

DEPARTMENT OF PERMITTING, INSPECTIONS AND ENFORCEMENT- 68

MISSION AND SERVICES

Mission - The Department of Permitting, Inspections and Enforcement (DPIE) provides building and property sustainability services to the County's citizens, residents and businesses in order to provide safe communities and a clean environment.

Core Services -

- Building and property sustainability including review of plans, issuance of permits and inspections to ensure building, zoning and property standards compliance

Strategic Focus in FY 2014 -

The agency's top priorities in FY 2014 are:

- Reduce the average amount of time from new commercial building permit application to permit issuance through ensuring proper staffing to address review and processing times as well as meeting the energy guidelines adopted by the State

FY 2014 BUDGET SUMMARY

GENERAL FUNDS

The FY 2014 approved General Fund budget for the Department of Permitting, Inspections and Enforcement (DPIE) is \$ \$7,797,000.

Budgetary Changes -

FY 2013 APPROVED BUDGET	\$0
Compensation	\$15,468,500
Fringe benefits as a percentage of compensation is 40.6%	\$6,276,700
Various Operating Expenses	\$2,585,400
Various recoveries	(\$16,533,600)
FY 2014 APPROVED BUDGET	\$7,797,000

SERVICE DELIVERY PLAN AND PERFORMANCE

GOAL 1 - To provide building and property sustainability services to citizens, residents and businesses in order to ensure structures and properties in the County are safe and aesthetically pleasing.

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GENERAL FUND

Objective 1.1 - Reduce the median amount of time from new commercial building permit application to permit issuance.

Trend and Analysis – In August 2012, an Executive Order established DPIE, under which the Permits and Review Division is responsible for the administration and enforcement of the County's permitting functions through review of building plans to determine compliance with local, national and international building codes. This objective was new in FY 2013 and imported from Department of Environmental Resources which, prior to the creation of DPIE, managed all permit resources. The methodology for tracking and reporting is still being reviewed due to concerns over fluctuations in the average time. The length of time in this objective's calculation may involve many different factors ranging from inadequate plan submission documents, delayed responses to review comments, prolonged reviews by other agencies, and suspended projects impacted by economic shortfalls. In addition, in January 2012, the State of Maryland implemented additional energy guidelines, which must be enforced during plan review and inspections. The department advised that its short-term target for FY 2014 is six weeks. (Historical data, in some cases, is not available.)

Performance Measures –

Measure Name	FY 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimated	FY 2014 Projected
Resources (input)					
Number of plan reviewers	11	11	16	16	25
Workload, Demand and Production (output)					
Total number of applications for building permits	49,457	51,258	24,850	26,000	27,000
Number of new commercial building plans reviewed	765	898	780	958	950
Number of new commercial building permits issued	40	17	60	74	80
Number of meetings with project designers	280	31	52	70	30
Number of licensed professional engineers	4	5	6	7	8
Number of deficiency letters generated for commercial plans reviewed			343	883	175
Efficiency					
Number of commercial plans reviewed per staff	69.5	81.6	48.8	59.9	38.0
Quality					
Percentage of customers satisfied with commercial building permit services [NEW]					
Impact (outcome)					
Average amount of time from new commercial building application to permit issuance [NEW]					

