

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 2020 KEY ACCOMPLISHMENTS

- Expedited permit processing, plan review and inspection of numerous major projects in the County, including the Regional Medical Hospital Center in Largo and the Hyatt Hotel at the National Harbor.
- Issued conceptual and permit approvals for numerous redevelopment projects to enhance the urban core of the County, including formerly dormant projects that have new financing/new development teams, developer-built road improvements and various municipal projects.
- Processed the updated Water and Sewer Master Plan through the County Executive and County Council. (Approved by Council Fall 2019 – became effective January 2020).

- Revised legislation (Subtitle 5A) for the County Cell Tower Design Manual as well as the County Cell Tower Specifications Manual and developed on-line applications and processes to handle all cell tower permit applications and electrical license testing.
- Used legislative authority to conduct administrative hearings versus court hearings to adjudicate violations regarding property standards and fines using cloud-based software to automate and streamline the County's administrative hearing process for citizen citations.

STRATEGIC FOCUS AND INITIATIVES IN FY 2021

The agency's top priorities in FY 2021 are:

- Promote economic development by reducing the amount of time between permit application and issuance.
- Support the high performance government priority by replacing the outdated ePermits system with a comprehensive electronic permitting system.
- Facilitate the expansion of telecommunication networks in the County by establishing a new Small Wireless Facilities Program.
- Conduct administrative hearings to adjudicate violations regarding property standards violations and fines.
- Support the high performance government priority by providing expedited access to past permitting, licensing and enforcement information by converting extensive paper files through an accessible digital document scanning and management system.

FY 2021 BUDGET SUMMARY

The FY 2021 approved budget for the Department of Permitting, Inspections and Enforcement is \$11,171,900, a decrease of \$947,200 or 7.8% under the FY 2020 approved budget.

Expenditures by Fund Type

Fund Types	FY 2019 Actual		FY 2020 Budget		FY 2020 Estimate		FY 2021 Approved	
	Amount	% Total	Amount	% Total	Amount	% Total	Amount	% Total
General Fund	\$8,951,119	100.0%	\$12,119,100	100.0%	\$5,957,140	100.0%	\$11,171,900	100.0%
Total	\$8,951,119	100.0%	\$12,119,100	100.0%	\$5,957,140	100.0%	\$11,171,900	100.0%

Reconciliation from Prior Year

	Expenditures
FY 2020 Approved Budget	\$12,119,100
Increase Cost: Operating - Technology Cost Allocation — Increase in charges based on the new methodology to support anticipated countywide costs	\$1,093,200
Increase Cost: Operating — Increase in costs for temporary and consulting services	415,000
Increase Cost: Operating — An increase in hosting subscription services for the Permitting and Licensing System	45,400
Increase Cost: Operating — An increase in Clean Lot charges to align with anticipated costs	31,800
Decrease Cost: Fringe Benefits — Decrease in costs as a result of the anticipated fringe expenses	(256,700)

Reconciliation from Prior Year *(continued)*

	Expenditures
Decrease Cost: Compensation - Mandated Salary Requirements - reflects increased salary lapse and attrition	(908,100)
Decrease Cost: Recovery Increase — An increase in recoverable expenditures from the Stormwater and Solid Waste Enterprise Funds while maintaining historical recovery rates	(1,367,800)
FY 2021 Approved Budget	\$11,171,900

STAFF AND BUDGET RESOURCES

Authorized Positions	FY 2019 Budget	FY 2020 Budget	FY 2021 Approved	Change FY20-FY21
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 2021		
	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 2019 Actual	FY 2020 Budget	FY 2020 Estimate	FY 2021 Approved	Change FY20-FY21	
					Amount (\$)	Percent (%)
Compensation	\$18,187,665	\$21,271,100	\$15,120,003	\$20,363,000	\$(908,100)	-4.3%
Fringe Benefits	5,887,906	6,934,600	5,755,323	6,677,900	(256,700)	-3.7%
Operating	4,277,483	7,425,000	9,563,186	9,010,400	1,585,400	21.4%
Capital Outlay	—	—	—	—	—	—
SubTotal	\$28,353,054	\$35,630,700	\$30,438,512	\$36,051,300	\$420,600	1.2%
Recoveries	(19,401,934)	(23,511,600)	(24,481,372)	(24,879,400)	(1,367,800)	5.8%
Total	\$8,951,119	\$12,119,100	\$5,957,140	\$11,171,900	\$(947,200)	-7.8%

In FY 2021, compensation expenditures decrease 4.3% under the FY 2020 budget due to the increase in attrition and salary lapse. Compensation costs include funding for 308 full time positions and seven temporary/seasonal employees. Fringe benefit expenditures decrease 3.7% under the FY 2020 as a result of the anticipated fringe expenses.

