PLANNING AND REGULATORY COMMITTEE MEETING

AGENDA

16 OCTOBER 2018

Your attendance is required at a meeting of the Planning and Regulatory Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 16 October 2018 commencing at 9.00am for transaction of the enclosed business.

CHIEF EXECUTIVE OFFICER
10 October 2018

Please note:

In accordance with the *Local Government Regulation 2012*, please be advised that all discussion held during the meeting is recorded for the purpose of verifying the minutes. This will include any discussion involving a Councillor, staff member or a member of the public.

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1   OPENING

2   PRESENT

Members Present:

Councillor C E Smith (Chairperson)
Councillor N K Fisher
Councillor C R Rutherford
Councillor M D Wickerson

In Attendance:

Ms C Worthy – General Manager Community Services (Executive Officer)
Mr E Pardon – Chief Executive Officer

3   APOLOGIES AND LEAVE OF ABSENCE

Councillor Margaret Strelow - Leave of Absence from 12 October 2018 to 21 October 2018

4   CONFIRMATION OF MINUTES

Minutes of the Planning and Regulatory Committee held 2 October 2018

5   DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

6   BUSINESS OUTSTANDING

Nil

7   PUBLIC FORUMS/DEPUTATIONS

Nil

8   OFFICERS' REPORTS

8.1   DECISIONS UNDER DELEGATION - SEPTEMBER 2018

File No:	7028
Attachments:	Nil
Authorising Officer:	Steven Gatt - Manager Planning and Regulatory Services Colleen Worthy - General Manager Community Services
Author:	Tarnya Fitzgibbon - Coordinator Development Assessment

SUMMARY

This report outlines the properly made development applications received in September 2018 and whether they will be decided under delegation or decided by Council.

OFFICER'S RECOMMENDATION

THAT this report into the applications lodged in September 2018 be received.

BACKGROUND

Matters are referred to Committee for decision where:

- Refusals;
- The development is inconsistent with the intent of the zone;
- Submissions are received during the notification period.

The following properly made applications were received in September 2018. They will be decided in the following manner:

Application type	Address	Decision
D/96-2018 – ROL (one into two lots)	130 High Street, Berserker	Delegation
D/97-2018 – MCU for Low Impact Industry and Operational Works for Advertising Device	6/235-239 Musgrave Street, Berserker	Impact assessable so may go to Committee if there are submissions
D/98-2018 – ROL (one into four lots) and common property	984-986 Yaamba Road, Parkhurst	Delegation
D/99-2018 – Building Works Assessable Against the Planning Scheme for Shade Cover over Existing Playground	19 Reaney Street, Berserker	Already decided under delegation
D/100-2018 – Operational Works for Earthworks. This property is owned by Council. There is no primary approval, but this is probably for the current works at the top of Mount Archer.	10 Pilbeam Drive, Mount Archer	Delegation

Application type	Address	Decision
D/101-2018 – MCU for Low Impact Industry	54164 Burnett Highway, Bouldercombe	Impact assessable so may go to Committee if there are submissions
D/102-2018 – Operational Works for an Advertising Device (Digital Pylon Sign)	6 Alexandra Street, Park Avenue	Delegation
D/103-2018 – MCU for Medium Impact Industry	2 Lucius Street, Depot Hill	Impact assessable so may go to Committee if there are submissions
D/104-2018 – Operational Works for Earthworks and Stormwater Works. 623 Lakes Creek Road is the Boral site. There is no primary approval but there appears to have been historic compliance action taken in 2016. There was an Operational Works permit for Stormwater, Drainage Works, Earthworks and Erosion and Sediment Control issued in November 2016 (D/185-2016)	619 and 623 Lakes Creek Road, Lake Creek	Delegation

For some matters it is not possible to determine if they will go to Committee until the notification period ends. If there have been submissions the application will go to Committee to be decided.

CONCLUSION

This report outlines the applications received in September 2018 and the manner in which they will be decided.

8.2 PARKING DURING MAJOR EVENTS

File No:	**8041**
Attachments:	1. **Event Category List**⇩ 2. **Event Flow Chart**⇩ 3. **Event Traffic Control Checklist**⇩ 4. **Event Traffic Management Guidance Information**⇩ 5. **Preliminary Traffic Guidance Scheme**⇩
Authorising Officer:	**Colleen Worthy - General Manager Community Services**
Author:	**Steven Gatt - Manager Planning and Regulatory Services**

SUMMARY

This report details general changes to the application process for events including simplified and scalable pedestrian and traffic guidance plan requirements to assist with regulation management for events. This report does not include the ride and park traffic plan for the largest events which is currently being developed by Strategic Planning and Advance Rockhampton Units.

OFFICER'S RECOMMENDATION

THAT the process amendments be application documentation be accepted to ensure safer and orderly access to a range of events.

COMMENTARY

A number of large events heavily impacted on traffic, parking and pedestrians on the road network around the showgrounds complex. This led to enforcement activities in particular from the Queensland Police Service for vehicles breaching the Australian Road Rules by parking on footpaths, road verges and in areas closer than permitted to an intersection.

BACKGROUND

On 22 May 2018 officers were requested to review the management of parking at major events, with a report to be returned to Committee. Following a review of the parking scenarios, it was evident that during some events, particularly small to medium events, controls for the appropriate management of parking could be improved in the application process.

It was decided to try to implement a better way for Council to identify what information an event organiser should be providing to Council about their proposed event and what control measures they should be implementing to minimise their impact on the road network and its users. Council can then approve that parking facilities commensurate with the size of the event are provided and that the event does not unduly impact on local businesses and residents, while also ensuring pedestrians can safely move to and from the event.

PREVIOUS DECISIONS

COMMITTEE RECOMMENDATION 22 May 2018

THAT Council officers prepare an overview report with recommendations which would reduce impacts of significant events at the Showgrounds on the Wandal community and retail precinct, which may involve temporary changes to the parking regime or other alternatives as suggested.

Moved by: Mayor Strelow
Seconded by: Councillor Rutherford
MOTION CARRIED UNANIMOUSLY

LEGISLATIVE CONTEXT

Transport Operations (Road Use Management - Road Rules) Regulation 2009;

Transport Operations (Road Use Management) Act;Local Government Act 2009 and Regulation 2012;

Local Law No. 1 (Administration) 2011;

Subordinate Local Law No. 1 (Administration) - Local Government Controlled Areas, Facilities and Roads;

Subordinate Local Law 1.14 - Undertaking regulated activities on Local Government Controlled Areas;

Subordinate Local Law 1.16 - Carrying out works on a Road or Interfering with a Road or its Operation.

CONSULTATION

The following areas were consulted:

▪ Corporate Services - Strategy and Planning
▪ Regional Services - Infrastructure Planning
▪ Advance Rockhampton – Events
▪ Community Services – Major Venues

RISK ASSESSMENT

Refer attached.

CONCLUSION

The attached plans are suggestive of standardised management plans which can address the requirements of both applicants by simplifying the application process and raising awareness of traffic impacts.

This work leads into broader consultation and actions surrounding events requiring park and ride style considerations.

PARKING DURING MAJOR EVENTS

Event Category List

Meeting Date: 16 October 2018

Attachment No: 1

Rockhampton Regional Council

Event Categories

This list can help determine what requirements are needed to be implemented to ensure safe and effective traffic control measures for an event.

CATEGORY 1 EVENT

Small-scale Event

Features that are likely to be common to Category 1 Events

- No public road closure required for safe management of access
- Causes no impact to local and major arterial roads
- Does not disrupt the non-event community in the immediate area
- Minimal increase in local traffic and parking and pedestrians in immediate area

Requirements of Category 1 Events

- Does not require Traffic Management Plan
- Does not require police consent
- Does not require advertising the event's traffic aspects to the community

(Example, dinner in James Lawrence Pavilion)

CATEGORY 2 EVENT

Medium-scale Event

Features that are likely to be common to Category 2 Events

- No public road closure required for safe management of access
- Causes minor impact to local and minimal impact to major arterial roads
- Does not disrupt the non-event community in the immediate area
- Some increase in local traffic and parking and pedestrians in immediate area.

Requirements of Category 2 Events

- Does not require Traffic Management Plan
- Does not require police consent
- Does not require advertising the event's traffic aspects to the community

(Example, Wedding Expo in Robert Schwarten Pavilion)

CATEGORY 3 EVENT

Large-scale Event

Features that are likely to be common to Category 3 Events

- No public road closure required for safe management of access
- Causes moderate impact to local and minor impact to major arterial roads
- Larger number of vehicles arriving and leaving at one time may cause short-term congestion on roads to and from event.
- Disrupts the non-event community in the immediate area due to localized heavier increase in traffic and parking, some increase in noise.

Requirements of Category 3 Events

- Requires Traffic Management Plan
- May require the involvement and consent of RRC Regional Services
- May require police consent
- May require advertising the event's traffic and noise aspects to the local community.

(Example, Home show)

CATEGORY 4 EVENT

Very large-scale Event

Features that are likely to be common to Category 4 Events

- Partial or total road closure of a single road
- Impacts local traffic and transport systems and moderate impact to major arterial roads due to larger numbers of vehicles than usual arriving and leaving at one time
- Disrupts the non-event community in the area around the event due to an increase in local traffic and parking and noise, but not over a wide area
- Larger number of pedestrians in area

Requirements of Category 4 Events

- Requires a Traffic Management Plan
- Requires the involvement and consent of RRC Regional Services
- Requires Police consent
- Requires advertising the event's traffic and noise aspects to the local community
- May require Variable Message Signs for traffic information
- Requires the provision of additional local off road parking

(Example, Rocky Swap, Armed Forces open day or large concert)

CATEGORY 5 EVENT

Major Event

Features that are likely to be common to Category 5 Events

- Partial or total road closure to multiple roads
- Impacts major traffic and transport systems in the wider area
- Major disruption to the non-event community over a wide area from a substantial increase in traffic, parking and noise
- Substantial increase in the numbers of pedestrians in the area
- May Impact the road transport industry which may result in heavy vehicle detour routes

Requirements of Category 5 Events

- Requires detailed Traffic Management Plan
- Requires the involvement and consent of RRC Regional Services
- Requires Police consent
- Requires involvement and consent of Dep't of Transport and Mains Roads
- Requires advertising the event's traffic aspects to a wide audience and noise aspects to the local community.
- Require the provision of additional local off road parking facilities
- May require offsite parking with shuttle buses to and from event site
- Requires Variable Message Signs for traffic information
- Requires the temporary adjustment to traffic signals

(Example, Beef Expo or Rockhampton Show)

PARKING DURING MAJOR EVENTS

Event Flow Chart

Meeting Date: 16 October 2018
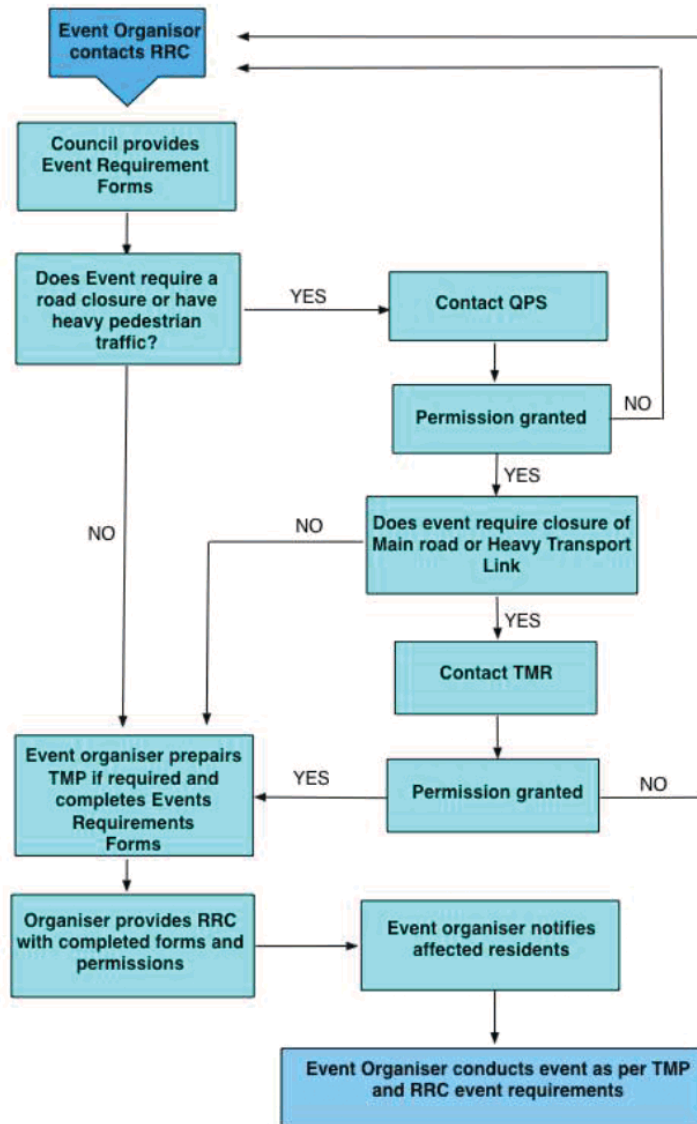
Attachment No: 2

Event Flow Chart

This flow chart can help steps required are needed to ensure safe and effective traffic control measures for an event.

