

Houston Permitting Center



1002 Washington Avenue, Houston, TX 77002

www.houstonpermittingcenter.org



Purpose and Agenda

Inform TTI Committee Members on ordinance updates and continuous improvement efforts at the Houston Permitting Center:

- HPC Overview
- Affidavit Requirement
- Electronic Plan Review System
- Web Portal and Wizard
- Permitting / Land Management System
- Customer Flow Management System
- Q&A

Improvement Goal

The overarching goal for the continuous improvement efforts at the HPC is improving the customer's experience by focusing on:

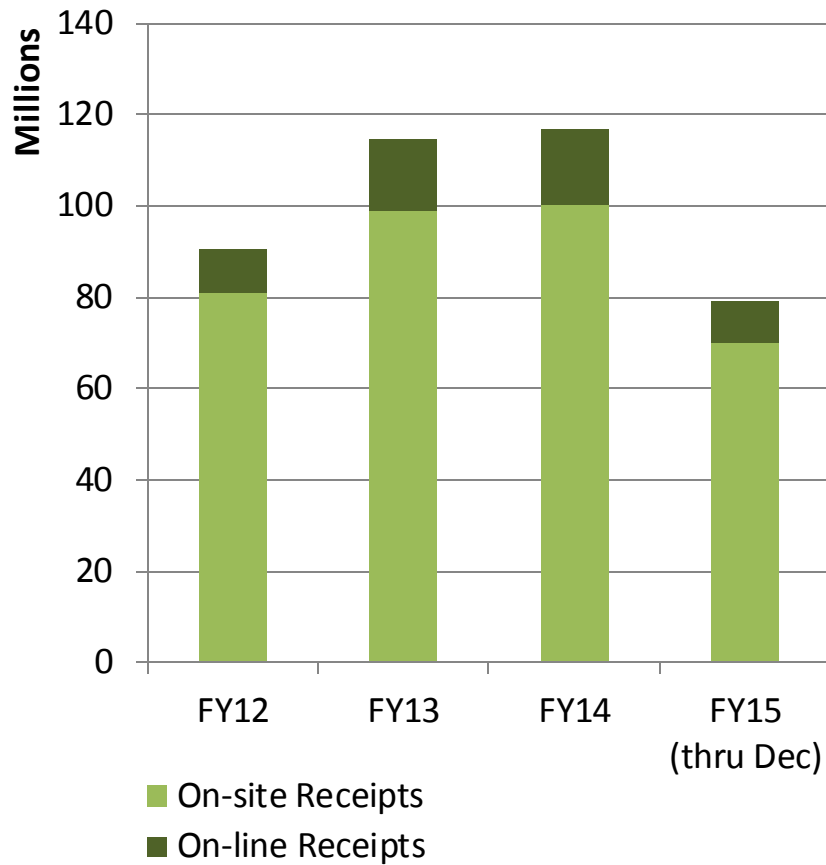
- Providing excellent service
- Streamlining business processes
- Implementing innovative technologies
- Proactively engaging customers

HPC Overview

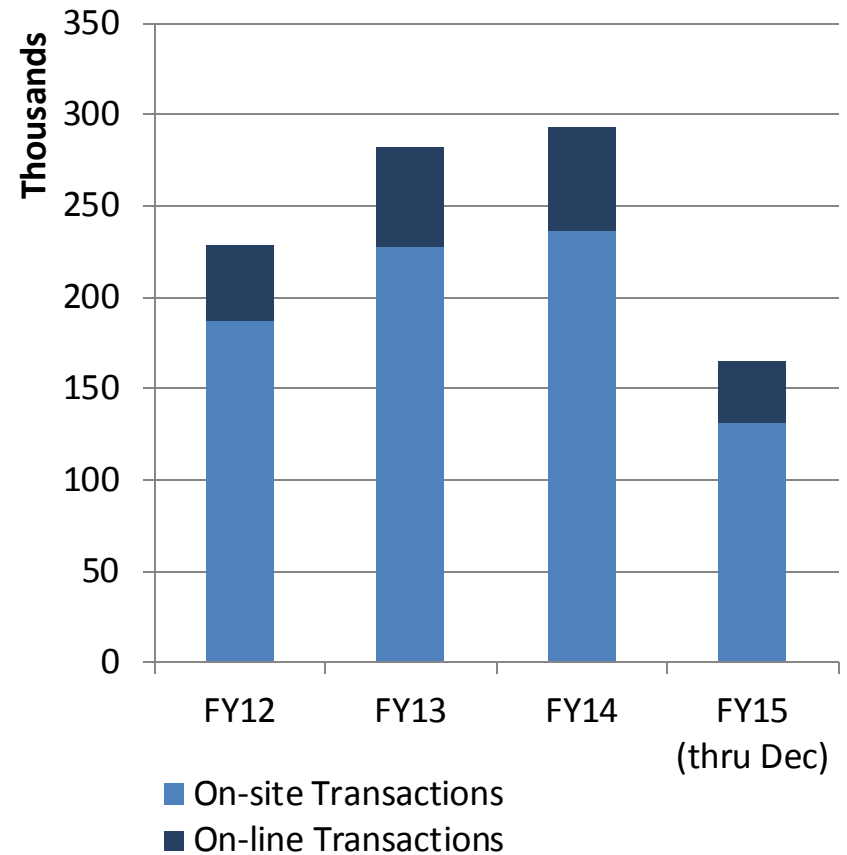
Department	Unique Types (Permits/Licenses)	Total Share
PWE	350	59%
HFD	115	19%
ARA	60	10%
HPARD	30	5%
HPD	25	4%
HHS	15	3%
Total	595	100%

