

The City of Waco

# Development Services Improvement Efforts Update



May 20, 2025

Clint Peters, Director of Development Services

# AGENDA

- **Recent Permitting Trends**
- **Overview of Department Reorganization**
- **Department Efficiency Improvements**
- **Adoption of New International Building Codes and National Electrical Code**





# Recent Permit Trends

# Residential Permit Data



Housing Types	April 2025	April 2024	April 2024 vs April 2025	FY 2025 YTD Total	FY 2024 YTD Total	YoY YTD change
New Start Single Family	43	58	-26%	347	273	27.11%
New Start Duplex (units)	14	8	75%	40	30	33.33%
New Start Multifamily	0	0	0%	210	272	-22.79%
Total New Units	57	66	-14%	597	575	3.83%

# Permit Trends

Permits Issued							
BUILDING		25-Apr	24-Apr	% Change	FYTD 2025	FYTD 2024	% Change
	Number	286	269	6.3%	1,541	1,698	-9.2%
	Permit Fees	\$ 135,894	\$ 169,967	-20.0%	\$ 1,116,016	\$ 913,898	22.1%
	Valuation	\$ 50,234,431	\$ 20,570,941	144.2%	\$ 459,920,030	\$ 415,678,636	10.6%
ELECTRICAL							
	Number	210	181	16.0%	1,266	1,336	-5.2%
	Permit Fees	\$ 74,088	\$ 38,584	92.0%	\$ 336,231	\$ 324,582	3.6%
PLUMBING							
	Number	186	216	-13.9%	1,374	1,421	-3.3%
	Permit Fees	\$ 33,635	\$ 32,232	4.4%	\$ 244,982	\$ 238,671	2.6%
HVAC							
	Number	\$ 103	\$ 85	21.2%	\$ 626	\$ 573	9.2%
	Permit Fees	\$ 14,124	\$ 11,669	21.0%	\$ 99,990	\$ 89,249	12.0%
Total All Fees	Number	785	751	4.5%	4,807	5,028	-4.4%
	Permit Fees	\$ 257,741	\$ 252,452	2.1%	\$ 1,797,218	\$ 1,566,399	14.7%

## April Year Over Year

- 4.5% increase permits
- 144% increase in permit valuation
- 2% increase in permit fees

## FY 2025 Permits Year Over Year

- 4% decrease in permits
- 10.6% increase in permit valuation
- 14.7% increase in permit fees



