

Department of Permitting, Inspections and Enforcement



MISSION AND SERVICES

The Department of Permitting, Inspections and Enforcement (DPIE) promotes economic development and redevelopment in Prince George’s County and protects the health and safety of County residents, businesses and visitors through highly integrated and efficient permitting, inspection and licensing services that ensure compliance with established building codes and property standards.

CORE SERVICES

- Conduct building plan reviews and approvals per the County code, and processing permit applications for development projects
- Roadway, stormwater management, and grading plan reviews and approvals per County code for development projects
- Provide inspection services on approved/issued construction permits
- Enforces the zoning ordinance by conducting on-site inspections of residential, commercial and industrial properties including distressed vacant properties to ensure property maintenance
- Provide general customer service to address quality of life issues
- Assist small businesses in navigating the County permitting and licensing systems

FY 2024 KEY ACCOMPLISHMENTS

- Launched the last phase of the County’s enterprise system for permitting, licensing, inspection and enforcement in an effort to improve productivity.
- Collaborated with developers to complete the construction of six public schools.
- Increased capacity by hiring new staff to increase service level and efficiency in the agency’s customer service unit.

STRATEGIC FOCUS AND INITIATIVES IN FY 2025

The agency’s top priorities in FY 2025 are:

- To establish a centralized customer service unit.
- Reduce the time duration between a permit application and its issuance.
- Continue to support the County Executive’s Beautification and Clean Lot Initiatives.
- Promote healthy communities and quality of life for County residents, businesses, and visitors by inspecting new and established residential and commercial properties for compliance with the County codes and regulations.
- Continue to train and develop staff in new technologies, updated codes, and customer service skills.

FY 2025 BUDGET SUMMARY

The FY 2025 proposed budget for the Department of Permitting, Inspections and Enforcement is \$32,331,100, an increase of \$1,457,100 or 4.7% over the FY 2024 approved budget.

Expenditures by Fund Type

Fund Types	FY 2023 Actual		FY 2024 Budget		FY 2024 Estimate		FY 2025 Proposed	
	Amount	% Total	Amount	% Total	Amount	% Total	Amount	% Total
General Fund	\$27,793,600	100.0%	\$30,874,000	100.0%	\$30,149,400	100.0%	\$32,331,000	100.0%
Total	\$27,793,600	100.0%	\$30,874,000	100.0%	\$30,149,400	100.0%	\$32,331,000	100.0%

Reconciliation from Prior Year

	Expenditures
FY 2024 Approved Budget	\$30,874,000
Increase Cost: Recovery Reduction — Increase primarily due to revisions to the recovery rates for DPIE divisions based on actual operating and workflow activities within the agency that support the Department of the Environment’s Stormwater Management programs and priorities; this action has resulted in the elimination of recoveries for the Building Plan Review Division	\$2,679,800
Increase Cost: Technology Cost Allocation — Increase in OIT charges based on anticipated countywide costs for technology	247,600
Decrease Cost: Operating — Net decrease primarily due to reductions in telephones, equipment leases, contracts, and printing costs offset by increases in supplies, equipment, vehicle repair and maintenance, fuel and training expenses	(234,800)
Decrease Cost: Fringe Benefits — Decrease in the fringe benefit rate from 38.1% to 37.1% to align with projected costs	(459,600)
Decrease Cost: Compensation — Net decrease in compensation primarily due to increases in attrition offset by the annualization of FY 2024 salary adjustments	(507,000)
FY 2025 Proposed Budget	\$32,600,000

STAFF AND BUDGET RESOURCES

Authorized Positions	FY 2023 Budget	FY 2024 Budget	FY 2025 Proposed	Change FY24-FY25
General Fund				
Full Time - Civilian	308	319	319	0
Full Time - Sworn	0	0	0	0
Subtotal - FT	308	319	319	0
Part Time	0	0	0	0
Limited Term	0	0	0	0
TOTAL				
Full Time - Civilian	308	319	319	0
Full Time - Sworn	0	0	0	0
Subtotal - FT	308	319	319	0
Part Time	0	0	0	0
Limited Term	0	0	0	0

