

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

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Purpose

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

Background and Discussion

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

1. DEVELOPMENT ASSESSMENT

a) Applications Received

Description	Aug-10	Monthly Average - May, June, July	Monthly average since July 2008	KPI August 2010	KPI for May, June, July	KPI Since July 2008	Target
Development Applications	98	91	77	-	-	-	-
Material Change of Use - Code	23	16	24	-	-	-	-
Material Change of Use - Impact	2	6	6	-	-	-	-
Reconfiguration of a Lot - Less than 6	15	9	8	-	-	-	-
Reconfiguration of a Lot - More than 6	2	4	2	-	-	-	-
Combined Applications	1	3	2	-	-	-	-
Number of Concurrence Applications Received	27	24	11	-	-	-	-
Change of Approval, Change of Conditions & Extension of Currency Period	8	7	6	93% in 30 Days	91% in 30 Days	84% in 30 days	85% in 30 days
Certificates	16	10	8			-	-
Pre-Lodgement Meetings	4	7	6			-	-
Average Acknowledgement Notice Period (Days)	4	6	7	100% in 10 Days	93% in 10 Days	93% in 10 days	85% in 10 days
Average Information Request Period (Days)	7	10	6	92% in 10 Days	73% in 10 Days	79% in 10 days	85% in 10 days
MCU and ROL requiring an information request	12	10	6	28%	46%	35%	No more than 40%
Notices of Appeal	1	1	1	-	-	-	-

b) *Applications Decided - Code*

Description	Aug-10	Monthly Average - May, June, July	Monthly average since July 2008	KPI August 2010	KPI for May, June, July	KPI Since July 2008	Target
Number of current MCU and ROL applications (at end of month)	70	58	116	-	-	-	-
Number of applications in Decision Making Period	24	15	35	-	-	-	-
Number of applications Decided	22	26	33	-	-	-	-
Average Number of days in Decision Making Period (Days)	17	21	20	87% in 40 Days	82% in 40 Days	82% in 40 Days	85% in 40 days
Average number of days to Decide Application (lodgement to decision) (Days)	50	62	55	87% in 80 Days	82% in 40 Days	81% in 80 Days	85% in 80 days

c) *Applications Decided - Impact*

Description	Aug-10	Monthly Average - May, June, July	Monthly average since July 2008	KPI August 2010	KPI for May, June, July	KPI Since July 2008	Target
Number of current MCU and ROL applications (at end of month)	42	44	70	-	-	-	-
Number of applications in Decision Making Period (at end of month)	20	17	26	-	-	-	-
Number of applications Decided	1	6	7	-	-	-	-
Average Number of days in Decision Making Period (Days)	13	42	51	100% in 80 Days	72% in 80 Days	56% in 40 days	50% in 40 days
Average number of days to Decide Application (lodgement to decision) (Days)	173	128	166	100% in 230 Days	78% in 230 Days	78% in 230 days	85% in 230 days

d) *Negotiated Decisions*

Description	Aug-10	Monthly Average - May, June, July	Monthly average since July 2008	KPI August 2010	KPI for May, June, July	KPI Since July 2008	Target
MCU and ROL with a negotiated decision request	1	2	7	4%	3%	14%	No more than 20%
Negotiated Decision Making Period (Days)	31*	41	37	0%	33% in 20 Days	49% in 20 days	85% in 20 days

*Note that from the time of the last representation, the actual time to issue the approval was 7 business days.

e) *Concurrence Agency Responses*

Description	Aug-10	Monthly Average - May, June, July	Monthly average since July 2008	KPI August 2010	KPI for May, June, July	KPI Since July 2008	Target
Concurrency Agency Response	26	21	10	85% in 10 Days	86% in 10 Days	87% in 10 days	85% in 10 days

f) *Town Planning Certificates*

Description	Aug-10	Monthly Average - May, June, July	Monthly average since July 2008	KPI August 2010	KPI for May, June, July	KPI Since July 2008	Target
Limited	11	13	15	100%	100% in 5 Days	97% in 5 days	85% in 5 days
Standard	0	11	2	-	18% in 10 Days	47% in 10 days	85% in 10 days
Full	0	N/A	1	-	-	-	85% in 30 days

