

# Important Update

News from the City of Austin Development Services Department



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## Pilot Offers Opportunity to Resolve Conflicting Comments Quickly

If your project's site plan receives a Master Comment Report with two or more conflicting review comments, you might be eligible for participation in a new Development Services Department (DSD) pilot project designed to help keep complex projects on track.

Your Master Comment Report should [include a link inviting eligible customers](#) to participate in the pilot. If your report includes comments that conflict with one another, selecting this option will trigger a review by the staff providing the comments. You will receive follow-up notification after reviewers determine an alternative that allows your project to move forward in a compliant manner. This pilot project is designed to help customers save time and money by finding appropriate solutions quickly and efficiently.

To determine whether this option is right for you, check your report for a notice about eligibility and instructions. Still not sure? Check with your site plan case manager about your current projects or contact [Anaiah Johnson](#) or [Donna Galati](#) about the pilot.

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## OTHER NEWS AND REMINDERS

**AB+C Portal Replacement:** Launch of the AB+C Portal replacement has been moved to early- to mid-February. This update is part of DSD's continuing commitment to improve its online processes and the overall customer experience. Training videos and more information about the improved tool will be available soon.

**Payment Required With Site Plan Corrections:** For customers submitting site plan corrections, payment is now required prior to review. The recently updated system will not submit corrections to the review team until payment is received. To check the status of your site plan corrections and make payment, please check your project in the [AB+C Portal](#). This change is the result of continuing technology and process improvements to streamline services and improve consistency.

**Residential and Commercial Intake Delays:** Application processing for both residential and commercial projects is currently taking about 5-7 days longer than DSD target timelines. The length of these delays varies weekly, depending on volume. To help address the high level of activity in these areas, DSD is assigning other qualified staff to support the Residential and Commercial Intake teams until the delays are resolved. Land Use and Expedited Building Plan processing is not currently affected.

**Stakeholder Meeting Coming Next Month:** Mark your calendar now for the next virtual Quarterly Stakeholder Meeting on February 24. More information and registration opportunities will be coming soon.

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Thank you for your continued interest in Development Services topics.

*City of Austin Development Services Department*

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