applications Received	15	14	-	-	-
Applications Finalised	12	14	-	-	-
Number of Lots Sealed	173	96	-	-	-
Average from lodged to Signing (Days)	14	17	92% in 15 Days	70% in 15 days	85% in 15 days
Minor Works					
Applications Received	41	56	-	-	-
Applications finalised	54	50	-	-	-
Average days from lodged to decided	5	4	93% in 10 Days	99% in 10 Days	85% in 10 days

3. HEALTH & REGULATORY SERVICES

a) *Compliance*

i) *Status of Compliance Activities:*

Description	December 2010	December 2009
Requests for action received for the month	38	46
Requests for action finalised for the month	55	44
Show Cause Notices issued	2	7
Enforcement Notices issued	0	0
Local Laws Notices Issued	N/A	N/A
Infringements issued	0	2
Cases - under investigation	26	32
Cases – legal action commenced	44	26
Cases in process	70	58

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

- Congratulations to Carmel Duggan on completion of her certificate IV in Business Administration. Additionally Carmel received a certificate of recognition for her knowledge and ongoing hard work within the organisation.
- The Plumbing Industry Council has actively approached Council to report noncompliant contractors for additional industry support against wayward service providers.
- Enforcement Notices issued for dangerous structures at Walkerston and Midge Point have been resolved in time for the cyclone season with both buildings being demolished and removed.
- All Compliance Staff have returned following the Christmas period, with the exception of Mark Goodman, who is returning on 27/1/11.

ii) *Complaints received*

Category	December 2010		
	Received	In Process	Finalised
Illegal building works	12	15	13
Non-compliance of conditions	6	1	8
Heavy Vehicle Parking	3	0	3
Unapproved earthworks	3	1	2
Pools & pool fencing	1	3	3
Home based business	4	1	7
Illegal land use	1	6	4
Plumbing miscellaneous	2	1	1
Stormwater	6	1	10
Onsite sewerage plants/septics	0	1	0
Advertising signs	1	0	1

- The introduction of new pool legislation has seen the first immersion report inspection undertaken. Reporting protocols have been requested from DIP to ensure all required information is reviewed.

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	December 2010
MCU Audit - Allocated	0
MCU Audit – Auditing	0
MCU Audit – Legal Action Commenced	6
MCU Audit – Finalised	0
Planning Audit – Allocated	0
Planning Audit – Auditing	0
Planning Audit – Legal Action Commenced	0
Planning Audit – Finalised	2

- Over one million dollars recovered in outstanding contributions since commencing the audit process in May 2010.
- \$34,764.42 Recovered in outstanding contributions for the month of December.
- \$1,004,384.59 total contributions recovered.

iv) *Key Performance Indicators - Compliance*

Key Performance Indicator	Target	December 2010	Last Quarter
Complainant contacted and investigation commenced	≥ 85% within 5 days	94%	91%
Investigation conducted and finalised	≥ 85% within 20 days	96%	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	94%	92%

v) *Governance*

Description	December 2010	December 2009
Building Application Audits (<i>Audits of building files by Building Surveyor</i>)	9	10
Building Application Audits (<i>Audits of building/plumbing files by Plumbing Inspector</i>)	9	0
Final inspections (<i>Building inspections of aged Council files</i>)	9	9
Building inspections (<i>Council Private Certification files</i>)	5	22
Issuance of Certificate of Classifications (<i>Research/inspections of Council building files leading to issuance</i>)	3	1
Building Records Searches (<i>A database search of approved structures on properties</i>)	37	31

vi) *Domestic Building Works Statistics*

Description	Dec 2010	Monthly Average - Sept, Oct, Nov	Monthly Average since July 2008
Applications - All	240	263	240
Value of Building Works - All \$	29,889,257	35,137,302	55,532,639
Applications - Residential	52	76	71
<i>Value of Building Applications - Residential \$</i>	17,356,719	24,064,990	22,320,378
<i>Average Application Value</i>	333,783	318,040	313,049
<i>Detached Dwellings</i>	52	73	96
<i>Value of Detached Dwellings \$</i>	17,356,719	22,406,921	20,191,994
<i>Average Value of Detached Dwelling</i>	333,783	306,944	290,663
<i>Attached Dwellings</i>	0	9	12
<i>Value of Attached Dwellings</i>	-	1,658,069	2,929,614
<i>Average Cost of Attached Dwelling</i>	-	184,230	246,941
<i>Additions and Alterations</i>	31	28	26
<i>Value of Additions and Alterations \$</i>	1,546,823	1,258,954	1,358,146

