



Building a Better Austin Together



Progress Report
February 14, 2017

Highlights



- Introductions
- Measuring Success
- Expanding the Use of Technology
- Dedicated Investment in Customers and Employees
- Beyond the Action Plan
- Influential Dynamics on Service Levels
- 2016 Annual Poll Results

Success Metrics



Two-Year Road Map

July 2015 – September 2017

- Complete non-resourced steps by September 2017
- Sunset the Action Plan

2016 Success Metrics Infographic

Reporting since April 2016

- Wait Time and On-Time Plan Reviews

2016 Annual Poll Results by ETC

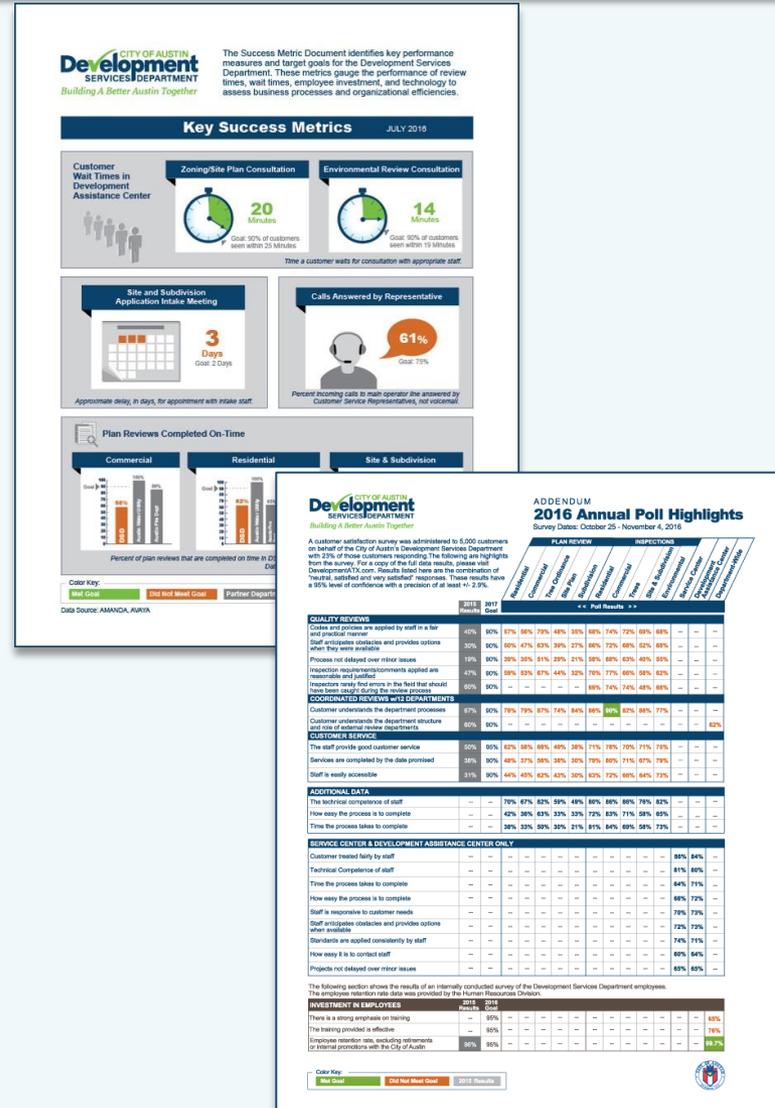
Establishes a Baseline

- Quality Reviews
- Coordinated Reviews
- Customer Service

Investment in Employees

August 2016 Survey

- Conducted internally with focus on training
- 22% Response Rate



Technology Updates

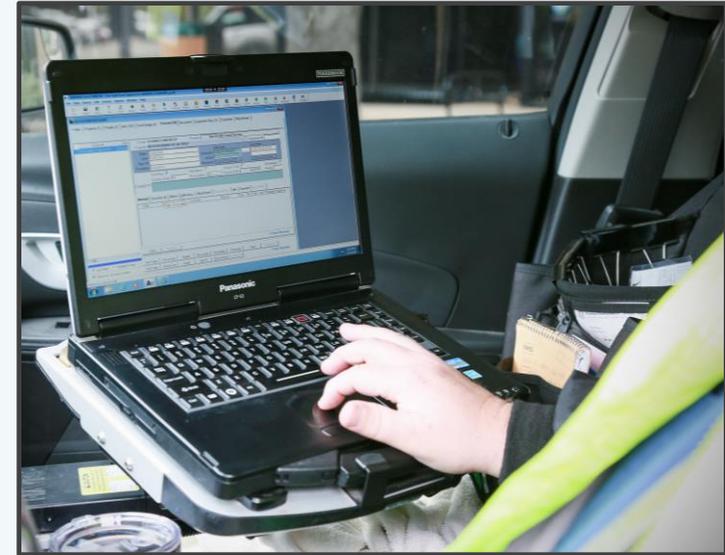


Electronic Plan Review

- In pilot: Residential & Commercial Building Plans and Site Plans
- Seeking applicant volunteers to pilot the online review feature

New and Improved Online Resources

- Find My Inspector tool
- Enhanced AB+C Portal
 - 25,892 online payments (49%↑)
 - 19,836 online permits issued (67%↑)
 - 188,325 online inspections scheduled (21%↑)



Dedicated Investment in Customers and Employees



Expedited Building Plan Review

- Fiscal Year 2016/17 fees will be modified based on consultant analysis
- Funding for program available March 1, 2017
- Initial team in place by Spring 2017

Project Manager System

- Will facilitate customer application submissions
- Full cost recovery

Facility Changes

- Dedicated surface parking lot for customers
- Reconfigured space for intake area
- Digital wayfinding in progress for lobby

Workspace Enhancements and Training

- Renovations to employee workspaces and creation of larger conference rooms
- Developed training curriculum based on employee feedback
 - 99.7% employee retention rate (FY 15-16)



Continuous Improvements



Texas State University

Expired Permits & Work without Permits

- Staffing and resource requirements
- Identify best practices
- Integrate program into Development Services

Assessment of Document Sales Research Center

- Review and eliminate, where feasible, on-site paper storage
- Establish AMANDA database as true “system of record”
- Identify vendors that provide “cloud” services to store and retrieve documents



City of Austin, Innovation Office

Intake and Permit Process

- Improve the customer’s in-service experience
- Establish consistency in the application of rules and code across departments



A Special Thanks to all DSD Employees!



