CITY OF AUSTIN
Development
SERVICES DEPARTMENT

Building a Better Austin Together

Progress Report
February 14, 2017

Highlights

➢ Introductions

➢ Measuring Success

➢ Expanding the Use of Technology

➢ Dedicated Investment in Customers and Employees

➢ Beyond the Action Plan

➢ Influential Dynamics on Service Levels

➢ 2016 Annual Poll Results

Success Metrics

Two-Year Road Map

July 2015 – September 2017

- ➢ Complete non-resourced steps by September 2017
- ➢ Sunset the Action Plan

2016 Success Metrics Infographic

Reporting since April 2016

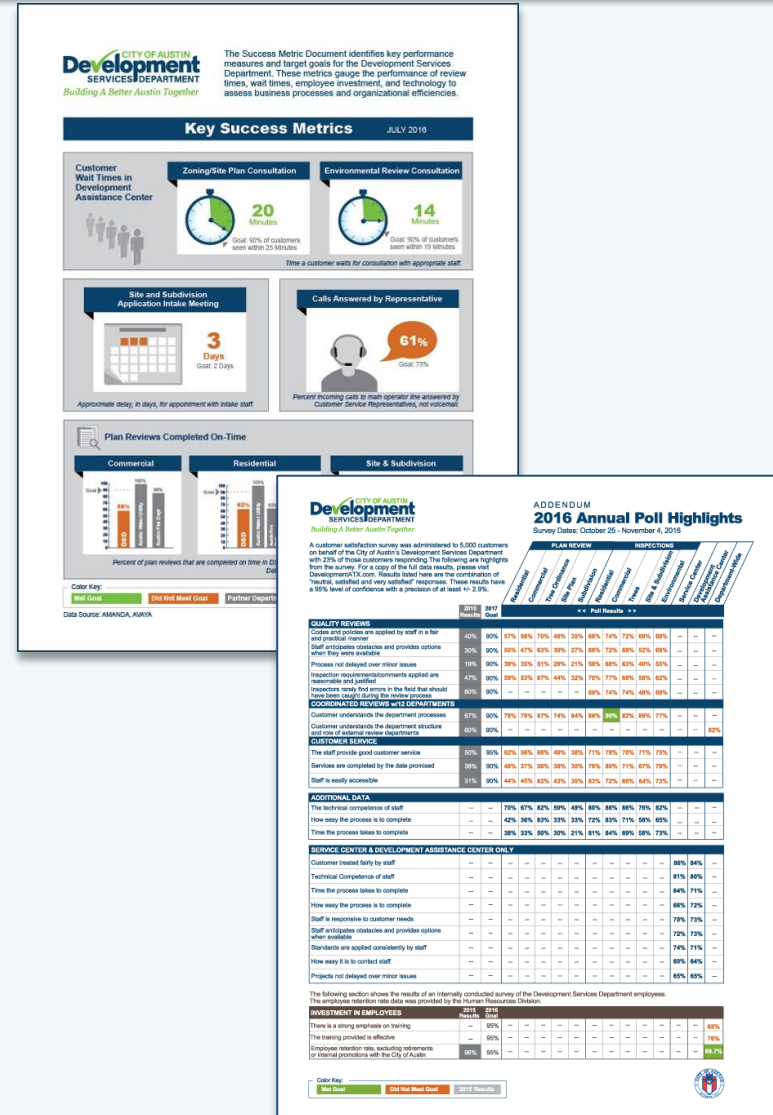- ➢ Wait Time and On-Time Plan Reviews

2016 Annual Poll Results by ETC

Establishes a Baseline

- ➢ Quality Reviews
- ➢ Coordinated Reviews
- ➢ Customer Service

Investment in Employees

August 2016 Survey

- ➢ Conducted internally with focus on training
- ➢ 22% Response Rate

Technology Updates

Electronic Plan Review

➢ In pilot: Residential & Commercial Building Plans and Site Plans

➢ Seeking applicant volunteers to pilot the online review feature

New and Improved Online Resources

➢ Find My Inspector tool

➢ Enhanced AB+C Portal

- 25,892 online payments (49% ⬆)
- 19,836 online permits issued (67% ⬆)
- 188,325 online inspections scheduled (21% ⬆)
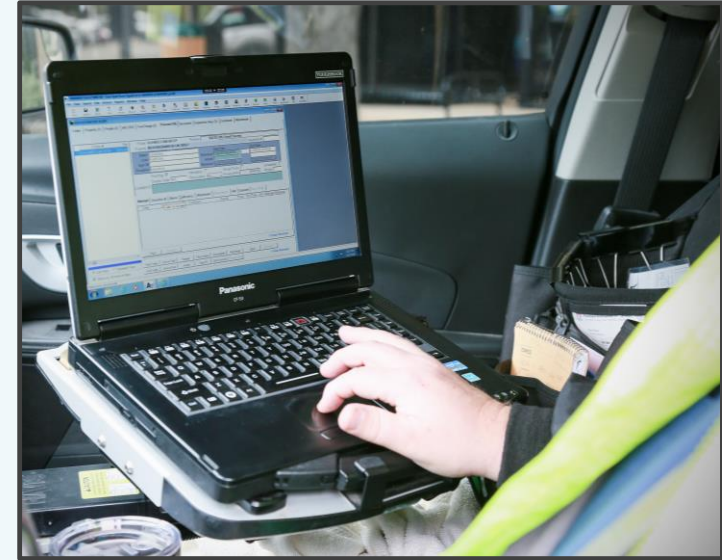
Dedicated Investment in Customers and Employees