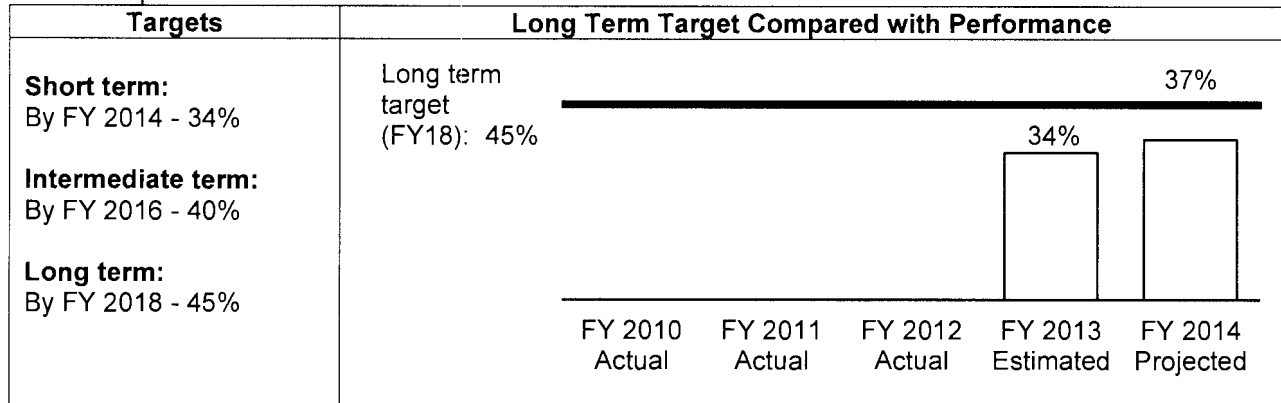
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GENERAL FUND

Strategies to Accomplish the Objective -

- **Strategy 1.1.1** - Ensure proper staffing to address review and processing times as well as meeting the energy guidelines adopted by the State
- **Strategy 1.1.2** - Enhance technology to include the capabilities for online permitting
- **Strategy 1.1.3** - Provide educational opportunities regarding permitting requirements to the design community in order to reduce the number of revisions required.

Objective 1.2 - Increase the percentage of (housing and business code violation) re-inspections found to be in compliance.



Trend and Analysis - The objective was new for FY 2013 and imported from DER which, prior to the creation of DPIE, managed all inspections resources. Violations occur if properties and structures do not meet standards set by the County Code. Re-inspections are conducted to ensure actions are taken to increase the sustainability of the housing structures. DER advised there was a methodology change in FY 2013 regarding the counting of property standard inspections. (Historical data, in some cases, is not available.)

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GENERAL FUND

Performance Measures -

Measure Name	FY 2010 Actual	FY 2011 Actual	FY 2012 Actual	FY 2013 Estimated	FY 2014 Projected
Resources (input)					
Number of property standards inspectors	47	47	55	51	59
Number of building license inspectors	33	33	33	33	33
Workload, Demand and Production (output)					
Number of property standard inspections	224,321	209,303	188,344	87,283	88,000
Number of property standard re-inspections	28,668	33,570	32,434	41,652	34,055
Number of violation notices issued per 100 inspections	10.3	11.7	12.5	23.7	28.0
Efficiency					
Average number of property standards inspections per inspector	4,772.8	4,453.3	3,424.4	1,711.4	1,491.5
Average number of property standard re-inspections per inspector	610.0	714.3	589.7	816.7	577.2
Quality					
Average number of days to complete an inspection	1	1	1	1	1
Impact (outcome)					
Percent of (housing and business code violation) re-inspections found to be in compliance [NEW]				34%	37%