g) *Duty Planner Enquiries*

Enquiries	Aug-10
Booked appointments	34
Email and Fax requests responded to	128

2. DEVELOPMENT ENGINEERING

Description	Aug-10	Monthly Average - May, June, July	KPI for May, June, July	Target
Operational Works				
Applications Received	18	14	-	-
Number of Current Applications	53	58	-	-
Applications Finalised	18	11	-	-
Applications Requiring an Acknowledgement Notice	0	2	-	-
Average Acknowledgement Notice Period (Days)	-	12	100% in 10 Days	85% in 10 days
Applications Requiring an Information Request	6	4	30% of all lodged	No more then 50%
Average Information Request Period (Days)	11	10	72% in 10 Days	85% in 10 days
Average Decision Making Period (Days)	21	15	96% in 40 days	85% in 40 days
Average from Lodged to Decided (Days)	67	88	95% in 80 Days	85% in 80 days
Survey Plans				
Applications Received	4			-
Applications Finalised	13	10	-	-
Number of Lots Sealed	67	12	-	-
Average from lodged to Signing (Days)	14	63	87% in 15 Days	85% in 15 days
Minor Works				
Applications Received	74		-	-
Applications finalised	70	72	-	-
Average days from lodged to decided	5	67	96% in 10 Days	85% in 10 days

3. HEALTH & REGULATORY SERVICES

a) Compliance

i) Status of Compliance Activities:

Description	August 2010	August 2009
Requests for action received for the month	38	38
Requests for action finalised for the month	57	38
Show Cause Notices issued	45	5
Enforcement Notices issued	3	3
Local Laws Notices Issued	0	4
Infringements issued	5	2
Cases - under investigation	26	50
Cases – legal action commenced	35	47
Cases in process	61	97

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.
- Significant increase in SCN's issued relate to MCU audits.
- Reduction in requirement to conduct ongoing CAS building inspections has made staff available to switch focus to compliance and auditing matters.
- Review of infringement systems and development of policy largely complete. Report to Council will be made on the matter seeking Council's support.

ii) Complaints received

Category	August 2010		
	Received	In Process	Finalised
Illegal building works	7	24	14
Non-compliance of conditions	1	4	1
Unapproved earthworks	1	3	3
Pools & pool fencing	5	7	11
Home based business	5	2	7
Illegal land use	7	7	10
Plumbing miscellaneous	1	2	5
Stormwater	5	4	6
Onsite sewerage plants/septics	3	3	0
Advertising signs	0	1	0
Other	3	4	0

- Building work continues to be the main issue as both building works and pool breaches are building matters.
- Successful resolution and appreciation received on a matter at Bloomsbury with an illegal shed taken down. Was constructed without approval across private and Queensland Rail properties. Cindy Hardie investigating officer.

- Letter of appreciation received from owners of a property with a pool compliance issue. Although notice issued and fined, congratulated the compliance officer on her professionalism. Jacqui Bullock investigating officer.
- Deeson's Heavy Haulage (opposite airport) is finally lodging the necessary applications to become compliant. Steve Gatt investigating officer.

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	August 2010
MCU Audit - Allocated	27
MCU Audit – Auditing	4
MCU Audit – Legal Action Commenced	9
MCU Audit – Finalised	23
Planning Audit – Allocated	0
Planning Audit – Auditing	2
Planning Audit – Legal Action Commenced	0
Planning Audit – Finalised	1

- \$122,722.00 in outstanding contributions recovered in the month.
- 57% of Development Applications audited for the month had not yet commenced.
- Inspections spanned applications from 2006 through to 2008.

iv) *Key Performance Indicators - Compliance*

Key Performance Indicator	Target	August 2010	Last Quarter
Complainant contacted and investigation commenced	≥ 85% within 5 days	96%	94%
Investigation conducted and finalised	≥ 85% within 20 days	89%	91%
Decision on action Upon receipt of investigation report	≥ 85% within 5 days	100%	100%
Decision on final action if non-compliant in legal action	≥ 85% within 20 days	100%	100%
Report that compliance achieved	≥ 85% within 60 days	N/A	87%
Percentage of Building Application audits to amount lodge in calendar month	≥ 10% applications	23%	6%

- KPI's for auditing processes identified.
- Task system corrected. Will be able to calculate KPI's for compliance requests and MCU audits.
- Statistics indicate KPI's being met. However, currently in the seasonal low for receipt of complaints. Also, projected effect of conducting MCU audits still to be realised.

v) Governance

Description	August 2010	August 2009
Building Application Audits (<i>Audits of building files by Building Surveyor</i>)	48	16
Building Application Audits (<i>Audits of building/plumbing files by Plumbing Inspector</i>)	21	0
Final inspections (<i>Building inspections of aged Council files</i>)	4	0
Building inspections (<i>Council Private Certification files</i>)	6	43
Issuance of Certificate of Classifications (<i>Research/inspections of Council building files leading to issuance</i>)	11	15
Building Records Searches (<i>A database search of approved structures on properties</i>)	50	71

