



Development CITY OF AUSTIN
SERVICES DEPARTMENT

Building a Better and Safer Austin Together

Austin Neighborhoods Council

July 28, 2021

Introductions

Construction & Environmental Inspections:

- Rick Holloway, Assistant Director
Construction & Environmental Inspections
- Kat Anderson, Bus. Process Specialist
Construction & Environmental Inspections
- Eric Zimmerman, Division Mgr, Residential Building
Inspections
- David Chapman, Division Mgr, Environmental & Tree
Inspections

Residential Review:

- Susan Barr, Residential Plans Examiner Manager



DSD Organizational Chart



Success Metrics



Building a Better and Safer Austin Together

The Success Metric Document identifies key performance measures and target goals for the Development Services Department. These metrics gauge the performance of review times, wait times, employee investment, and technology to assess business processes and organizational efficiencies

June 2021

Customer Wait Times in Development Assistance Center



Time a customer waits for consultation with appropriate staff (excludes customers who entered the queue remotely)

Zoning/Site Plan Consultation



NO DATA because no in-person services

Goal: 90% of customers seen within 25 minutes.

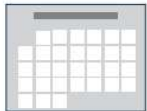
Environmental Review Consultation



NO DATA because no in-person services

Goal: 90% of customers seen within 19 minutes.

Site and Subdivision Application Intake Meeting



DATA irrelevant because no appointments

Goal: 2 Days

Approximate delay, in days, for appointment with intake staff

3-1-1 Service Requests



Percent of 3-1-1 service requests assigned to DSD closed within 5 business days

Plan Reviews Completed On-Time



Percent of plan reviews that are completed on time in DSD, as well as other departments involved in the review process. Data only reflect those departments currently tracked in AMANDA.

Color Key:

Met Goal Did Not Meet Goal Partner Departments

Data Source: AMANDA, AVAYA

Goal/ Indicator

FY2021



Conduct timely plan reviews and inspections
Percent of DSD controlled activities on time

Forecast: 86%
Target: 90%



Protect and renew Austin's tree canopy
Percentage of Austin's total land area covered by the tree canopy

Forecast: 31.2%
Target: 30.8%*



Properly steward financial resources
Percent of operating expenses held in reserve

Forecast: 35%
Target: 50%



Provide excellent customer service
Percentage of customers reporting satisfied or very satisfied on Customer Satisfaction Poll

Actual: 48%
Target: 46%

Links:

[Success Metrics](#)

[City of Austin Strategic Direction 2023](#)

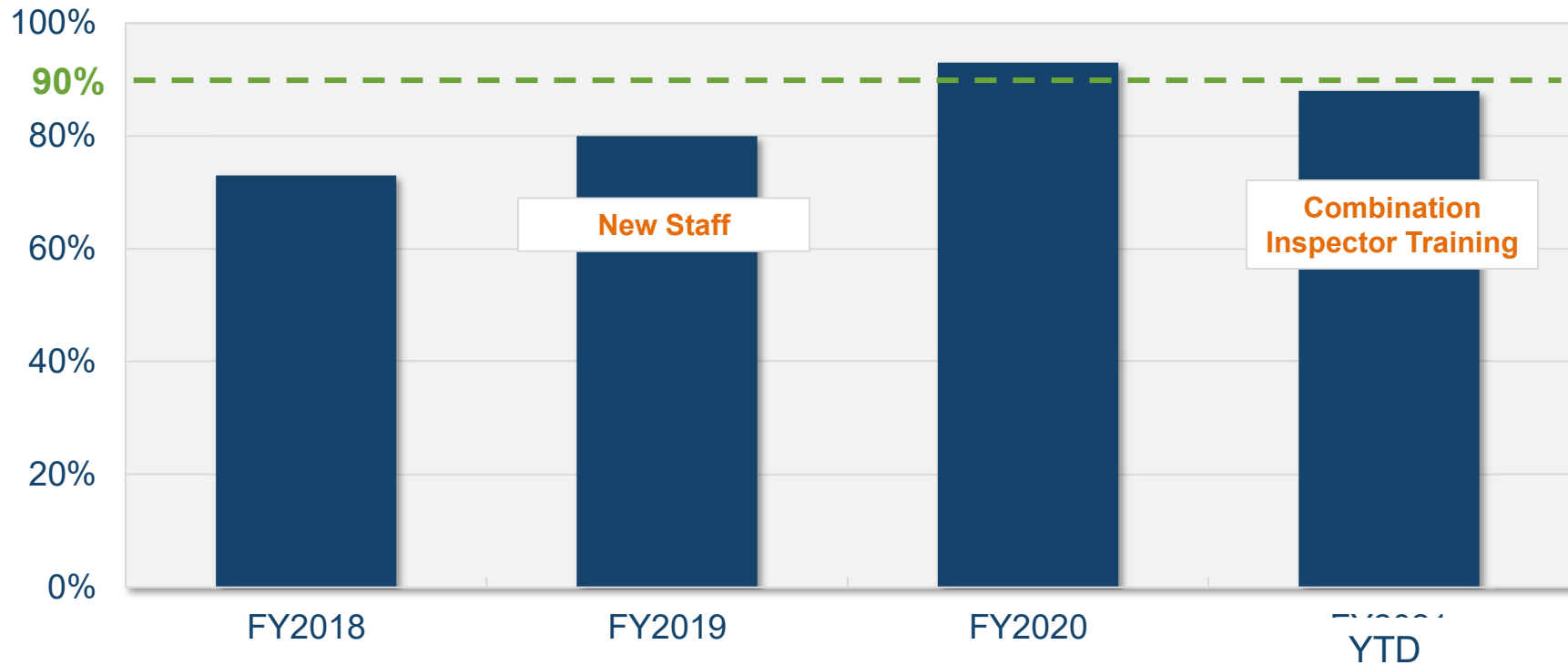
[DSD Performance Measures](#)