Version 1   Created 7/2018

PARKING DURING MAJOR EVENTS

Event Traffic Control Checklist

Meeting Date: 16 October 2018

Attachment No: 3

EVENT TRAFFIC CONTROL CHECKLIST

This checklist can help you implement safe and effective traffic control measures for your event.

CONSIDER THE FOLLOWING	Yes	No	Comments / Action
Separation			
Are separate entries and exits provided for vehicles and pedestrians including visitors?			
Do the entries and exits protect pedestrians from being struck by vehicles?			
Does the layout of the event effectively separate pedestrians, vehicles and powered mobile plant (e.g. fork lifts)?			
Are systems in place to keep pedestrians and moving vehicles or plant apart like physical barriers, exclusion zones and safety zones?			
Vehicle routes			
Is there a single dedicated security check point for all vehicles entering and exiting the event site?			
Do vehicles queue at the check point in a way that could create risks to pedestrians or other traffic, for example crossing walkways or obstructing people's view of vehicles?			
Overhead electrical lines and structures that could be an obstruction have been identified?			
Are the roads and pathways within the event site suitable for the types and volumes of traffic both vehicular and pedestrian?			
Are there enough parking places for vehicles that enter the event site during set-up and pack-up and are they used?			
Are traffic directions clearly marked and visible?			
If a one way system is provided for vehicle routes within the event site is it properly designed, signposted and used?			
Are vehicle routes wide enough to separate vehicles and pedestrians and for the largest vehicle using them?			
Pedestrian routes			
Are pedestrian walkways separated from vehicles?			
Where necessary are there safe pedestrian crossings on vehicle routes?			
Vehicle movement			

Page **1** of **2**

Version 1   Created 7/2018

CONSIDER THE FOLLOWING	Yes	No	Comments / Action
Have drive-through, one-way systems been used to reduce the need for reversing?			
Are non-essential workers excluded from areas where reversing occurs?			
Do drivers use the correct routes, drive within the speed limit and follow site rules?			
Signs			
Are there speed limit signs?			
Are there clear warnings of powered mobile plant hazards?			
Is there clear signage of any pedestrian and powered mobile plant exclusion zones?			
Is there enough lighting to ensure signs are visible, particularly at night?			
Information, training and supervision			
Have event site workers received a site specific induction and information on traffic hazards, speed limits, parking and loading areas?			
Is the level of supervision sufficient to check traffic movement and ensure safety of pedestrians and drivers?			
Personal Protective Equipment			
Is high visibility clothing required during setup and pack up?			
Parking			
Is there sufficient parking for event staff and attendees?			
Is an offsite park and ride via shuttle bus service available if required?			
Other			
Is the event close to other public areas, for example schools during peak traffic periods?			
Can high traffic volumes to the site be timed to avoid peak traffic conditions in the vicinity of the event site e.g. access for set-up and pack-up and visitor vehicles arriving and leaving the event site?			
Have you reviewed previous incident or near-miss reports to better understand contributing factors and identify how the traffic management system could be improved?			

Completed by _____ Date_____

Page **2** of **2**

Version 1   Created 7/2018

PARKING DURING MAJOR EVENTS

Event Traffic Management Guidance Information

Meeting Date: 16 October 2018

Attachment No: 4

EVENT TRAFFIC MANAGEMENT GUIDANCE & INFORMATION

Traffic management plan

If you anticipate your event will have an impact on traffic and/or transport then you might be required to develop a Traffic/Transport Management Plan (TMP). The Queensland Police Service, Rockhampton Regional Council and Transport and Main Roads (TMR) office will advise accordingly.

Seeking Approval and Permits

If you are unsure what permits your event may require, you should first consult with the Queensland Police Service. Smaller events, which can be held within the existing road rules, may not require a special event permit, but you still may need to seek other approvals for other elements of your event.

If the event uses or impacts only local council roads, seeking the consent of the Rockhampton Regional Council will be required.

If the event uses state-controlled roads, or has a significant impact on adjoining state-controlled roads, the additional approval of the Rockhampton TMR office is required.

Traffic and transport permits

Depending on the size of the event, different road permits may be required.

• Special Event Permit—to run a special event in Queensland, organisers must obtain written approval from the Queensland Police Service, public authorities and the landowner responsible for the roads the event will use.

• Road Corridor Permit (RCP)—a RCP is required if applicants wish to undertake an activity, works or erect a structure within the road corridor.

• Traffic Control Permit (TCP)—a TCP will ensure the conducted event can be performed safely with due care shown to both workers and all road users. A RCP is required prior to applying for a TCP.

Road closures

If a road closure is proposed, early discussion with Rockhampton Regional Council should take place prior to the TMP being developed.

Council, TMR requirements and community expectations require all road closures be publicly advertised a minimum of two weeks prior to the event.

The issuing of road closure advice (traffic notices) must be coordinated with the TMR Rockhampton office and The Rockhampton regional Council, who have established systems to ensure the wide dissemination of this important information for the public.

Page **1** of **3**

Version 1   Created 7/2018

Event Organiser Considerations

When planning an event, considerations should be given to passenger transport arrangements for your event, particularly if it will impact on existing transport services, local residents, businesses, or the safety of people travelling to or from your event.

The Traffic Management Plan must include the following three phases of an event:

- Preparation - 'bump in'
- Event staging, and
- Event dismantling - 'bump out'.

The risks and control measures for each of these three stages should be actively considered and documented in a traffic management plan.

Issues to consider at each event phase include:

- loading and unloading equipment and goods at permanent and temporary venues e.g. amusement devices, building and catering supplies
- where possible, restricting public access to the area during bump in and bump out
- the type of vehicles and traffic routes and how these may differ during each event phase
- public transport, vehicle types and peak periods
- walkways and crossings
- parking and parking control, as well as parking for persons with disabilities.
- crowd control and movement and crowd safety
- emergency service access, and
- effective monitoring of and response to traffic management throughout the event.

Parking

Spectator and participant car parking and associated vehicle movements should be carefully considered in pre-event planning and be a part of the TMP.

Parking needs for the event must be accommodated with appropriately located sites, directional signage and traffic controllers/event traffic marshals may be required.

Event parking should include parking areas for cars, motorcycles, bicycles and buses, as well as locations for any essential or emergency vehicles, participants, officials, spectators, media, accessible parking, traffic controllers/event traffic marshals and medical vehicles.

If existing parking facilities at the event location are inadequate, consider other parking availability nearby and possibly 'Park and Ride" solutions. If you need to set up additional parking facilities, traffic controllers/event traffic marshals may be required.

Version 1   Created 7/2018

Easily accessible parking spaces close to the event should be provided for people with disability.

Traffic routes

Traffic routes should be separate for vehicles and pedestrians at an event site.

Easily identifiable collection and drop off areas with waiting space to avoid interfering with traffic flows should be provided for the general public, disabled people, taxis and public transport.

Traffic routes should be:

- one-way if possible with adequate passing space around stationary vehicles
- designed with separate entries and exits for large vehicles and include turn around points for vehicles
- wide enough for emergency vehicle access and the largest vehicle and its load using them
- designed so there is enough visibility at intersections so drivers can see and be seen, and
- clearly sign-posted to indicate restricted parking, event patron parking, speed limits, vehicle movement and other route hazards.