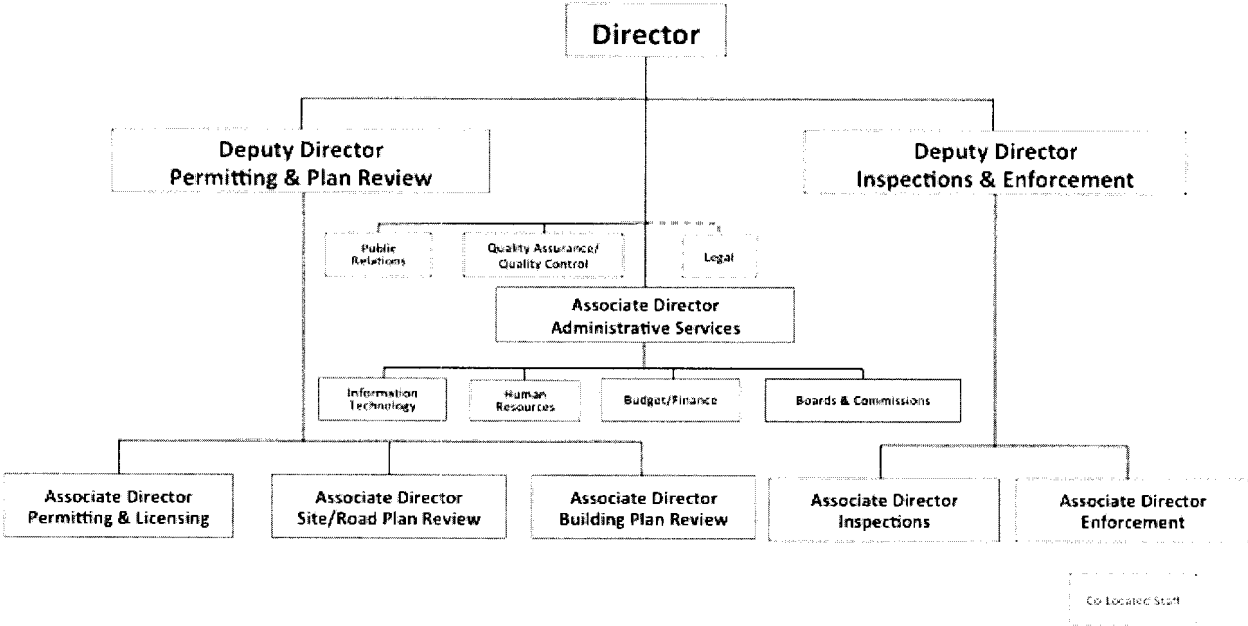
Strategies to Accomplish the Objective -

- **Strategy 1.2.1** - Ensure adequate number of properly trained inspectors are available to inspect properties and new construction sites in order to enforce the County's building code
- **Strategy 1.2.2** - Ensure properties/cases are re-inspected within 30 days of their compliance date. (Previous strategy should be accomplished in FY13)
- **Strategy 1.2.3** - Ensure cases not brought into compliance within 60 days of the compliance date are escalated (e.g. sent to the Office of Law, tax lien, etc.)

FY 2013 KEY ACCOMPLISHMENTS

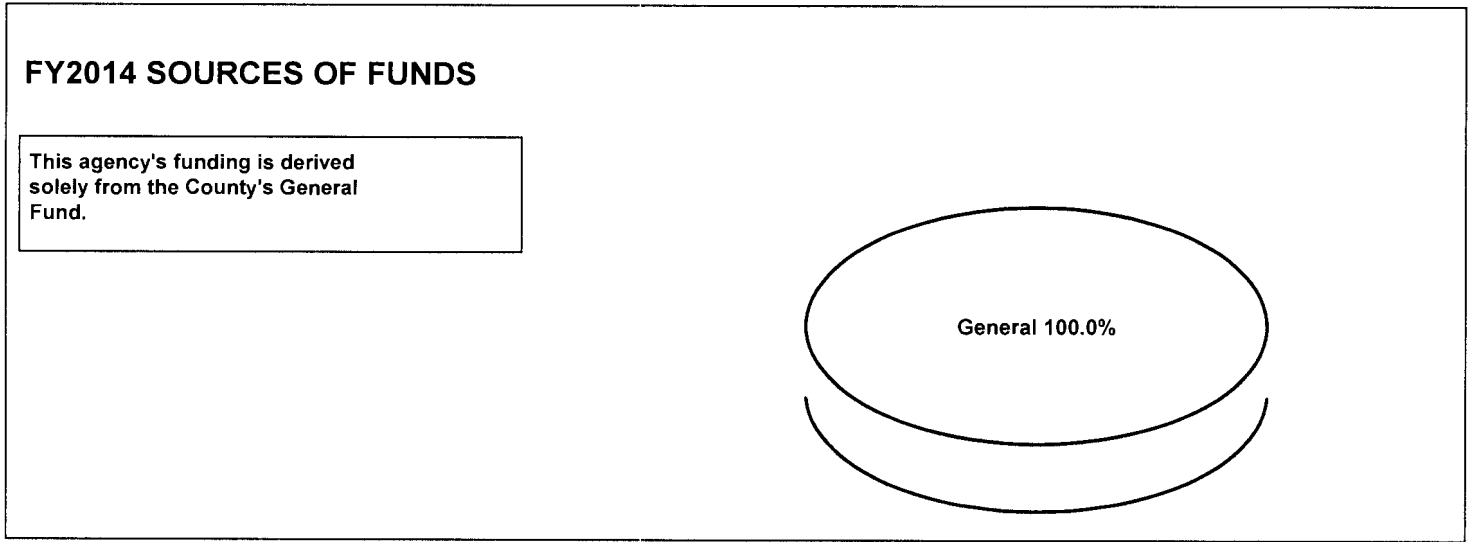
- Completed over 70,000 building inspections.
- Demolished 26 apartment buildings, forced renovations on two condemned single family structures and obtained voluntary owner demolitions for one residential structure and one commercial building. All of these were considered blights by the community and considered to be unsafe for several years.