Development
SERVICES DEPARTMENT



2016 Annual Poll

City of Austin Development Services Department

Presented by



Development CITY OF AUSTIN
SERVICES DEPARTMENT

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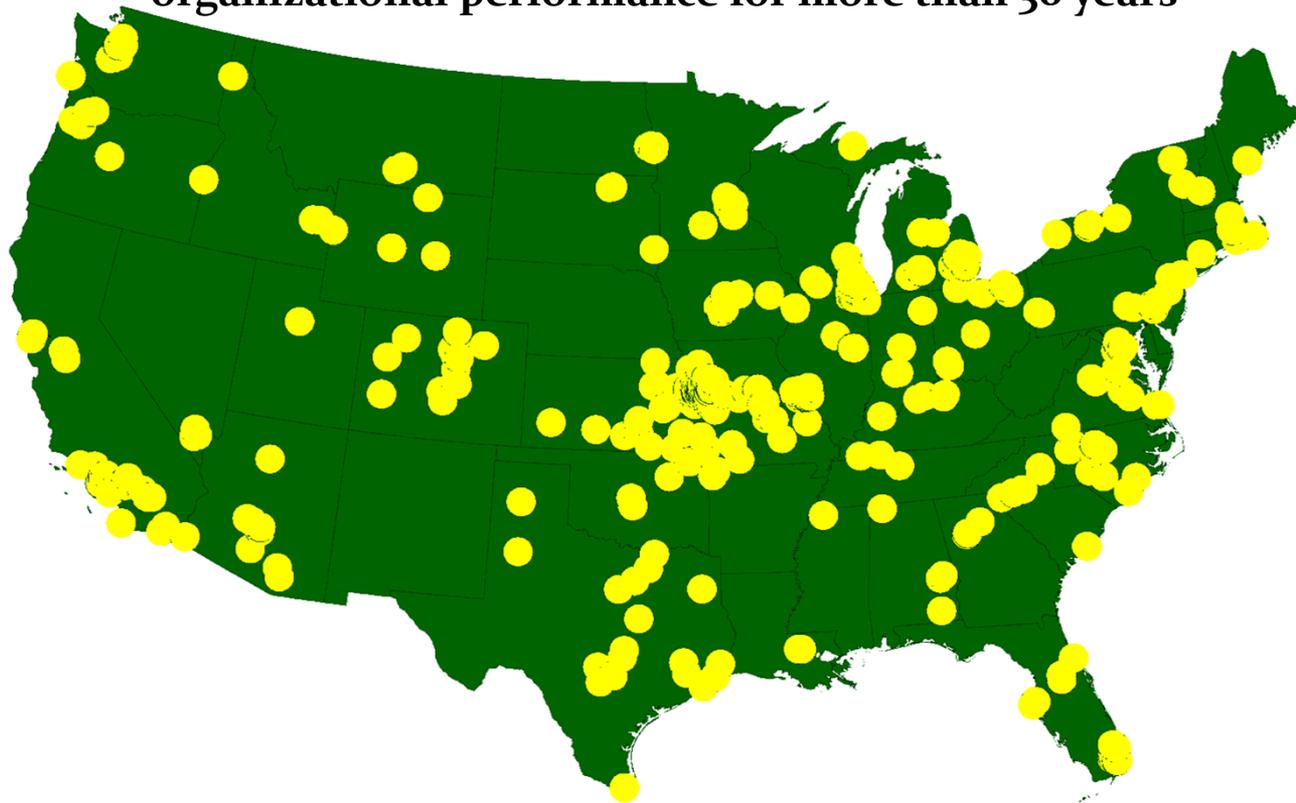
ETC
INSTITUTE

February 2017

ETC Institute

A National Leader in Market Research for Local Governmental Organizations

...helping town and county governments gather and use survey data to enhance
organizational performance for more than 30 years



More than 2,150,000 Persons Surveyed Since 2006
for more than 850 communities in 49 States