Significant Applications

- Application 2010-2957 - New Dwelling - North Mackay - \$1,105,686;
- Application 2010-2854 - New Office, Fitness Centre & Carwash - Nebo Road, Mackay - \$1,900,000.

b) **Local Laws**

i) *Complaints Completed*

Category	Dec 2010	Dec 2009	Monthly Average since July 2008
Abandoned Vehicles	9	32	25
Dogs Barking	14	39	29
Dogs Aggressive	48	67	46
Dogs Straying	105	124	123
Dogs Excessive numbers/Unregistered	15	15	9
Livestock/Poultry/Birds	14	28	28
Overgrown/Untidy allotments	40	53	64
Total All Complaints Received	285	414	386

ii) *Local Laws Infringements*

Description	Dec 2010	Dec 2009	Monthly Average since July 2008
Number of Infringements Issued	58	36	13

iii) *Parking*

Description	Dec 2010	Dec 2009	Monthly Average since July 2008
Number of Infringements Issued	409	339	646

iv) *Paid Parking Machines*

Description	Dec 2010	Dec 2009	Monthly Average since July 2008
Paid Parking Tickets Sold	10,431	11,180	10,317
Machine Faults Received	33	32	38

v) *Dog and Cat Registrations*

Description	Dec 2010	New Registrations for the Month	Number Registered at end of 2009/2010 Period
Number of Current Dog Registrations	14,608	131	13,699
Number of Current Cat Registrations	2,656	28	N/A

*Cat registration commenced July 2010

c) *Environmental Health*

i) *Received Complaints*

Type	Dec 2010	Dec 2009
Complaints received regarding licenced activities	6	5
Public health - requests that may be considered a public health risk (eg: mosquito's, asbestos, rats, mice, sewerage/waste water)	4	3
Environmental nuisance - residential (eg: odour, noise, light, dust, stormwater, smoke > 100m from neighbouring building/residents)	3	2

ii) *Inspections - Licensed Premises (Calendar Year)*

Premises	Premises Inspected Dec 2010 YTD	Premises Inspected Dec 2009 YTD	Total No. of Licensed Premises	Target Measure - % Inspected of Premises YTD
Caravan Parks	28	22	22	127%
Flammable Liquids	31	52	133	23%
Food	448	510	530	85%
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%

iii) *Inspection Types for the Month*

Premises Type	Routine Work Inspection	Complaint Inspections	Follow-up Inspection	Initial Inspection	Final Inspection	Other Inspection
Flammable Liquids		-	-	-	2	-
Food	23	5	7	-	4	2

iv) *Inspection Results for the Month*

Premises Type	Compliant	Non compliant - Major	Non compliant - Minor
Flammable Liquids	1	-	1
Food	7	5	29

v) *Officer General*

Office Name	Emails sent	File Searches (Health requisition enquiry)	Letters / correspondence from Inspections
Sarah Shuttlewood	150	1	3
Renata Fourie	5	0	3
Carmel Moran	18	0	3
Ann Marie Farrelly	11	0	2

Miscellaneous Items

- Food Safety Program audit completed by all EHO's 1st December, 2010 and report to be provided to the premises (Good Shepherd Lodge).
- Advice provided to Property Services regarding the fuel storage/usage requirements associated with existing and proposed emergency generator installations.
- Meeting with Lendlease regarding the Caneland redevelopment and proposed new food premises.
- 14 December 2010 Port Authority Mosquito Survey with Queensland Health for AQIS. This exercise is an annual exercise as per MOU between Queensland Health, Council and AQIS.
- 2 over the counter meetings.