ORGANIZATIONAL CHART



FUNDS SUMMARY

	FY2012 ACTUAL	FY2013 BUDGET	FY2013 ESTIMATED	FY2014 APPROVED	CHANGE FY13-FY14
TOTAL EXPENDITURES	\$ 0	\$ 0	\$ 0	7,797,000	100%
EXPENDITURE DETAIL					
Director's Office	0	0	0	3,059,900	100%
Permitting And Licensing	0	0	0	3,072,500	100%
Site/road Plan Review	0	0	0	3,340,800	100%
Building Plan Review	0	0	0	3,151,000	100%
Inspections	0	0	0	5,548,100	100%
Enforcement	0	0	0	6,158,300	100%
Recoveries	0	0	0	(16,533,600)	0%
TOTAL	\$ 0	\$ 0	\$ 0	7,797,000	100%
SOURCES OF FUNDS					
General Fund	\$ 0	\$ 0	\$ 0	7,797,000	100%
Other County Operating Funds:					
TOTAL	\$ 0	\$ 0	\$ 0	7,797,000	100%

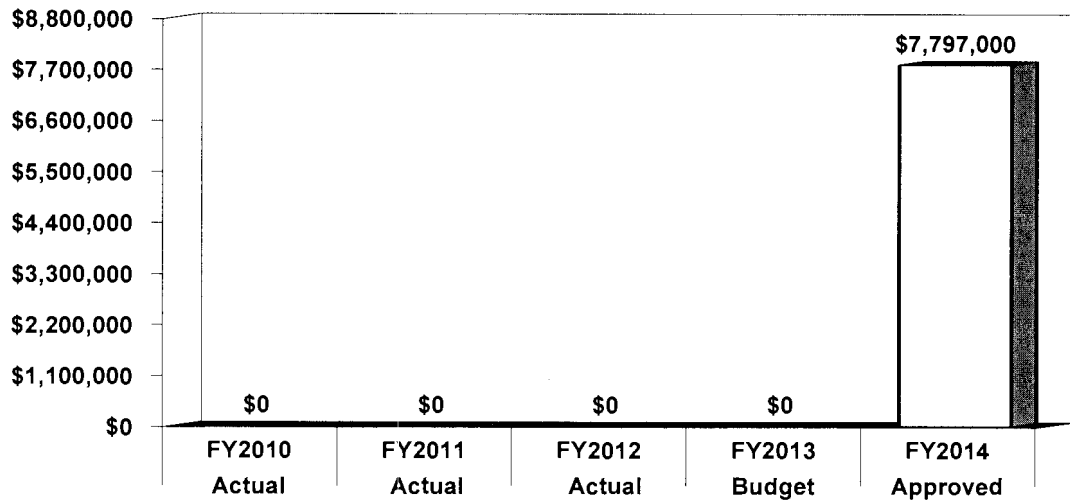


STAFF SUMMARY

	FY2012 BUDGET	FY2013 BUDGET	FY2014 APPROVED	CHANGE FY13-FY14
GENERAL FUND STAFF				
Full Time - Civilian	0	0	279	279
Full Time - Sworn	0	0	0	0
Part Time	0	0	0	0
Limited Term	0	0	0	0
OTHER STAFF				
Full Time - Civilian				
Full Time - Sworn				
Part Time				
Limited Term Grant Funded				
TOTAL				
Full Time - Civilian	0	0	279	279
Full Time - Sworn	0	0	0	0
Part Time	0	0	0	0
Limited Term	0	0	0	0

