



# HOUSTON PERMITTING CENTER

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**CHRISTON BUTLER**  
**DEPUTY DIRECTOR**



# PURPOSE

together we create a strong foundation  
for Houston to thrive

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# 5 TO THRIVE VALUES

integrity | teamwork | ownership | communication | respect

# WHO WE ARE

Houston Permitting Center is home to six different city departments

- Houston Fire Department
- Houston Police Department
- Administration and Regulatory Affairs
- Houston Health Department
- Planning and Development
- Houston Public Works



Houston Permitting Center  
HPC

Houston Public Works  
HPW

Houston Fire Department  
HFD

Houston Police Department  
HPD

Administration & Regulatory Affairs  
ARA

Houston Health Department  
HHD

Planning & Development  
P&D

Building Code Enforcement  
(BCE)

Office of City Engineer  
(OCE)

Business Support Services  
(BSS)

Infrastructure and Development Services  
(IDS)  
Houston Water



## WHAT WE DO

- Enforce all construction, energy, & fire codes and all City ordinances through the review of building plans and on-site inspections
- Regulate the operation of certain types businesses
  - high risk to consumers and/or high risk for criminal activity
- Permit special events
- Provide identity verification
- Consult with industry professionals on development & design

# HOUSTON PERMITTING CENTER

Houston Permitting Center Service Line has 3 support services teams

## Building Code Enforcement

- Permits
- Plan Review (Mechanical, Electrical, Plumbing, and Structural)
- Inspections
- Code Development

## Business Support Services

- Customer Triage and Information
- Communications, Website, and Social Media
- Open Records and Archiving
- Workplace Experience & Engagement

## Office of the City Engineer

- Traffic
- Utilities
- Engineering Standards
- Floodplain Management Office
- Construction Services
- Storm

# BUILDING CODE ENFORCEMENT

- **Permits Section** – Building permit application processing, address verification, iPermits/online support, ombudsman services
- **Code Development** – Publishes code interpretations and guidelines; manage code amendments and ordinance changes; and reviews alternate methods
- **Plan Review** – Commercial, Residential, and One-stop
- **Inspections** – Mechanical/Elevators, Electrical, Plumbing, Structural, Occupancy, Habitability & Investigations, and Sign Administration



# OFFICE OF THE CITY ENGINEER

- **Traffic** – public and private reviews, TIA/traffic studies, encroachments, telecommunications, oil & gas pipeline permits, and monitoring wells
- **Utilities** – water/wastewater review, water facilities review, easement dedication, street cuts, and paving permits
- **Engineering Standards** – Infrastructure Design Manual, construction specifications, and GIS
- **Floodplain Management Office** – permit, plan review, and inspection of work in the floodplain
- **Construction Services** – ROW and TPDES inspections, 311 investigations, oversize load
- **Storm** – private and public reviews, stormwater quality permits, MS4/environmental permits





