

The City of Waco

Development Process Review Improvement Efforts

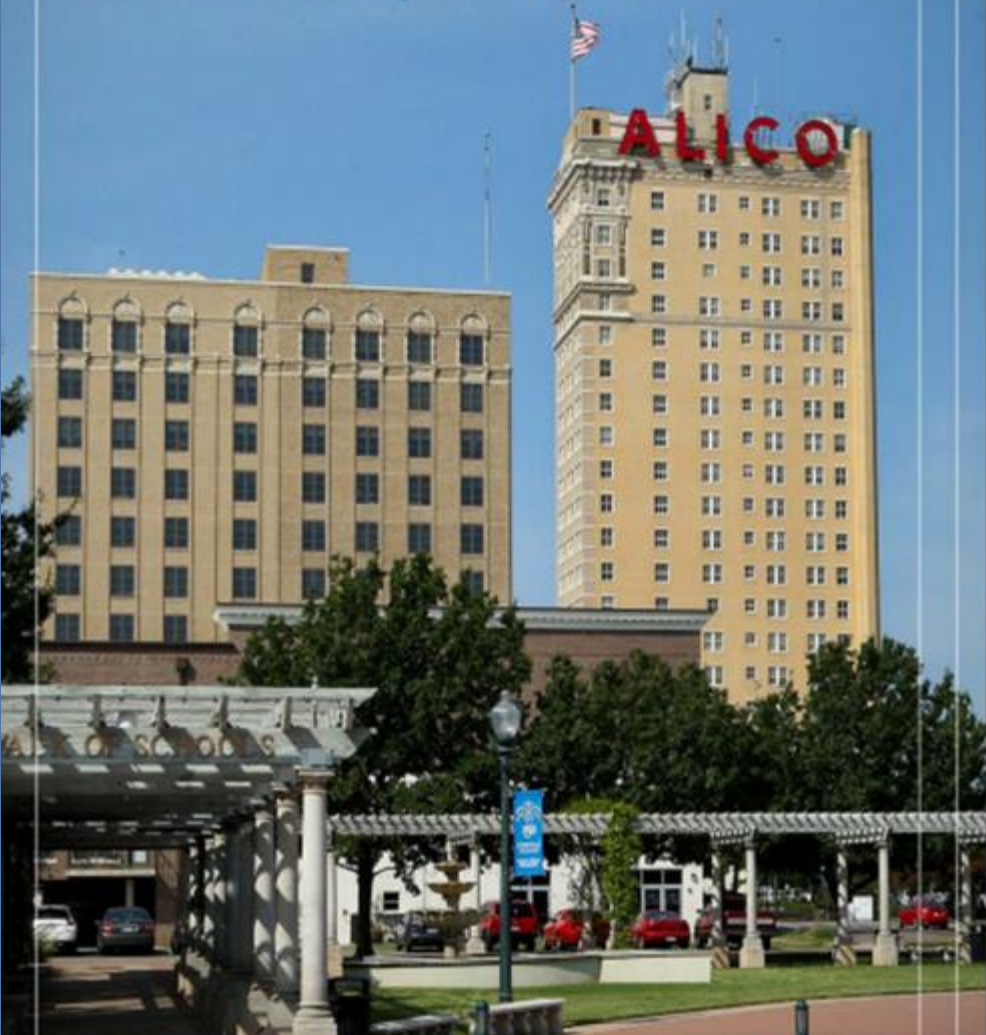
September 17, 2024



Clint Peters, Director of Development Services

