

City Council Retreat Development Process Improvements

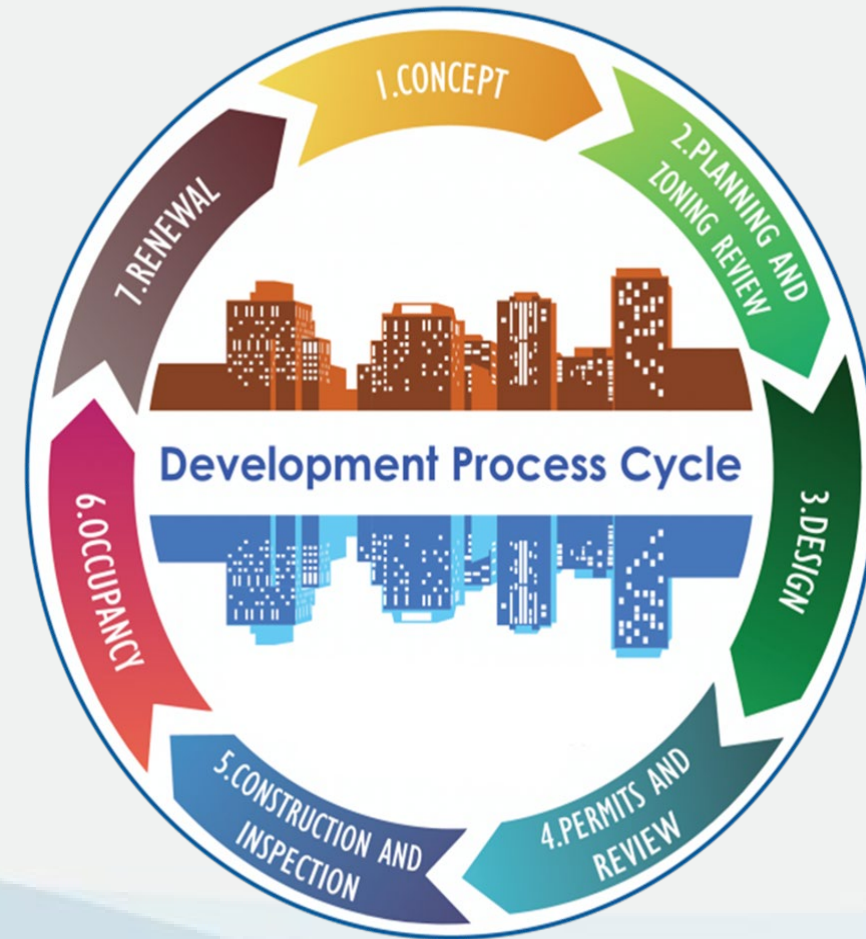
April 8, 2023



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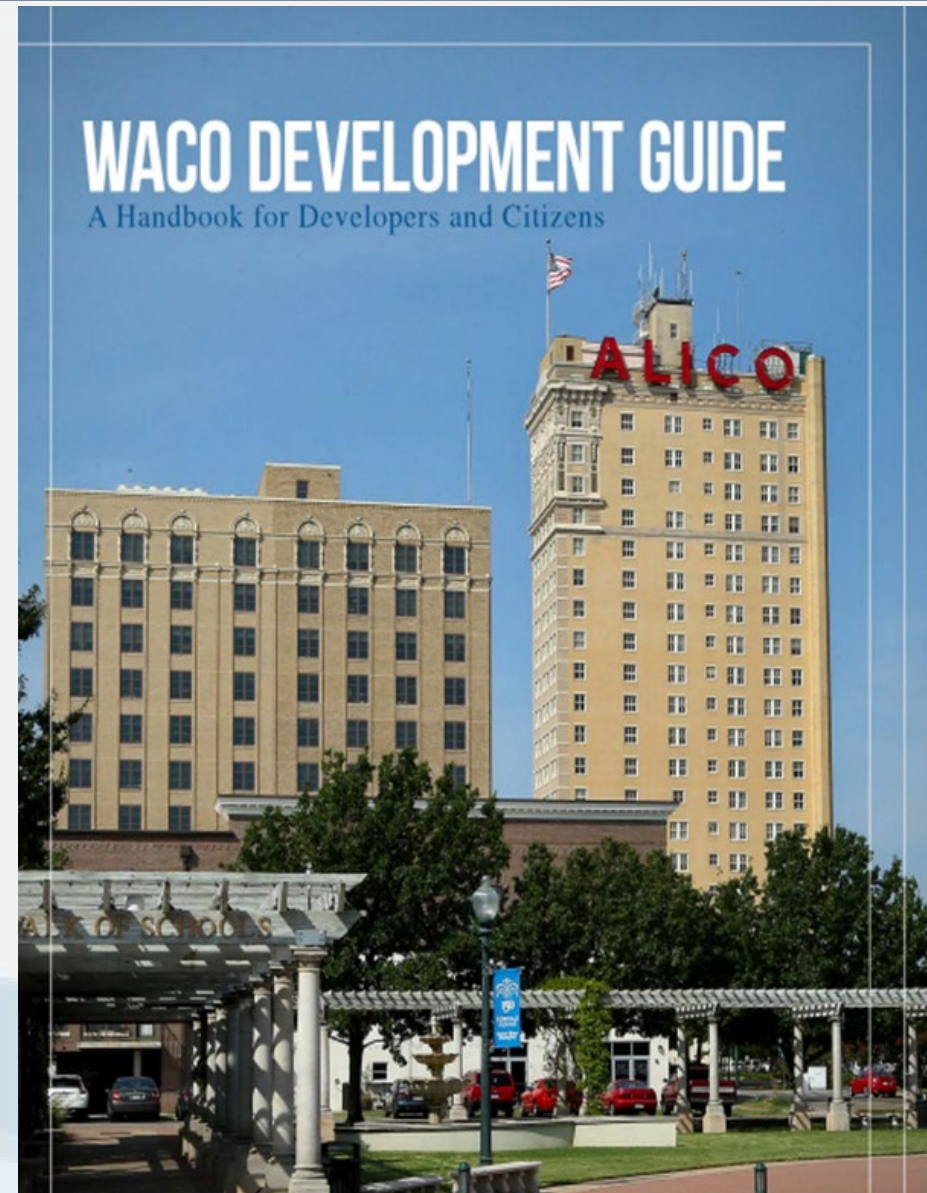
Development Processes

- Planning, subdivision and Infrastructure Review
 - Entitlements (zoning, annexation, plat, abandonment)
 - Construction plan review (roads, drainage and utilities)
- Building Permits
 - New construction, remodels, electrical, plumbing, HVAC, grading, sign, parking lots, swimming pools, roofing and demolition
- Business Licenses
 - Short term rentals, alcohol, indoor amusement facilities, open air vending, credit access businesses and farmers' market
- ROW Permits
 - Sidewalks, drive approaches

