



Development

CITY OF AUSTIN

SERVICES DEPARTMENT

Building a Better Austin Together

Progress Report
February 23, 2016

Overview

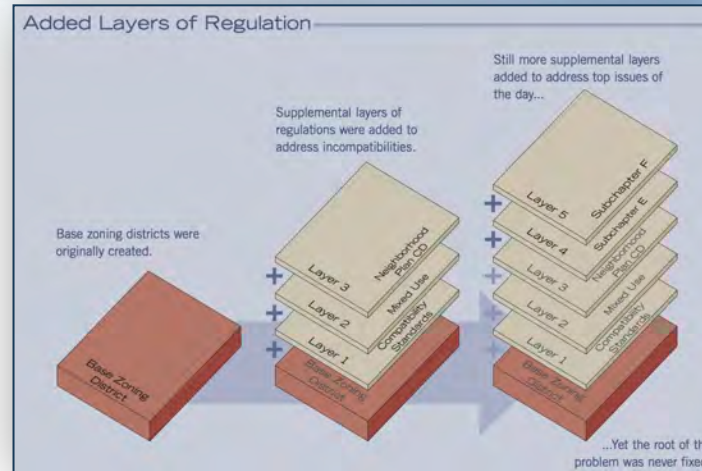
- Building Blocks: Imagine Austin, Code Analysis, Zucker Analysis
- Two-Year Action Plan
- Progress-to-Date
 - Customer Service
 - Technology
 - Coordinated Plan Reviews
- On the Horizon
- Next Steps



