



**CITY COUNCIL  
REGULAR SESSION MINUTES  
JUNE 21, 2023**

**This meeting was live-streamed on Manor's YouTube Channel**  
<https://www.youtube.com/@cityofmanorsocial/streams>

**PRESENT:**

Dr. Christopher Harvey, Mayor

**COUNCIL MEMBERS:**

Emily Hill, Mayor Pro Tem, Place 1  
Anne Weir, Place 2  
Maria Amezcua, Place 3 (Absent)  
Sonia Wallace, Place 4  
Aaron Moreno, Place 5  
Deja Hill, Place 6

**CITY STAFF:**

Scott Moore, City Manager  
Lluvia T. Almaraz, City Secretary  
Scott Dunlop, Development Services Director  
Lydia Collins, Finance Director  
Ryan Phipps, Chief of Police  
Denver Collins, Assistant Chief of Police  
Scott Jones, Economic Development Director  
Matthew Woodard, Public Works Director  
Chasem Creed, IT Technician  
Veronica Rivera, Assistant City Attorney

**REGULAR SESSION – 7:00 P.M.**

With a quorum of the Council Members present, the regular session of the Manor City Council was called to order by Mayor Harvey at 7:12 p.m. on Wednesday, June 21, 2023, in the Council Chambers of the Manor City Hall, 105 E. Eggleston St., Manor, Texas.

## INVOCATION

Mayor Harvey gave the invocation.

## PLEDGE OF ALLEGIANCE

Mayor Harvey led the Pledge of Allegiance.

## PRESENTATION

### A. Community Member's Appreciation Presented by Mayor Harvey

Mayor Harvey read and presented appreciation awards to the following community members and thanked them for their assistance in preparing meals for the displaced senior citizens from the Manor Town Apartments.

Tim Schultz  
Jenise Baker and Thom Baker  
Jean Barnes and Cliff Barnes  
Fred Nunn with Lillie Mae's  
Nancy Boatright and Ben Boatright  
Melanie Griffin-Hamlin/ Brian Marshall (FCA)  
Tenika Nash with Whataburger  
Donna Ware  
Pam Fowler  
Lisa and Gilbert Ramirez  
Johnique Thomas  
Gary Cleveland  
Shana Whatley with Good Luck Grill

## PUBLIC COMMENTS

Robert Battaile, 502 E. Eggleston St., Manor, Texas, submitted a speaker card and expressed his concerns and frustration with City Council. Mr. Battaile stated he filed a police report regarding lies that were given to the police department. Mr. Battaile also opposed to Agenda Items Nos 13,14,15, 16, and 17.

No one else appeared at this time.

## PUBLIC HEARINGS

- 1. Conduct a public hearing on the first reading of an ordinance rezoning five (5) lots on .23 acres, more or less, out of the South 40 ft of Lots 6-10, Block 1, AE Lanes Addition, and being located at 707 Bastrop St, Manor, TX from Single-Family Suburban (SF-1) to Two-Family Residential (TF). Applicant: Saavy ATX Realty LLC; Owner: Wenkai Chen**

The city staff recommended that the City Council close the public hearing.

Mayor Harvey opened the Public Hearing.

Development Services Director Dunlop stated that the applicant hadn't provided the architectural rendering; therefore, city staff was recommending closing the Public Hearing at this time and stated that the Public Hearing would be posted again at a later date.

Robert Battaile, 502 E. Eggleston St., Manor, Texas, submitted a speaker card; but did not speak.

Assistant City Attorney Rivera clarified that the City Council could allow the public to speak at this time or close the Public Hearing and have the notice reposted. She stated that the speakers could come back and speak once the Public Hearing was reset.

**MOTION:** Upon a motion made by Council Member Wallace and seconded by Council Member Moreno, to close the Public Hearing.

There was no further discussion.

**Motion to close carried 6-0**

At the direction of Mayor Harvey, Agenda Item No. 2 was pulled.