WACO DEVELOPMENT GUIDE

A Handbook for Developers and Citizens

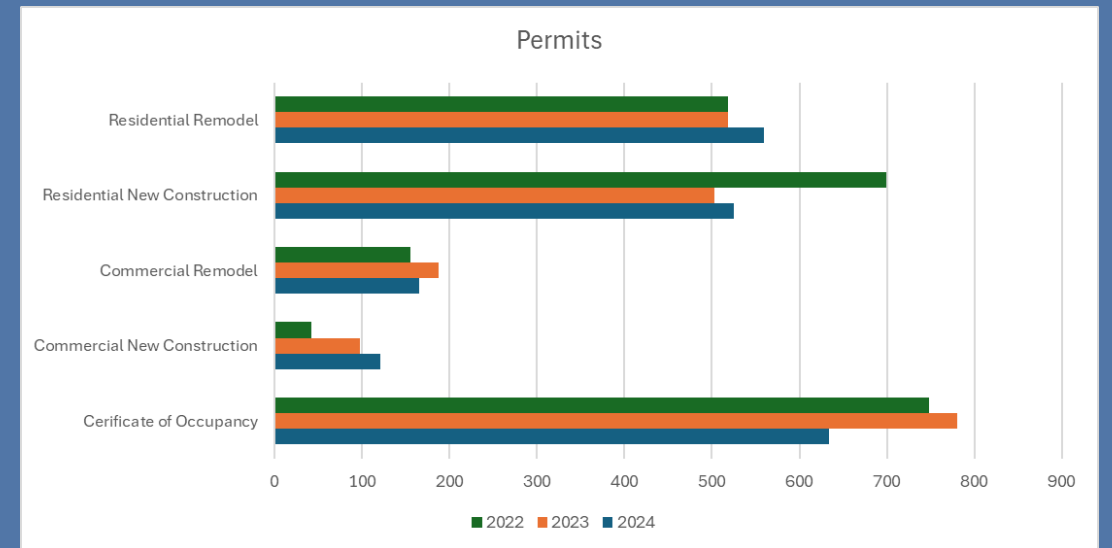
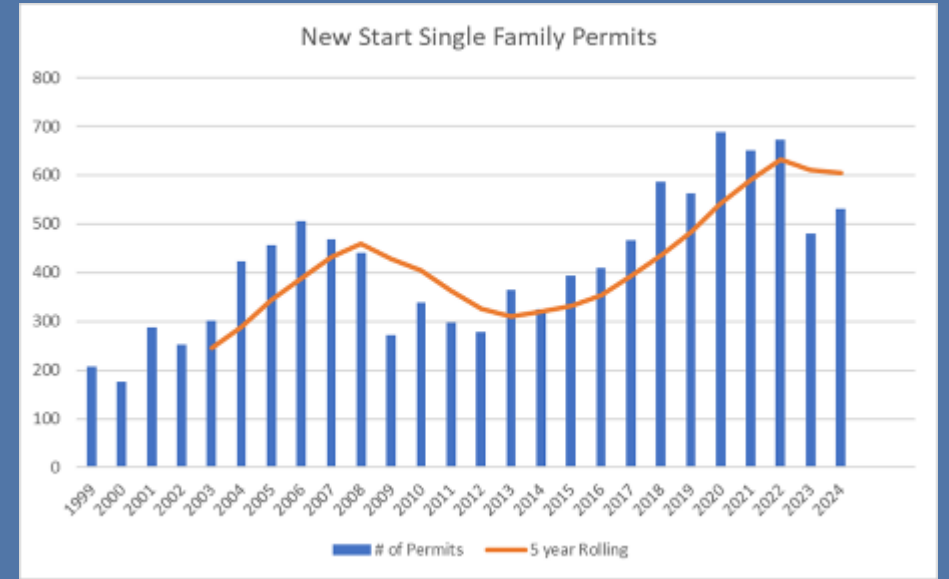