Positions By Classification	FY 2025		
	Full Time	Part Time	Limited Term
Account Clerk	2	0	0
Accountant	1	0	0
Administrative Aide	28	0	0
Administrative Assistant	5	0	0
Administrative Specialist	9	0	0
Associate Director	6	0	0
Budget Management Analyst	3	0	0
Community Developer	2	0	0
Construction Standards Code Enforcement Officer	4	0	0
Construction Standards Inspector	61	0	0
Deputy Director	2	0	0
Director	1	0	0
Engineer	56	0	0
Engineering Technician	28	0	0
Environmental Health Specialist	6	0	0
Executive Administrative Aide	1	0	0
General Clerk	2	0	0
Human Resources Analyst	4	0	0
Info Tech Engineer	3	0	0
Info Tech Manager	1	0	0
Info Tech Project Coordinator	1	0	0
Investigator	1	0	0
Paralegal Supervisor	1	0	0
Permits Specialist	5	0	0
Permits Supervisor	4	0	0
Property Standards Code Enforcement Officer	4	0	0
Property Standards Inspector	77	0	0
Realty Specialist	1	0	0
TOTAL	319	0	0

Expenditures by Category - General Fund

Category	FY 2023 Actual	FY 2024 Budget	FY 2024 Estimate	FY 2025 Proposed	Change FY24-FY25	
					Amount (\$)	Percent (%)
Compensation	\$24,713,266	\$28,335,700	\$27,204,500	\$27,828,700	\$(507,000)	-1.8%
Fringe Benefits	7,576,951	10,786,100	8,909,700	10,057,500	(728,600)	-6.8%
Operating	11,287,950	12,219,700	13,701,500	12,232,500	12,800	0.1%
Capital Outlay	—	—	—	—	—	
SubTotal	\$43,578,167	\$51,341,500	\$49,815,700	\$50,118,700	\$(1,222,800)	-2.4%
Recoveries	(15,784,567)	(20,467,500)	(19,666,300)	(17,787,700)	2,679,800	-13.1%
Total	\$27,793,600	\$30,874,000	\$30,149,400	\$32,331,000	\$1,457,000	4.7%

In FY 2025, compensation expenditures decrease -1.8% under the FY 2024 budget primarily due to an increase in budgeted attrition and adjustments for FY 2024 salary adjustments required to support anticipated salary costs for existing staff. Compensation costs includes funding for 319 full time positions, eight personal service contracts for hearing officers and seven temporary/seasonal employees. Fringe benefits expenditures decrease -6.8% under the FY 2024 budget as a result of the compensation adjustments and a lower fringe rate based on the projected cost of pension and healthcare expenses.

Operating expenditures increase 0.1% over the FY 2024 budget due primarily to increases in supplies, equipment, vehicle repair and maintenance, gas and oil, training costs, and the technology cost allocation charge. In addition, funding in the amount of \$1.8 million is allocated to continue the Clean Lots program. Funding totaling \$4.2 million will provide support for the permitting and licensing system.

Recoveries decrease -13.1% under the FY 2024 budget to reflect a decrease in recoverable expenditures primarily resulting from revisions to the recovery rates for the Department of the Environment's Stormwater Management Fund. This action has resulted in the elimination of recoveries for the Building Plan Review Division from the Stormwater Management Fund.

Expenditures by Division - General Fund

Category	FY 2023 Actual	FY 2024 Budget	FY 2024 Estimate	FY 2025 Proposed	Change FY24-FY25	
					Amount (\$)	Percent (%)
Director's Office	\$8,469,023	\$8,650,900	\$9,888,400	\$9,054,400	\$403,500	4.7%
Permitting and Licensing	2,360,972	2,482,400	2,807,100	2,504,700	22,300	0.9%
Site/Road Plan Review	1,059,979	944,400	868,300	775,200	(169,200)	-17.9%
Building Plan Review	1,788,143	1,973,400	2,047,200	4,856,100	2,882,700	146.1%
Inspections	4,126,059	4,712,900	4,126,400	3,913,700	(799,200)	-17.0%
Enforcement	9,989,424	12,110,000	10,412,000	11,226,900	(883,100)	-7.3%
Total	\$27,793,600	\$30,874,000	\$30,149,400	\$32,331,000	\$1,457,000	4.7%

