

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

- Ensure compliance of proposed plans with established codes and standards for new construction and alteration of residential and commercial buildings and site/road development construction
- Inspect residential and commercial properties to enforce compliance with County property standards, zoning requirements and building codes
- Issue licenses for various business activities regulated under applicable County and other codes

FY 2019 KEY ACCOMPLISHMENTS

- Continued the Motorola Solutions contract for developing and implementing the new Permitting and Licensing System (PLS), with full implementation planned during FY 2019 and upgraded the eplan system and moved its database to the cloud.
- Maintained the Peer Review Program to enable developers of residential and commercial properties and public facilities (i.e., County school facilities, etc.) to retain County-certified peer reviewers to expedite technical reviews of plans associated with proposed projects.
- Maintained Third-Party Inspections Program (TPIP) panel to review all aspects of the current program and produce recommendations for improving accountability and transparency.

- Implemented the Administrative Hearing Unit to adjudicate property standards cases instead of sending the cases directly to court, adjudicating cases significantly quicker than the traditional process, allowing for faster enforcement/abatement of violations.
- Received the 2018 Award for Excellence in Government Finance from the Government Finance Officers Association – Washington Metropolitan Area (GFOA-WMA) Chapter.

STRATEGIC FOCUS AND INITIATIVES IN FY 2020

The agency's top priorities in FY 2020 are:

- Replace outdated ePermits system with a comprehensive electronic permitting system (Permitting and Licensing System – PLS) that integrates: permit processing, plan review, inspections, licensing and enforcement functions; related IT systems, including ProjectDox/ProjectFlow, Govolution, SAP, GIS and ID Works; and County, bi-county, and State agencies, including DPIE, Health, M-NCPPC, DPW&T, DoE, Fire/EMS, OOL, WSSC and DLLR.
- Small Wireless Facilities Unit to administer the permit application, plan review and inspection processes for new, revised or relocated cell towers and small antennae.
- Maintain gains and work towards further reducing the amount of time between permit application and issuance (including plan review and permit processing) for new Building and Site/Road development projects by filling vacancies, increasing staff complement and enhancing cross-training to enable efficient and timely performance of service responsibilities.
- Use legislative authority to conduct administrative hearings versus court hearings to adjudicate violations regarding property standards violations and fines using cloud-based software to automate and streamline the County's new administrative hearings process for citizen citations.
- Convert extensive paper files to a digital document management and screening system.

FY 2020 BUDGET SUMMARY

The FY 2020 proposed budget for the Department of Permitting, Inspections and Enforcement is \$11,664,400, an increase of \$1,241,100 or 11.9% over the FY 2019 approved budget.

Expenditure by Fund Type

Fund Types	FY 2018 Actual		FY 2019 Budget		FY 2019 Estimate		FY 2020 Proposed	
	Amount	% Total						
General Fund	\$11,131,000	100.0%	\$10,423,300	100.0%	\$10,128,200	100.0%	\$11,664,400	100.0%
Total Expenditures	\$11,131,000	100.0%	\$10,423,300	100.0%	\$10,128,200	100.0%	\$11,664,400	100.0%

Reconciliation from Prior Year

	Expenditures
FY 2019 Approved Budget	\$10,423,300
Increase Cost: Compensation - Mandatory Salary Requirements	\$884,100
Increase Cost: Compensation - New Positions — Three (3) positions added for the Small Wireless Facilities Unit, Four (4) positions added for Third Party Review and Eight (8) positions added for Short Term Rental programs	632,300
Increase Cost: Fringe Benefits — Net Increase in the fringe benefit costs due to compensation increases; fringe benefit rate decreases from 33.3% to 32.6%	351,100

Reconciliation from Prior Year *(continued)*

	Expenditures
Increase Cost: Operating - Office Automation Charge — Increase in OIT charges to support anticipated costs for SAP maintenance and the countywide laptop refresh program	190,400
Increase Cost: Operating — Increase based on contractual cost increases	34,600
Increase Cost: Operating — Telephone, wireless charges, vehicle repair/maintenance, membership fees and travel based on operational needs of agency	28,400
Decrease Cost: Operating — Reduced Gas and Oil, contractual services, printing and periodicals	(46,500)
Decrease Cost: Operating — Due primarily to completion of hardware upgrades and associated installation and cabling, which supports Permitting and Licensing System	(106,000)
Decrease Cost: Recovery Increase — An increase in recoverable expenditures from the Stormwater and Solid Waste Enterprise Funds while maintaining historical recovery rates	(727,300)
FY 2020 Proposed Budget	\$11,664,400