Operating expenditures increase 21.4% over the FY 2020 budget due primarily to increases in the technology cost allocation charge, temporary and consulting services, subscription services for the Permitting and Licensing System and clean lot charges.

Recoveries increase 5.8% over the FY 2020 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 2019 Actual	FY 2020 Budget	FY 2020 Estimate	FY 2021 Approved	Change FY20-FY21	
					Amount (\$)	Percent (%)
Director's Office	\$2,936,073	\$3,084,300	\$2,584,654	\$4,554,900	\$1,470,600	47.7%
Permitting and Licensing	1,667,458	3,255,600	3,217,618	1,799,100	(1,456,500)	-44.7%
Site/Road Plan Review	759,203	714,600	(124,811)	367,600	(347,000)	-48.6%
Building Plan Review	1,357,632	1,473,800	701,528	1,354,400	(119,400)	-8.1%
Inspections	2,386,262	2,735,400	1,298,004	2,699,600	(35,800)	-1.3%
Enforcement	(155,509)	855,400	(1,719,853)	396,300	(459,100)	-53.7%
Total	\$8,951,119	\$12,119,100	\$5,957,140	\$11,171,900	\$(947,200)	-7.8%

General Fund - Division Summary

Category	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimate	FY 2021 Approved	Change FY20-FY21	
					Amount (\$)	Percent (%)
Director's Office						
Compensation	\$2,783,651	\$3,512,400	\$2,905,164	\$3,222,200	\$(290,200)	-8.3%
Fringe Benefits	1,019,138	1,145,400	979,341	1,148,400	3,000	0.3%
Operating	1,029,239	430,900	1,322,662	4,068,300	3,637,400	844.1%
Capital Outlay	—	—	—	—	—	
SubTotal	\$4,832,027	\$5,088,700	\$5,207,167	\$8,438,900	\$3,350,200	65.8%
Recoveries	(1,895,955)	(2,004,400)	(2,622,513)	(3,884,000)	(1,879,600)	93.8%
Total Director's Office	\$2,936,073	\$3,084,300	\$2,584,654	\$4,554,900	\$1,470,600	47.7%
Permitting and Licensing						
Compensation	\$2,095,786	\$2,494,900	\$2,005,982	\$2,564,400	\$69,500	2.8%
Fringe Benefits	722,099	860,100	855,168	840,900	(19,200)	-2.2%
Operating	849,969	3,879,600	4,987,212	854,600	(3,025,000)	-78.0%
Capital Outlay	—	—	—	—	—	
SubTotal	\$3,667,854	\$7,234,600	\$7,848,362	\$4,259,900	\$(2,974,700)	-41.1%
Recoveries	(2,000,395)	(3,979,000)	(4,630,744)	(2,460,800)	1,518,200	-38.2%
Total Permitting and Licensing	\$1,667,458	\$3,255,600	\$3,217,618	\$1,799,100	\$(1,456,500)	-44.7%
Site/Road Plan Review						
Compensation	\$2,746,229	\$3,419,900	\$2,320,077	\$3,079,600	\$(340,300)	-10.0%
Fringe Benefits	905,477	1,128,600	1,039,720	1,010,000	(118,600)	-10.5%
Operating	503,974	215,500	412,012	397,600	182,100	84.5%
Capital Outlay	—	—	—	—	—	
SubTotal	\$4,155,680	\$4,764,000	\$3,771,809	\$4,487,200	\$(276,800)	-5.8%
Recoveries	(3,396,477)	(4,049,400)	(3,896,620)	(4,119,600)	(70,200)	1.7%
Total Site/Road Plan Review	\$759,203	\$714,600	\$(124,811)	\$367,600	\$(347,000)	-48.6%
Building Plan Review						
Compensation	\$2,336,951	\$2,493,000	\$1,576,913	\$2,424,500	\$(68,500)	-2.7%
Fringe Benefits	717,160	807,700	734,605	795,000	(12,700)	-1.6%
Operating	177,504	208,400	233,075	396,800	188,400	90.4%
Capital Outlay	—	—	—	—	—	
SubTotal	\$3,231,615	\$3,509,100	\$2,544,593	\$3,616,300	\$107,200	3.1%
Recoveries	(1,873,983)	(2,035,300)	(1,843,065)	(2,261,900)	(226,600)	11.1%
Total Building Plan Review	\$1,357,632	\$1,473,800	\$701,528	\$1,354,400	\$(119,400)	-8.1%

