

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 2021 KEY ACCOMPLISHMENTS

- Initiated the development and implementation of the County's new enterprise system (Momentum) for permitting, licensing, inspections, and enforcement.
- Adopted the 2018 International Building, Residential, Mechanical, Energy, Fire Codes and 2017 National Electric Code with County Subtitles 4, 9 and 11.
- Implemented virtual processes for conducting indoor commercial building inspections, pre-construction meetings, multifamily rental housing inspections, zoning inspections, and administrative hearings to adjudicate property standards violations and fines.

- Published documentation to clarify best practices in design of retaining walls and County code requirements, policies and procedures pertaining to the 100-year floodplain; and implemented enhanced review of retaining walls and geotechnical soil conditions for site road permits.
- Implemented the Business Development Section to assist entrepreneurs and business owners in navigating the permitting and licensing processes and coordinate with external agencies, and initiated contracts with qualified engineering firms to provide licensed engineers to augment internal Building Plan Review staff in reviewing plans in the electrical, mechanical and fire protection engineering disciplines.

STRATEGIC FOCUS AND INITIATIVES IN FY 2022

The agency's top priorities in FY 2022 are:

- Reduce the amount of time between permit application and issuance including plan review and permit processing.
- Continue the development and implementation of a new permitting and licensing system (Momentum) to replace the legacy e-Permits system.
- Continue to convert on-site and off-site paper files to a digital document management and screening system using an outside contractor.
- Expand opportunities to augment internal engineering staff of the Building Plan Review Division by contracting for the services of outside licensed engineers in the electrical, mechanical, and fire protection engineering disciplines.

FY 2022 BUDGET SUMMARY

The FY 2022 proposed budget for the Department of Permitting, Inspections and Enforcement is \$12,744,000, an increase of \$1,572,100 or 14.1% over the FY 2021 approved budget.

Expenditures by Fund Type

Fund Types	FY 2020 Actual		FY 2021 Budget		FY 2021 Estimate		FY 2022 Proposed	
	Amount	% Total	Amount	% Total	Amount	% Total	Amount	% Total
General Fund	\$11,658,508	100.0%	\$11,171,900	100.0%	\$11,195,700	100.0%	\$12,744,000	100.0%
Total	\$11,658,508	100.0%	\$11,171,900	100.0%	\$11,195,700	100.0%	\$12,744,000	100.0%

Reconciliation from Prior Year

	Expenditures
FY 2021 Approved Budget	\$11,171,900
Increase Cost: Operating — A net increase due to operating increases in contracts for the Limbic Permitting system, third party consulting services, and software systems maintenance	\$1,088,000
Increase Cost: Recovery Reduction — A decrease in recoverable expenditures from the Stormwater and Solid Waste Enterprise Funds while maintaining historical recovery rates	951,900
Increase Cost: Operating - Technology Cost Allocation — Increase in OIT charges based on anticipated countywide costs for technology	175,500
Decrease Cost: Fringe Benefits — Due to a decrease in compensation; fringe rate increases from 32.8% to 33.6%	(39,000)
Decrease Cost: Compensation — Due to an increase in salary lapse and staff attrition	(604,300)
FY 2022 Proposed Budget	\$12,744,000

STAFF AND BUDGET RESOURCES

Authorized Positions	FY 2020 Budget	FY 2021 Budget	FY 2022 Proposed	Change FY21-FY22
General Fund				
Full Time - Civilian	289	308	308	0
Full Time - Sworn	0	0	0	0
Subtotal - FT	289	308	308	0
Part Time	0	0	0	0
Limited Term	0	0	0	0
TOTAL				
Full Time - Civilian	289	308	308	0
Full Time - Sworn	0	0	0	0
Subtotal - FT	289	308	308	0
Part Time	0	0	0	0
Limited Term	0	0	0	0

Positions By Classification	FY 2022		
	Full Time	Part Time	Limited Term
Account Clerk	2	0	0
Accountant	1	0	0
Administrative Aide	24	0	0
Administrative Assistant	7	0	0
Administrative Specialist	9	0	0
Associate Director	6	0	0
Budget Management Analyst	3	0	0
Citizens Services Specialist	1	0	0
Community Developer	2	0	0
Construction Standards Code Enforcement Officer	5	0	0
Construction Standards Inspector	62	0	0
Deputy Director	2	0	0
Director	1	0	0
Engineer	56	0	0
Engineering Technician	23	0	0
Environmental Health Specialist	5	0	0
Executive Administrative Aide	1	0	0
General Clerk	4	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	4	0	0
Planner	1	0	0
Property Standards Code Enforcement Officer	3	0	0
Property Standards Inspector	68	0	0
Realty Specialist	1	0	0
TOTAL	308	0	0