STAFF AND BUDGET RESOURCES

Authorized Positions	FY 2018 Budget	FY 2019 Budget	FY 2020 Proposed	Change FY19-FY20
General Fund				
Full Time - Civilian	287	289	307	18
Full Time - Sworn	0	0	0	0
Subtotal - FT	287	289	307	18
Part Time	0	0	0	0
Limited Term	0	0	0	0
TOTAL				
Full Time - Civilian	287	289	307	18
Full Time - Sworn	0	0	0	0
Subtotal - FT	287	289	307	18
Part Time	0	0	0	0
Limited Term	0	0	0	0

Positions By Classification	FY 2020		
	Full Time	Part Time	Limited Term
Account Clerk	2	0	0
Accountant	1	0	0
Administrative Aide	23	0	0
Administrative Assistant	7	0	0
Administrative Specialist	8	0	0
Associate Director	6	0	0
Budget Management Analyst	3	0	0
Citizens Services Specialist	1	0	0
Construction Standards Code Enforcement Officer	4	0	0
Construction Standards Inspector	64	0	0
Deputy Director	2	0	0
Director	1	0	0
Engineer	55	0	0
Engineering Technician	23	0	0
Environmental Health Specialist	5	0	0
Executive Administrative Aide	1	0	0
General Clerk	5	0	0
Human Resources Analyst	3	0	0
Info Tech Engineer	2	0	0
Info Tech Manager	2	0	0
Info Tech Project Coordinator	1	0	0
Investigator	1	0	0
Paralegal Assistant	1	0	0
Permits Specialist	7	0	0
Permits Supervisor	5	0	0
Planner	1	0	0
Property Standards Code Enforcement Officer	3	0	0
Property Standards Inspector	69	0	0
Realty Specialist	1	0	0
TOTAL	307	0	0

Expenditure by Category - General Fund

Category	FY 2018 Actual	FY 2019 Budget	FY 2019 Estimate	FY 2020 Proposed	Change FY19-FY20	
					Amount (\$)	Percent (%)
Compensation	\$17,673,992	\$19,525,100	\$18,998,200	\$21,041,500	\$1,516,400	7.8%
Fringe Benefits	5,580,011	6,508,400	6,041,400	6,859,500	351,100	5.4%
Operating	6,921,718	7,174,100	7,113,600	7,275,000	100,900	1.4%
SubTotal	\$30,175,721	\$33,207,600	\$32,153,200	\$35,176,000	\$1,968,400	5.9%
Recoveries	(19,044,721)	(22,784,300)	(22,025,000)	(23,511,600)	(727,300)	3.2%
Total Expenditures	\$11,131,000	\$10,423,300	\$10,128,200	\$11,664,400	\$1,241,100	11.9%

In FY 2020, compensation expenditures increase 7.8% over the FY 2019 budget due to the transfer of three positions from the Department of the Environment and anticipated cost of living and merit adjustments. Compensation costs include funding for 307 full time positions and two temporary/seasonal employees. Fringe benefit expenditures increase 5.4% over the FY 2019 budget to reflect the change in the rate and compensation adjustments.

Operating expenditures increase 1.4% over the FY 2019 budget due primarily to increases in telephone, office automation and membership fees, offset by decreases in printing, periodicals and office and non-capital operating equipment.

Recoveries increase 3.2% over the FY 2019 budget to reflect an increase in recoverable expenditures while maintaining historical recovery rates from the Stormwater and Solid Waste Enterprise Funds.