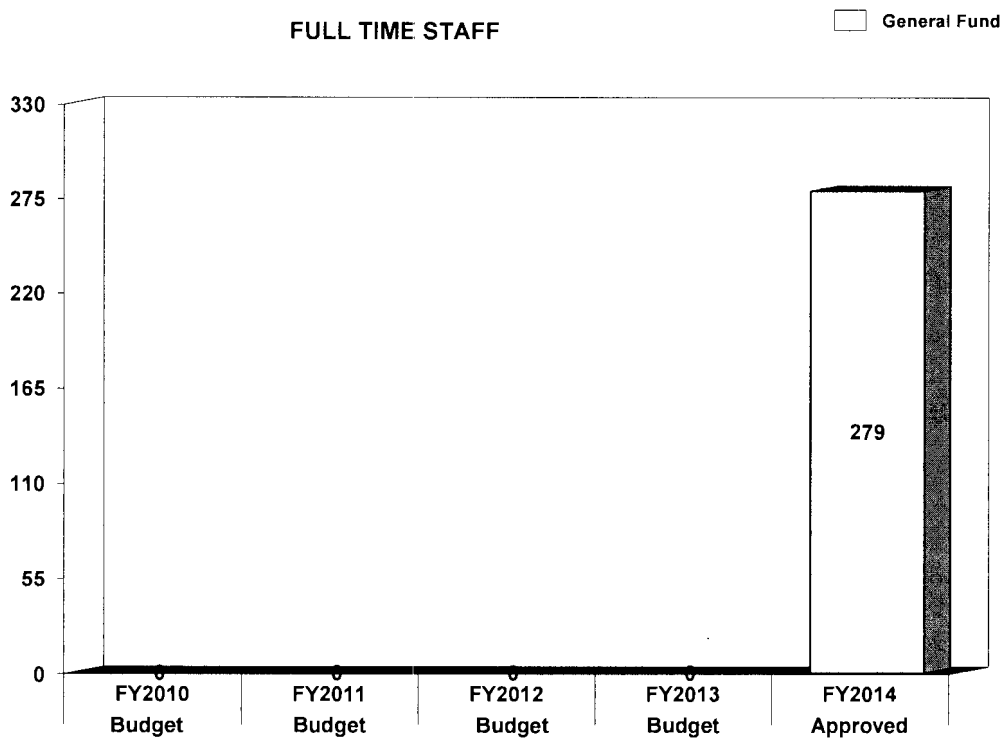
POSITIONS BY CATEGORY	FULL TIME	PART TIME	LIMITED TERM
Account Clerks	2	0	0
Administrative Aides	31	0	0
Administrative Specialists	5	0	0
Budget Analysts	3	0	0
Construction Enforcement Officers	3	0	0
Deputies	2	0	0
Engineering Technicians	14	0	0
Engineers	46	0	0
Environmental Sanitary Inspectors	5	0	0
General Clerks	9	0	0
Permit Specialists	15	0	0
Permit Supervisors	6	0	0
Personnel Analysts	3	0	0
Property Standard Enforcement Officers	4	0	0
Property Standard Inspectors	59	0	0
Public Service Aides	2	0	0
Realty Specialists	2	0	0
Other	3	0	0
Associate Directors	6	0	0
Construction Standard Inspectors	58	0	0
Director	1	0	0
TOTAL	279	0	0

GENERAL FUND EXPENDITURES



The FY 2014 approved budget is \$7,797,000.

FULL TIME STAFF



The agency's General Fund staffing is 279 and represents the transfer of existing positions from the Department of Environmental Resources, Department of Public Works & Transportation, and Health Department.