- Significant increase in building audits has been conducted. Staff to maintain the KPI. However, resources redirected towards MCU audits in following month.
- Issues of incorrect setbacks of structures continues to be an issue with Private Certifiers, despite being educated.

vi) Domestic Building Works Statistics

Description	August 2010.	Three (3) Months Prior (Average)	Per Month Since July 2008 (Average)
Applications - All	292	256	235
Value of Building Works - All \$	40,364,804	202,822,838	58,392,549
Applications - Residential	71	79	71
Value of Building Applications - Residential \$	20,093,621	24,890,835	22,165,365
Average Application Value	283,009	316,409	310,841
Detached Dwellings	71	77	69
Value of Detached Dwellings \$	20,093,621	23,679,722	19,877,777
Average Value of Detached Dwelling	283,009	307,392	285,866
Attached Dwellings	0	11	12
Value of Attached Dwellings	-	1,816,670	3,130,384
Average Cost of Attached Dwelling	-	173,016	254,176

Significant Residential Applications

- PC-2010-1851 - Dolphin Heads - Addition & Alteration to Dwelling - \$1,000,000.

Other Significant Applications

- PC-2010-1703 - CQUniversity - Addition to University - Student Accommodation - Value \$8,010,071;
- PC-2010-1787 - CQUniversity - Alteration to University - Fitout of Old Library Building into Multi-Purpose Science Labs - Value \$1,900,000;
- PC2010-1951 - Enterprise Street, Paget - New Workshop, Wash Down Area & Offices - Value \$1.250,000;
- PC-2010-1901 - Connors Road, Paget - New Warehouse - Value\$1,700,000.

b) **Local Laws**

i) *Complaints Completed*

Category	August 2010	August 2009
Abandoned Vehicles	15	27
Dogs Barking	18	22
Dogs Aggressive	57	30
Dogs Straying	100	95
Dogs Excessive numbers/Unregistered	9	8
Livestock/Poultry/Birds	28	3
Overgrown/Untidy allotments	33	20

ii) *Parking*

Description	Aug-10	Aug-09
Number of Infringements Issued	704	621
Machine Faults Received	14	43

iii) *Dog Registrations*

Registrations	Number
Total Registered Dogs	13,863
New Registrations for this Month	478

iii) *Cat Registrations*

Registrations	Number
Total Registered Cats	2,557
New Registrations for this Month	790

c) *Environmental Health*

i) *Complaints*

Type	August 2010	August 2009
Dust	2	4
Illegal Camping	1	0
Malodours	0	1
Noise	2	6
Nuisances	2	3
Smoke	2	2
Vermin Control	2	2
Light	0	1

ii) *Inspections - Licensed Premises*

Premises Type	Routine Work Inspection	Complaint Inspections
Flammable Liquids	7	0
Food	29	3
Footpath Dining	2	0
Accommodation	0	1
Swimming Pools	1	2
Vendors	4	1
Temporary Foods	5	0
Skin Penetration	1	0
Outdoor Events	4	0

iii) *Annual Registered Inspections - Licensed Premises*

Premises	Premises Inspected August 2010	Premises Inspected August 2009	Total No. of Licensed Premises
Caravan Parks	0	10	22
Flammable Liquids	7	0	142
Food	32	49	567
Footpath Dining	2	0	15
Accommodation	1	2	67
Swimming Pools	3	1	73
Vendors	5	0	12
Skin Penetration	1	8	7

d) *Environmental Protection*

i) *Environmentally Relevant Activity Registrations*

Categories	Enquiries	Inspections	Complaints
Chemical Storage	12	0	1
Abrasive Blasting	2	2	0
Boiler Making or Engineering	3	2	0
Motor Vehicle Workshop	5	1	1

ii) *Inspections - Registered Premises*

Premises	Premises Inspected August 2010	Premises Inspected August 2009	Total No. of Licensed Premises
Chemical Storage	0	1	72
Plastic Product Manufacturing	0	1	1
Abrasive Blasting	2	1	18
Boiler Making or Engineering	2	2	108
Motor Vehicle Workshop	1	9	207
Surface Coating	0	1	21

iii) *Complaints - Environmental Harm or Nuisance*

Categories	Inspections	Total Infringements / Notices
Operating without an Approval	1	1
Backyard Operators	2	2
Dust	1	1
Odour	3	4
Noise	6	8
Water	4	4
Other	3	3