Expenditure by Division - General Fund

Category	FY 2018 Actual	FY 2019 Budget	FY 2019 Estimate	FY 2020 Proposed	Change FY19-FY20	
					Amount (\$)	Percent (%)
Director's Office	\$2,743,266	\$2,235,600	\$2,011,200	\$3,005,000	\$769,400	34.4%
Permitting and Licensing	2,704,650	3,300,800	3,315,300	3,255,600	(45,200)	-1.4%
Site/Road Plan Review	766,654	684,000	686,400	714,600	30,600	4.5%
Building Plan Review	1,569,757	1,457,500	1,429,000	1,473,800	16,300	1.1%
Inspections	2,850,960	2,720,400	2,686,300	2,735,400	15,000	0.6%
Enforcement	495,713	25,000	—	480,000	455,000	1,820.0%
Total	\$11,131,000	\$10,423,300	\$10,128,200	\$11,664,400	\$1,241,100	11.9%

General Fund - Division Summary

Category	FY 2018 Actual	FY 2019 Budget	FY 2019 Estimate	FY 2020 Proposed	Change FY19-FY20	
					Amount (\$)	Percent (%)
Director's Office						
Compensation	\$2,226,930	\$2,747,300	\$2,633,400	\$3,452,800	\$705,500	25.7%
Fringe Benefits	735,079	943,900	825,300	1,125,700	181,800	19.3%
Operating	1,134,214	552,500	552,500	430,900	(121,600)	-22.0%
SubTotal	\$4,096,224	\$4,243,700	\$4,011,200	\$5,009,400	\$765,700	18.0%
Recoveries	(1,352,958)	(2,008,100)	(2,000,000)	(2,004,400)	3,700	-0.2%
Total Director's Office	\$2,743,266	\$2,235,600	\$2,011,200	\$3,005,000	\$769,400	34.4%
Permitting and Licensing						
Compensation	\$1,919,470	\$2,476,600	\$2,468,100	\$2,494,900	\$18,300	0.7%
Fringe Benefits	636,900	875,300	817,200	860,100	(15,200)	-1.7%
Operating	3,112,879	3,813,700	3,900,000	3,879,600	65,900	1.7%
SubTotal	\$5,669,249	\$7,165,600	\$7,185,300	\$7,234,600	\$69,000	1.0%
Recoveries	(2,964,599)	(3,864,800)	(3,870,000)	(3,979,000)	(114,200)	3.0%
Total Permitting and Licensing	\$2,704,650	\$3,300,800	\$3,315,300	\$3,255,600	\$(45,200)	-1.4%
Site/Road Plan Review						
Compensation	\$2,681,996	\$3,252,100	\$3,252,100	\$3,419,900	\$167,800	5.2%
Fringe Benefits	874,923	1,122,200	834,500	1,128,600	6,400	0.6%
Operating	233,209	186,300	198,700	215,500	29,200	15.7%
SubTotal	\$3,790,129	\$4,560,600	\$4,285,300	\$4,764,000	\$203,400	4.5%
Recoveries	(3,023,474)	(3,876,600)	(3,598,900)	(4,049,400)	(172,800)	4.5%
Total Site/Road Plan Review	\$766,654	\$684,000	\$686,400	\$714,600	\$30,600	4.5%
Building Plan Review						
Compensation	\$2,462,246	\$2,445,300	\$2,445,300	\$2,493,000	\$47,700	2.0%
Fringe Benefits	763,688	815,800	813,200	807,700	(8,100)	-1.0%
Operating	309,931	209,400	200,500	208,400	(1,000)	-0.5%
SubTotal	\$3,535,865	\$3,470,500	\$3,459,000	\$3,509,100	\$38,600	1.1%
Recoveries	(1,966,108)	(2,013,000)	(2,030,000)	(2,035,300)	(22,300)	1.1%
Total Building Plan Review	\$1,569,757	\$1,457,500	\$1,429,000	\$1,473,800	\$16,300	1.1%
Inspections						
Compensation	\$4,210,627	\$4,452,800	\$4,232,100	\$4,463,000	\$10,200	0.2%
Fringe Benefits	1,285,906	1,454,200	1,454,200	1,437,100	(17,100)	-1.2%
Operating	661,883	570,100	600,000	643,800	73,700	12.9%
SubTotal	\$6,158,417	\$6,477,100	\$6,286,300	\$6,543,900	\$66,800	1.0%
Recoveries	(3,307,457)	(3,756,700)	(3,600,000)	(3,808,500)	(51,800)	1.4%
Total Inspections	\$2,850,960	\$2,720,400	\$2,686,300	\$2,735,400	\$15,000	0.6%
Enforcement						
Compensation	\$4,172,721	\$4,151,000	\$3,967,200	\$4,717,900	\$566,900	13.7%
Fringe Benefits	1,283,515	1,297,000	1,297,000	1,500,300	203,300	15.7%
Operating	1,469,601	1,842,100	1,661,900	1,896,800	54,700	3.0%
SubTotal	\$6,925,838	\$7,290,100	\$6,926,100	\$8,115,000	\$824,900	11.3%
Recoveries	(6,430,125)	(7,265,100)	(6,926,100)	(7,635,000)	(369,900)	5.1%
Total Enforcement	\$495,713	\$25,000	\$—	\$480,000	\$455,000	1,820.0%
Total Expenditures	\$11,131,000	\$10,423,300	\$10,128,200	\$11,664,400	\$1,241,100	11.9%