HPC Overview

Sales Receipts

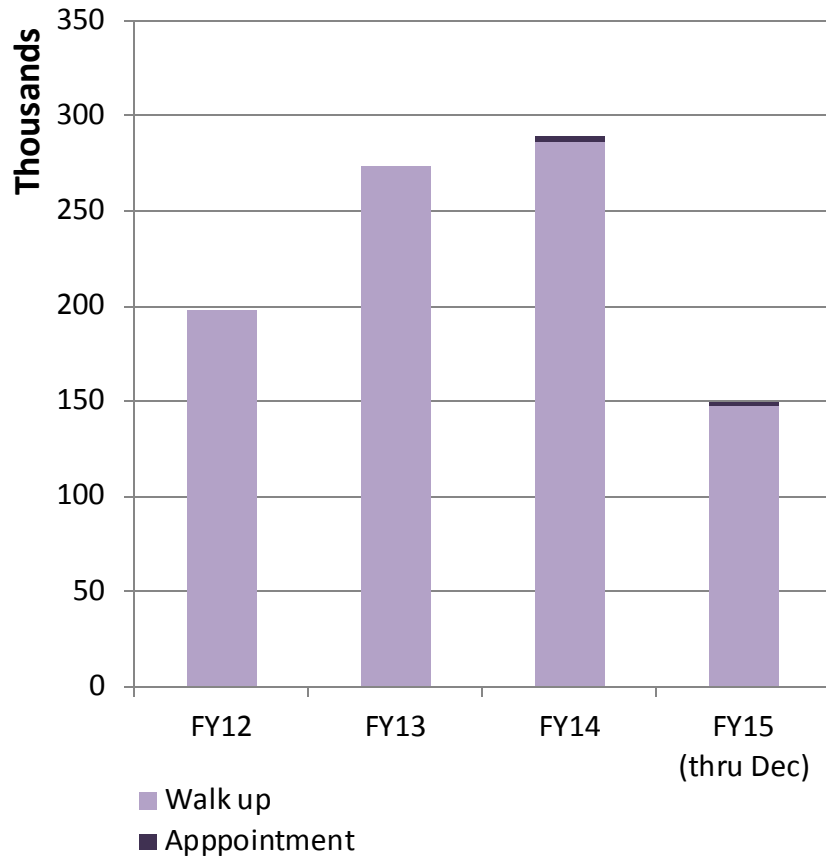


Sales Transactions

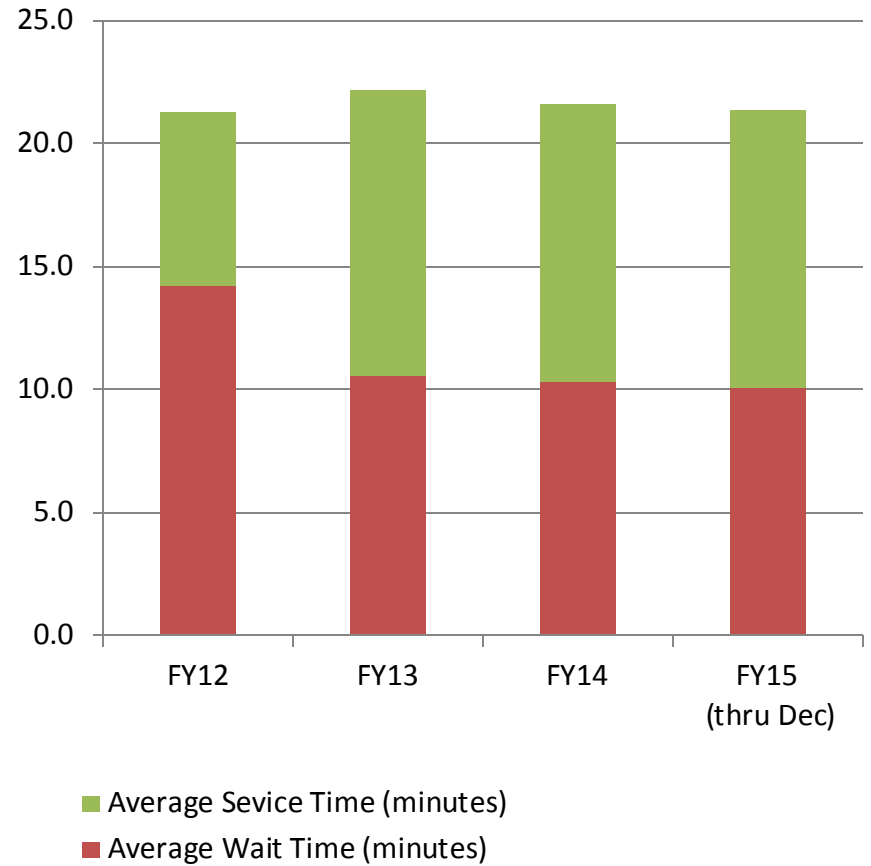


HPC Overview

Customer Engagement