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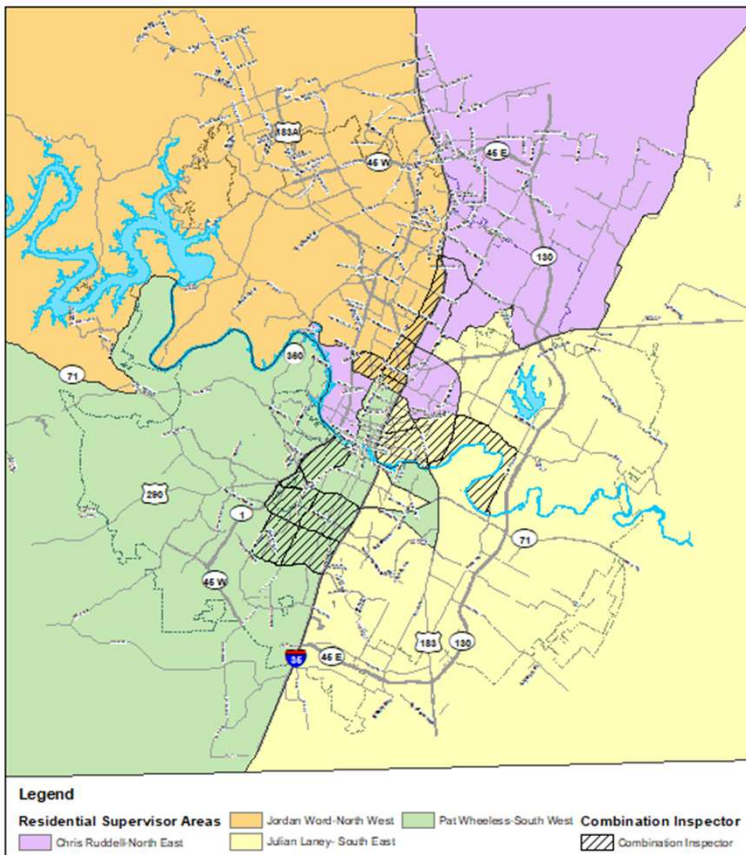
Building Inspections