General Fund - Division Summary *(continued)*

Category	FY 2019 Actual	FY 2020 Budget	FY 2020 Estimate	FY 2021 Approved	Change FY20-FY21	
					Amount (\$)	Percent (%)
Inspections						
Compensation	\$4,026,268	\$4,463,000	\$3,096,642	\$4,541,200	\$78,200	1.8%
Fringe Benefits	1,241,342	1,437,100	1,055,990	1,397,700	(39,400)	-2.7%
Operating	400,014	643,800	877,814	1,041,100	397,300	61.7%
Capital Outlay	—	—	—	—	—	
SubTotal	\$5,667,623	\$6,543,900	\$5,030,446	\$6,980,000	\$436,100	6.7%
Recoveries	(3,281,362)	(3,808,500)	(3,732,442)	(4,280,400)	(471,900)	12.4%
Total Inspections	\$2,386,262	\$2,735,400	\$1,298,004	\$2,699,600	\$(35,800)	-1.3%
Enforcement						
Compensation	\$4,198,781	\$4,887,900	\$3,215,225	\$4,531,100	\$(356,800)	-7.3%
Fringe Benefits	1,282,690	1,555,700	1,090,499	1,485,900	(69,800)	-4.5%
Operating	1,316,783	2,046,800	1,730,411	2,252,000	205,200	10.0%
Capital Outlay	—	—	—	—	—	
SubTotal	\$6,798,254	\$8,490,400	\$6,036,135	\$8,269,000	\$(221,400)	-2.6%
Recoveries	(6,953,762)	(7,635,000)	(7,755,988)	(7,872,700)	(237,700)	3.1%
Total Enforcement	\$(155,509)	\$855,400	\$(1,719,853)	\$396,300	\$(459,100)	-53.7%
Total	\$8,951,119	\$12,119,100	\$5,957,140	\$11,171,900	\$(947,200)	-7.8%

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 2021, the division expenditures increase \$1,470,600 or 47.7% over the FY 2020 budget. Staffing resources increase by three positions from the FY 2020 budget due to the reallocation of positions from the Site/Road Plan and Enforcement divisions. The primary budget changes include:

- A decrease in personnel costs due primarily to anticipated attrition.
- 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 temporary services contracts.
- An increase in recoverable costs based on the increase in expenditures.

	FY 2020 Budget	FY 2021 Approved	Change FY20-FY21	
			Amount (\$)	Percent (%)
Total Budget	\$3,084,300	\$4,554,900	\$1,470,600	47.7%
STAFFING				
Full Time - Civilian	31	34	3	9.7%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	31	34	3	9.7%
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 2021, the division expenditures decrease \$1,456,500 or 44.7% under the FY 2020 budget. Staffing resources remain unchanged from the FY 2020 budget. The primary budget changes include:

- A decrease in operating expenditures due to contractual costs for the Permitting and Licensing System being reallocated to the Director’s Office.
- A decrease in recovered costs based on the decrease in expenditures.

	FY 2020 Budget	FY 2021 Approved	Change FY20-FY21	
			Amount (\$)	Percent (%)
Total Budget	\$3,255,600	\$1,799,100	\$(1,456,500)	-44.7%
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 2021, the division expenditures decrease \$347,200 or 48.6% under the FY 2020 budget. Staffing resources

decrease one position from the FY 2020 budget. The primary budget changes include:

- A decrease in compensation costs due to the reallocation of one position to the Director’s office to provide essential support and increased incumbent attrition distributed to this division.
- An increase in temporary services contracts and office automation costs.
- An increase in recovered costs based on the increase in expenditures.

	FY 2020 Budget	FY 2021 Approved	Change FY20-FY21	
			Amount (\$)	Percent (%)
Total Budget	\$714,600	\$367,600	\$(347,000)	-48.6%
STAFFING				
Full Time - Civilian	42	41	(1)	-2.4%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	42	41	(1)	-2.4%
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 2021, the division expenditures decrease \$119,400 or 8.1% under the FY 2020 budget. Staffing resources

remain unchanged from the FY 2020 budget. The primary budget changes include:

- A decrease in personnel costs due to anticipated attrition.
- A decrease in fringe benefits to align with anticipated fringe requirements.
- An increase in operating expenditures due to increases in the technology allocation charge and temporary services contracts.
- An increase in recovery related to salary, fringe and operating adjustments.