~~2. Conduct a public hearing on a Short Form Final Plat for one (1) lot on .23 acres, more or less, and being located at 707 Bastrop St, Manor, TX for variances to allow for 40 ft lot width, 20 ft front setback, 5 ft side setbacks, and 10 ft rear setback.  
*Applicant: SAVVY ATX REALTY LLC; Owner: Wenkai Chen*~~

3. Conduct a public hearing on the first reading of an Ordinance rezoning two (2) lots on .297 acres, more or less, at 108 W Boyce & 104 W Boyce St., Manor, TX from Single Family (SF-1) to Downtown Business (DB).  
*Applicant: Jiwon Jung; Owner: Build Block*

The city staff recommended that the City Council open the public hearing and postpone it until July 19, 2023, Regular Council Meeting.

Mayor Harvey opened the public hearing.

Robert Battaile, 502 E. Eggleston St., Manor, Texas, submitted a speaker card; but did not speak.

**MOTION:** Upon a motion made by Council Member Moreno and seconded by Council Member Weir, to postpone the Public Hearing and remain open until July 19, 2023, Regular Council Meeting.

There was no further discussion.

**Motion to postpone and remain open carried 6-0**

- 4. Conduct a public hearing on the first reading of a Preliminary Planned Unit Development (PUD) Site Plan for the Okra Tract Development, three hundred and thirty-one (331) lots on 113.4 acres, more or less, and being located at 14418 N. FM 973, Manor, TX.  
*Applicant: Sotol Ventures; Owner: Dalton Wallace***

The city staff recommended that the City Council open the public hearing and postpone it until July 19, 2023, Regular Council Meeting.

Mayor Harvey opened the public hearing.

Development Services Director Dunlop stated that due to the cancelation of the Planning and Zoning Commission meeting, the item did not have a recommendation from the Commission. He is requesting for Council to open the Public Hearing and to remain open and postpone until July 19, 2023, Regular Council Meeting. Mr. Dunlop stated that the council could allow public speaking and the presentation to be conducted by Mr. Shanks or have them return to the July 19<sup>th</sup> Council meeting.

Robert Battaile, 502 E. Eggleston St., Manor, Texas, submitted a speaker card; but did not speak.

Rachel Shank with Sotol Ventures, 9505 Johnny Morris Rd., submitted a speaker card in support of this item; however, she did not speak and agreed to return to the July 19, 2023, Regular Council meeting to conduct her presentation.

**MOTION:** Upon a motion made by Council Member Moreno and seconded by Council Member Wallace to postpone the Public Hearing and remain open until July 19, 2023, Regular Council Meeting.

There was no further discussion.

**Motion to postpone and stay open carried 6-0**

- 5. Conduct a public hearing on a Subdivision Concept for the New Haven, two hundred seventy-eight (278) lots on 90.3 acres, more or less, and being located near the intersection of Gregg In and FM 973, Manor, TX.  
*Applicant: Jones Carter; Owner: Gregg Lane Dev., LLC***

The city staff recommended that the City Council conduct the public hearing.

Mayor Harvey opened the public hearing.

Robert Battaile, 502 E. Eggleston St., Manor, Texas, submitted a speaker card and expressed his concerns and opposition to this item.

Development Services Director Dunlop discussed the proposed concept plan for the Newhaven subdivision. He stated that due to the City Code, if the Municipality Authority failed to act on a subdivision plat or plan due to a lack of quorum and that plat or plan had been deemed approved by city staff, then the plat or plan would be automatically approved. Mr. Dunlop stated that this item was part of the Planning and Zoning Commission agenda, but the meeting was canceled due to no quorum; therefore, the automatic approval would apply.

**MOTION:** Upon a motion made by Council Member Wallace and seconded by Mayor Pro Tem Emily Hill, to close the Public Hearing.

There was no further discussion.

**Motion to close carried 6-0**

**6. Conduct a Public Hearing on the levying of assessments in Improvement Area #3 of the Manor Heights Public Improvement District.**

The city staff recommended that the City Council conduct the public hearing.

Mayor Harvey opened the public hearing.

Gregory Miller with Bickerstaff Heath Delgado Acosta LLP discussed the levying of assessments in Improvement Area #3 of the Manor Heights Public Improvement District.

