



CITY OF WEST LAKE HILLS, TEXAS
NOTICE OF CITY COUNCIL WORKSHOP
Wednesday, May 7, 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 7th day of May 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. Administration Discuss recommended changes regarding public notifications for building and development related applications.
5. Adjournment

Approved by: James Vaughan, Mayor

Certificate

I certify that the above Notice of the May 7, 2025 City Council Workshop was posted on the bulletin board at the Municipal Building, 911 Westlake Drive, West Lake Hills, Texas on Friday, May 2, 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.

All items on the agenda are for discussion and/or action. City Council reserves the right to adjourn into executive session at any time during the course of this meeting to discuss any of the matters listed above, as authorized by Texas Government Code Sections 551.071 (Consultation with Attorney), 551.072 (Deliberations about Real Property), 551.073 (Deliberations about Gifts and Donations), 551.074 (Personnel Matters), 551.076 (Deliberations about Security Devices), and 551.086 (Economic Development).



City of West Lake Hills City Council

AGENDA REPORT

Meeting Date:	May 7, 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.

In March, staff presented this agenda item to the ZAPCO and solicited feedback.

Development 101

Building and Development Team

Director Jennifer Bills

Building Official Jordan Word

Development Coordinator Joel Sherrouse

Deputy City Inspector Alex Sanchez

Development 101

Permit Review Process

- Applications reviewed for completeness prior to acceptance
- Applications/resubmittals accepted 1st business day of week
- Weekly Development Review meeting
- Review Comments provided from all disciplines at one time