# BY THE NUMBERS (FISCAL YEAR 2021)



**730**  
EMPLOYEES OVER  
300 FIELD INSPECTORS



**12,000**  
LIVE CHAT INTERACTIONS



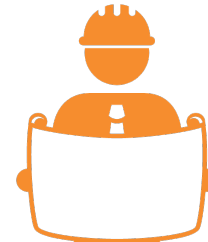
**\$141M**  
REVENUE GENERATED



**4,000**  
ONLINE SERVICE TICKETS



**368,000**  
PERMITS SOLD OVER  
467 TYPES OF PERMITS



**55,000**  
PLANS REVIEWED



**35,000**  
IN-PERSON VISITORS

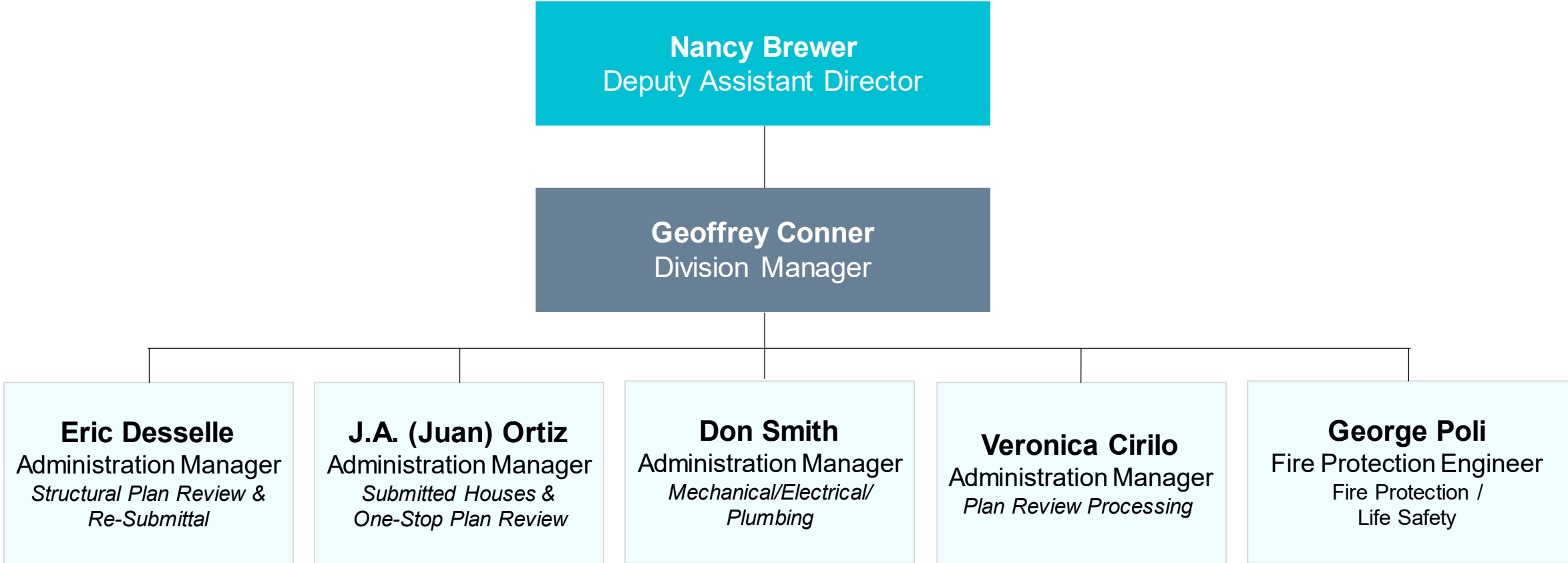


**495,000**  
INSPECTIONS

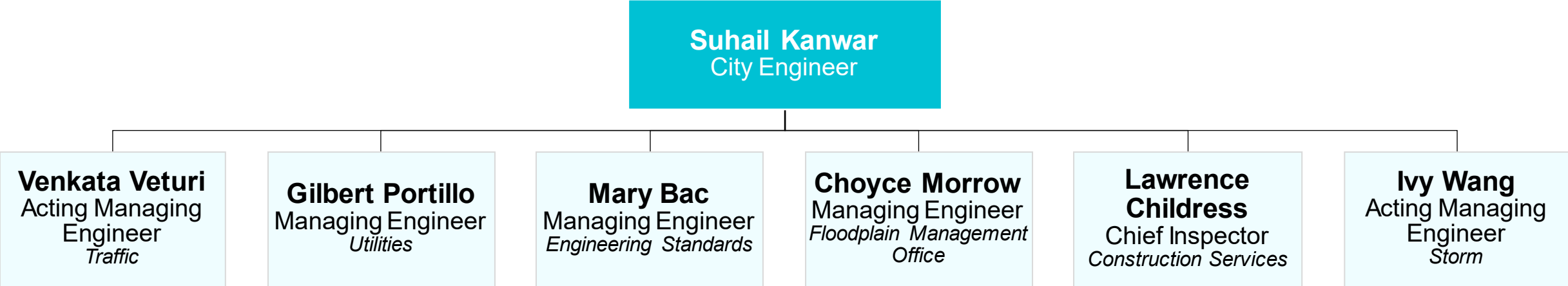


# PLAN REVIEW

# PLAN REVIEW MANAGEMENT



# OCE PLAN REVIEW MANAGEMENT



# STAFF AUGMENTATION

**Isani Consultants** – 6 structural plan analysts assisting with commercial plan reviews (contract started in April)



**Bureau of Veritas** – 30 expedited plan reviews are provided to customers each day (contract started May 9)

- First 3 weeks, only resubmitted projects allowed (including revisions and deferred submittals)
- On June 13, first-time deferred submittals allowed as well as mastered projects
- By end of July, storm reviews will also be available using expedited plan reviews



# iPERMITS IMPROVEMENTS

Some minor residential repair permits became available for purchase starting Monday, October 18, 2021.

