



Development Services Department Strategic Action Plan

City Council Presentation
November 27, 2019



Department's Mission

The Mission of the Development Services Department is to administer the building and development codes, and facilitate development of the City.





Development Services Functions



Building Permitting

- Building Permits
- Certificates of Occupancy
- Commercial and Residential Plan Review
- Contractor Registration
- Inspections
- Sign Permits
- Support Construction Advisory Boards



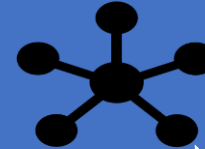
Land Development

- Developer Participation and Trust Fund Agreements
- Geographic Information Systems
- Historic Preservation
- Platting
- Public Improvement Plans
- Support Airport Zoning Commission, Landmark Commission, Planning Commission, and Zoning Board of Adjustment
- Street, Alley and Easement Closures
- Variances/Appeals/Special Use Exceptions
- Zoning



Community Resiliency

- Community Rating System
- Flood Plain Evaluation
- Beach Front Construction Certificates
- Dune Protection Permits
- Hazard Mitigation Public Information Program
- Support Flood Hazard Mitigation Information Committee



One Stop

- Early Assistance Meetings
- Liquor Licenses
- Outside City Limits Water Contracts
- Pipeline Licenses
- Project Management
- Preconstruction Meetings
- Right-of-way Licenses
- Streetscape Zone Agreements
- Utility Taps
- Vacant Building Demolition Review
- Vendor Permits

What We Do



Strategic Action Plan Process

Department Assessment

- Review of Operations
- Review of City Codes
- Internal Audits

Input

- City Officials
- Stakeholder Focus Groups
- General Public

Mission & Strategic Actions

- Review Mission and Update Strategic Actions

Strategic Action Plan

- Core Emphasis
- Strategic Actions
- Timeline

Indicators

- Review and Update Performance Indicators



Stakeholder Focus Groups

- American Institute of Architects, Corpus Christi
- American Society of Civil Engineers, Corpus Christi Branch
- Associated Builders and Contractors, Inc., Texas Coastal Bend Chapter
- Coastal Bend Bays and Estuaries
- Coastal Bend Homebuilders Association
- Coastal Bend Restaurant Association
- Consulting Engineers Council of Texas
- Corpus Christi Black Chamber of Commerce
- Designers
- Downtown Management District
- Flour Bluff Association
- Gulf Coast Growth Ventures
- North Beach Community Association
- South Texas Associated General Contractors
- U.S. Navy Air Station
- United Corpus Christi Area Chamber of Commerce




The Focus Groups were asked....

- 1) Tell me about the positive or satisfactory experiences you have had with the Development Services Department.
 - 2) Tell me about the disappointments you have had with the Development Services Department.
 - 3) Based on your experience can you list three changes that would improve the operations of the department and explain why?
 - 4) Based on your experience, can you list three policy changes that would improve development in Corpus Christi and explain why?
 - 5) How can the Development Services Department improve communications with its community partners?
 - 6) Is there anything else you would like to share about your experience with Development Services? Are there any other recommendations or suggestions you would like to make?
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Strategic Action Plan

	Customer Service
Customer First	<ul style="list-style-type: none">• Staff to implement pro-active, solution oriented attitude• Implement Customer Services First Program by January 1, 2019
Technical Assistance	<ul style="list-style-type: none">• Hold 40 early assistance meetings per month by October 1, 2019• Hold 10 pre-construction meetings per month by October 1, 2019• All relevant departments to attend these technical assistance meetings




Strategic Action Plan

	Customer Service
On-line Services	<ul style="list-style-type: none">• On-line services by April 1, 2019: permitting and payment, plans submission, inspections scheduling, contractors search, customer alert system
Performance Efficiencies And Indicators	<ul style="list-style-type: none">• Outsource public improvement plan reviews to ensure timeliness of review as warranted• Reduce plat review times to 45 days (minus engineer response time)• Commercial building permit reviews processed within 14 days• Residential building permit reviews processed within 2 days• Reduce the number of new residential plan reviews that are revisions to 20% or less• Reduce the number of commercial plan reviews that are revisions to 35% or less




Strategic Action Plan

	Proficiency
Staffing	<ul style="list-style-type: none">• Evaluation of job descriptions to ensure position requires essential competencies and experience• Complete cost of services study by June, 2019 to ensure fees support essential staff components• Retain qualified staff by reviewing position descriptions regularly to ensure compensation is competitive
Community Learning Opportunities	<ul style="list-style-type: none">• Designer workshops• Community outreach at City Hall at the Mall and other events• Customized subject matter brochures and presentations• Web site enhancements to ensure information is easily accessible• Work with industry to create new training sessions



Strategic Action Plan

	Proficiency
Staff Training	<ul style="list-style-type: none">• Staff certifications by International Code Council, American Institute of Certified Planners, and other relevant professional organizations• In-house and other training opportunities for staff• Internal administrative procedures developed for every facet of organization
Unified Development Code	<ul style="list-style-type: none">• Publish rule interpretations to augment uniform application and interpretation of codes• UDC evaluation by July, 2019• Targeted amendments 2019 - 2020• Annual UDC review beginning 2021• Public release of EnCode software platform for user-friendly on-line publication of UDC




Strategic Action Plan

		Innovation
Permitting And Inspections		<ul style="list-style-type: none">• Explore self-certification or third-party options for single-family residential construction• Offer expedited residential plan review for single family construction based on previously approved models
Continuous Improvement		<ul style="list-style-type: none">• Process mapping of internal functions to assess areas for potential efficiencies and improvement• Reduction in response times• Streamline paperwork• Establish backup procedure for scheduling inspections, etc., if INFOR is down




Strategic Action Plan

	Innovation
Geographic Information Systems	<ul style="list-style-type: none">• Ensure most accurate and relevant data is incorporated into City's mapping program and kept up to date• Ensure As-Built plans are received by City for mapping prior to plat recordation or prior to release of financial security if improvements were deferred• Integration of GIS applications in Infor system
Infor	<ul style="list-style-type: none">• Land development module implementation by 2020• Registration module implementation by 2020
Municipal Code	<ul style="list-style-type: none">• Evaluate ability for administrative approval of development requirements to facilitate permit issuance including out of city limits water contracts and easement closures




Strategic Action Plan

	Communication
Stakeholders	<ul style="list-style-type: none">• Identify stakeholder groups to provide messaging to broadcast initiatives• Keep stakeholders informed through letters, press releases, and other forms of written and oral communication• Notify stakeholders of proposed amendments to the UDC via stakeholders email listing• Consider publication of information/notices in languages other than English• Attend stakeholder meetings to discuss department programs
Web Site	<ul style="list-style-type: none">• Keep staff listing and organization chart up to date• Post proposed code amendments in advance of public hearings• Post Master Plans links on one page• Provide customer feedback link• Enhance fee calculator functions



Strategic Action Plan

		Communication
Forms Depot		<ul style="list-style-type: none">• Continue to make forms available on web site in a centralized location
Code Interpretations		<ul style="list-style-type: none">• Publish code interpretations for consistency of application• Revise/amend codes and cross-reference as necessary to address conflicting or redundant provisions between codes



Strategic Action Plan

Questions?