Agenda

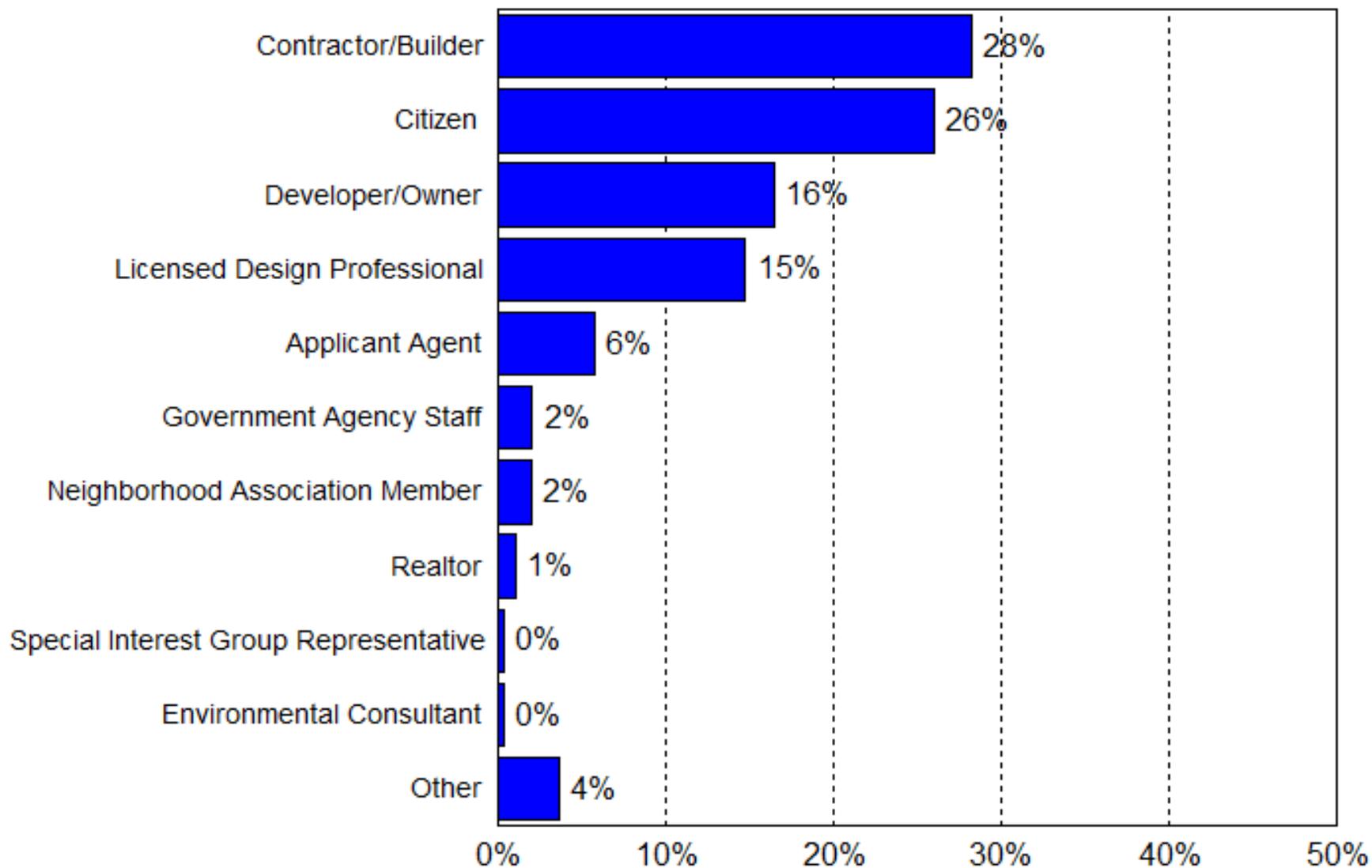
- **Purpose and Methodology**
- **Bottom Line Up Front**
- **Major Findings**
- **Summary**
- **Questions**

Purpose and Methodology

- **Purpose**
 - ❑ Objectively assess customer satisfaction with DSD services
 - ❑ Set a baseline for future surveys
- **Survey Description**
 - ❑ Included questions related to key aspects of the DSD Plan Review Process, Inspections Division, and Other Services
- **Method of Administration**
 - ❑ By e-mail from October 25th to November 4th to a list of customers who have used DSD services within the past two years
- **Sample size:**
 - ❑ Goal number of surveys: 400
 - ❑ Goal far exceeded: 1,133 completed surveys
- **Confidence level:** 95⁰%
- **Margin of error:** +/- 2.9⁰% overall

Q35. Which of the following BEST describes you?

by percentage of respondents



Source: ETC Institute (2016)

Bottom Line Up Front

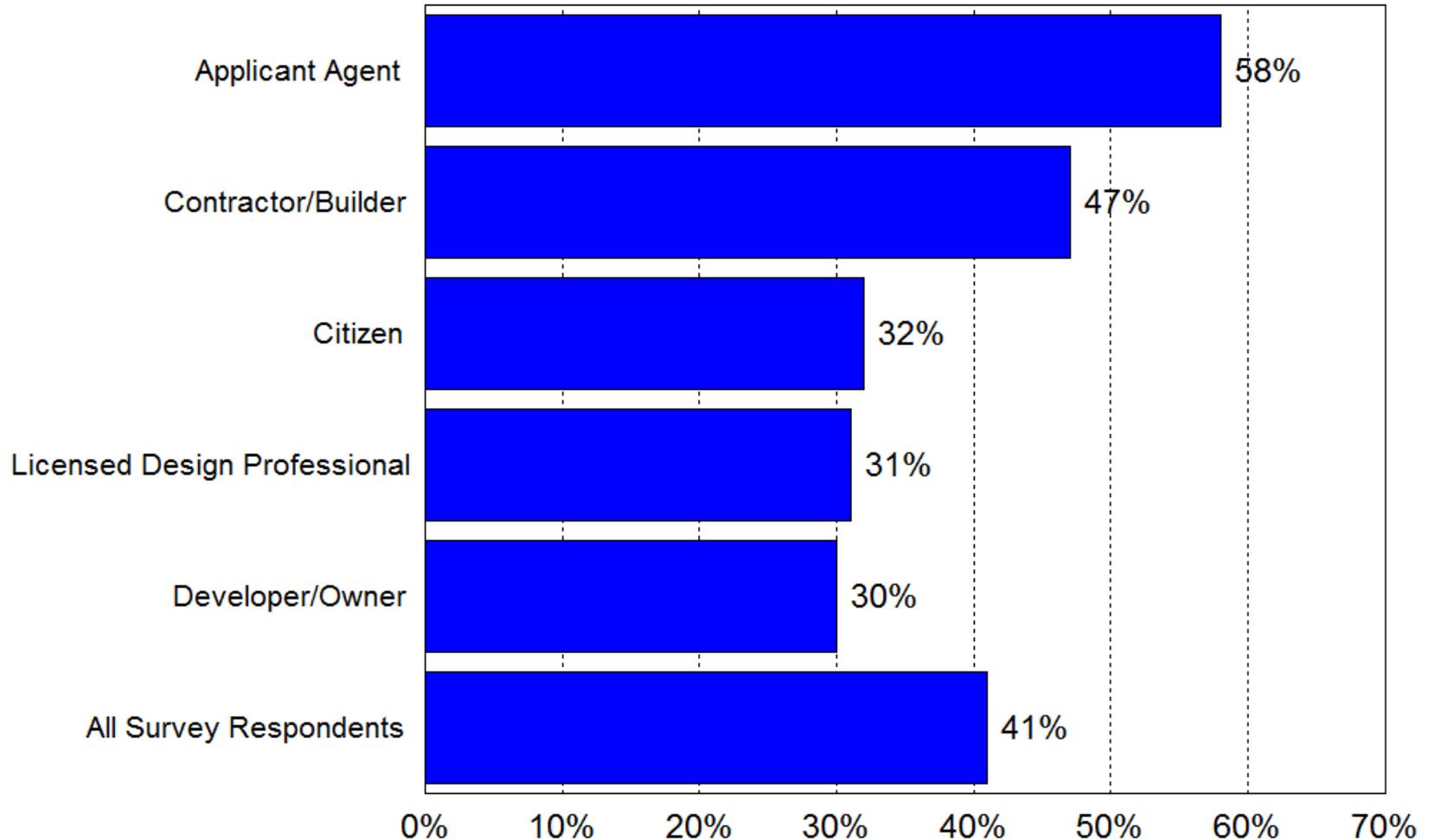
- **Highest Areas of Satisfaction with the Plan Review Process:**
 - ❑ Understanding of the Review Process
 - ❑ Technical Competence of Review Staff
 - ❑ Customer Service from Review Staff
- **Lowest Areas of Satisfaction with the Plan Review Process:**
 - ❑ Time the Review Process Takes to Complete
 - ❑ Process Is Delayed Over Minor Issues
- **Highest Areas of Satisfaction with the Inspection Divisions:**
 - ❑ Understanding of the Inspection Process
 - ❑ Technical Competence of Inspection Staff
 - ❑ Length of Time the Inspection Takes to Complete
- **Lowest Areas of Satisfaction with the Inspection Divisions:**
 - ❑ Process Is Delayed Over Minor Issues
 - ❑ Staff Anticipates Obstacles and Provides Options
- **Most Customers Are Satisfied with How Fairly They're Treated by Staff and the Technical Competence of Staff by the Service Center and Development Assistance Center**