# Inspections

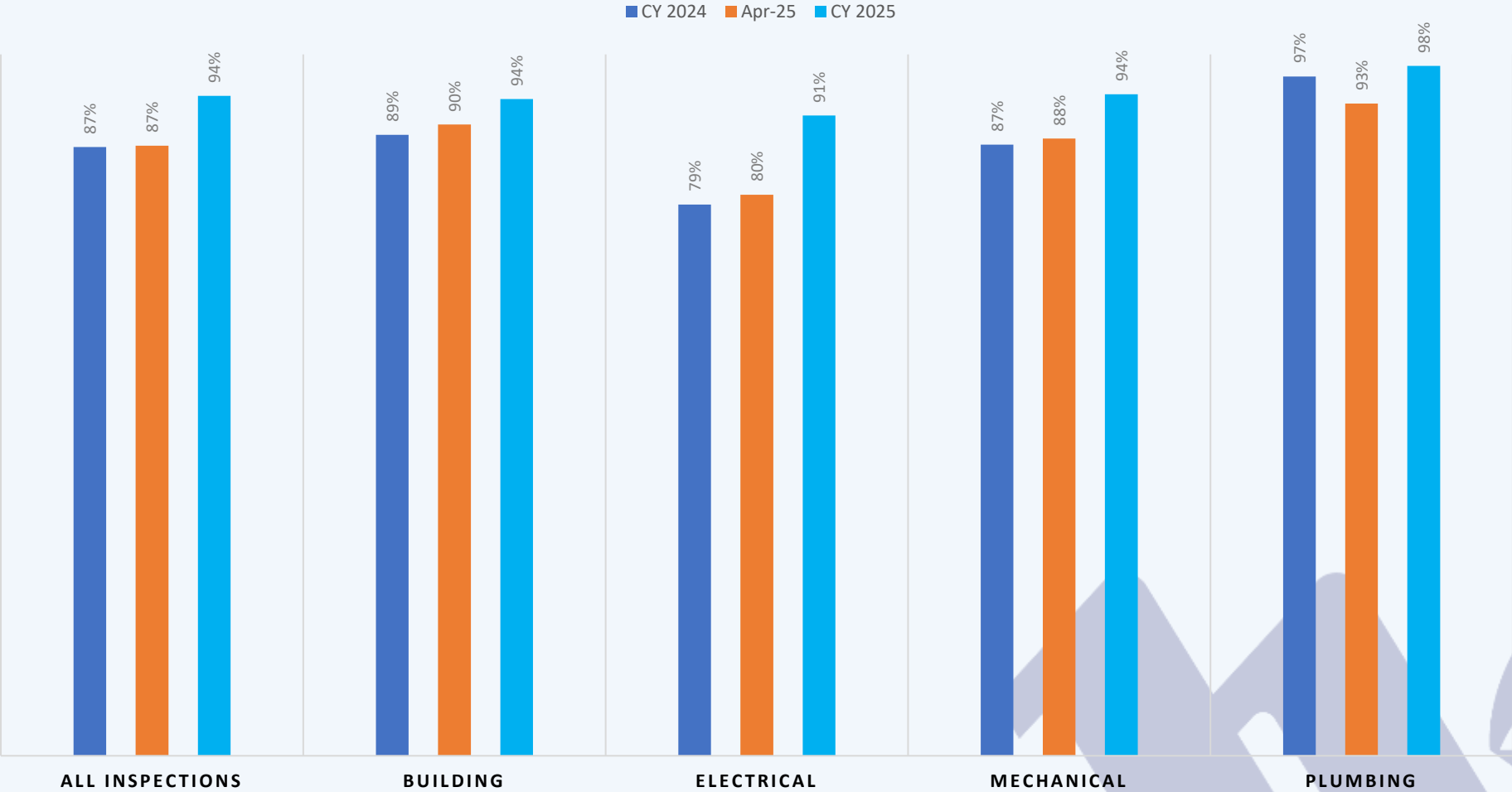


## April Inspections

- Building 1,045
- Electrical 997
- Mechanical 356
- Plumbing 618
- Total 3,016

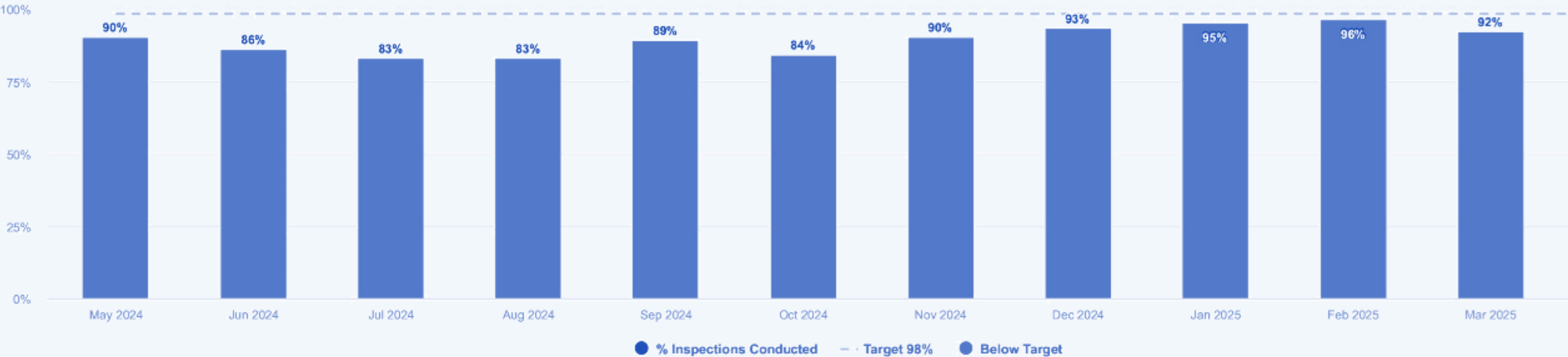