General Fund - Division Summary

Category	FY 2023 Actual	FY 2024 Budget	FY 2024 Estimate	FY 2025 Proposed	Change FY24-FY25	
					Amount (\$)	Percent (%)
Director's Office						
Compensation	\$4,059,307	\$4,716,800	\$5,297,200	\$4,842,300	\$125,500	2.7%
Fringe Benefits	1,247,188	1,801,800	1,824,100	1,706,200	(95,600)	-5.3%
Operating	5,489,153	5,146,600	5,556,100	5,334,100	187,500	3.6%
Capital Outlay	—	—	—	—	—	
SubTotal	\$10,795,648	\$11,665,200	\$12,677,400	\$11,882,600	\$217,400	1.9%
Recoveries	(2,326,625)	(3,014,300)	(2,789,000)	(2,828,200)	186,100	-6.2%
Total Director's Office	\$8,469,023	\$8,650,900	\$9,888,400	\$9,054,400	\$403,500	4.7%
Permitting and Licensing						
Compensation	\$3,068,785	\$3,579,300	\$3,337,600	\$3,475,500	\$(103,800)	-2.9%
Fringe Benefits	969,354	1,367,300	1,106,500	1,262,700	(104,600)	-7.7%
Operating	774,594	547,900	1,794,000	1,102,200	554,300	101.2%
Capital Outlay	—	—	—	—	—	
SubTotal	\$4,812,733	\$5,494,500	\$6,238,100	\$5,840,400	\$345,900	6.3%
Recoveries	(2,451,761)	(3,012,100)	(3,431,000)	(3,335,700)	(323,600)	10.7%
Total Permitting and Licensing	\$2,360,972	\$2,482,400	\$2,807,100	\$2,504,700	\$22,300	0.9%
Site/Road Plan Review						
Compensation	\$3,667,002	\$4,242,200	\$4,026,800	\$4,378,500	\$136,300	3.2%
Fringe Benefits	1,172,984	1,620,500	1,313,100	1,591,100	(29,400)	-1.8%
Operating	443,157	457,400	449,200	480,800	23,400	5.1%
Capital Outlay	—	—	—	—	—	
SubTotal	\$5,283,143	\$6,320,100	\$5,789,100	\$6,450,400	\$130,300	2.1%
Recoveries	(4,223,164)	(5,375,700)	(4,920,800)	(5,675,200)	(299,500)	5.6%
Total Site/Road Plan Review	\$1,059,979	\$944,400	\$868,300	\$775,200	\$(169,200)	-17.9%
Building Plan Review						
Compensation	\$2,570,240	\$2,579,300	\$2,820,600	\$3,215,900	\$636,600	24.7%
Fringe Benefits	712,197	985,300	887,500	1,174,200	188,900	19.2%
Operating	621,676	1,173,600	1,166,100	466,000	(707,600)	-60.3%
Capital Outlay	—	—	—	—	—	
SubTotal	\$3,904,113	\$4,738,200	\$4,874,200	\$4,856,100	\$117,900	2.5%
Recoveries	(2,115,970)	(2,764,800)	(2,827,000)	—	2,764,800	-100.0%
Total Building Plan Review	\$1,788,143	\$1,973,400	\$2,047,200	\$4,856,100	\$2,882,700	146.1%

General Fund - Division Summary (continued)

Category	FY 2023 Actual	FY 2024 Budget	FY 2024 Estimate	FY 2025 Proposed	Change FY24-FY25	
					Amount (\$)	Percent (%)
Inspections						
Compensation	\$5,761,972	\$6,516,600	\$6,047,100	\$5,954,000	\$(562,600)	-8.6%
Fringe Benefits	1,714,115	2,481,800	1,862,000	2,159,200	(322,600)	-13.0%
Operating	1,317,019	2,015,100	1,915,800	1,749,100	(266,000)	-13.2%
Capital Outlay	—	—	—	—	—	
SubTotal	\$8,793,106	\$11,013,500	\$9,824,900	\$9,862,300	\$(1,151,200)	-10.5%
Recoveries	(4,667,047)	(6,300,600)	(5,698,500)	(5,948,600)	352,000	-5.6%
Total Inspections	\$4,126,059	\$4,712,900	\$4,126,400	\$3,913,700	\$(799,200)	-17.0%
Enforcement						
Compensation	\$5,585,960	\$6,701,500	\$5,675,200	\$5,962,500	\$(739,000)	-11.0%
Fringe Benefits	1,761,113	2,529,400	1,916,500	2,164,100	(365,300)	-14.4%
Operating	2,642,351	2,879,100	2,820,300	3,100,300	221,200	7.7%
Capital Outlay	—	—	—	—	—	
SubTotal	\$9,989,424	\$12,110,000	\$10,412,000	\$11,226,900	\$(883,100)	-7.3%
Recoveries	—	—	—	—	—	
Total Enforcement	\$9,989,424	\$12,110,000	\$10,412,000	\$11,226,900	\$(883,100)	-7.3%
Total	\$27,793,600	\$30,874,000	\$30,149,400	\$32,331,000	\$1,457,000	4.7%