500 permits have been purchased since implementation

— Check all applicable items —

Select	Description	Wall Square Footage	Floor Square Footage
<input type="checkbox"/>	Exterior Siding - Patch or repair exterior veneer, siding, stucco, EIFS, etc.		
<input type="checkbox"/>	Garage Doors & Windows - Replace exterior doors and doors leading to an attached garage		
<input type="checkbox"/>	Roof Repairs - Patch or Repair Roof Shingles/Decking ONLY (Area should not exceed 100 sq. ft.)		
<input type="checkbox"/>	Window Repairs - Repair Windows (Glazing replacement only to match existing code energy requirements)		
<input type="checkbox"/>	Repair damaged studs		
<input type="checkbox"/>	Install smoke detectors - (Smoke detectors are to be hardwired & interconnected as required by IRC 2012 Sec. R314.)		
<input type="checkbox"/>	Install carbon monoxide detectors1		
<input type="checkbox"/>	Repair existing interior stairs and/or steps to original condition		
<input type="checkbox"/>	Repair ceiling and/or wall covering/insulation*		
<input type="checkbox"/>	Repair existing fireplace		
<input type="checkbox"/>	Repair porch		
	Does your project involve any of the following trade repairs? If so, please check all the applicable.		
<input type="checkbox"/>	Repair Electrical (Separate Permit Required)		
<input type="checkbox"/>	Repair Plumbing (Separate Permit Required)		
<input type="checkbox"/>	Repair Mechanical (Separate Permit Required)		

# OTHER IMPROVEMENTS (BUILDING CODE ENFORCEMENT)

- Reinstated flex schedule option (4 days/10 hours) allowing staff to work overtime on days off; this has resulted in an increase in overtime by staff and more plans being reviewed
- Automation of rejected plans on ProjectDox (no longer require an analyst or permit tech to process out)
- Building Code Enforcement (BCE) has reduced review times from 28 days in September 2021 to 17 days in June 2022
- Reducing reviews for deferred submittals and revisions to 10-12 days
- 68% of BCE plans are approved within first 2 cycles

# FUTURE IMPROVEMENTS PLANNED

- Ensuring that plans are routed in 3-5 days
- Automation of resubmitted plans (will assist with above bullet)
- Automation of approved plans in ProjectDox
- Upgrading of ProjectDox to improved version (end of 2022)
- Implementation of a Customer Relationship Management System
- Microsoft Bookings for online service appointments
  - 06-21-2022 – Live for OCE Public Utilities and Permits
  - Coming Soon to Plan Review



# PLAN REVIEW COMPARISON

REVIEW GROUP	# OF DAYS June 17, 2021	# OF DAYS June 17, 2022
Traffic (120)	19	23
Health (130)	15	13
Planning (140)	16	25
Fire Alarm (150)	5	9
H.A.S (160)	19	13
Parks (170)	0	0
High Pile/Hazmat (180)	8	18
Utility (220)	13	8
L.P.G. (240)	-	12
Flood (250)	15	25
Health/Pools (280)	14	12
Utility Infrastructure (290)	5	9
Electrical (310)	17	17
Plumbing (320)	16	13
Structural (330)	19	15
HVAC (340)	14	16
Sprinkler (350)	10	8
Storm (360)	18	24

