



MEMORANDUM

TO: Mayor and Council Members

FROM: José G. Roig, Interim Director, Austin Code Department
Cindi Perez, Director, Customer Care Services, Austin 3-1-1

DATE: May 7, 2020

SUBJECT: COVID-19 Construction Site Enforcement Initiatives Update

The purpose of this memorandum is to provide a follow-up to questions raised at Council's Work Session meeting on May 5, 2020 regarding COVID-19-related construction site complaints. Austin Code Department (ACD) has been working with other City departments to improve the communication process for industry advocacy groups, to include the following enhancements:

1. **Proactive enforcement and reporting.** ACD included additional activity descriptors to the database as a way of improving the reporting accuracy for the complaint type and the locations where complaints are more significant. Other improvements include filtering through earlier data to determine case closure categories reported by the PACE teams. In collaboration with the Development Services Department (DSD), these initiatives establish a database to record and report the number of locations reached proactively, the percentage of large-scale locations, and improvements made since the education process began. As of May 6, 2020, we have seen a significant decrease in complaints related to construction sites. The department anticipates this dataset will be available via the City's open data portal by May 11, 2020.
2. **Repeat offender tracking.** The cases added to the database allow for repeat locations to be determined based on the complaint history. Early in the process, the team identified a total of 11 addresses with two or more visits where violations were observed. Voluntary compliance was achieved at these locations and, as of May 6, 2020, the team has issued a total of two citations related to repeat violator construction sites.
3. **3-1-1 improvements.** To avoid multiple lines of communication and facilitate the collection of data, Austin Code collaborated with Austin 3-1-1 to expedite process improvements related to photograph uploads. Additionally, the 3-1-1 mobile app now includes a COVID-19-specific icon that will allow users to submit complaints. An information guide created by 3-1-1 is also available to provide customers information about the Citizen Web Intake Process (see attached). ACD will continue working with 3-1-1 and other departments to continue evaluating and working on improvements in the complaint reporting and response process for COVID-19 related cases. Testing and implementation for all improvements will be completed prior to implementation to enhance the reporting system for complaints.

Should you have any questions or need further details about these initiatives, please do not hesitate to contact ACD Interim Director José Roig or Interim Assistant Director Elaine Garrett.

The Austin 3-1-1 Citizen Web Intake



Guide to navigating CWI for COVID-19 related service requests.

The Austin 3-1-1 Citizen Web Intake, or CWI, is a web page that allows citizens of Austin to submit service requests online for Austin 3-1-1.

Austin 3-1-1 has created a service request for specific COVID-19 concerns that citizens can submit via CWI.

NOTE: Web browser **Firefox** has shown limitations when using this website, please avoid when using CWI.

☎ 512-974-2000

🌐 austin-csrprodcwi.motorolasolutions.com

🌐 www.austintexas.gov/covid19

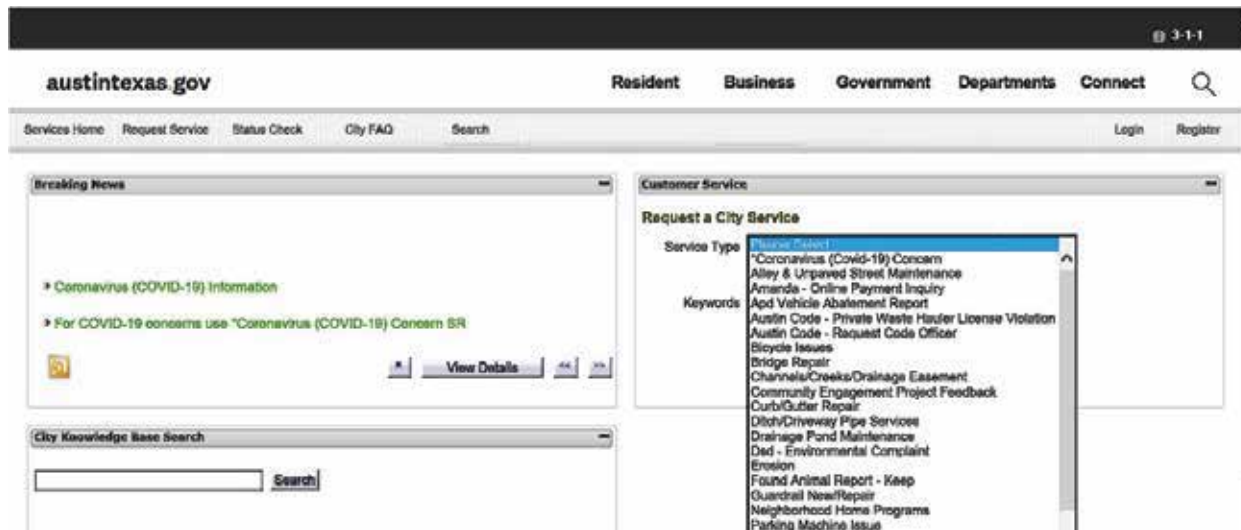
🌐 https://www.austintexas.gov/department/311

