

# Department of Permitting, Inspections and Enforcement (DPIE) - Fiscal Year 2022 Budget Review Summary

## Proposed FY 2022 Operating Budget

Expenditures by Fund Type					
Fund	FY 2021 Approved	FY 2021 Estimated	FY 2022 Proposed	\$ Change	% Change
General Fund	\$ 36,051,300	\$ 35,589,700	\$ 36,671,500	620,200	1.7%
Recoveries	(24,879,400)	(24,394,000)	(23,927,500)	951,900	-3.8%
<b>Total</b>	<b>\$ 11,171,900</b>	<b>\$ 11,195,700</b>	<b>\$ 12,744,000</b>	<b>1,572,100</b>	<b>14.1%</b>

Authorized Staffing - All Classifications				
Fund	FY 2021 Approved	FY 2022 Proposed	Change	% Change
General Fund	308	308	0	0.0%
<b>Total</b>	<b>308</b>	<b>308</b>	<b>0</b>	<b>0.0%</b>

## FY 2022 Proposed Budget – Key Highlights

- Decreased Compensation: Increase in staff attrition and salary lapse (\$604,400)
- Decreased Fringe: Compensation adjustments (\$38,900)
- Increased Operating Cost: \$1,263,500. The significant increases are: Operating Contracts \$1,172,000, Office Automation \$175,500, Equipment Lease \$39,100
- Decreased Costs Recoveries: (\$951,900)
- Authorized Positions: Remain unchanged from FY 2021 approved levels: 308
- Vacancies (As of 2/22/21): 35 FT General Fund positions (12 Funded/23 Unfunded)
- Key Programs/Initiatives: Permitting and licensing, site/road plan review, building plan review, construction standards inspections, and code enforcement

Category	FY 2021 Approved	FY 2021 Estimated	FY 2022 Proposed	Change Amount	% Change
Compensation	\$ 20,363,000	\$ 20,680,000	\$ 19,758,600	\$ (604,400)	-3.0%
Fringe Benefits	6,677,900	6,794,900	6,639,000	(38,900)	-0.6%
Operating Expenses	9,010,400	8,114,800	10,273,900	1,263,500	14.0%
Recoveries	(24,879,400)	(24,394,000)	(23,927,500)	951,900	-3.8%
<b>Total</b>	<b>\$ 11,171,900</b>	<b>\$ 11,195,700</b>	<b>\$ 12,744,000</b>	<b>\$ 1,572,100</b>	<b>14.1%</b>

- COVID-19 Pandemic Impact – See additional details on the report attached.
  - ✚ Involvement of Zoning Section inspectors in the Ambassador Program has significantly impacted DPIE’s budget, as inspectors are working overtime in addition to their regular duties and responsibilities as assigned.
  - ✚ The creation of hybrid work schedules, eliminated in-person customer service, and impacted the delivery of services promptly due to a shortage of staff to respond to customers virtually.
  - ✚ Implemented complete online and virtual services and provided alternative options for customers to submit applications.
  - ✚ Implemented payments via mail and drop boxes.
  - ✚ Implemented virtual inspections, hearings, proctoring, and meetings.
  - ✚ Processing of walk-through permits which take longer than in past fiscal years due to staff having to mail or FedEx permits and plans to customers.

## Proposed FY 2022 – FY 2027 Capital Improvement Program

N/A



# THE PRINCE GEORGE'S COUNTY GOVERNMENT

## Office of Audits and Investigations

April 15, 2021

### MEMORANDUM

TO: Calvin S. Hawkins, II, Chair  
Committee of the Whole (COW)

THRU: David H. Van Dyke, County Auditor

FROM: Sylvia S. Singleton, Audit Manager

RE: Department of Permitting, Inspections and Enforcement (DPIE)  
Fiscal Year 2022 Budget Review

#### Budget Overview

The FY 2022 Proposed Budget for the Department of Permitting, Inspections and Enforcement (“DPIE” or the “Agency”) is approximately \$36.7 million, representing an increase of \$620,200, or 1.7%, over the FY 2021 Approved Budget before recoveries. The increase is primarily due to the increases in operating costs for contracts for the Limbic Permitting system, third party consulting services, and software systems maintenance, which is being offset primarily by decreases in compensation and fringe costs resulting from an increase in salary lapse and staff attrition.

In FY 2022, the Agency’s proposed funding is derived from the Stormwater Management Fund (~\$13.779 million, or 37%), General Fund (~\$12.744 million, or 35%), and the Solid Waste Management Fund (~\$10.149 million, or 28%). The presentation of the Proposed FY 2022 budget does not differentiate between amounts expensed and/or recovered separately from the Stormwater Management and the Solid Waste Management Enterprise Funds. As such expenditures for both enterprise funds is presented in the table below as one amount categorized as recoveries, which total a proposed FY 2022 amount of approximately \$23.9 million.

