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RECEIVED

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DPTI

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Dear Tom

Council Comments on the Performance Indicators Discussion Paper

Council thanks you for the opportunity to comment on the Performance Indicators Discussion Paper. It is appreciated that the introduction of the Planning Development and Infrastructure Act 2016 (PDI Act) is complex and driven by tight time frames for implementation.

Council currently runs a largely electronic assessment process along with associated administrative tasks. As a result we have developed a suite of reports that help to manage workloads and actions when there isn't a paper file to pass around to various trays on desks. This helps to ensure applications aren't lost and actions continue on to the correct finalisation of an application. We have provided a detailed list of all of the reports we use for your information as you develop these in the new central ePlanning system. We would hope to see similar reporting options in this new system.

Should you wish to discuss this advice please contact Julie Vanco, Manager Planning and Development on [REDACTED] or by email at [REDACTED].

Yours sincerely

A handwritten signature in blue ink, appearing to read "Bruce Williams".

Bruce Williams
General Manager City Services

18/280720



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Reporting Services Reports

Planning and Development

Application Additional Information Milestone Approaching

- For the purposes of section 39(2b)(d) of the Act, the period of 15 business days from the date of the receipt of the application by the relevant authority is prescribed.

Planning/Building Officer	DA Number	Primary Category	Property Address	Description	Planning Lodgement Date	Building Lodgement Date
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Application Lodgement Statistics by Category

- More detailed breakdown of statistics returned in the Service Overview.

Category Description	Current Period	Same Period Last Year	% Increase/Decrease [Current vs Last Year]	Same Period Previous Year	% Increase/Decrease [Current vs Previous Year]	Current 12 Months	Previous 12 Months
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Applications Lodged - Decision Authority and Land Use by Category

- Service Overview includes Lodgements by Land Use only and system indicators includes decision authority.

Category Description	Decision Authority						Land Use - Current Period			Land Use - Same Period Last Year		
	DAC	CoorGen	Minister	DAP	Delegated	DAU	Residential	Commercial	Industrial	Residential	Commercial	Industrial

Applications with Outstanding Balances - older than 30 days

- Managed by P&D Admin.

DA Number	Address	Outstanding Balance *	Charge Date	Stage / Decision
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Daily Allocation Report by Officer

- For Officers to keep track of what's been allocated to them in Property and Rating (P&R) and to compare against DAs actioned to them in Content Manager (CM). It enables the officer to follow up if the DAs on the report versus the DAs in their CM In Tray don't match up.

DA's Allocated to – Officer Name - Date				
DA Number	Category	Property Address	Description	Assessment Time Frame

Daily Allocation Report to Team Leaders

- For Team Leaders to keep track of what's been allocated to who on that day.

Officer	DA Number	Category	Property Address	Description	Assessment Timeframe
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DAs at the Footing Stage of Construction

- Information provided for SAPOL to help reduce theft from building sites.

DA Number	Property Address	Owners	Full Details
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DAs of interest to SA Police

- Information provided for SAPOL to help reduce theft from building sites at Completion Stage and Roof Frame Stage.

DA Number	Property Address	Owners	Full Details
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DAs Lodged at Woodville Village Precinct

- Used to highlight key project areas and development activity.

Property	Property Address	Applicant Name	Description	Estimated Cost	DA Number	Lodgement Date	Planner
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DAs Lodged By Policy Area - Precinct - Zone

- Used to highlight development activity in specific zones, etc.

Property	Property Address	Applicant Name	Description	Estimated Cost	DA Number	Lodgement Date	Planner	Policy Area	Precinct	Zone
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DAs Lodged on CCS Owned Properties

- Used to provide information to auditors.

Application ID	Lodgement Date	DA Issue Date	Property Address	Full Details	Stage Decision
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Development Applications by Ward

- For elected members to review applications in their Ward. This can ultimately be replaced by T1 Application Tracking and Register once a Ward search is available.

Applicant Name(s)	Category of Development	Application Description	Property Address(es)	Development Officer	Estimated Cost	DA Number	Lodgement Date
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Development Approvals Expiring

- For the Development Approvals Expiring within the next Month to allow building officers to check and see whether the development occurred without notification to Council.

Dev. App. No.	Applicant's Name	Description	Street Address	Suburb	Plann. Officer	Expiry Date
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Development System Indicators

- Required by DPTI.