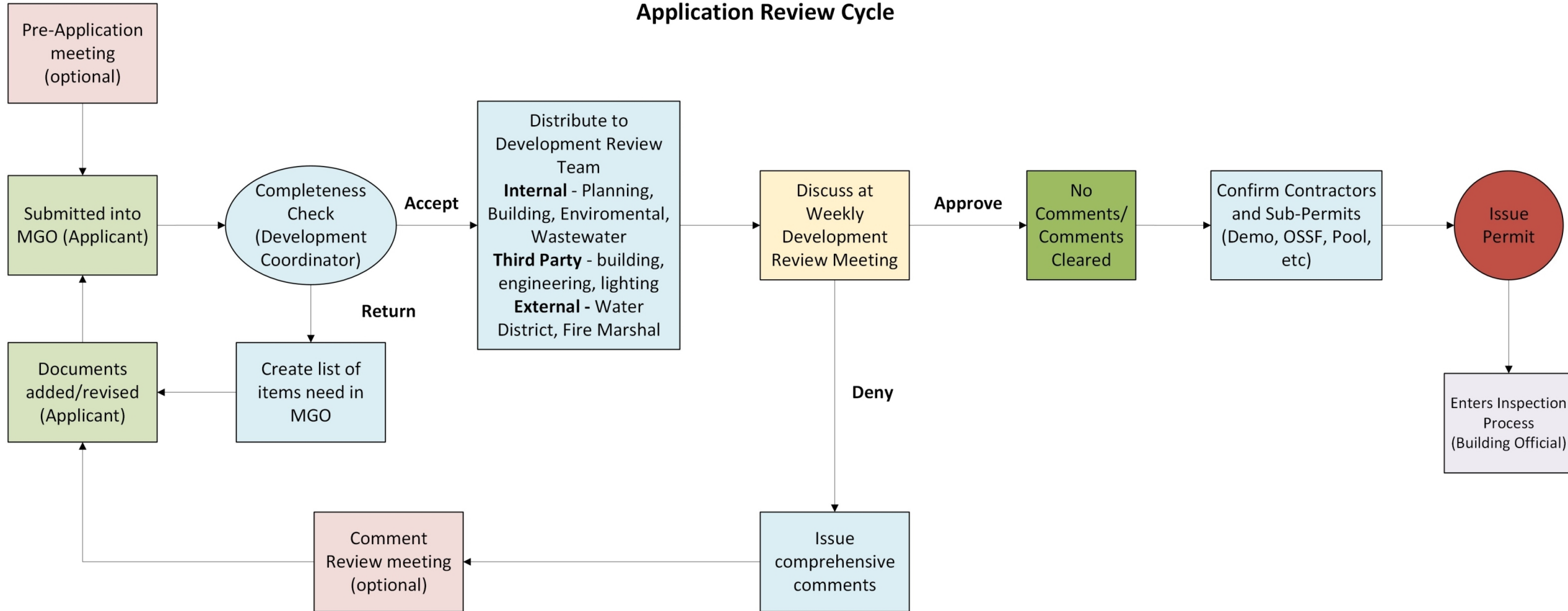
Development 101

West Lake Hills Specific Requirements

- Higher tree protection requirements
- More restrictive setbacks
- Challenging topography
- Drainage handled at the lot level
- Scale of residential projects
 - House size
 - Accessory uses – large outbuildings, sport courts, site staffing

Development 101

Standard Building Application Review Cycle



Development 101

MGO Implementation

- City implemented MyGovernmentOnline and full paperless review in the summer of 2021.
- The city vetted other vendors, including Energov (Tyler Technologies).
- System was developed by the South-Central Planning & Development Commission in Louisiana. It operates in Texas through an interlocal agreement with the Capital Area Council of Governments.
- Other area jurisdictions that use the system include: Travis County Development Services, Rollingwood, Bee Cave, Buda, Cedar Park, Georgetown, and San Marcos.

Development Updates

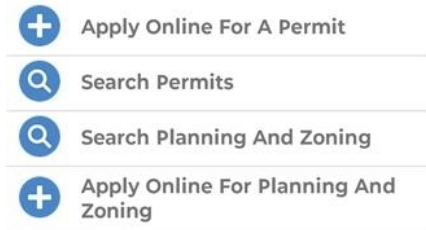
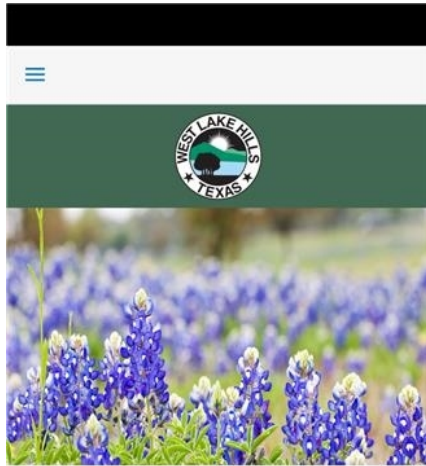
MGO Connect History

- Prior staff vetted two systems from 2019-2021.
- Went live with MGO Connect (MyGovernmentOnline) in summer of 2021.
 - All applications must be submitted through portal
 - Paperless review
- System developed and managed by South-Central Planning and Development Commission in Louisiana.
- Other surrounding jurisdictions: Travis County Development Services, Rollingwood, Bee Cave, Buda, Cedar Park, Dripping Springs, Georgetown, and San Marcos.

Development Updates

MGO Connect

- System is web-based and can be accessed through any browser



- Has Android and iPhone app for tracking progress and requesting inspections



Development Updates

MGO Connect Demonstration

- Demonstration of application from scratch
- 6 Little Bend (New home) example
- 300 Las Lomas (remodel) example

Development Updates

Implemented Development Process Updates

- Minor Code Updates (Setbacks, Expirations, Permit Approval)
- Increased access to MGO Connect administrative portal
- Updated MGO Initial Submittal Requirement
 - Mandatory document uploads
 - Links to required documents and information
- Increase in Pre-Application and Comment Review meetings
- Improved Open Records Reports
- Access provided to Travis Central Appraisal District
- Increased Code Enforcement
- More inspections done in house

Development Updates

Work in Progress

- International Building Code Updates (2015 to 2021)
- Online Code Enforcement Tools
- Updated Maps
 - Short-Term Rental Map
- Austin Wastewater Industrial Discharge onboarding in MGO

Development Updates

Future Goals

- Significant Code Revision
- Interactive Online Maps
- Additional MGO application types
- Online guides and examples
 - Process flow charts
 - Initial review requirements
 - Process for revisions made mid-construction



City of West Lake Hills City Council

AGENDA REPORT

Meeting Date:	<u>May 7, 2025</u>	Item Number:	<u>4</u>
Department:	<u>Building & Development Services</u>		
Prepared By:	<u>Trey Fletcher</u>	Cost / Budget:	<u>n/a</u>
Exhibits:	<u>Recommended Changes</u>	Source of Funds:	<u>n/a</u>

Subject

Discuss recommended changes regarding public notifications for building and development related applications.