Expedited Building Plan Review
- Fiscal Year 2016/17 fees will be modified based on consultant analysis
- Funding for program available March 1, 2017
- Initial team in place by Spring 2017

Project Manager System
- Will facilitate customer application submissions
- Full cost recovery

Facility Changes
- Dedicated surface parking lot for customers
- Reconfigured space for intake area
- Digital wayfinding in progress for lobby

Workspace Enhancements and Training
- Renovations to employee workspaces and creation of larger conference rooms
- Developed training curriculum based on employee feedback
  - 99.7% employee retention rate (FY 15-16)

Continuous Improvements

Texas State University

Expired Permits & Work without Permits

➢ Staffing and resource requirements
➢ Identify best practices
➢ Integrate program into Development Services

Assessment of Document Sales Research Center

➢ Review and eliminate, where feasible, on-site paper storage
➢ Establish AMANDA database as true "system of record"
➢ Identify vendors that provide "cloud" services to store and retrieve documents

City of Austin, Innovation Office

Intake and Permit Process

➢ Improve the customer's in-service experience
➢ Establish consistency in the application of rules and code across departments

TEXAS STATE UNIVERSITY
The rising STAR of Texas

CITY OF AUSTIN | DESIGN, TECHNOLOGY AND INNOVATION FELLOWS

Influential Dynamics

## CodeNEXT and the Development Process

- Engaged in CodeNEXT process
- Proactive approach for citywide implementation
  - Dedicated resources across departments
  - Retooling AMANDA database for all users
  - Translating code changes, technical rules
  - Notifications and engagement processes
  - Educating employees and stakeholders

Partner Departments and Travis County

- Identifying resources needed to support across-the-board, on-time reviews

Existing Operational Challenges and Opportunities

- One Texas Center inadequate to co-locate and collaborate with all partner departments
- New facility will be designed to provide excellent customer service and will have ample space for employees and customers
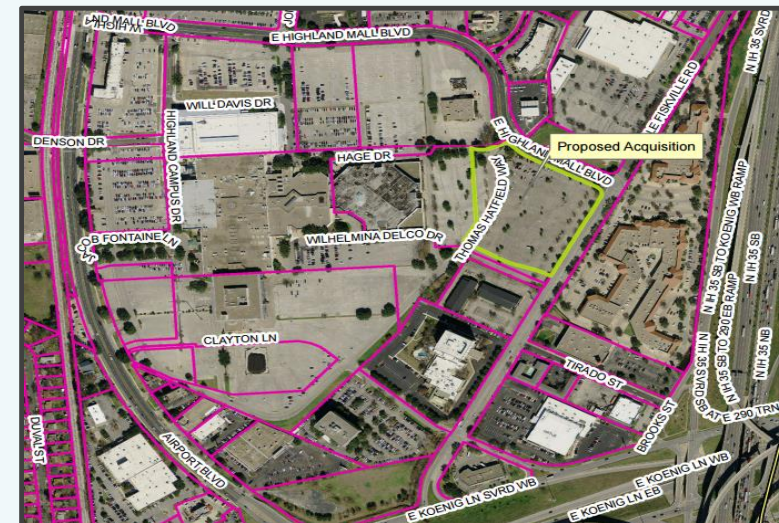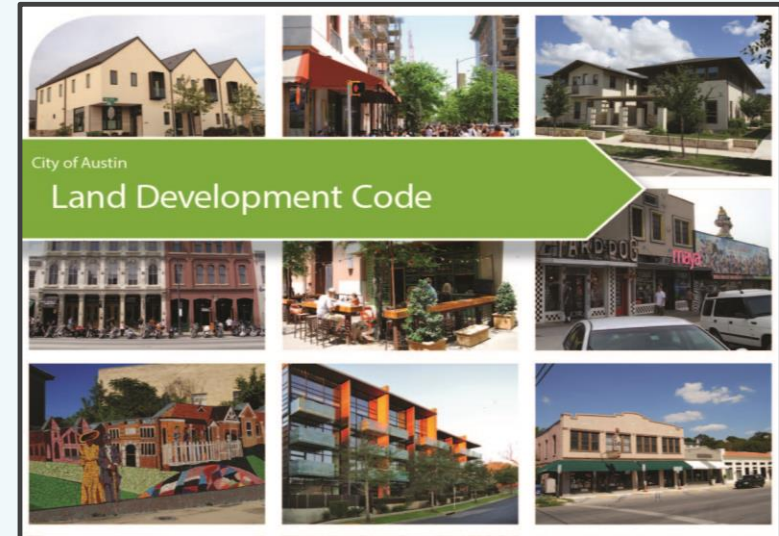
A Special Thanks to all DSD Employees!