Percent On-Time Building & Trade Inspections by Fiscal Year



Building Inspections

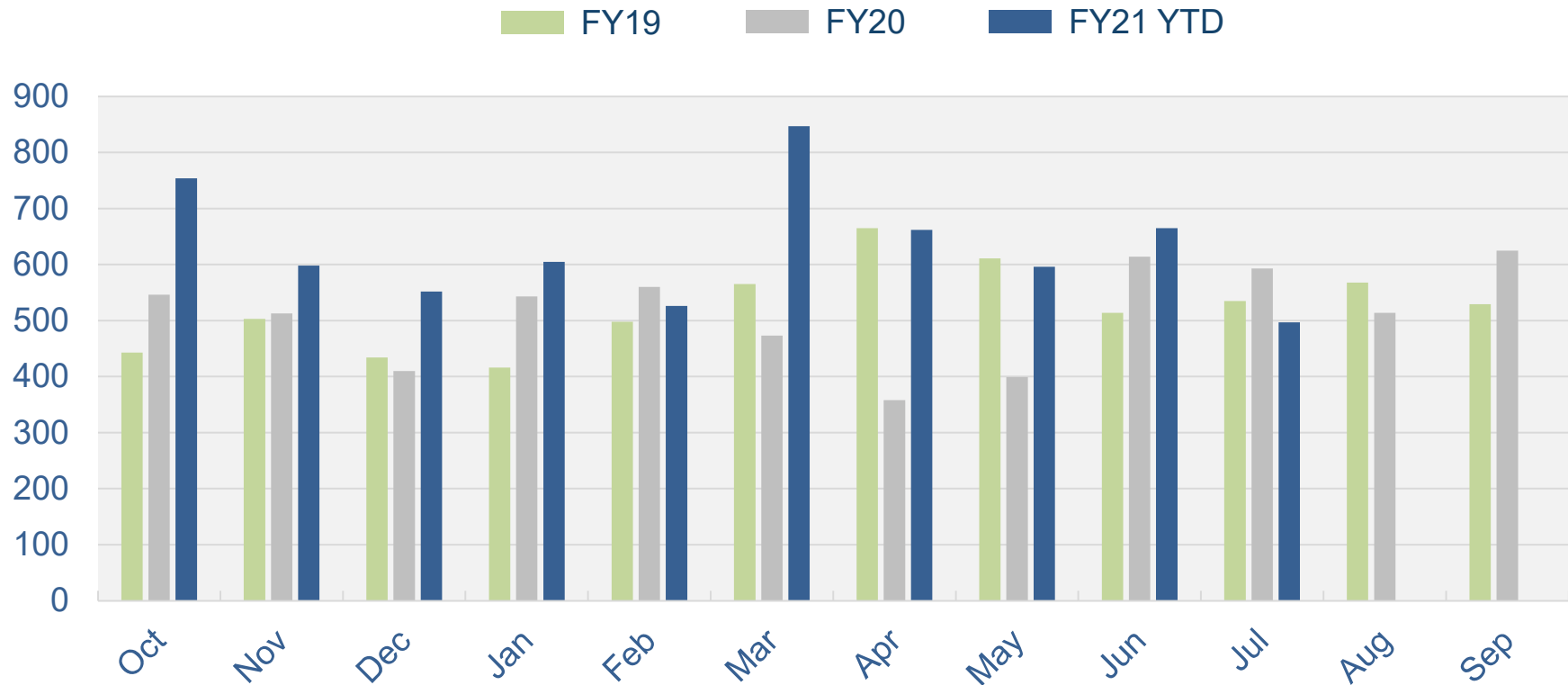
Residential Inspector Territories



- 4 territories with single supervisor over each
- Goal is to have all inspectors performing combination inspections by mid-2022
- Use “[find your inspector](#)” tool on DSD website to determine who to contact
- [Residential Inspections Checklists](#)