Loading and unloading areas should be designed or changed to avoid the need for vehicles to reverse where there is potential for pedestrians or other vehicles to interact. All users of loading and unloading areas should have clear sight of other users.
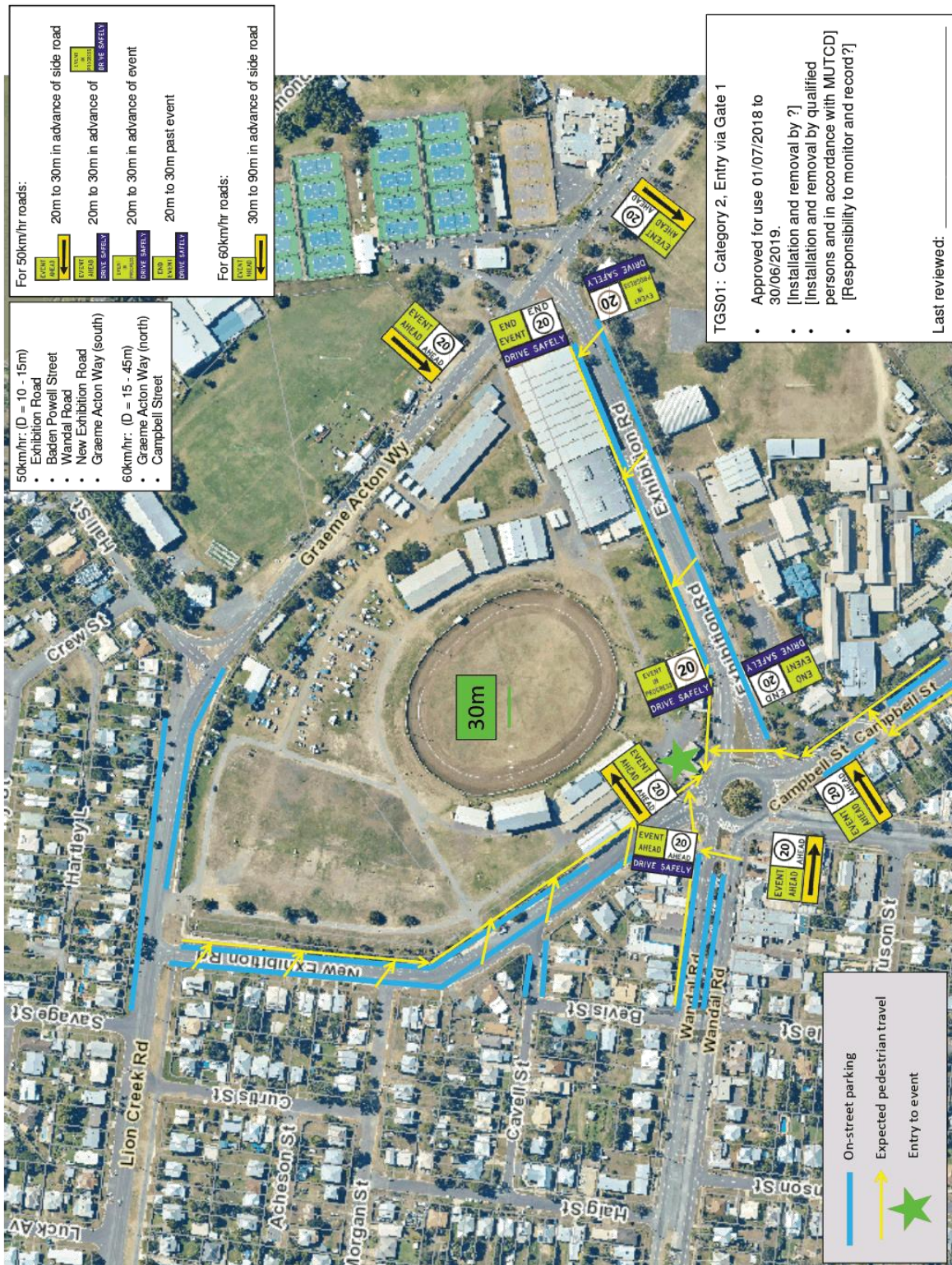
Emergency services access and their ability to get to an incident should be managed. Entry and exit areas should be adequate for emergency services and provisions made for emergency vehicles to pass through pedestrian traffic areas.
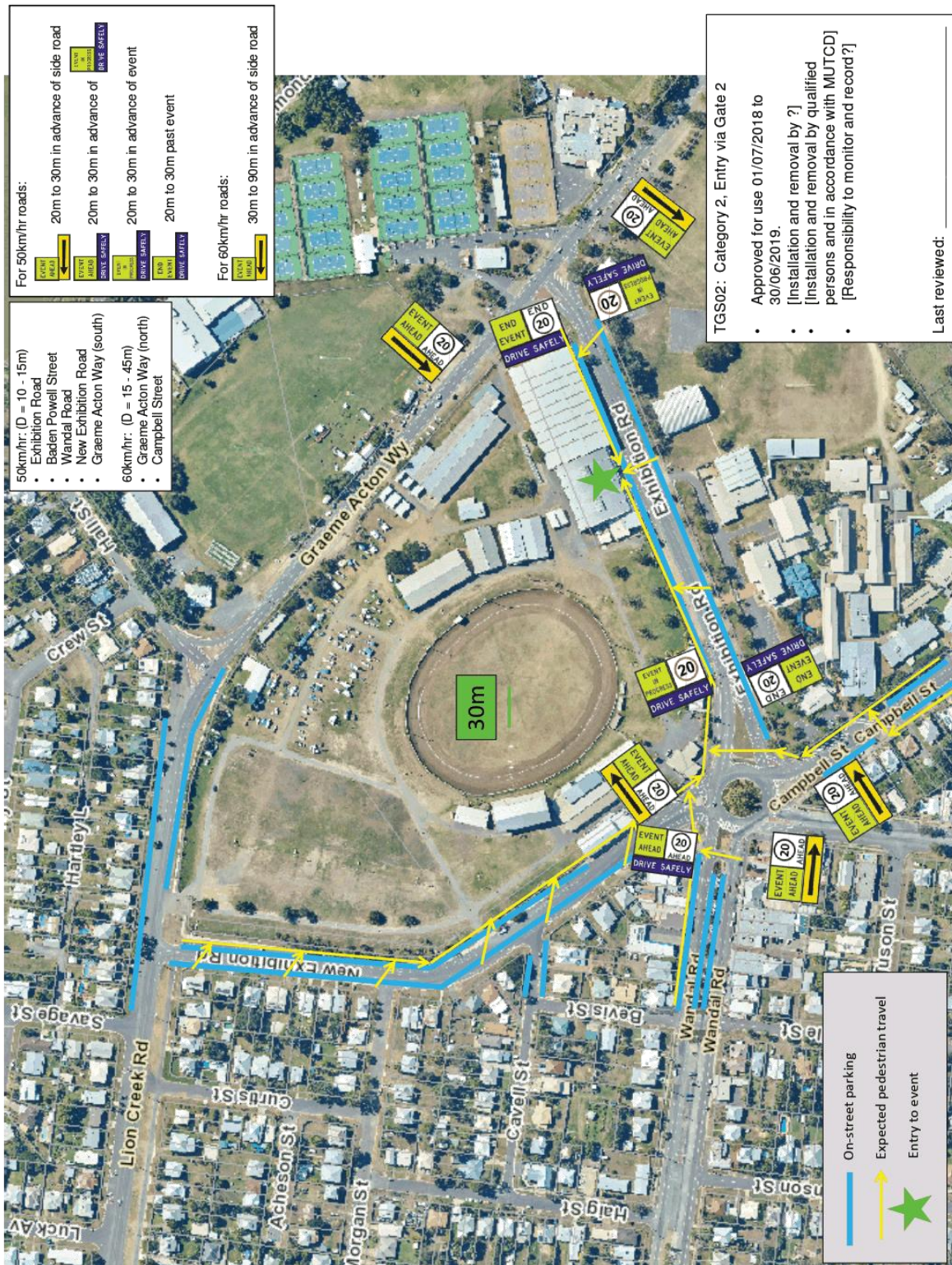
PARKING DURING MAJOR EVENTS

Preliminary Traffic Guidance Scheme

Meeting Date: 16 October 2018

Attachment No: 5

For 50km/hr roads:

20m to 30m in advance of side road

20m to 30m in advance of

20m to 30m in advance of event

20m to 30m past event

For 60km/hr roads:

30m to 90m in advance of side road

50km/hr: (D = 10 - 15m)
- Exhibition Road
- Baden Powell Street
- Wandal Road
- New Exhibition Road
- Graeme Acton Way (south)

60km/hr: (D = 15 - 45m)
- Graeme Acton Way (north)
- Campbell Street

TGS01 : Category 2, Entry via Gate 1

- Approved for use 01/07/2018 to 30/06/2019.
- [Installation and removal by ?]
- [Installation and removal by qualified persons and in accordance with MUTCD]
- [Responsibility to monitor and record?]

Last reviewed: _____

On-street parking

Expected pedestrian travel

Entry to event

For 50km/hr roads:
- 20m to 30m in advance of side road
- 20m to 30m in advance of
- 20m to 30m in advance of event
- 20m to 30m past event

For 60km/hr roads:
- 30m to 90m in advance of side road

50km/hr: (D = 10 - 15m)
- Exhibition Road
- Baden Powell Street
- Wandal Road
- New Exhibition Road
- Graeme Acton Way (south)

60km/hr: (D = 15 - 45m)
- Graeme Acton Way (north)
- Campbell Street

TGS05: Category 3, Entry via Gate 1

- Approved for use 01/07/2018 to 30/06/2019.
- [Installation by ?]
- [Installation by qualified persons and in accordance with MUTCD]

Last reviewed:

30m

On-street parking

Potential off-street parking

Expected pedestrian travel

Entry to event

8.3   **MONTHLY OPERATIONS REPORT FOR PLANNING AND REGULATORY SERVICES - SEPTEMBER 2018**

File No:	**1464**
Attachments:	**1.** **Monthly Operations Report for Planning and Regulatory Services - September 2018**⇩
Authorising Officer:	**Colleen Worthy - General Manager Community Services**
Author:	**Steven Gatt - Manager Planning and Regulatory Services**

SUMMARY

The Monthly Operations Report for the Planning and Regulatory Services Section for September 2018 is presented for Councillor's information.

OFFICER'S RECOMMENDATION

THAT the Planning and Regulatory Services Monthly Operations Report for September 2018 be 'received'.

COMMENTARY

The monthly operations report for Planning and Regulatory Services is attached for Council's consideration.

The performance information contained within the attached report relates directly to the adopted 2018/2019 Operational Key Performance Indicators.

MONTHLY OPERATIONS REPORT FOR PLANNING AND REGULATORY SERVICES - SEPTEMBER 2018

Monthly Operations Report for Planning and Regulatory Services - September 2018

Meeting Date: 16 October 2018

Attachment No: 1

Monthly Operations Report
Planning and Regulatory Services
September 2018

1. Highlights

Health and Environment

A Pest Management Officer attended the Australian Weed Symposium in Sydney where many innovative topics were discussed including further biological control of weeds, plant resistance to chemicals, using heat to destroy seeds, use of drones, injection of chemical in capsule form into trees and a demonstration of an unmanned helicopter conducting spraying weeds on cliff faces. The officer found this symposium valuable to attend and provided future innovations where Council may be able to investigate the effectiveness for our area.

The Supervisor Environmental Health attended the State Environmental Health Australia Conference on the Gold Coast. The theme was 'Managing a Major Event' and centred on the response to the Commonwealth Games, this theme was topical to our officers, given the increase in events occurring in our region. Keynote speakers included Ronni Kahn (CEO and founder of OzHarvest).

An Environmental Health Officer delivered a presentation to the Environmental Health students of CQU in relation to food safety. The presentation was very well received by both the students and the university lecturers.

Local Laws

Pet Education - Lively Stories: During August and September Local Laws delivered story time to children under the age of 10 and their parents about "responsible pet ownership" at the Northside Library. They were educated on the importance of microchipping and general keeping of the cats & dogs. The children had a great time grooming and using the microchip scanner to find the magic chip to help us get their pet home. The feedback has been very positive.

Puppy/Dog Microchipping & Vaccination Clinic: Planning and advertising continued with regards to the dog microchipping and vaccination clinics programmed to encourage owners of dogs, specifically puppies, to have their dog microchipped and vaccinated. The program will run over a course of four months with a monthly vaccination and microchipping event at a designated location for a reduced fee with community veterinary partnership. The program is scheduled to commence on 7 October 2018.

*Vaccinations***:** The vaccination program is specifically aimed at puppies and will provide subsidised puppy vaccinations to Rockhampton Regional Council residents that are an eligible holder of a Queensland Pensioner Concession Card issued by Centrelink such as Commonwealth Seniors Health Card, Pensioner Concession Card, Health Care Card and Newstart Allowance. Those who are in severe financial hardship will be able to get free vaccination, with a letter from a service provider such as Anglicare, Centrelink, St Vincent de Paul.

Microchipping: The event will provide an avenue for all Rockhampton Regional Council residents to have their pet dog microchipped at a designated location for a reduced fee.

Development Assessment

The Planning Institute of Australia held its annual State Conference in Gladstone this year from 19 to 21 September 2018. Several members of the Development Assessment team attended the conference. There were interesting topics including how artificial intelligence will be used in the future to assist with making quicker development assessment decisions and quicker Planning and Environment Court decisions.

There was also a useful session held for development assessment planners on legal issues with development assessment. This was presented by way of a panel discussion, with the panel comprising Judge Michael Rackemann, a barrister, a solicitor and a planner who is an expert witness. The panel gave valuable insights into the Court process, especially expert witness processes.

Development Engineering

Negotiations are progressing with Stockland regarding the development at Parkhurst. Terms are being discussed regarding what maybe included in a future infrastructure agreement with Council, surrounding infrastructure contributions payable and works to be provided.

2. Innovations, Improvements and Variations

Health and Environment

Environmental Health has continued to expand the Pathway workflows by building the Food Safety Supervisor and Issuing Improvement Notices workflows for food business licences.

Local Laws

Local Laws have been working to improve the workflows in Pathway, mobile inspections and their reporting. This is to provide greater visibility to the Local Laws Officers on how their collective efforts track in delivering 2017 - 2022 Corporate Plan Priorities aimed at enhancing constructive styles of role clarity, achievement and self-actualising.