# Inspections

## NEXT DAY INSPECTIONS



# Key Performance Indicators

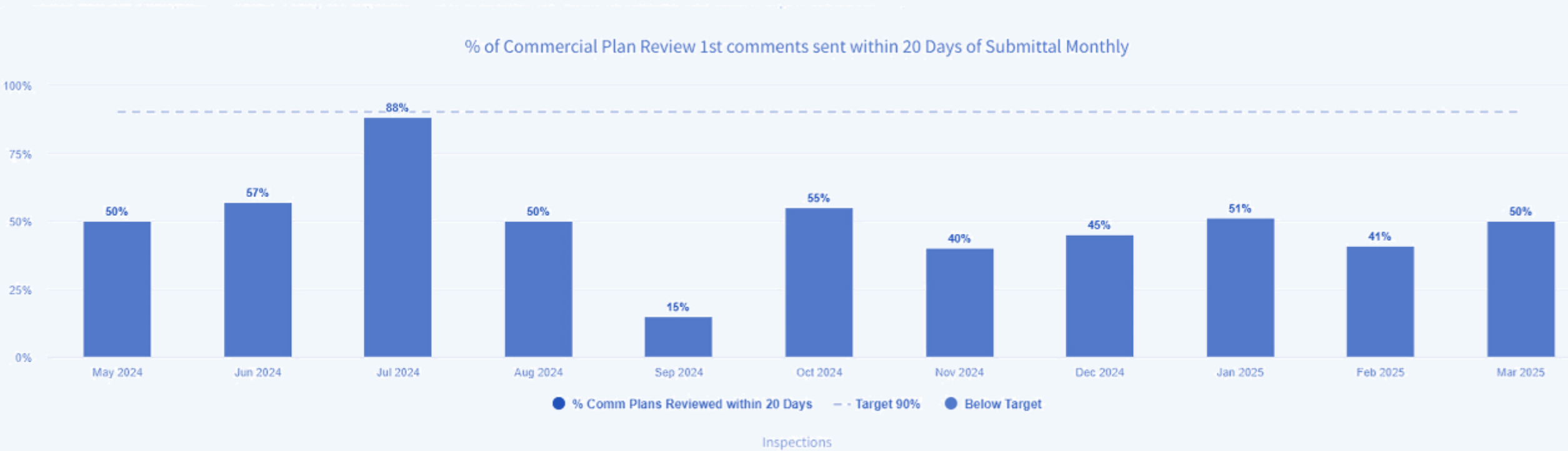
% Inspections Conducted within One Business Day of Request Monthly



