

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.

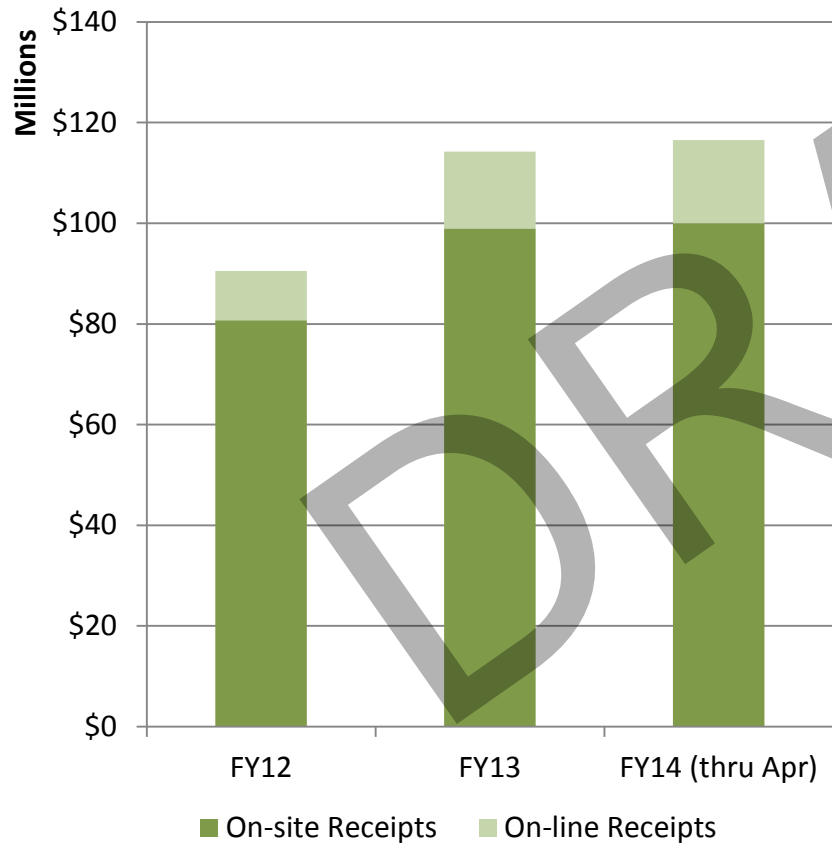
HOUSTON
PERMITTING
center

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

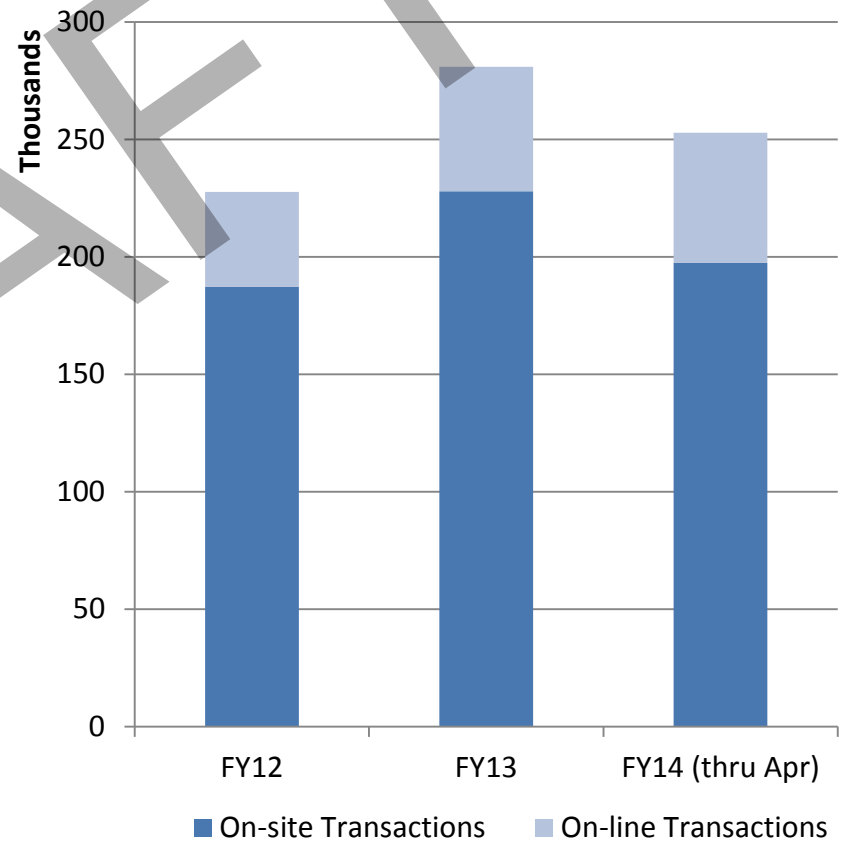
*HAS and PDD provide instrumental support to the building plan review process. They do not issue unique permit/license types.

