CITY OF AUSTIN
Development
SERVICES DEPARTMENT
Building A Better Austin Together

Progress Report

September 1, 2016

OVERVIEW

- **Success Metrics**

- **Progress-to-Date**
  - Technology
  - Quality Reviews
  - Customer Service
  - Investment in Employees
  - Coordinated Plan Review

- **Partnerships**

- **On the Horizon**

SUCCESS METRICS
>> QUANTITATIVE AND QUALITATIVE

Quantitative Metrics >> Wait Time/On-Time Plan Review
- Monthly infographic designed to quickly assess performance
- Posted on the department's webpage

Qualitative Metrics >> Coordinated Reviews/Customer Service
- Measured through the Annual Poll and Exit Surveys

TECHNOLOGY
>> ENHANCEMENTS

Reduced Wait Time

- New online customer check-in using QLess

Electronic Plan Review – *Launched*

- General Permits
- Commercial Building Plan Review

Data and Information

- Austin Code & Permit Tracker hosted by Civic Insight

TECHNOLOGY
>> NEXT 90 DAYS

Electronic Plan Review – *Coming Soon*

- Residential Plans
- Board of Adjustment, Site Plan Correction and Exemption
- Subdivision and Site Plans

Austin Build + Connect Web Portal – *New Online Applications*

- Residential Express Permits
- Tree Permits

Data and Information – *New Open Data Sets*

- Plan Review cases on the Austin Open Data Portal
- Geographic Information System (GIS) viewers and data

QUALITY REVIEWS

>> STREAMLINED REVIEW FOR VOLUME BUILDERS

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Pilot Program for Volume Builder Participants
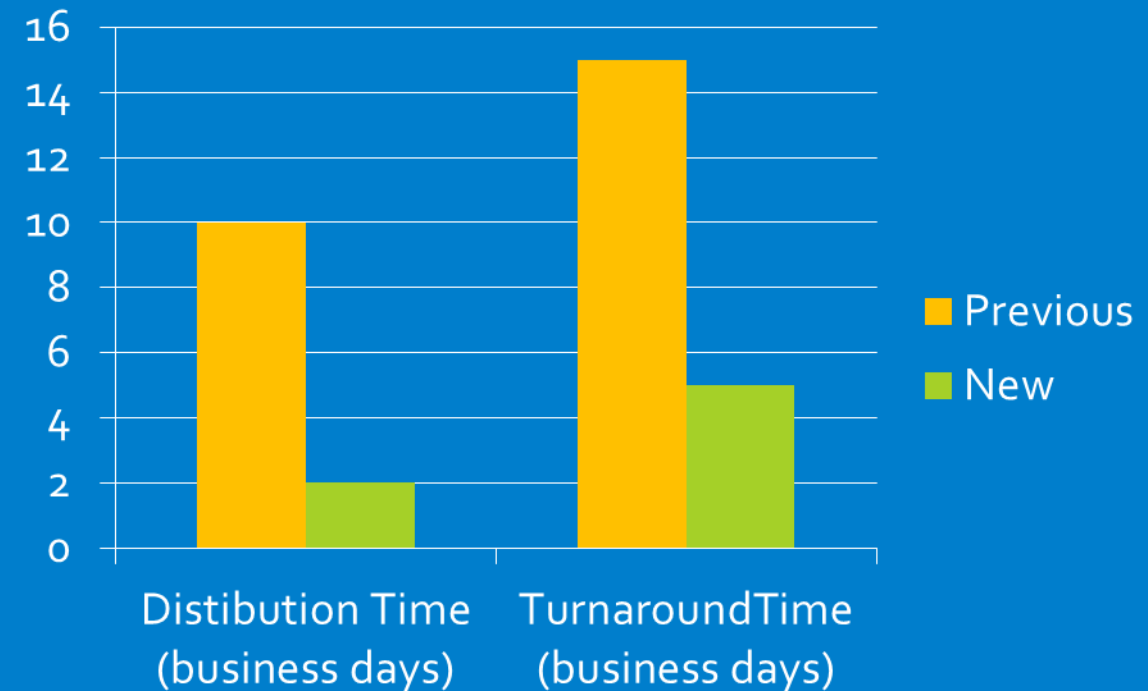
- Eligible participants must have approved Master Sets and a track record of limited errors

- Decreased plan distribution time from 1-2+ weeks to 1-2 days

- Total turnaround time decreased from 2-3 weeks to 1 week or less

Optional Intake Appointments

- Available to all production builders

- Distribution can occur the same day or next, versus 1-2 weeks

QUALITY REVIEWS
>> ANNUAL POLLING AND EXIT SURVEYS

Moving Forward >>> **Annual Polling**

- Survey design and methodology prepared by consultant ETC Institute
- Primary poll questions align with Success Metrics; repeatable by design
- Random sample of 5,000 customers to receive survey
- Goal: 400 completed surveys including phone surveys
- 95% level of confidence with a precision of +/-4.9%
- Results provided to Council in October/November

