In October 2015 the inaugural Planning and Economic Development Division customer survey took place with over 190 consultants, developers, alliances and stakeholders independently interviewed.

Thanks to the valuable feedback provided by respondents, a benchmark level of overall customer satisfaction was able to be established.

The feedback also provided business insights to focus business improvement initiatives going forward.

Over the course of 2016 we have implemented numerous business improvement initiatives that directly respond to customer feedback under the mb+ banner.

This Customer Newsletter provides an analysis of the survey feedback and our response to the feedback including initiatives that have been implemented and/or planned to commence in the short term.

Our Customer Service Charter reflects the survey feedback and establishes benchmarks to measure our performance.

Our Customer Commitment Report provides accountability and transparency in how we have performed and met our Customer Service Charter.

By seeking customer feedback, setting measurable benchmarks and publishing our performance we seek to continually improve our services by “Exceeding Your Expectations”.

Stewart Pentland
Director Planning & Economic Development

Summary of your feedback on Strategic Planning
You told us the Strategic Planning Department could improve by:
1. Increasing accessibility of Strategic Planning staff;
2. Attending pre-lodgement meetings;
3. Utilising additional communication methods during consultation;
4. Engaging with Industry Reference Groups promoting the implementation of the new scheme;
5. Utilising scenario based testing of the new planning scheme;
6. Providing support and training for performance based planning practice;
7. Increasing merit based assessment; and
8. Simplifying the planning scheme.

Summary of your feedback on Development Services
You told us the Development Services Department could improve by:
1. Implementing a fast track assessment process;
2. Creating a streamlined payment/lodgement process;
3. Reducing assessment timeframes;
4. Acknowledging application lodgements quickly;
5. Increasing merit based assessment;
6. Providing greater fee clarity and electronic payment; and
7. Creating an enhanced pre-lodgement service;
8. Releasing bonds faster;
9. Increased delegations.
On receiving this feedback, the Planning and Economic Development Division has commenced an exciting series of business improvement initiatives, including:

### 1. Continual Feedback Opportunities

<table>
<thead>
<tr>
<th><strong>Customer Service Charter</strong></th>
<th>Developed in response to customer feedback in an effort to continually improve overall customer satisfaction levels by measuring and being accountable for our performance.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Annual Customer Service Survey and Commitment Report</strong></td>
<td>Providing our customers with an annual survey opportunity to provide feedback on our performance. Our Commitment Report then measures our performance against our Customer Service Charter KPIs twice a year.</td>
</tr>
<tr>
<td><strong>Customer Service Feedback</strong></td>
<td>Online link so you can provide real time updates of our performance against the customer service objectives contained in the Charter.</td>
</tr>
</tbody>
</table>

### 2. Development Assessment

Tailored initiatives improving communication, access, certainty and transparency.

| **Communication** | • Early acknowledgement phone call and direct contact details of responsible/assessment officer provided within 2 business days of lodging an application  
• Undertake website review and update | Launched 1 July 2016  
Commenced early 2016 |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| **Third Party Certification** | Fast track applications through:  
• Third Party Operational Works Pilot  
• Third Party Plan Sealing | Launched 1 July 2016 |
| **Fees and Charges** | • Simplified fee structure  
• Economies of scale incorporated | Launched 1 January 2016 |
| **Pre-lodgement Evolution** | Three types of pre-lodgement advice made available to better meet customer needs and improve timeliness:  
1. Pre-Purchase Advice  
2. General Town Planning Advice  
3. Technical Advice – DA Pre-Assessment | Launched 15 August 2016 |
| **Online Application Lodgement** | • Online fee calculation  
• Online application lodgement  
• Online fee payment | Released October 2016 |
| **Expedited Approval Process** | • Audit applications and assessment processes to:  
i. Reduce the frequency of Requests for Information  
ii. Reduce further outstanding issues  
iii. Reduce negotiated decision notices  
iv. Increase frequency of properly/well made applications  
• Audit assessment triggers and code provisions to inform MBRC Planning Scheme amendment processes | Audit commenced and ongoing |
3. Planning Scheme

Ongoing evolution and refinement of the new planning scheme.