d) *Environmental Protection*

i) *Environmentally Relevant Activity Registrations*

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

ii) *Complaints - Environmental Harm or Nuisance*

Categories	Inspections	Total Infringements / Notices
Operating without an Approval	1	1
Over Spray	3	3
Odour	1	1
Noise	3	3
Water	3	3
Other	3	6

e) *Vector Control*

Sites Inspected	Sites Treated	Hectares Treated
153	81	3,150 Ha

f) *Pest Management*

i) *Declared Weeds*

Plants:	Enquiries	Inspection
Parthenium Weed	12	6
Giant Rats Tail Grass	18	2
Sicklepod	2	0
Singapore Daisy	3	0
Lantana	2	0
Other Plant	1	0

ii) *Declared Animals*

Animals	Enquiries	Traps
Dingo/Wild Dog	11	2
Feral Pig	11	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.	- Updated valuation report requested
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. - Stormwater quality treatment options report received
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.	- 2D flood modeling is being developed.
iii) Open Space		
Open Space Policy Review	- Ongoing - Finalise draft policy for internal review.	- Internal review underway and workshop held on 2 December.

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 / Mirani / Sarina PS Amendments : 1 of 2010 – Housing diversity and affordability	- State agency issues reviewed and addressed. Letter forwarded to Minister requesting authorization to commence public consultation.	- Await advice from DIP / Minister
Mackay PS Amendments 2 of 2010 – Minimum development levels	- Advice received from Minister - major amendments process required.	- Liaise with DIP to confirm way forward for amendments
Mackay PS Amendments 3 of 2010 - Heritage schedule	- Received response from DIP to adopt. Report to Council to adopt was resolved on 15 December 2010.	- Gazettal Process to be undertaken and completed by 21 January 2011.
Mackay PS Amendments 4 of 2010 PS, Mirani and Sarina PS Amendments 2 of 2010 – Urban uses in rural areas	- Received State Interest Review from DIP.	- Consider matters raised in State Interest Review and write to Minister to request authorisation to commence public consultation.
ii) Local Planning Instruments		
Marian and Mirani LAP	- Ongoing.	- Report to Council – summary of submissions and way forward for project.
Sarina and Coastal Communities LAP	- Ongoing.	- Report to Council – summary of submissions and way forward for project.
Ooralea LAP	- Public consultation on EbD Outcomes closed on the 03/12/2010 – 10 submissions received.	- Report to Council – summary of submissions and way forward for project.
City Centre LAP	- Site Context Report drafted and distributed internally for comment.	- Finalise Site Context Report and release for public comment. - Prepare for Enquiry by Design Workshop – March 2011.

PROJECT	PROGRESS	PLANNED ACTIVITIES
iii) SPA Planning Scheme		
Mackay 200k+ Planning Scheme	- Ongoing.	- Project planning to be undertaken and work programme to be prepared
Mackay 200k+ Strategic Framework	- Updated Version 0.2	- Commence internal consultation.
iv) Heritage Planning		
Heritage Advisory Committee	- The first HAC meeting scheduled for 26 February 2011.	- A workshop is planned in February for the 2012 Sesquicentennial Heritage celebrations.

c) Regional Planning

PROJECT	PROGRESS	PLANNED ACTIVITIES
i) WHAM Regional Plan		
Statutory Regional Plan	<ul style="list-style-type: none"> - Regional Planning Committee meeting held on 3 December 2010 - DIP sent internal Draft Regional Plan to Head Office in October 2011. - Public Consultation on draft Regional Plan expected between February and July 2011. 	- Await publication of Draft Regional Plan in February 2011.
Regional Industry Study	- Commented on both Part A and B of Industrial Land Demand Study report by 23 December 2010.	- Await copy of final report.
Broadhectare Study 2010	- Signed off on final Broadhectare Map (Draft 4) on 9 November 2010.	<ul style="list-style-type: none"> - Await final broadhectare Report and electronic data with detail on land areas and yields. - Use data in Population Projections and new planning scheme calculations.

