



AFTER-HOURS REVIEW PROGRAM

RUDY MORENO, DEPUTY DIRECTOR

ERIC KUTCH, DEPUTY ASSISTANT DIRECTOR

RICHARD SMITH, P.E., INTERIM CITY ENGINEER

HOUSTON PERMITTING CENTER

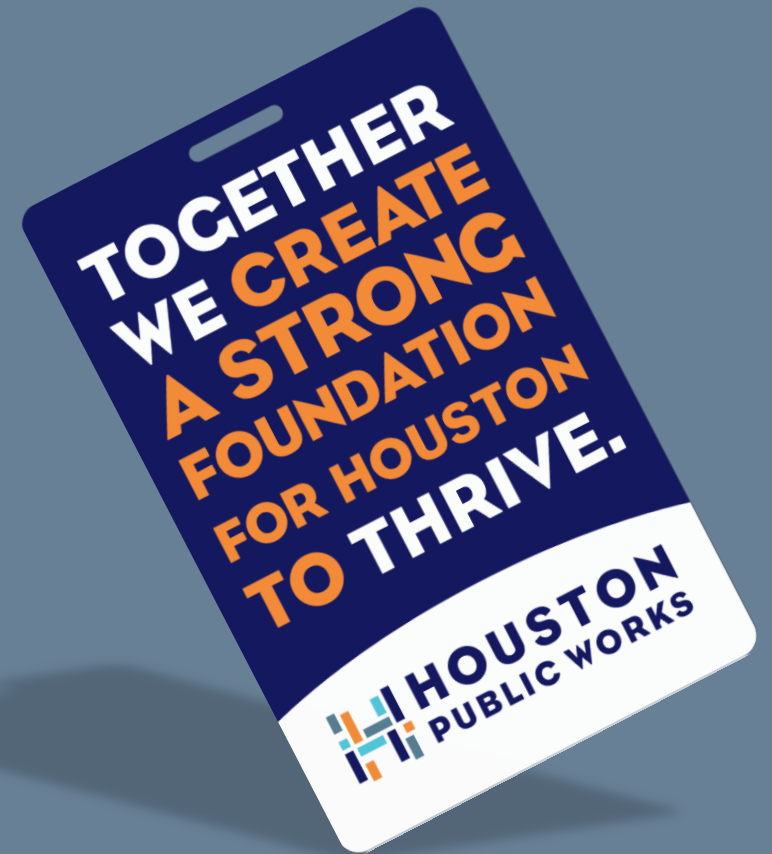


PURPOSE

together we create a strong foundation
for Houston to thrive

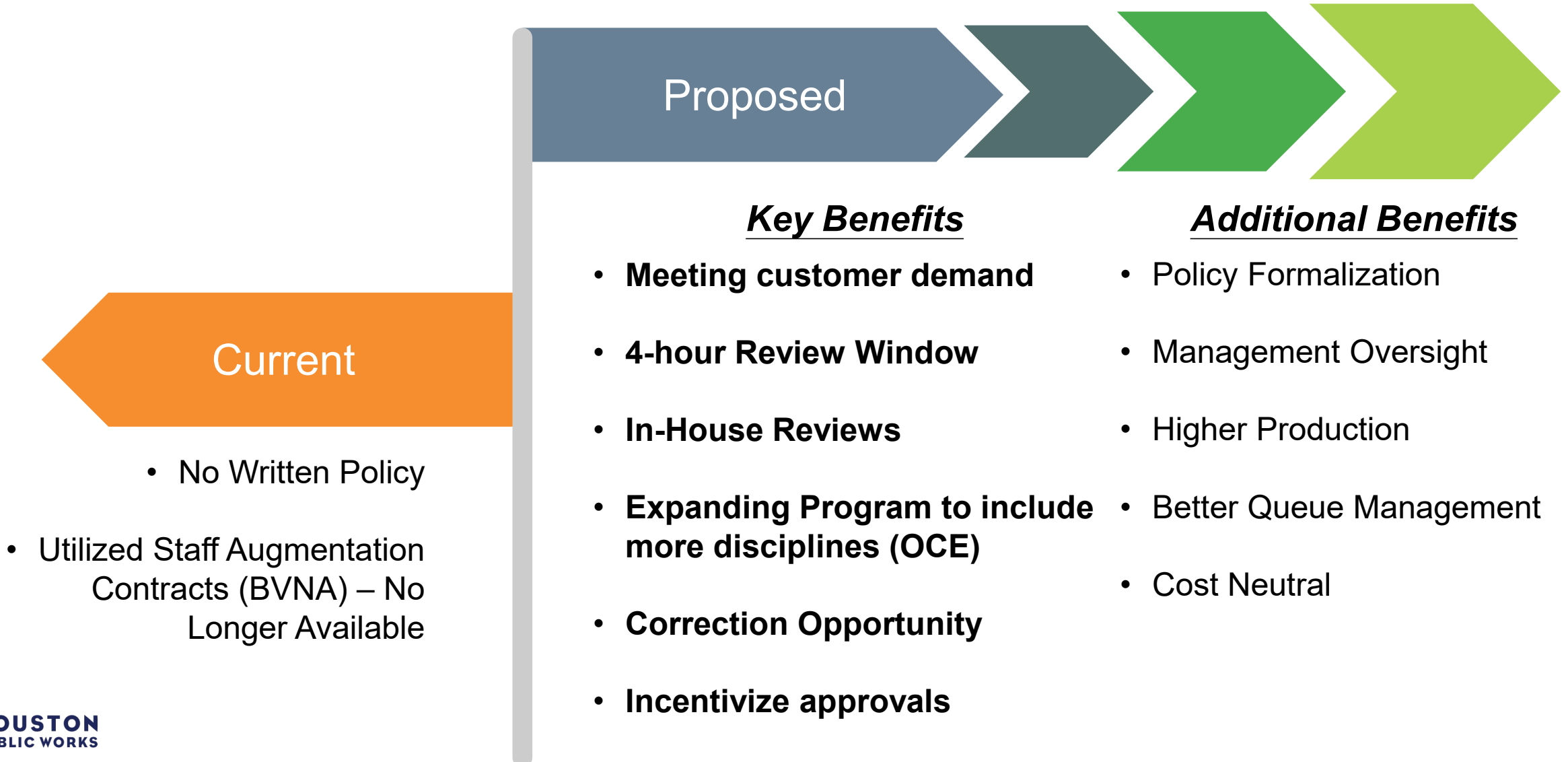
5 TO THRIVE VALUES

respect | ownership | communication | integrity | teamwork



VISION: AFTER-HOURS REVIEW PROGRAM

Innovating a popular program to better meet the needs of customers



AFTER-HOUR REVIEW PROGRAM

PURPOSE & OBJECTIVE