<table>
<thead>
<tr>
<th>New Planning Scheme</th>
<th>Commenced February 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning Scheme Amendments</td>
<td>Administrative and Minor Amendment commenced June 2016 Major Amendment progressed to State interest review September 2016</td>
</tr>
<tr>
<td>Industry Reference Group</td>
<td>Established in February 2016, over 10 organisations meet on a quarterly basis with Council. The sessions provide valuable discussion and platform to connect with the organisations memberships.</td>
</tr>
<tr>
<td>Open Data Portal</td>
<td>Launched as part of the new MBRC Planning Scheme and provides GIS access to the various layers of the planning scheme. Information also includes 1m contours.</td>
</tr>
<tr>
<td>Supply/Demand Studies</td>
<td>Commenced in July 2016 Council has progressed two new studies investigating Residential Land Supply and Demand as well as Industrial Land Supply and Demand. These projects will ensure that Council is planning for the future, meeting demand in a logical and realistic manner.</td>
</tr>
</tbody>
</table>

4. Economic Development

<table>
<thead>
<tr>
<th>Moreton Bay Regional Economic Development Strategy</th>
<th>Working with stakeholders including Regional Development Australia, MBRIT and State Government Late 2016 - early 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Redcliffe Peninsula Foreshore Masterplan and Activation Strategy</td>
<td>To be completed late 2016</td>
</tr>
<tr>
<td>Development Incentive Policy</td>
<td>Underway</td>
</tr>
<tr>
<td>Moreton Bay Innovation Awards</td>
<td>Nominations now open Gala Awards Night in February 2017</td>
</tr>
</tbody>
</table>

Customer Survey Newsletter & Customer Commitment Report 1
The Planning and Economic Development Division’s Customer Commitment Report, publishes our Customer Service Charter results biannually. The Customer Service Charter identifies the way in which we will measure our performance in response to our customers’ feedback. Measuring our performance in this way means we can determine whether the initiatives we have implemented in response to our customers’ feedback are making a meaningful difference to our service delivery.

We are proud to report over the past 6 months our timeliness across multiple application types is well below statutory timeframes.

• 64% of all code assessable applications have met the 35 business day KPI
• 66% of all operational works applications have met the 20 business day KPI

While this is a good result we are aiming higher and look forward to seeing how initiatives like Third Party Certification, greater utilisation of our evolved pre-lodgement process, and further business process interrogation and evolution will assist in continuing to put downward pressure on the timeliness of our service delivery.

Interestingly, it became apparent through initial business process interrogation that well-made applications that have responded directly to pre-lodgement meeting feedback, have addressed all necessary MBRC Planning Scheme requirements or were involved in a collaborative assessment approach with MBRC staff are already being approved in timeframes well below our identified KPIs.
How have we measured up against the Customer Service Charter?

The below graphs show how the business has historically and is currently tracking against the Customer Service Charter adopted August 2016.

CODE ASSESSABLE MCU/RAL APPLICATIONS

<table>
<thead>
<tr>
<th>REPORTING PERIOD</th>
<th>Jan – June 2016 (239 MCU/RAL Decided Applications)</th>
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<tbody>
<tr>
<td></td>
<td>TOTAL TIME (BUSINESS DAYS)</td>
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<tr>
<td></td>
<td>Council Timeframe</td>
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<tr>
<td>Applications requiring additional information</td>
<td>51</td>
</tr>
<tr>
<td>Well-made Applications</td>
<td>26</td>
</tr>
<tr>
<td>Applications requiring additional information</td>
<td>44</td>
</tr>
<tr>
<td>Well Made Applications</td>
<td>24</td>
</tr>
<tr>
<td>Applications requiring additional information</td>
<td>50</td>
</tr>
<tr>
<td>Well Made Applications</td>
<td>22</td>
</tr>
</tbody>
</table>

KPI 35BD

Jan - June 2016 (239 MCU/RAL Decided Applications)

36% Applications with MBRC less than 35BD
64% Applications with MBRC More than 35BD

MCU/RAL Applications

The Jan – June 2016 period illustrates applications that are well-made are decided within 26BD and overall 64% of all MCU/RAL applications are with MBRC less than 35BD.

Applications that require additional information are with MBRC on average for 51BD.
The Jan – June 2016 period illustrates applications that are well-made are decided within 17BD and overall 66% of all Opworks applications are with MBRC less than 20BD.

Applications that require additional information (19%) are with MBRC on average for 26BD.

### Operational Works Applications

The Jan – June 2016 period illustrates applications that are well-made are decided within 17BD and overall 66% of all Opworks applications are with MBRC less than 20BD.

Applications that require additional information (19%) are with MBRC on average for 26BD.
Survey Plan Endorsements

The Jan – June 2016 period illustrates applications that are well-made are decided within 12BD. Applications requiring an action notice are with MBRC for an average of 16BD achieving the KPI period of 20BD.

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**Bond Release**

In the customer survey you told us that you wanted bonds to be returned faster. On average over the last 3 months bonds were returned within 4 days from acceptance of a development on/off maintenance. In reviewing bond releases it was identified that often the requests were premature, occurring before the on/off maintenance inspections had been arranged, conducted, or the necessary documentation and certifications had been provided to Council for review and acceptance.

Bond releases cannot occur until the works that have been bonded can be confirmed as meeting Council’s standards. It is intended that further consultation will be undertaken regarding customer concerns and to identify opportunities for all stakeholders to address these concerns.