

Departments

CITY SERVICES

City of Waco Departments & Services

If you need to contact someone concerning your home address, such as questions about your utilities, trash pickup, or court issues, etc., please CALL the respective department.

Department Name & Services *Please note, sales calls need to go through the Purchasing Department.	Related Areas & Links	Phone (254)
City Switchboard	(254) 750-5600	
Airport	Directions to Airport	750-8656
Animal (Care) Control & Shelter Answers animal-related calls within the corporate city limits of Waco and works with Animal Shelter staff. Available for lost/found pets, spay/neuter resources and microchip scanning. Animal Adoptions & Fosters: Humane Society of Central Texas	Spay/Neuter Resources LOST & FOUND Pets	750-1765

<p align="center">Bid Opportunities</p> <p>Procuring quality goods and services at competitive prices while creating a favorable climate for business opportunities within the guidelines of the law.</p>	<p align="center">Auctions Purchasing</p>	<p align="center">750-8060</p>
<p align="center">Boards & Commissions</p>	<p align="center">City Secretary's Office</p>	<p align="center">750-5750</p>
<p align="center">Budget, Finance & Audit</p> <p>Responsible for the sound fiscal management of all City assets.</p> <p>Our budgets have received the Distinguished Budget Presentation Award from the Government Finance Officers Association of the United States and Canada for the last 20 years.</p>	<p align="center">Current Budget Unclaimed Property CAFR</p>	<p align="center">750-5694</p>
<p align="center">Building Standards Commission</p> <p>A mediation tool between the City of Waco and citizens hearing appeals and providing final interpretations of the Housing Code.</p>	<p align="center">Code Enforcement</p>	<p align="center">750-5970</p>
<p align="center">Bus Station (Transit Authority)</p>	<p align="center">Bus Schedule</p>	<p align="center">750-1900</p>

<p>City Attorney Provides quality legal services, advice, and representation to the City Council, City Manager, and the other City departments.</p>	<p>Open Records Request</p>	<p>750-5680</p>
<p>City Council Citizens of Waco are represented on the City Council by 6 elected members; five from single member districts and a mayor who is elected at-large.</p>	<p>Mayor Meetings & Agendas Watch a Meeting</p>	<p>750-5640</p>
<p>City Manager's Office Provides overall management throughout the City organization and staff.</p>	<p>City Manager Annual Report</p>	<p>750-5640</p>
<p>City Secretary's Office Responsible for assisting citizens, council and staff, provide administrative support by attending all meetings of the city council; preparation of minutes; indexing and retrieving official records.</p>	<p>Open Records Request Public Notices Conflicts/Disclosures Codes & Ordinances Boards & Commissions Elections</p>	<p>750-5750</p>
<p>Convention Center The Waco Convention Center offers 144,000 sq. ft. of meeting and event space for groups of varying sizes, up to 2,500 people.</p>	<p>Catering Floor Plans</p>	<p>750-5810</p>

<p>Convention & Visitor's Bureau -Waco & the Heart of Texas</p> <p>The destination marketing organization for the Heart of Texas region, targeting leisure, convention & group travelers.</p>	<p>Visitor Info Waco Maps</p>	<p>750-5810</p>
<p>Cotton Creek Golf Course</p> <p>Par 72 course voted 13th best municipal course in Texas.</p>	<p>Green Fees</p>	<p>745-6009</p>
<p>Economic Development</p> <p>Department that handles how to do business and how to get information about the developing areas and properties in Waco.</p>	<p>Public Improvement District (PID)</p>	<p>750-5640</p>
<p>Emergency Management</p> <p>City of Waco, McLennan County and surrounding cities have created the Waco-McLennan County Emergency Management Team in order to respond to emergencies with a team effort when necessary.</p>	<p>Homeland Security SkyWarm Register for the Emergency Notification System</p>	<p>750-5911</p>
<p>Engineering (Public Works)</p> <p>Providing planning, design and construction administration services for street, drainage water and sewer projects.</p>	<p>GIS Map Bid Opportunities Permits Specifications/Details</p>	<p>750-5440</p>

<p style="text-align: center;">Fire</p> <p>A true customer service organization, the Waco Fire Department responds to over 9,000 calls for service per year.</p>	<p style="text-align: center;">Fire Prevention</p>	<p style="text-align: center;">750-1740</p>
<p style="text-align: center;">Health District</p> <p>Partnering with the community to effectively promote and protect the health and well-being of all McLennan County residents.</p>	<p style="text-align: center;">Food Scores Birth & Death Certificates Immunizations</p>	<p style="text-align: center;">750-5450</p>
<p style="text-align: center;">Housing/Code Enforcement</p> <p>Programs for applicants within the City of Waco to apply for help with some priority housing needs.</p>		<p style="text-align: center;">750-5656</p>
<p style="text-align: center;">Human Resources</p> <p>Assists in attracting, retaining, and developing a healthy, diverse, and well qualified workforce</p>	<p style="text-align: center;">City Employment</p>	<p style="text-align: center;">750-5740</p>
<p style="text-align: center;">Information Technology (shares building with Emergency Management)</p>		<p style="text-align: center;">750-5700</p>
<p style="text-align: center;">Inspection Services/Planning</p> <p>Provides guidelines for building codes and issues construction permits.</p>	<p style="text-align: center;">Citizen Self-Help Portal Developer's Guide</p>	<p style="text-align: center;">750-5612</p>

