DEVELOPMENT ASSESSMENT (DA)
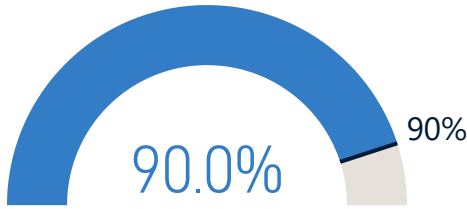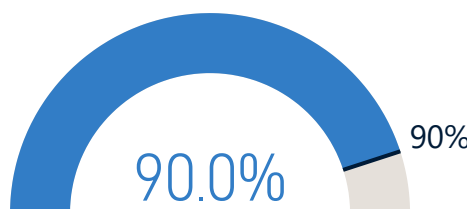# REPORT CARD

1. PRELODGEMENT SERVICES

KPI#1: As MEDQ delegate, the time taken to set a prelodgement meeting following request (**5 day** target).

Performance Target: 90 %

90.0% — 90%

KPI#2: As MEDQ delegate, the time taken to issue prelodgement meeting minutes following meeting (**2 day** target).

Performance Target: 90 %

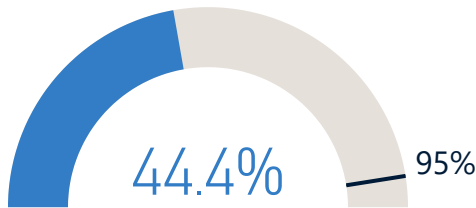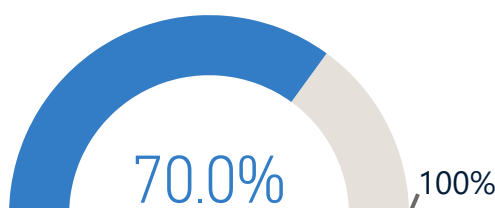90.0% — 90%

2. LODGEMENT AND ASSESSMENT

KPI#3: As MEDQ delegate, assessment fees advised as a component of being considered properly made (**2 day** target).
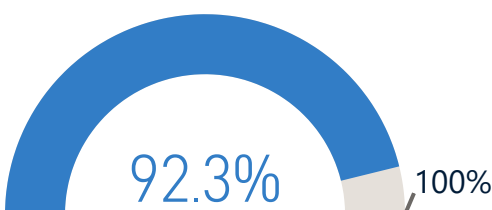
Performance Target: 95 %

44.4% — 95%

KPI#4: As MEDQ delegate, initial engineering assessments completed (**10 day** target).

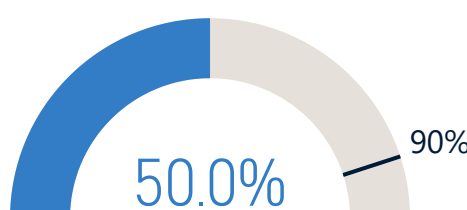**Performance Target: 100 %**

70.0% — 100%

KPI#5: As MEDQ delegate, the time taken to issue an information request and / or confirm public notification (**20 day** target).

Performance Target: 100 %

92.3% — 100%

KPI#6: As MEDQ delegate, the time taken to issue initial further issues request (**20 day** target).

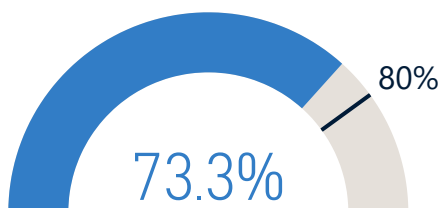**Performance Target: 90 %**

50.0% — 90%

3. DECISION

KPI#7: As MEDQ delegate, percentage of development applications decided without an information request

63.3%

Records without IR %

KPI#8: As MEDQ delegate, percentage of development applications decided without a further issues request