DIVISION OVERVIEW

Director's Office

The Office of the Director is responsible for the direction, planning, implementation and administration of services provided by the agency’s five operating divisions which include the Division of Permitting and Licensing, Division of Site/Road Plan Review, Division of Building Plan Review, Division of Inspections and Division of Enforcement. The Director works collaboratively with utility companies, State Highway Administration, Maryland National Capital Park and Planning Commission (M-NCPPC) and other government agencies to address interagency concerns.

Fiscal Summary

In FY 2025, the division expenditures increase \$403,600 or 4.7% over the FY 2024 budget. Staffing resources remain unchanged from the FY 2024. The primary budgetary changes include:

- An increase in personnel costs due primarily to funding vacant positions and the annualization of FY 2024 salary adjustments.

- A decrease in fringe benefit costs due primarily to a lower fringe rate under the FY 2024 budget and to align with projected costs.
- An increase in operating expenses due to an increase in the technology cost allocation charges, and various operational costs required to continue program priorities and activities.
- A decrease in recoverable costs based on revised recovery rates.

	FY 2024 Budget	FY 2025 Proposed	Change FY24-FY25	
			Amount (\$)	Percent (%)
Total Budget	\$8,650,900	\$9,054,400	\$403,500	4.7%
STAFFING				
Full Time - Civilian	34	34	0	0.0%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	34	34	0	0.0%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

Permitting and Licensing

This division is comprised of four sections: the Permits Administration Section, Special Services (Homeowners and Mega Projects) Suite, Business Licensing Center and Cashier’s Office.

The Permits Administration Section is responsible for the core services of the agency such as application processing, plan intake and distribution, telephone coverage, records management, permit renewals, responses to public information requests, dissemination of accurate information and permit issuance. The adopted building code and the State of Maryland requires that all permit records, including all paperwork and plans, must be archived in accordance with the State’s regulations for file retention. In order to enhance customer service by shortening the time that it takes for the agency to perform a permit issuance, a controlled point of entry was established, and intake personnel are cross-trained for all aspects of permit applications and submittals.

The Special Services Suite manages the fast-track permit processing for major projects that will enhance economic growth in the County and provide support for homeowners with smaller projects. This unit coordinates meetings with customers and the appropriate reviewing disciplines.

The Business Licensing Center regulates various business activities per the County Code by processing and issuing over 25 business licenses and over 15 Health Department licenses. Additionally, staff ensure that certain use and occupancy permits are current and that licenses adhere to professional standards and operate in accordance with the County Code.

The Cashier’s Office accepts cash and check payments from customers paying for business licenses and all permit types, ensuring County policies and procedures are adhered to for revenue intake.

Fiscal Summary

In FY 2025, the division expenditures increase \$22,300 or 0.9% over the FY 2024 budget. Staffing resources remain unchanged from the FY 2024 budget. The primary budget changes include:

- A decrease in compensation due to a higher attrition rate over the FY 2024 budget.
- A decrease in the fringe benefit costs primarily due to a lower fringe benefits rate from the FY 2024 budget, as well as other adjustments to align with anticipated costs.
- An increase in operating expenditures primarily due to increases in temporary services.
- An increase in recoveries based on revised recovery rates.

	FY 2024 Budget	FY 2025 Proposed	Change FY24-FY25	
			Amount (\$)	Percent (%)
Total Budget	\$2,482,400	\$2,504,700	\$22,300	0.9%
STAFFING				
Full Time - Civilian	43	43	0	0.0%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	43	43	0	0.0%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

Site/Road Plan Review

The Site/Road Plan Review Division performs engineering plan, permit review and approval services pertaining to site grading, drainage, stormwater management, floodplain, traffic, County public and private roads and site work. This division interacts with developers, engineers, architects, citizens, homeowners, County and State CIP teams, utility companies and others to assist in the issuance of approvals and permits for site related activities. This division interacts with other agencies (M-NCPPC, Soil Conservation District, Washington Suburban Sanitary Commission (WSSC), State Highway Administration (SHA), Maryland Department of the Environment (MDE) and the U.S. Army Corps of Engineers) to coordinate approvals and permits compatible with approvals issued by these agencies.