Inspections

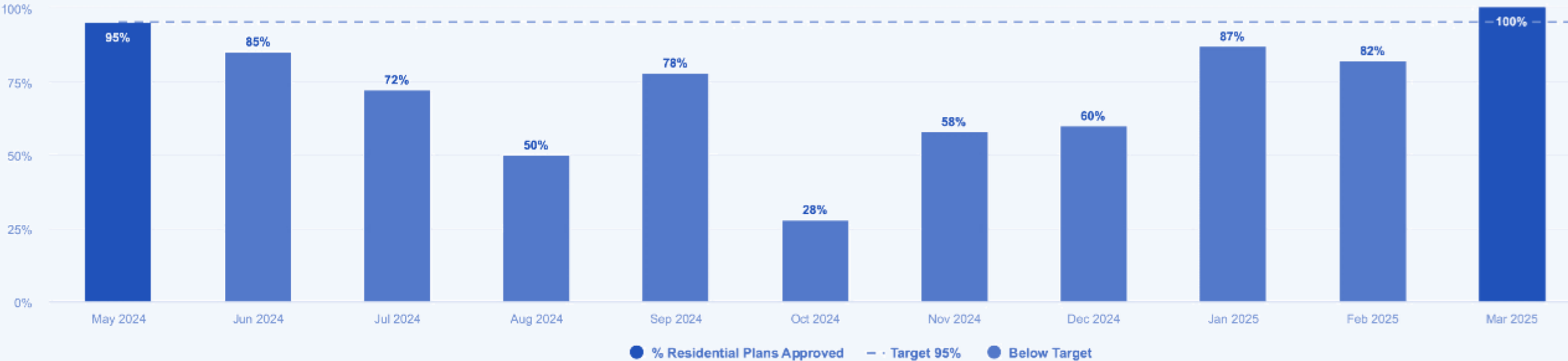


# Key Performance Indicators



# Key Performance Indicators

% of Residential Plans Approved within Two/Five Days of Submittal Monthly



The measure was changed from "2 days" to "5 days" in FY2024

# Development Services Efficiency Study

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## RECOMMENDATIONS

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- **Leverage Technology:**
  - Automatic notifications
  - Track application status
  - Share inspection information and photos
  - Data analytics tools
- **FAQ Guide**
- **Standardized Policies and Procedures**
- **Implement Performance Measures**
- **Limit the Inspections Performed Daily by Inspectors**
- **Review Staffing Levels and Organizational Structure**





# Overview of Department Reorganization

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## FOCUS

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## Customer Experience

- Efficiency
- Consistency/Predictability
- Communication/Transparency



# Overview of Department Reorganization

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## **PHASE 1: STRATEGY & ADMINISTRATION**

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- **New Assistant Director Positions**
- **New Strategic Initiatives Positions**
  - Administrative Services Manager
  - Strategic Business Data Analyst
  - Developer Coordinator Supervisor
  - Senior Long-Range Planner

# Overview of Department Reorganization

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## **PHASE 1: CUSTOMER EXPERIENCE**

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### **Emphasis on Customer Experience**

- New plan review and intake coordinator positions
- New field supervisor positions for Code Compliance, Inspections, and Plan Review
- New License Coordinator position
- New Front Counter Administrative Assistant position
- Phone Tree (with operator)

# Overview of Department Reorganization

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## **PHASE 2: ADVANCEMENT & EFFICIENCY**

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### **Create Career Ladder for Code Officers, Inspector, Plan Reviewers, and Permit Techs**

- Incentive for high performance
- Professional development
- Improve retention and recruitment

### **Maintained Department FTEs at 47:**

- Position reclassifications and eliminations
- Inter-department collaboration







# Update on Improvement Efforts

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## OVERVIEW

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- **Permitting software replacement**
- **Virtual inspection software**
- **Automated solar plan review**
- **Use of third-party inspection services**
- **Plan review programs**
- **Ordinance updates**
- **Public outreach efforts**



# MAINTSTAR Permitting Software

## **Resolution 2024-743**

### **Online Portal for:**

- Permits
- Planning & Zoning
- Inspections
- Licenses
- Code Compliance
- Infrastructure Services
- Health District

**MAINT**STAR

### **RFP-2022-100**

- 9 proposals

### **3-Year Agreement**

- \$432,973.75
- Funded in FY 2024 Budget



# VUSPEX



## Virtual Inspections

- Training and implementation
- Maintstar Permitting System integration
- Expanding eligible permits

## Featured Early Adopters

- Graphic Packaging International
- Electrolit
- Rogers-O'Brien
- Mazanec Construction