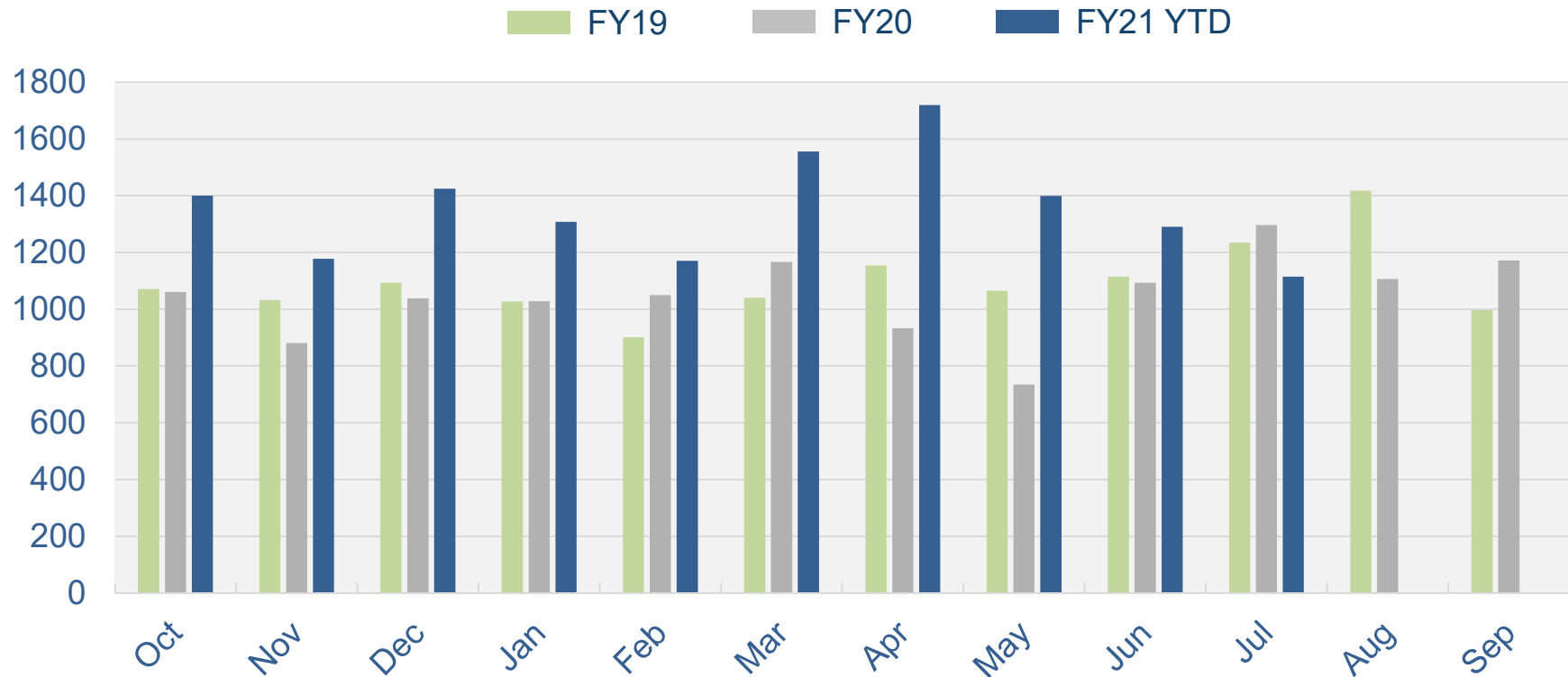
Residential Plan Review

Residential Plan Review Non-Express Permit Application Volume



Residential Plan Review

Residential Plan Review Completed Zoning/Technical Reviews



Residential Process

Development Process Team:

- Supports homeowners and small business owners from start to finish
- Working to get on a future ANC agenda
- Visit [webpage](#) for additional information

Online Payment:

- Escrow not required
- Visit [Austin Build + Connect](#) to create an account

Contractor Registration:

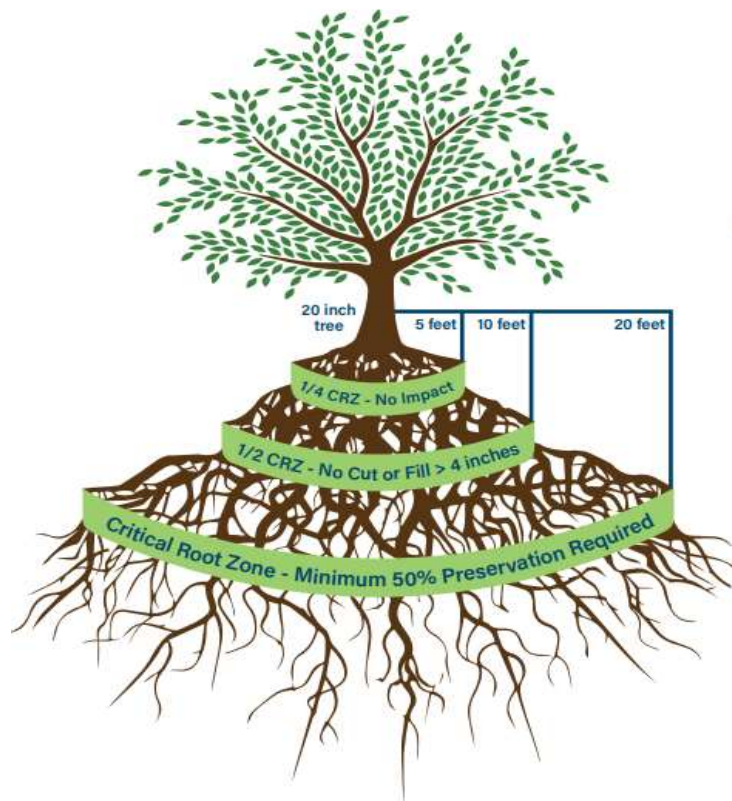
- Council approved creation in response to stakeholder feedback
- Program has not yet been designed
- Learn more and participate in the discussion on [SpeakUp Austin](#) beginning August 3rd or contact DSDCommunications@austintexas.gov



Environmental & Tree Inspections

Critical Root Zone (CRZ) Development Impact Zones

Example: 20 inch diameter tree



- Tree Information Center
 - Resources for Homeowners & Backyard Gardeners
 - Tree Care
 - Tree Protection & Permits
 - cityarborist@austintexas.gov
- Tree Ordinance Review Process
- Tree Protection and Erosion/Sedimentation Controls Flowchart

For concerns, please call: (512)974-2278 OR 311 for Unpermitted Removal of Trees
environmental.inspections@austintexas.gov



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