The Utility/Technical Support Section implements the policy and specification for utility installation and maintenance in order to enhance the safety and convenience for the traveling public and mitigates the impact of utility work on local community residents.

Fiscal Summary

In FY 2025, the division expenditures decrease -\$169,200 or -17.9% under the FY 2024 budget. Staffing

resources remain unchanged from the FY 2024 budget. The primary budget changes include:

- An increase in compensation costs due to funding vacant positions and the annualization of FY 2024 salary adjustments.
- An increase in fringe benefit costs to align with the projected cost of healthcare and pension expenses.
- An increase in operating costs primarily due to countywide technology cost allocation charges.
- An increase in recovered costs due to revised recovery rates.

	FY 2024 Budget	FY 2025 Proposed	Change FY24-FY25	
			Amount (\$)	Percent (%)
Total Budget	\$944,400	\$775,200	\$(169,200)	-17.9%
STAFFING				
Full Time - Civilian	41	41	0	0.0%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	41	41	0	0.0%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

Building Plan Review

The Building Plan Review Division contains two sections that include Building Plan Review and Health Review.

The Building Plan Review Section is responsible for the following activities:

- Commercial building plan reviews for fire, structural, electrical, mechanical, ADA, energy and accessibility
- Residential building plan reviews for structural and energy compliance
- Commercial and residential sprinkler reviews
- Commercial fire alarm reviews
- Building code variances and waivers
- Administration of the Electrical Code

The Health Review Section reviews plans and performs inspections related to new well and septic systems, swimming pools and licensed food establishments.

Fiscal Summary

In FY 2025, the division expenditures increase \$2,882,700 or 146.1% over the FY 2024 budget. Staffing resources remained unchanged from the FY 2024 budget. The primary budget changes include:

- An increase in compensation due to funding vacant positions and the annualization of FY 2024 salary adjustments.
- An increase in fringe benefit expenses to align with projected costs for healthcare and pensions.
- A decrease in operating expenditures due to reductions for consulting services.
- An increase in recoveries due to revisions in the recovery rate methodology. This action eliminated recoveries for compensation, fringe benefits, and operating costs for this division.

	FY 2024 Budget	FY 2025 Proposed	Change FY24-FY25	
			Amount (\$)	Percent (%)
Total Budget	\$1,973,400	\$4,856,100	\$2,882,700	146.1%
STAFFING				
Full Time - Civilian	33	33	0	0.0%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	33	33	0	0.0%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

Inspections

The Inspections Division provides regulation of construction, development and grading activity in the County, with the exception of the City of Laurel. This division completes inspections of all horizontal (site grading, stormwater management, road/bridge and utility) and vertical (structural, electrical, mechanical, fire-life safety, energy, and accessibility) elements of new development or improved projects.

The following sections comprise this division: Site/Road Inspection, Residential Building Inspection, Commercial Construction and Life Safety Section, Fire Inspections and the Water and Sewer/Plumbing/Gas Connection Review Section.

The Site/Road Inspection Section inspects horizontal related permits broken down into three districts, North, Central and South. In addition, site/road inspectors evaluate the existing infrastructure (bridges, sidewalks, driveway aprons, roadways and storm drainage structures) and make recommendations for modifications and the repair of the infrastructure for inclusion in the capital improvement program. Utility inspectors ensure that utility work conducted in the public right-of-way is performed in a manner consistent with the County’s policy and specification for utility installation and maintenance.

The Residential Building Inspection Section conducts inspections of residential construction and light commercial projects. Through the use of a combination of inspectors, staff evaluate new construction for compliance with structural, life safety, mechanical, electrical and grading requirements.

The Commercial Construction and Life Safety Section provides commercial electrical inspections for commercial projects that are not third party. This includes stores, offices, schools, restaurants and places of worship, as well as home generators. The section adopted the 2018 International Building, Residential, Mechanical, Energy and Fire Codes and the 2017 National Electric Code with County Subtitles 4, 9, and 11.