ii) Region-wide Strategies		
Residential Densities Strategy	<ul style="list-style-type: none"> - Supporting documents finalised. - Overall strategy document drafted. 	<ul style="list-style-type: none"> - Present overall strategy document to internal stakeholders and refine as necessary - Release overall strategy document for public comment.
iii) Other projects		
Mackay Airport – Land Use Plan	<ul style="list-style-type: none"> - Received draft Land Use Plan on 8 December 2010. - Met with DIP on 10 Dec 2010 - Met with Mackay Airport and their consultant on draft Land Use Plan on 14 December 2010. 	<ul style="list-style-type: none"> - Comment on draft Land Use Plan before closing date of 18 February 2011.

d) Infrastructure and Transport Planning

PROJECT	PROGRESS	PLANNED ACTIVITIES
i) Indexation		
Indexation of Contribution Rates	<ul style="list-style-type: none"> - Ongoing. 	<ul style="list-style-type: none"> - Next indexation applicable on 1 February 2011.
ii) PIPs		
Mackay City Planning Scheme Area PIP	<ul style="list-style-type: none"> - Council considered the draft Mackay PIP on 17 November Council and submitted draft PIP for first state interest review. 	<ul style="list-style-type: none"> - Awaiting response from DIP on PIA Planning Assumptions. - Awaiting response from DIP on draft PIP.
Sarina Planning Scheme Area PIP	<ul style="list-style-type: none"> - Commenced compilation of Part 1 (Planning Assumptions) for submission to DIP. 	<ul style="list-style-type: none"> - Develop employment and population projections. - Ongoing development of Part 1.
Mirani Planning Scheme Area PIP	<ul style="list-style-type: none"> - Commenced compilation of Part 1 (Planning Assumptions) for submission to DIP. 	<ul style="list-style-type: none"> - Develop employment and population projections. - Ongoing development of Part 1.

iii) Transport Planning		
Mackay Area Transport Study (MATS) – Traffic Model	– Consultant conducted an overview on CUBE Model capabilities.	– Review assumptions of existing traffic modelling. – Discussions with TMR on the way forward. Form a Joint Steering Committee to go forward once data available from Gladstone Home Interview Survey, new boundaries from Census Bureau on SA-1 boundaries (now obtained), Two day training session at Gladstone on use of CUBE. Adopt new Tour Traffic Model to encompass Transit travel (when available).
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.	– Awaiting Government decision on Infrastructure Taskforce recommendations (PIP and application to areas outside PIA).
Transport Impact Assessment Guidelines (TIA)	– Ongoing.	– Ongoing.
Road Hierarchy	– Adjustments on Marian & Mirani required once Master Plan are completed.	– Review ongoing and await finalisation of LAP's. – Internal consultation on road hierarchy levels underway.
CBD Car Parking Study	– Ongoing	– Input into City Centre LAP. – Development of Strategy underway (Part A: Public and Part B: Private car parking).
Ooralea/Peak Downs Road Corridor	– Preparation of intersection analysis.	– Completion of typical cross section for Special Use Corridor.
Freight Summit	– Mackay Region Freight Summit held on 28 October.	– Summary of presentation provided on council web site. – Review outcomes of workshop and determine future actions.
DART Committee Meetings	– Attend regular weekly DART Committee Meeting as required.	– Ongoing
Provide Advice on transport and traffic matters to staff	– Provide advice on an on-going basis as requested.	– Ongoing

Pedestrian /Bicycle Strategy	<ul style="list-style-type: none"> - Provide advice on strategy for Mackay. - Integrate with Open Space Strategy 	- Ongoing
Bus/Transit Strategy	<ul style="list-style-type: none"> - Prepare Bus/Transit Strategy to comply with current Government policies 	- Meeting on 25th January 2011 with Dept of Transport on current work of newly established ITP Team.