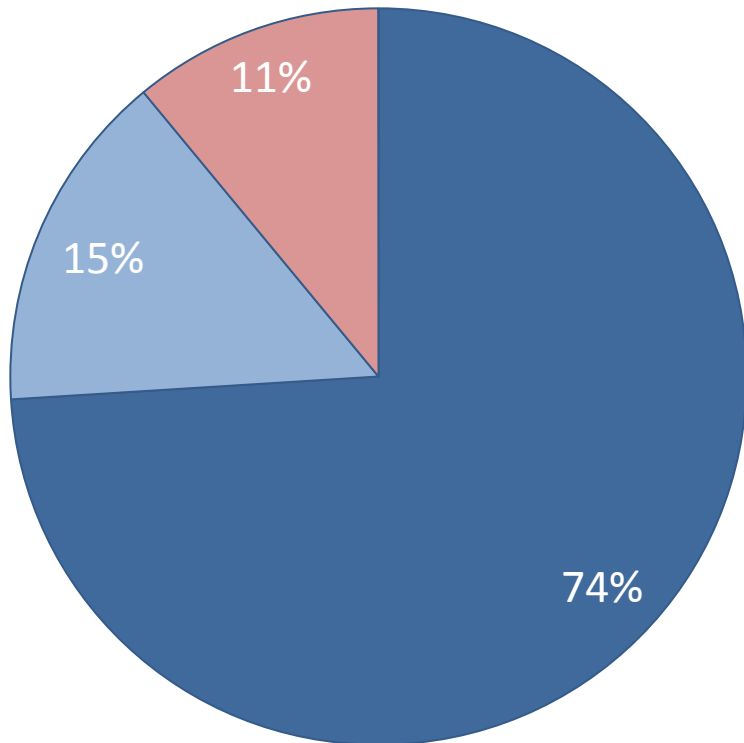
Customer Reception



HPC Overview

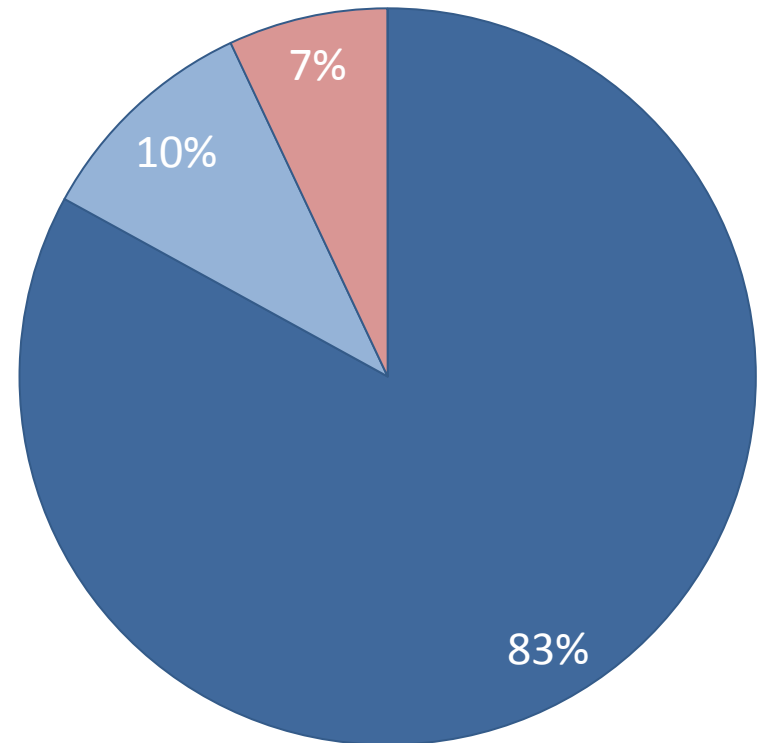
Overall Customer Satisfaction: HPC Survey