AGENDA

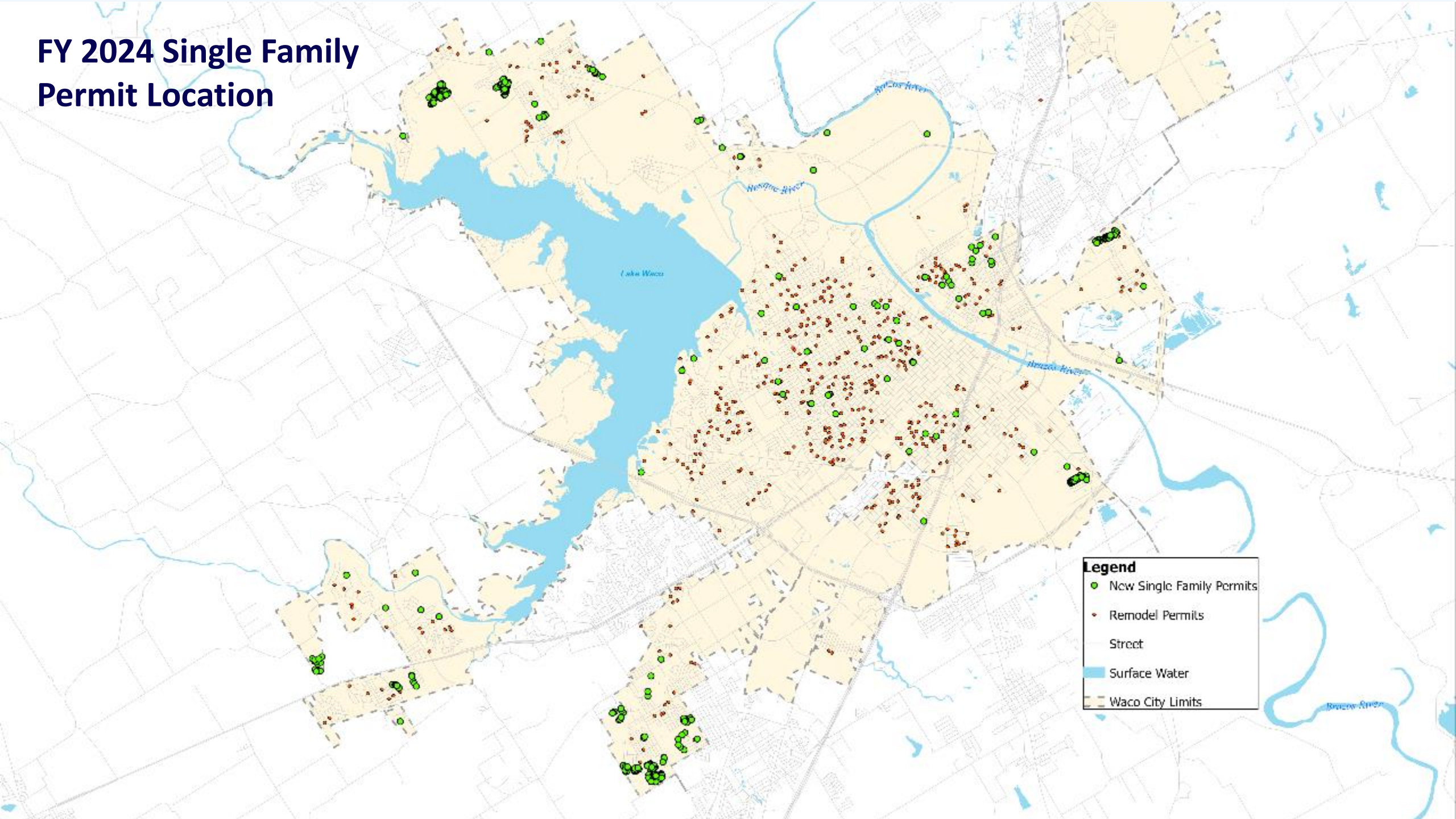
- Recent permitting trends
- Overview of Development Services Efficiency Study
- Update on improvement efforts including:
 - Permitting software replacement
 - Virtual inspection software
 - Use of third-party inspection services
 - Public outreach efforts
- Adoption of new International Building Codes and National Electrical Code
- Recap

