

AGENDA



Recommendation for Council Action

Austin City Council	Item ID	64862	Agenda Number	10.
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Meeting Date:	12/15/2016	Department:	Development Services
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Subject

Authorize the negotiation and execution of an interlocal agreement with Texas State University at San Marcos to perform a study regarding the implementation of a full-time expired permit and work without permit program, and an organizational assessment of the Document Sales Research Center.

Amount and Source of Funding

Funding in amount of \$72,200 is available in the Fiscal Year 2016-2017 Operating Budget.

Fiscal Note

Purchasing Language:	
Prior Council Action:	<p>April 2, 2015 - Council approved Resolution No. 20150402-014 directing the City Manager to outline plans addressing reform of the City's development review, inspections and permitting processes, including but not limited to, recommendations from the Zucker Systems Analysis Report.</p> <p>June 16, 2016 - Council approved Resolution No. 20160616-025 related to the City's compliance and enforcement functions.</p>
For More Information:	Rodney Gonzales, Director, 512-974-2313; Carl Wren, Assistant Director, DSD 512-974-7254; Melissa Martinez, Assistant Director, 512-974-2118.
Council Committee, Boards and Commission Action:	
MBE / WBE:	
Related Items:	

Additional Backup Information

The purpose of this agreement is to engage Texas State University at San Marcos in the performance of a comprehensive study of all associated costs and service deployments for implementing a full time expired permit and work without permit program, and an organizational assessment of the Document Sales Research Center.

The Development Services Department (DSD) developed and adopted a multi-year Action Plan in 2015 which provided actionable deliverables for 462 recommendations derived from the Organizational Zucker Analysis needed to sustain positive changes related to the City's development services system. In the commitment to making the short-and-long term improvements, the Action Plan detailed the specific steps to be taken, timelines, individuals responsible for implementing various recommendations, and budget implications.

Several recommendations in the Zucker Analysis and the Action Plan are associated with issues related to the expired permit process. In addition, in June 2016, Council adopted Resolution No. 20160616-025 directing the City Manager to examine whether operational efficiencies could result from consolidating or shifting some of the City's code compliance and enforcement functions between the Austin Code Department (ACD) and the Development Services Department. The related portion of the scope of work for the proposed interlocal calls for an organizational assessment aimed at improving service delivery in all areas related to expired permits and work without a permit.

The Zucker Analysis and the staff initiated Action Plan also includes feedback regarding operations at the Document Sales Research Center of the Development Services Department. The Document Sales Research Center is part of the Development Assistance Center. It is an area where large quantities of plans and permit records are stored for a period of time after approval in order to process corrections, including site plan corrections; and it serves as a repository for other types of publicly available information that can be purchased by the general public. The scope of work includes recommendations for process improvements and storage solutions for site plans, including expired and submitted site plan corrections, as well as a peer community benchmarking review for these activities and services.