

**To the Mayor and Members of the City Council****June 2, 2026**

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**SUBJECT: DEVELOPMENT SERVICES INSPECTION RESPONSE TIMES TO INSPECT UNPERMITTED CONSTRUCTION WORK**

The purpose of this Informal Report is to provide information regarding Development Services' inspection response times for complaints related to unpermitted construction work.

In the first half of FY 2026, the Development Services Department received 1,141 valid complaints for unpermitted work and completed 1,105 (96.8%) inspections at the reported locations within 3 business days of the scheduled date, typically the next day. This accomplishment is a vast improvement from a few years ago when the Department took longer to complete an inspection. The improvement is the result of the efforts to achieve full staffing on the inspection team, enabling more focus to be given to complaints of unpermitted work in addition to inspecting permitted work.

In January of this year, the Development Services Department began looking at ways to improve the effectiveness of the complaint investigation processes beyond the initial inspection. The Department reprogrammed the City's permit tracking system to auto-schedule the follow-up inspections anytime a violation is found. This helps staff to monitor a violation all the way through to compliance.

In addition to Development Services staff that inspect and investigate complaints of unpermitted work, staff from the Code Compliance and Environmental Services Departments also assist with the enforcement process.

For questions regarding this information, please contact Evan Roberts, Development Services, Building Official at 817-932-7843.

**Jesus "Jay" Chapa**  
**City Manager**