Expenditures by Category - General Fund

Category	FY 2020 Actual	FY 2021 Budget	FY 2021 Estimate	FY 2022 Proposed	Change FY21-FY22	
					Amount (\$)	Percent (%)
Compensation	\$20,254,384	\$20,363,000	\$20,680,000	\$19,758,600	\$(604,400)	-3.0%
Fringe Benefits	6,659,952	6,677,900	6,794,900	6,639,000	(38,900)	-0.6%
Operating	7,676,309	9,010,400	8,114,800	10,273,900	1,263,500	14.0%
Capital Outlay	—	—	—	—	—	
SubTotal	\$34,590,645	\$36,051,300	\$35,589,700	\$36,671,500	\$620,200	1.7%
Recoveries	(22,932,137)	(24,879,400)	(24,394,000)	(23,927,500)	951,900	-3.8%
Total	\$11,658,508	\$11,171,900	\$11,195,700	\$12,744,000	\$1,572,100	14.1%

In FY 2022, compensation expenditures decrease 3.0% under the FY 2021 budget due to the increase in staff attrition and salary lapse. Compensation costs include funding for 278 out of 308 full time positions, eight personal service contracts for hearing officers and five temporary/seasonal employees. Fringe benefits expenditures decrease 0.6% under the FY 2021 budget as a result of the compensation adjustments.

Operating expenditures increase 14.0% over the FY 2021 budget due primarily to increases in the technology cost allocation charge, consulting contracts and funding for existing technology initiatives.

Recoveries decrease 3.8% under the FY 2021 budget to reflect an increase in recoverable expenditures while maintaining historical recovery rates from the Stormwater and Solid Waste Enterprise Funds.

Expenditures by Division - General Fund

Category	FY 2020 Actual	FY 2021 Budget	FY 2021 Estimate	FY 2022 Proposed	Change FY21-FY22	
					Amount (\$)	Percent (%)
Director's Office	\$3,089,748	\$4,554,900	\$4,380,700	\$5,430,100	\$875,200	19.2%
Permitting and Licensing	3,302,424	1,799,100	1,749,000	1,714,900	(84,200)	-4.7%
Site/Road Plan Review	632,328	367,600	799,700	1,457,100	1,089,500	296.4%
Building Plan Review	1,339,371	1,354,400	1,257,200	1,130,800	(223,600)	-16.5%
Inspections	2,513,720	2,699,600	2,852,700	2,948,400	248,800	9.2%
Enforcement	780,917	396,300	156,400	62,700	(333,600)	-84.2%
Total	\$11,658,508	\$11,171,900	\$11,195,700	\$12,744,000	\$1,572,100	14.1%