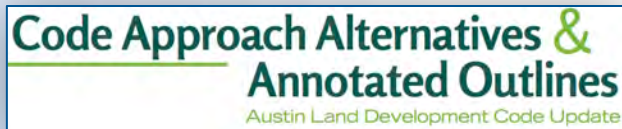
Building Blocks



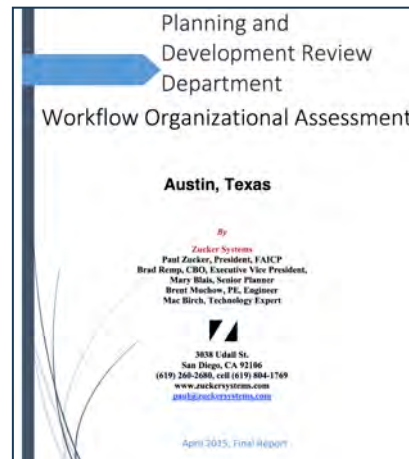
Completed 2012



Code Analysis 2014



Completed 2014



Completed 2015



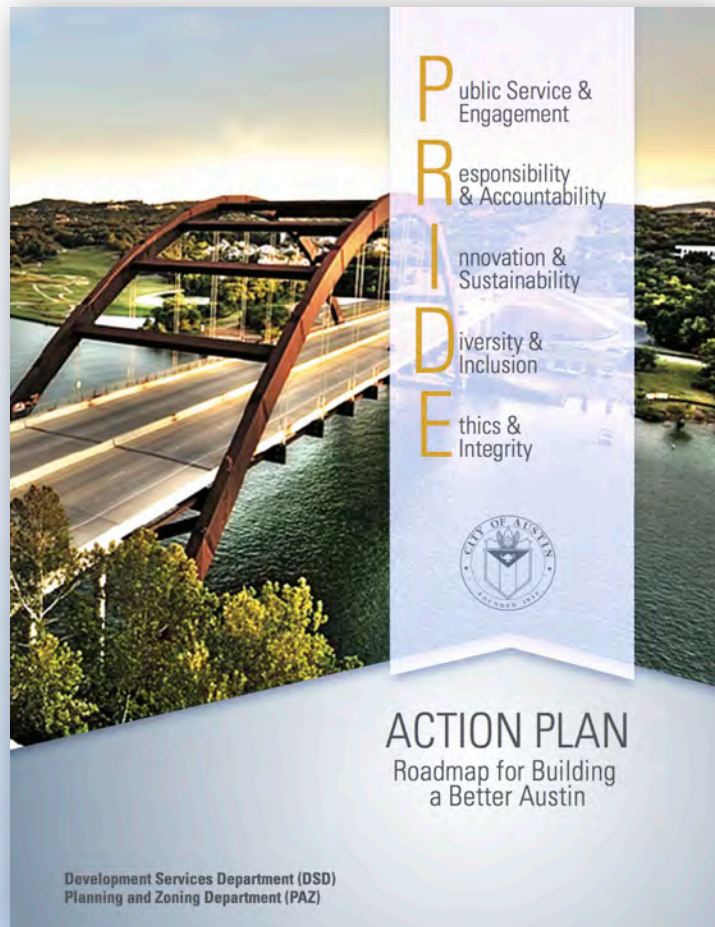
Underway



Development CITY OF AUSTIN
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Two-Year Action Plan



Focused on:

- Customer service (wait times, plan review times, quality, consistency)
- Investment in Employees
- Technology
- Coordinated plan reviews

Success metrics:

- Defines what success will look like
- Adjustments can be made when we receive new information



Progress-to-Date



Customer Service

Internal Facing for Employees

- Redefined department vision/mission, standards for customer service
- Integrated expectations into Success Strategy Performance Reviews
- Developed New Employee Orientation training
- Started department-wide mandatory customer service training as part of City Manager's department-wide initiative
- Developing department-specific policies and procedures



Customer Service

External Facing for Customers

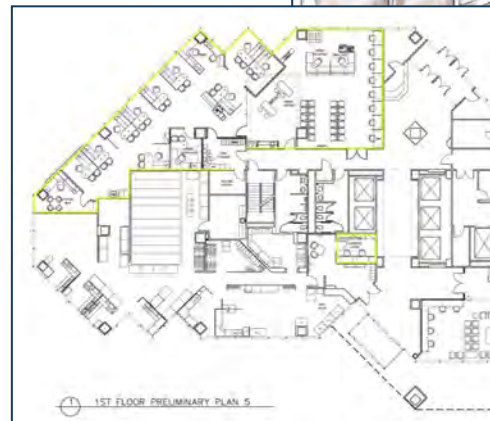
- Developing interactive web portal (BazaarVoice) to assist small businesses with the development process
- Implementing alternate notification process for sound permit applications to reduce the permit costs for music venues
- Contracting with a third-party to support on-time residential/commercial plan reviews



Customer Service

Customer Experience

- Hiring new positions for Land Use Review, Commercial Plan Review, Building Inspections, Customer Call Center, Development Assistance Center, and Support Services
- Began construction to improve customer wait area in Permit Center



Customer Service

Investment in Employees

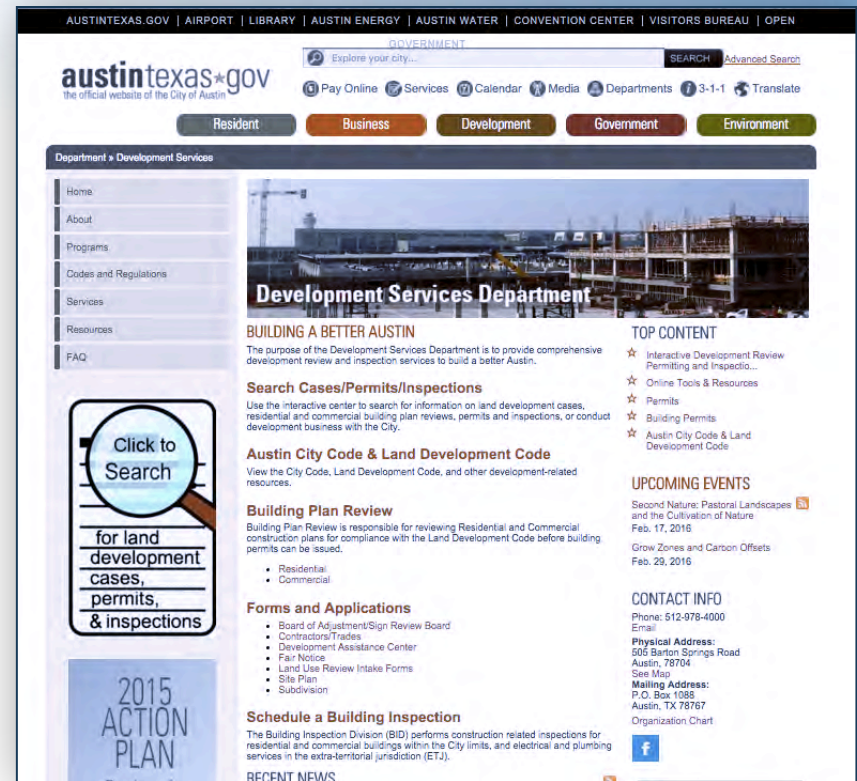
- Revamped Reward and Recognition Program to be based on City's P.R.I.D.E. values
- Initiating a program for supporting certifications, licensures, and continuing education credits
- Reprogramming existing space to accommodate new positions and improve space utilization
- Contracted with Austin Community College for customized technical training
- Developing a mentorship program