Regarding Fire Inspections, DPIE shares joint responsibility with the Office of the Fire Marshal (Fire Prevention and Life Safety Office) in the Fire/EMS Department for fire code enforcement. The division of responsibility is delegated by the Fire Chief to DPIE through a Memorandum of Understanding. DPIE is responsible for fire code enforcement associated with a permit for building or occupancy. Fire Prevention is responsible for existing buildings that have an associated use and occupancy permit.

The Water and Sewer/Plumbing/Gas Connection Review Section is included within this division and is funded by the Washington Suburban Sanitary Commission (WSSC).

Fiscal Summary

In FY 2025, the division expenditures decrease -\$799,200 or -17.0% under the FY 2024 budget. Staffing resources remained unchanged from the FY 2024 budget. The primary budget changes include:

- A decrease in compensation due primarily to higher attrition and the annualization of FY 2024 salary adjustments.
- A decrease in fringe benefit expenditures to align with projected costs for healthcare and pensions.
- A decrease in operating expenditures primarily due to reductions in engineering consultant contracts.
- A decrease in recoveries based on revised recovery rates.

	FY 2024 Budget	FY 2025 Proposed	Change FY24-FY25	
			Amount (\$)	Percent (%)
Total Budget	\$4,712,900	\$3,913,700	\$(799,200)	-17.0%
STAFFING				
Full Time - Civilian	71	71	0	0.0%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	71	71	0	0.0%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

Enforcement

The Division of Enforcement contains several sections that include Administrative Support, Residential Property Standards and Zoning and Commercial Property Standards.

This division enforces the zoning ordinance, use and occupancy permits, anti-litter and weed ordinances and the Property Maintenance Ordinance and Housing Code. It also educates residents and homeowner/civic associations about the County’s community initiatives. This division’s focus is on sustaining the existing structures in Prince George’s County.

The Administrative Section consists of administrative aides, general clerks and public service aides who perform administrative functions.

The Residential Property Standards Section includes the Multi-Family Unit and Single-Family Unit. The function of this section is to enforce the minimum standards of the Prince George’s County Housing Code. The Multi-Family Unit focuses on multi-family and common ownership housing properties. This unit responds to interior and exterior apartment complex and condominium complaints and conducts surveys of these properties. In addition, violation notices are issued to property owners for any deficiencies noted. The Single-Family Unit focuses on single-family homes.

The Zoning and Commercial Property Standards Section focuses on commercial property, responding to commercial complaints and conducting surveys. In addition, violation notices will be issued to property

owners for any deficiencies noted by the inspection staff. The purpose is to enforce the minimum standards of the Prince George’s County Code.

Fiscal Summary

In FY 2025, the division expenditures decrease -\$883,000 or -7.3% under the FY 2024 budget. Staffing resources remain unchanged from the FY 2024 budget. The primary budget changes include:

- A decrease in compensation due to higher attrition, as well as the annualization of FY 2024 salary adjustments.
- A decrease in fringe benefits due to align with compensation costs.
- An increase in operating expenses due to increases in contractual services and vehicle repair and maintenance costs.

	FY 2024 Budget	FY 2025 Proposed	Change FY24-FY25	
			Amount (\$)	Percent (%)
Total Budget	\$12,110,000	\$11,226,900	\$(883,100)	-7.3%
STAFFING				
Full Time - Civilian	88	88	0	0.0%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	88	88	0	0.0%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

SERVICE DELIVERY PLAN AND PERFORMANCE

Goal 1 — To provide for site, road and building sustainability services for new construction and alteration of residential/commercial buildings and properties.

Objective 1.1 — Reduce the average amount of time for DPIE building plan review.

FY 2029 Target	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected	Trend
40.0	41.0	42.0	43.0	42.0	↔

Trend and Analysis

DPIE has undertaken numerous initiatives to automate many of its functions through online systems for permit and license application and issuance, plan review, inspections and enforcement efforts. DPIE's new permitting and licensing system, along with transparency tools including; Application Tracker and LookSee, ePlan, the Virtual Permit Cafe (VPC) and other enhancements provide online remote access to obtain permits and licenses more efficiently. These automation initiatives enable the Department to enhance services to the public. The Department has also undertaken improving customer service and business process changes to improve service delivery, of which the benefits are beginning to be realized. DPIE permit offices have been open for walk in customers five days per week since September 2022.