**MOTION:** Upon a motion made by Council Member Moreno and seconded by Mayor Pro Tem Emily Hill, to close the Public Hearing.

There was no further discussion.

**Motion to close carried 6-0**

**7. Conduct a Public Hearing on the issuance of Improvement Area #3 Bonds for the Manor Heights Public Improvement District.**

The city staff recommended that the City Council conduct the public hearing.

Mayor Harvey opened the public hearing.

Christina Lane with SAMCO Capital discussed the issuance of Improvement Area #3 Bonds for the Manor Heights Public Improvement District.

**MOTION:** Upon a motion made by Council Member Amezcua and seconded by Mayor Pro Tem Emily Hill, to close the Public Hearing.

There was no further discussion.

**Motion to close carried 6-0**

### **CONSENT AGENDA**

- 8. Consideration, discussion, and possible action to approve the City Council Minutes of June 7, 2023, City Council Regular Meeting.**
- 9. Consideration, discussion, and possible action on the acceptance of the May 2023 Departmental Reports.**
  - **Finance – Lydia Collins, Director of Finance**
  - **Police – Ryan Phipps, Chief of Police**
  - **Travis County ESD No. 12 – Ryan Smith, Fire Chief**
  - **Economic Development – Scott Jones, Economic Development Director**
  - **Development Services – Scott Dunlop, Development Services Director**
  - **Municipal Court – Sarah Friberg, Court Clerk**
  - **Public Works – Matt Woodard, Director of Public Works**
  - **Manor Cemetery – Nora Sanchez, MC Manager**
  - **Human Resources – Tracey Vasquez, HR Manager**
  - **IT – Phil Green, IT Director**
  - **Administration – Lluvia T. Almaraz, City Secretary**
- 10. Consideration, discussion, and possible action on the Purchase Agreement with Benny Paul Mark Gundy and Aarthi Reddy Mark Gundy for a wastewater easement with a temporary construction easement.**
- 11. Consideration, discussion, and possible action on the Purchase Agreement with Michael Edward Swier and Crista Marie Swier, Trustees of the Layla Trust for a wastewater easement with a temporary construction easement.**
- 12. Consideration, discussion, and possible action on the Purchase Agreement with Manor Elite Residences, LLC for a wastewater easement with a temporary construction easement.**

**MOTION:** Upon a motion made by Council Member Wallace and seconded by Council Member Weir, to approve the Consent Agenda as read.

There was no further discussion.

**Motion to approve carried 6-0**

At the direction of Mayor Harvey, Agenda Items Nos 13 and 14 were pulled.

## REGULAR AGENDA

- 13. First Reading: Consideration, discussion, and possible action on the first reading of an ordinance rezoning five (5) lots on .23 acres, more or less, out of the South 40 ft of Lots 6-10, Block 1, AE Lanes Addition, and being located at 707 Bastrop St, Manor, TX from Single-Family Suburban (SF-1) to Two-Family Residential (TF).  
*Applicant: Saavy ATX Realty LLC; Owner: Wenkai Chen***
- 14. Consideration, discussion, and possible action on a Short Form Final Plat for one (1) lot on .23 acres, more or less, and being located at 707 Bastrop St, Manor, TX for variances to allow for 40 ft lot width, 20 ft front setback, 5 ft side setbacks, and 10 ft rear setback.**
- 15. First Reading: Consideration, discussion, and possible action on an Ordinance rezoning two (2) lots on .297 acres, more or less, at 108 W Boyce & 104 W Boyce St., Manor, TX from Single Family (SF-1) to Downtown Business (DB).  
*Applicant: Jiwon Jung; Owner: Build Block***
- 16. First Reading: Consideration, discussion, and possible action on the first reading of a Preliminary Planned Unit Development (PUD) Site Plan for the Okra Tract Development, three hundred and thirty-one (331) lots on 113.4 acres, more or less, and being located at 14418 N. FM 973, Manor, TX. *Applicant: Sotol Ventures; Owner: Dalton Wallace***

The city staff recommended that the City Council postpone Item No's 15 and 16 to the July 19, Regular Council Meeting.