# VUSPEX



**VUSPEX**  
VIRTUAL INSPECTION SOFTWARE

## **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 POSITIONING SYSTEMS

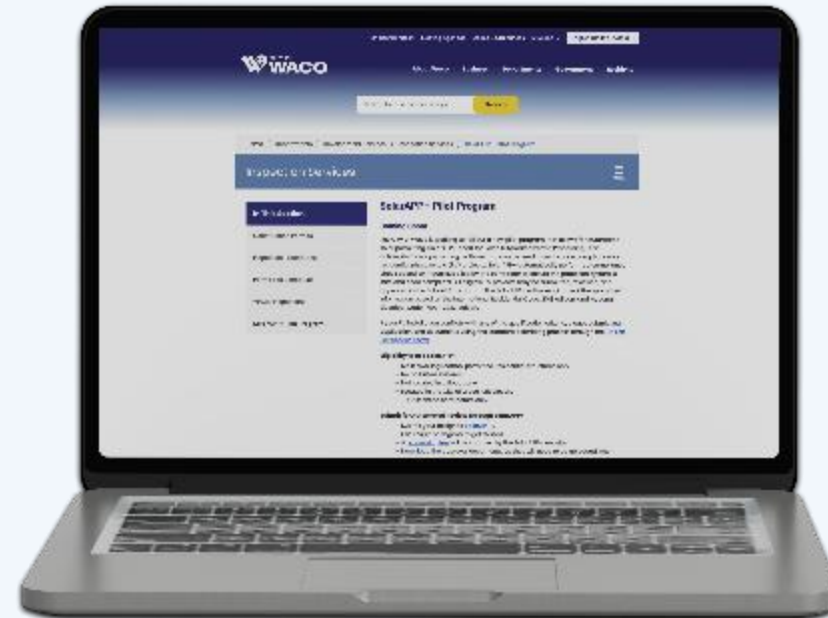




# Solar APP+

## Automate plan review for eligible rooftop solar systems

- Compliance checks and process building permit approvals
- Integration with permitting system