HPC Overview

Sales Receipts

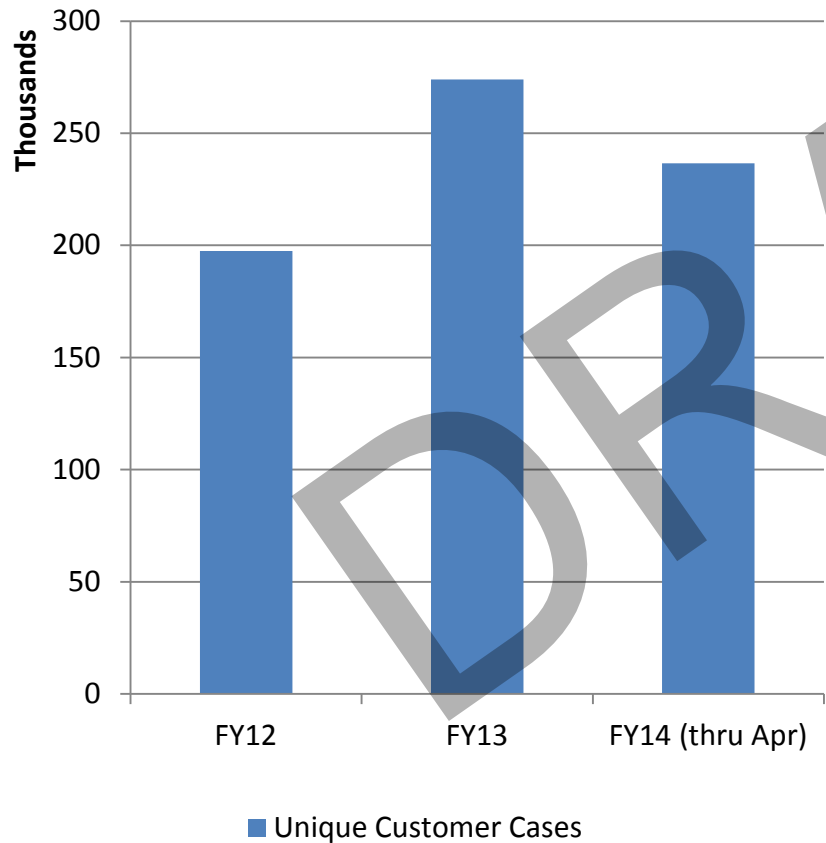


Sales Transactions

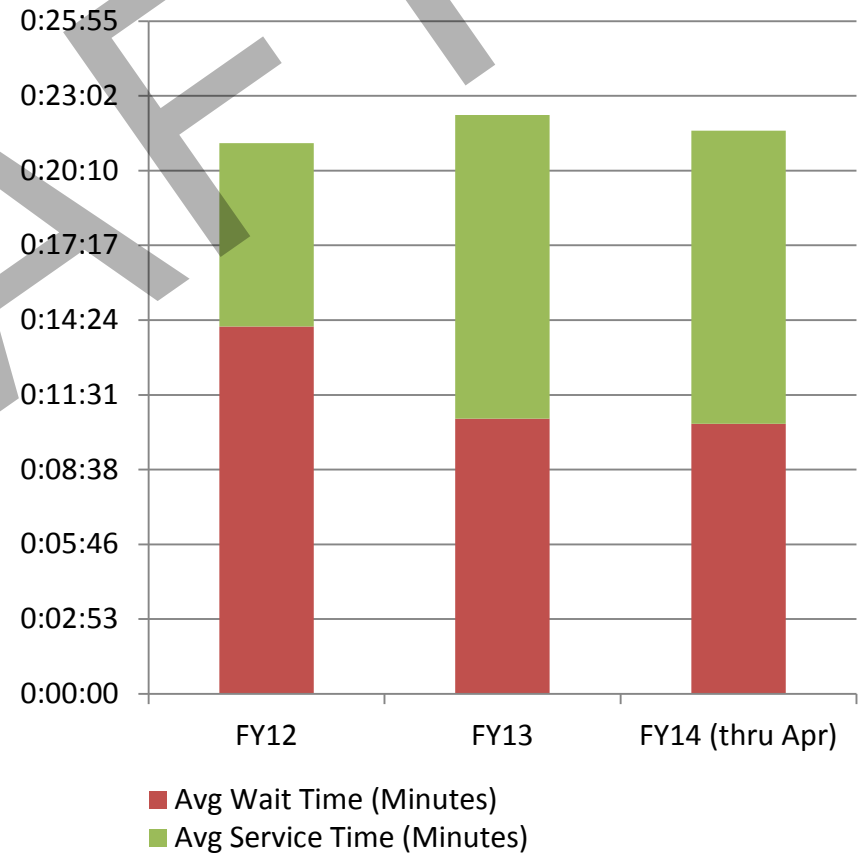


HPC Overview

Customer Engagement