**MOTION:** Upon a motion made by Council Member Moreno and seconded by Council Member Wallace to postpone Item No. 15 and Item No. 16 to the July 19, Regular Council Meeting.

There was no further discussion.

### **Motion to postpone carried 6-0**

- 17. Consideration, discussion, and possible action on a Subdivision Concept for the New Haven, two hundred seventy-eight (278) lots on 90.3 acres, more or less, and being located near the intersection of Gregg Lane and FM 973, Manor, TX.  
*Applicant: Jones Carter; Owner: Gregg Lane Dev., LLC***

The city staff recommended that the City Council approve a Subdivision Concept for the New Haven two hundred seventy-eight (278) lots on 90.3 acres, more or less, and being located near the intersection of Gregg Lane and FM 973, Manor, TX.

Discussion was held regarding clarification on the automatic approval by city statute.

**MOTION:** Upon a motion made by Council Member Wallace and seconded by Council Member Weir, to approve a Subdivision Concept for the New Haven two hundred seventy-eight (278) lots on 90.3 acres, more or less, and being located near the intersection of Gregg Lane and FM 973, Manor, TX.

There was no further discussion.

**Motion to approve carried 6-0**

**18. Consideration, discussion, and possible action to enter into a Software Services Agreement with Camino Inc. for permit and licensing processes.**

The city staff recommended that the City Council approve a Software Services Agreement with Camino Inc. for permit and licensing processes.

Development Services Director Dunlop discussed the attached PowerPoint Presentation regarding the software services agreement with Camino Inc. for permit and licensing processes.

Discussion was held regarding the term of the contract and the yearly fee.

Discussion was held regarding the benefits of using the proposed software.

**MOTION:** Upon a motion made by Council Member Moreno and seconded by Council Member Wallace, to approve a Software Services Agreement with Camino Inc. for permit and licensing processes.

There was no further discussion.

**Motion to approve carried 5-1 (Council Member Deja Hill voted against)**

At the direction of Mayor Harvey, Agenda Item No. 24 was conducted next.

**24. Consideration, discussion, and possible action on a proposal for the project of City Branding and Ongoing Communications Services.**

The city staff recommended that the City Council provide authorization to the City Manager to negotiate, enter into, and execute a service agreement with Chickenango substantively similar to the attached Professional Services Agreement Template, for an amount that will be less than \$50,000, to provide the services described in Proposal 2023-7 provided by Chickenango, and satisfy the project goals described in the City of Manor Request for Proposals for Branding and Ongoing Communications.



Assistant City Attorney Rivera discussed the proposed proposal for the project of City Branding and Ongoing Communications Services. She stated that the backup material did not have a Services Agreement Template and recommended for that section to be excluded from the motion.

**MOTION:** Upon a motion made by Council Member Moreno to provide authorization to the City Manager to negotiate, enter into, and execute a service agreement with Chickenango substantively similar to the attached Professional Services Agreement Template, for an amount that will be less than \$50,000, to provide the services described in Proposal 2023-27 provided by Chickenango, and satisfy the project goals described in the City of Manor Request for Proposals for Branding and Ongoing Communications.

Assistant City Attorney Rivera asked Council Member Moreno for an amendment motion to include the removal of the attached Professional Services Agreement Template as she previously explained.

**MOTION:** Upon a friendly amendment to the motion made by Council Member Moreno and seconded by Council Member Weir, to remove the attached Professional Services Agreement.

There was no further discussion.

**Motion to approve carried 6-0**

**19. Consideration, discussion, and possible action on a Stormwater Fee Implementation Scope of Work.**

The city staff recommended that the City Council approve a Stormwater Fee Implementation Scope of Work.

Development Services Director Dunlop discussed the proposed Stormwater Fee Implementation Scope of Work.

Discussion was held regarding the clarification of drainage fees.

**MOTION:** Upon a motion made by Council Member Wallace and seconded by Mayor Pro Tem Hill, to approve a Stormwater Fee Implementation Scope of Work.

Discussion was held regarding the implementation process.

There was no further discussion.