General Fund - Division Summary

Category	FY 2020 Actual	FY 2021 Budget	FY 2021 Estimate	FY 2022 Proposed	Change FY21-FY22	
					Amount (\$)	Percent (%)
Director's Office						
Compensation	\$3,320,132	\$3,222,200	\$3,840,000	\$3,200,800	\$(21,400)	-0.7%
Fringe Benefits	1,207,182	1,148,400	1,233,800	1,075,600	(72,800)	-6.3%
Operating	556,033	4,068,300	3,252,200	4,865,000	796,700	19.6%
Capital Outlay	—	—	—	—	—	
SubTotal	\$5,083,347	\$8,438,900	\$8,326,000	\$9,141,400	\$702,500	8.3%
Recoveries	(1,993,599)	(3,884,000)	(3,945,300)	(3,711,300)	172,700	-4.4%
Total Director's Office	\$3,089,748	\$4,554,900	\$4,380,700	\$5,430,100	\$875,200	19.2%
Permitting and Licensing						
Compensation	\$2,454,706	\$2,564,400	\$2,307,300	\$2,509,400	\$(55,000)	-2.1%
Fringe Benefits	830,622	840,900	801,600	843,100	2,200	0.3%
Operating	3,938,384	854,600	775,600	517,600	(337,000)	-39.4%
Capital Outlay	—	—	—	—	—	
SubTotal	\$7,223,712	\$4,259,900	\$3,884,500	\$3,870,100	\$(389,800)	-9.2%
Recoveries	(3,921,288)	(2,460,800)	(2,135,500)	(2,155,200)	305,600	-12.4%
Total Permitting and Licensing	\$3,302,424	\$1,799,100	\$1,749,000	\$1,714,900	\$(84,200)	-4.7%
Site/Road Plan Review						
Compensation	\$3,197,232	\$3,079,600	\$3,162,800	\$3,200,900	\$121,300	3.9%
Fringe Benefits	1,106,275	1,010,000	1,094,400	1,075,500	65,500	6.5%
Operating	359,182	397,600	550,600	1,296,300	898,700	226.0%
Capital Outlay	—	—	—	—	—	
SubTotal	\$4,662,689	\$4,487,200	\$4,807,800	\$5,572,700	\$1,085,500	24.2%
Recoveries	(4,030,361)	(4,119,600)	(4,008,100)	(4,115,600)	4,000	-0.1%
Total Site/Road Plan Review	\$632,328	\$367,600	\$799,700	\$1,457,100	\$1,089,500	296.4%
Building Plan Review						
Compensation	\$2,183,191	\$2,424,500	\$1,956,200	\$1,936,400	\$(488,100)	-20.1%
Fringe Benefits	724,137	795,000	653,600	650,600	(144,400)	-18.2%
Operating	205,686	396,800	383,500	329,300	(67,500)	-17.0%
Capital Outlay	—	—	—	—	—	
SubTotal	\$3,113,014	\$3,616,300	\$2,993,300	\$2,916,300	\$(700,000)	-19.4%
Recoveries	(1,773,643)	(2,261,900)	(1,736,100)	(1,785,500)	476,400	-21.1%
Total Building Plan Review	\$1,339,371	\$1,354,400	\$1,257,200	\$1,130,800	\$(223,600)	-16.5%

General Fund - Division Summary (continued)

Category	FY 2020 Actual	FY 2021 Budget	FY 2021 Estimate	FY 2022 Proposed	Change FY21-FY22	
					Amount (\$)	Percent (%)
Inspections						
Compensation	\$4,504,184	\$4,541,200	\$4,564,300	\$4,346,800	\$(194,400)	-4.3%
Fringe Benefits	1,362,573	1,397,700	1,443,000	1,460,600	62,900	4.5%
Operating	643,527	1,041,100	969,700	1,065,400	24,300	2.3%
Capital Outlay	—	—	—	—	—	
SubTotal	\$6,510,284	\$6,980,000	\$6,977,000	\$6,872,800	\$(107,200)	-1.5%
Recoveries	(3,996,564)	(4,280,400)	(4,124,300)	(3,924,400)	356,000	-8.3%
Total Inspections	\$2,513,720	\$2,699,600	\$2,852,700	\$2,948,400	\$248,800	9.2%
Enforcement						
Compensation	\$4,594,939	\$4,531,100	\$4,849,400	\$4,564,300	\$33,200	0.7%
Fringe Benefits	1,429,163	1,485,900	1,568,500	1,533,600	47,700	3.2%
Operating	1,973,497	2,252,000	2,183,200	2,200,300	(51,700)	-2.3%
Capital Outlay	—	—	—	—	—	
SubTotal	\$7,997,599	\$8,269,000	\$8,601,100	\$8,298,200	\$29,200	0.4%
Recoveries	(7,216,682)	(7,872,700)	(8,444,700)	(8,235,500)	(362,800)	4.6%
Total Enforcement	\$780,917	\$396,300	\$156,400	\$62,700	\$(333,600)	-84.2%
Total	\$11,658,508	\$11,171,900	\$11,195,700	\$12,744,000	\$1,572,100	14.1%

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 2022, the division expenditures increase \$875,200 or 19.2% over the FY 2021 budget. Staffing resources remain unchanged from the FY 2021 budget. The primary budgetary changes include:

- A decrease in personnel costs due primarily to anticipated attrition.

- A decrease in fringe benefits due to alignment with anticipated costs.
- An increase in operating expenses due to the movement of contractual costs for the Permitting and Licensing System into this division and an increase in consulting services contracts.
- An increase in recoverable costs based on the increase in expenditures.

	FY 2021 Budget	FY 2022 Proposed	Change FY21-FY22	
			Amount (\$)	Percent (%)
Total Budget	\$4,554,900	\$5,430,100	\$875,200	19.2%
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 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 to 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 ensures 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 2022, the division expenditures decrease \$84,200 or 4.7% under the FY 2021 budget. Staffing resources remain unchanged from the FY 2021 budget. The primary budget changes include:

- A decrease in compensation due to anticipated staff attrition.
- A decrease in operating expenditures due to operating decreases in contractual costs for temporary staffing and consulting services.
- A decrease in recovered costs based on the decrease in compensation and operating expenditures.

