

**RESOLUTION NO. 20130808-063**

**WHEREAS**, major investments in multi-family projects as well as commercial projects help the Austin economy and add inventory to the City of Austin’s tight housing and office markets; and

**WHEREAS**, the City strives to complete permit reviews in a timely manner, but due to the complexity of larger projects and difficulties with inter-departmental coordination, many commercial plan reviews are behind the code-mandated deadlines for completing review; and

**WHEREAS**, the City of Dallas has developed a program called The “Q-Team,” which is an alternate plan review process that allows small or large project applicants to pay for an accelerated or expedited plan review that includes pre-qualification fees and Q-Team fees; and

**WHEREAS**, the City of San Antonio has the Minor Plans Team, which provides customer consultations on the plan review and submittal process and performs expedited plan review services, such as “walkthroughs” and “10-Day Review,” for projects that fall within a prescribed set of criteria for an additional fee; and

**WHEREAS**, the City of El Paso Building Permits & Inspections Division offers fast-track plan review alternatives, such as Customized Plan Review (CPR) and Permit by Appointment (PBA), to provide a streamlined cost and time effective option for permit issuance; and

**WHEREAS**, the City of San Jose has the Coordinated Expedited Review for Planning Applications (CER) process, which is an optional, fee-

based service offered to select small project applicants that meet specific eligibility requirements; and

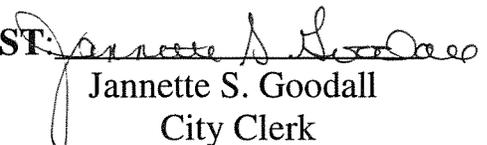
**WHEREAS**, all City of Austin departments that have responsibility for reviewing plans and permits are instrumental in the timeliness of developments; **NOW, THEREFORE**,

**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:**

The City Manager is directed to:

1. Consider what types of projects are eligible for expedited review in the Austin community, and whether the Planning and Development Review Department needs to implement any new fees and any new positions deemed necessary to implement and offer such a service.
2. Integrate the research and analysis requirements of this resolution within the department's impending scope of services that seeks to hire a consultant to conduct an organizational and operational analysis in an effort to increase process efficiency, and improve customer service and accurate delivery of timely services, based on processes and performance measures that ensure interdepartmental coordination and responsiveness.

**ADOPTED:** August 8, 2013

**ATTEST:**   
Jannette S. Goodall  
City Clerk

**RESOLUTION NO. 20150402-014**

**WHEREAS**, development review and permitting are essential elements of an effective and efficient land development process, affecting everything from small home or business renovations to large commercial development; and

**WHEREAS**, the working draft of the Analysis of the Planning and Development Review Department by Zucker Systems (Zucker Report) confirms persistent delays in development review and permitting, a complex land development code, inconsistent code applications, and other serious organizational and process challenges and inefficiencies; and

**WHEREAS**, the delays and inconsistencies of Austin's development review and permitting process increase the cost and delay of small business expansion, and other desirable development, and inhibit the city's ability to respond to growing demand for housing, thus contributing in part to Austin's current affordability crisis; and

**WHEREAS**, the draft Zucker Report recommends numerous short-term and long-term actions to improve Austin's development review and permitting process; and

**WHEREAS**, the Austin City Manager has already taken some steps to resolve Austin's development review and permitting issues, including commissioning the Zucker Report, initiating the Code NEXT process, initiating organizational changes to the Planning and Development Review Department, and making progress toward acceptance of online payments; and

**WHEREAS**, the City of Austin currently provides an expedited permitting process through the S.M.A.R.T. Housing program, and as the permitting process is

being reviewed, the City Council would like to explore expanding and improving permitting programs that provide community benefits; and

**WHEREAS**, the Austin City Council desires even higher priority and greater attention given to fixing the challenges presented; **NOW, THEREFORE,**

**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:**

The Austin City Council directs the City Manager to provide within 30 days a plan to eliminate the citywide backlogs in the Planning and Development Review Department and other departments involved in, and sharing responsibility for, the development review and inspections process.

**BE IT FURTHER RESOLVED:**

The Austin City Council directs the City Manager to provide within 60 days from the date of the finalized Zucker Report, but no later than June 30, 2015, a detailed response to the Zucker Report and a recommended implementation plan to address the development review and permitting challenges identified therein. The plan should address, but not be limited to:

1. Improving the utility of the One Stop Shop to improve customer service, communication, and responsiveness of all involved divisions and departments;
2. Improved engagement with neighborhoods and their associations, environmental community, small business interests and other stakeholders;
3. Recommended metrics for performance goals and objectives so as to measure success; and
4. Recommended policy and budget changes, and any new tools necessary to ensure reforms are implemented expeditiously, effectively, and successfully.

5. Explore options for expanding and modifying our expedited permitting process to achieve more affordability and other community benefits.
6. Alignment with the Code Next process, timelines, and consulting team efforts.
7. Timelines.

**BE IT FURTHER RESOLVED:**

The City Manager shall provide the council with detailed reports on the progress of development and permitting process reforms on a regular basis, but not less frequently than every 60 days.

