

The City of Waco

Development Process Review Project

January 16, 2024



Clint Peters, Director of Development Services

WACO DEVELOPMENT GUIDE

A Handbook for Developers and Citizens



AGENDA

- Project Team
- Project Purpose
- Timeline and Next Steps



- Contracted with MGT of America Consulting, LLC
- Project Lead- Bruce Cowans
 - 35 Years Experience
 - Clients include cities of Houston, Tampa, Atlanta, Nashville, and many more
 - Served on a City Council for a decade
- MGT lead consultant for Waco Disparity Study



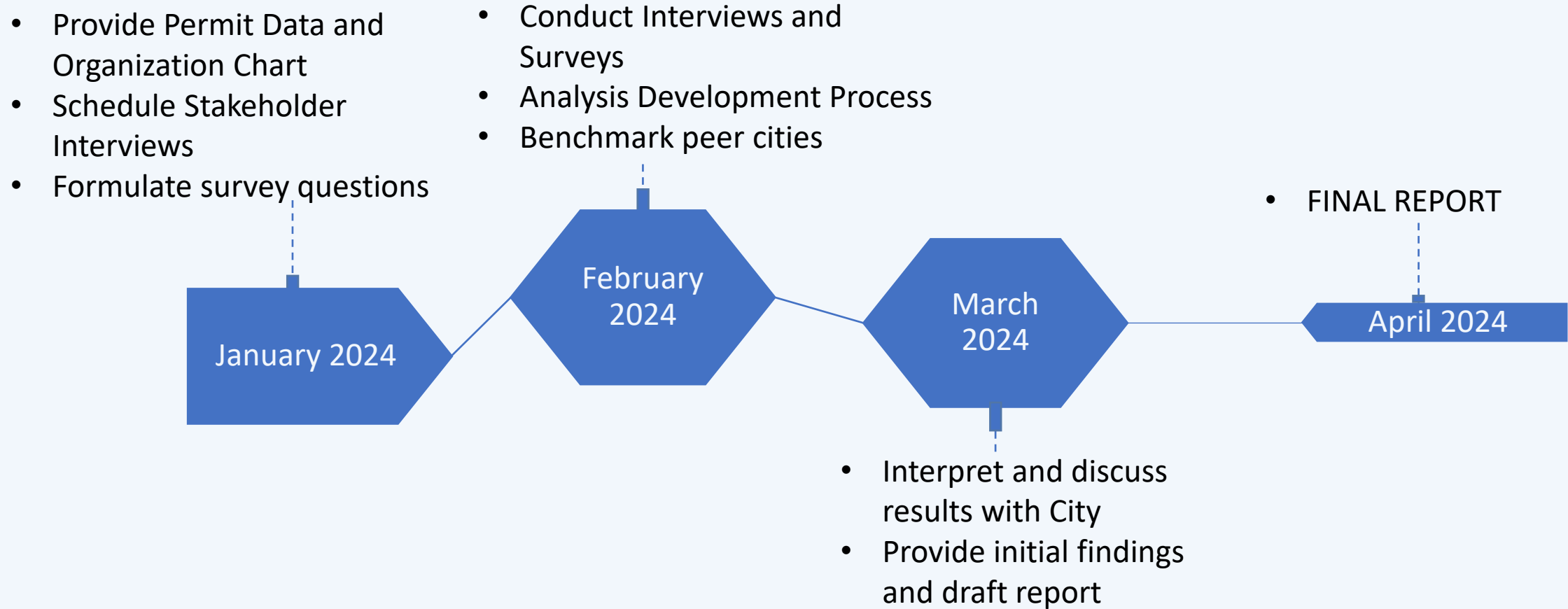
PROJECT PURPOSE

- Collect survey data from stakeholders to identify key priorities for development review improvements
- Evaluate current application and permit approval processes and collaboration with staff on implementing best practice improvement
- 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



Task	Subtask	Description	Vice President	Manager	Consultant	MGT Total	City	1	2	3
1	Project Management Tasks		4.00	2.00	1.00	6.00	6.00			
	a	Arrange interview schedules and request data								
	b	Kickoff meeting covering:								
		Acceptance criteria for deliverables								
		Status reporting and correspondence protocols								
		Issue escalation protocol								
		Confirm baseline work plan and deliverables								
		Confirm project change order protocol								
	c	Develop and maintain project schedule and manage project budget								
	d	Weekly project status calls								
2	Survey stakeholders		4.00		34.00	38.00	2.00			
	a	Discuss survey topics with City								
	b	Develop survey instrument								
	c	Conduct survey using Qualtrics software								
	d	Interpret and discuss results with City								
3	Interviews on options to improve service delivery		32.00	32.00		64.00	50.00			
	a	Discuss proposed interview topics with City liaison								
	b	Interviews with:								
		Departmental staff - Inspection Services								
		Other departments that review permits								
		Selected elected officials								
		Developers to be selected by city								
	c	Debrief with City liaison								
	d	Follow-up questions based on debrief with City liaison								
4	Review Timeliness		2.00	8.00	40.00	10.00	24.00			
	a	Review data on elapsed days between application and permit issuance								
	b	Discuss staff perceptions of permitting system as a tool								
	c	Compare service times for a few of the most common permit types to a sample of 4-6 peer cities								
	d	Ask staff for input about most common process bottlenecks or causes of application revision								

Timeline



Stakeholder Groups

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



THANK YOU.

Please contact ClintP@wacotx.gov for any questions