Houston Permitting and Code Enforcement Update

Maintaining Superior Service

Transportation, Technology and Infrastructure Council Committee

May 13, 2014
Purposes and Agenda

Inform Council regarding:

• HPC Co-located functions and overall advancements since opening

• Trends for Building Code Enforcement workload within Houston’s current economic environment

• Initiatives underway & planned to maintain superior service
HPC Overview

The Houston Permitting Center’s mission is to help customers achieve their goals while complying with the City’s regulations. Accomplishing our mission requires a continuous pursuit of improving the customer’s experience. Providing excellent service, streamlining business processes, implementing innovative technologies, and proactively engaging customers are all cornerstones of this philosophy.

<table>
<thead>
<tr>
<th>Dept*</th>
<th>Unique Types (Permits/Licenses)</th>
<th>Total Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>PWE</td>
<td>350</td>
<td>59%</td>
</tr>
<tr>
<td>HFD</td>
<td>115</td>
<td>19%</td>
</tr>
<tr>
<td>ARA</td>
<td>60</td>
<td>10%</td>
</tr>
<tr>
<td>HPARD</td>
<td>30</td>
<td>5%</td>
</tr>
<tr>
<td>HPD</td>
<td>25</td>
<td>4%</td>
</tr>
<tr>
<td>HHS</td>
<td>15</td>
<td>3%</td>
</tr>
<tr>
<td>Total</td>
<td>595</td>
<td>100%</td>
</tr>
</tbody>
</table>

*HAS and PDD provide instrumental support to the building plan review process. They do not issue unique permit/license types.
HPC Overview

Sales Receipts

Sales Transactions

- FY12
- FY13
- FY14 (thru Apr)

On-site Receipts | On-line Receipts
---|---
$0 | $20
$40 | $60
$80 | $100
$120 | $140

Thousands

- FY12
- FY13
- FY14 (thru Apr)

On-site Transactions | On-line Transactions
---|---
0 | 50
100 | 150
200 | 250
300 | 300

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HPC Overview

**Customer Engagement**

- FY12: 200
- FY13: 250
- FY14 (thru Apr): 225

**Customer Reception**

- FY12: Avg Wait Time 0:14:24, Avg Service Time 0:10:31
- FY13: Avg Wait Time 0:20:10, Avg Service Time 0:17:17
- FY14 (thru Apr): Avg Wait Time 0:23:02, Avg Service Time 0:20:12

- Unique Customer Cases

<table>
<thead>
<tr>
<th>FY12</th>
<th>FY13</th>
<th>FY14 (thru Apr)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0:10:31</td>
<td>0:17:17</td>
<td>0:20:12</td>
</tr>
<tr>
<td>0:14:24</td>
<td>0:20:10</td>
<td>0:23:02</td>
</tr>
</tbody>
</table>

Legend:
- Red: Avg Wait Time (Minutes)
- Green: Avg Service Time (Minutes)
HPC Customer Satisfaction Survey

2013
“Overall process at the HPC”
- Satisfied: 74%
- Neutral: 15%
- Dissatisfied: 11%

2014
“Overall experience at the HPC”
- Satisfied: 83%
- Neutral: 10%
- Dissatisfied: 7%
# HPC Improvement Efforts

Focused Performance Improvement Effort during Jan-Jun 2013, aka “Kaizen Blitz”

<table>
<thead>
<tr>
<th>Initiatives Identified with KB</th>
<th>38</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiatives Completed within KB Period</td>
<td>10</td>
</tr>
<tr>
<td>Initiatives Completed following KB Period</td>
<td>16</td>
</tr>
<tr>
<td>In Progress Initiatives</td>
<td>4</td>
</tr>
<tr>
<td>Yet to Be Initiated (Long Range)</td>
<td>8</td>
</tr>
<tr>
<td>Separately Completed Initiatives via Continuous Improvement Program</td>
<td>4</td>
</tr>
</tbody>
</table>

**Initiatives completed include:**

- Limited Online Service Appointments
- Text messaging for Queuing
- HPC customer service training delivered
- Additional parking provided
- Directional/Way Finding Signage added
- 3rd Floor Lobby Expansion for Customer Waiting
- On Premise Café Opened
HPC Improvement Efforts

Ongoing/Upcoming Initiatives include:

• HPC Website Redesign

• Development/Implementation of Electronic Plan Reviews

• Further deployment of On-Line Permitting Opportunities

• Speaker Series
# Public Works & Engineering

350 Unique Permit Types
70% of Point of Sale Transactions at HPC

## Building Permit Processing
- **Construction Plan Reviews:** Building, Electrical, Habitability, Mechanical, Plumbing, Sign Administration, Storm, Water
- **Construction Permits:** Building, Electrical, Mechanical, Occupancy, Plumbing, Sign Administration
- **Construction Inspections:** Building, Electrical, Habitability, Mechanical, Occupancy, Plumbing, Sign Administration
- **Permit Office:** Billing, Addressing, Online Permits, Utility Releases

## City Engineer Approvals
- Infrastructure Plan Reviews/Inspections
- Encroachments
- Floodplain Development
- Driveway/Sidewalk Approvals
- Tech support for Planning Commission and Joint Referral Committee

## Utility Analysis/Capacity Reservations
- Water/Wastewater Capacity Reservations
- Stormwater Availability Letters
- Meters

## Other Code Enforcement Activities
- Multi-Family Habitability Program
- Occupancy Permits/Inspections
- Dangerous Buildings
Building Plan Reviews and Permits Issued

<table>
<thead>
<tr>
<th></th>
<th>FY11</th>
<th>FY14</th>
<th>Increase</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permits Issued</td>
<td>13,495</td>
<td>14,880</td>
<td>1,385</td>
<td>10%</td>
</tr>
<tr>
<td>Plans Reviewed</td>
<td>3,601</td>
<td>4,751</td>
<td>1,150</td>
<td>32%</td>
</tr>
</tbody>
</table>
## Construction Valuation

<table>
<thead>
<tr>
<th>Monthly Average</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FY11</strong></td>
<td><strong>FY14</strong></td>
</tr>
<tr>
<td>Construction Valuation</td>
<td>$276 M</td>
</tr>
<tr>
<td>Monthly Averages</td>
<td></td>
</tr>
<tr>
<td>-----------------</td>
<td>--</td>
</tr>
<tr>
<td></td>
<td>FY11</td>
</tr>
<tr>
<td>Commercial Permits</td>
<td>1,435</td>
</tr>
<tr>
<td>Residential Permits</td>
<td>514</td>
</tr>
</tbody>
</table>

**Building Code Enforcement**
Building Code Enforcement

<table>
<thead>
<tr>
<th>Monthly Average</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>FY11</td>
<td>FY14</td>
<td>Increase</td>
<td>% Change</td>
</tr>
<tr>
<td>Inspections Performed</td>
<td>33,592</td>
<td>46,276</td>
<td>12,684</td>
<td>38%</td>
</tr>
</tbody>
</table>

Graph: Inspections Performed

DRAFT
Trade Inspection Average Trends
TARGET: 15 Inspections/Inspector/Day ≡ 30 mins/Inspection (with travel time)
RECENTLY COMPLETED INITIATIVES

- Staff added to One Stop to provide Electrical plan reviews for smaller projects
- Electronic notification to customers who request an inspection time
- On Line Sign Permitting/Licensing activities
- Additional written Code Interpretations issued to assist in enforcement and understanding
- Reformatted Building Permit Application into single form
- Quality Assurance/Inspections Follow-up implemented for inspector accuracy/consistency
- Satellite permit office in southeast Houston
<table>
<thead>
<tr>
<th>ONGOING/UPCOMING INITIATIVES</th>
<th>Future Council Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outsourced On-call plan review services via contract</td>
<td>Approve Purchase</td>
</tr>
<tr>
<td>Additional plan review/inspections staff in FY15 Budget</td>
<td>Approve FY15 Operating Budget</td>
</tr>
<tr>
<td>Remote Geographic Recruiting/Hiring</td>
<td></td>
</tr>
<tr>
<td>• Relocation Incentives</td>
<td></td>
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<tr>
<td>• Initial Retention Incentives</td>
<td></td>
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<tr>
<td>• Certification Pay</td>
<td></td>
</tr>
<tr>
<td>Approve FY15 Operating Budget</td>
<td></td>
</tr>
<tr>
<td>Targeted Salary Adjustments for Current Inspection/Review Staff</td>
<td></td>
</tr>
<tr>
<td>Electronic plan review</td>
<td></td>
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<tr>
<td>Approve FY15 Operating Budget</td>
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