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 (SHA), Maryland National Capital Park and Planning Commission (M-NCPPC) and other government agencies to address inter-agency concerns.

Fiscal Summary

In FY 2020, the division expenditures increase \$769,400 or 34.4% over the FY 2019 budget. Staffing resources increase by one position from the FY 2019 budget. The primary budget changes include:

- An increase in personnel costs due to countywide salary adjustments.
- The addition of one position to support the Third Party Inspection Program Unit.
- An increase in recoverable costs based on the increase in expenditures.

	FY 2019 Budget	FY 2020 Proposed	Change FY19-FY20	
			Amount (\$)	Percent (%)
Total Budget	\$ 2,235,600	\$ 3,005,000	\$ 769,400	34.4%
STAFFING				
Full Time - Civilian	29	30	1	3.4%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	29	30	1	3.4%
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 the 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 require 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 is established and intake personnel are cross-trained for all aspects of permit applications and submittals.

The Special Services Suite handles 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 Cashier’s Office accepts cash and check payments from customers paying for business licenses and all per-

mit types, ensuring County policies and procedures are adhered to for revenue intake.

Fiscal Summary

In FY 2020, the division expenditures have an overall decrease of \$45,200 or 1.4% under the FY 2019 budget. Staffing resources remain unchanged from the FY 2019 budget. The primary budget changes include:

- An increase in compensation due to countywide salary adjustments.
- An increase in operating expenditures due to contractual cost increases for software migration hosting agreement.
- An increase in recovered costs based on the increase in expenditures.

	FY 2019 Budget	FY 2020 Proposed	Change FY19-FY20	
			Amount (\$)	Percent (%)
Total Budget	\$ 3,300,800	\$ 3,255,600	\$ (45,200)	-1.4%
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 Division of Site/Road Plan Review performs engineering plan and permit review and approval services pertaining to site grading, drainage, storm water 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, WSSC, SHA, Maryland Department of the Environment (MDE) and 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 of the traveling public and mitigates the impact of utility work on local community residents.

Fiscal Summary

In FY 2020, the division expenditures increase \$30,600 or 4.5% over the FY 2019 budget. Staffing resources increase by three positions from the FY 2019 budget. The primary budget changes include:

- The addition of three positions to support the Small Wireless Facilities (Cell Tower Antenna) program.
- An increase in annual maintenance operating contracts.
- An increase in recovered costs based on the increase in expenditures.

	FY 2019 Budget	FY 2020 Proposed	Change FY19-FY20	
			Amount (\$)	Percent (%)
Total Budget	\$ 684,000	\$ 714,600	\$ 30,600	4.5%
STAFFING				
Full Time - Civilian	39	42	3	7.7%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	39	42	3	7.7%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

Building Plan Review

The Division of Building Plan Review 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

Staff from the Health Review Section review plans and perform inspections related to new well and septic systems, swimming pools and licensed food establishments.

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 2020, the division expenditures increase \$16,300 or 1.1% over the FY 2019 budget. Staffing resources remain unchanged from the FY 2019 budget. The primary budget changes include:

- An increase in personnel costs due to countywide salary adjustments.
- A decrease in fringe benefit expenditures due to a reduction in the fringe benefit rate.
- A slight decrease in operating expenditures to due minor reductions to contracts.