## June 17, 2021

approximately 3,453 plans in system


## June 17, 2022

approximately 4,109 plans in system

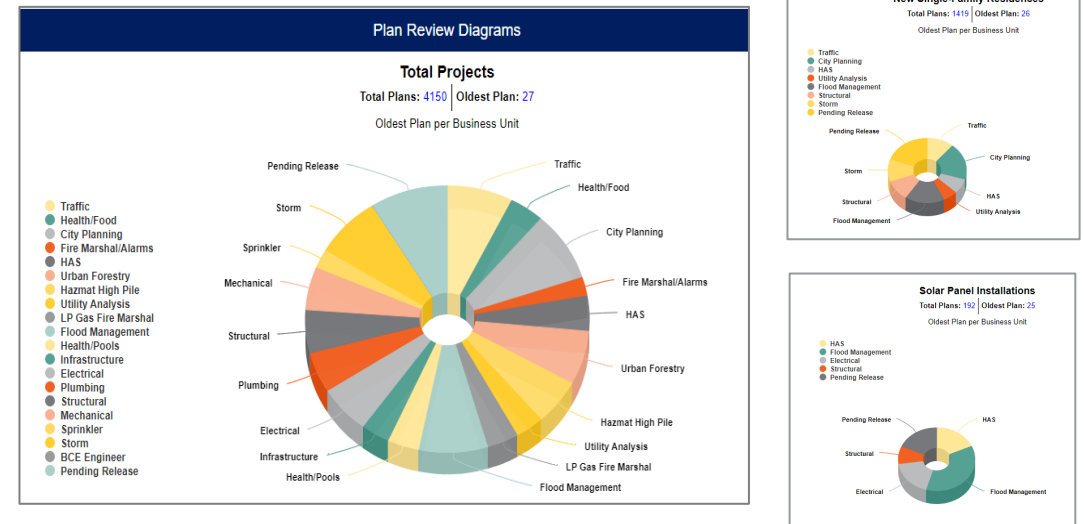
# REVIEW TIMES & SLA

For the most up-to-date review times, please refer to the **Performance Dashboard** at <https://dashboard.publicworks.houstontx.gov/>

The **Daily Numbers** (top of the webpage) indicate the total number of plans in the system and the the oldest plan in review (currently 31 business days)