FY 2024 Development Trends

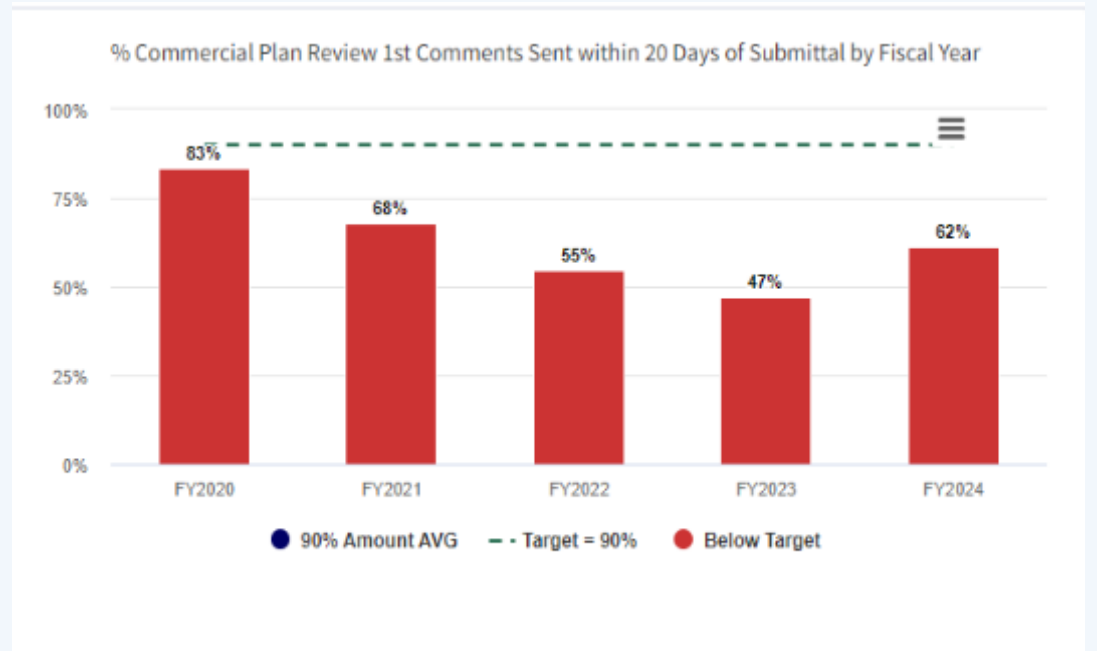
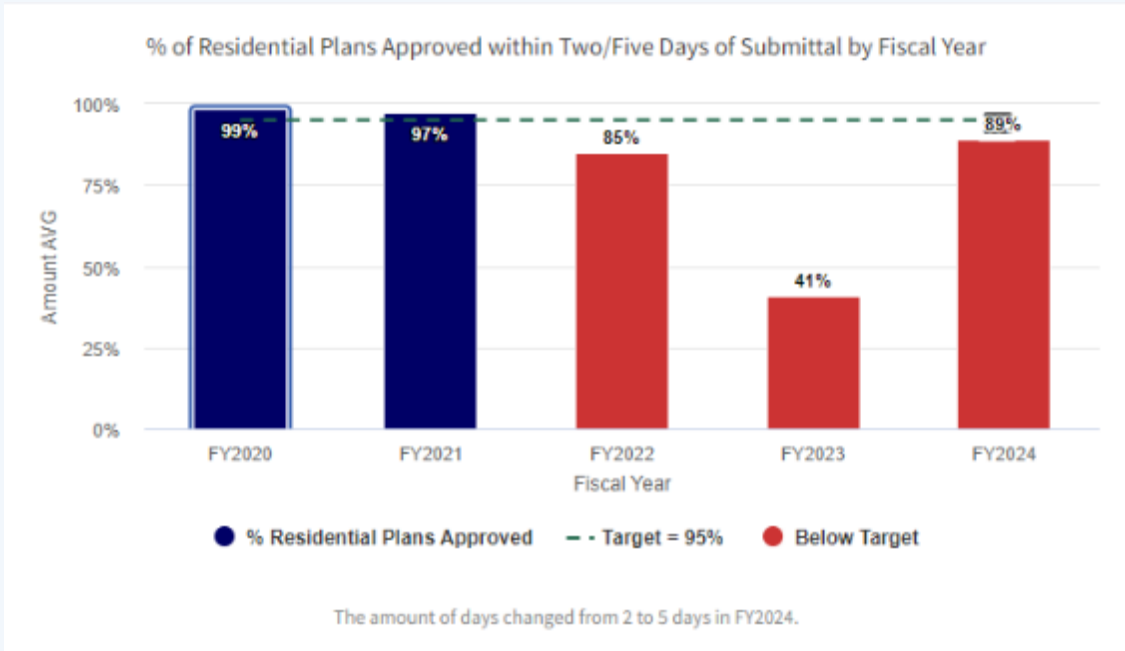
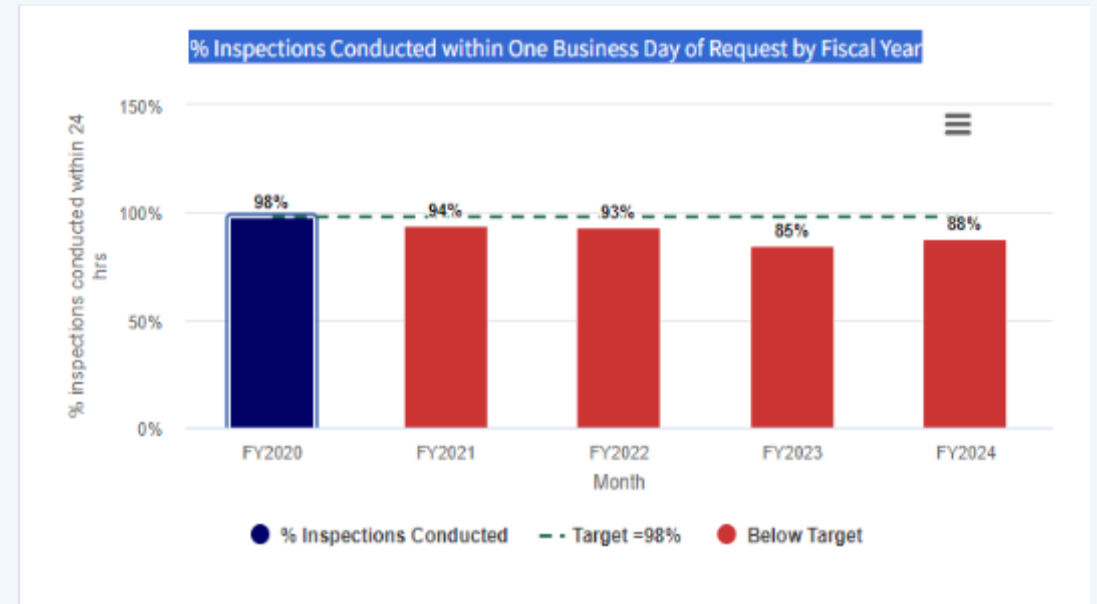
- Commercial New Construction up 29%
- Residential New Construction up 4%
- Certificate of Occupancy down 18%
- 505 million dollars in commercial permit valuation