**Motion to approve carried 6-0**

**20. Consideration, discussion, and possible action on a Coordinated Sign Plan for the Presidential Meadows Retail Center.**

The city staff recommended that the City Council approve a Coordinated Sign Plan for the Presidential Meadows Retail Center.

Development Services Director Dunlop discussed the proposed sign plan request for the Presidential Meadows Retail Center.

**MOTION:** Upon a motion made by Council Member Moreno and seconded by Council Member Weir, to approve a Coordinated Sign Plan for the Presidential Meadows Retail Center.

There was no further discussion.

**Motion to approve carried 6-0**

**21. Consideration, discussion, and possible action on Letter of Intent for Underwriting Services for Special Assessment Bonds and G-17 (Mustang Valley Public Improvement District).**

The city staff recommended that the City Council select FMSbonds to provide underwriting services for the Mustang Valley PID and approve the Letter of Intent for Underwriting Services for Special Assessment Bonds and G-17 and authorize the City Manager to execute the Letter of Intent.

Assistant City Attorney Rivera discussed the proposed Letter of Intent for Underwriting Services.

Robert Rivera with FMSbonds Municipal Bond Specialists introduced himself and spoke in regard to the bond process and services FMSbonds would provide to the city.

**MOTION:** Upon a motion made by Council Member Wallace and seconded by Mayor Pro Tem Emily Hill, to approve and select FMSbonds to provide underwriting services for the Mustang Valley PID and approve the Letter of Intent for Underwriting Services for Special Assessment Bonds and G-17 and authorize the City Manager to execute the Letter of Intent.

There was no further discussion.

**Motion to approve carried 6-0**

**22. Consideration, discussion, and possible action on an Ordinance of the City of Manor, Texas Making a Finding of Special Benefit to the Property in Improvement Area #3 of the Manor Heights Public Improvement District; Providing for the Method of Assessment of Special Assessments Against Property in Improvement Area #3 of the District; Approving an Assessment Roll for Improvement Area #3 of the District; Levying Assessments against Property within Improvement Area #3 of the District; Providing for Payment of the Assessments; Providing for Penalties and Interest on Delinquent Assessments; Establishing a Lien on Property within Improvement Area #3 of the District; Approving an Amended and Restated Service and Assessment Plan; Providing for Related Matters in Accordance with Chapter 372, Texas Local Government Code; Providing an Effective Date; and Providing for Severability.**

The city staff recommended that the City Council approve Ordinance No. 708 regarding the levy of assessments in Improvement Area #3 of Manor Heights Public Improvement District and the approval of the Amended and Restated Service and Assessment Plan.

Gregory Miller with Bickerstaff Heath Delgado Acosta LLP discussed the proposed ordinance levying assessments in Improvement Area #3 of the Manor Heights Public Improvement District.

Ordinance No. 708: An Ordinance Of The City of Manor, Texas Making a Finding of Special Benefit to the Property in Improvement Area #3 of the Manor Heights Public Improvement District; Providing for the Method of Assessment of Special Assessments Against Property in Improvement Area #3 of the District; Approving an Assessment Roll for Improvement Area #3 of The District; Levying Assessments Against Property Within Improvement Area #3 of the District; Providing for Payment of The Assessments; Providing for Penalties and Interest on Delinquent Assessments; Establishing a Lien on Property Within Improvement Area #3 of the District; Approving an Amended and Restated Service and Assessment Plan; Providing for Related Matters in Accordance With Chapter 372, Texas Local Government Code; Providing an Effective Date; and Providing For Severability.

**MOTION:** Upon a motion made by Council Member Moreno and seconded by Council Member Weir, to approve Ordinance No. 708 regarding the levy of assessments in Improvement Area #3 of Manor Heights Public Improvement District and the approval of the Amended and Restated Service and Assessment Plan.

There was no further discussion.