**Budget Comparison – General Fund** – Expenditures specific to the Enterprise Funds are included in the General Fund totals and are reflected as recoveries in totality for both the Stormwater and Solid Waste Funds.

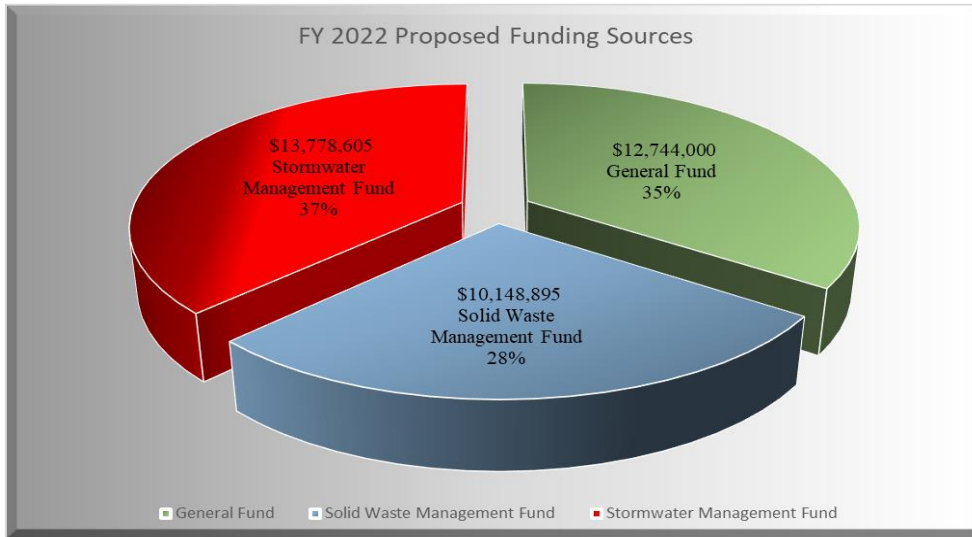
#### **Approved Fiscal Year 2021 to Proposed Fiscal Year 2022**

Category	FY 2020 Actual	FY 2021 Approved	FY 2021 Estimated	% Change - Est vs App	FY 2022 Proposed	Change Amount	Percentage Change
Compensation	\$ 20,254,384	\$ 20,363,000	\$ 20,680,000	1.6%	\$ 19,758,600	\$ (604,400)	-3.0%
Fringe Benefits	6,659,952	6,677,900	6,794,900	1.8%	6,639,000	(38,900)	-0.6%
Operating Expenses	7,676,309	9,010,400	8,114,800	-9.9%	10,273,900	1,263,500	14.0%
Sub-Total	\$ 34,590,645	\$ 36,051,300	\$ 35,589,700	-1.3%	\$ 36,671,500	\$ 620,200	1.7%
Recoveries	(22,932,137)	(24,879,400)	(24,394,000)	-2.0%	(23,927,500)	951,900	-3.8%
<b>Total</b>	<b>\$ 11,658,508</b>	<b>\$ 11,171,900</b>	<b>\$ 11,195,700</b>	<b>0.2%</b>	<b>\$ 12,744,000</b>	<b>\$ 1,572,100</b>	<b>14.1%</b>

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**Budget Comparison – General and Enterprise Funds**

The chart below reflects the funding sources and amounts for the Agency’s Proposed FY 2022 budget.



Source: FY 2022 Proposed Budget page 564, First Round Response Q.22, page 16

**Authorized Staffing Count**

	FY 2021 Approved	FY 2022 Proposed	Change Amount	Percentage Change
Full-Time	308	308	0	0.0%
Part-Time	0	0	0	0.0%
<b>Total</b>	<b>308</b>	<b>308</b>	<b>0</b>	<b>0.0%</b>

**Staffing, Compensation and Employee Safety**

- For FY 2022, compensation expenditures are budgeted at approximately \$19.8 million, and represent a decrease of \$604,400, or 3.0%, under the FY 2021 Approved Budget, primarily due to an increase in staff attrition and salary lapse. The Agency anticipates accruing \$965,973 in salary lapse in FY 2022. Compensation costs in the amount of approximately \$14 million is proposed to be recovered from the Stormwater Management and Solid Waste Management funds in FY 2022.
- FY 2022 proposed compensation is based upon staffing levels of 308 full-time employees. As of February 22, 2021, there are 35 General Fund vacant positions, 12 of which are funded and 23 unfunded. Of the approved FY 2021 staffing complement, 14 positions are on hold, 10 positions requesting approval to fill, and the remaining vacancies are in various stages of hiring. A listing of the vacant FY 2021 and proposed FY 2022 general funded positions is shown in DPIE’s response to FY 2022 First Round Budget Review Q.3 and Q.10.
- The pandemic has resulted in fiscal constraints where DPIE cannot fill many vacant positions; recruiting efforts are causing backlogs within some Divisions. These vacancies are impacting the Agency's ability to complete all work assignments in a timely and effective manner. Despite these challenges, DPIE's retention rate is relatively high.