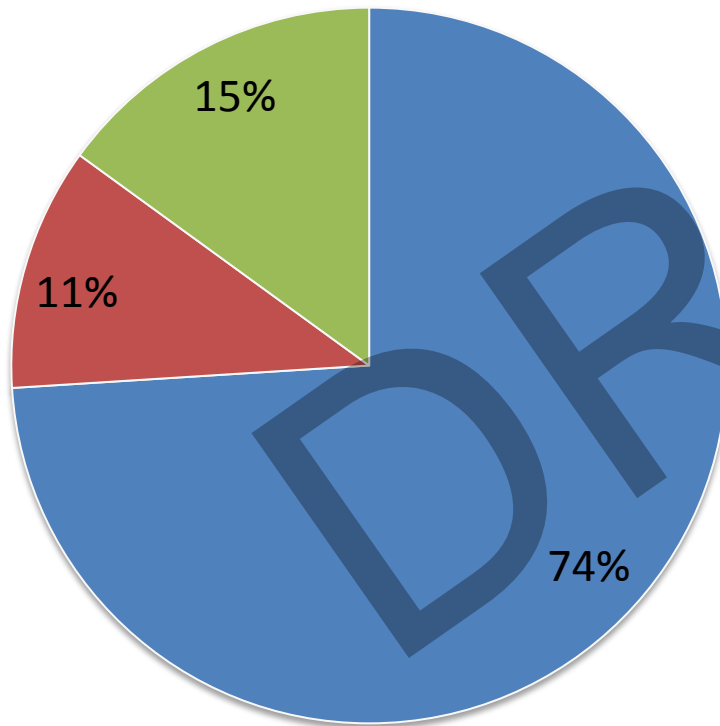
Customer Reception



HPC Customer Satisfaction Survey

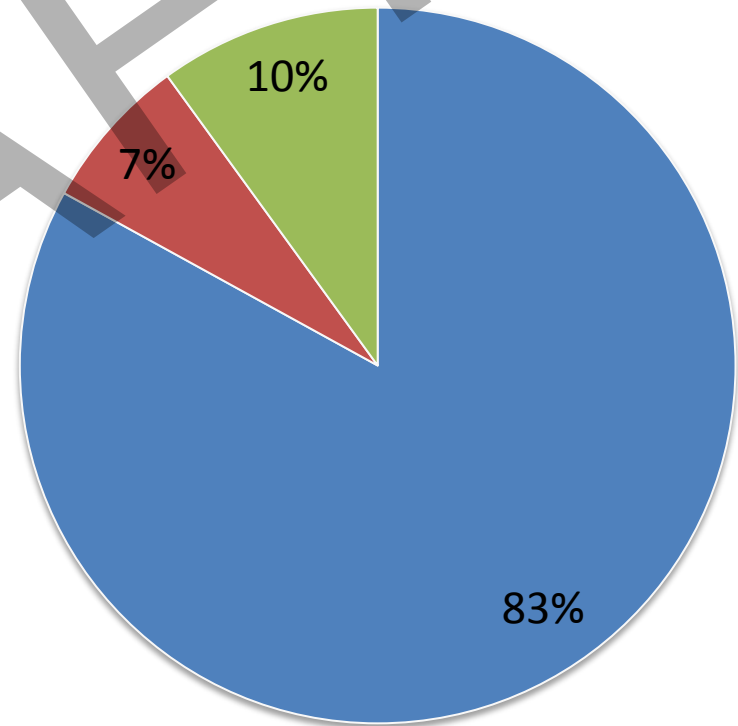
2013

“Overall process at the HPC”