Development Assessment

Development Assessment officers have been working to improve the workflow in Pathways for some application types. This also involves the workflow for sending an email from the planner allocated an application to the applicant advising that the officer will be the assessing officer for the application. Development Assessment officers have also developed some internal group KPIs for various tasks.

Building, Plumbing and Compliance

Mobile Inspections are being developed in the Plumbing unit. The initial set up has been completed with testing and training to follow.

The introduction of mobile inspection will reduce administrative errors, provide the ability for officers to issue inspection certificates in field and provide improve response times and increase customer satisfaction.

Development Engineering

Officers have implemented an improvement surrounding supporting contractors with regards to erosion and sediment control measures. At the pre-start meeting officers are endeavouring to provide the contractor with a guide demonstrating best practice in this area.

3. Customer Service Requests

The Planning and Regulatory Services section has received in the vicinity of 11176 customer requests from January 2018 to date. Of these, 10560 have been completed giving an average completion rate of 94% across the spectrum of operations.

Local Laws

Local Laws received 931 customer requests during the month of August with 656 Requests completed during the period.
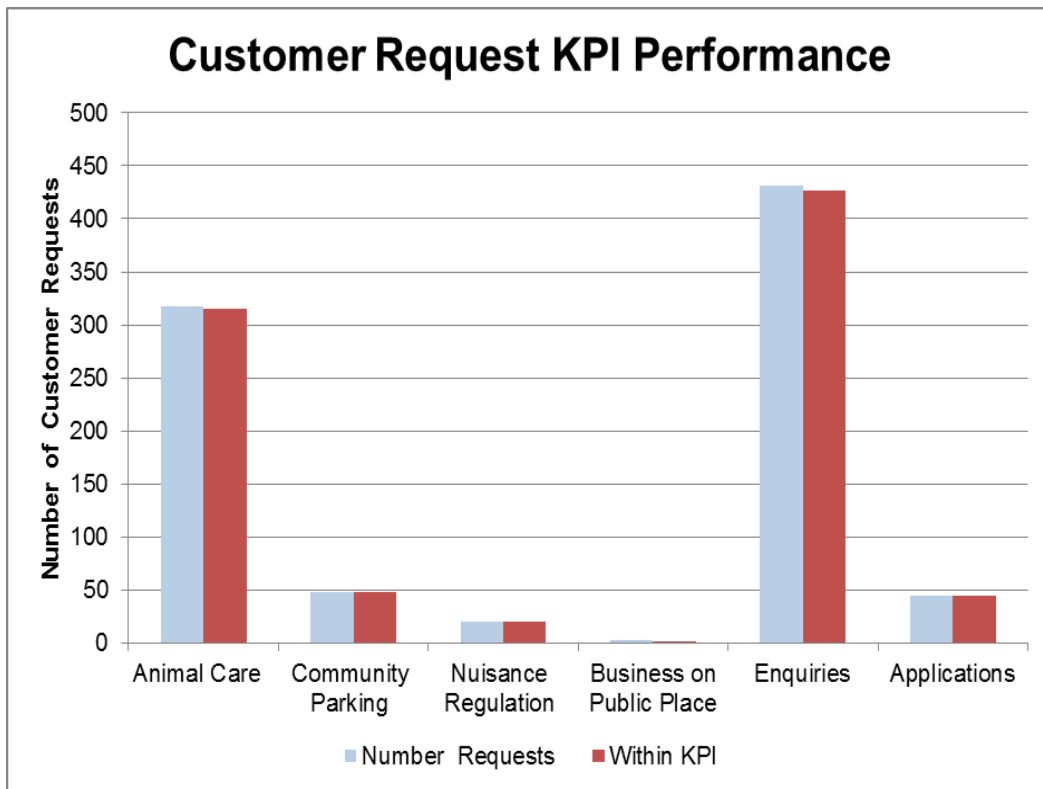
A total of 317 customer requests were received for animal care matters with 135 requests been wandering animal requests. Within the period 100% of the animal wandering animal requests were responded within 3 Hours (P1).

431enquires were received in the period with 364 dog registration been renewal requests. 334 dog registration renewal requests responded to within 2 Business days (P2).

Development Engineering
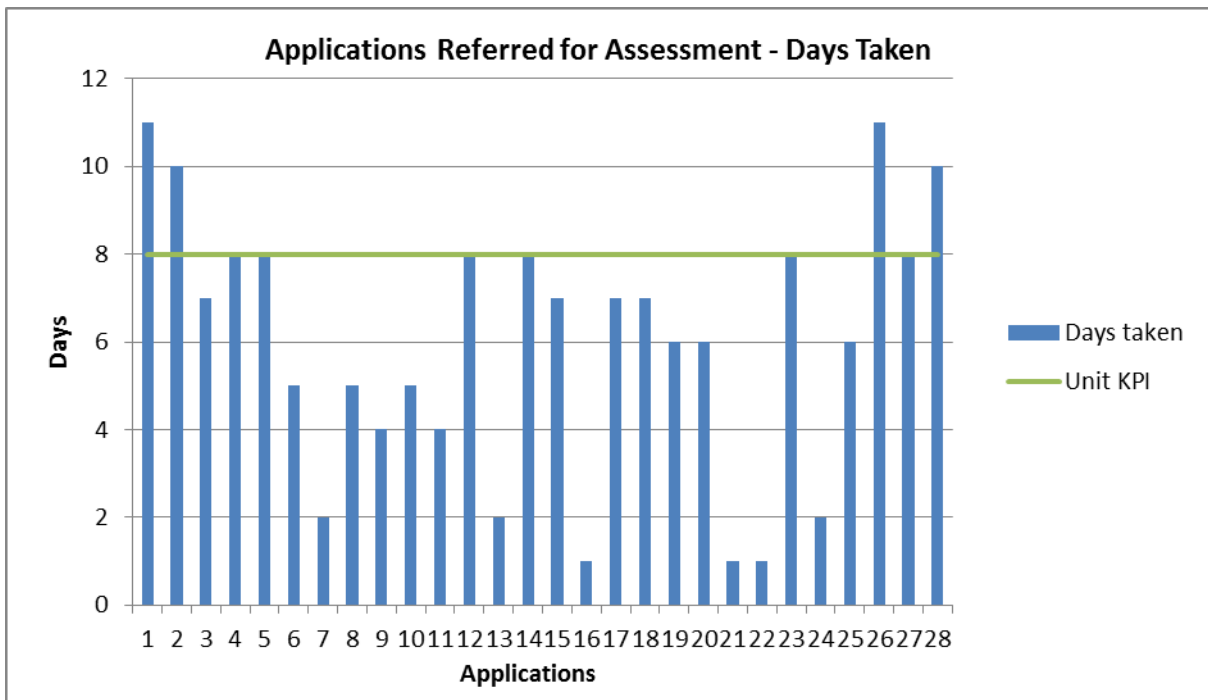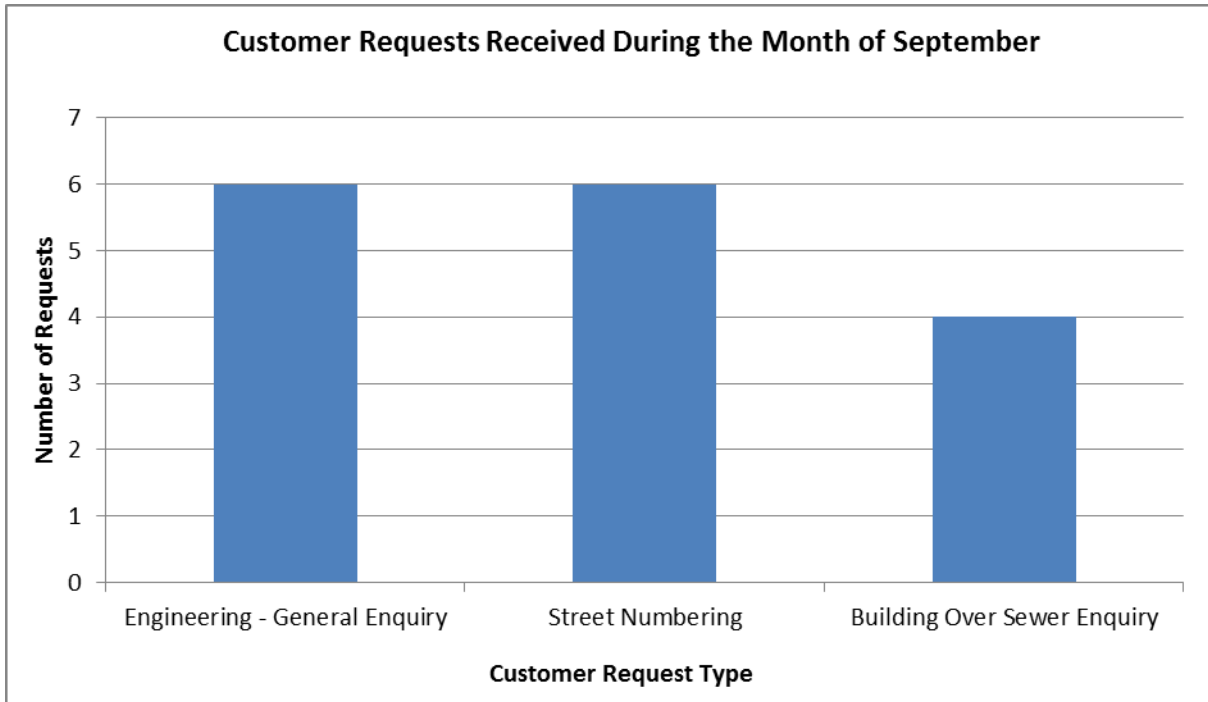
As per the above graph, 4 referral responses exceeded the Unit KPI of 8 days. In each scenario this additional time was by agreement with the assessment manager of the application. The reasons for additional time can vary and are usually because further information has been requested of the applicant or to allow sufficient time for the Coordinator to review the application before endorsing the response.

Development Assessment

There were 118 customer requests received in September. As at 1 October 2018, all but five (5) had been completed, which is a 95.7% completion rate. For information requests and confirmation notices, most were sent out before the internal benchmark of 8 and 7 days respectively. All were sent out before the statutory periods specified in the planning legislation. All decisions were made before the internal benchmark of 30 days, and also the statutory benchmark of 35 days.