Customer Service

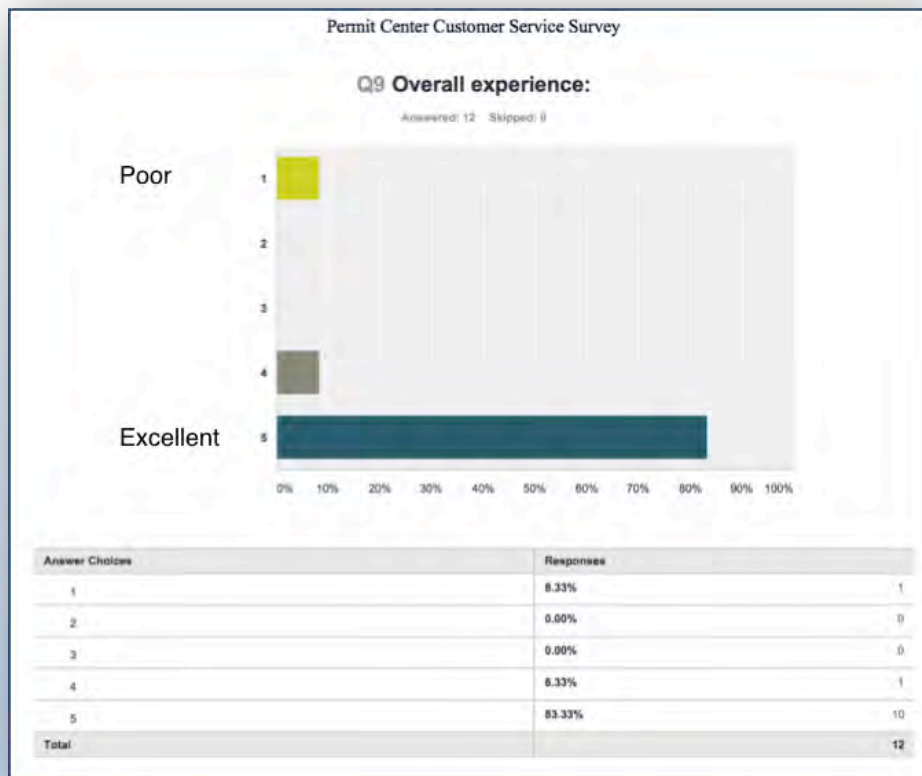
Community Outreach

- Hiring a position dedicated to revamping the department website and publishing a monthly external newsletter
- Implementing a plan to initiate an annual survey