	FY 2019 Budget	FY 2020 Proposed	Change FY19-FY20	
			Amount (\$)	Percent (%)
Total Budget	\$ 1,457,500	\$ 1,473,800	\$ 16,300	1.1%
STAFFING				
Full Time - Civilian	32	32	0	0.0%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	32	32	0	0.0%
Part Time	0	0	0	0.0%
Limited Term	0	0	0	0.0%

Inspections

The Division of Inspections provides regulation of construction, development and grading activity in the County, with the exception of the City of Laurel. Division personnel perform inspections to assure community members and related stakeholders achieve the standards set by the community through the legislature and adopted as County law. This division ensures inspections of all horizontal (site grading, storm water management, road/bridge and utility) and vertical (structural, electrical, mechanical, fire-life safety, energy and accessibility) elements of new development or improved projects.

Four sections comprise this division, including Site/Road Inspection, Residential Building Inspection, Commercial Building Inspection and Fire Prevention and Life Safety Inspection.

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 the modification and repair of these infrastructures 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.

Fiscal Summary

In FY 2020, the division expenditures increase \$15,000 or 0.6% over the FY 2019 budget. Staffing resources increase by three positions from the FY 2019 budget. The primary budget changes include:

- An increase in personnel costs due to countywide salary adjustments.
- An increase of three positions to support the Third Party Inspection Program Unit.
- An increase in operating expenses to support property title research costs.

	FY 2019 Budget	FY 2020 Proposed	Change FY19-FY20	
			Amount (\$)	Percent (%)
Total Budget	\$ 2,720,400	\$ 2,735,400	\$ 15,000	0.6%
STAFFING				
Full Time - Civilian	70	73	3	4.3%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	70	73	3	4.3%
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 / 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, vio-

lation 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 2020, the division expenditures increase \$455,000 or 1820% over the FY 2019 budget. Staffing resources increase by 11 positions from the FY 2019 budget. The primary budget changes include:

- An increase in personnel costs due to countywide salary adjustments.
- An increase of 8 positions to support the Short-Term Rental program.
- An increase of 3 additional positions transferred from the Department of the Environment (DOE), to support enforcement operations.
- An increase in recovered costs due to increased expenditures.

	FY 2019 Budget	FY 2020 Proposed	Change FY19-FY20	
Total Budget	\$ 25,000	\$ 480,000	\$ 455,000	1820.0%
STAFFING				
Full Time - Civilian	76	87	11	14.5%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	76	87	11	14.5%
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 to review permit applications for new building projects and Site/Road development projects.

FY 2024 Target	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected	Trend
35.0	22.0	48.3	54.6	50.1	↑

Trend and Analysis

DPIE's Permitting and Licensing Division is responsible for the administration of the County's permitting functions, including permit application review and issuance related to new construction, alterations and additions as well as Site/Road permits. Plan reviews are performed by the Building Plan Review and the Site/Road Plan Review divisions. The County's legacy permitting system collects only enough information to measure the time between permit application and issuance and does not provide the ability to track intermediate steps associated with plan screening, review and revision. DPIE began development of a fully-integrated permit and license system to replace the current system in early 2017. This new system (entitled the Permitting and Licensing System or PLS) will collect necessary data to track permit processing, plan review and inspection times, while providing greater accountability and transparency. PLS is expected to be operational sometime in 2019.

Performance Measures

Measure Name	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected
Resources (Input)					
Number of site/road plan reviewers	24	24	28	28	33
Number of outside individuals certified for Peer Review Program - Site/Road	18	20	25	30	32
Number of outside individuals certified for Third-Party Plan Review - Site/Road	—	1	—	—	—
Number of outside individuals certified for Peer Review Program - Building	36	46	45	44	46
Number of outside individuals certified for Third-Party Plan Review - Building	1	1	1	1	1
Number building plan reviewers	24	23	27	23	27
Workload, Demand and Production (Output)					
Number of site/road plan applications submitted	3,184	3,360	3,547	3,038	3,550
Number of site/road plans reviewed (by cycle) by plan reviewers	5,730	4,594	5,284	5,673	6,960
Number of site/road permits issued	1,910	1,914	1,822	1,910	2,400
Number of building plan applications submitted	48,686	45,148	49,345	48,091	49,400
Number of building plan applications reviewed (by cycle)	115,735	97,819	121,508	115,478	117,500
Number of building plan permits issued	46,294	40,758	48,603	46,191	47,000
Efficiency					
Average number of Site/Road District/Utility/NPDES plans and permits reviewed per staff	132.7	140.0	126.6	108.5	107.6

