



Development CITY OF AUSTIN
SERVICES DEPARTMENT

Stakeholder Meeting

Site Plan/ Subdivision
Review and Inspections

May 16, 2023

Overview

- Organizational Update
- 2023 Priorities & Initiatives
- Division Updates
 - Volume & Performance
 - Process Improvements
 - Critical Initiatives



Executive Level Org Chart



José G. Roig
Interim Director

- Office of the Director
- Equity and Inclusion



Angela Means
Deputy Director
Customer & Employee Experience



Elaine Garrett
Assistant Director
Code Compliance



Keith Mars
Acting Assistant Director
Land Development Review



Daniel Word
Assistant Director
Code Compliance



Rick Holloway
Assistant Director
Construction & Environmental
Inspections



Tracy Allen
Assistant Director
Support Services



Brenda de la Garza
Acting Assistant Director
Building Plan Review

2023 Priorities

- Improving turnaround times in **site plan review**
- Onboarding our **Public Projects Team** and **improving affordable housing outcomes**
- Smoothing out the procedural edges with our partner departments and working to **better align interdepartmental work**
- Reconnecting with **stakeholders** across all sectors of the community



Critical Initiatives

- **Site Plan** process work and partnership with **McKinsey & Company**
- Launch of **Public Project Team** services
- Expanded reporting on **performance measures**
- Procurement of a **replacement for City permitting system (AMANDA)**
- Amplified **recruitment** efforts
- Expanded **community engagement**, including launch of a customer satisfaction survey



An aerial photograph of a city skyline. In the foreground, a river flows through a park-like area with trees showing autumn foliage. A bridge with graffiti on its structure spans the river. In the background, a dense urban skyline features several prominent skyscrapers under a clear blue sky. A semi-transparent white banner is overlaid across the middle of the image, containing the text 'Regulatory Policy & Administration' in a bold, dark blue font.

Regulatory Policy & Administration

Regulatory Policy & Administration



Critical Initiatives

- Created a **Code Cabinet** that will focus on code amendments and serve as an internal code resource
- Split **Site Plan Lite** amendment to support quicker consideration of proposal allowing a **site plan exemption for 4 units or less**
- Hired a **Rules Administrator** to streamline the technical criteria manual (TCM) and rules adoption process
- Creating a **Technical Advisory Review Panel** to review TCMs and identify opportunities for improvement

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Land Development Information Services

Land Development Information Svcs



Volume &
Performance
(YTD)

Site Plan Exemptions

565
applications



Site Plan Corrections

563
applications



Processing Time

10
days



Land Status	LDIS Consults	LUR Consults
154	1,732	176

Land Development Information Svcs



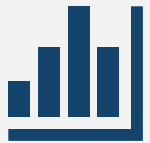
Process Improvements

- **Consolidated consultations and quick reviews** back into one workgroup to increase efficiency in permitting services
- **Streamlined upload process** for approved Site Plan Corrections reducing wait time for approved plans from 2-3 weeks to same day
- Transitioning **Site Plan Exemption reviews to AMANDA** to allow for more efficient staff reviews and improved customer self service
- Working on **small adjustments to further reduce** Site Plan Exemption & Site Plan Correction timelines

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Land Use Intake

Land Use Intake



**Volume &
Performance
(YTD)**

Site Plan

340
applications



Subdivision

232
applications



Processing Time

1 to 1.5
days



Tickets Received	Chats Initiated	Site/ Sub Inspections Initiated
4,199	1,480	377

Land Use Intake



Process Improvements

- **Targeted document submittal** to ensure all necessary documents are submitted on time, minimize duplication, and reduce the time in queue
- Developing a more **robust staff training program** to improve consistency and efficiency of services

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Land Use Review

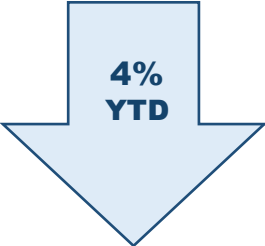
Land Use Review

Site Plan

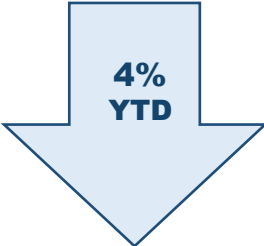


**Volume &
Performance
(YTD)**

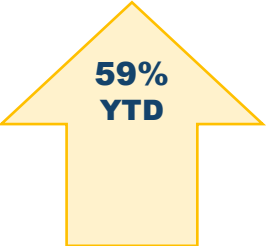
**4,938
reviews**



**49%
on-time**



**51 dy
initial**



**26 dy
update**



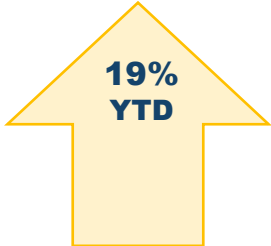
Land Use Review

Subdivision

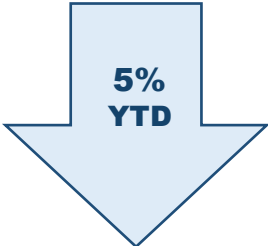


**Volume &
Performance
(YTD)**

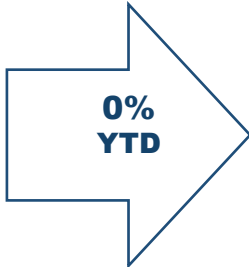
**712
reviews**



**20 dy
initial**



**9 dy
update**



Land Use Review



Process Improvements

- **Realigned existing staff resources** to close communication gaps
- Developed an **improvement in code interpretation** to fully realize the one-year allowance for site plan extensions (launching in late May)
- Redesigned the **site plan extension process** to dramatically reduce the time needed for finalizing an extension