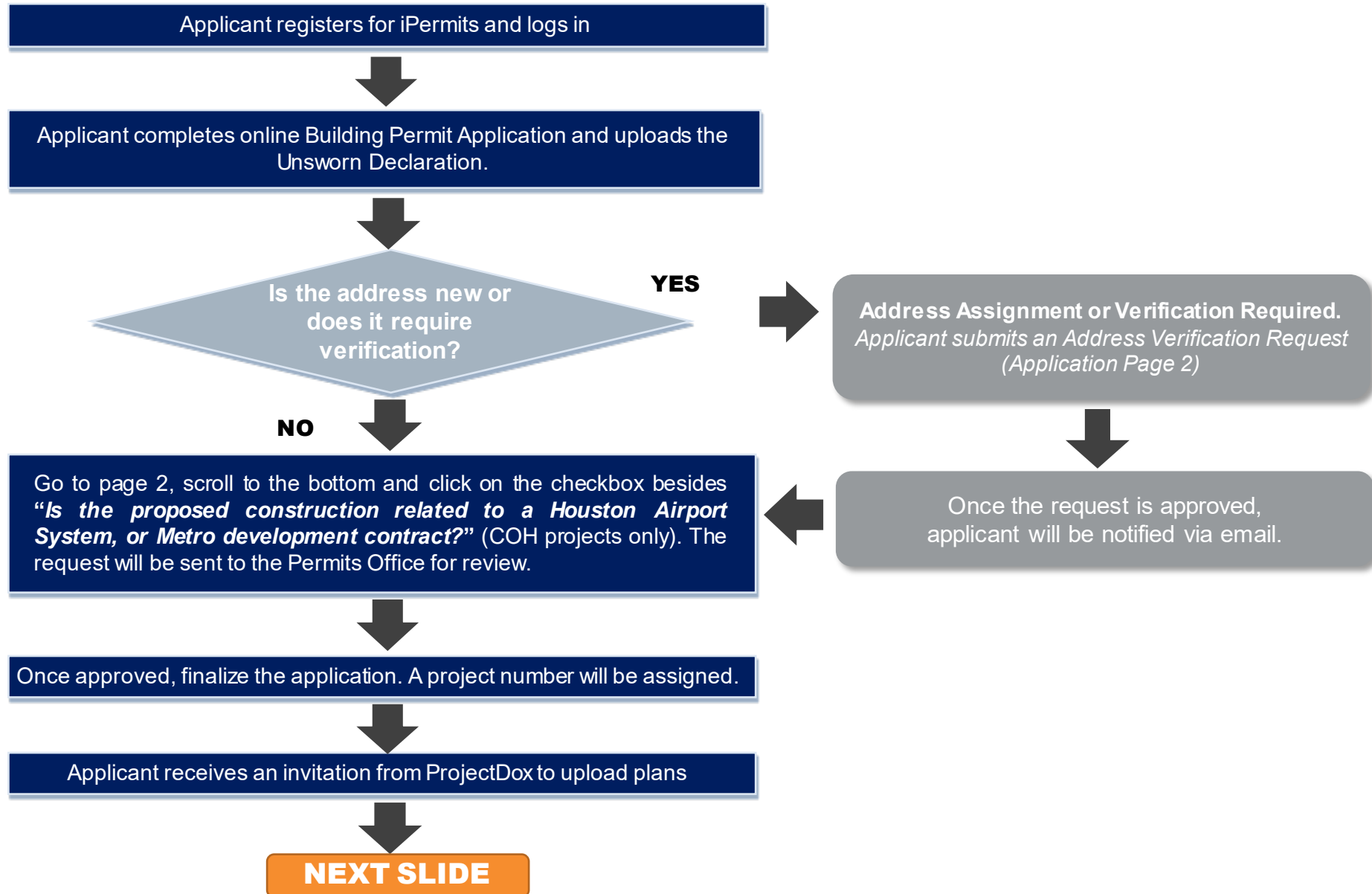
<p>Houston Permitting Center - Building Code Enforcement</p>  <p>Thank you for visiting our interactive dashboard. Updated daily, this dashboard was designed for customers and provides an at-a-glance view of our performance.</p> <p>We value your feedback, so please, if you have questions, comments or recommendations: <a href="mailto:Houston.permittingcenter@houstontx.gov">Houston.permittingcenter@houstontx.gov</a> or 832-394-9000</p>	<p>HPC Main Menu</p> <ul style="list-style-type: none"> <li>About Us</li> <li>FAQs</li> <li>News and Events</li> <li>Code Enforcement Main Page</li> <li>Public Works Homepage</li> </ul>																
<p>Daily Inspection</p> <p style="text-align: center;"><b>2323</b></p> <p style="text-align: center;">Total Construction Inspections</p> <table border="0"> <tr> <td>801</td> <td>550</td> </tr> <tr> <td>Structural</td> <td>Electrical</td> </tr> <tr> <td>284</td> <td>688</td> </tr> <tr> <td>Mechanical</td> <td>Plumbing</td> </tr> </table>	801	550	Structural	Electrical	284	688	Mechanical	Plumbing	<p>Daily Numbers</p> <p style="text-align: center;"><b>4148</b></p> <p style="text-align: center;">Total Plans in System for Review</p> <table border="0"> <tr> <td>1621</td> <td>27</td> </tr> <tr> <td>Commercial Plans</td> <td>Oldest Plan (in business days)</td> </tr> <tr> <td>2527</td> <td>26</td> </tr> <tr> <td>Residential Plans</td> <td>Oldest Plan (in business days)</td> </tr> </table> <p><small>The preceding numbers include: New Construction, Remodels/Repairs and Revisions Updates Daily. Last updated Thu Jun 16 2022 5:00am</small></p>	1621	27	Commercial Plans	Oldest Plan (in business days)	2527	26	Residential Plans	Oldest Plan (in business days)
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The **Plan Review Diagrams** (bottom of the webpage) show the the oldest plan in review by Department/Section.