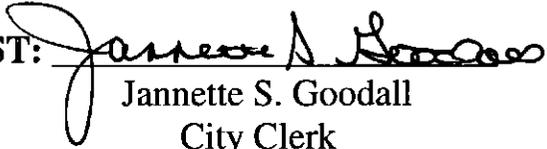
**BE IT FURTHER RESOLVED:**

The metrics for measuring success for all divisions and departments involved in, and sharing responsibility for, the development review and inspections process, will include, but not be limited to:

1. Those related to the number and backlog of pending requests for development review and permit applications;
2. The time required for development review and permit application processing;
3. The consistency of rule and ordinance application by staff;
4. Strengthening the culture of customer service and assistance; and

5. Providing a positive experience for development and permit applicants.

ADOPTED: April 2, 2015

ATTEST:   
Jannette S. Goodall  
City Clerk

**RESOLUTION NO. 20160616-029**

**WHEREAS**, the City of Austin is considering a revamped expedited permit review system that allows developers to pay premium fees in exchange for expedited permit review, and the Council may fund such a program in the 2016-2017 budget; and

**WHEREAS**, if the City of Austin funds an expanded expedited permit review system, then such a voluntary program should be available to project developers that pay for the cost of the City service of expedited reviews and also provide specific community benefits; **NOW, THEREFORE**,

**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:**

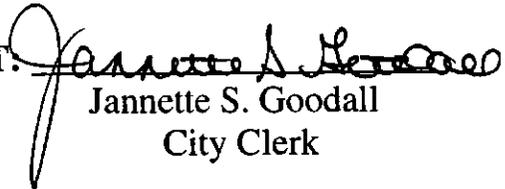
The City Manager is directed to draft policy options, to be presented to Council, that include minimum requirements for developers wishing to voluntarily participate in the City of Austin's expedited permit review process. City staff should consult with stakeholders in the development of the policies. Such policies, when presented to Council, should include program participation requirements that further the City's goals and policies for housing, such as:

- For projects that are primarily residential in nature, a requirement that the development participate in the SMART housing program, and agree to require that future residents not be discriminated against based on their source of income;
- For projects that are not primarily residential in nature, a requirement that the development be "Better Builder" certified, or receive an equivalent certification approved by the City Council;

- A reasonable fee to cover the City's expenses for independent monitoring of Better Builder and/or SMART Housing goals and implementation;
- Other measures the City Manager deems appropriate.

ADOPTED: June 16, 2016

ATTEST:

  
Jannette S. Goodall  
City Clerk

**RESOLUTION NO. 20160901-029**

**WHEREAS**, the City of Austin is considering a revamped expedited permit review system that allows developers to pay premium fees in exchange for expedited permit review, and Council may fund such a program in the 2016- 2017 budget; and

**WHEREAS**, Austin City Council voted in favor of Resolution No. 20160616-029 on consent on June 16, 2016 to direct the City Manager to present a policy option to the City Council that includes minimum requirements for developers voluntarily participating in the City of Austin's expedited review process, including worker protection standards for commercial construction projects; and

**WHEREAS**, the City of Austin Development Services Department issued a report on August 9, 2016 in response to Council Resolution No. 20160616-029, that includes a policy option to require worker protections as a minimum requirement for commercial project owners to participate in an expedited permit review process; **NOW, THEREFORE**,

**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:**

The City Council directs that, in developing any future expedited permit review incentive program, the City Manager include worker protection standards for all commercial projects with no residential component, in addition to provisions for self-sustaining fees. At a minimum, these worker protection standards must include:

- A living wage as defined by the City of Austin;
- OSHA-10 safety training;

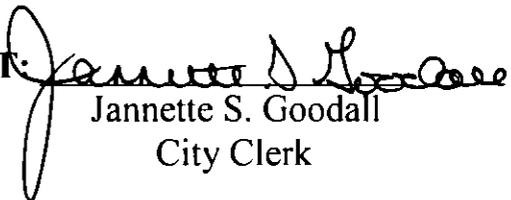
- Workers' compensation;
- OSHA-30 training for safety supervisors;
- A local (MSA) hiring goal for project owners to ensure commercially reasonable efforts are made to recruit 30% of the total workforce hours performed from local DOL-registered apprenticeship programs or bilingual craft training programs that offer instruction at zero or nominal cost to the worker; and
- Compliance with all local, state, and federal employment laws;
- Independent, third-party on-site monitoring selected through a competitive process to ensure these standards are upheld

**BE IT FURTHER RESOLVED:**

The City Manager is directed to develop program guidelines for this process to ensure there is a fair system for compliance for participating developers and their construction contractors and subcontractors; to establish the funding and process for approving a qualified pool of third-party monitors selected through a competitive process; and to establish the scope, scale and type of projects to which the standards will apply. The City Manager is directed to present these program guidelines back to the City Council within 60 days for review and for any further direction.

ADOPTED: September 1, 2016

ATTEST:

  
Jannette S. Goodall  
City Clerk