Number of applications by category – Lodged, Approved, Refused

Aggregate estimated cost of DAs - Lodged, Approved, Refused

Median time (business days) for application approval – Days, Fees

Number of Applications approved by type – Residential, Industrial, Commercial, Public

Aggregate estimated cost of DAs - Residential, Industrial, Commercial, Public

Requests for information that stopped the clock - Planning Consents Received within 30 days, Planning Consents Received after 30 days, Building Consents Received within 30 days, Building Consents Received after 30 days

Number of applications for Public Notification – Category 1, 2, 3

Number of Decisions by Relevant Authority – Minister, SCAP, Regional, CAP, Council, Staff Delegation

Number of Building Rules Applications Assessed – CCS Building Rules Only, Combined Planning and Building

Number of Building Rules Consent Apps determined - Lodged, Approved, Refused

Number of BR Consent Apps from Private Certifiers – Consistent, Inconsistent

Number of inspections once development approval was received – Inspections Undertaken, Instructions Issued, No Further Action

Number of Enforcement Notices Issued – Section 69, 71, 84, 85

Department of Transport - Referral Fee Summary

- Required by DPTI.

Appl/Proc ID	Date Finalised	Decision	Property Address	Charge Date	Charge Amount	Receipt Date	Receipt Amount	Flat Fee
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Fees Payable To The Minister

- Required by DPTI/Minister.

Schedule 7 Item No	Schedule 6 Item No	Description	No. of Applications	Amount Received	Amount to be distributed
⊕ 2 (a) (i)	1 (1)	a. Lodgement Fee – Base Amount (where DAC is the relevant authority - 75%)			
⊕ 2 (a) (i)	1 (1) (a)	b. Additional Lodgement Fee – Non-Complying (where DAC is the relevant authority - 75%)			
⊕ 2 (a) (i)	1 (1) (c)	c. Additional Lodgement Fee (if assessment against Building Rules where Development Cost >\$5000 (where DAC is the relevant authority - 75%)			
⊕ 2 (a) (ii) (A)	1 (2) (c), (d), (e)	d. Development Plan Assessment Fee (where council is the relevant authority - 5%)			
⊕ 2 (a) (ii) (B)	1 (2) (c), (d), (e)	e. Development Plan Assessment Fee (where Development Assessment Commission is the relevant authority - 100%)			
⊕ 2 (a) (iii) (A)	1 (4) (a)	f. Non-complying Development Administration Fee (where Council is the relevant authority - 90%)			
⊕ 2 (a) (iii) (B)	1 (4) (a)	g. Non-complying Development Administration Fee (where DAC is the relevant authority - 10%)			
⊕ 2 (a) (iv) (A)	1 (4) (b) (i), (ii), (iii)	h. Non-complying Development Assessment Fee (where Council is the relevant authority - 5%)			
⊕ 2 (a) (iv) (B)	1 (4) (b) (i), (ii), (iii)	i. Non-complying Development Assessment Fee (where DAC is the relevant authority - 100%)			
⊕ 2 (a) (v)	1 (5) (a), (b), 1 (6), 1 (7)	j (a). Referral Fee and Public Notice Fees (where DAC is the Relevant Authority - 100%)			
⊕ 2 (b) (ii)	1 (5) (a), (b)	j (b). Referral Fee to DAC as Agency under Schedule 8 (where Council is the Relevant Authority)			
⊕ 2 (d)	1 (8) (a), (b)	k. Building Rules Fee (7% of the GST Exclusive amount received)			
⊕ 2 (e)	1 (12)	l. Development (Schedule 1A) Fee (5%)			
⊕ 2 (a) (vii)	1 (11)	m. Development Authorisation (Staged Consents) Fee (\$21.40/fee)			
		Total			

Grants Commission Return

- Required by South Australian Local Government Grants Commission.