Measured in March/April 2013



■ Satisfied ■ Neutral ■ Dissatisfied

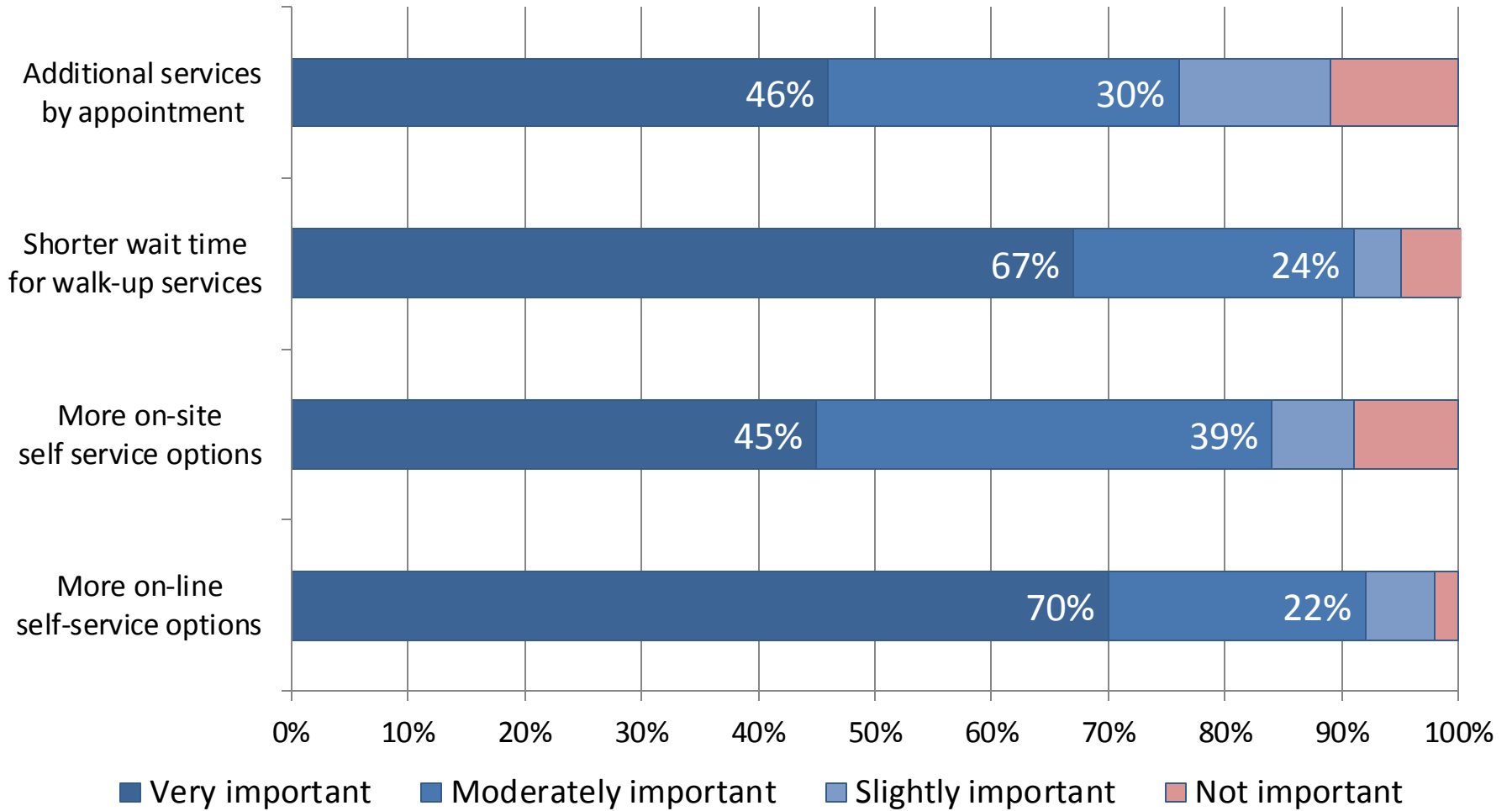
Measured in March/April 2014



■ Satisfied ■ Neutral ■ Dissatisfied

HPC Overview

Prioritize Future Improvements : HPC Survey



Affidavit Requirement

Description	Amend code of ordinances to replace sworn affidavit requirement with unsworn declaration
Goal	Streamline building permit application process to make consistent with available technology
Scope	HPC – PWE
Schedule	February 2015 implementation
Budget	N/A
Vendor	N/A
Anticipated Benefits	For Customers: reduced processing time For Staff: reduced processing steps; provides opportunity for fully automated application process; reduced cost

Electronic Plan Review System

Description	Implement a web based submission, review and tracking system for construction related plans and drawings
Goal	Streamline the plan review process and increase cross-department collaboration
Scope	HPC – PWE, PDD, HFD, HHS
Schedule ¹	Spring 2015 launch, then phased roll out over 6 months
Budget ¹	\$6.8m over 5 years (funded by Building Inspection Fund 2301)
Vendor	Avolve
Anticipated Benefits	<p>For Customers: reduced on-site plan submission; reduced overall review time; improved overall review quality; ability to respond to corrections in real-time; reduced cost</p> <p>For Staff: increased efficiency; greater collaboration; improved analytics; improved accountability; reduced cost; reduced waste</p>

¹Future expansion for other uses and future planned integration with core business systems are not included in these figures (ex: use by Engineering and Construction Division, web portal integration)

Web Portal and Wizard

Description	Implement a revamped HPC web portal and permitting wizard
Goal	Streamline the permitting process and improve information quality and accessibility
Scope	HPC – PWE, ARA, HPD, HFD, PDD, PARD, HHS
Schedule ¹	Summer 2015 launch, then phased roll out over 12 months
Budget ¹	\$2m (funded by Building Inspection Fund 2301)
Vendor	Infor
Anticipated Benefits	<p>For Customers: enhanced self service; reduced on-site visits; better information (clear, accurate, timely and unified); consolidated account management</p> <p>For Staff: improved information management; increased efficiency; reduced cost</p>

¹Future planned integration with other core business systems is not included in these figures (ex: new permitting system integration)

