



# IMPACT REPORT

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*“ Together, we serve as a hub for the City of Houston’s permitting and regulatory processes ”*



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*“Every project is unique, and every project’s path to permitting and regulation can be different.”*



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*“We aim to partner with developers and stakeholders with quality submittals, quality reviews, and inspections. ”*

# Introduction

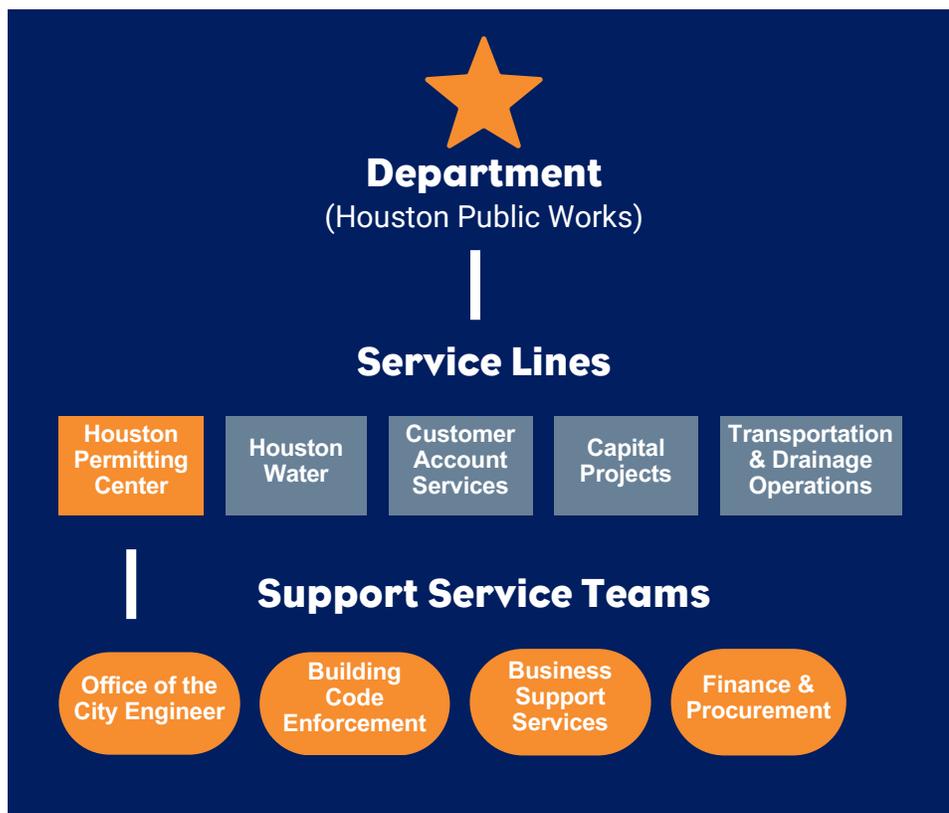
**The Houston Permitting Center opened in 2011 and is home to over 700 City of Houston employees across six departments. Together, we regulate construction activity through permitting, plan review and inspections to ensure compliance with building codes and life safety standards. We also regulate businesses through permitting, licensing and inspections to ensure public health and consumer safety.**



# Our Story Thus Far

The Houston Permitting Center is a hub for the City of Houston’s permitting and regulatory processes. The Permitting Center is a multi-department building and a Service Line within Houston Public Works. These Public Works service lines include:

- **Houston Permitting Center\***
  - **Building Code Enforcement** (Private Development Construction)
  - **Office of the City Engineer** (Right of Way Construction)
  - **Business Support** (Customer and Team Resources)
  - **Finance and Procurement** (Accounting and Assets)
- **Houston Water**
  - **Infrastructure and Development Services** (Planning and Analysis)
- **Customer Account Services** (Utility Billing)



*“The Houston Permitting Center is home to over 700 City of Houston employees across six departments.”*

\*This document focuses on the Houston Permitting Center service line within Houston Public Works. Data presented is not inclusive of the other City of Houston Departments.

# Our Strategy

## 1 Approved In 2

We aim to increase the speed and efficiency of the project approval process - no more than two plan review cycles or inspections. Working together with the development community will ensure we meet this goal by:

- Formalizing a pre-development program for qualifying commercial projects to ensure clear requirements before plan submittal.
- Expanding an after-hours plan review program for next-day review for most disciplines.
- Improving project transparency through reporting and online dashboards.
- Ensuring resources and information are easy to read and available for all customers.

## 2 Modernizing Technology

As Houston continues to flourish as a leading city in technology growth, it is essential that Houston Permitting keeps up with the ever-changing standards by:

- Launching HouPermits, a modern permitting platform, in 2025. Learn more by visiting: <https://bit.ly/3RzCWYX>
- Revamping the website by Spring of 2024 to update accessibility standards and website content.
- Upgrading ProjectDox plan review workflows.
- Establishing a new Telecommunication System to centralize phone calls.

# 3

## Customer Education and Outreach

We aim to build community understanding and reduce permitting challenges by actively increasing public engagement. Our outreach efforts will include:

- Creating a permitting consultation service for small business owners.
- Offering more technical training sessions for contractors and designers through webinars and roundtables.
- Expanding community outreach through speaking engagements, neighborhood meetings and other public forums.

# 4

## Financial Sustainability

Delivering value for our customers is always top of mind. Cost-conscious approaches to funding customer service initiatives and process improvements will ensure cost recovery by:

- Standardizing the fee collection process.
- Expanding and generating revenue streams.
- Leveraging process improvement results to fund innovative initiatives.
- Launching a comprehensive fee study.

# 5

## Talent Management

Recruiting and retaining talent has become more challenging than ever. Our initiatives to attract and retain talent while continuing to improve the workplace experience include:

- Developing promotional pathways for staff to fill highly skilled positions.
- Expanding our collaborative partnerships with colleges, universities and trade schools by sharing and participating in internship and recruitment opportunities.
- Partnering with HR to finalize a wage study to ensure salaries are comparable to outside work sectors.
- Initiating the approved hybrid telework program.
- Boosting employee satisfaction through engagement activities.

# Our Highlights by the Numbers

July 1, 2022 - June 30, 2023

**871 K**



**INSPECTIONS COMPLETED**

**10 K**

OPEN RECORDS  
REQUESTS



**COMPLETED**

**706 K**



**PERMITS  
SOLD**

**400 K**



DIGITAL  
IMPRESSIONS |  
REACH

**87 K**

PLAN REVIEWS  
**COMPLETED**



**AVERAGE  
4 REVIEW  
CYCLES  
FOR  
PLAN  
APPROVAL**

**70 K**

IN PERSON  
CUSTOMERS  
**SERVED**



**74 K**

ONLINE CUSTOMERS  
**SERVED**



**12 K**

311 REQUESTS  
**CLOSED**



Data for this document was collected from ILMS, Qflow, HPC Website, and Meta Business Accounts.

# Contact Us

## Houston Permitting Center



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## Green Building Resource Center



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