e) *Vector Control*

Sites Inspected	Sites Treated	Hectares Treated
121	71	2,050 Ha

f) Pest Management

i) Declared Weeds

Plants:	Enquiries	Inspection
Parthenium Weed	4	4
Giant Rats Tail Grass	2	2
Sicklepod	1	0
Singapore Daisy	2	2

ii) Declared Animals

Animals	Enquiries	Traps	Shed Meetings
Dingo/Wild Dog	7	2	2
Feral Pig	31	1	2

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 again to discuss the acquisition of easements further
McCreadys Creek South Trunk Stormwater Infrastructure Study	- Ecological report received - Golf club detention basin to use as a regional stormwater quality treatment device for the catchment is being investigated. - Initial Modelling of 5 year planning scenario and management options for ultimate planning scenario completed	- Finalise management options for 5 year and ultimate planning scenarios.
Review of 2006 Stormwater Management Plan Mackay Quality	- 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 the Mackay Region, SQM and WSUD for flat sites internal review being completed.	- Print WSUD flat sites and DTC solution. - Finalise Deemed to Comply and WSUD flat sites documents for consultation.

PROJECT	PROGRESS	PLANNED ACTIVITIES
ii) Flood Studies	-	
Goosepond Creek Flood Study	- Corrected flood levels and GIS data received from the consultant.	- Ongoing.
Pioneer River Flood Study	- Hydrologic model calibrated.	- Calculate design discharges - Progress on 2D modelling
iii) Open Space		
Open Space Policy Review	- Draft policy being prepared	- Finalise draft policy for internal review.
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)	- Consultation ended on the 23 July 2010. - DIP advised 2 nd State Interest Review not required.	- Adoption and gazettal of amendments.
Mackay / Mirani / Sarina: 1 of 2010 (housing affordability amendment package)	- Council resolved to commence preparation of proposed scheme amendments. - Proposed amendments submitted to DIP for 1 st State Interest Review.	- Awaiting response of 1 st State Interest Review by State agencies.
Mackay PS Amendments 2 of 2010 (minor/administrative amendments - minimum development levels)	- Council resolved to commence preparation of proposed scheme amendments. - Proposed amendments submitted to DIP for 1 st State Interest Review.	- Awaiting response of 1 st State Interest Review by State agencies.
Mackay PS Amendments 3 of 2010 (minor/administrative amendments- heritage schedules)	- Council resolved to commence preparation of proposed scheme amendments. - Proposed amendments submitted to DIP for 1 st State Interest Review.	- Awaiting response of 1 st State Interest Review by State agencies.

PROJECT	PROGRESS	PLANNED ACTIVITIES
Mackay PS Amendments 4 of 2010 (rural transport uses)	- Draft amendments being prepared for consideration by council.	- Report to Council to commence planning scheme amendment process.
ii) Local Planning Instruments		
Mirani and Marian LAP		- Report to Council – summary of submissions and way forward for project.
Sarina LAP	- Public Consultation undertaken (ended on 13 August 2010).	- Report to Council – summary of submissions and way forward for project.
Ooralea LAP	- Finalise EbD Outcomes Report and consultation materials.	- Commence public consultation on EbD Outcomes Report. - Public exhibition and presentation planned for October.
City Centre LAP	- Preferred consultant appointed.	- Commence Project. - Briefing to council on consultation programme.
iii) SPA Planning Scheme		
Mackay 200k+ Planning Scheme	- Ongoing.	- Ongoing
iv) Heritage Planning		
Heritage Information Kit	- Launch of Heritage Brochure after HAC meeting 20 August.	- Project Completed.
Heritage Advisory Committee	- Meeting held on 20 August 2010.	- Next HAC meeting scheduled for 12 November 2010.

c) Regional & Strategic Planning

PROJECT	PROGRESS	PLANNED ACTIVITIES
i) WHAM Regional Plan		
Statutory Regional Plan	- Participated in series of Workshops on 8 themes (ending 5 August 2010) - Briefed Council on regional plan progress on 18 August 2010. - Consolidated comment on workshop outcomes on 23 August 2010 - DIP aiming to have a Draft Regional Plan by December 2010	- Attend Regional Planning Committee (RPC) meeting on 9 September 2010. - Commence drafting 'sub-regional narratives' upon receipt of template from DIP (describe activity centres network as well as future of localities)
Regional Industry Study	- Progress meeting on 11 August 2010 with DIP /	- Consultant to prepare and update draft document and