Customer Service

Continuous Improvement

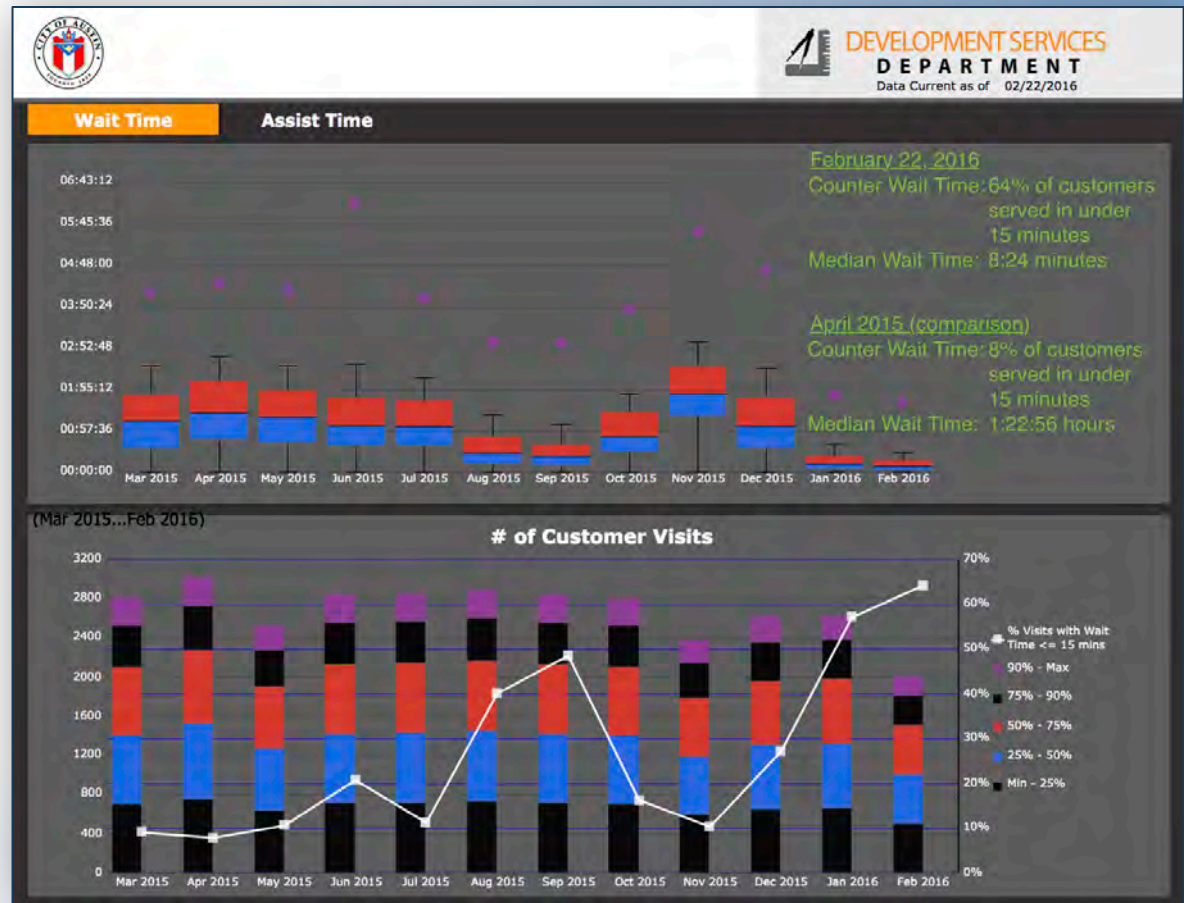


- Implemented exit surveys for Permit Center and Building Inspections divisions
- Rolling out an exit survey for Land Use Review
- Implementing a Solutions Team



Technology

- Implemented business intelligence dashboards, utilizing MicroStrategy software



Technology

- Automated mechanical, plumbing, and electrical permits to eliminate faxes

4908
Arch # 7004

REQUEST FOR PLUMBING PERMIT (FAX 512-974-6578 Permit Request Only)
Visit our Web site: www.ci.austin.tx.us/development/index.sp
Questions regarding fax, please contact staff @ 512-974-6548 or 512-974-2529
In order to process the request, all Agency is required

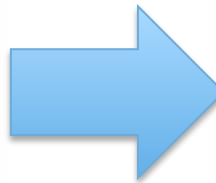
NOTE: If the building permit has not been issued on the project, we will not issue the trade permit. Contact your General Contractor.
*** City Code Chapter 35-12, Article 13: A permit expires on the 181st day if the project has not scheduled nor received an inspection. A "Completed" or "Final" Work Performance" inspection must occur on or before the expiration day.***
Please fill out entire form completely or it will be delayed.
(Do not have any items blank. Note this if not applicable)