HPW-HPC AFTER-HOURS REVIEW PROGRAM

Active (\$308.78 for 4-hour block)

Building Code Enforcement (BCE)

- Electrical
- Plumbing
- Structural
- Mechanical
- Sprinklers

Introducing (\$500.02 for 4-hour block)

Office of the City Engineer (OCE)

- Floodplain
- Traffic & Right-of-Way
- Storm/Stormwater
- Water/Wastewater
- Street Paving

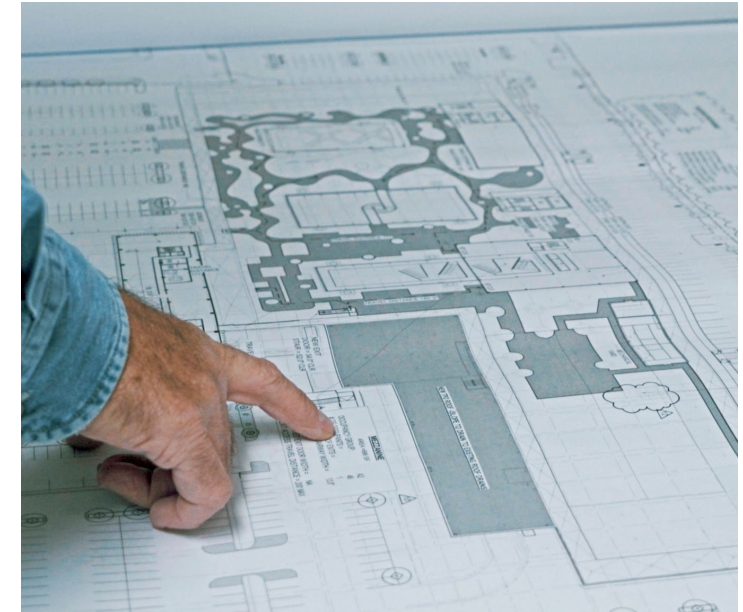
OTHER DEPARTMENTS WITH ACTIVE PROGRAMS

Planning Dept.

Health Dept.

Fire Dept.

To reinstate & optimize the After-Hour Review Program to improve customer service while maintaining quality service standards.



