

Important Update

News from the City of Austin Development Services Department



Thank you for your continued interest in news from Development Services. In the coming months, you will see some changes in how we provide updates to you. Meanwhile, please make a note of these new service improvements and mark your calendars with these upcoming engagement opportunities.

New Online Form Simplifies Commercial Building Application Process

As part of its growing suite of improved customer service solutions, the Development Services Department (DSD) has released a new online form and ticketing system for Commercial building applications.

The **Commercial Intake form** and ticketing system will save time by allowing applicants to directly upload complex files, up to 100 MB, associated with most commercial building projects.

Applicants will be able to save and return to unfinished work throughout the application process. The new tool also provides guidance on relevant Site Plan requirements and resolving active permits to help applicants keep projects on track.

Customers can use this new form for any commercial application or modification, including:

- Quick Turnaround, 7 Business Day, or 15-25 Business Day reviews
- Demolition or Temporary Building permits
- Assigning a new applicant name to the project
- Revising, updating or withdrawing an application
- Accessing support and requesting a Plan Review Consultation

The ticketing system that accompanies the new form allows staff to manage, track and report on project requests more effectively. Customers will receive notifications when they complete each submission and another when it is assigned to staff.

Beginning January 14, the ticketing system will replace the email step for all new Commercial Building Plan Review applications. The **current email address** for that team will retire.

Virtual Stakeholder Meeting Scheduled for January 26

Register now to join us for a virtual stakeholder meeting on Wednesday, January 26, from 2:30 to 4 p.m. The discussion will include an overview of accomplishments from 2021 and updates on how we plan to serve you better in 2022.

As Austin continues to grow at a rapid rate, we are committed to providing efficient and effective development processes and clear communication. We also look forward to updating you on our Strategic Plan.

Thank you for all the input we have received from customers, stakeholders and employees, which helped to define our priorities and focus areas for the year ahead. If you are able to join us, please register for the January 26 meeting here: [Webinar Registration - Zoom](#)

Provide Input on Proposed Building Criteria Manual Updates

DSD is proposing adoption of an amendment to the [Building Criteria Manual \(BCM\)](#) and invites stakeholder feedback through January 21.

The proposed amendment references the 2021 Technical Codes in current rules and adds a new section with access to previous Codes and adoption dates. Specifically, the proposed changes will:

- Reference the newly adopted [2021 Technical Codes](#).
- Provide information and adoption dates for current and past Codes to simplify access.
- Make it easier to determine what updates are required to ensure a building or project aligns with applicable Code language.
- Provide City Departments a central location to assist with questions related to Code requirements when updates are required or considered.

To learn more about these proposed changes and provide input, visit this [engagement page on SpeakUp Austin](#).

New CityBase Payment Portal Scheduled to Launch Jan. 20

The City of Austin is preparing to shift customer payment activities to a new CityBase payment portal. For DSD customers, this will be the new payment mechanism for customers paying for DSD services through the AB+C portal. CityBase will replace the Chase Bank payment system used previously. For DSD customers, the primary impact is that you'll need to manually return to the AB+C portal after completing payment, as opposed to being redirected automatically.

Key Dates at a Glance

January 14: Commercial Building Review Intake Form Replaces Email Process
January 17: Closed for MLK Jr. Holiday (no virtual appointments; online forms active)
January 20: City payment portal scheduled to transition to CityBase
January 21: Engagement Period Ends for Building Criteria Manual
January 26: Virtual Stakeholder Meeting

Thank you for your continued interest in Development Services topics.

City of Austin Development Services Department