	FY 2021 Budget	FY 2022 Proposed	Change FY21-FY22	
			Amount (\$)	Percent (%)
Total Budget	\$1,799,100	\$1,714,900	\$(84,200)	-4.7%
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, 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 for the traveling public and mitigates the impact of utility work on local community residents.

Fiscal Summary

In FY 2022, the division expenditures increase \$1,089,500 or 296.4% over the FY 2021 budget. Staffing

resources remain unchanged from the FY 2021 budget. The primary budget changes include:

- An increase in compensation costs due to the decreased incumbent attrition attributed to this division.
- An increase in fringe benefit costs due to compensation adjustments in this division.
- An increase in operating costs due to increases in consulting services contracts for third-party reviewers and office automation costs.
- A decrease in recovered costs while maintaining historical recovery rates.

	FY 2021 Budget	FY 2022 Proposed	Change FY21-FY22	
			Amount (\$)	Percent (%)
Total Budget	\$367,600	\$1,457,100	\$1,089,500	296.4%
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 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 reviews plans and performs inspections related to new well and septic systems, swimming pools and licensed food establishments.

Fiscal Summary

In FY 2022, the division expenditures decrease \$223,600 or 16.5% under the FY 2021 budget. Staffing resources

remain unchanged from the FY 2021 budget. The primary budget changes include:

- A decrease in compensation due to anticipated attrition and vacancy lapse attributed to this division.
- A decrease in fringe benefits due to anticipated costs in this division.
- A decrease in operating expenditures due to operating decreases in temporary services and office supplies.
- A decrease in recovery related to salary, fringe and operating adjustments.

	FY 2021 Budget	FY 2022 Proposed	Change FY21-FY22	
			Amount (\$)	Percent (%)
Total Budget	\$1,354,400	\$1,130,800	\$(223,600)	-16.5%
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. This division completes 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.

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 evaluates 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. Currently, inspectors are enforcing the 2014 National Fire Protection Association 70 National Electrical Code; however, work installed in full compliance with updated electrical codes is accepted. The County also enforces regulations outlined in the County Code, Subtitles 4,

Building, and 9, Electrical, found on the Legislative/Zoning Information System.

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 2022, the division expenditures increase \$248,800 or 9.2% over the FY 2021 budget. Staffing resources remain unchanged from the FY 2021 budget. The primary budget changes include:

- A decrease in compensation due to vacancy lapse and anticipated staff attrition.
- An increase in fringe benefits due to compensation adjustments in this division.
- An operating increase due primarily to increased technology cost allocation charges.
- A decrease in recoveries related to salary, fringe and operating adjustments.

	FY 2021 Budget	FY 2022 Proposed	Change FY21-FY22	
			Amount (\$)	Percent (%)
Total Budget	\$2,699,600	\$2,948,400	\$248,800	9.2%
STAFFING				
Full Time - Civilian	73	73	0	0.0%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	73	73	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 / 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 2022, the division expenditures decrease \$333,600 or 84.2% under the FY 2021 budget. Staffing resources remain unchanged from the FY 2021 budget. The primary budget changes include:

- An increase in compensation due to the decreased attrition distributed to this division.
- An increase in fringe benefits due to compensation adjustments in this division.
- A decrease in operating expenses due to operating decreases in temporary services contracts and office supplies.
- An increase in recoveries related to salary, fringe and operating adjustments.

	FY 2021 Budget	FY 2022 Proposed	Change FY21-FY22	
			Amount (\$)	Percent (%)
Total Budget	\$396,300	\$62,700	\$(333,600)	-84.2%
STAFFING				
Full Time - Civilian	85	85	0	0.0%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	85	85	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 to issue a building permit (days).

FY 2026 Target	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimated	FY 2022 Projected	Trend
73.0	30.0	73.0	73.0	74.0	↔

Trend and Analysis

This objective contains one of the County Executive's Key Performance Indicators [KPI] of the Proud Priorities Proud Results planning process and will be under regular review by the CountyStat team. The KPI is the objective's measure: average turnaround time of permit review. Since its inception seven years ago, DPIE has undertaken numerous initiatives to automate many of its functions through on-line systems for permit and license application and issuance, plan review, and inspection. The agency's new permitting and licensing system (Momentum), the enhanced ePlan system, and other system enhancements are providing on-line remote access to process permit/license applications, plan review, and permit/license issuance. These automation initiatives have enabled the agency to maintain much of its functionality and productivity despite the closure of the public offices starting in mid-March 2020.