2014

“Overall experience at the HPC”



 Satisfied

 Neutral

 Dissatisfied

HPC Improvement Efforts

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

Initiatives Identified with KB	38
Initiatives Completed within KB Period	10
Initiatives Completed following KB Period	16
In Progress Initiatives	4
Yet to Be Initiated (Long Range)	8
Separately Completed Initiatives via Continuous Improvement Program	4
Initiatives completed include: <ul style="list-style-type: none">• 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
Licensing and Registration
- 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

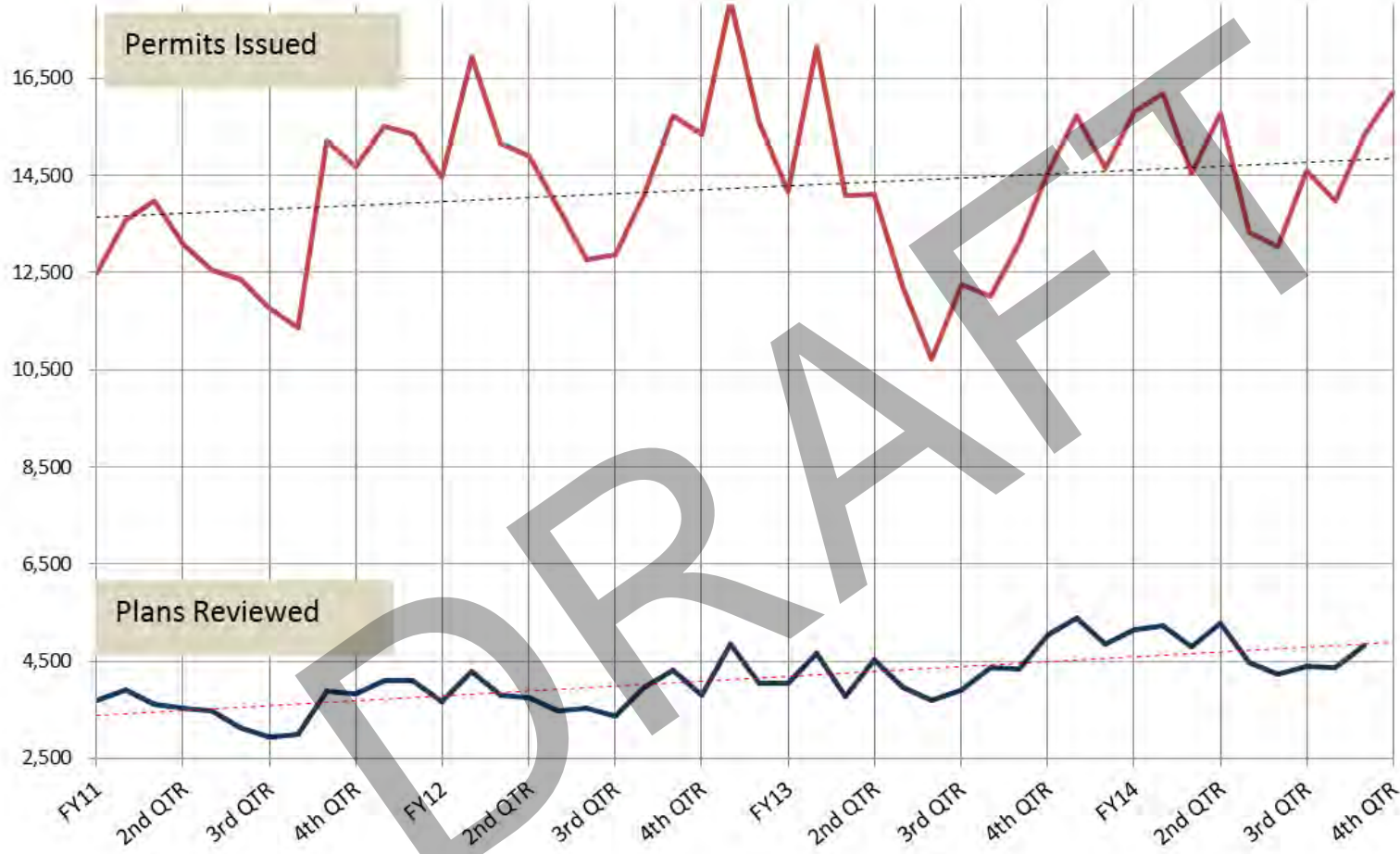
Utility Analysis/Capacity Reservations

- Water/Wastewater Capacity Reservations
- Stormwater Availability Letters
- Meters