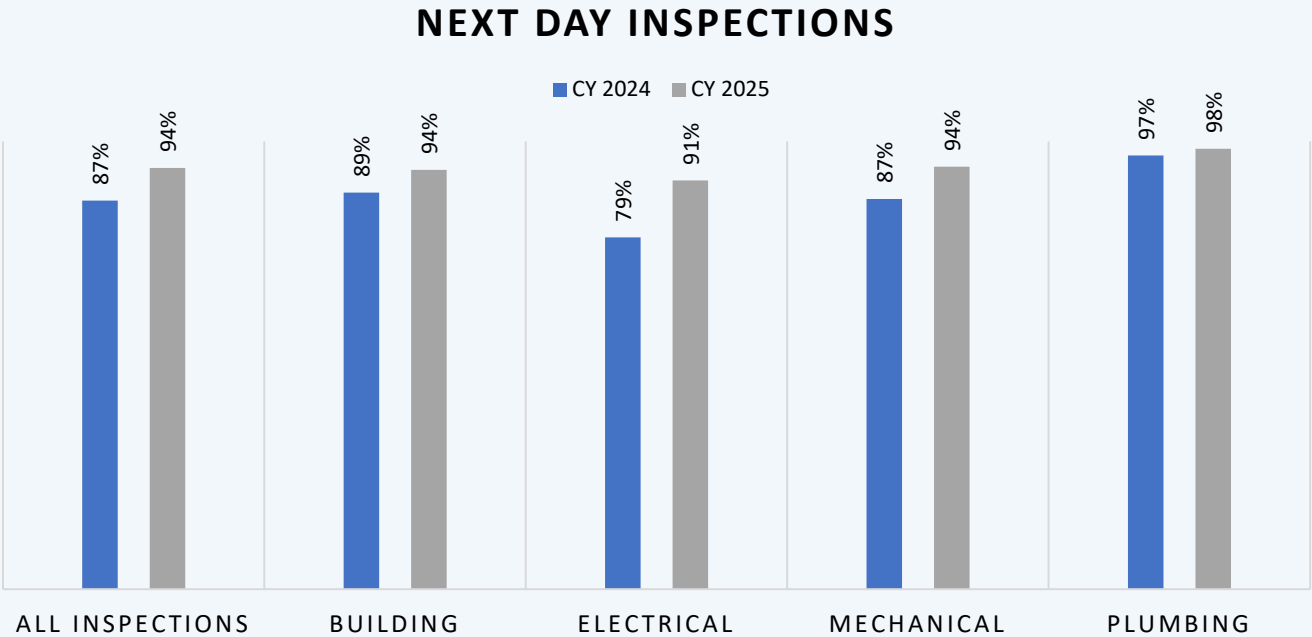
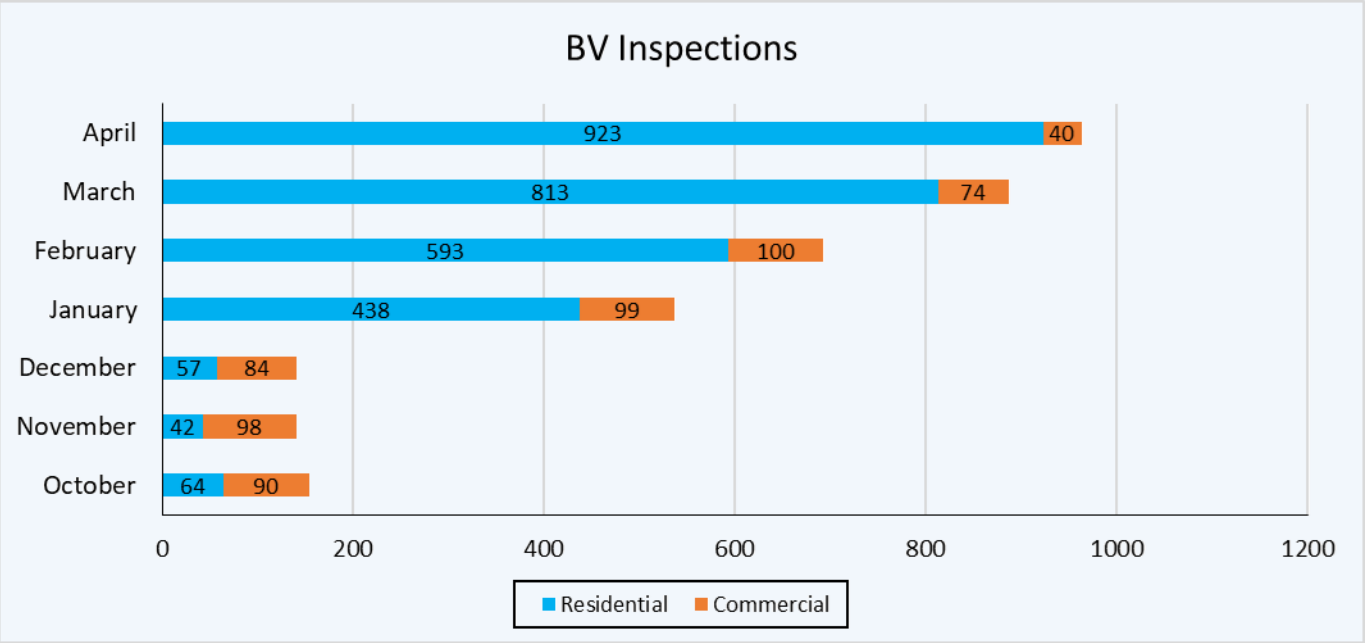




