



Development

CITY OF AUSTIN
SERVICES DEPARTMENT

Building a Better Austin Together

**Presentation to Economic Prosperity Commission
June 29, 2016**

Overview

- Services provided
- Two-year Action Plan



Customer Assistance

Development Assistance Center

- Document management and research
 - Zoning verifications and zoning verification letter requests
 - Zoning map sales
- Miscellaneous reviews and permits
 - Alcoholic beverage licensing review
 - Billboard/sign review and permits
 - Mobile retail registration
 - Outdoor amplified sound/outdoor music venue permits
 - Site plan corrections/exemptions
 - Temporary use permits
- Board of Adjustment support



Land Use Review

Review Services

- Site plan/ subdivision
- Specific reviews
 - Environmental
 - Transportation
 - Water quality/drainage
 - Zoning
- Special permits
 - Underground storage tank
 - Barton Springs Zone
 - General permit
- Chapter 245 vesting determinations



Building Plan Review

Commercial/Residential

- Commercial
 - Preliminary plan review
 - Quick turn around
 - Plan review for electrical, mechanical, plumbing, energy, and design standards
- Residential
 - Technical reviews for zoning, compliance with neighborhood plans, and compliance with the International Residential Code
 - Reviews for easements, setbacks, floor-to-area ratio
 - Reviews for compliance with McMansion design standards and other conventional standards



Inspection Services

Building, Environmental, Site/Subdivision

- Building inspections: commercial and residential structures
 - Layout, foundation, insulation, wallboard, energy
 - Mechanical, electrical, plumbing, building inspections
 - Zoning, such as setbacks, easements, and height restrictions
- Environmental inspections
 - Erosion controls, storm water controls, critical environmental features, landscape installation, and protection of trees and natural areas
- Site/Subdivision inspections
 - Private construction of streets, sidewalks, driveways, storm sewer, water quality ponds, water/wastewater infrastructure



Service Center

Building and Trades Permits

- Building
 - Issues building permits upon plan review approval
- Trades
 - Plumbing, mechanical, electrical, and irrigation



Community Trees

Comprehensive Tree Program

- Preservation
 - Heritage tree review, residential tree permit review and inspection
- Promotion
 - Disease assessment and mapping, canopy coverage assessment, tree care information, best management practices
- Planning
 - Tree health risk assessment, Urban Forest Replenishment Fund, long-range planning



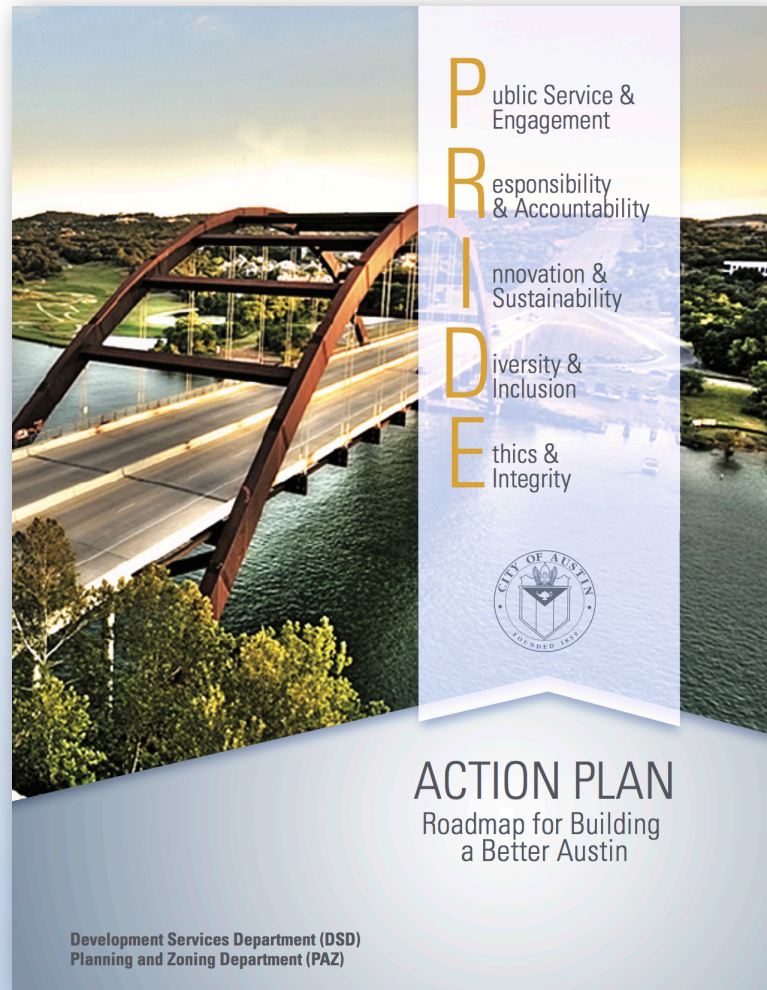
Support Services

Internal and External Services

- Financial services
 - Accounting, purchasing, budgeting, financial monitoring
- Human Resources
 - Talent acquisition, training, employee relations, benefits administration, workforce planning, compensation analysis
- Records Management
- Public Information Requests
- Rules postings
- Information technology
 - Project planning and implementation, geospatial information and management services, data management, and applications



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



Customer Service

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



DEVELOPMENT SERVICES DEPARTMENT

We care about our community, our environment, and the vibrancy of Austin.

Photo credit: Michael Knox

We help our customers navigate the development process by being knowledgeable, accessible, responsive, fair, consistent, flexible, creative, and informative.

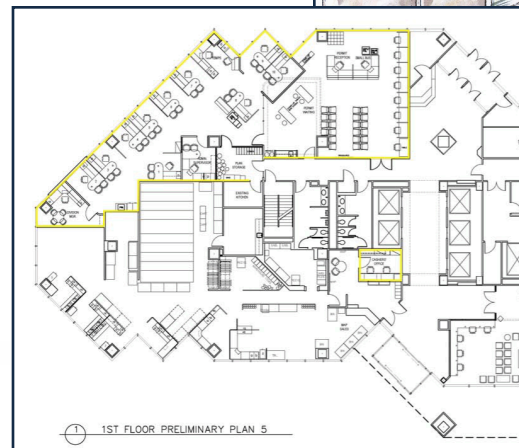
TEAMWORK	RESPECT	INTEGRITY	QUALITY
We share a commitment to our relationship with each other, to our work, and to the team.	We value differences of opinion, background, perspective and approach.	We trust one another's character and competence.	We ensure that we are knowledgeable about our area.
We commit to communicating and getting back to each other in a timely manner.	We show empathy for one another's work and workload and situations.	We are honest with each other.	We always check for accuracy.
We share information when we have it and no one should have to ask for it.	We consciously listen to each other and our customers.	We always act in a fair manner.	We embrace creativity.
We are mindful of and share our workload.	We approach our communication for mutual understanding.	We have the courage to do the right thing.	We are committed to safety.
We are a better team when we have fun.		We are transparent in what we do and say.	We focus on quality not quantity.
We help others when they need our help.			We respect our customers' time.
We share information with each other, both the good and bad, so we can learn from each other.			We respond in a timely manner.
			We are willing to learn and apply our new learning.



Customer Service

Customer Experience

- Hired new positions for Land Use Review, Commercial Plan Review, Customer Call Center, Development Assistance Center, and Support Services
- Completed construction to improve customer wait area in Service Center



On the Horizon

- Develop a budget proposal for Year 2 implementation of the Action Plan
- 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
- Participate in facilities planning discussions





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Thank you!