<p style="text-align: center;">Lake Waco Wetlands</p> <p>The Lake Waco Wetlands was created to mitigate the habitat loss when Lake Waco was raised by those seven feet.</p> <p>Partnering with Baylor University, it is an educational place to learn about and visit.</p>	<p style="text-align: center;">Waco Water Utilities</p>	<p style="text-align: center;">848-9654</p>
<p style="text-align: center;">Landfill (public Works-Solid Waste)</p> <p>The City of Waco operates a Type I Municipal Solid Waste landfill that receives approximately 245,000 tons of waste per year for disposal.</p>	<p style="text-align: center;">Solid Waste</p>	<p style="text-align: center;">299-2620</p>
<p style="text-align: center;">Library</p> <p>Central, South, East and West Waco branches.</p>	<p style="text-align: center;">Library Branches</p>	<p style="text-align: center;">750-5941</p>
<p style="text-align: center;">Mammoth (Waco Mammoth National Monument)</p> <p>The Waco Mammoth National Monument sits on more than 100 acres of wooded parkland along the Bosque River.</p>	<p style="text-align: center;">Parks & Recreation</p>	<p style="text-align: center;">750-7946</p>
<p style="text-align: center;">Metropolitan Planning Organization</p> <p>Coordinates transportation planning activities for all of McLennan County.</p>	<p style="text-align: center;">Meetings</p>	<p style="text-align: center;">750-5651</p>

<p align="center">Municipal Court</p> <p>Conducts trials of misdemeanor offenses within the City of Waco.</p>	<p align="center">Court Fines Warrant Listing</p>	<p align="center">750-5900</p>
<p align="center">Municipal Information</p> <p>Information resource center for the public and employees by developing information strategies.</p>	<p align="center">Watch WCCC.TV! Waco Photo Galleries</p>	<p align="center">750-5636</p>
<p align="center">Neighborhood Engagement (Office of)</p> <p>Each neighborhood association in the City of Waco is an independent, organization that defines its own purpose, goals and strategies, and develops its own neighborhood plans.</p>		<p align="center">750-5640</p>
<p align="center">Parks & Recreation</p> <p>Providing athletic and recreation services for a better quality of life.</p>	<p align="center">Cameron Park Riverbend Park Waco Mammoth Site</p>	<p align="center">750-8080</p>
<p align="center">Planning & zoning/Inspection_(Development Services)</p> <p>Directing the orderly growth of residential and commercial development within the city</p>	<p align="center">Citizen Self Service Portal (CSS) Interactive Zoning & Land Use Maps Developer's Guide Short-Term Rentals</p>	<p align="center">750-5650</p>
<p align="center">Police (WPD)</p> <p>Employs over 240 officers and responds to over 120,000 calls annually.</p>	<p align="center">Waco Crime Stoppers Crime Prevention Text a Tip</p>	<p align="center">750-7500</p>

<p>Property Management (City Sale Properties) Responsible for all City property- excluding those managed by the Housing and Community Development Department and City facilities.</p>		750-5672
<p>Purchasing Procuring quality goods and services at competitive prices while creating a favorable climate for business opportunities within the guidelines of the law.</p>	Bid Opportunities	750-8060
<p>Recycling Center Committed to promoting pollution prevention, recycling and to reducing solid waste disposal.</p>	Cart Information	299-2612
<p>Risk Management</p>		750-5730
<p>Solid Waste Responsible for all aspects of garbage collection and disposal.</p>	<p>Recycle Landfill Info Holiday Trash Pick-up Schedule</p>	299-2612

<p>Stormwater (Public Works) Maintains the storm drainage system, inspects industrial and construction sites, performs stormwater sampling and system monitoring, investigates suspicious discharges or illegal dumping, and participates in public outreach and education.</p>		750-8006
<p>Street (Public Works) Responsible for the maintenance of city streets and drainageways.</p>	Street Maintenance Schedule	750-8690
<p>Texas Ranger Hall of Fame & Museum Official museum, hall of fame and library of the Texas Rangers by act of the Texas Legislature and the Texas Department of Safety.</p>	Map	750-8631
<p>Traffic Designs, installs, and maintains all traffic control devices (signs, signals, flashers, markings) on city roadways within the city limits</p>	MPO Transportation Plan	750-8403

<p align="center">Transit System (Bus)</p> <p>Services include a fixed route bus service within the City of Waco, the Baylor University Shuttle (BUS) and a Demand Response Van for individuals with special transportation needs</p>	<p align="center">Bus Routes Ride the DASH! TRACK THE BUS</p>	<p align="center">750-1900</p>
<p align="center">Water Utility Services</p> <p>Responsible for the delivery of potable water to the customer and collection of wastewater to the treatment plant.</p>	<p align="center">Pay My Water Bill WMARSS</p>	<p align="center">299-2489 CITY</p>
<p align="center">Waco City Cable Channel (WCCC.TV)</p> <p>Your local city cable channel providing numerous programs on people and places in the City of Waco as well as current news and projects.</p>	<p align="center">W-A-T-C-H L-I-V-E-! Municipal Information Watch a Video!</p>	<p align="center">750-5637</p>
<p align="center">Zoo</p> <p>Cameron Park Zoo is accredited by the Association of Zoos and Aquariums (AZA), featuring 52 acres with over 1,700 animals.</p>	<p align="center">Zoo Admission Prices</p>	<p align="center">750-8400</p>

[City of Waco Home](#)>>