Performance Measures

Measure Name	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Resources (Input)					
Outside individuals certified for Peer Review Program - Site/Road	37	37	37	37	38
Outside individuals certified for Peer Review Program - Building	49	52	54	54	54
Workload, Demand and Production (Output)					
Site/road permits issued	2,227	2,018	2,044	2,088	2,200
Building plan permits issued	38,474	41,379	42,601	44,200	45,890
Impact (Outcome)					
Days for DPIE building plan review	34	41	42	43	42

Objective 1.2 — Increase the percentage of building and site/road development inspections completed within two days after requested.

FY 2029 Target	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected	Trend
97%	97%	98%	97%	97%	↔

Trend and Analysis

The Inspections Division combines the resources of the Building and Site/Road Inspection sections. The scheduling of inspections is done remotely through online or telephone-based systems. The use of virtual inspections enables DPIE inspectors to perform inspections of interior building features without direct interaction between DPIE inspectors and persons at construction sites. Inspections Division staff who are County residents have reduced their time to perform their inspection duties by taking their County vehicles home after work. Non-resident inspectors can park their County vehicles overnight in approved County-owned parking facilities near their assignment areas instead of having to travel to and from the DPIE Inspections Annex in Largo each day. These changes have improved inspection staff safety and productivity and enhanced the Division's ability to schedule and perform requested inspections within two days of receiving a request, additionally; it addresses unscheduled inspections relating to damaged structures.

Performance Measures

Measure Name	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Workload, Demand and Production (Output)					
Inspections conducted	224,731	201,631	203,825	220,136	223,000
Violations issued	977	1,190	1,610	870	895
Quality					
Customer approval rating based on maximum 4.0 scale	3	2	2	2	3
Impact (Outcome)					
Days to conduct an inspection after requested	3	3	2	2	2
Building and site development inspections completed within two days	99%	97%	98%	97%	97%

Goal 2 — To provide for sustainability of existing residential and commercial properties through inspection and enforcement to ensure properties in the County are in compliance with established regulations.

Objective 2.1 — Increase number of properties with violations that are found in compliance with County property standards codes upon re-inspection.

FY 2029 Target	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected	Trend
62%	54%	68%	62%	62%	↑

Trend and Analysis

The Enforcement Division staff inspects both residential and commercial properties to ensure compliance with applicable property standards, codes and zoning ordinances. The interiors of single-family and multi-family rental units are inspected by code enforcement inspectors with continued emphasis on senior living facilities. The implementation of DPIE's new permitting and licensing system has enabled the Enforcement Division to undergo business process improvements that focus on efficiencies. Improvements include the triage of service requests which eliminate the administrative burden of investigating cases that do not belong to the agency, enabling enforcement inspectors to operate more efficiently.

Performance Measures

Measure Name	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Workload, Demand and Production (Output)					
Inspections	17,548	18,201	14,511	22,292	22,500
Violation notices issued	4,328	4,497	3,402	3,500	3,500
Re-inspections	6,849	5,480	4,406	6,660	6,800
Number of Properties Boarded Up by County	41	13	10	9	9
Number of Properties Cleaned Up by County	184	134	173	188	200
Quality					
Customer Satisfaction with Enforcement Services	3	2	2	2	3
Impact (Outcome)					
Re-inspection cases found in compliance	54%	54%	68%	62%	62%

Goal 3 — To provide for the timely issuance of licenses in compliance with the County Code.

Objective 3.1 — Increase the issuance of business and health licenses and permits within one day of application.

FY 2029 Target	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected	Trend
80%	80%	80%	80%	80%	↔

Trend and Analysis

The Licensing Division issues over 20 different business licenses in the County. Most licenses are issued on an annual cycle. This division integrates the licensing process with DPIE's new permitting and licensing system for license processing, tracking, and payment, and various teleconferencing applications for prompt issuance of business licenses. These various platforms facilitate online access and have been instrumental in enabling staff to efficiently process license/permit applications and issue the resulting licenses and permits. Many of these processes have been integrated and automated with the deployment of the new permitting and licensing system.

Performance Measures

Measure Name	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Workload, Demand and Production (Output)					
Business licenses issued	2,252	475	493	552	560
Health license permits issued	4,419	8,923	9,195	10,500	11,000
Impact (Outcome)					
Days to issue a license/permit	1	1	1	1	1
Licenses/permits issued within one day after receipt of application	80%	80%	80%	80%	80%