	FY 2020 Budget	FY 2021 Approved	Change FY20-FY21	
			Amount (\$)	Percent (%)
Total Budget	\$1,473,800	\$1,354,400	\$(119,400)	-8.1%
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. 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 2021, the division expenditures decrease \$35,800 or 1.3% under the FY 2020 budget. Staffing resources remain unchanged from the FY 2020 budget. The primary budget changes include:

- An increase in personnel costs due to salary adjustments for Construction Standard Inspectors and Code Enforcement Officers to retain staff and reduce turnover.
- A decrease in fringe benefits to align with anticipated fringe requirements.
- An operating increase due primarily to technology cost allocation charges and vehicle communication costs.
- An increase in recoveries related to salary, fringe and operations adjustments.

	FY 2020 Budget	FY 2021 Approved	Change FY20-FY21	
			Amount (\$)	Percent (%)
Total Budget	\$2,735,400	\$2,699,600	\$(35,800)	-1.3%
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 2021, the division expenditures decrease \$459,100 or 53.7% under the FY 2020 budget. Staffing resources decrease by two positions from the FY 2020 budget. The primary budget changes include:

- A decrease in personnel costs due to the transfer of two positions to the Director’s Office and increased attrition.
- A decrease in fringe benefits to align with anticipated fringe requirements.
- An operating increase due primarily to higher technology cost allocation charges and an increase in clean lot expenses.

	FY 2020 Budget	FY 2021 Approved	Change FY20-FY21	
			Amount (\$)	Percent (%)
Total Budget	\$855,400	\$396,300	\$(459,100)	-53.7%
STAFFING				
Full Time - Civilian	87	85	(2)	-2.3%
Full Time - Sworn	0	0	0	0.0%
Subtotal - FT	87	85	(2)	-2.3%
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 2025 Target	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected	Trend
23	48	30	27	26	↑

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.

The agency'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. The agency began development of a fully-integrated permit and license system to replace the current system in early 2017. The Permitting and Licensing System (PLS) is expected to be operational in 2020. It will be able to collect necessary data to track permit processing, plan review and inspection times, while providing greater accountability and transparency. This should help the agency determine what portions of the review process are resulting in the experienced and projected increases for the planning year.

Performance Measures

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Resources (Input)					
Site/road plan reviewers	24	28	28	30	31
Outside individuals certified for Peer Review Program - Site/Road	20	25	31	33	34
Outside individuals certified for Peer Review Program- Building	46	45	46	47	48
Outside individuals certified for Third-Party Plan Review - Building	1	1	11	18	18
Building plan reviewers	24	27	26	27	28
Workload, Demand and Production (Output)					
Site/road plan applications submitted	3,360	3,547	2,935	3,100	3,200
Site/road plans reviewed (by cycle) by plan reviewers	4,594	5,284	7,141	7,440	7,800
Site/road permits issued	1,914	1,822	2,164	2,400	2,600
Building plan applications submitted	45,148	49,345	47,184	52,144	54,000
Building plan applications reviewed (by cycle)	97,819	121,508	109,537	117,196	120,000

Performance Measures *(continued)*

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Building plan permits issued	40,758	48,603	43,810	46,876	49,000
Efficiency					
Site/Road District/Utility/NPDES plans and permits reviewed per staff	140	127	474	493	518
Building plan reviews completed per building plan review staff	1,963	1,828	2,000	2,017	2,020
Quality					
Days for DPIE building plan review	22	25	27	24	23
Days for DPIE site/road plan review	22	17	89	90	85
Impact (Outcome)					
Days for DPIE to review permit applications	22	48	30	27	26
Reported value of site/road construction approved (millions)	\$16.5	\$30.9	\$22.0	\$56.0	\$66.0
Reported value of building construction for approved plans (millions)	\$2,003.0	\$1,483.0	\$1,430.0	\$1,500.0	\$1,600.0

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

FY 2025 Target	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected	Trend
75%	10%	10%	15%	25%	↔

Trend and Analysis

The pre-screening of plans submitted for review was implemented by the agency and is considered a best practice model. 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. The expansion of 4G and 5G wireless technologies will require the agency to approve and issue small cell antennas. The agency processes approximately 52,500 plan applications annually.

The agency 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 FY 2025 target of 75%.