Land Use Review



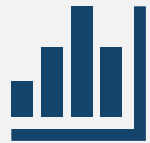
Critical Initiatives

- **Amplified recruitment efforts** to address hiring challenges
- Identified **additional City staff** to perform drainage and water quality reviews
- Pursuing **third party review contracts** for supplemental reviews
- Partnered with **McKinsey & Co** to initiate an interdepartmental review of the site plan process
- Initiated a **review of site plan fees and supporting procedures** with a focus on identifying opportunities for short and long-term relief

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Tree Review (Site & Subdivision)

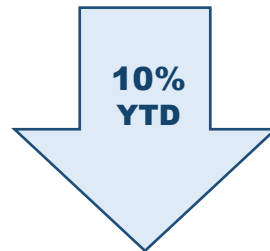
Tree Review (Site & Subdivision)



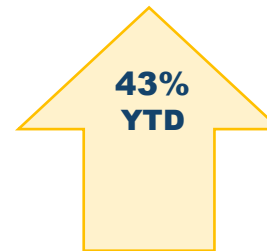
**Volume &
Performance
(YTD)**

Site Plan

830
reviews



77%
on-time



13 dy
process time

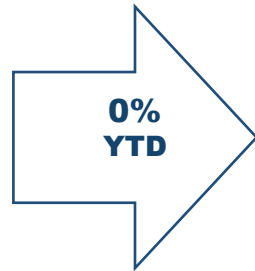


Tree Review (Site & Subdivision)



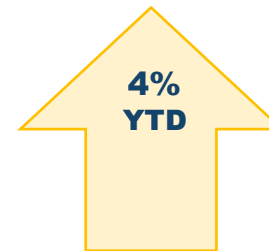
**Volume &
Performance
(YTD)**

**296
reviews**

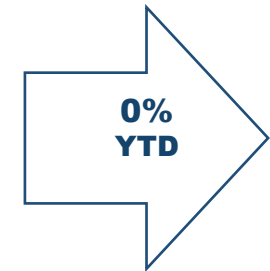


Subdivision

**97%
on-time**



**14 dy
process time**



Tree Review (Site & Subdivision)



Process Improvements

- Updated **Environmental Criteria Manual** Sections 3.5 and 3.6 to remove outdated material and improve guidance for mitigation and preservation, and updated the **comment library**
- Continued **collaboration with EV inspectors** to ensure timely review of corrections required to permit site violations
- Completed **hiring of two qualified reviewers**, completing Site Plan Team; one of which will be designated reviewer for Permanent Supportive Housing

Tree Review (Site & Subdivision)



Process Improvements

- Developing **sample site plan templates** to support process navigation
- Working with Austin Water to create **root barrier details** near utilities to show how to plant while allowing space for growth

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Public Projects Review

Public Project Review

Public Project Team

- Public Project Team to **launch in June 2023**
- Has been operating in **pilot mode** using select public and **permanent supportive housing** developments to test procedures, including:
 - Interdepartmental **coordination** meetings
 - Piloting **software** that allows comments on plans vs comment reports
 - Project **tracking** and **milestone communications**
 - Detailed **process guidance** and transitional support from site plan review to building plan review
 - Evaluating creation of a **ProjectDox workflow**



Division Updates

Public Project Review



Division Updates

Affordable Housing Program

- **Fully staffed this year**, with the addition of three Project Coordinators
- **Currently tracking and providing support for 77 affordable housing developments**

Public Project Review



Division Updates

General Permit Program

- Working to **streamline multiple City processes into a single workflow** to allow applicants to submit plans in one place instead of across multiple departments
- Through these efforts, will **combine AULCC and General Permit process**, at a minimum

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Site & Subdivision Inspections

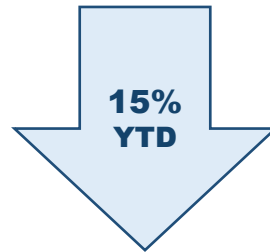
Site and Subdivision Inspections



Volume &
Performance
(YTD)

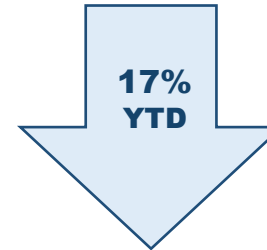
Site & Sub
Inspections

10,033
inspections



Excavation
Inspections

3,303
inspections



Drwy/ Sidewalk
Inspections

3,177
inspections



Site and Subdivision Inspections



Process Improvements

- Added **additional level of review** by SSI Program Manager resulting in improved close-out accuracy
- **Enhanced website** resources to improve access to information
- **Improved commercial meter process** between SSI and Taps office to streamline issuance of a meter

Site and Subdivision Inspections



Process Improvements

- **Telecom pre-construction meetings now once monthly** for projects starting that month instead of on a project basis to ensure consistent messaging
- **Increased telecom inspection coordination with all high volume project partners** departments to improve communication and collaboration

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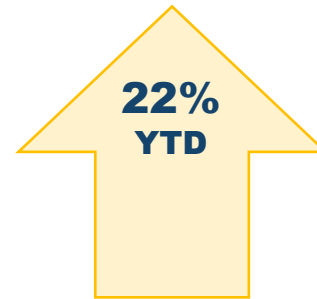
Environmental Inspections

Environmental Inspections



**Volume &
Performance
(YTD)**

33,168
inspections



Environmental Inspections



Process Improvements

- Implemented a **Notice of Violation** process for sites not under development for greater compliance flexibility
- **Streamlined the 311 process** for EV complaints, providing direct access to the service platform to improve response time
- Launched an **Environmental Inspections Lunch and Learn** series to educate the community
- Transitioned the **Sound Enforcement Team** to Entertainment Services for better functional alignment



CITY OF AUSTIN
Development
SERVICES DEPARTMENT

Thank you!