Recommendation

Discuss and confirm direction regarding proposed amendments. No action is being taken.

Discussion

Public notification for various matters is a basic consideration for public involvement and should reflect community expectations. Minimum public notifications are required by State Law and generally address notification method, timing, and content. Cities, including Type A General Law cities can and often do supplement the minimum requirements established by the State. Often, however, this can lead to confusion and extend the development entitlement process resulting in delays and frustration by applicants.

These notifications are required for a number of processes that include variances, rezoning applications, replats, annexation, appeals, and other development related matters.

This workshop presentation will outline the notification requirements currently included in the City Code and recommended changes. Once direction is confirmed, an ordinance will be prepared to effectuate the proposed amendments and establish an effective date for implementation.

Attached is a proposed markup of various sections of the Code of Ordinances that would be amended. To standardize the process, all notices would be sent out a minimum of 15 days before the public hearing and sent to property owners within 300 feet of the subject tract. The table below summarizes the type of notice per application type.

Type of Notice	Days	Zoning Change	Variance	SUP	Unified Development	Replat
Newspaper	15	X				
Website	15	X	X	X	X	
Mailed	15	X	X	X	X	X
Signs	15	X	X	X	X	

Variances in Chapter 22

§ 22.03.511. Procedure and notice.

- (a) The city council, when petitioned for a variance, after ~~fifteen (15)~~ **10** days' written notice to all property owners within ~~300~~ **200** feet of the subject property, shall hold a hearing, and the city council may vary the application of any provision of this article to any particular case when, in its opinion, the enforcement thereof would do manifest injustice, and would be contrary to the spirit and purpose of this article or public interest, or when, in its opinion, the interpretation and recommendation of the zoning and planning commission should be modified or reversed.

(Ordinance 372 adopted 9/11/19; Ordinance 2021-004, att. B, adopted 6/23/21)

Unified Development Agreements in Chapter 22

§ 22.03.533. Notice and hearing.

Unified development agreements are subject to the same notice and hearing requirements as provided in this code for variances.

- (1) Uniform development agreement submittal. The current property owners shall submit three (3) copies unified development agreement for approval, along with:
 - (A) A letter.
 - (B) A lienholder consent to the restrictive covenant or an affidavit of no liens.
 - (C) Documentation showing all property owners who would be subject to the restrictive covenant; and
 - (D) A copy of the recorded plat showing the properties to be subject to the restrictive covenant.

The unified development agreement must be signed and acknowledged by the property owners to be subject to the restrictive covenant. A filing fee set by the city council shall be due ~~thirty (30)~~ **fourteen (14)** days before the ZAPCO meeting. The commission will deny unified development agreements for which fees have not been paid before the meeting convenes. All documents required for approval must be administratively complete and shall be delivered to the city administrator or administrative secretary for ZAPCO not later than ~~thirty (30)~~ **fourteenth (14th)** days before the next ZAPCO meeting date.

- (2) Duties of ZAPCO. It shall be the duty of ZAPCO to review the unified development agreement before it is submitted before the city council. ZAPCO shall submit its recommendations to the city council.
- (3) Duties of city council. City council shall review the unified development agreement and the submitted recommendations of ZAPCO. After considering the unified development agreement, considering the recommendations of ZAPCO, and holding the public hearing on the matter, city council may approve or disapprove of the unified development agreement.
- (4) Notice of public hearing. Notice of the public hearing is required, and shall be given before the ~~fifteenth (15th)~~ day before the date of the hearing by:

- (A) Publication on the city's official website; and
- (B) By written notice, with the unified development agreement attached, forwarded by ZAPCO to the owners of lots subject to the unified development agreement and owners that are within ~~three two~~ hundred (300 200) feet of the lots to be subject to the unified development agreement, as indicated ~~in the Travis Central Appraisal District database on the most recently approved municipal tax roll~~. The written notice may be delivered by depositing the notice, properly addressed with postage prepaid, in a post office or postal depository within the boundaries of the city.