Performance Measures *(continued)*

Measure Name	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected
Average number of building plan reviews completed per building plan review staff	2,029.0	1,963.0	1,827.6	2,090.8	1,830.0
Quality					
Average time (days) for DPIE building plan review	19.0	22.0	25.0	28.0	30.0
Average time (days) for DPIE site/road plan review	14.0	22.0	17.0	25.0	23.4
Impact (Outcome)					
Average time (days) for DPIE to review permit applications for new building projects and sites	16.5	22.0	48.3	54.6	50.1
Reported value of site/road construction approved (in millions)	42.20	16.50	30.90	35.30	36.00
Reported value of building construction for approved plans (in millions)	1,298.00	2,003.16	1,483.10	795.90	1,600.00

Objective 1.2 — Improve the quality of permit applications submitted for review through plan screening.

FY 2024 Target	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected	Trend
100%	13%	10%	10%	10%	↔

Trend and Analysis

The pre-screening of plans submitted for review was initiated with the implementation of DPIE. The purpose of pre-screening is to ensure that plan packages are complete prior to beginning the plan review process. This has reduced the turnaround time for plan review because the review process is not interrupted due to incomplete plans sent back to the applicant for completion. DPIE continues to make progress in expanding the screening of major building projects submitted thru ePlan for Building Plan review and Site/Road Plan review. The workflows in the new PLS and ePlan software are being designed to require pre-screening of all building and site/road projects.

The agency is committed to achieving the 100% FY 2024 target.

Performance Measures

Measure Name	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected
Resources (Input)					
Number of site/road plan reviewers	24	24	28	28	33
Number of outside individuals certified for Peer Review Program - Site/Road	18	20	25	30	32
Number of outside individuals certified for Third-Party Plan Review - Site/Road	1	1	—	—	—
Number of outside individuals certified for Peer Review Program - Building	36	46	45	44	46
Total building plan reviewers	24	23	27	25	27
Workload, Demand and Production (Output)					
Number of site/road plan applications submitted	3,184	3,360	3,547	3,038	3,550
Number of site/road permits issued	1,910	1,914	1,822	1,910	2,400

Performance Measures *(continued)*

Measure Name	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected
Number of building plan applications submitted	48,686	45,148	49,345	48,091	49,400
Number of building plan permits issued	46,294	40,758	48,603	46,191	47,000
Efficiency					
Average number of Site/Road District/Utility/NPDES Plans and Permits reviewed per Site/Road	132.7	—	402.0	485.0	400.0
Average number of building plan reviews completed per building plan review staff	2,029.0	1,963.0	1,800.0	2,090.8	1,829.6
Quality					
Average number of cycles for building plan review	2.5	2.4	2.5	2.5	2.5
Average number of cycles for site/road plan review	3.0	2.4	2.9	3.2	3.0
Percent of site/road plans screened	100%	100%	100%	100%	100%
Impact (Outcome)					
Percent of building plans screened	6%	13%	10%	10%	10%
Average number of days from building permit application to issuance	20.0	22.0	25.0	28.0	26.0
Average number of days from site/road permit application to issuance	76.0	22.0	87.0	89.1	88.0

Objective 1.3 — Increase the percentage of Building and Site/Road development inspections completed in one day after requested.

FY 2024 Target	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected	Trend
90%	85%	90%	90%	90%	↔

Trend and Analysis

The Inspections Division combines the resources of the Building and Site/Road Inspection sections. By providing greater training/cross-training opportunities, the Division is better able to deploy inspectors to where the work is in terms of geographic location and type of inspection. This has enhanced the Division’s ability to schedule and perform requested inspections within a day of request, and address unscheduled inspections relating to damaged structures.