Performance Measures

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Resources (Input)					
Site/road plan reviewers	24	28	28	30	31
Outside individuals certified for Peer Review Program - Site/Road	20	25	31	33	34
Outside individuals certified for Peer Review Program - Building	46	45	46	47	48
Total building plan reviewers	23	27	26	27	28
Workload, Demand and Production (Output)					
Site/road plan applications submitted	3,360	3,547	2,935	3,100	3,200
Site/road plans reviewed (by cycle) by plan reviewers	0	5,284	7,141	7,440	7,800
Site/road permits issued	0	1,822	2,164	2,400	2,600
Building plan applications submitted	45,148	49,345	47,184	52,144	54,000
Building plan applications reviewed (by cycle)	0	121,508	109,537	117,196	120,000
Building plan permits issued	40,758	48,603	43,810	46,876	49,000
Small cell panel applications	0	0	0	400	800
Small cell panels permits issued	0	0	0	400	800
Efficiency					
Building plan reviews completed per building plan review staff	1,963	1,800	2,000	1,991	2,020
Quality					
Cycles for building plan review	2	3	3	3	3
Cycles for site/road plan review	2	3	3	3	3
Site/road plans screened	100%	100%	100%	100%	100%
Impact (Outcome)					
Building plans screened	13%	10%	10%	15%	25%
Days from building permit application to issuance	22	25	27	24	23
Days from site/road permit application to issuance	22	87	89	90	85

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

FY 2025 Target	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected	Trend
99%	90%	98%	98%	98%	↔

Trend and Analysis

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

Performance Measures

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Resources (Input)					
Inspectors	56	51	51	55	59
Workload, Demand and Production (Output)					
Building inspections performed	82,500	84,790	114,617	127,000	135,000
Site/Road inspections performed	33,516	46,421	41,161	39,448	41,420
Inspections due to complaints	8,507	8,422	11,049	12,020	12,600
Rescheduled inspections	16,981	15,045	22,736	21,000	19,000
Inspections conducted	165,448	186,139	225,238	240,000	250,000
Violations issued	543	963	782	900	1,000
Efficiency					
Inspections per inspector	2,954	3,650	4,416	4,364	4,237
Quality					
Days to conduct an inspection after requested	0	1	1	1	1
Customer approval rating based on maximum 4.0 scale	3	3	3	2	3
Impact (Outcome)					
Building and site development inspections completed one day after requested	85%	90%	98%	98%	98%

Goal 2 — To provide for the 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 2025 Target	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected	Trend
70%	40%	70%	50%	60%	↓

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.

The Enforcement Division is responsible for inspecting both residential and commercial properties to ensure compliance with applicable property standards, codes and zoning ordinances. Properties that are in violation of the County's property standards include those with high grass and weeds, accumulated trash and debris, inoperable automobiles, broken glass, fallen gutters and downspouts and visible deterioration due to the lack of proper maintenance. Many are abandoned properties. The Enforcement Division's inspection function is intended to identify and reduce instances of deferred maintenance and blight, which undermine quality of life, property values and safety.

The Enforcement Division seeks to respond to requests for inspection of properties suspected of property standards violations within two days of the complaint. 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.

Performance Measures

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Resources (Input)					
Code enforcement inspectors	60	59	52	57	58
Workload, Demand and Production (Output)					
Inspections	117,969	61,411	51,465	35,744	42,000
Violation notices issued	19,082	9,153	5,665	6,424	7,000
Re-inspections	17,048	6,136	5,534	6,300	6,800
Efficiency					
Inspections and re-inspections per inspector	1,431	1,146	1,092	748	859
Quality					
Days to complete an inspection after receipt (estimated)	3	3	2	2	2
3-1-1 complaints open or in-progress	1,908	1,701	2,594	2,823	3,000
Impact (Outcome)					
Re-inspection cases found in compliance	47%	40%	70%	50%	60%

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 2025 Target	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected	Trend
95%	80%	80%	80%	85%	↔

Trend and Analysis

The Licensing Section supports the economic activity associated with many business and health-related functions requiring regulatory oversight through the processing of initial requests and renewals for business and health licenses/permits. The Licensing Section integrates the licensing process with the ePermits system for license processing, tracking and payment; the Govolution system for credit card payment and ID Works for prompt issuance of identification cards. The agency's top six license types are for health-related functions which consistently generate the largest monthly revenue and are currently automated on-line. Licenses that require identification pictures and other legal documentation, such as many business licenses, are not able to be fully automated but are expected to be with the deployment of PLS.

Performance Measures

Measure Name	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Estimated	FY 2021 Projected
Resources (Input)					
Business license staff	6	5	5	5	5
Workload, Demand and Production (Output)					
Business license applications accepted	2,236	2,546	2,081	2,148	2,200
Health license permit applications accepted	8,269	7,866	8,561	9,076	9,500
Efficiency					
License/permit applications reviewed per reviewer	1,751	2,080	2,128	2,245	2,340
Quality					
Days to issue a license/permit	1	1	1	1	1
Impact (Outcome)					
Licenses/permits processed in one day	80%	80%	80%	80%	85%