Performance Measures

Measure Name	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimated	FY 2022 Projected
Resources (Input)					
Site/road plan reviewers	28	28	32	32	32
Outside individuals certified for Peer Review Program - Site/Road	25	31	35	35	35
Outside individuals certified for Peer Review Program- Building	45	46	48	48	48
Building plan reviewers	27	26	24	21	28
Workload, Demand and Production (Output)					
Site/road permits issued	1,822	2,164	1,484	1,700	1,850
Efficiency					
Site/Road District/ Utility/ NPDES plans and permits reviewed per staff	127	474	535	908	900
Building plan reviews completed per building plan review staff	1,828	2,000	1,705	1,800	1,850
Quality					
Days for DPIE site/road plan review	17	89	8	8	8
Impact (Outcome)					
Days for DPIE to review permit applications	48	30	73	73	74

Objective 1.2 — Increase the percentage of building and site/road development inspections completed in one day after requested.

FY 2026 Target	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimated	FY 2022 Projected	Trend
99%	98%	97%	98%	98%	↔

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 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimated	FY 2022 Projected
Resources (Input)					
Number of site/road inspectors	20	19	19	19	19
Workload, Demand and Production (Output)					
Building plan permits issued	48,603	43,810	38,849	40,000	42,000
Inspections conducted	186,139	225,238	230,025	235,000	238,000
Violations issued	963	782	1,129	1,200	1,250
Efficiency					
Inspections per inspector	3,668	4,448	4,293	4,350	4,400
Quality					
Days to conduct an inspection after requested	1	1	3	3	3
Impact (Outcome)					
Building and site development inspections completed one day after requested	90%	98%	97%	98%	98%
Customer approval rating based on maximum 4.0 scale	3	3	2	3	3

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 2026 Target	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimated	FY 2022 Projected	Trend
70%	70%	54%	60%	65%	↓

Trend and Analysis

This objective contains one of the County Executive's Key Performance Indicators [KPI] of the Proud Priorities Proud Results planning process and will be under regular review by the CountyStat team. The KPI is the number of vacant or abandoned properties; this KPI is not currently displayed in the family of performance measures but is tracked by the agency. The Enforcement Division is responsible for inspecting both residential and commercial properties to ensure compliance with applicable property standards, codes, and zoning ordinances. Enforcement Division staff inspect both residential and commercial properties to ensure compliance with applicable property standards, codes, and zoning ordinances. The interiors of single family and multifamily rental units are inspected by code enforcement inspectors, with continued emphasis on senior living facilities.

Performance Measures

Measure Name	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimated	FY 2022 Projected
Resources (Input)					
Code enforcement inspectors	59	52	57	57	57
Workload, Demand and Production (Output)					
Inspections	61,411	51,465	30,967	36,000	40,000
Violation notices issued	9,153	5,665	4,622	6,000	7,000
Re-inspections	6,136	5,534	9,286	9,500	9,600
Number of Civil Citations Issued	1,017	1,042	1,098	1,100	1,150
Number of properties boarded up by County	83	124	39	80	90
Number of properties cleaned up by County	276	286	162	190	220
Number of multi-family rental inspections	206	234	348	350	360
Efficiency					
Inspections and re-inspections per inspector	1,146.0	1,092.0	710.0	830.0	875.0
Quality					
Customer satisfaction with enforcement services	3	4	3	3	3
Impact (Outcome)					
Re-inspection cases found in compliance	4%	70%	54%	60%	65%

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 2026 Target	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimated	FY 2022 Projected	Trend
90%	80%	80%	82%	85%	↔

Trend and Analysis

The Licensing Section integrates the licensing process with the e-Permits system for license processing, tracking and payment, the Govolution system for credit card payment, various teleconferencing applications, and ID Works for prompt the issuance of identification cards. These various platforms facilitate on-line access and have been instrumental in enabling the Licensing Division staff to efficiently process license/permit applications and issue the resulting licenses and permits. Many of these processes will be integrated and automated with the deployment of the Momentum system.

Performance Measures

Measure Name	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Estimated	FY 2022 Projected
Efficiency					
License/permit applications reviewed per reviewer	2,080	2,128	1,745	2,175	1,940
Quality					
Days to issue a license/permit	1.0	1.0	1.0	1.0	1.0
Impact (Outcome)					
Days to issue a license/permit	80%	80%	80%	82%	85%