**Motion to approve carried 6-0**

**23. Consideration, discussion, and possible action on an Ordinance of the City of Manor, Texas Special Assessment Revenue Bonds, Series 2023 (Manor Heights Public Improvement District Improvement Area #3 Project); Approving and Authorizing an Indenture of Trust, a Bond Purchase Agreement, a Limited Offering Memorandum, a Continuing Disclosure Agreement, and Other Agreements and Documents in Connection Therewith; Making Findings with Respect to the Issuance of Such Bonds; Providing an Effective Date.**

The city staff recommended that the City Council approve Ordinance No. 709 issuing Manor Heights Public Improvement District Improvement Area #3 Bonds and approving an Indenture of Trust, Bond Purchase Agreement, Limited Offering Memorandum and Continuing Disclosure Agreement of Issuer.

Gregory Miller with Bickerstaff Heath Delgado Acosta LLP discussed the proposed ordinance for the issuance of Improvement Area #3 Bonds for the Manor Heights Public Improvement District.

Ordinance No. 709: An Ordinance Authorizing the Issuance of the City of Manor, Texas Special Assessment Revenue Bonds, Series 2023 (Manor Heights Public Improvement District Improvement Area #3 Project); Approving and Authorizing an Indenture of Trust, a Bond Purchase Agreement, a Limited Offering Memorandum, a Continuing Disclosure Agreement, and Other Agreements and Documents in Connection Therewith; Making Findings With Respect to the Issuance of Such Bonds; Providing an Effective Date.

**MOTION:** Upon a motion made by Council Member Wallace and seconded by Council Member Moreno, to approve Ordinance No. 709 issuing Manor Heights Public Improvement District Improvement Area #3 Bonds and approving an Indenture of Trust, Bond Purchase Agreement, Limited Offering Memorandum and Continuing Disclosure Agreement of Issuer.

There was no further discussion.

**Motion to approve carried 6-0**

**25. Consideration, discussion, and possible action on proposed bond propositions.**

The city staff recommended that the City Council provide staff direction on preparing the proposed bond proposition for a future bond election.

Discussion was held regarding the proposed propositions regarding the following.

- recreation center and aquatic center along with land acquisition
- Economic Development
- City Hall and Library
- Police Station
- Warehouse

- Water and Wastewater Infrastructure

Discussion was held regarding what priorities could qualify to move forward with a bond election.

Discussion was held regarding how the water and wastewater impact fees could be completed outside the bond election.

Discussion was held regarding a warehouse facility that could be funded separately and not necessarily be part of the bond issuance.

Discussion was held regarding the proposed positions as follows:

- City Hall and Library
- Recreation Center
- Land acquisition for Park Space
- Land acquisition for Economic Development

Bond Counsel Gregory Miller proposed the possibility of a proposition to list the Recreation Center and land acquisition as one.

Discussion was held on how the proposed propositions could be combined for a better understanding of the ballot.

There was no further discussion.

Mayor Harvey adjourned the regular session of the Manor City Council into Executive Session at 9:17 p.m. on Wednesday, June 21, 2023, in accordance with the requirements of the Open Meetings Law.

## **EXECUTIVE SESSION**

The Manor City Council convened into executive session pursuant to the provisions of Chapter 551 Texas Government Code, in accordance with the authority contained in *Sections 551.071, and 551.087, Texas Government Code, and Section 1.05, Texas Disciplinary Rules of Professional Conduct to consult with legal counsel regarding EntradaGlen PID; Section 551.071, Texas Government Code, and Section 1.05, Texas Disciplinary Rules of Professional Conduct to consult with legal counsel regarding the Blue Bluff Development; Section 551.071 and Section 551.087, Texas Government Code to deliberate on the acquisition of real property; and Section 551.074 (Personnel Matters) to review and discuss a study regarding employee compensation* at 9:17 p.m. on Wednesday, June 21, 2023.

The Executive Session was adjourned at 11:38 p.m. on Wednesday, June 21, 2023.

**OPEN SESSION**

The City Council reconvened into Open Session pursuant to the provisions of Chapter 551 Texas Government Code and took action on item(s) discussed during the Closed Executive Session at 11:38 p.m. on Wednesday, June 21, 2023.