Print clearly
Name of Master License Holder for Plumbing as it appears on license: George Christensen
Email address for Master License Holder: g.christensen@mech.com
Plumbing Company Name: Geo Mechanical Services Name of Authorized Agent: Glenn Greenback
If not local, provide area code Office # () 534-7812 Fax # () 214-6278 Mobile # () NA

Please check one: Residential Usage in single family or duplex structures. Commercial Usage is implied if above
Commercial or ☒ Residential In this project, inside the City of Austin or ☒ outside the City of Austin?
Specify on commercial & or residential as checked off above please describe the use of the building & or tenant (eg. office, bank, daycare, retail, etc.): single family dwelling
Address of job with Suite and or Suite #: 10805 Oulysse W.
Building Permit # _____

Exploits in detail the description of work: new 5.5 ft x 9.5 ft attached garage, covered porch & patio
☒ Modification work Title Scope (range of proposed new installation) 2000 No. NA
☐ Remodel or Finish-out Work Title: NA
If outside the City limits of Austin, please provide:
County: NA City: NA State: NA
A floor plan with square footage breakdown is required for Residential & Commercial projects that are located outside the City limits of Austin.
Name of Electric Service Provider? NA Name of Water/Wastewater Service Provider? COA
Water tap # 2015-031927W Wastewater tap # 2015-031931W Septic # NA

Is this an emergency? ☐ Yes or ☒ No (Residential structures must be occupied. Misrepresentation will be considered a violation & an investigation fee will be charged.)
Full gas meter? ☐ Yes or ☒ No Gas inspection? ☒ Yes or ☐ No Structure occupied? ☐ Yes or ☒ No
Provide # of employees? 2-5 Sewer replacement in the Right of Way? ☒ Yes or ☐ No
If you are using the above information for design, ventilation and AC systems or for water heater, please use new information.
Is the Water Heater a replacement unit for the? ☒ Yes or ☐ No If not, is it a new water heater? ☒ Yes or ☐ No
Install irrigation system? ☒ Yes or ☐ No (If you are installing a new irrigation system, please contact Urban Permit Dept @ 512-974-1073 or (If you are in the Right of Way contact Dept of Water Agency @ 512-974-1100)
Pay for a ☒ new inspection, ☐ investigation or ☐ other hours? Please provide permit number & address (the specific if you are paying for a ☐ or only pay (1) type fee: building, electrical, etc. If you may pay camp, etc. after 3 days from registration on the.
NOTE: I affirm that the above information submitted is correct. I understand it is my responsibility as the permit holder to keep my permits active on record in the header above. If I allow the permit to expire I will be required to purchase a new permit & pay new fees.
Signature of master license holder & or authorized agent: Glenn Greenback
Print Name based on signature: Glenn Greenback
Revised 5-24-2011



STEP 1 OF 7 - SELECT APPLICATION TYPE

[Residential - Electrical Permit Auxiliary Power](#)

[Residential - Electrical Permit Upgrade](#)

[Residential - Electrical Permit Repairs](#)

[Residential - Electrical Permit Special Inspection Program](#)

[Residential - Mechanical Permit Change Out](#)

[Residential - Mechanical Permit Repairs](#)

[Residential - Plumbing Permit Auxiliary Water](#)

[Residential - Plumbing Permit Change Out](#)

[Residential - Plumbing Permit Cutover/Tank Abandonment](#)

[Residential - Plumbing Permit Irrigation](#)

[Residential - Plumbing Permit Repairs](#)

[Commercial - Electrical Permit Upgrade](#)

[Commercial - Electrical Permits Auxiliary Power](#)

[Commercial - Electrical Permit Special Inspection Program](#)

[Commercial - Electrical Permits Repairs](#)

[Commercial - Mechanical Permit Repairs](#)

[Commercial - Plumbing Permit Auxiliary Water](#)