60.0%

Records without FI %

KPI#9: As MEDQ delegate, the time taken to decide an application (**30 day** target).
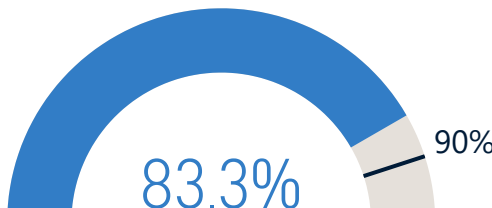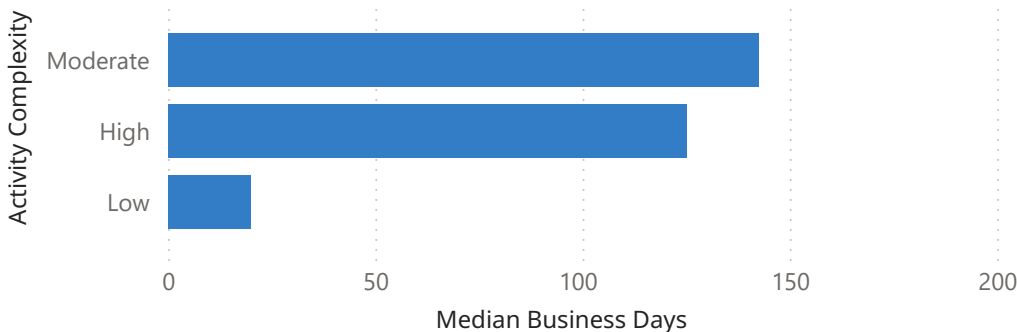
Performance Target: 80%

73.3% — 80%

KPI#10: Time taken to decide an application (**40 day** target).

Performance Target: 90%

83.3% — 90%

KPI#11: Total time taken for applications by type to proceed from properly made to decision

KPI#12: As MEDQ delegate, the total time taken to assess and decide applications for Compliance Assessment

14.0

Median Business Days
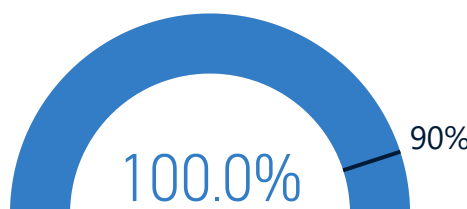
4. ENDORSEMENT AND CERTIFICATION

KPI#13: As MEDQ delegate, the total time taken to complete Plan Sealing assessments (**10 day** target).
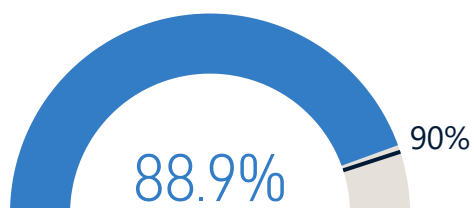
Performance Target: 95 %

100.0% — 95%

KPI#14: As MEDQ delegate, the total time taken to issue Infrastructure Charges Notices (**10 day** target).
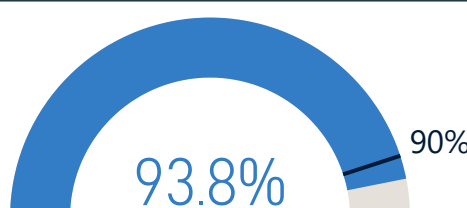
Performance Target: 90 %

100.0% — 90%

KPI#15: As MEDQ delegate, the total time taken to issue Infrastructure Offset Determinations (**20 day** target).

Performance Target: 90 %

88.9% — 90%

KPI#16: As MEDQ delegate, the total time taken to issue certification Procedures Manual acknowledgements (**10 day** target).

Performance Target: 90 %

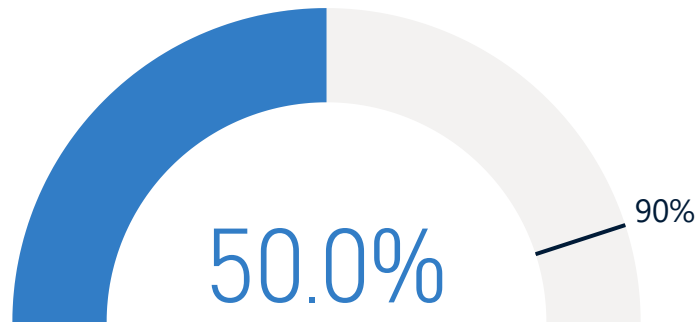93.8% — 90%

DEVELOPMENT ASSESSMENT (DA)
REPORT CARD

5. CUSTOMER SATISFACTION

KPI #17: Level of customer satisfaction with the prelodgement process.

Performance Target: 90%

50.0%

90%

KPI #18: Level of customer satisfaction with the overall performance as MEDQ delegate.

Performance Target: 70%

65.9%

70%