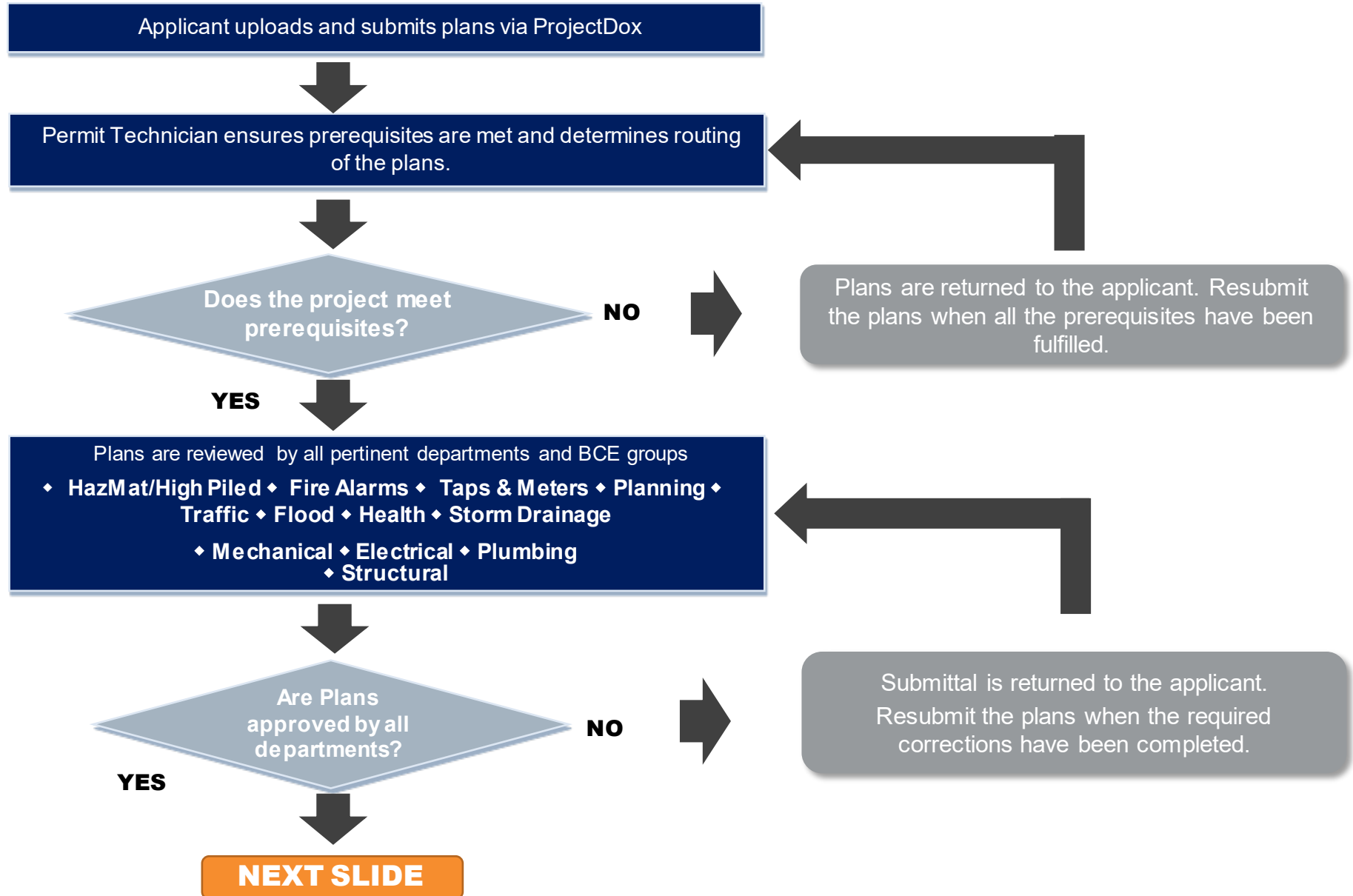


**Our service level agreement (SLA) for commercial plans is 15 business days and 10 business days for residential plans.**