PROGRAM PROCESS FLOW

PROJECT ELIGIBILITY

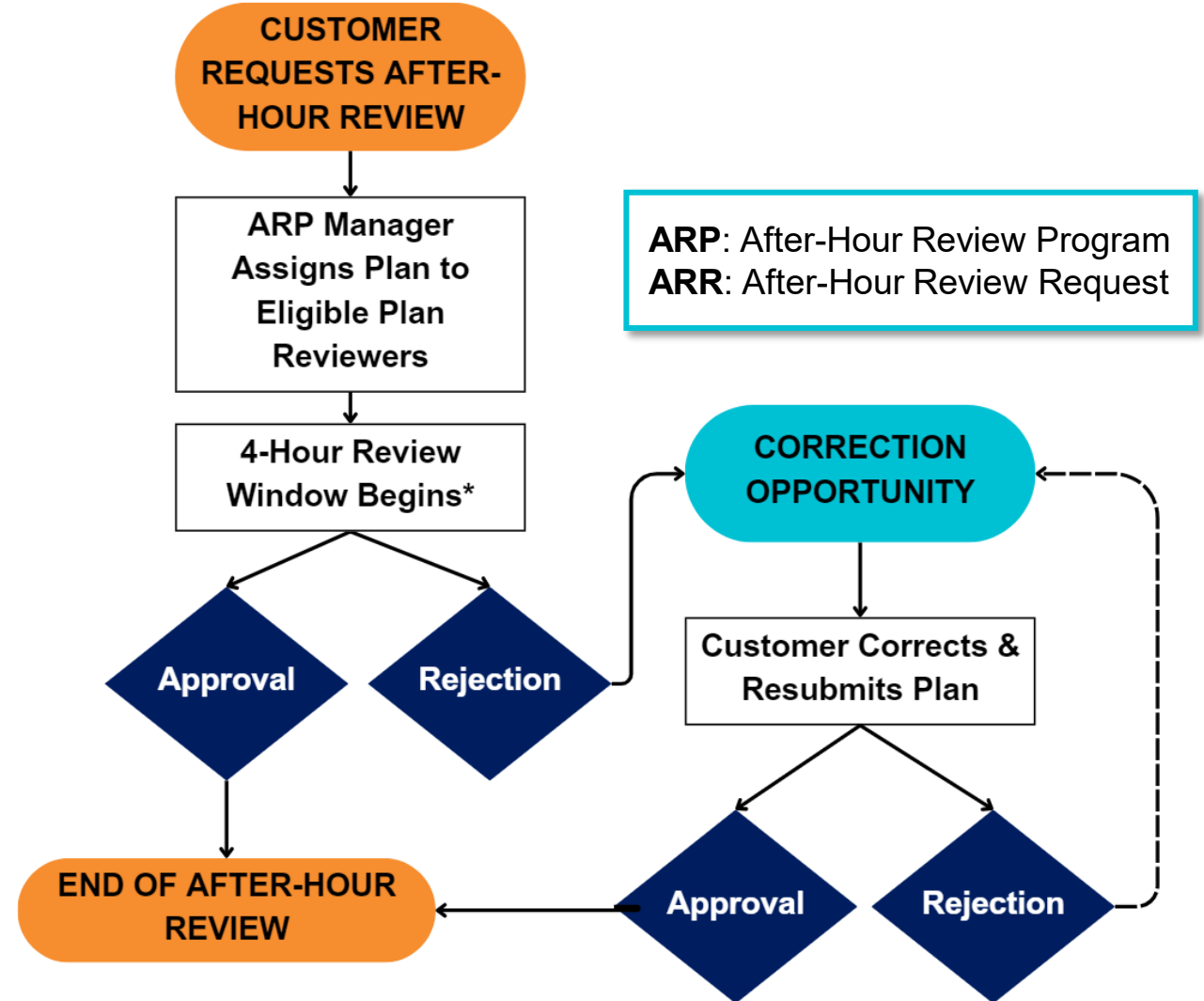
- At least one review cycle**
- 20 or fewer comments (per discipline)**
- Plan is in the system by 10am (for same-day review)
- One ARR project per day per employee

**Deferred submittals & revisions allowed

CUSTOMER BENEFITS

- Same day review & result***
- Reviewer(s) initiate communication (phone call or virtual meeting) with customer during the 4-hour window if plan is rejected during the After-hour Review

***Project approval not guaranteed



*4-Hour Window

ARR projects are only worked after normal business hours

Extension Available: Additional fees will apply after 4-hour window

HOLISTIC APPROACH

Enhanced Customer Service

Faster & more convenient service especially for time-sensitive projects

Rejection & Correction

Applicant will have opportunity to correct & resubmit for another review within the 4-hour window

Multi-Discipline Coordination

Engage with multiple disciplines to obtain a comprehensive after-hour review.

Overtime Management

Reviews exceeding 4-hours may incur additional fees for applicant

Compensation

Staff will receive 4 hours overtime pay per After-Hours Review project

Improved Resource Utilization

Maximized productivity by extending review time beyond standard hours

Employee Flexibility

Access to overtime pay and potential for increased retention & job satisfaction

Additional Project Reviews

Potential for additional “standard queue” projects to be reviewed during 4-hour window (if time allows)



AFTER-HOURS REVIEW PROGRAM



Goal

Reduce resubmissions & number of review days while maintaining life-safety

Pathways

Offer tailored pathways, allowing applicants to select options that best align with their individual needs

Partnership

Strengthen collaborations with partner departments to develop a comprehensive program

QUESTIONS?

thank you!



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