5.1.1 New Development Applications Lodged

	Number requiring Public Notification	Number of Complying Applications	Residential Code Complying Applications	Number of Non Complying Applications	Consent Use	Total Number of Applications
Residential	28	97	34	0	257	388
Industrial	3	0		0	7	7
Commercial & Public	7	1		0	17	18
TOTAL	38	98	34	0	281	413

5.1.2 Additions or Alterations Lodged

	Number requiring Public Notification	Number of Complying Applications	residential code Complying Applications	Number of Non Complying Applications	Consent Use	Total Number of Applications
Residential	8	94	7	1	178	280
Industrial	6	0		0	11	11
Commercial & Public	9	16		0	38	54
TOTAL	23	110	7	1	227	345

5.1.3 Delegation

What % of Development Application Decisions were made by council staff (and/or a Development Assessment Panel) under delegated authority?	100%
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Incomplete Development Approvals

- Used to track applications where a decision has been completed but no decision notice generated.

Appl/Proc ID	Primary Category	Lodgement Date	Planning Officer	DPC Date	Building Officer	BRC Date	Description	Event Description	Event Date
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Incomplete Planning Consent Approvals

- Used to track applications where a decision has been completed but no decision notice generated.

Appl/Proc ID	Primary Category	Lodgement Date	Planning Officer	DPC Date	Description	Event Description	Event Date
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P and D Customer Contact Report

- Customer Service Level Agreement reports for:

Development applications lodged between a timeframe (eg 26/07/2018 and 05/09/2018) where customer contact has exceeded 3 weeks								
DA Number	Property Address	Applicants Names	DA Description	Lodgement Date	Event Finalised Date	DPC Decision Date	Planning Officer	Team

Development applications lodged between a timeframe (eg 26/07/2018 and 05/09/2018) where customer contact hasn't yet been made						
DA Number	Property Address	Applicants Names	DA Description	Lodgement Date	Planning Officer	Team

P&D Service Overview

- Lodgement by Land Use
- Lodgements by Category
- Total Building Applications
- Aggregate Estimated Cost of Development Applications
- Number of Enforcement Notices Issued
- Customer Service Measures
 - Further Information Request / Customer Contact Initiated
- Planning Authority Decisions
 - Staff Delegation / CAP / DAU / SCAP / Coordinator General / Minister
- Median Timeframes for Planning Decisions by Category
- Overall Median Timeframes for Planning Decisions
- Sites Inspected following Development Approval
 - Count of Approvals / Inspections Undertaken / Instructions Issued

Helping you to understand the Planning and Development Service Overview Information:
(1) Active applications within the system that were either lodged in the period or remain ongoing for assessment
(2) Summary of planning applications lodged during the period
(3) Summary of building applications lodged during the period
(4) Information outlining the number of requests for further information issued for the period and % of these issued within 15 days of lodgement thereby stopping the clock for the legislative assessment time frame
(5) Information showing the number of customers proactively contacted by staff for applications that will take more than 2 weeks to assess and the % of these done within 10 business days of lodgement
(6) The Median statutory time represents the midpoint time set as the statutory period. Half of the applications had a longer statutory time and half had a shorter statutory time. The Statutory time includes a set time for the type of application assigned by Development Regulations plus additional time for those applications including a referral to a Government agency minus up to 30 days waiting for additional information.
(7) The Development Assessment Unit (DAU) process is an intermediary step between delegated decisions made by staff and those decided by the CAP. The DAU comprises the Team Leader Planning Assessment and Development Officers (Senior Planners). The role of the DAU is to consider applications which have received representations who do not wish to be heard. The agreed recommendation of the DAU is circulated to the members of the CAP with a report prepared by the responsible officer and associated application documents. CAP can request these applications to be presented to the CAP for a decision

RAM Conditions

- Consolidates a summary of all available conditions in the system for staff information and review when needed.

Summary of Work Inputs and Outputs

- To review Officer work input compared to output for a time period.

Team	Officer	Applications Lodged	Applications with DPC Issued	Applications with BRC Issued
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Swimming Pools Approved But Not Yet Inspected

- To manage swimming pool inspections.

Application ID	Application Description	Property Address	DA Issued Date	Owner Name	Applicants Name
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Total Median Time to turn around DAs – Transaction and Detailed Summary