[Commercial - Plumbing Permit Cutover/Tank Abandonment](#)

[Commercial - Plumbing Permit Irrigation](#)

[Commercial - Plumbing Permit Repairs](#)



Technology

- Automated trees inspection request utilizing Integrated Voice Response system
- Implementing QLess virtual queuing system to reduce counter wait times

Just-In-Time Customer Delivery

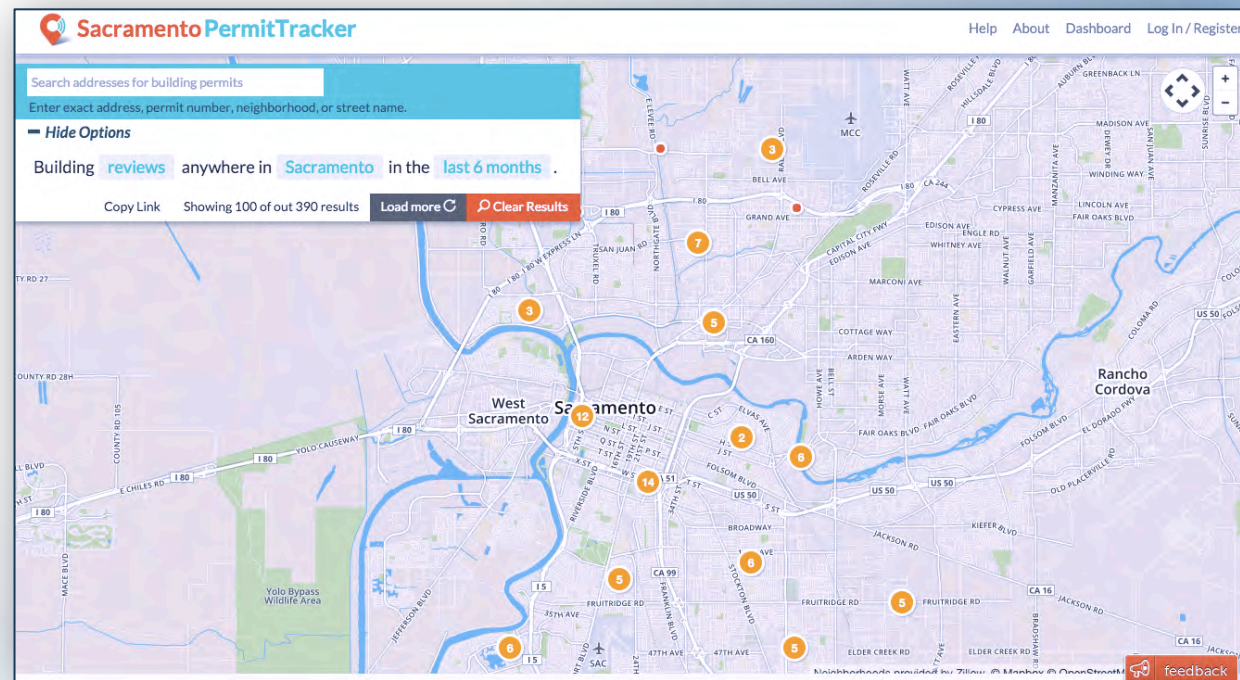
“ [One customer] received a text message letting him know that he had fifteen minutes until he reached the front of the line, but was stuck in traffic at the time. He was able to request more time by replying by text and was able to be served when he got to the office, not losing his place in line.

— Amy Meeker-Berg, Chief Deputy Treasurer, Johnson County Kansas



Technology

- Utilizing Civic Insight to provide online mapping of plan review applications and permits issued



Technology

Continuing rollout of Electronic Plan Review

- Reduces cycle time to submit and review plans
- Improves customer service by enabling online submittal and reducing onsite visits
- Enhances workflow collaboration
- Reduces staff resources required to physically manage plans and reduce office space required to store plans

The logo for ePLAN Review, featuring the word "ePLAN" in a bold, orange, sans-serif font and the word "Review" in a dark brown, cursive script font, both enclosed within a thin black rectangular border.