PROJECT	PROGRESS	PLANNED ACTIVITIES
	DEEDI team.	mapping at next meeting - Next regional Working Group planned for October 2010.
Broadhectare Study 2010	- Sent data to PIFU to update broadhectare map with residential yield and potential timing thereof.	- Meeting on 2 Sept 2010 with DIP/PIFU team and developer representatives. - Will receive updated map from PIFU after 2 Sept meeting. - Meet with PIFU in October 2010 to finale BHS.
ii) Mackay Strategic Plan		
Mackay 200K + Strategic Plan	- Prepared a first draft Strategic Framework (Version 0.1) as part of developing a new planning scheme. - Briefed council on 18 August 2010 on progress	- Continue development of draft Strategic Framework through internal consultation, with recognition of emerging regional plan outcomes.
Residential Densities Strategy	- Finalising study documents (technical documents).	- Prepare public summary document.
iii) Climate Change and Adaptation Strategy		
Potential Climate Change and Adaptation Strategy	- Project was not initiated due to emerging regional plan work on climate change.	- Continually consult with DIP regarding compliance with SPA Planning Scheme requirements regarding Climate Change.
iv) Other projects		
Airport Statement of Proposals	- Council commented on Mackay Airport Statement of Proposals on 7 July 2010. - Letter sent to Mackay Airport on 7 July 2010 - Sent comments of draft Priority Infrastructure Interface Plan on 20 & 28 July 2010. - Meeting held with Airport Company on Friday, 29 July 2010.	- Waiting for draft Land Use Plan in September 2010.

d. *PIPs*

PROJECT	PROGRESS	PLANNED ACTIVITIES
i) Indexation		

PROJECT	PROGRESS	PLANNED ACTIVITIES
Indexation of Contribution Rates	– Prepared ICR for August quarter (1 August).	– Next indexation 1 November 2010.
ii) PIPs		
Mackay City Planning Scheme Area PIP	– Finalising PIP document for submission to DIP.	– Awaiting response from DIP on PIA Planning Assumptions. – Submit Mackay Planning Scheme PIP to DIP.
Sarina Planning Scheme Area PIP	– Commenced compilation of Part 1 (Planning Assumptions) for submission to DIP. – Full PIP scheduled for submission end of 2010.	– Finalise Priority Infrastructure Area. – Develop employment and population projections. – Ongoing development of Section 1.
Mirani Planning Scheme Area PIP	– Commenced compilation of Part 1 (Planning Assumptions) for submission to DIP. – Full PIP scheduled for submission end of 2010.	– Finalise Priority Infrastructure Area. – Develop employment and population projections. – Ongoing development of Section 1.
iii) Transport Planning		
Mackay Area Transport Study (MATS) – Traffic Model	– Consultation ongoing.	– Review assumptions of traffic modelling to meet PIP and other Council needs. – Consultant appointed in September 2010.
Mobility and Transportation Access Strategy (MTAS)	– Development of overarching Mobility and Sustainable Transport Strategy (to encompass other transportation and access management strategies).	– Establish internal working group and develop action plans.
Cost Impact Assessment Guidelines (CIA)	– Cost Impact Assessment Guidelines being developed.	– Finalise draft CIA for comment.
Transport Impact Assessment Guidelines (TIA)	– Ongoing.	– Finalise draft TIA for comment.
Road Hierarchy	– Adjustments on Marian & Mirani required once Master Plan are completed.	– Clarify with Planners over final Plan for Marion & Mirani and then adjust Road Hierarchy for those areas.
CBD Car Parking Study	– Ongoing	– 1 st Briefing to Council in October.
Ooralea/Peak Downs Road Corridor	– Preparation of Intersection analysis.	– Completion of typical cross section for Special Use Corridor.
Freight Summit	– Organise Mackay Region Freight Summit for October.	– Ongoing.
DART Committee Meetings	– Attend regular weekly DART Committee Meeting as required.	Attend Meetings and provide traffic advice.

5. WORKING GROUPS

▪ Development Industry Forum

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.

The group met on 12 August 2010, and the following items were discussed:

- Terms of Reference;
- Sustainable Planning Act and Schedule 4;
- Stormwater Detention on Small lots or infill development (new guidelines);
- New Procedures for obtaining relaxations;
- Flushing of Council sewer lines;
- Building approvals for 12 months to 30 June, what does it mean?;
- ULDA Estate at Andergrove.

Next meeting to be held on 18 November 2010.

▪ Sustainable Futures Committee - Planning Issues Working Group

Next meeting to be held on 23 September 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.