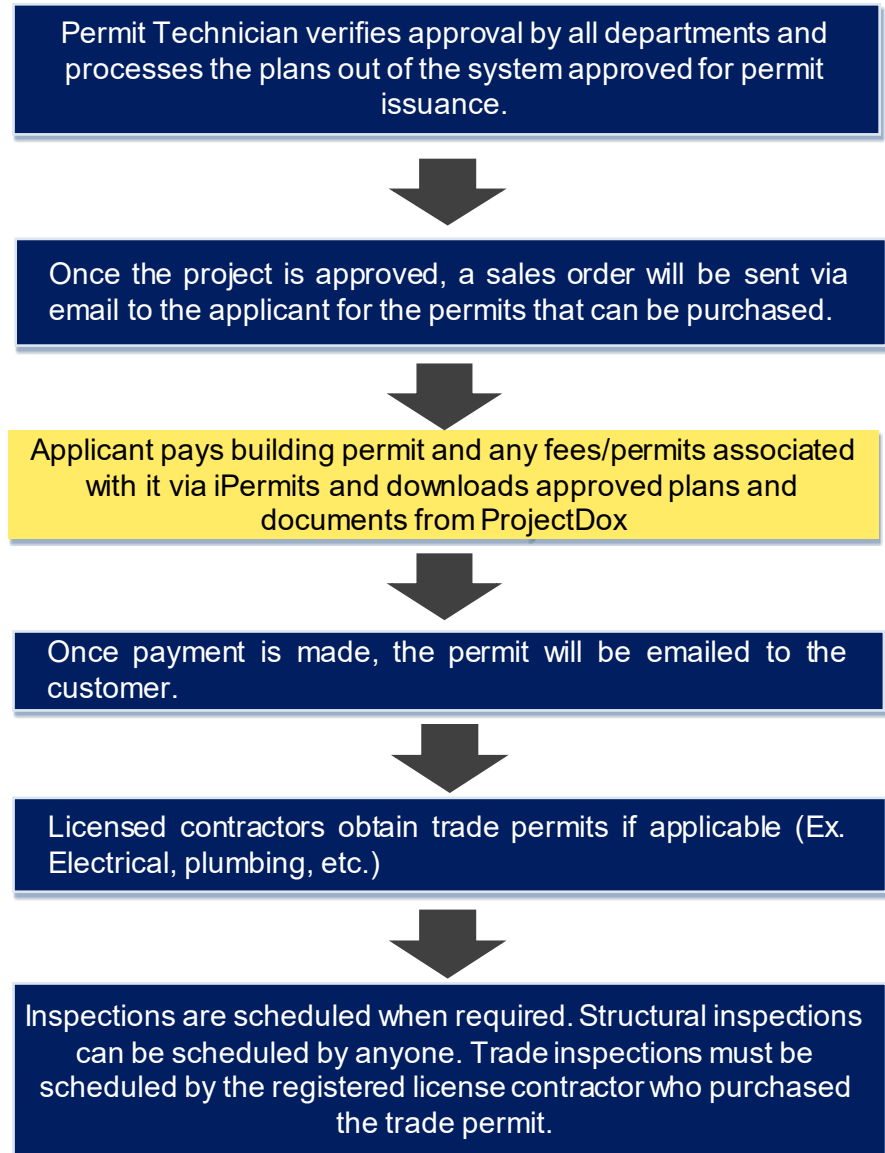
# APPLICATION PROCESS (SIMPLIFIED)



# PLAN REVIEW PROCESS (SIMPLIFIED)



# PERMIT ISSUANCE & INSPECTIONS (SIMPLIFIED)



# ONLINE RESOURCES

The following helpful tools can be found on the Houston Permitting Center's Webpage