5. BUSINESS IMPROVEMENT

Project Title	Project Manager	Progress	Completion Date
1. PIP Implementation	Darryl Jones	<ul style="list-style-type: none"> - Business solution design commenced - Project on hold pending outcome of Infrastructure Charges Taskforce - Made detailed 16 page submission on the 14 recommendations - On State wide Working Group reviewing Transitional Issues 	On Hold
2a. Electronic Assessment – Low Risk Applications	Simon Halcrow	<ul style="list-style-type: none"> - 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 - User Manual finalised - Training for all planning staff January 2011 	31/01/11
2b. Electronic Assessment – Complex Applications	Simon Halcrow	<ul style="list-style-type: none"> - Hardware and software installed - Awaiting refinement of design solution for project 2a 	30/03/11
3. Application Tracking (PD Online)	Darryl Jones	<ul style="list-style-type: none"> - PROJECT COMPLETED 	1/11/10
4. Property Enquiry (PD Online)	Darryl Jones	<ul style="list-style-type: none"> - PROJECT COMPLETED 	1/11/10
5. Land Use Enquiry	Darryl Jones	<ul style="list-style-type: none"> - Configuration issues between Infomaster and GIS resolved - User Acceptance Test completed - Training of staff completed - Testing of Data commenced 	31/01/10
6. Applicant Module	Darryl Jones	<ul style="list-style-type: none"> - Infomaster still developing and testing product - Project on hold pending Infomaster completing product development 	30/06/11
7. Assessor Module	Darryl Jones	<ul style="list-style-type: none"> - Infomaster still developing and testing product - Project on hold pending Infomaster completing product development 	30/06/11

8. Electronic Lodgement of Building Applications (Concurrence Agency)	Darryl Jones	<ul style="list-style-type: none"> - 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	<ul style="list-style-type: none"> - Morton RC working with Infomaster to build eDAIS - They expect to complete mid 2011 	30/06/11
11a. Environmental Health Pathway Development	Sarah Shuttlewood	<ul style="list-style-type: none"> - 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 completed - Training of staff completed - PROJECT COMPLETED 	28/02/11 24/12/10 15/12/10
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. - Consultation with internal stakeholders 	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' - Project now with Service Enhancement Team - PROJECT COMPLETED 	7/12/10
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 - Demonstration on Master View product undertaken - Capabilities match requirements 	2012
14. Online Public Consultation Submissions	Jaco Ackerman	<ul style="list-style-type: none"> - Online submissions for strategic projects completed - Request to change Statutory Forms sent to State Government to enable electronic receipt of public notification submissions for development applications 	31/01/11 28/02/11

15. Website Improvement	Darryl Jones	<ul style="list-style-type: none"> - Initial scoping meeting held - Roles and responsibilities of each Program being drafted - Awaiting appointment of BSU coordinator 	24/12/10 31/03/11
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 completed 	31/01/11
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 - Legal advice obtained for certain specific situations - Planning conditions finalised with further work required on engineering conditions 	24/12/10 18/01/11
20. Enhance Tasking and Actioning of Customer Requests	Debbie Adams	<ul style="list-style-type: none"> - Correspondence collated and inputted into test environment - Testing of tasks and procedure underway - Inputting templates into live environment commenced 	31/01/11
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 - Rebuilding procedure in Application module to link with original development application 	24/12/10 18/02/11
22. Implement MCU Audit Process	Mark Goodman	<ul style="list-style-type: none"> - 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 - Final workshop with development industry in mid January - Commencement of new procedure 31/01/11 	31/01/11
24b. Review of the On Maintenance Process	Peter Bratt	<ul style="list-style-type: none"> - 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 prepared estimate of process, costing and timing - Work planned to commence 1/05/11 	30/04/11 30/06/11
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 - PD for Coordinators position finalised and position advertised 	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	<ul style="list-style-type: none"> - 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 - Project now with Service Enhancement Team - PROJECT COMPLETED 	07/12/10

Infrastructure Charges Taskforce

Detailed 16 page submission on the 14 recommendations contained in the Interim Consultation Report lodged with the State Government on behalf of Council. In addition a 13 page submission was also submitted on behalf of the Regional Queensland Planning Managers Forum.

On 17 December 2010, Darryl Jones attended and co-chaired a State wide Working Group reviewing Transitional Issues for a new charging regime.

6. WORKING GROUPS

- Development Industry Forum

Meeting was held on 17 January 2011.

- Smart Housing Working Group

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.