Topic #1

Overall Satisfaction with the Plan Review Process

Q12. Overall, how satisfied are you with DSD's Plan Review Process? - by Type of Respondent

by percentage of respondents who rated the item as 3, 4 or 5 on a 5-point scale where 5 is "very satisfied" and 1 was "very dissatisfied" (excluding don't know)



Source: ETC Institute (2016)

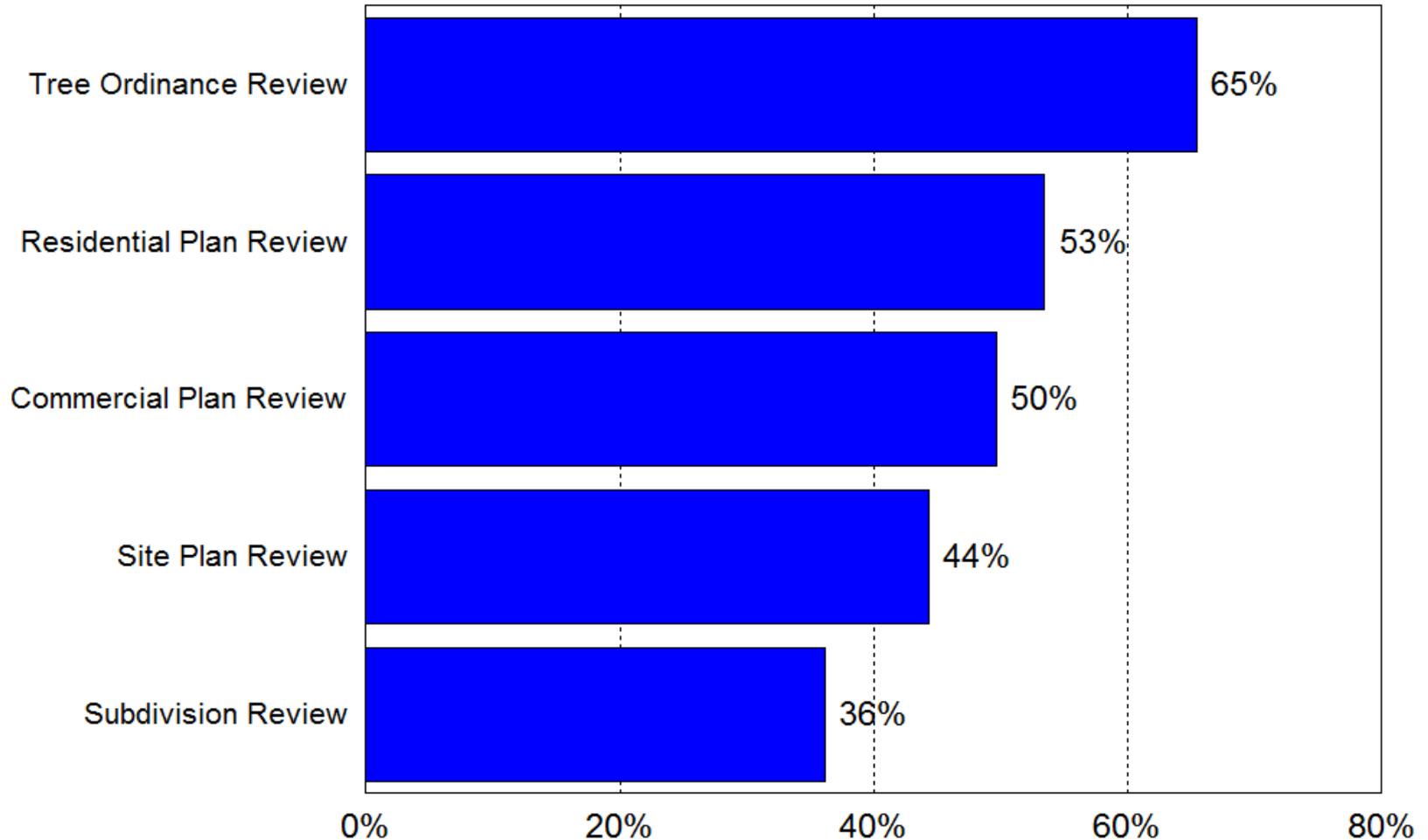
Applicant Agents Gave the Highest Ratings for the Overall Plan Review Process; Developers/Owners Gave the Lowest Ratings