Other Code Enforcement Activities

- Multi-Family Habitability Program
- Occupancy Permits/Inspections
- Dangerous Buildings

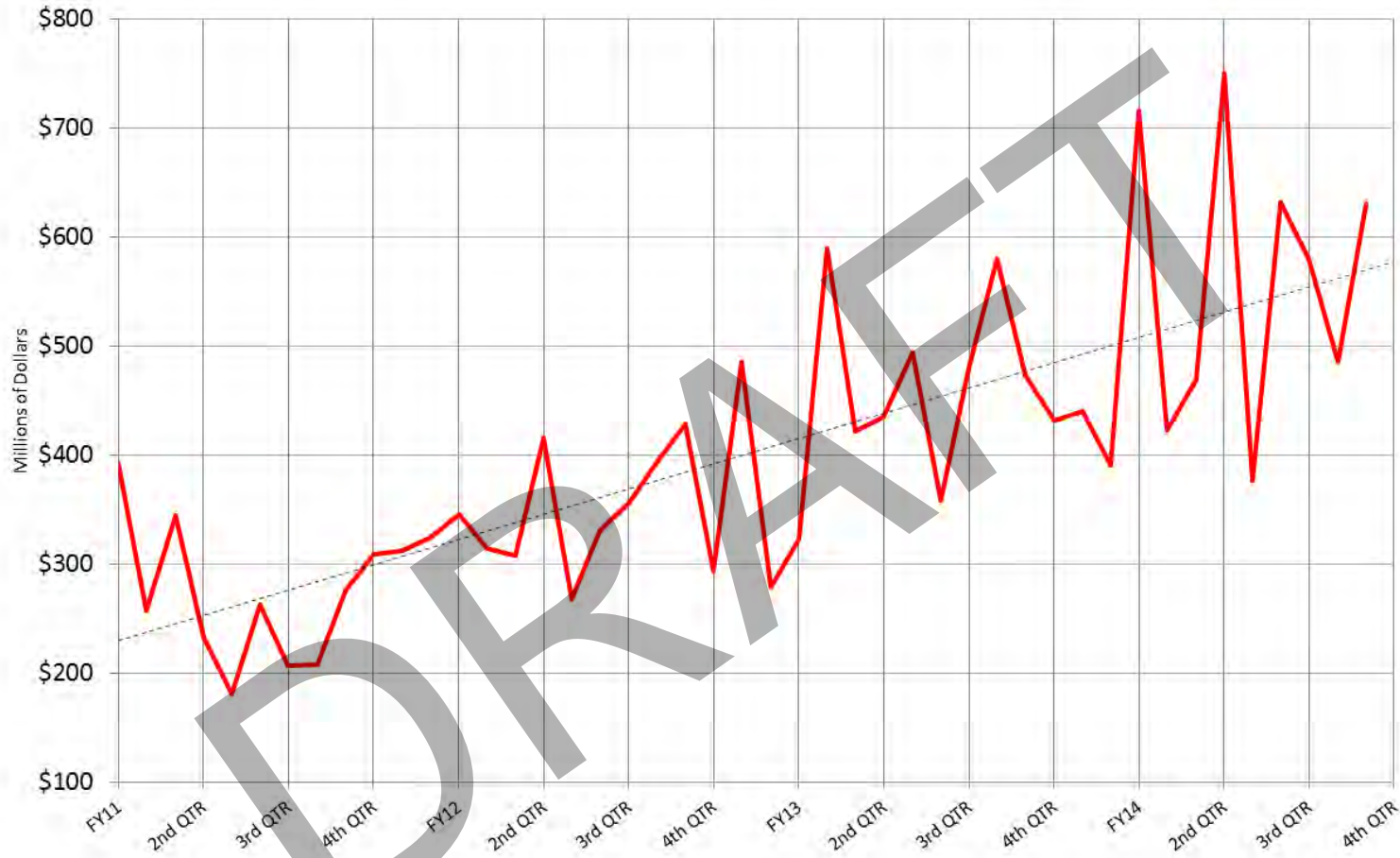
Building Plan Reviews and Permits Issued



	Monthly Averages			
	FY11	FY14	Increase	% Change
Permits Issued	13,495	14,880	1,385	10%
Plans Reviewed	3,601	4,751	1,150	32%

