



Department of Permitting, Inspections and Enforcement

The Hub

A publication of the Information Technology Division

September 28, 2020

Year in Review

DPIE has begun a multi-year IT modernization effort to upgrade and/or replace outdated systems, increase operational efficiencies, allow customer transparency, revise business process, and allow residents, businesses and staff members to *Skip the Trip* when doing business with DPIE.

Director Melinda Bolling expressed her appreciation for all of the hard work, *"Great job team! Looking forward to another great year!"*



1st
Quarter

Online Cell Tower Application - DPIE released functionality to allow cell tower applicants the ability to apply, pay, electronic plan review, and receive cell tower permits online.

- **Kudos, Team Cell Tower!**

2nd
Quarter

Short-Term Rental Application – DPIE released functionality that enable (hosts) homeowners and platforms (business portals that hosts homeowners) to apply, pay and receive annual licenses and participate in the county's short-term rental program online.

- **Go, Enforcement team!**

2nd
Quarter

Plan Review (ePlan) – This tool was upgraded to the latest version, along with enhanced workflows for DoE and Special Utility. The upgrade allowed improved communications with applicants, as well as increased security, reliability, and functionality, for both internal and external users.

- **Way to go, Permit team!**

2nd
Quarter

IVR Inspection Scheduling – This process was modified to enable a cap of 375 daily inspections versus unlimited inspections to more closely match internal resources. This change increased the likelihood of scheduled inspections occurring on the date scheduled.

- **Great job, Inspections team!**

3rd
Quarter

Plan Review (ePlan) – This feature released enhanced workflows for building and cell tower. The upgrade improved communications with applicants, as well as increased security, reliability, and functionality, for both internal and external users.

- **Go, Permit and Cell Tower teams!**

3rd
Quarter

DPIE effectively enabled remote operations – Video conferencing, remote calls for public facing lines outside the office and eSignatures for electronic signing of internal documents. DPIE IT staff members assisted and continue to assist over 200 staff members, Limbic team members, and third-party inspectors teleworking to enable the continuity of DPIE's core processes of Permitting, Licensing, Inspections, and Enforcement efforts.

- **Yes, DPIE IT team!**

4th

Plan Review (ePlan) – Released enhanced workflows

WHAT IS THE U.S. CENSUS?

By law, every 10 years the U.S. Census counts every resident in the United States. Your participation determines representation and how billions in federal funds are distributed. If our community is undercounted, friends and neighbors miss out on an estimated **\$18,250 per person over a 10-year period**. Statewide, that's a total of **\$26.6 billion over a 10-year period**.

<https://www.princegeorgescountymd.gov/3233/2020-Census>

Prince George's County

Department of Permitting, Inspections and Enforcement

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