(C) Posting of a sign per Section 38.05.002

(Ordinance 361 adopted 3/28/18)

Site Plans in the ETJ – Chapter 28 Planning and General Development

§ 28.03.034. Notice of hearing.

An applicant must provide written notification in accordance with this section if the application is scheduled for a public hearing due to a request for a variance by an applicant. Notice of the ~~variance~~ hearing ~~will follow the process in Section 38.05.036. must be published on the city's official website no more than thirty (30) nor less than fifteen (15) days before the first hearing for a variance at ZAPCO.~~

(Ordinance 377 adopted 9/11/19)

Replats – Chapter 36 Subdivision

§ 36.01.004. Special provisions.

- (1) ~~Per Texas Local Government Code, 212.015, if a proposed replat does not require a variance, the city shall, not later than the 15th day after the date the replat is approved, provide written notice by mail of the approval of the replat to each owner of a lot in the original subdivision that is within 300 200 feet of the lots to be replatted according to the most recent city or county tax roll. Written notice shall be given either by personal service or by depositing a copy of the notice with postage paid in the mail addressed to each owner at the owner's address shown in the Travis County Appraisal District database. on the last approved city tax roll or in the case of owners located in the city's extraterritorial jurisdiction, the last approved county tax roll as provided by the Travis County Appraisal District. The notice shall include (A) the zoning designation of the property after the replat; and (B) a telephone number and e-mail address an owner of a lot may use to contact the city about the replat.~~

(Ordinance 2021-004, att. E, adopted 6/23/21; Ordinance 378 adopted 9/11/19)

Release of easement – Chapter 36 Subdivision

§ 36.01.017. Release of easement.

- (d) Notice of hearing. For any hearing conducted on the release of easement on a residential property, written notice of such hearing shall be given to the owners of all real property located within ~~300 200~~ feet in all directions of the property that is the subject of the hearing, regardless of whether the neighboring property is within the city limits or ETJ. For any hearing on release of easement on a nonresidential property, written notice of the hearing shall be given to the owners of all real property located within 300 feet in all

directions of the property that is the subject of the hearing, regardless of whether the neighboring property is within the city limits or ETJ.

Notice shall be given not less than **fifteen (15)** ~~ten~~ days prior to the date of the hearing before ZAPCO either by personal service or by depositing a copy of the notice in the mail addressed to each owner at the owner's address shown **in the Travis Central Appraisal District database** ~~on the last approved city tax roll~~, with postage paid.

(Ordinance 378 adopted 9/11/19)

Special Use Permit -Chapter 38 Zoning

§ 38.04.032. Special use permit.

(e) Notice of public hearing before board of adjustment.

- (1) The board shall hold a public hearing on each application for a special use permit.
- (2) Written notice of such hearing shall be given to the owners of all real property located within 300 feet in all directions of the property that is the subject of the hearing, regardless of whether the neighboring property is within the city limits or ETJ. For nonresidential special uses, written notice of the hearing shall be given to the owners of all real property located within 300 feet in all directions of the property that is the subject of the hearing, regardless of whether the neighboring property is within the city limits or ETJ. Notice shall be given not less than **fifteen (15)** ~~ten~~ days prior to the date of the hearing either by personal service or by depositing a copy of the notice in the mail addressed to each owner at the owner's address shown **in the Travis Central Appraisal District database** ~~on the last approved city tax roll~~, with postage paid.
- (3) Such notice shall state the purpose, date, time and place of the hearing and shall contain a brief description of the proposed development, including its nature, scope and location. The notice shall also describe any variances the applicant has requested and shall state the location and times at which the applications and supporting documents are available for public inspection. The time and place of the public hearing to be held before the city council shall also be included if known at the time the notice is given and, if it is not known at such time, a telephone number shall be provided where information on the hearing before the city council will be available at a later date.
- (4) City staff shall be responsible for drafting the notice and serving it after it has been approved by the city administrator for form and content.
- (5) **A sign shall be posted per Section 38.05.002.** ~~Notice in the form of weather resistant signs provided by the city shall be posted by the applicant. The sign shall state the purpose, date, time and place of the hearing before the board, and shall contain a brief description of the proposed development. Signs placed on the property involved must be within 10 feet of any property line paralleling any established or proposed street, and must be visible from that street. Signs must be posted at least 10 days prior to hearing. All required signs shall remain on the property until final disposition of the matter by the city. The applicant must remove all signs required by this section within 24 hours of final disposition by the city. An affidavit of proof of posting shall be filed by the applicant with the city at or prior to the hearing, accompanied by legible photographs of the sign as posted.~~