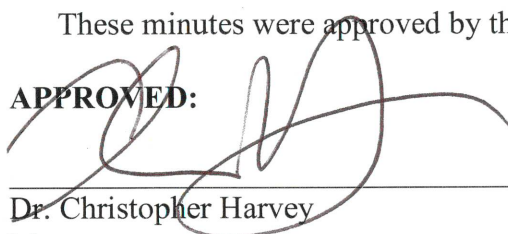
There was no action taken.

**ADJOURNMENT**

The Regular Session of the Manor City Council was Adjourned at 11:38 p.m. on Wednesday, June 21, 2023.

These minutes were approved by the Manor City Council on the 5<sup>th</sup> day of July 2023.

**APPROVED:**

  
\_\_\_\_\_  
Dr. Christopher Harvey  
Mayor

**ATTEST:**

  
\_\_\_\_\_  
Lluvia T. Almaraz, TRMC  
City Secretary



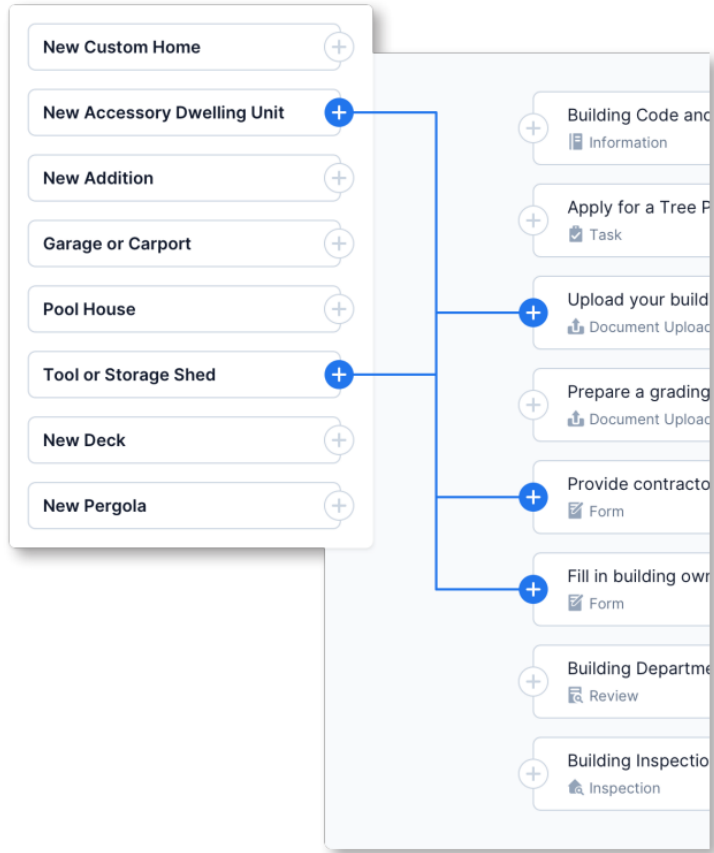


# Camino

Development Guide



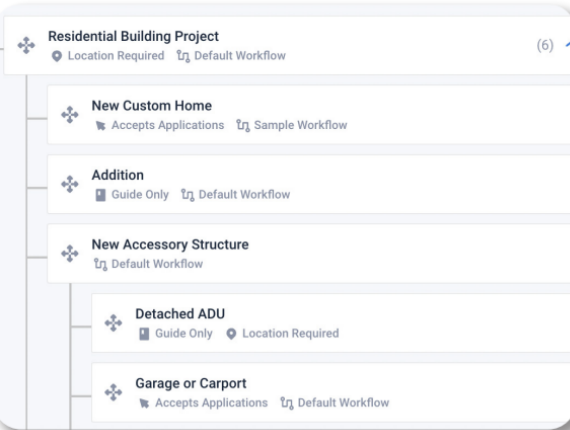
# Camino | The Guide



- Camino's guide creates a personalized permit checklist
- Considers multiple department rules & GIS-based regulations
- Can be used across departments and include all forms, resources & fees



# Camino | Configuration





- No-code solution for easy feature building
- Affordable implementation via simple configuration tasks
- Fully configurable software for easy process changes


# Camino | Step-By-Step

Which option below best describes your project?