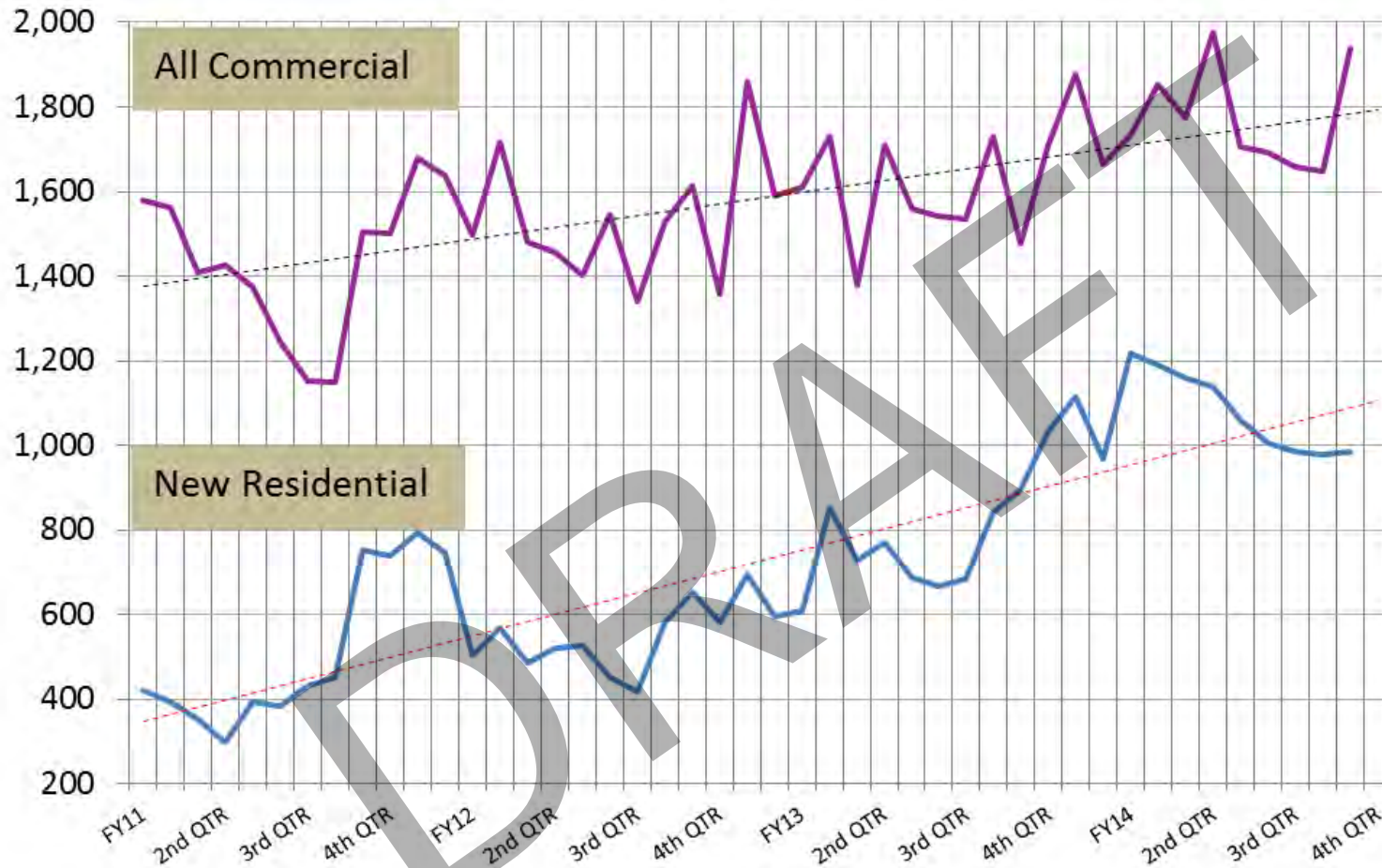
Construction Valuation

Building Code Enforcement



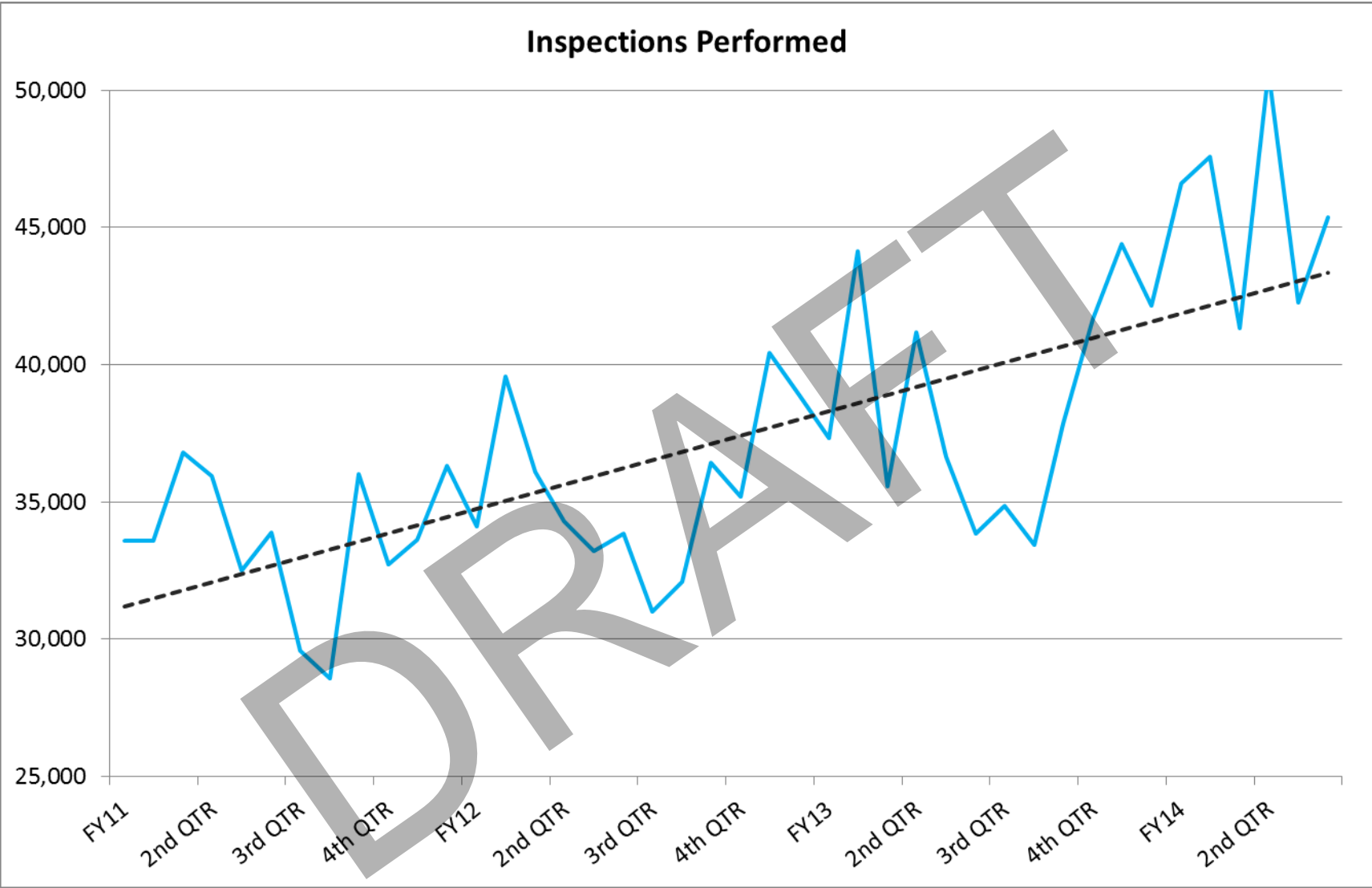
	Monthly Average			
	FY11	FY14	Increase	% Change
Construction Valuation	\$276 M	\$562 M	\$286 M	104%

Commercial and Residential Permits



	Monthly Averages		Increase	% Change
	FY11	FY14		
Commercial Permits	1,435	1,775	340	24%
Residential Permits	514	1,080	566	110%