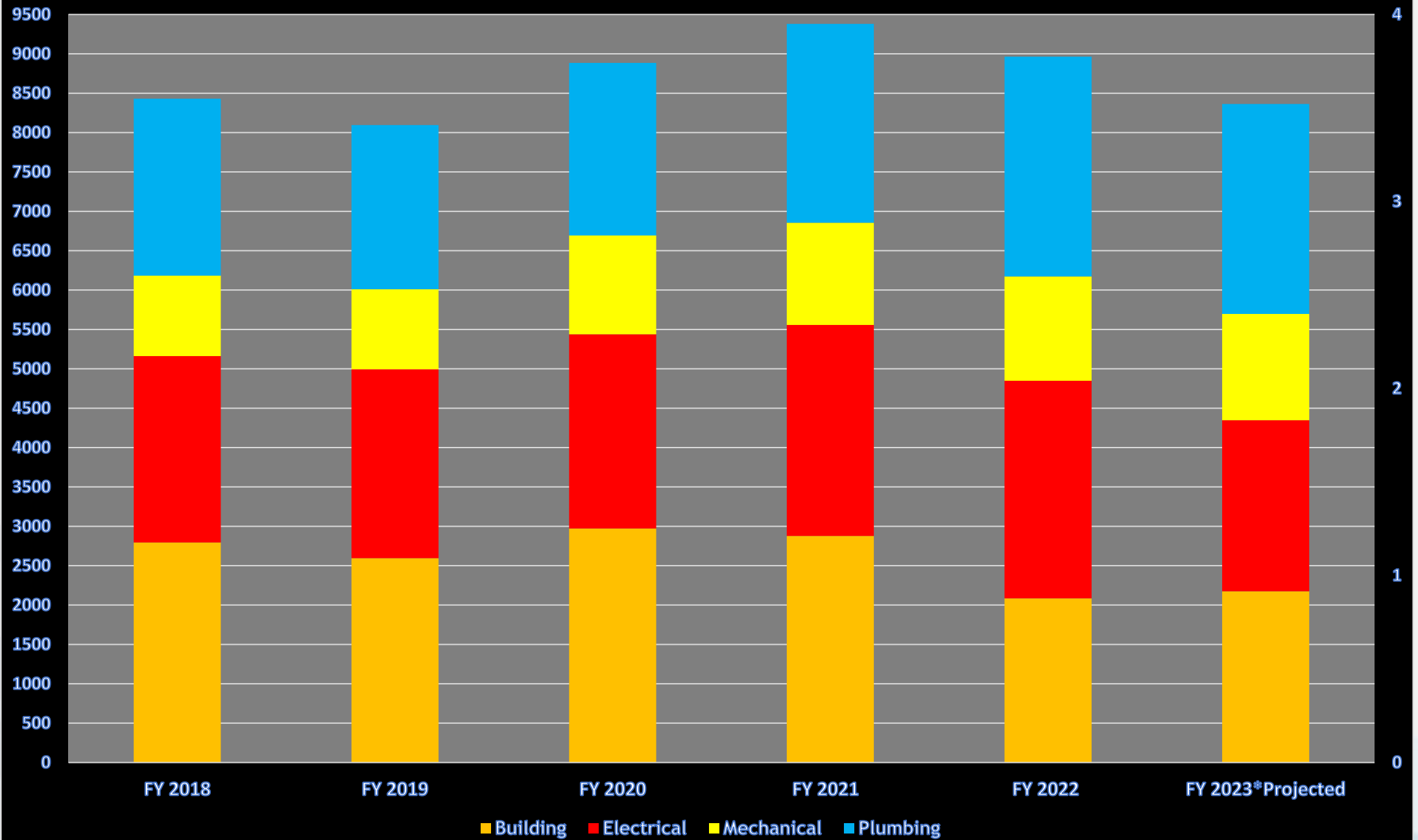


Permit Review Departments

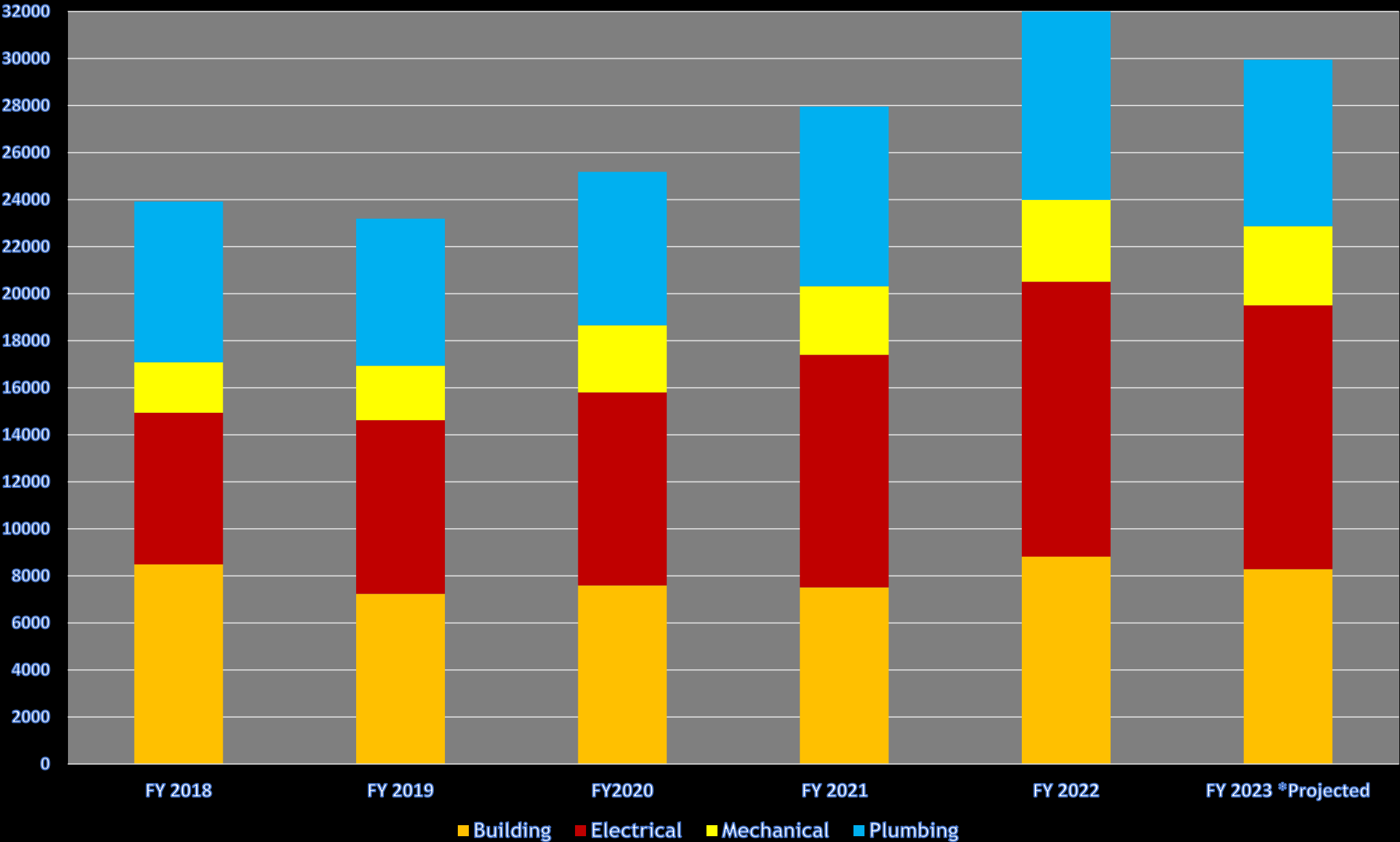
- Development Services
 - Planning
 - Permitting & Inspections
 - Code Compliance
- Public Works
 - Traffic & Streets
 - Storm Water Management
- Utilities
 - Water and Wastewater
- Public Health & Safety
 - Police and Fire Department
 - Health Department
- Solid Waste
- Parks
- Outside Agencies
 - TXDOT, Oncor, Atmos, McLennan County, phone and cable companies



Issued Permits FY 2018-2023*



Inspections FY 2018- 2023*



Key Performance Indicators

- 98% of Inspections within 24 hours of request
 - Past year trending approximately 94%
- 90% of Commercial Plan Review comments sent within 20 days of submittal
 - Past year trending approximately 60%
- 95% of Residential Plans Approved within 2 Days of Submittal
 - Past year trending approximately 80%



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Current Improvement Efforts

- Improved Communication efforts
 - Started quarterly meeting with Heart of Texas Builders Association
 - Looking to expand to other groups/associations
 - Hybrid monthly Developers Meeting
 - Creating Development Newsletter
- Offer 3rd Party inspections for larger projects
 - Finalizing contract to expand role of 3rd Party inspections and plan review
 - Finalizing contract with Solar+APP for solar plan review
- Implementing new permitting and inspection software



Current Improvement Efforts

- Drafting revisions to the subdivision ordinance to streamline and simplify plat and construction plan review and approval
 - Schedule-
 - Stakeholder input-March and April
 - Plan Commissions-May
 - City Council-June
- Implementing video inspections for certain items
 - Reinspections, hot water heater, etc.
- Reviewing proposals for new permitting software
- Onboarding Avenu as STR licensing administrator



Development Process Review

- Collect survey data from customers to identify key priorities for development review improvements
- Evaluate current application and permit approval processes and collaboration with staff on implementing best practice improvements
- Establish customer-focused, improvement goals and action items based upon survey data
- Determine the correct mix of full-time staff and outside resources to meet specific needs
- Identify key performance indicators and data that can determine if improvement goals are being met.
- Timeline
 - Approximately 6 month process