(f) Review and approval by board of adjustment.

- (6) The board shall review the application for a special use permit to determine whether the proposed special use complies with each of the general criteria in section 38.04.033 and with each of the specific criteria in section 38.04.034 applicable to the proposed use, and shall make a separate finding thereon for each criterion.
- (7) The board shall not approve an application unless it finds that the proposed special use as presented complies with each of the general and applicable specific criteria.
- (8) The board shall make a written finding of its decision in accordance with section 38.02.007.
- (9) The board may condition its approval of an application on the applicant's adoption of specified changes, additions, limitations, safeguards or effective time periods designed to ensure compliance with the criteria.
- (10) The board shall not grant a special use permit unless it finds that the proposed special use complies with each of the applicable general and specific criteria; otherwise, it shall deny the application.

(Ordinance 2021-013, att. B, adopted 12/8/21)

§ 38.05.002. Posting of signs on property being considered for special use permit, variance ~~or, zoning change or subdivision approval.~~

The ~~city applicant~~ shall cause one or more ~~weather resistant~~ signs to be erected in conspicuous locations on property for which a special use permit, variance, ~~or zoning change, or subdivision approval~~ has been requested. ~~The sign shall state the purpose, date, time and place of the hearing before the commission. Signs placed on the property involved must be within 10 feet of any property line paralleling any established or proposed street, and must be visible from that street.~~ Such signs shall be erected no later than ~~fifteen (15) thirty (30)~~ days before the request is to be considered at a public hearing before the zoning and planning commission or board of adjustment, whichever is earlier, and shall remain until final disposition of the request by the city council. The applicant shall remove all such signs within 24 hours after the council's final decision.

(Ordinance 362 adopted 3/28/18)

Variance – Chapter 38 Zoning

§ 38.05.036. Notice of public hearing before zoning and planning commission.

- (a) The commission shall hold a public hearing on certain applications for a variance.
- (b) Written notice of such hearing shall be given to the owners of all real property located within three hundred (300) feet in all directions of the property that is the subject of the hearing, regardless of whether the neighboring property is within the city limits or ETJ. For nonresidential variances, written notice of the hearing shall be given to the owners of all real property located within 300 feet in all directions of the property that is the subject of the hearing, regardless of whether the neighboring property is within the city limits or ETJ. Notice shall be given not less than ~~fifteen (15) thirty (30)~~ days prior to the date of the hearing ~~either by personal service or by depositing a copy of the notice in the mail addressed to each owner at the owner's address shown on in the Travis Central Appraisal District database the last approved city tax roll, with postage paid.~~