Exit Surveys Deployed:

- Residential Plan Review
- Commercial Plan Review
- Permitting
- Building Inspection
- Land Use Review
- Development Assistance Center
- Trees Reviews/Inspections
- Site/Subdivision Inspection
- Environmental Inspection

City of Austin Development Services Department Annual Poll

PLAN REVIEW PROCESS

[Introduction]

[Q1]
Have you interacted with the DSD's Plan Review Process during the past year?

Choose one of the following answers

QUALITY REVIEWS
>> EXPEDITED PERMITTING PROGRAM

- The FY2016-17 Proposed Budget includes new positions to create Expedited Review teams for residential/commercial building plan applications

- Follows recommendation from the Zucker Report

- Does not pertain to site/subdivision plan applications

- Options for obtaining community benefits as outlined in Council Resolution No. 20160616-029 have been provided to City Council

- An Expedited Permitting webpage with comment feature to solicit stakeholder feedback was launched

- Pending Council approval of the positions, expedited permitting would launch following funding (March 1, 2017)

CUSTOMER SERVICE
>> **SERVICE FIRST** (DSD)

A service-centric business model that enhances customer experience through engagement at every level

CONSISTENT • PROMPT • RELEVANT

Highlights:

- Improved website navigation and redesigned graphics
  www.DevelopmentATX.com
- Participated in trade conferences to demonstrate new online tools
- Produced videos and conducted trainings of online resources
- Strengthened social media profiles to increase outreach

CUSTOMER SERVICE
>> *SERVICE FIRST* (DSD)

Moving Forward >>>

- Redesign existing printed educational materials
- Graphically illustrate development business processes
- Foster ongoing relationships with external stakeholders
- Increase public input opportunities using online tools
  > Smart Start > SpeakUp Austin > *How are we doing?* Surveys

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We care about
our **community**,
our **environment**,
and the **vibrancy**
of Austin.

✓ **TEAMWORK**
✓ **RESPECT**
✓ **INTEGRITY**
✓ **QUALITY**

CUSTOMER SERVICE
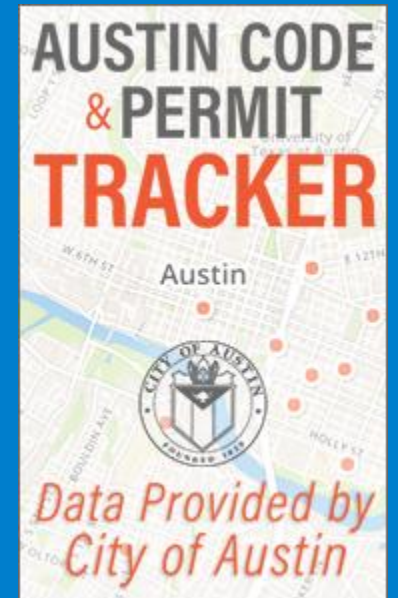>> WEBSITE UPDATES

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@DevelopmentATX

- Implemented a user-friendly web address
www.DevelopmentATX.com

- Linked social media accounts Facebook, Instagram and Twitter

- Improved user navigation, including content and FAQ updates

- Improved accessibility to online search tools and virtual check in process

NEW CUSTOMER SERVICE PROCESS
VIRTUAL CHECK ✓IN
CLICK HERE SAVE TIME

AUSTIN CODE & PERMIT TRACKER
Austin
Data Provided by City of Austin

CUSTOMER SERVICE
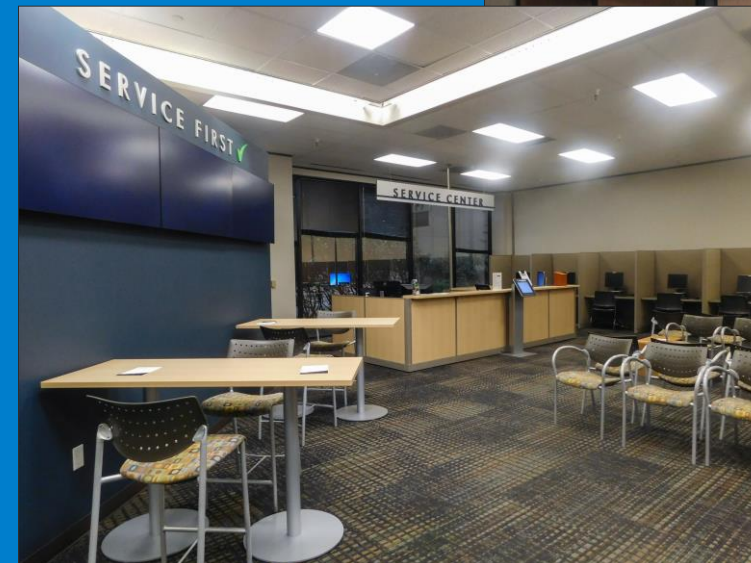>> FIRST FLOOR FACILITY RENOVATIONS