# Expansion of Third-Party Inspections



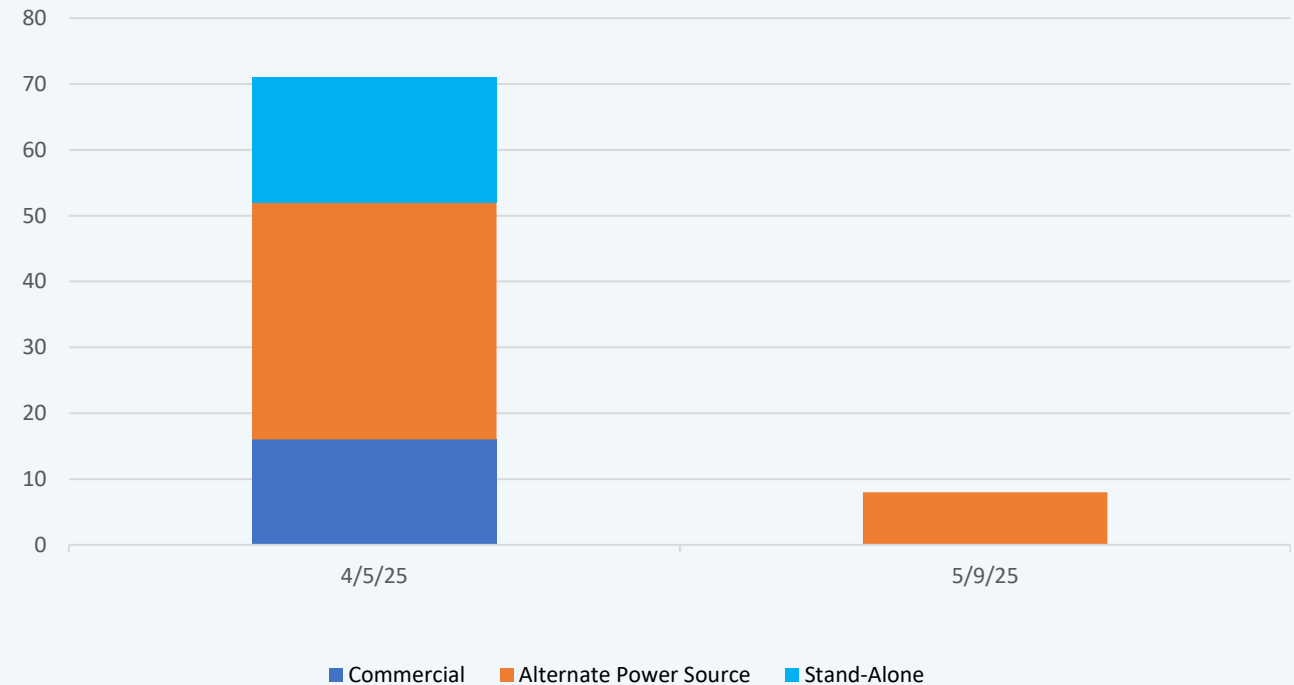
- Turnkey plan review and inspections for 6 subdivision phases.  
Contract executed August 2024
- **FY 2025 Bureau Veritas Inspections**  
3,519 (19% of total inspections)



# Plan Review Efforts

- **Self-certification process for electrical plan review**
- **Third-party reviewer contracts**
  - Bureau Veritas
  - Coefficient Engineering
  - B&T Code Solutions
- **89% reduction since 4/5/25**

Electrical Plan Review - Past Due



# Planned Ordinance Updates

- **Improving Licensing and Enforcement Processes**
  - Amusements, including Coin Operated Machines
  - Alcohol
  - Nuisances
- **Subdivision Ordinance**
- **Ordinance Amendments for City Council Review in August 2025**



# Public Outreach Efforts

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



# Customer Satisfaction Survey



[www.waco-texas.com/Departments/Development-Services/Survey](http://www.waco-texas.com/Departments/Development-Services/Survey)

# Coming Soon!

- **Checklists**

- Plan review submission
- Inspection
- Development/Planning Applications

- **Website Improvements**

- “Starting a New Business?” Guide
- Update forms/applications (Spanish accessibility)
- Add checklists, informational sheets





# 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 Fall of 2025**





# Recap



- **Permitting trends are holding steady or ticking up**
- **Department reorganization is complete**
- **Update on improvement efforts include:**
  - New permit software
  - Virtual inspection software
  - Third-party inspection services
  - Public outreach
- **Upcoming Adoption of new International Building Codes and National Electrical Code**

# THANK YOU.

Please contact [ClintP@wacotx.gov](mailto:ClintP@wacotx.gov) for any questions