Confirmation Notices Issued During the Month of Sepember - Days Taken

Information Request Issued During the Month of September - Days Taken

Decisions Made During the Month of September - Days Taken
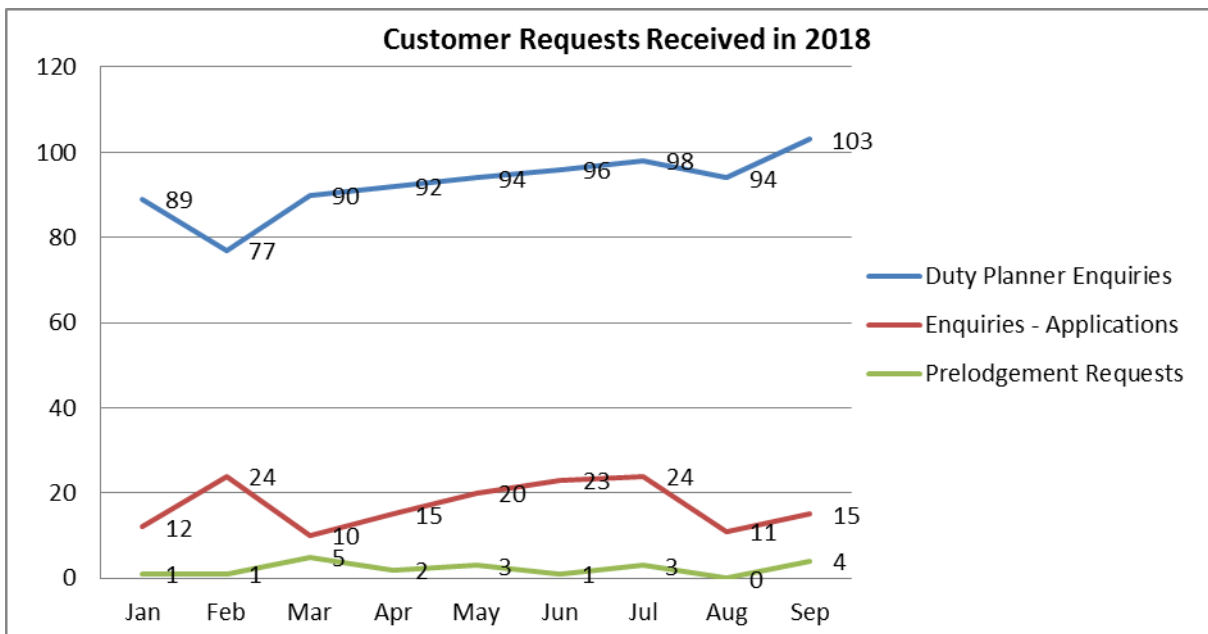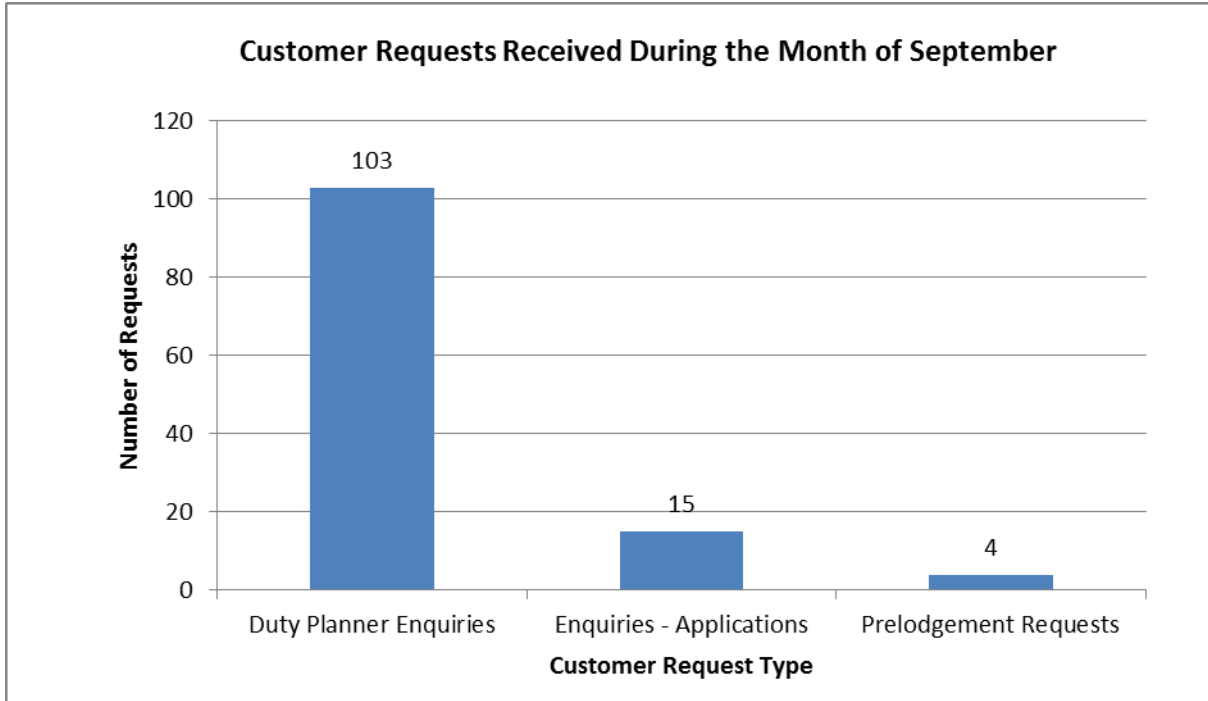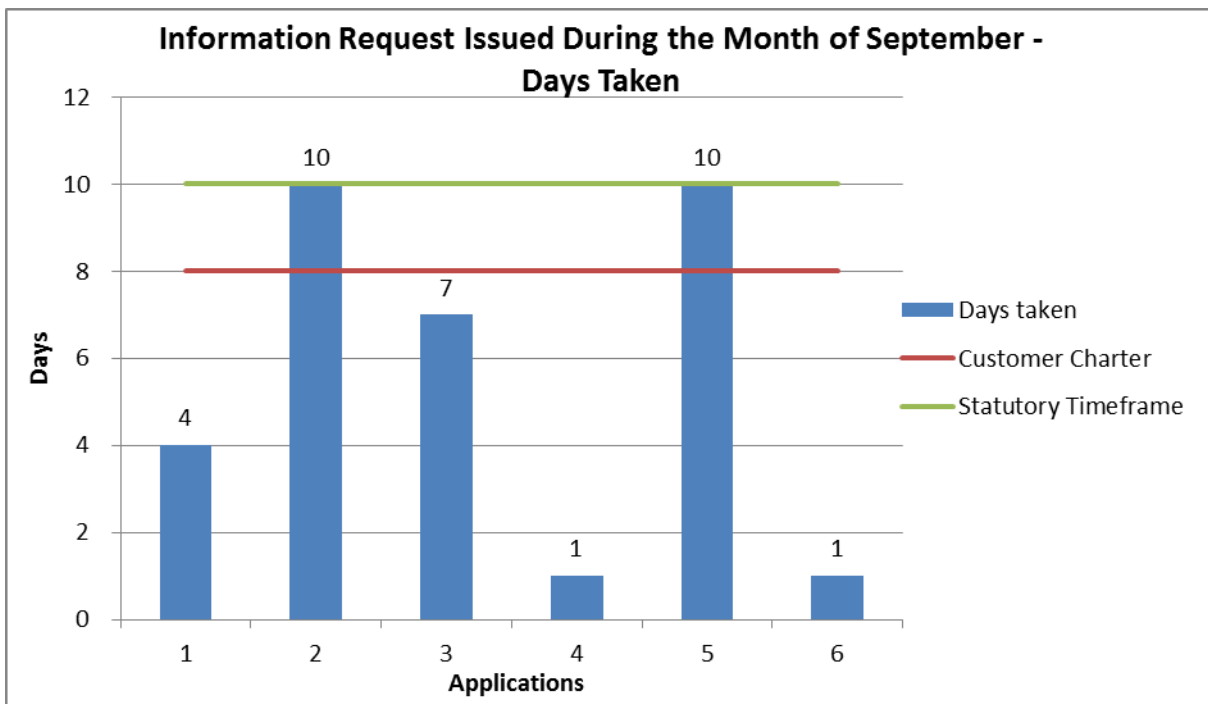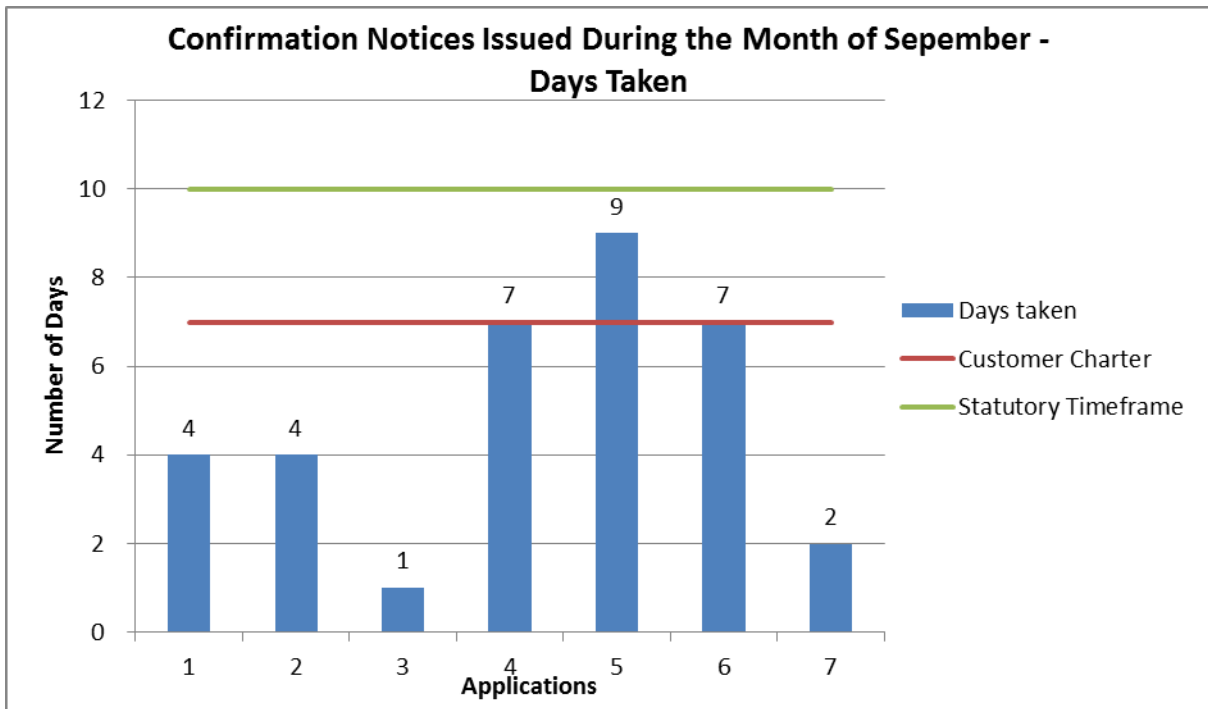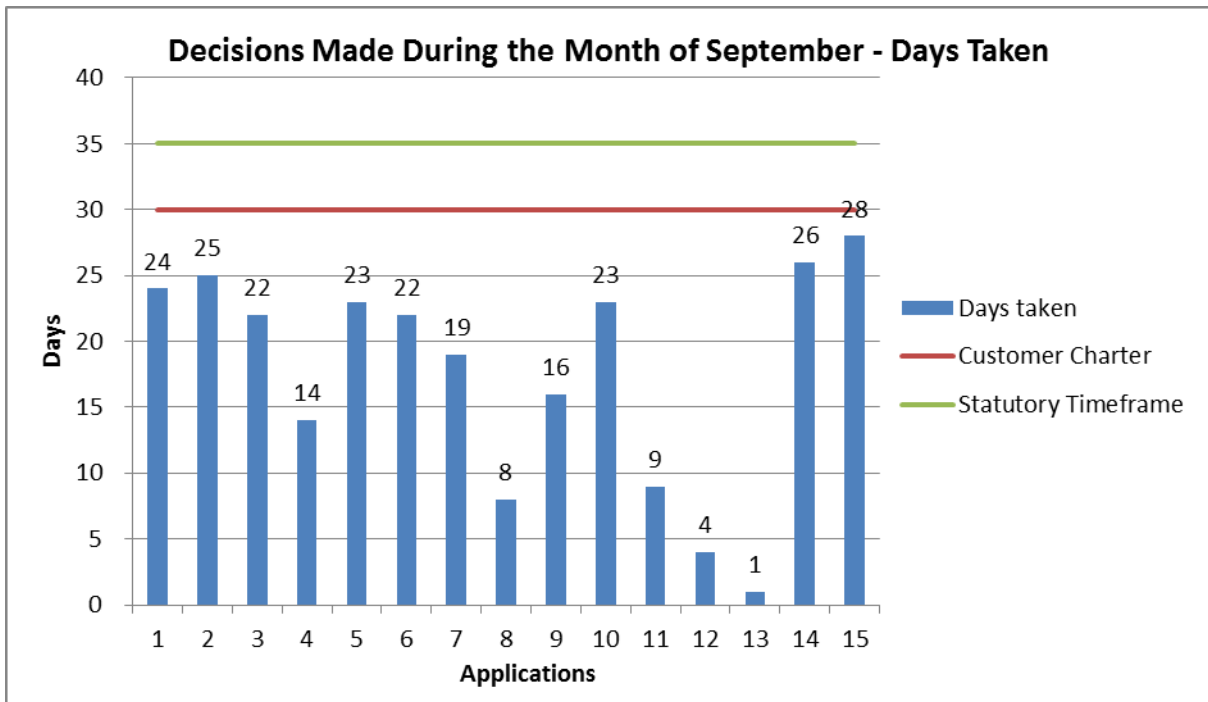
Building Plumbing & Compliance

Building, Plumbing and Compliance received a total of 104 customer requests for the month. Of these, 83 have been completed giving a completion rate of 80%.