Topic #2

Satisfaction with Plan Review Process Disciplines

Overall Ratings for DSD's Plan Review Process - by Discipline

by percentage of respondents who rated the item as 3, 4 or 5 on a 5-point scale where 5 is "very satisfied" and 1 was "very dissatisfied" (excluding don't know)



Source: ETC Institute (2016)

Tree Ordinance Review Rated the Highest Among Plan Review Departments; Subdivision Review Rated the Lowest

Highest Rated Aspects for Each DSD Plan Review Discipline

percentage who rated each item as a 3, 4, or 5 on a 5-point scale, where 5 is "very satisfied" and 1 is "very dissatisfied"

Rank	Residential Plan Review	Commercial Plan Review	Tree Ordinance Review	Site Plan Review	Subdivision Review
Highest Ranked	I Understand Residential Review Process (78%)	I Understand Commercial Review Process (79%)	I Understand Tree Review Process (87%)	I Understand Site Review Process (74%)	I Understand Subdivision Review Process (84%)
2nd Highest Ranked	Technical Competence of Review Staff (70%)	Technical Competence of Review Staff (67%)	Technical Competence of Review Staff (82%)	Technical Competence of Review Staff (59%)	Technical Competence of Review Staff (49%)
3rd Highest Ranked	Review Staff Provides Excellent Customer Service (62%)	Review Staff Provides Excellent Customer Service (57%)	Codes and Policies Are Applied in a Fair and Practical Manner (70%)	Review Staff Provides Excellent Customer Service (49%)	Review Staff Provides Excellent Customer Service (38%)
4th Highest Ranked	Comments Applied Are Reasonable and Justified (59%)	Codes and Policies Are Applied in a Fair and Practical Manner (56%)	Review Staff Provides Excellent Customer Service (68%)	Codes and Policies Are Applied in a Fair and Practical Manner (48%)	Codes and Policies Are Applied in a Fair and Practical Manner (35%)

“I Understand the Review Process” Ranked 1st in All 5 Disciplines

“Technical Competence of Review Staff” Ranked 2nd in All 5 Disciplines

“Review Staff Provides Excellent Customer Service” Ranked 3rd or 4th in All 5 Disciplines

Lowest Rated Aspects for Each DSD Plan Review Discipline

percentage who rated each item as a 3, 4, or 5 on a 5-point scale, where 5 is "very satisfied" and 1 is "very dissatisfied"

Rank	Residential Plan Review	Commercial Plan Review	Tree Ordinance Review	Site Plan Review	Subdivision Review
Lowest Ranked	Time the Review Process Takes to Complete (38%)	Time the Review Process Takes to Complete (33%)	Time the Review Process Takes to Complete (50%)	Process Delayed Over Minor Issues (29%)	Process Delayed Over Minor Issues (20%)
2nd Lowest Ranked	Process Delayed Over Minor Issues (39%)	Process Delayed Over Minor Issues (36%)	Process Delayed Over Minor Issues (51%)	Time the Review Process Takes to Complete (30%)	Time the Review Process Takes to Complete (21%)
3rd Lowest Ranked	How Easy the Review Process Is to Complete (42%)	How Easy the Review Process Is to Complete (36%)	Review Services Are Completed by the Date Promised (55%)	How Easy the Review Process Is to Complete (33%)	Staff Anticipates Obstacles and Provides Options (27%)
4th Lowest Ranked	Staff Is Easily Accessible (44%)	Review Services Are Completed by the Date Promised (37%)	Staff Is Easily Accessible (62%)	Review Services Are Completed by the Date Promised (39%)	Review Services Are Completed by the Date Promised (29%)

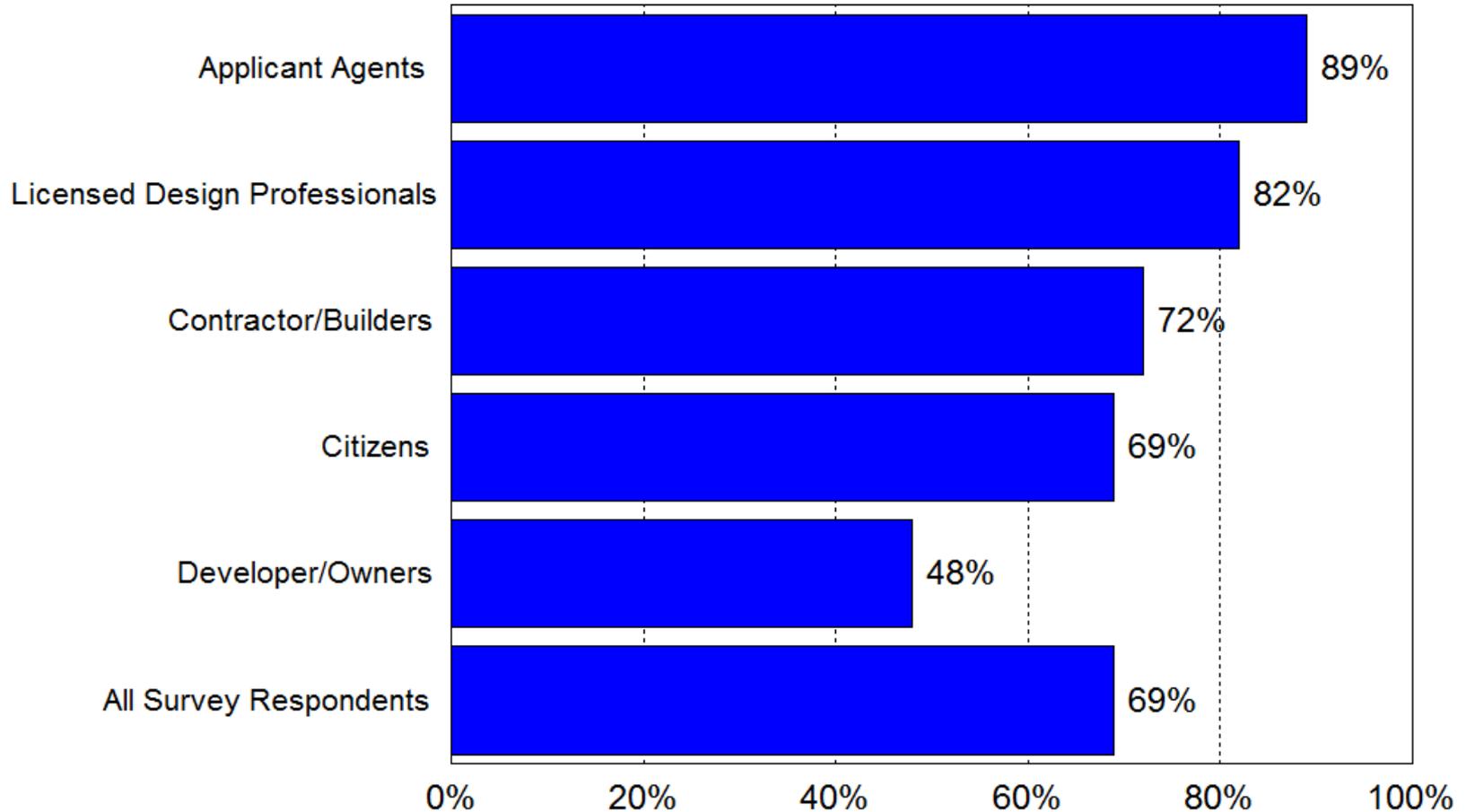
**“Time the Review Process Takes to Complete” and “Process Delayed Over Minor Issues”
Were the 2 Lowest Rated Items in All 5 Disciplines**