FY 2024 Single Family Permit Location



Key Performance Indicators





Overview of Development Services Efficiency Study

Overview of Development Services Efficiency Study



Methodology

- Surveyed stakeholders;
- Interviewed Department staff, external stakeholders, and staff in other City departments;
- Reviewed permitting data to assess timeliness between application and permit issuance;
- Compared service times for a few of the most common permit types for a sample of four to six peer cities;
- Assessed citizen self-service and electronic submission options;
- Reviewed the website for clarity of instructions, use of Frequently Asked Questions (FAQ), and how to contact staff for support; and
- Reviewed protocol to answer applicant questions.

Stakeholder Groups

- City Development Department Staff
- City Council and Management
- Developers
- Engineers/ Architects
- Centex Association of General Contractors & Trade Contractors
- Heart of Texas Homebuilder's Association
- Real Estate Professionals



Overview of Development Services Efficiency Study



Findings

- Overall, external stakeholders feel that the Development Services Department staff is friendly and provides good customer service.
- There is a sentiment of external stakeholders that the permit application submission process is easy and compares favorably to other municipalities.
- The Development Services Department should prioritize technological improvements that help streamline processes, increase accessibility, and enable data-driven decision-making.
- There is an opportunity to maximize service delivery by standardizing policies, procedures, and workflows.

Overview of Development Services Efficiency Study



Recommendations

- Leverage Technology:
 - The ability to automatically notify internal and external users when something is updated in the system.
 - The ability to track application status for internal and external users.
 - The ability to share inspection information, including photos from the inspection, between internal and external users.
 - Track and store data analytics tools to monitor departmental performance, track key metrics, and identify trends over time.
- Create a FAQ guide for all applications and processes
- Standardized Policies and Procedures
- Implement Performance Measures
- Limit the Number of Inspections Performed Daily by Inspectors



Update on Improvement Efforts

Update on Improvement Efforts

Overview

- Permitting software replacement
- Virtual inspection software
- Use of third-party inspection services
- Public outreach efforts

MAINTSTAR

- Resolution 2024-743
- Online Portal for:
 - Permits
 - Planning & Zoning
 - Inspections
 - Licenses
 - Code Compliance
- Development Services (Inspections, Code Compliance and Planning), Engineering and Health District
- 35 years of experience that recently relocated to Texas
- RFP-2022-100
 - 9 proposals
- 3-year agreement in amount of \$432,973.75
 - Funded in FY 2024 Budget



Virtual Inspections

- Training completed and in use
- Plan to integrate with Maintstar Permitting System

Eligible Permits:

- Plumbing
- Plumbing Service Re-routes (Water/Sewer)
- HVAC Change-outs Mechanical
- Mechanical Minor Work
- Electrical Minor Work
- Photovoltaic Solar Installation (Electrical APS)
- Building Framing
- Building Roof/Re-Roof
- Electrical Sign
- Other permits or inspections approved by the Building Official



VUSPEX
VIRTUAL UNIVERSITY SOFTWARE



Expansion of Third-Party Inspections

- Expanded to include turnkey plan review and inspections for 6 subdivision phases.
- 1,000 + lots over 5-7 year time frame
- Contract executed in August of 2024
- Onboarding process for BV should be completed by end of September



Public Outreach Efforts

- Develop Waco Newsletter
- Monthly & Quarterly Stakeholder Meetings
- Trade Workshops
- Pre-Construction Meetings





Adoption of new Building and Electrical Codes

New Code Adoption

- Currently under 2018 I Codes and 2020 NEC
- 2024 I Codes and 2023 NEC
 - 2023 NEC mandated by state law
 - Adoption of current IBC important to ISO One Rating
- Building Inspections Advisory and Appeal Board will make recommendations to Council for adoption in early 2025





Recap

- Permitting trends are holding steady
- Development Services Efficiency Study completed and implementing recommendations
- Update on improvement efforts including:
 - Permitting software replacement
 - Virtual inspection software
 - Use of third-party inspection services
 - Public outreach efforts
- Upcoming Adoption of new International Building Codes and National Electrical Code

THANK YOU.

Please contact ClintP@wacotx.gov for any questions