The customer service charter has generally been met except for the Confirmation notices. This is being investigated to resolve the issues.

Building Applications

Confirmation Notices Issued During the Month of September - Days Taken
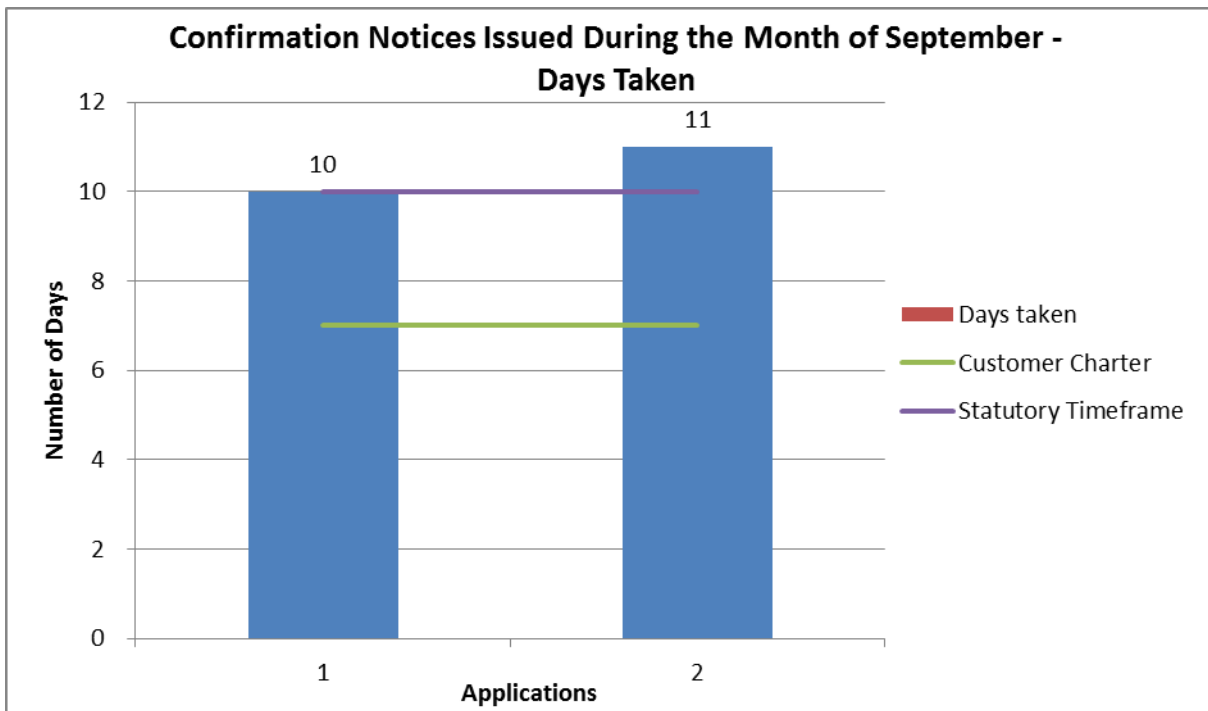
Plumbing Applications
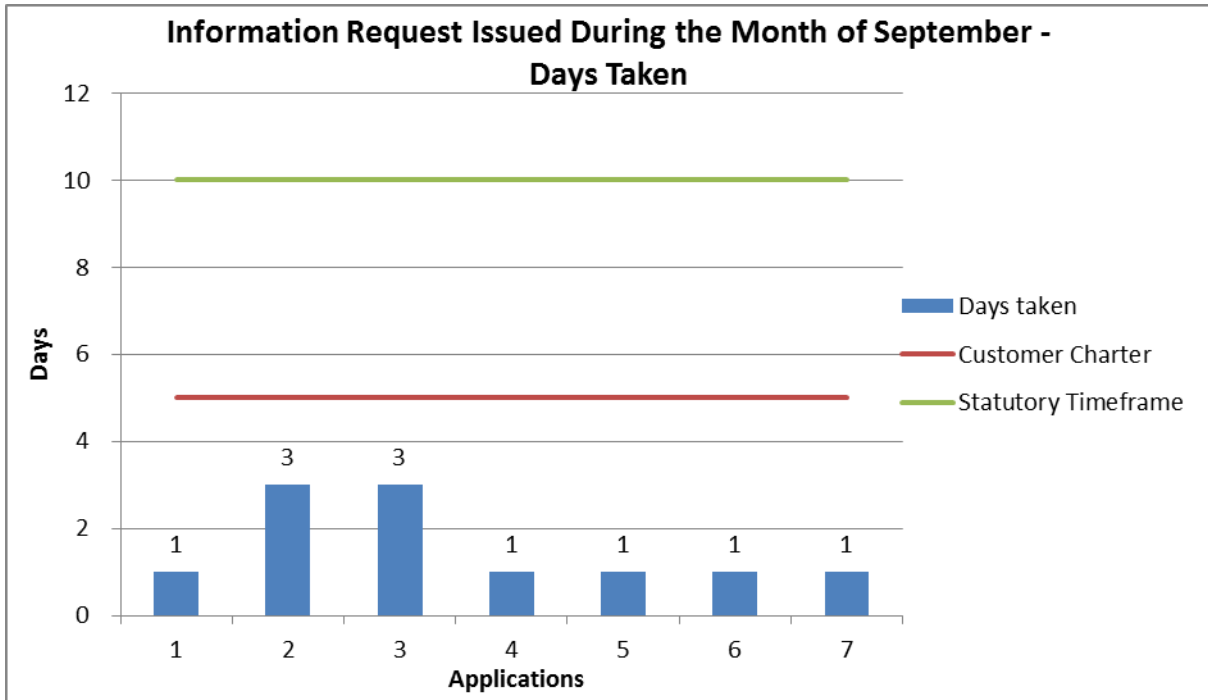
Environmental Health

The Vector Management Unit are responding to a small increase in misting requests (10 received in September), this is in line with the seasonal increase of mosquitoes in our area as the weather warms. Vector Management had no notifications of Ross River Virus or Barmah Forest Virus during September. Even with this increase, the total requests for vector management remain low, indicating that proactive programs are effective.
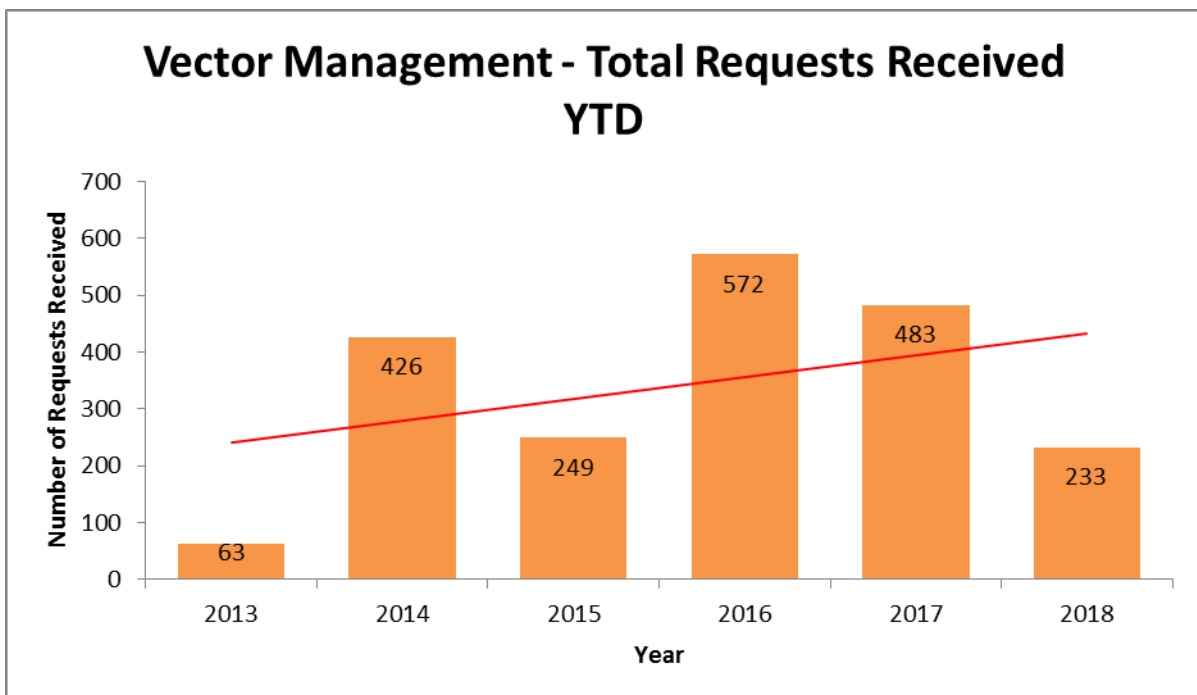
The Health and Environment Unit responded to a total of 95 customer requests during September 2018, all were within the customer service aims.