Building Code Enforcement

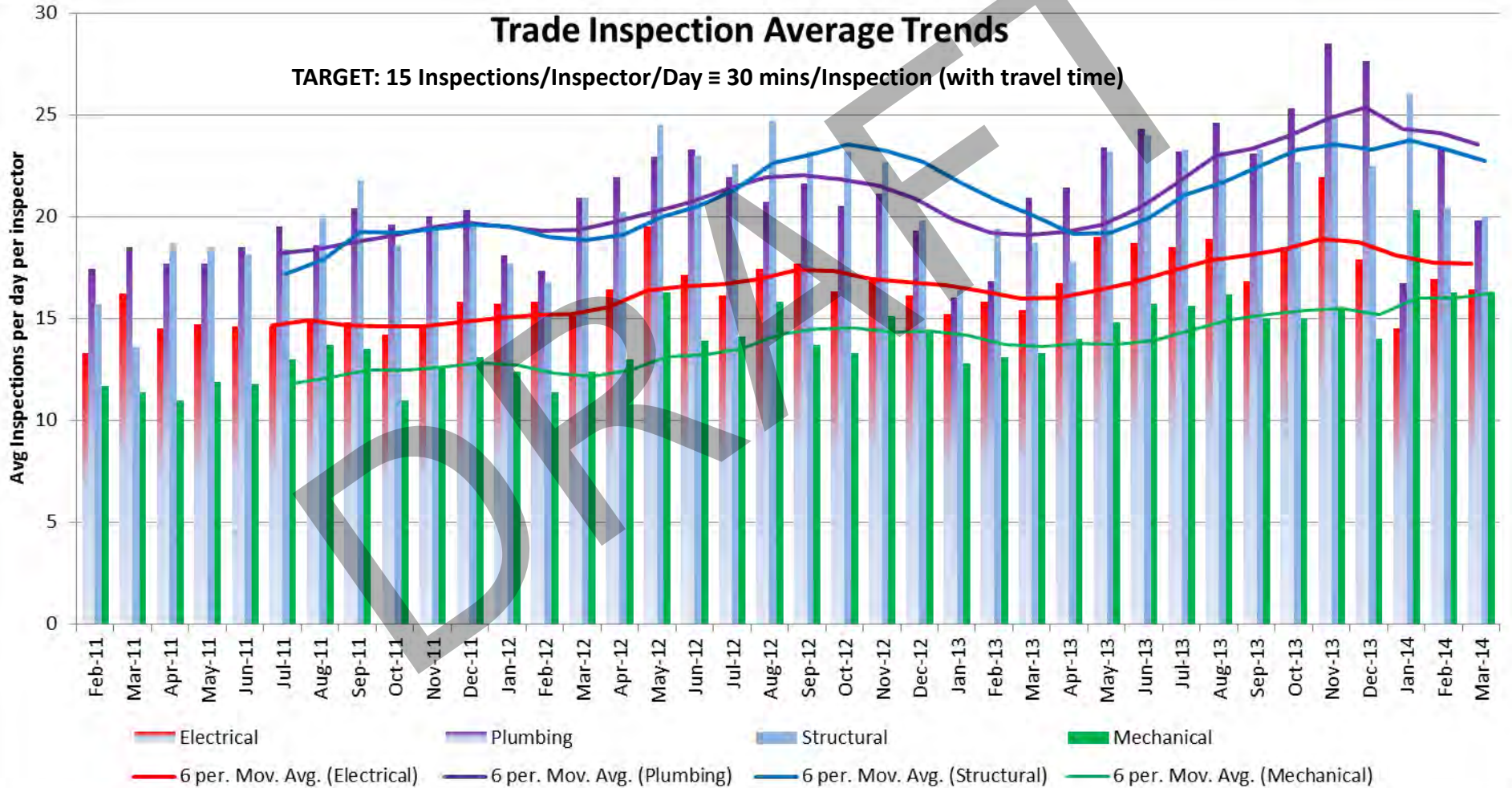


	Monthly Average			
	FY11	FY14	Increase	% Change
Inspections Performed	33,592	46,276	12,684	38%

Building Code Enforcement

Trade Inspection Average Trends

TARGET: 15 Inspections/Inspector/Day \equiv 30 mins/Inspection (with travel time)



RECENTLY COMPLETED INITIATIVES

Building Code Enforcement

- 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

ONGOING/UPCOMING INITIATIVES

Building Code Enforcement

	Future Council Action
Outsourced On-call plan review services via contract	Approve Purchase
Additional plan review/inspections staff in FY15 Budget	Approve FY15 Operating Budget
Remote Geographic Recruiting/Hiring <ul style="list-style-type: none">• Relocation Incentives• Initial Retention Incentives• Certification Pay	Approve FY15 Operating Budget
Targeted Salary Adjustments for Current Inspection/Review Staff	Approve FY15 Operating Budget
Electronic plan review	Approve Purchase

Houston Permitting and Code Enforcement Update

Maintaining Superior Service

Transportation, Technology and Infrastructure
Council Committee

May 13, 2014