Performance Measures

Measure Name	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected
Resources (Input)					
Total number of construction inspectors	56	22	51	49	65
Workload, Demand and Production (Output)					
Number of Building inspections performed	77,425	82,500	84,790	94,000	102,000
Number of Site/Road inspections performed	36,874	33,516	46,421	45,000	47,000
Number of inspections due to complaints	6,753	8,507	8,422	10,000	12,000
Number of rescheduled inspections	15,856	16,981	15,045	17,000	18,000
Total number of inspections conducted	161,211	165,448	186,139	200,000	220,000

FY 2016 Actuals Restated

Performance Measures *(continued)*

Measure Name	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected
Number of violations issued	663	543	963	800	850
Efficiency					
Average number of inspections per inspector	3,224	2,959.0	3,667.8	4,416.0	3,400.0
Quality					
Average number of days to conduct an inspection after requested	1.0	—	1.0	1.0	1.0
Impact (Outcome)					
Percent of building and site development inspections completed one day after requested	1%	85%	90%	90%	90%
Customer approval rating based on maximum 4.0 scale	2	3	3	3	3

FY 2016 Actuals Restated

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 reinspection.

FY 2024 Target	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected	Trend
20%	47%	4%	13%	15%	↓

Trend and Analysis

The Enforcement Division is responsible for inspecting both residential and commercial properties to ensure compliance with applicable property standards codes, zoning ordinances and reduce instances of blight, which undermine property values and safety. It is the intent of the Enforcement Division to re-inspect all properties/cases found in violation of County Code within 30 days of the legal compliance date. Cases not in compliance with County Code are escalated for legal action (sent to Office of Law, create a tax lien, etc.) within 60 days of the compliance date, thereby reducing the percentage in compliance upon re-inspection.

Performance Measures

Measure Name	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected
Resources (Input)					
Number of code enforcement inspectors	58	60	59	50	60
Workload, Demand and Production (Output)					
Number of inspections	111,386	117,969	61,411	44,623	51,000
Number of violation notices issued	25,298	19,082	9,153	4,152	10,000
Number of re-inspections	21,814	17,048	6,136	4,550	6,000
Percent of violation notices found to be in compliance upon re-inspection	11%	9%	4%	14%	7%

*FY 2016 and FY 2017 Actuals Restated

Performance Measures *(continued)*

Measure Name	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected
Efficiency					
Average number of inspections and re-inspections per inspector	2,297.0	1,431.0	1,146.0	990.0	950.0
Quality					
Average number of days to complete an inspection after receipt of request (estimated)	30.0	30.0	30.0	30.0	30.0
Number of 3-1-1 complaints open or in-progress	490	1,908	1,701	2,922	1,700
Impact (Outcome)					
Percent of total re-inspection cases found in compliance	59%	47%	4%	13%	15%

*FY 2016 and FY 2017 Actuals Restated

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

Objective 3.1 — Process license applications within one day.

FY 2024 Target	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected	Trend
80%	80%	80%	80%	80%	↔

Trend and Analysis

The Licensing Section integrates the licensing process with the ePermits system (to be replaced by PLS in 2019) for license processing, tracking and payment; the Govolution system for credit card payment and ID Works for prompt issuance of identification cards. DPIE’s top six license types consistently generate the largest monthly revenue and are currently automated. Licenses that require identification pictures and other legal documentation are not able to be fully automated which impacts the objective’s measure.

Performance Measures

Measure Name	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Estimated	FY 2020 Projected
Resources (Input)					
Number of business license staff	6	6	5	5	6
Workload, Demand and Production (Output)					
Number of business license applications accepted	2,668	2,237	2,546	2,183	2,600
Number of health license permit applications accepted	9,211	8,269	7,866	8,774	9,000
Number of business licenses issued	2,668	2,237	2,546	2,183	2,550
Number of health license permits issued	9,211	8,269	7,866	8,774	9,000
Efficiency					
Number of license/permit applications reviewed per reviewer	1,980	1,751	2,080	2,200	1,935
Quality					
Average number of days to issue a license/permit	1.0	1.0	1.0	1.0	1.0
Impact (Outcome)					
Percent of licenses issued in one day	75%	80%	80%	80%	80%