Average Time to complete General Enquiries (September 2018)

Average Time (Days) vs Unit

- Environmental Health: 1.35
- Pest Management: 3.4
- Vector Management: 2.3

Legend:
- Average Completion Time
- Target Completion Time (5)

Average Time to Make Inital Complaint Decision (September 2018)

Days vs Unit

- Environmental Health: ~2.5
- Pest Management: ~2.5
- Vector Management: ~3

Legend:
- Initial Decsion
- Target Initial Decision (10)

4. Service Delivery

Service Level	Target	Current Performance	Service Level Type (Operational or Adopted)
Health and Environment			
Annual inspection of licensed food businesses undertaken	474 premises	23% completed	Operational
Annual inspection of licensed businesses that provide higher risk personal appearance services undertaken	11 premises	22% completed	Operational
Annual inspection of devolved licensed environmentally relevant activities undertaken	16 premises	19% completed	Operational
Development Assessment			
Confirmation Notices (where required) sent out within 10 business days of applications lodged	100%	100%	Operational
Information Requests (where required) sent out within timeframes required under SPA and PA	100%	100%	Operational
Decisions are made within timeframes required under SPA and PA	100%	100%	Operational
Decision notices are issued within 5 business days of the decision being made	100%	100%	Operational
Building			
Action notices and confirmation notices (where required) sent out within 10 business days of applications being lodged	100%	50%	Operational
Information requests (where required) sent out within timeframes under *Planning Act 2016*	100%	100%	Operational
Building approvals – decisions are made within a 35 business day timeframe	100%	100%	Operational
Plumbing			
Plumbing and Drainage Approvals – decisions are made within 20 business day timeframes	100%	95.5%	Operational
Development Engineering			
Development MCU, ROL Completed in 8 days	90%	84%	Operational
Development Operational Works Completed in 8 days	90%	89%	Operational

5. Legislative Compliance and Standards

Legislative timeframes

Item	Due Date	Compliant? (Yes/No)	Status
Local Laws			
Certificate IV (Government Investigations)	Various	Yes	Current
Environment and Public Health			
Council's Ground Distribution Contract Licence	6 Apr 2020	Yes	Current
Pest Management Officers AC/DC Licenses	Various	Yes	Current
Vector Management Officers Pest Management Technicians Licenses	Various	Yes	Current
Payment of Pest Management Government Charges to DAFF	3 Feb 2019	Yes	Current
RRC Restricted Matter Permit (for Biotanks)	Nov 2019	Yes	Current
Building, Plumbing and Compliance			
Compliance Officers Powers of Entry	Various	Yes	Current
C Class Drivers Licence	Various	Yes	Current
Development Engineering			
Registration as a Professional Engineer Queensland	Various	Yes	Current
C Class Drivers Licence	Various	Yes	Current
Drainers Licence	Various	Yes	Current

6. Operational Plan Targets by Section

Operational Plan Ref	Action	Target	Status
1.1.3	**Develop plans that support the delivery of trunk infrastructure and service future development**		
1.1.3.2	Implement governance arrangements for the management of the Capricorn Municipal Development Guidelines	Governance arrangements implemented by 30 June 2019	Document has been finalised and is being signed and adopted by each individual Council. The document has yet to be received by Rockhampton Regional Council for endorsement and signing. Report to be presented to Council in the near future.
1.3.2	**Public safety initiatives that enhance public amenity and lifestyle**		
1.3.2.1	Prevention of disease and adverse impact of domestic animals	Implement actions in accordance with the Animal Management Guidelines	No incidents to report during the period.
		Ensure educational programs are completed in accordance with the Animal Management Strategy	Educational programs continue in accordance with the Animal Management Strategy.
2.2.3.1	**Support programs that assist people with seeking employment**		
2.2.3.1	Support programs that encourage residents to transition away for social support options	Consider options in budget planning to support employment programs in 2019/20	The section continues to utilise the Traineeship program and has made application for 2019/2020 traineeship allocations.
3.1.3	**Provide effective weed, pest animal and environmental health management programs**		
3.1.3.1	Implement strategic plans to advise community on programs	Achieve strategy outcomes in the Biosecurity Plan in accordance with timeframes	Officers have conducted the first release of weevils on private land during September. Coordinated 1080 baiting programs have occurred in a number of rural areas with approximately 670kg of pig baits and 258kg of dog baits injected for private landholders to use.
3.3.1	**Consider the potential impacts of climate change on Council operations**		
3.3.1.1	Ensure climate change is factored into Council planning and decision	Identify potential impacts of climate	This is done for planning decisions through the provisions

Operational Plan Ref	Action	Target	Status
	making	change	of the planning scheme.
4.1.1	Customer focused organisation that ensures Council's service delivery is efficient and representative of the community's needs and views		
4.1.1.1	Provide timely and effective delivery of Council's services	Non-compliances of the unit's customer service standards or adopted service levels reported monthly	No non-compliance of customer service standards for the section.
4.2.1	Ensure public health, safety, policies and local laws are adhered to		
4.2.1.1	Provide effective development management programs in line with legislative requirements for environment, health, food, safety, noise, odour and dust protection	Compliance with development management programs	Local Laws With the exception of Business on Public Places, Nuisance Regulation (P2), Enquires (P2) and Applications are within KPI. During the period 3 Business on Public Places request received and two requests were responded within the initial customer contact KPI of 2 business days. Health and Environment Complaints have been received relating to asbestos, water contamination, odour, dust and public health. These requests have been investigated within the customer service standard. One odour complaint remains under investigation.
4.2.1.2	Provide formal and informal education opportunities to the public to ensure the community are aware of their legislative obligations	Education program implemented in accordance with program milestones	Health and Environment Vector Management and Pest Management Officers attended the Stanwell Fair held on the 15 September. This was the first fair at Stanwell these officers have attended, and have provided feedback that it would have been better if they stayed later in the day when the crowd grew. Officers advised they had good conversations with our rural customers at this event. Environmental Health Officers provided a food safety talk to a local scouts group.
4.2.2	Monitor compliance and trigger legislative changes		
4.2.2.3	Provide a diverse range of compliance tools to a wide range of amenity, health, and safety	Review and update the enforcement manual by 30 June 2019	Ongoing.

Operational Plan Ref	Action	Target	Status
	issues across the community to enhance liveability		
5.2.1	**Council's decision making, planning and reporting processes provide transparent and accountable governance**		
5.2.1.4	Operational risks are monitored and managed in accordance with legislative requirements	Risks register is being maintained	Continuing.
5.2.1.9	Monitor and review non-compliance of legislative requirements	Report on legislative non-compliance included in sectional reports presented to Council on a monthly basis.	Building, Plumbing & Compliance has revealed a legislative non-compliance with Building Approvals. It was an administrative error by the officer and has been addressed.
5.3.1	**Council's resources are allocated in an efficient and effective manner**		
5.3.1.1	Business plan developed setting out the section's proposed services, programs and projects to support the strategic objectives of Council's Corporate Plan for the period 1 July 2019 to 30 June 2022	A Business plan for the section is to be prepared and approved by 30 June 2019	Ongoing.
5.3.2	**Ensure the efficient and effective management of Council's finances**		
5.3.2.1	Review operational budgets to ensure effective capture and reporting of activities	Monthly review of the Operational Budget	Completed.
5.4.2	**Encourage greater risk taking in the pursuit of innovation, improved processes and the delivery of efficient and effective services**		
5.4.2.6	Undertake process review on a key activity within the section	Identify key activity by 30 September 2018 and complete process review by 30 June 2019	Work instructions are being completed across the Building, Plumbing and Compliance section.

7. Operational Projects

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
Local Laws					
Issuing of Dog Registration Renewals	Jun 2018	Sept 2018	In progress	$20,000	$13,735
Puppy/Dog Microchipping & Vaccination Drive	Oct 2018	Feb 2019	In progress	Operational	
Approved Inspection program	May 2019	Jun 2019	In progress	Operational	
Health and Environment					
Enforcement Guideline	Commenced	Yet to be determined		Operational	Nil
Story Books (food safety, mosquitos) – education tools	Commenced	Nov 2018	First book received, launch planning in progress	Operational	Nil
Development Assessment					
Outstanding infrastructure charges	Jun 17	Dec 18	The outstanding infrastructure charges have been completed. Work is progressing on the outstanding infrastructure contributions.	Within budget	Within budget
Development Engineering					
Capricorn Municipal Development Guideline - Governance Strategy Document	Commenced	Jun 2019	Document has been finalised and is being signed and adopted by each individual Council. The document has yet to be received by Rockhampton Regional Council.	Operational	
Adopted Infrastructure Charges Resolution No.6	Commenced	To be determined	In progress.	Operational	

Project	Planned Start Date	Planned End Date	Status	Budget Estimate	YTD actual (incl committals)
Building, Plumbing & Compliance					
Digital Inspections	Commenced	To be determined	Testing environment completed, training to be conducted then a live trial for Plumbing. Building inspections to follow.	Operational	

8. Budget

End of Month General Ledger - (Operating Only) - COMMUNITY SERVICES

As At End Of September

Report Run: 04-Oct-2018 11:50:51 ; Excluding 2914, 2918, 2919, 2814, 2917, 2924, 1801, 1806, 1807, 1901, 1906

	Adopted Budget FULL YR $	YTD Actual $	EOM Commitments $	Commit + Actual $	Variance %	On target 25% of Year Gone
COMMUNITY SERVICES						
PLANNING AND REGULATORY SERVICES						
Development Engineering						
Revenues	(2,624)	0	0	0	0%	✗
Expenses	1,108,422	278,521	6,952	285,473	26%	✗
Transfer / Overhead Allocation	(448,589)	(71,166)	0	(71,166)	16%	✗
Total Unit: Development Engineering	**657,209**	**207,355**	**6,952**	**214,307**	**33%**	✗
Development Assessment						
Revenues	(861,928)	(109,085)	0	(109,085)	13%	✗
Expenses	1,533,026	375,571	63,106	438,677	29%	✗
Transfer / Overhead Allocation	31,212	(242)	0	(242)	-1%	✗
Total Unit: Development Assessment	**702,310**	**266,244**	**63,106**	**329,350**	**47%**	✗
Building, Plumbing and Compliance						
Revenues	(747,266)	(143,505)	0	(143,505)	19%	✗
Expenses	1,359,712	282,360	5,759	288,719	21%	✗
Transfer / Overhead Allocation	(106,419)	(29,393)	0	(29,393)	28%	✗
Total Unit: Building, Plumbing and Compliance	**506,027**	**110,061**	**5,759**	**115,820**	**23%**	✗
Health & Environment						
Revenues	(192,052)	(49,127)	0	(49,127)	26%	✗
Expenses	2,611,869	433,076	105,869	538,945	23%	✗
Transfer / Overhead Allocation	360,558	62,179	0	62,179	17%	✗
Total Unit: Health & Environment	**2,780,374**	**506,128**	**105,869**	**611,997**	**22%**	✗
Local Laws						
Revenues	(1,456,385)	(508,343)	0	(508,343)	35%	✗
Expenses	2,784,876	673,252	187,733	860,985	31%	✗
Transfer / Overhead Allocation	260,367	60,436	0	60,436	23%	✗
Total Unit: Local Laws	**1,588,858**	**224,805**	**187,733**	**412,538**	**26%**	✗
Planning and Regulatory Services Management						
Expenses	604,612	127,812	53,004	180,816	30%	✗
Total Unit: Planning and Regulatory Services Manager	**604,612**	**127,812**	**53,004**	**180,816**	**30%**	✗
Total Section: PLANNING AND REGULATORY SERVIC	**6,839,391**	**1,442,405**	**422,423**	**1,864,828**	**27%**	✗
Total Department: COMMUNITY SERVICES	**6,839,391**	**1,442,405**	**422,423**	**1,864,828**	**27%**	✗
Grand Total:	**6,839,391**	**1,442,405**	**422,423**	**1,864,828**	**27%**	✗

Development Engineering

Development Engineering Unit budget is generally on track. Minor variance is due to legal advice obtained towards the beginning of the financial year however this will be balance out in the coming months.

Development Assessment

Development Assessment budget is progressing well. Legal spend has been higher than usual with one matter having been heard on 11 to 13 September 2018 and another matter due to be heard on 8 and 9 October 2018.

Health and Environment

Health and Environment Budget reviewed and on track. High variance in training and development for Environmental Health - one EHO has attended a Food Safety Auditing course to ensure Councils is able to continue to provide food auditing services to our community, this was accounted for in the budget process. High expenditure in Pest Management - Government Charges queried with Finance and response is as part of their year-end procedures they look at invoices and the period of time they cover. If they are over 2 financial years we calculate the days they relate to the next financial year and transfer that portion of the invoice. This happens each year so at the end of 18/19 your actuals

should be back in line with budget (currently covering 1 ½ years until June 2019 when the portion for 2019-2020 will be transferred to the new budget).

Local Laws

There has been requirement to date to utilise the Contractors Veterinary 2018/2019 for Snip and Chip initiative until such time the unspent 2017/2018 operational budget for Snip and Chip is addressed as part of a first operational budget revision in 18/19.

These anomalies will be remedied at the next budget revision.