---

 Residential Projects >

 Commercial Projects >

 **Sign Permits**  
Refer to the link to find out if you need a Sign Permit!  
[ARTICLE II. - SIGN REGULATIONS | Code of Ordinances | Mineral Wells, T...](#) >  
[Show more](#)

- Guided walkthrough of each part of the application
- Includes all steps, highlights what to be aware of in order to prevent errors

# Camino | Guide Steps

The screenshot displays a mobile application interface for submitting a building permit application. The breadcrumb trail at the top reads: "Periodic Inspection Applications > Certificate of Compliance > Mixed Use Building". Below this, the address "23920 Valencia Boulevard, Roseville CA 90000" is shown. A navigation bar includes tabs for "Summary", "Application" (which is highlighted), "Details", "Documents", "Map", "Payments", and "Activ". The submission ID "SUBMISSION-2022-102" is displayed, along with a status indicator "Unsubmitted".

The main content area is organized into sections:

- BEFORE YOU BEGIN**
  - Zoning information about your project** (Information)
  - Heritage property requirements and acknowledgement** (Task, 5 minutes)
- APPLICATION INFORMATION**
  - Fill in a building permit application form** (Form)
  - Contractor license information** (Information Collection)
  - Building owner information** (Information Collection)
  - Contractor proof of insurance documents** (Document Upload)
- APPLICATION FEES**
  - Pay your application fee**

- Organizes information by steps
- Promotes efficiency and time savings for both staff and applicants

# Different Departments

## **Building**

Includes all construction types and relevant approval review processes: reviews, inspections, permit/ Certificate of Occupancy issuance, etc.

## **Licensing**

Business Licensing, Contractor Licensing, Animal Licenses, Liquor Licenses, Short-Term Rentals, Business Tax Receipts (BTR)

## **Planning**

Subdivisions (including Preliminary and Final Plats), Annexations, Planned Unit Development, Signs, Fences

## **Code**

Code Enforcement, Case Management, Violation Tracking, Violation Letters, Resident-Generated or Staff-Generated

## **Public Works**

Encroachment Permits, Right-of-Way Permits, Utility Permits

## **Health**

Food Licenses, Commissary Licenses, Hazardous Facilities, Complaints

# Camino Monthly Value Report

## A Recap of the System's Usage Emailed Each Month



### Camino Monthly Report

October 2021 - Fairfax County, VA

#### How has your community been using your Camino platform

- You had **632 Visitors** to your Camino platform last month
- You reached **457 New Applicants**, providing them with clear and immediate service
- Across visitors, new applicants, and existing applicants, **432 Submissions** were completed

#### Trending Project Types

The following Project Types had the most submissions last month:

1. 118 submissions: Start a Construction Project > Start a Residential Project > Deck
2. 57 submissions: Start a Construction Project > Start a Residential Project > Residential Addition > Residential Addition
3. 54 submissions: Start a Construction Project > Start a Residential Project > Interior Alteration > Interior Alteration

#### 24/7 Support

Of your **432 submissions** last month, **139 submissions (32%) were created outside of working hours** (8:00 am to 5:00 pm). This is an important indicator of when your residents and applicants are making time to get started on their projects.

#### Time Well Spent

To try and help capture our value, we looked at the number of surveys completed, Guides delivered, and comments exchanged. We estimate the time savings could be close to **216 hours**, or about **6 weeks of work**.

Taking that a step further, we took an estimated rate of \$50.00 per hour for a fully burdened full-time employee and think Camino may have helped save about **\$10,800** of staff time.

*As always, please continue to share your questions or feedback.*

*Thank you!*



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## Case Study: McKinney, TX

- ✓ Processing an exploding permit volume without hiring new staff
- ✓ 30% of Applications Submitted outside of Working hours
- ✓ 2,000 Users in First Year

*“Camino has been an outstanding program in the City’s ability to provide excellent and consistent customer service. Furthermore, it has allowed us to be at the forefront of technology for both development departments and city government.”*

**Samantha Pickett**

(Business Systems Specialist, McKinney, TX)



# Camino

Development Guide