PERMITTING, INSPECTIONS & ENFORCEMENT - 68

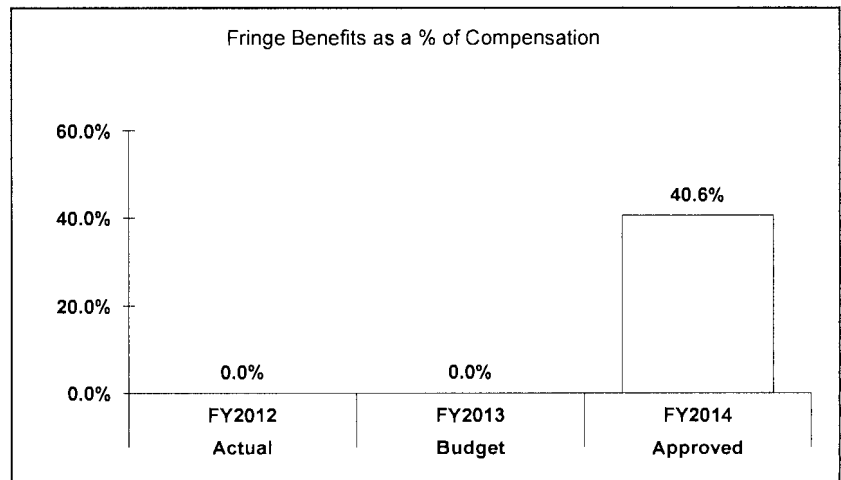
GENERAL FUND

	FY2012 ACTUAL	FY2013 BUDGET	FY2013 ESTIMATED	FY2014 APPROVED	CHANGE FY13-FY14
EXPENDITURE SUMMARY					
Compensation	\$ 0	\$ 0	\$ 0	\$ 15,468,500	100%
Fringe Benefits	0	0	0	6,276,700	100%
Operating Expenses	0	0	0	2,585,400	100%
Capital Outlay	0	0	0	0	0%
	\$ 0	\$ 0	\$ 0	\$ 24,330,600	100%
Recoveries	0	0	0	(16,533,600)	0%
TOTAL	\$ 0	\$ 0	\$ 0	\$ 7,797,000	100%
STAFF					
Full Time - Civilian	-	0	-	279	100%
Full Time - Sworn	-	0	-	0	0%
Part Time	-	0	-	0	0%
Limited Term	-	0	-	0	0%

The organizational structure for DPIE provides for the consolidation and integration of all permit-related functions and the personnel responsible for these functions in a single, highly accessible facility. This will enable these functions to be performed in a highly coordinated manner to expedite the review, approval and processing activities related to permit issuance, enforcement of property standards and issuance of related business licenses. The result is a streamlined organizational arrangement that clarifies roles, aligns responsibilities, eliminates duplicate efforts and more quickly reconciles differences in reviews.

In FY 2014, the Department of Permitting, Inspections and Enforcement will consist of 279 staff and support resources from several County, Bi-County, and State agencies with current responsibilities related to permitting, inspection and enforcement. Portions of these agencies will either be transferred to DPIE or co-located in the same building which will house the new department.

MAJOR OPERATING EXPENDITURES FY2014	
Office Automation	\$ 763,800
Operational Contracts	\$ 745,600
Vehicle and Heavy Equip Main.	\$ 332,800
Printing and Reproduction	\$ 241,900
Operating and Office Supplies	\$ 151,200



DIRECTOR'S OFFICE - 01

The Director's Office 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, M-NCPPC and other government agencies to address inter-agency concerns.

The Office of the Director consists of 22 full-time positions, including the director, two deputy directors, clerical staff, a public relations unit, quality assurance and control unit and legal unit. The Administrative Services Division includes an associate director to manage the functions of Budget/Finance, Information Technology, Human Resources, and Boards & Commissions units. The remaining positions include the director, upper management and clerical staff, a Public Relations unit, Quality Assurance and Control unit, and Legal unit composed of staff delegated to DPIE by the Office of Law.

	FY2012 ACTUAL	FY2013 BUDGET	FY2013 ESTIMATED	FY2014 APPROVED	CHANGE FY13-FY14
EXPENDITURE SUMMARY					
Compensation	\$ 0	\$ 0	\$ 0	1,968,700	100%
Fringe Benefits	0	0	0	744,600	100%
Operating Expenses	0	0	0	346,600	100%
Capital Outlay	0	0	0	0	0%
Sub-Total	\$ 0	\$ 0	\$ 0	3,059,900	100%
Recoveries	0	0	0	(957,900)	0%
TOTAL	\$ 0	\$ 0	\$ 0	2,102,000	100%

PERMITTING AND LICENSING - 02

The Permitting and Licensing Division will be the face of DPIE. This division will be comprised of four sections: Permits Administration Section, Special Services (Homeowners and Mega Projects) Suite, Business Licensing Center and Cashier's Office for a total of 41 full-time employees.