Topic #3

Overall Satisfaction with the Inspection Divisions

Q25. Overall, how satisfied are you with the services provided by DSD's Inspection Divisions? - by Type of Respondent

by percentage of respondents who rated the item as 3, 4 or 5 on a 5-point scale where 5 is "very satisfied" and 1 was "very dissatisfied" (excluding don't know)



Source: ETC Institute (2016)

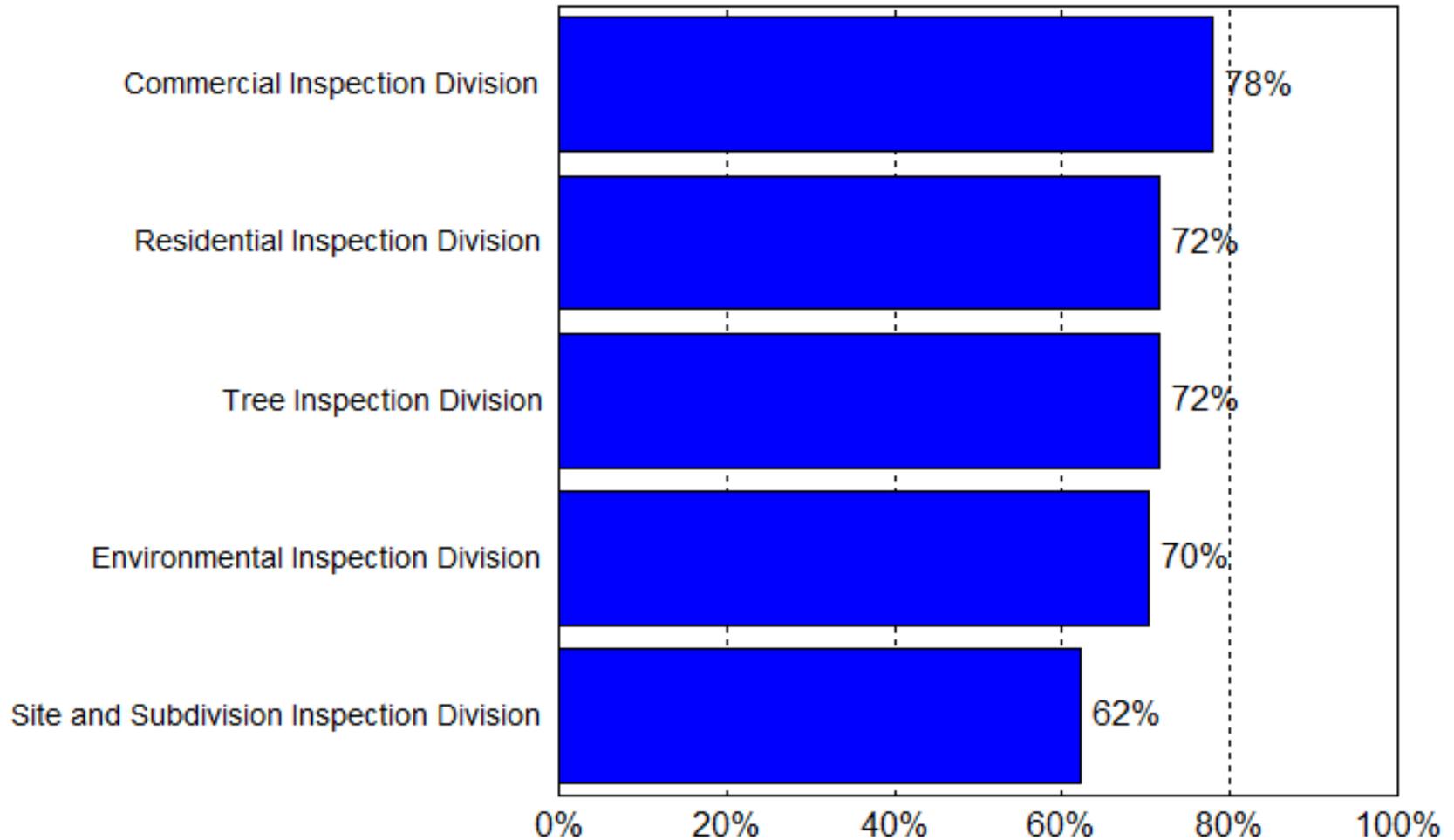
Applicant Agents Gave the Highest Ratings for the Overall Inspections Divisions; Developers/Owners Gave the Lowest Ratings

