

SERVICE

EXCELLENCE CHARTER

JULY 2016

Since our last update, we are pleased to advise that the Planning and Development Division has continued to strive to implement key infrastructure and place making projects for the City including:

- Approval of the First Waterfront Priority Development Area Application - The Central Queensland University Campus application located in Central, Flinders Street West was approved in the PDA in just 3 days. This is a great start to the PDA and shows the benefits of the pre-lodgement and fast tracking process. The same application lodged under the Sustainable Planning Act would have triggered formal state agency responses pushing the approval process into months. The State signed off on the state interests in just 3 days with council issuing the approval on the same day;
- Commencing detailed design of stage 1A of the CBD Waterfront Promenade;
- Purchasing land within the Waterfront Priority Development Area (PDA) to facilitate the construction of the Integrated Stadium and Entertainment Centre;
- Seeking an Expression of Interest for the delivering of a Cultural Facility (Art Gallery and Concert Hall) within the CBD;
- Development of the Ross Creek Marine Precinct in partnership with the Port, JCU, GBRMPA and AIMS; and
- Commencement of the master planning process for the Rail Yards Site in Flinders Street West.



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All these projects are critical to the successful delivery of the PDA approved by the State Government last year and we believe there are some exciting times ahead for Townsville.

In terms of industry partnerships, we have continued to consult with key industry groups as part of the Industry Reference Group (IRG) meetings, which has included consultation on council's fees and charges, small lot housing, coastal hazard assessment and also the Development Manual Review. Further, a Customer Service Survey will be held next month where regular customers will be asked to provide feedback on what we are doing well and areas for improvement.

We are also developing a Consultation and Engagement Strategy for the overall Division which will see wider consultation with all our stakeholders including the plumbing and building industry.

HOW WE ARE TRACKING WITH OUR SERVICE EXCELLENCE CHARTER

In this reporting period we are pleased to inform you that we performed well within our time frames on 10 out of 10 objectives. The results over the page are from the period of January 2016 to June 2016. We have continued to meet our promise to you, in terms of providing a timely and efficient service as outlined in our service excellence charter results. The industry is also keen to provide input into other performance measures which we will discuss further as part of IRG workshops to be held in the later part of 2016.

SERVICE EXCELLENCE CHARTER RESULTS

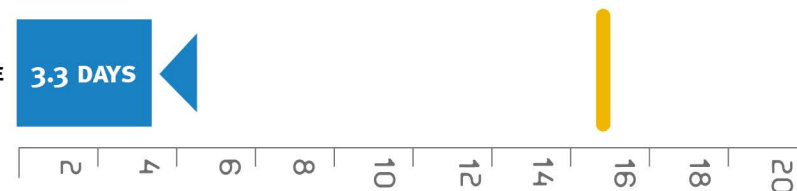
MAXIMUM TIMEFRAMES FOR OUR KPIS TO BE PROCESSED IN



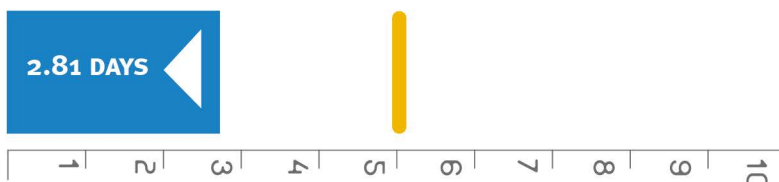
KPI: PLAN RIGHT APPLICATIONS PROCESSED



KPI: COMMERCIAL PLUMBING AND DRAINAGE



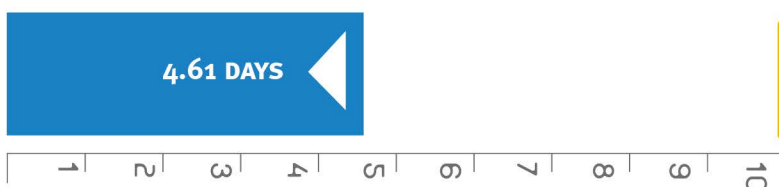
KPI: REQUEST TO VIEW BUILDING AND PLANNING DOCUMENTATION PROCESSED



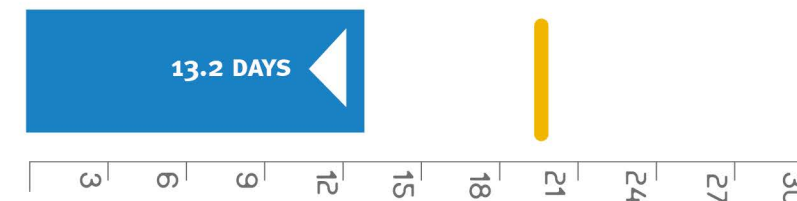
KPI: HAVE SURVEY PLANS ISSUED



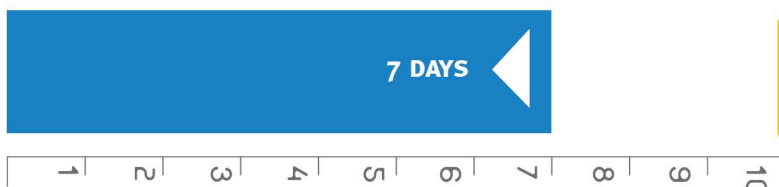
KPI: HAVE REQUESTS FOR HARDCOPIES OF BUILDING & PLANNING DOCUMENTATION PROCESSED



KPI: HAVE COMPLIANCE ASSESSMENT APPLICATIONS DECIDED



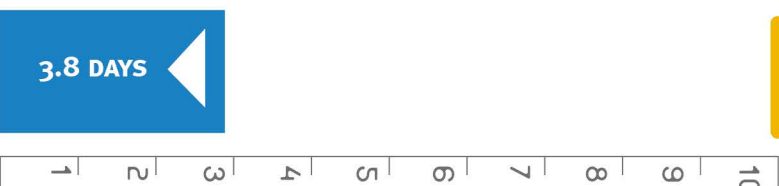
KPI: RELEASE YOUR BANK GUARANTEES



KPI: HAVE OPERATIONAL WORKS APPLICATIONS DECIDED



KPI: HAVE RESIDENTIAL PLUMBING AND DRAINAGE APPLICATIONS DECIDED



KPI: HAVE CODE ASSESSABLE DEVELOPMENT APPLICATIONS DECIDED