Building Only Development Application Median Turnaround Transaction Summary by Category									
Category	Category Description	No. Applications	Elapsed Assessment Time Median	Applications Exceeding Statutory Time		Statutory Median	Average Turnaround Time		
				Number	%				
Combined Development Application Median Turnaround Transaction Summary by Category									
Category	Category Description	No. Applications	Clock Days Median	Applications Exceeding Statutory Time	Statutory Median	Applications Exceeding Target Time		Target Median	Average Turnaround Time
						Number	%		
Planning Only Development Application Median Turnaround Transaction Summary by Category									
Category	Category Description	No. Applications	Clock Days Median	Applications Exceeding Statutory Time	Statutory Median	Applications Exceeding Target Time		Target Median	Average Turnaround Time
						Number	%		
Private Cert Development Application Median Turnaround Transaction Summary by Category									
Category	Category Description	No. Applications	Elapsed Assessment Time Median	Applications Exceeding Statutory Time		Statutory Median	Average Turnaround Time		
				Number	%				

Weekly Work in Progress by Team

- Overview for P&D Team Leaders to view team members' workload and manage accordingly for all of the current work.

Team	Officer	DA Number	Officer1	Officer2	Category Description	Process	Property Address	Applicants	Description	Lodgemnt Date	Ass	Event Description	Plan Call	Bld Call
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Weekly Work in Progress to Staff Member

- For staff to track weekly work and check against CM records in In Tray for all of their current applications.

DA Number	Category	Property Address	Prop status	Description	Officers Comment	Lodgement Date	Plan Call	Bld Call	Process	Officer1	Officer2	Applicants
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Property and Rating

Applications with No Zoneland

- Applications with no zoneland attribute used to make sure all land has a zone applied to it and to make the application information appear on daily/weekly work reports.

Application Id	Description	Land no	Property no
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Current Public Notifications

- Applications currently on Public Notification.

Dev. App. No.	Applicant's Name	Description	Street Address	Cert. Of Title(s)	Zones(s)	Planning Officer
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DA Receipts

- DA Receipts and ePayments.

DA number	Date Paid	Fee Code	Type	Amount	Payee	Property Address	Receipt
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Development Applications Open by Officer

Application Number	Category	Decision	Clock Days	Delayed Days	Elapsed Days	Building Officer	Structural Engineer
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Major Development Applications Lodged and Under Assessment

- DA Number, Lodged: Date and Time – Used to inform staff across Council of larger scale development over \$1.5m that may impact other areas of Council.

Applicant	Description	Street Address	Planning Officer	Estimated Cost
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Property and Rating Alerts

Development expiations where the RamSrvAddr is not equal to the InfSrvAddr

- Used for identifying where addresses do not match because Motor Reg information is downloaded daily and overwrites RamSrvAddr.

Current DA apps with past status primary property association and also adopt property associations

- To be used for data clean-up so that application information displays for the correct property and on section 7 searches.

DAs with instructions issued and no decision on the next event

- For managing follow up inspections.

Applications with DA issued with builder type = OwnerBld but no commencement date

- To check whether work has started and if a builder is now associated with the development and update system.

Section memos without a complied date

- Section 69, 71 and 84 memos that do not have a complied date – to be used for data clean-up.

Applications with Date11 but empty Text23

- To check where Planning Allocation Date is completed (Date11) but no Planning Officer (Text23) has been allocated to capture applications that have been assigned to an officer but are not going to appear on a weekly work report because the officers name has been omitted.

Applications approved within the last 30 days with an ABS attribute that has empty custom fields

- To ensure ABS Attribute fields have been updated.

Swimming Pools with Instructions Issued and next event is blank

- Used by Builders for following up on Swimming Pool Inspections where an instruction has been issued.

Applications with more than 1 primary property association

- To be used for data clean-up so section 7's are accurate.

Applications approved in the last 7 days without an ABS Attribute

- To ensure the ABS Attributes have been added to the application.

Applications that have been completely paid in the last 14 days

- To make sure applications progress if payment is not notified by the customer service team.

Applications with an indemnity attribute that has empty custom fields

- For updating indemnity attributes.

Applications with outstanding referrals

- To track internal referrals where advised has not been received and used to cross reference with CM Actions.

Profiler Reports

- Adhoc Reports as requested for media enquiries, customer enquiries, staff enquiries
- Required Annually for Corporate Plan - Approvals with ABS Attributes for Dwellings, Alterations and Additions
- ESP Reports

Essentially we need scope to customise reports from the system to suit the enquiry need.

Custom Reports – PlanDev

Development Applications by Officer

- Applications assigned and applications inspected by Building Officers to demonstrate work for accreditation

VG Monthly Report of Approved Applications – Any Prop Status

- For Valuer Generals Office

ABS File Export Process

- For ABS