Permits Administration Section is responsible for core services of the agency such as application processing, plans 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 from application to permit issuance, a controlled point of entry will provide consistent distribution. Intake personnel will be cross trained for all aspects of permit applications and submittals. The agency has purchased an application, called ProjectDox, which is expected to decrease at least some of the need for paper files.

The Special Services Suite will be established 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 will coordinate meetings with customers and the appropriate reviewing disciplines.

The Cashier's Office will accept 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.

	FY2012 ACTUAL	FY2013 BUDGET	FY2013 ESTIMATED	FY2014 APPROVED	CHANGE FY13-FY14
EXPENDITURE SUMMARY					
Compensation	\$ 0	\$ 0	\$ 0	\$ 2,052,500	100%
Fringe Benefits	0	0	0	826,700	100%
Operating Expenses	0	0	0	193,300	100%
Capital Outlay	0	0	0	0	0%
Sub-Total	\$ 0	\$ 0	\$ 0	\$ 3,072,500	100%
Recoveries	0	0	0	(1,944,700)	0%
TOTAL	\$ 0	\$ 0	\$ 0	\$ 1,127,800	100%

SITE/ROAD PLAN REVIEW - 03

Division of Site/Road Plan Review is staffed by 33 full-time personnel who perform engineering plan and permit review and approval services pertaining to site grading, drainage, stormwater management, floodplain, traffic, County public and private roads and site work. This division interacts with developers, engineers, architects, citizens, homeowners, County and State CIP teams, utility companies and others, to assist in the issuance of approvals and permits for site related activities. This division interacts with other agencies (M-NCPPC, PGSCD, WSSC, MSHA, Maryland Depart of the Environment (MDE), U.S. Army Corps of Engineers (USCOE)) to coordinate approvals and permits compatible with approvals issued by these agencies.

Site and sound plan review previously was conducted by the Department of Environmental Resources (DER) and the Department of Public Works and Transportation. With the restructuring for DPIE, this division no longer provides inspection and enforcement of site related work as these functions are organized under the Inspections Division of DPIE. However the engineers in this division are available as a technical resource to address questions pertaining to plan approval and permits, and these engineers are responsible for review of as built plans. The Site/Road Section of this Division provides the following services:

- Assures transportation improvements are provided by developers in accordance with the County Road Ordinance and Entitlement Conditions
- Reviews engineering plans and issues permits for work within the public rights of way
- Reviews storm drain and stormwater management plans, floodplain studies and delineations
- Reviews and approves grading plans in accordance with County grading code
- Review roadway, paving and street plans

There are three districts which provide site and road engineering reviews of project plans.

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. This section also provides technical support to the rest of the division involving engineering standards and specification, and the use of GIS.

The Traffic Engineering Section provides technical reviews of project plans that have traffic engineering considerations relating to signals, signs, pavement markings, and traffic operations.

	FY2012 ACTUAL	FY2013 BUDGET	FY2013 ESTIMATED	FY2014 APPROVED	CHANGE FY13-FY14
EXPENDITURE SUMMARY					
Compensation	\$ 0	\$ 0	\$ 0	\$ 2,265,000	100%
Fringe Benefits	0	0	0	912,300	100%
Operating Expenses	0	0	0	163,500	100%
Capital Outlay	0	0	0	0	0%
Sub-Total	\$ 0	\$ 0	\$ 0	\$ 3,340,800	100%
Recoveries	0	0	0	(2,605,400)	0%
TOTAL	\$ 0	\$ 0	\$ 0	\$ 735,400	100%

BUILDING PLAN REVIEW - 04

Division of Building Plan Review is staffed by 34 full-time personnel with 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
- Representing the County at professional and technical committees and meetings
- Liaison between the Fire Department and DPIE
- Code analysis and interpretation
- Remain abreast of latest technology and code modifications
- Conduct site visits when necessary
- Administer peer review program
- Prepare plan packages for permit issuance and log out at the Permitting Center
- Data reporting and monthly statistical tracking

This function was previously performed by DER. During FY 2012, this team reviewed over 10,000 construction plan packages. One of the goals of DPIE is to decrease the amount of time it takes to receive first round comments from each review discipline. Currently, it takes a total eight weeks to receive comments from the plan reviewers.