Overall the Local Laws budget is on track for the month.

Building Plumbing & Compliance

The budget has been reviewed and generally on track. There will be an expected variance in Contractors Expenses due to the current request for tenders to clear the Archer Hotel site. This expense is for Council to enter and make premises safe is a new expense for the section and should be addressed in the next budget.
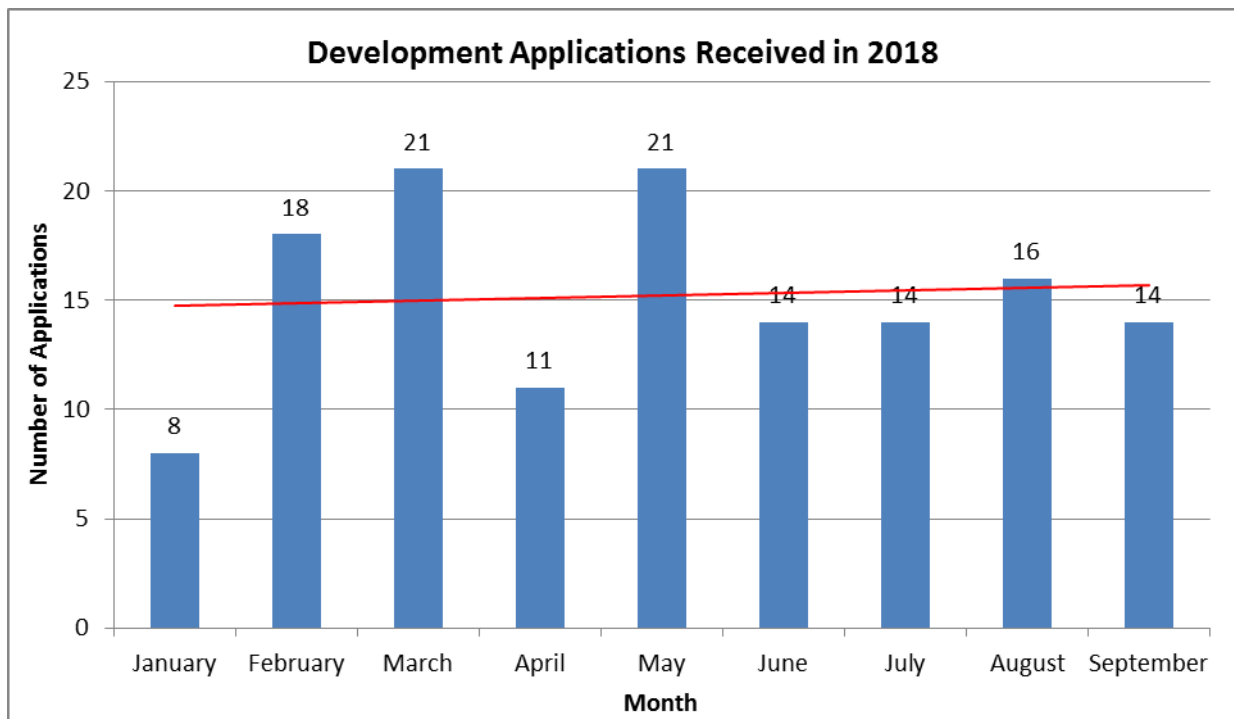
9. Section Statistics

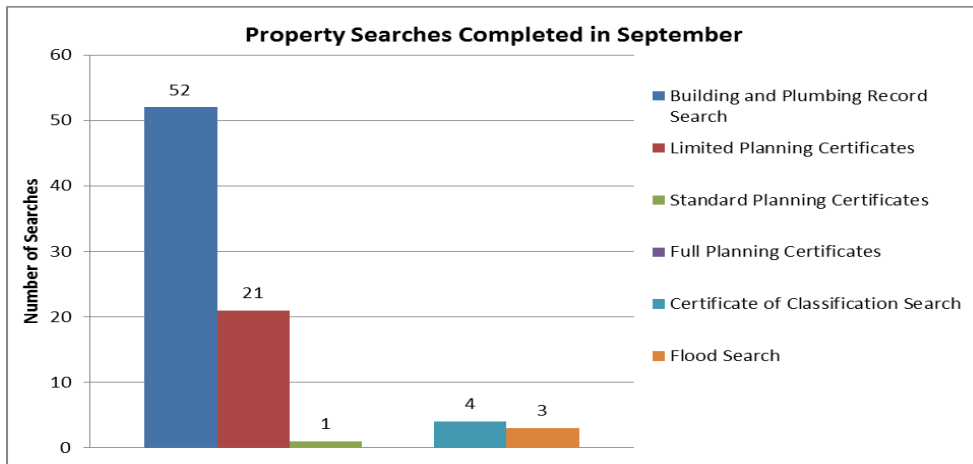| Program Activity	Dates/s Held	Visitor/Participant Numbers	Comments
Health and Environment			
Surveillance Program under Biosecurity Act – **September**	1 – 30 Sept 2018	0	0
		0	0
Surveillance Program under Biosecurity Act – **Entire Program to Date**	1 Dec 2017 – To date	77	No change
Applications/Inspections		**Sep 18**	**Comments**
Number of Food Business Licence Applications		0	
Number of Short Term Food Business Licence Applications		7	
Number of Mobile Food Business Licence Applications		2	
Total Number of Approved Food Business Licences		471	Does not include short term food business licenses. Slight increase on previous month.
Number of Annual Inspections for Food Business Licences YTD		114	

Development Engineering

Description	Jul 18	Aug 18	Sep 18	Oct 18	Financial YTD
MCU & ROL referrals completed	20	19	19		58
Op Works referral completed	17	36	16		69
Total Completed	**37**	**55**	**35**		**127**

Development Assessment

Description	Jul 18	Aug 18	Sept 18	Oct 18	Financial YTD
New Applications	11	12	9		32
Request to Change Applications	2	3	4		9
Development Incentives Applications	1	1	1		3
Total Received	**14**	**16**	**14**		**44**
Total Decided	**18**	**18**	**15**		**51**

Development Applications Received in 2018

January: 8, February: 18, March: 21, April: 11, May: 21, June: 14, July: 14, August: 16, September: 14

Building

Description	Jul 18	Aug 18	Sept 18	Oct 18	Financial YTD
Concurrence Applications	9	17	10		36
Building Works	18	11	11		40
Total Received	**27**	**28**	**21**		**76**
Total Decided	**28**	**33**	**23**		**84**

Plumbing

Description	Jul 18	Aug 18	Sept 18	Oct 18	Financial YTD
New Applications	34	26	18		78
Total Decided	**22**	**26**	**24**		**72**
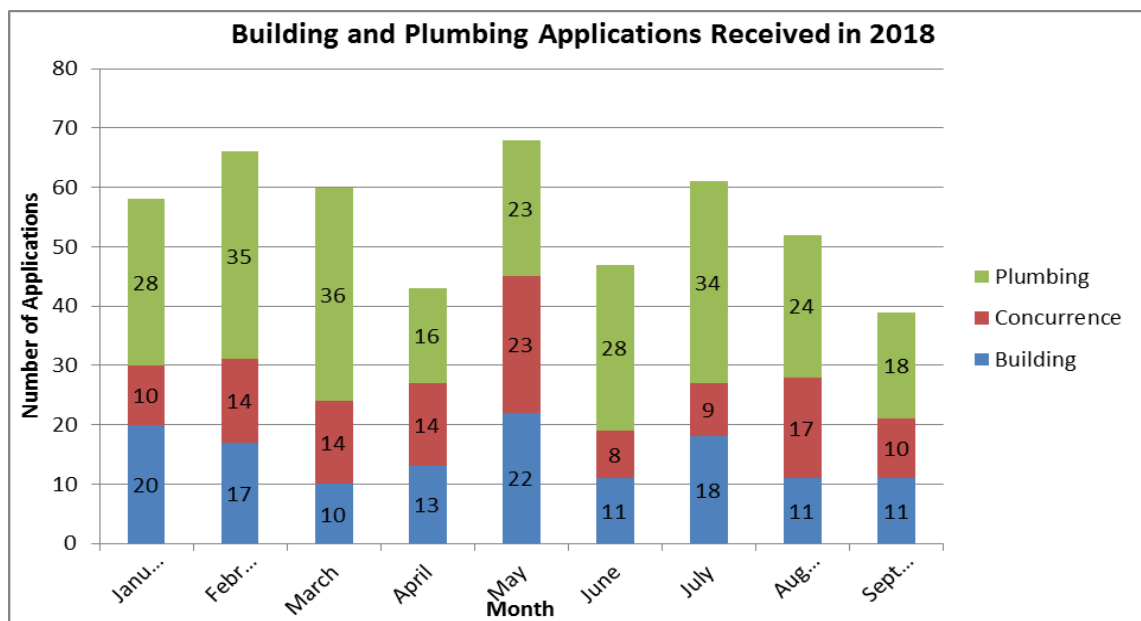
Local Laws

Registered Dogs

Description	Jul 18	Aug 18	Sept 18	Oct 18	Financial YTD
New Dogs Registered	224	274	176		**674**
Dog Registration Renewals	4687	3955	926		**9,568**
Total	**4,911**	**4,229**	**1,102**		**10,242**

Declared Dogs

Description	Jul 18	Aug 18	Sept 18	Oct 18	Financial YTD
Dangerous Dogs	3	2	6		**11**
Menacing Dogs	1	0	0		**1**
Restricted Dogs	0	0	0		**0**

Infringements Issued

Description	Jul 18	Aug 18	Sept 18	Oct 18	Financial YTD
Parking Infringements	301	494	56		851
Animal Infringements	25	9	3		37
Local Law Infringements	4	2	0		6
Total	**330**	**505**	**59**		**894**

The reduction in parking infringements is due to resourcing constraints which include the retirement of an Officer and impending retirement of a second officer which required officers to cover other areas and reduced the Southside officer's capability to undertake parking patrols.

9 NOTICES OF MOTION

Nil

10   URGENT BUSINESS/QUESTIONS

Urgent Business is a provision in the Agenda for members to raise questions or matters of a genuinely urgent or emergent nature, that are not a change to Council Policy and can not be delayed until the next scheduled Council or Committee Meeting

11   CLOSED SESSION

In accordance with the provisions of section 275 of the *Local Government Regulation 2012,* a local government may resolve to close a meeting to the public to discuss confidential items, such that its Councillors or members consider it necessary to close the meeting.

RECOMMENDATION

THAT the meeting be closed to the public to discuss the following items, which are considered confidential in accordance with section 275 of the *Local Government Regulation 2012,* for the reasons indicated.

12.1   Business Improvement Outcomes

This report is considered confidential in accordance with section 275(1)(h), of the *Local Government Regulation 2012*, as it contains information relating to other business for which a public discussion would be likely to prejudice the interests of the local government or someone else, or enable a person to gain a financial advantage (The items within this report are subject to closed audit committee reports).

12   CONFIDENTIAL REPORTS

12.1   BUSINESS IMPROVEMENT OUTCOMES

File No:	**297**
Attachments:	**1. Animal Management Review Closure Report**
Authorising Officer:	**Colleen Worthy - General Manager Community Services**
Author:	**Steven Gatt - Manager Planning and Regulatory Services**

This report is considered confidential in accordance with section 275(1)(h), of the *Local Government Regulation 2012*, as it contains information relating to other business for which a public discussion would be likely to prejudice the interests of the local government or someone else, or enable a person to gain a financial advantage (The items within this report are subject to closed audit committee reports).

SUMMARY

The report provides overview of the outcomes to finalise the Reinforcements Management Consulting Report.

13   CLOSURE OF MEETING