Topic #4

Satisfaction with Inspection Divisions

Overall Ratings for DSD's Inspection Divisions

by percentage of respondents who rated the item as 3, 4 or 5 on a 5-point scale where 5 is "very satisfied" and 1 was "very dissatisfied" (excluding don't know)



Source: ETC Institute (2016)

Commercial Inspection Rated the Highest Among Inspection Departments; Site and Subdivision Inspection Rated the Lowest

Highest Rated Aspects for Each DSD Inspection Division

percentage who rated each item as a 3, 4, or 5 on a 5-point scale, where 5 is "very satisfied" and 1 is "very dissatisfied"

Rank	Residential Inspection Division	Commercial Inspection Division	Tree Inspection Division	Site and Subdivision Inspection Division	Environmental Inspection Division
Highest Ranked	I Understand Residential Inspection Process (86%)	I Understand Commercial Inspection Process (90%)	Technical Competence of Inspection Staff (86%)	I Understand Site & Subdivision Inspection Process (86%)	Technical Competence of Inspection Staff (82%)
2nd Highest Ranked	Time the Inspection Process Takes to Complete (81%)	Technical Competence of Inspection Staff (86%)	I Understand Tree Inspection Process (82%)	Technical Competence of Inspection Staff (76%)	Inspections Completed by the Date Promised (78%)
3rd Highest Ranked	Technical Competence of Inspection Staff (80%)	Time the Inspection Process Takes to Complete (84%)	Inspectors Rarely Find Errors in the Field (75%)	Inspection Staff Provides Excellent Customer Service (71%)	I Understand Environmental Inspection Process (77%)
4th Highest Ranked	Inspections Completed by the Date Promised (79%)	How Easy the Inspection Process Is to Complete (83%)	Codes and Policies Are Applied in a Fair and Practical Manner (72%)	Codes and Policies Are Applied in a Fair and Practical Manner (69%)	Inspectors Provide Excellent Customer Service (75%)

“I Understand the Inspection Process” and “Technical Competence of Inspection Staff” Ranked in the Top 3 in All 5 Divisions

Lowest Rated Aspects for Each DSD Inspection Division

percentage who rated each item as a 3, 4, or 5 on a 5-point scale, where 5 is "very satisfied" and 1 is "very dissatisfied"

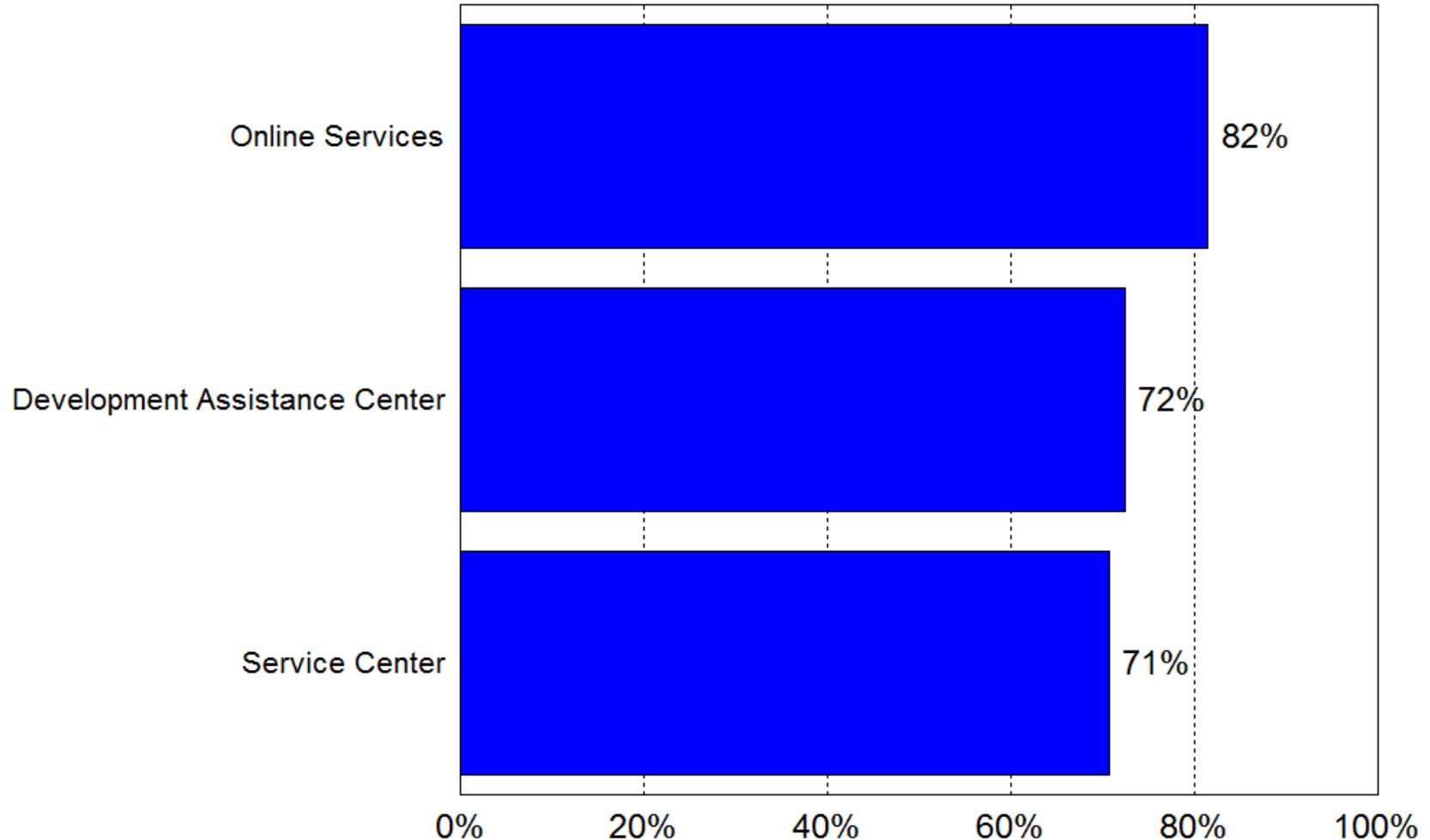
Rank	Residential Inspection Division	Commercial Inspection Division	Tree Inspection Division	Site and Subdivision Inspection Division	Environmental Inspection Division
Lowest Ranked	Inspections Delayed Over Minor Issues (57%)	Inspections Delayed Over Minor Issues (67%)	Inspections Delayed Over Minor Issues (63%)	Inspections Delayed Over Minor Issues (39%)	Inspections Delayed Over Minor Issues (56%)
2nd Lowest Ranked	Inspectors Are Easily Accessible (63%)	Inspectors Are Easily Accessible (71%)	Inspectors Are Easily Accessible (66%)	Inspectors Rarely Find Errors in the Field (49%)	Inspection Requirements Are Reasonable and Justified (61%)
3rd Lowest Ranked	Staff Anticipates Obstacles and Provides Options (65%)	Staff Anticipates Obstacles and Provides Options (72%)	Inspection Requirements Are Reasonable and Justified (67%)	Staff Anticipates Obstacles and Provides Options (52%)	How Easy the Inspection Process Is to Complete (65%)
4th Lowest Ranked	Codes and Policies Are Applied in a Fair and Practical Manner (68%)	Inspectors Rarely Find Errors in the Field (73%)	Staff Anticipates Obstacles and Provides Options (68%)	How Easy the Inspection Process Is to Complete (58%)	Staff Anticipates Obstacles and Provides Options (67%)

