



CITY OF WEST LAKE HILLS, TEXAS
NOTICE OF CITY COUNCIL WORKSHOP
Wednesday, April 2, 2025 at 12:00 PM

Notice is hereby given that the City Council of the City of West Lake Hills, Texas, will hold a Workshop on the 2nd day of April 2025 at 12:00 p.m., in the Janet Room, Municipal Building, 911 Westlake Drive, West Lake Hills, Texas, at which time the following items will be discussed, to-wit:

1. Call to Order
2. Citizen Communications The City Council welcomes public comments at this point on any issue. If the issue is listed on the agenda, the speaker may choose to comment during the Public Comment period or when the specific agenda item is taken up by the Council later in the meeting. The Council cannot respond to or discuss matters not listed on the agenda. The Council may provide factual information, refer the item to a staff member, or request the item be added to a future meeting agenda. Speakers shall limit their comments to five (5) minutes each.
3. Administration Discussion and presentation on "Development 101 / Customer Experience Scenarios."
4. Adjournment

Approved by: James Vaughan, Mayor

Certificate

I certify that the above Notice of the April 2, 2025 City Council Workshop was posted on the bulletin board at the Municipal Building, 911 Westlake Drive, West Lake Hills, Texas on Friday, March 28, 2025 by 5:00 pm. and will remain posted continuously until said meeting is convened.

Signed by: Terry Blanchard, City Secretary

The City of West Lake Hills is committed to compliance with the Americans with Disabilities Act. Reasonable accommodation and equal access to communications will be provided upon request.



City of West Lake Hills City Council

AGENDA REPORT

Meeting Date:	April 2, 2025	Item Number:	3
Department:	Building & Development Services		
Prepared By:	Jennifer C. Bills	Cost / Budget:	None
Exhibits:	None.	Source of Funds:	N/A

Subject

Discussion and presentation on "Development 101 / Customer Experience Scenarios."

Recommendation

Receive presentation and provide feedback.

Discussion

The purpose of this agenda item is to brief the City Council on the residential development review process and outcomes, the platform leveraged for submitting applications and transferring files and correspondence, and pitfalls known to be experienced through the process.

Regulations governing development and the development process are established by a combination of State Law and locally adopted provisions.

Generally, complete project applications and resubmissions are now accepted for review on the first business day of the week. Any applications or customer portal uploads received after 5:00 pm on the first business day of the week will be officially accepted and processed the following week. All submissions must be made through the My Government Online Customer Portal (MGOConnect.org) to be considered submitted. If an application is deemed incomplete, such as missing document or having incomplete information, the application is returned through the portal with a list of deficiencies. Once complete, it goes into the next available review cycle.

Along with establishing an application schedule, the staff holds a weekly development review meeting with city staff, contracted third parties, and other stakeholders (Fire Department, Water District) to discuss project reviews as well as improvements to the application and review process. The complete applications/resubmission that are received on the first business day (typically Monday) are distributed for review during the development review meeting the next day (typically Tuesday).

The City of West Lake Hills began online application submittal and full paperless review in the summer of 2021. Two systems were vetted and the city went with MyGovernmentOnline (MGO Connect). The system was

developed by the South-Central Planning and Development Commission (SCPD) in Louisiana. The system was first used in Texas by cities through an interlocal agreement with the Capital Area Council of Governments (CAPCOG) in 2012. Many surrounding jurisdictions use the same system, including Travis County Development Services, Rollingwood, Bee Cave, Buda, Cedar Park, Dripping Springs, Georgetown, and San Marcos.

Customers can log into the system to submit applications, track permit review and request inspections: <https://www.mgoconnect.org/cp/portal>. Staff will provide a presentation on the application process and walk through an application submittal on both the customer and jurisdiction side of the portal.

Last month, staff presented this agenda item to the ZAPCO and solicited feedback.