A screenshot of the AustinTexas.gov website. The header includes the site name and navigation links for Resident, Business, Government, Departments, and Connect. Below the header, there is a section for COVID-19 information and a link to the CWI. The main content area shows instructions for submitting a service request, including a list of steps and a "Request a City Service" form. The footer contains links for Translate, Get Information or assistance, Give Feedback on our website, Site Map, City Council Message Board, Visit Austin, City Directory, Jobs, Legal Notices, and Privacy Policy.

1.



Submitting a COVID-19 related service request.



To submit a service request for COVID-19 concerns first go to austin-csrprod.cwi.motorolasolutions.com and select *Coronavirus (Covid19) Concern from the service type drop down. **NOTE: Web browser Firefox has shown limitations when using this website, please avoid when using CWI.**

2.

You will then be given the option to report a few different concerns.

Select Social Distancing/Over Occupancy to report any type of gathering for over occupancy or social distancing. This could be at a business, in public or residential.

Selecting the type of service request

Select COVID-19 Sanitation Concern when someone wants to report a health or sanitation concern at a childcare facility, foster home or long-term care facility.

Select Eviction/Notice To Vacate if you are reporting COVID 19 order violations regarding Evictions

Remember, CWI should only be used for these specific COVID-19 concerns. For other concerns please call 3-1-1.

3.

When submitting these requests you will also be asked for specific information such as the Business Name, address and the date the concern occurred. You will also have the opportunity to receive additional useful COVID-19 information via email.

4.



Next you will be asked to supply your contact information. City of Austin departments will use this information to contact you in case they need addition information to properly work your request.

Citizen

Name: Prefix First M.I. Last Suffix

Email:

Address:

City: State: Zip Code:

Building: Floor: Unit:

Phone:

Ext.:

5.

Once you have entered your contact information, you will have the opportunity to submit additional comments or pictures that will help the department address the issue.

Comments and Attachments

Additional Comments

- i** Attach relevant files. Up to 5 files are allowed, using the following criteria:
- Maximum file size: 5 MB
 - Supported file extensions: (gif, jpg, jpeg, tif, tiff, mpg, mpeg, mp3, wav)

<input type="text"/>	Select File
<input type="text"/>	Select File
<input type="text"/>	Select File
<input type="text"/>	Select File
<input type="text"/>	Select File

6.

After that you will review the information you input and submit your request.

Service Information

Web Intake: What are you reporting?

Location Type?

Location Name? (Business, facility, park name, apartment complex, etc.)

Provide exact address of concern.

When did this take place?

Would you like to receive an email with a link to the most recent information from the City of Austin regarding Coronavirus?

A request will be submitted to the appropriate department who will review your concern within 3 business days. COA staff will only contact you if more information is needed.

Contact Information

Citizen Name:

Address:

Phone:

Email:

Comments and Attachments

Additional Comments: test

Attachment(s):

[Previous Step](#) [Submit](#)

7.

Thank You

The service request has been successfully submitted. The tracking number is 20-00004419.

Once you have submitted your request you will receive a service request number. Make sure to save this number so that you can follow up on your request at a later date.

*You can only follow up on CWI created service requests through CWI by searching for them using your email or service request number.