“Inspections Delayed Over Minor Issues” Was the Lowest Rated Item in All 5 Divisions
“Staff Anticipates Obstacles and Provides Options” Rated as the 3rd or 4th Lowest Items in All 5 Divisions

Other Findings

Overall Ratings for DSD's Online Services, Service Center, and Development Assistance Center

by percentage of respondents who rated the item as 3, 4 or 5 on a 5-point scale where 5 is "very satisfied" and 1 was "very dissatisfied" (excluding don't know)

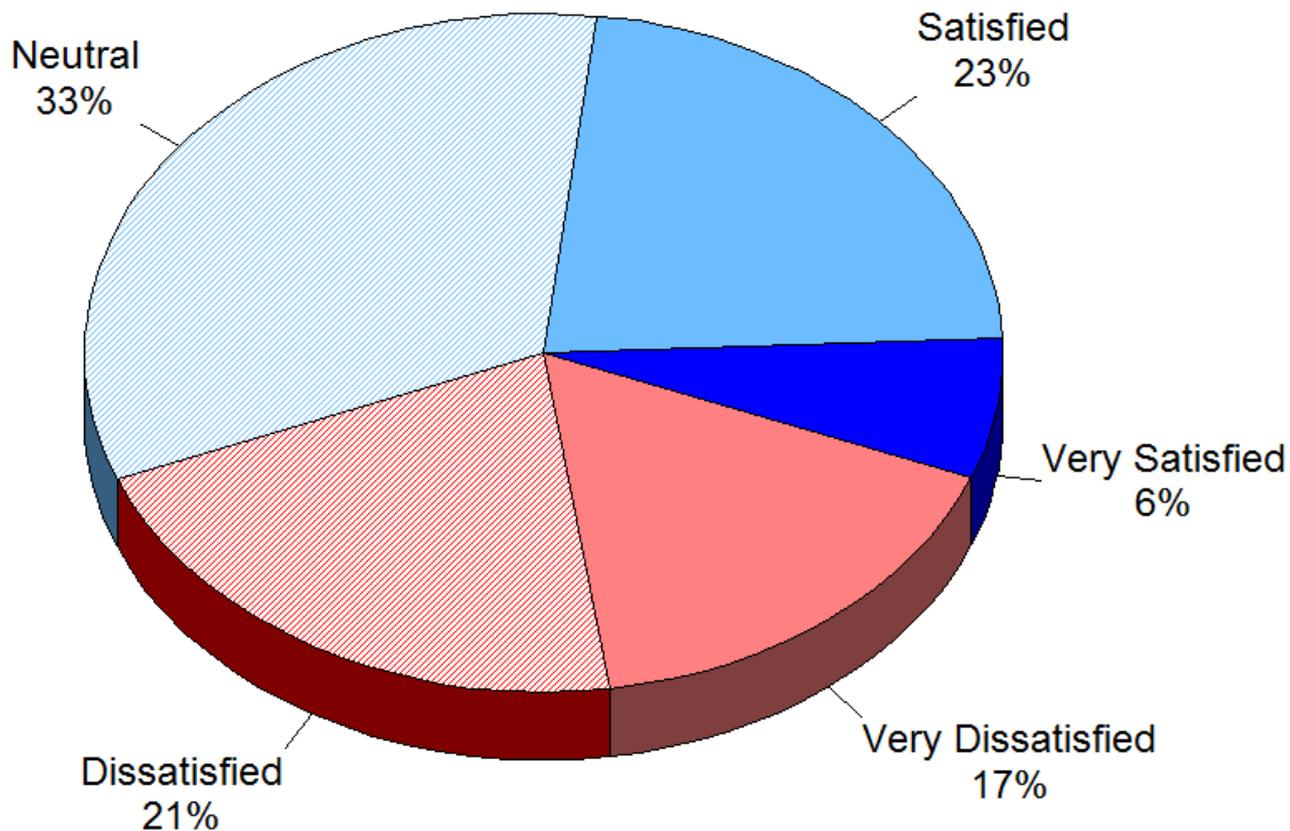


Source: ETC Institute (2016)

Over 70% of Customers Gave Positive Ratings for All 3 Areas

Q33. How satisfied are you with your understanding of how DSD is structured and the role that external City departments have in the review and permitting process?

by percentage of respondents



Source: ETC Institute (2016)

Summary

- **Highest Areas of Satisfaction with the Plan Review Process:**
 - ❑ Understanding of the Review Process
 - ❑ Technical Competence of Review Staff
 - ❑ Customer Service from Review Staff
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Questions?

THANK YOU!!