- (c) Such notice shall state the purpose, date, time and place of the hearing and shall contain a brief description of the proposed development, including its nature, scope and location. The notice shall also describe any variances the applicant has requested and shall state the location and times at which the applications and supporting documents are available for public inspection. The time and place of the public hearing to be held before the city council shall also be included if known at the time the notice is given and, if it is not known at such time, a telephone number shall be provided where information on the hearing before the board of adjustment will be available at a later date.
 - (d) The **city** applicant shall be responsible for drafting the notice and serving it after it has been approved by the city administrator for form and content. ~~An affidavit of proof of service shall be filed by the applicant with the city administrator at or prior to the hearing.~~
 - (e) **A sign shall be posted per Section 38.05.002.** ~~Notice in the form of a weather resistant sign provided by the city shall be posted by the applicant. The sign shall state the purpose, date, time and place of the hearing before the commission, and shall contain a brief description of the proposed development. Signs placed on the property involved must be within 10 feet of any property line paralleling any established or proposed street, and must be visible from that street. Signs must be posted at least thirty (30) days prior to hearing. All required signs shall remain on the property until final disposition of the matter by the city. The applicant must remove all signs required by this section within 24 hours of final disposition by the city. An affidavit of proof of posting shall be filed by the applicant with the city at or prior to the hearing, accompanied by legible photographs of the sign as posted.~~
 - (f) Notice shall not be sent out until a city official (e.g., city inspector or city engineer) has reviewed the submitted and completed application for a variance.
- (Ordinance 362 adopted 3/28/18)

Zoning Change – Chapter 38 Zoning

§ 38.05.094. Report and recommendation from zoning and planning commission.

- (a) Required. No amendment to this chapter shall be enacted without a report and recommendation from the zoning and planning commission.
- (b) Changing a zoning regulation or boundary. Changes to the zoning ordinance, including zoning regulations, restrictions, and boundaries, may from time to time be adopted at the request of a property owner (or the owner's designated agent, tenant, or a prospective buyer), or initiated by the zoning and planning commission, city council, or city staff.
- (c) Public hearing required. The zoning and planning commission shall hold a public hearing on its preliminary report prepared by the city administrator/staff for all zoning changes or general amendments to this chapter proposed.
- (d) Notice of public hearing.
 - (1) Publication. Notice of a public hearing before the commission to consider a proposed zoning classification change or a proposed general amendment to this chapter shall be published **in the official newspaper of the city and** on the city's official website before the **1530**th-day before the hearing. The notice shall state the time and place of the hearing and contain a description of the matter to be considered, **in accordance with Texas Local Government Code Chapter 211.**

- (2) Written notice to property owners. When the public hearing is to consider a proposed zoning district classification change, written notice of such hearing shall be sent to the property owner(s) of the tract which is the subject of the zoning district classification change and to the owners of all real property located within 300 feet of the property on which the change in classification is proposed at least **fifteen (15)** ~~thirty (30)~~ days before the hearing, **in accordance with Texas Local Government Code Chapter 211.**
- (3) **(e) A sign shall be posted per Section 38.05.002.**

§ 38.05.095. Review and action by city council.

- (a) Public hearing required. The city council shall hold a public hearing on all proposed zoning classification changes and general amendments to this chapter before acting thereon. This hearing shall not be held until a final report is received from the zoning and planning commission.
- (b) Notice of public hearing.
 - (1) Notice of a public hearing before the city council to consider an amendment to this chapter shall be given in the same manner as required for notice of a public hearing before the zoning and planning commission to consider a similar amendment.
 - (2) Notice of the hearing before the city council may be combined with the notice given for the hearing on the same matter before the zoning and planning commission.

(Ordinance 362 adopted 3/28/18)

Planned Development Rezoning – Chapter 38 Zoning

§ 38.06.129. Public hearing and notice.

- ~~(a) The zoning and planning commission shall hold at least one public hearing on proposed amendments to the PD ordinance.~~
- ~~(b) Notice of the zoning and planning commission hearing shall be accomplished by publishing the purpose, time and place of the public hearing in the official newspaper of the city before the 15th day before the date of the public hearing.~~
- ~~(c) Written notice of the public hearing to occur before the zoning and planning commission shall also be sent to all owners of property, as indicated by the most recently approved city tax roll, that is located within the area of application and within three hundred feet (300') of any property affected thereby, said written notice to be sent before the 30th day before the hearing date. Such notice may be served by using the last known address as listed on the most recently approved tax roll and depositing the notice, with first class postage paid, in the United States Mail.~~

- (a) Public hearing and notice will follow the same procedure in Section 38.05.094.**

(Ordinance 362 adopted 3/28/18)