Renovated and Expanded the Service Center
- Added customer seating capacity
- Created an open design floor plan
- Installed a digital information wall
- Provided other customer amenities

Refreshed the Development Assistance Center
- New prominent signage
- Revamped customer and receptionist counters
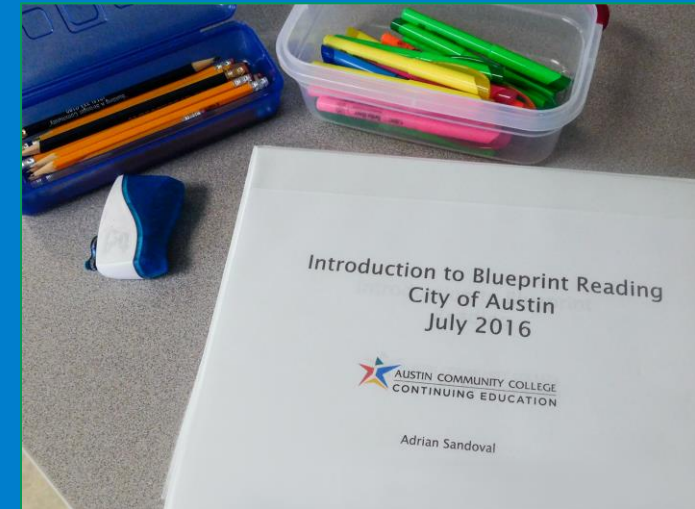
INVESTMENT IN EMPLOYEES
>> TRAINING

Amy's Education Program – Total Customer Service Experience
- Focus on teambuilding, empowerment, customer experience, reward/recognition of positive accomplishments

Austin Community College
- Tailor curriculum to the department's needs by work unit
  - Example: The Site/Subdivision team identified two (2) specific training needs, "Introduction to Blueprint reading" and "Math for Industry"

Certifications/Licensures Policy
- Reimburse employees for specific professional credentials related to their work

INVESTMENT IN EMPLOYEES
>> TRAINING ON THE INTERNATIONAL BUILDING CODE

Completed
- Code administration and building planning
- Life safety
- 2015 International Building Code updates

Moving Forward >>>
- Fire safety
- Code administration and site development
- Health and safety
- Building finishes, protection, utilities, energy conservation, and hazards
- Assembly spaces

- Building Plans Examiner certification study course
- Residential Building Inspectors study course
- Building Professionals Institute

COORDINATED PLAN REVIEW
>> COALITION AGREEMENTS

Agreements central to improving the overall delivery of development activities in Austin

4 Executed Coalition Agreements

- Parks and Recreation Department
- Austin Fire
- Austin Code
- Communications & Technology Management

Examples of Tenets within the Agreements

- 90% on-time performance standard
- Annual analysis of performance standards and resources needed to meet performance standards
- Requirement to participate in Electronic Plan Review
- Co-location of development-related review staff in a new facility

Moving Forward >>> 8 Coalition Agreements

- Austin Water
- Austin Energy
- Transportation
- Health & Human Services
- Planning and Zoning
- Real Estate
- Watershed Protection

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PARTNERSHIPS
>> COLLABORATIVE PROJECTS

- **ATX Hack for Change** (hackathon) >> Prototyped an intuitive navigation tool for the permitting process

- **Office of Innovation Fellows Program** >> Redesign the permitting process to improve the applicant experience

- **Austin Code** >> Collaborative process to identify efficiencies and costs savings by assuming unpermitted construction activity/expired permits

- **Economic Development, Small Business Program**
  SmartStart >> *www.austintexas.gov/smartstart*
  Providing a digital solution to assist small businesses in their development and permitting related questions

- **Music Industry** >> Participate in discussions to streamline all permitting processes

ON THE HORIZON

- Conduct a comprehensive fee study during September-December 2016

- Convert to enterprise fund status for FY 2017-18

- In conjunction with Real Estate Services, identify new facility requirements and space programming

- Develop a Project Manager System proposal for site/subdivision plan review for FY 2017-18

Questions

&

Answers