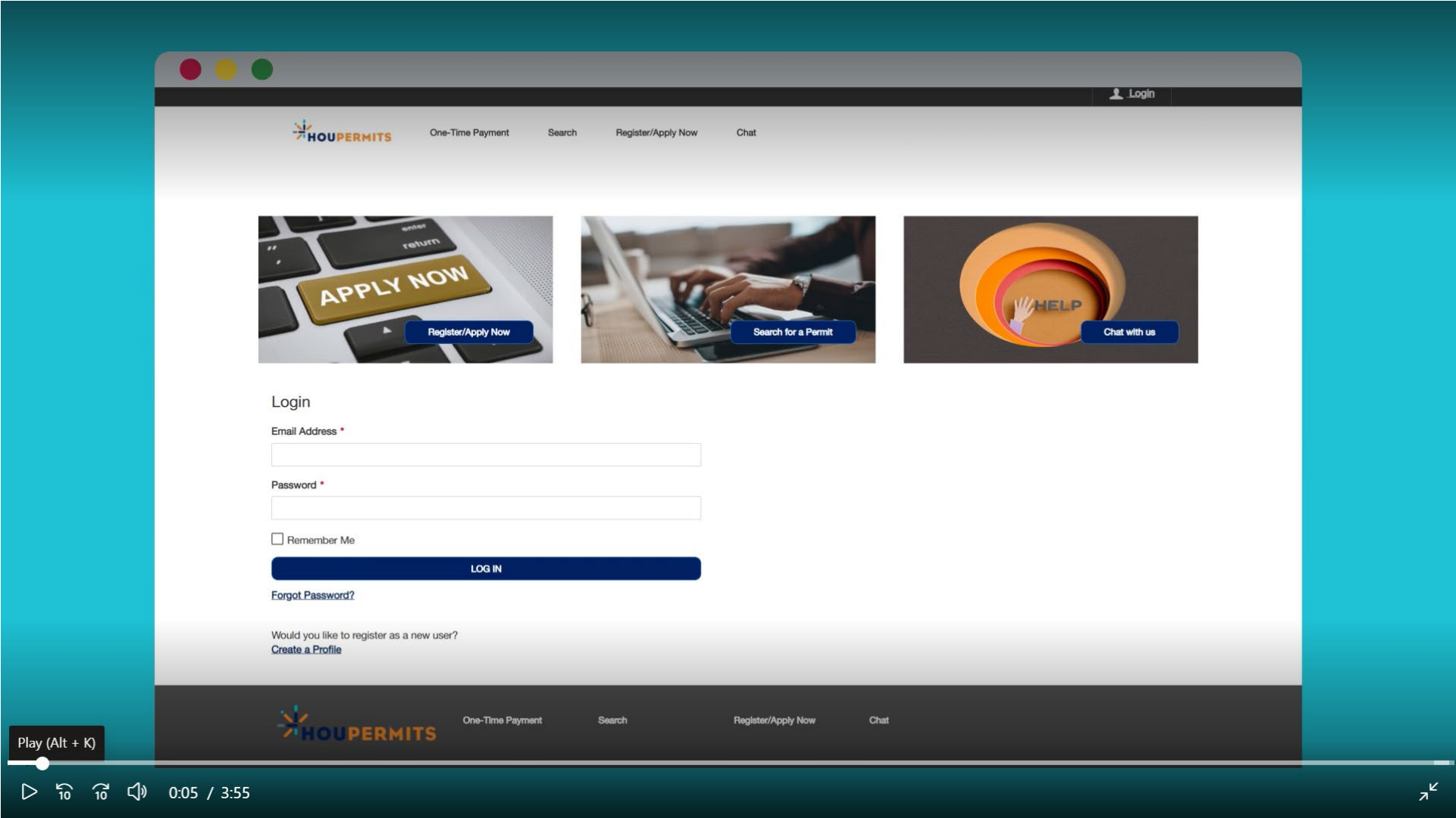
- **Plan Review Status:** [https://www.pdinet.pd.houstontx.gov/cohilms/webs/Plan\\_LookUp.asp](https://www.pdinet.pd.houstontx.gov/cohilms/webs/Plan_LookUp.asp)
- **Building Code Enforcement Fee Schedule:** <https://www.houstonpermittingcenter.org/help/fee-schedules>
- **Inspection Scheduler & Status Check:**  
[https://www.pdinet.pd.houstontx.gov/cohilms/webs/Inspection\\_Lookup.asp](https://www.pdinet.pd.houstontx.gov/cohilms/webs/Inspection_Lookup.asp)
- **Inspections Notification System:**  
[https://telework.sivell.com/apex/f?p=400%3ANEW\\_LOGIN\\_DESKTOP%3A3142304789371](https://telework.sivell.com/apex/f?p=400%3ANEW_LOGIN_DESKTOP%3A3142304789371)
- **Sold Permit Search:** Allows users to search for permits sold by BCE in the last three years using different search criteria, such as job address, applicant name, permit type, zip code, building use.

To access the Sold Permit Search tool, visit

[http://www.cohtora.houstontx.gov/approot/soldpermits/online\\_permit.htm](http://www.cohtora.houstontx.gov/approot/soldpermits/online_permit.htm)

- **Forms, Checklists, Guides & Example Drawings:** All our documents are available at <https://www.houstonpermittingcenter.org/resources>
- **Open Records Requests:** Register and submit your request at [https://houstontx.govqa.us/WEBAPP/\\_rs/\(S\(x14z2kpr2bi4qf1133vkwa4v\)\)/SupportHome.aspx](https://houstontx.govqa.us/WEBAPP/_rs/(S(x14z2kpr2bi4qf1133vkwa4v))/SupportHome.aspx)

# HOU PERMITS SNEAK PEEK



# thank you!



[houstonpublicworks.org](http://houstonpublicworks.org)



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