



CITY OF HOUSTON

Office of the Mayor

Interoffice

Correspondence

To: Houston City Council

From: Mayor Sylvester Turner *Sylvester Turner*

Date: March 20, 2020

Subject: Houston Permitting Center

I have authorized temporary changes in operations at the Houston Permitting Center to ensure that we remain open for business.

The Houston Permitting Center is moving services predominantly online beginning Monday, March 23. This action is being implemented to maintain operations while protecting the community by minimizing the number of customers that congregate in waiting areas. The Houston Permitting Center routinely sees more than 1,000 customers a day. There is not sufficient space in the waiting areas for appropriate social distancing. Keeping our customers and employees safe is why this change is being implemented.

Electronic Plan Review was implemented for Code Enforcement and the City Engineer's Office in 2019, so no additional technology or changes are necessary with this change in operations. I have attached a press release that is being sent out today announcing this change in operations.

There are still a few functions that can only be performed in person. However, any customer will be able to schedule appointments to perform functions in person if they still prefer that option.

I will review the productivity and level of services at the end of two weeks to determine if this change will continue.