Telephone System

Description	Upgrade the existing phone system and implement new features
Goal	Improve connectivity between customers and staff; reduce unproductive call volume
Scope	HPC – PWE, ARA, HPD, HFD, PDD, PARD, HHS
Schedule ¹	To be determined
Budget ¹	To be determined
Vendor	Cisco
Anticipated Benefits	For Customers: enhanced self service; improved connectivity; reduction in calls routed to voice mail For Staff: improved analytics; improved accountability; reduced cost

¹Budget figure is estimated based on preliminary quotes. Planned integration with other core business systems is not included in these figures (ex: web portal integration)

Permitting / Land Management System

Description	Implement a new permitting and land management system
Goal	Streamline the overall permitting process; increase cross-departmental collaboration; and improve land management capabilities
Scope	HPC – PWE, ARA, HPD, HFD, PDD, PARD, HHS
Schedule ¹	Early 2016 launch, then phased roll out over 18-24 months
Budget ¹	\$6m (funded by Building Inspection Fund 2301)
Vendor	Infor
Anticipated Benefits	For Customers: improved permit/license administration; improved account payment processing; enhanced self service For Staff: enhanced cross-departmental collaboration; improved working efficiency; improved productivity; GIS interface

¹Budget figure is estimated based on current contract pricing and other preliminary quotes. Planned integration with other core business systems is not included in these figures (ex: web portal integration)

Customer Flow Management System

Description	Upgrade existing system and implement new features
Goal	Improve customer service, streamline the overall permitting process and increase cross-department collaboration
Scope	HPC – PWE, ARA, HPD, HFD, PDD, PARD, HHS
Schedule ¹	Early 2015 launch, then phased roll out over 12 months
Budget ¹	\$200k (funded by Building Inspection Fund 2301)
Vendor	ACF (Qonomy)
Anticipated Benefits	For Customers: enhanced self service; expanded appointment setting options; remote check-in; improved interface For Staff: simplified configuration and management; improved analytics; reduced cost

¹Future planned integration with other core business systems is not included in these figures (ex: web portal integration)

Questions

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