Technology

- Redesigning 100+ permit applications to provide consistency, simplicity, drop-down menus, and fillable data entry

Reformatted, less space

Seal now in 1st page header

Section Blocks more visible, no borders = more space for fields

Larger text, increased line spacing = more legible, increased field height

Reformatted section for clarity, drop-downs add convenience



Coordinated Plan Reviews

- Zucker analysis of partnering City departments is complete
- Recommendation: Development Services Department to be the coordinator of all private development
- Memorandums of Understanding to be executed by April 2016 based on agreed upon recommendations

Partnering Departments

- | | |
|--|---|
| • Austin Code | • Neighborhood Housing and Community Development |
| • Austin Energy | • Office of Real Estate Services |
| • Austin Fire Department | • Parks and Recreation Department |
| • Austin Transportation Department | • Public Works Department |
| • Austin Water | • Watershed Protection Department |
| • Communications and Technology Management | • Travis County Transportation and Natural Resources Department |
| • Economic Development Department | |
| • Health and Human Services Department | |
| • Law Department | |



On the Horizon



On the Horizon

- Partner with the City's 3-1-1 program to offer customer service 24/7
- Modify fees to 2016 cost of service
- Change the department budget methodology toward an Enterprise Fund approach versus General Fund budgeting
- Implement an expedited permitting program consisting of two teams of plan reviewers



Potential Expedited Review Teams



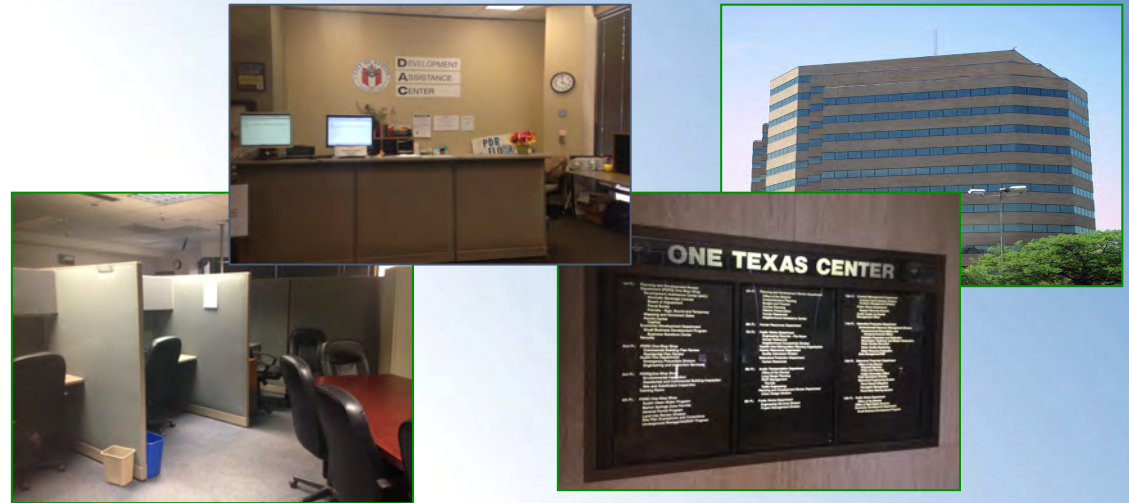
On the Horizon

- Develop a proactive program for monitoring erosion and sedimentation control installations
- Modify review times to enact business days versus calendar days and place these times in an Administrative Rule versus City ordinance
- Review the appeals process and develop recommendations to gain staff efficiencies through consolidating or eliminating some appeal provisions
- Explore implementing a 10% variation rule to be utilized the City's Chief Building Official



On the Horizon

- Continue working with Real Estate Services to relocate the Development Services Department
- Facility must be conducive to providing excellent customer service



Next Steps



Next Steps

- Provide a Council briefing every four months to report on progress in addition to concurrent updates through the City's data portal
- Begin quarterly industry organization stakeholder meetings
- Develop a budget proposal for Year 2 implementation of the Action Plan
- Participate in facilities planning discussions





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Thank you!