



# PERMIT ACTIVITY REPORT

---

CHRIS BUTLER, DEPUTY DIRECTOR  
HOUSTON PERMITTING CENTER



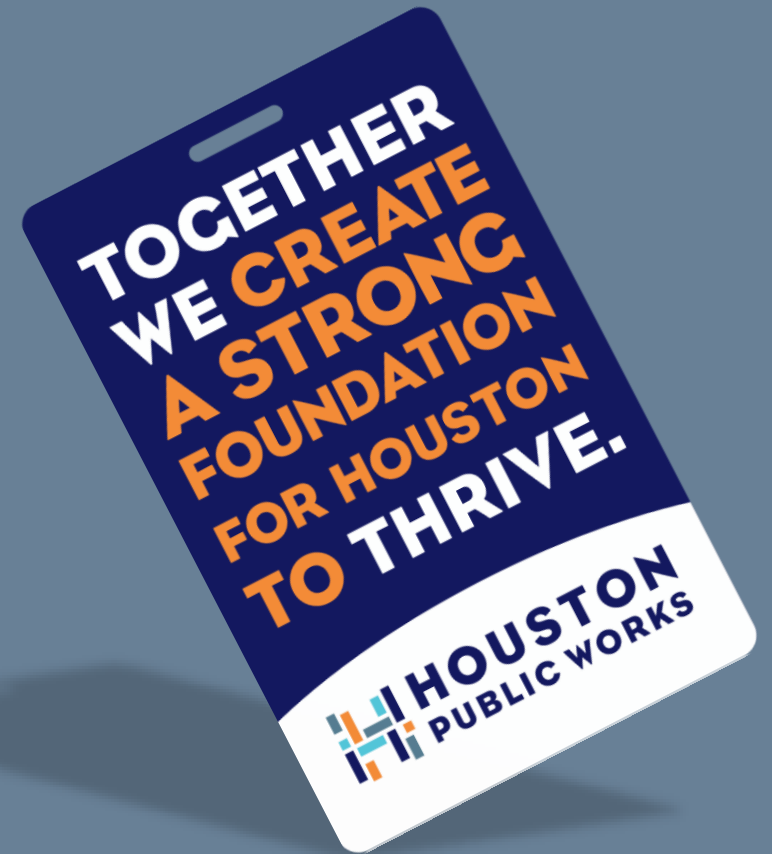
# PURPOSE

together we create a strong foundation  
for Houston to thrive

---

# 5 TO THRIVE VALUES

respect | ownership | communication | integrity | teamwork



# BY THE NUMBERS (JANUARY 1, 2023 – NOVEMBER 30, 2023)



**790**  
EMPLOYEES OVER  
300 FIELD INSPECTORS



**34K**  
LIVE CHAT INTERACTIONS



**\$156M**  
REVENUE GENERATED



**4.5K**  
ONLINE SERVICE TICKETS



**341K**  
PERMITS SOLD OVER  
467 TYPES OF PERMITS



**78K**  
PROJECTS REVIEWED



**66K**  
IN-PERSON VISITORS



**799K**  
INSPECTIONS

# BY THE NUMBERS 1/1/2016 – 11/30/2023

Calendar Year

| Calendar Year | Revenue Generated (in thousands) | Permits Sold     | Inspections      |
|---------------|----------------------------------|------------------|------------------|
| 2023 (YTD)    | \$ 155,725                       | 340,996          | 798,899          |
| 2022          | \$ 161,112                       | 374,336          | 813,406          |
| 2021          | \$ 165,800                       | 385,023          | 735,593          |
| 2020          | \$ 135,003                       | 359,200          | 698,760          |
| 2019          | \$ 159,453                       | 420,189          | 749,877          |
| 2018          | \$ 144,774                       | 418,581          | 730,633          |
| 2017          | \$ 132,365                       | 396,048          | 660,406          |
| 2016          | \$ 129,307                       | 383,204          | 656,946          |
| <b>Total</b>  | <b>\$ 1,027,812</b>              | <b>2,736,581</b> | <b>5,045,621</b> |

| Calendar Year | # Projects     | # Project Reviews |
|---------------|----------------|-------------------|
| 2023          | 58,972         | 77,838            |
| 2022          | 71,107         | 79,032            |
| 2021          | 71,414         | 81,988            |
| 2020          | 65,979         | 80,378            |
| 2019          | 69,893         | 81,355            |
| 2018          | 67,524         | 77,316            |
| 2017          | 61,135         | 72,492            |
| 2016          | 57,917         | 68,992            |
| <b>Total</b>  | <b>464,969</b> | <b>541,553</b>    |

8-year permitting activity



# ProjectDox Upgrade

# ProjectDox

## 9.2 UPGRADE

- Date of upgrade
  - June 19, 2023
- UAT testing began
  - June 22, 2023
- UAT testing completion
  - January 29, 2024
- Upgraded to SaaS environment
  - configurations complete 11/14/2023

The image displays two overlapping screenshots of the ProjectDox software interface. The left screenshot shows a 'RESPOND AND RESUBMIT' workflow form for a task named 'BPA-104'. The form includes fields for Project Name, Project Description, Coordinator, Review Cycle, Current User Login, and Task Due Date. It also features a 'Task Instructions' section with a 'STEP 1 of 4' instruction: 'Respond to all comments, as requested'. A summary section shows 'Unresolved Comments: 3', 'Info Only Comments: 0', and 'Files with Markups: 2'. A 'Review Comments' button is visible at the bottom.

The right screenshot shows a table of project corrections. The table has columns for 'Ref.#', 'Issue Description', 'Status', and 'Category'. The rows are as follows:

| Ref.#   | Issue Description | Status     | Category   |
|---------|-------------------|------------|------------|
| Ref.# 1 | GFI Outlet issues | Resolved   | Electrical |
| Ref.# 2 | Data Port Issues  | Unresolved | Electrical |
| Ref.# 3 | Structural        | Unresolved | Structural |
| Ref.# 4 | Structural        | Resolved   | Structural |



## **LOOKING AHEAD TO 2024**

- Approved in 2
- Modernizing Technology
- Customer Education & Outreach
- Financial Sustainability
- Talent Management

# QUESTIONS



# thank you



[HoustonPublicWorks.org](https://HoustonPublicWorks.org)



@HouPublicWorks