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

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

	FY2012 ACTUAL	FY2013 BUDGET	FY2013 ESTIMATED	FY2014 APPROVED	CHANGE FY13-FY14
EXPENDITURE SUMMARY					
Compensation	\$ 0	\$ 0	\$ 0	2,121,900	100%
Fringe Benefits	0	0	0	854,700	100%
Operating Expenses	0	0	0	174,400	100%
Capital Outlay	0	0	0	0	0%
Sub-Total	\$ 0	\$ 0	\$ 0	3,151,000	100%
Recoveries	0	0	0	(1,145,200)	0%
TOTAL	\$ 0	\$ 0	\$ 0	2,005,800	100%

INSPECTIONS - 05

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. Staffed by 68 full-time personnel, this Division will include inspections of all horizontal (site grading, stormwater management, road/bridge/, and utility) and vertical (structural, electrical, mechanical, fire-life safety, energy, and accessibility) elements of new development or improved projects. The Maryland Department of the Environment (MDE) delegates two-year enforcement authority to the County to conduct sediment and erosion control inspections. This authority is reviewed by the MDE on a biennial basis.

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, storm drainage structures, etc.) and make recommendations for modifications 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 & 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 section investigates complaints of illegal or un-permitted construction.

Commercial Building Inspection Section provides inspection services for the interior and exterior construction of new commercial buildings, including office, hotel, retail, institutional and industrial. Inspectors assess life safety systems, fire protection systems, mechanical systems, electrical system and structural systems of conventional and ""green"" buildings.

	FY2012 ACTUAL	FY2013 BUDGET	FY2013 ESTIMATED	FY2014 APPROVED	CHANGE FY13-FY14
EXPENDITURE SUMMARY					
Compensation	\$ 0	\$ 0	\$ 0	3,594,900	100%
Fringe Benefits	0	0	0	1,542,500	100%
Operating Expenses	0	0	0	410,700	100%
Capital Outlay	0	0	0	0	0%
Sub-Total	\$ 0	\$ 0	\$ 0	5,548,100	100%
Recoveries	0	0	0	(3,785,200)	0%
TOTAL	\$ 0	\$ 0	\$ 0	1,762,900	100%

ENFORCEMENT - 06

The Division of Enforcement is staffed by 81 full-time personnel with 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 ordinance, as well as 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 implementation of a violation tracking application will allow for better case management and enforcement practices.

The Administrative Section consists of 12 staff persons including administrative aides, general clerks and public service aides who perform all administrative functions of this division.

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. This unit responds to residential complaints, conducts surveys and issues residential rental licenses. In addition, violation notices are issued to property owners for any deficiencies noted. Multi-Family Unit and Single-Family Unit inspectors perform bi-annual inspections of apartment complexes in order for licenses to be issued or renewed. There are 10 inspectors in this section.

	FY2012 ACTUAL	FY2013 BUDGET	FY2013 ESTIMATED	FY2014 APPROVED	CHANGE FY13-FY14
EXPENDITURE SUMMARY					
Compensation	\$ 0	\$ 0	\$ 0	\$ 3,465,500	100%
Fringe Benefits	0	0	0	1,395,900	100%
Operating Expenses	0	0	0	1,296,900	100%
Capital Outlay	0	0	0	0	0%
Sub-Total	\$ 0	\$ 0	\$ 0	\$ 6,158,300	100%
Recoveries	0	0	0	(6,095,200)	0%
TOTAL	\$ 0	\$ 0	\$ 0	\$ 63,100	100%