- Overtime in FY 2021 is being projected at \$274,901, or \$28,901, over the Approved Budgeted amount. Proposed FY 2022 overtime expenditure is \$300,000, and will be fully recoverable from the Enterprise Funds.
- The Agency is reporting several factors leading to high overtime expenses including: vacancies, the need for additional inspector positions to be created and filled to meet inspection demands, and the Enforcement Division's involvement in the County Executive Office's Ambassador COVID Compliance Program (Ambassador Program). As such, until the emergency is lifted, it will be highly difficult, if not impossible, to develop a strategy for reducing overtime.
- Zoning Section inspectors have been assisting the County's Ambassador Team, which is comprised of the following county government agencies: The Health Department, the Liquor Board, the Prince George's County Police Department, and DPIE. The Ambassador Team requires the Zoning inspectors to work weekends to ensure County businesses and residents follow strict state and county guidelines pertaining to COVID-19. Involvement in the Ambassador Program has significantly impacted DPIE's budget, as inspectors are working overtime in addition to their regular duties and responsibilities as assigned.
- The Agency reported that its monthly rate of attrition is 1% as of March 1, 2021, with the FY 2022 proposed budget reflecting an annual attrition rate of 11%, with the key factors contributing to the current attrition level as: employee resignations, regular retirements, other and terminations.
- The Agency is reporting some of the following in its efforts to address attrition and retain Inspectors:
  - ✚ Offering potential candidates' salaries comparable to OHRM's recommendations for the Construction and Property Standards Inspectors.
  - ✚ Considering offering incentives such as education and training reimbursement programs.
  - ✚ Flexible work schedules.
  - ✚ Currently awaiting OHRM to finalize their compensation study for the Engineer class of work to use as a guide to retain Engineers and offer potential candidates a comparable salary.
- DPIE submitted a Compensation Study request dated December 27, 2019 through the DCAO to OHRM for the Engineer class of work (grades G23/G26-G30). DPIE met with OHRM on January 14, 2021 to discuss the engineer compensation study process, and OHRM is currently in the process of gathering data to finalize their analysis.
- Prior to the pandemic, DPIE employees did not utilize the telework or alternative work schedules, but since the onset of the pandemic has transitioned to working remotely. Electronic processes and Standard Operating Procedures were created to continue services to internal and external customers remotely or virtually, and Inspectors were authorized to take their County-assigned vehicles home if they reside in Prince George's County. As of February 20, 2020, of the 273 employees currently onboard, 150 (54.9%) employees telework, 122 (44.7%) employees intermittently report onsite and 1 (0.04%) employee is on extended leave.
- The Agency is reporting that overall, the transition from in-office to telework has been very successful and was achieved with minimal disruption to operations, with productivity equaling or exceeding in-office efforts, and is reporting that it has:
  - ✚ adapted well to the hybrid (in-person and teleworking) work modes that are required to serve permitting and licensing customers who were accustomed to accessing the building;

- ✦ provided a seamless operation addressing customers' needs regarding: (1) online application/review submittal; (2) walk-through paper review needs; (3) electronic and check payment processing; (4) electronic and emailed/mailed permit and plans;(5) building plan review (6) site road plan review; and (7) Homeowners Mega Projects Suite including Peer Review of third Party Plan Review Programs;
- ✦ purchased cell phones for a larger number of employees, to improve the ability for permit applicants to contact employees directly and facilitated administrative staff to address customer calls remotely;
- ✦ implemented new inspection procedures by becoming fully operational via mobile devices, performing daily tasks from their county-issued vehicles;
- ✦ utilization of virtual hearings and proctoring;
- ✦ implemented virtual inspections and third-party inspections to address the interior inspection demands;
- ✦ utilized technology to communicate with internal and external customers and transitioned many manual processes into digital processes;
- ✦ gradually phased in moving different enforcement units from telework to a "front-facing" status; and,
- ✦ cycled staff through the office space on a rotating schedule to prevent close contact among employees;

See the complete list of changes in response to the pandemic in DPIE's response to *FY 2022 First Round Budget Review Q.13a*

- Many employees either contracted COVID-19, were exposed to the virus or requested Emergency Family Medical Leave due to their child's school or daycare being closed. Consequently, the workload was either distributed among existing staff or a backlog was further created causing delays in addressing pressing matters.
- Initially, the Agency experienced delays in receiving Personal Protective Equipment (PPEs), largely due to the supplies being unavailable locally and/or nationally. DPIE is now able to procure PPE items through the County's warehouse. PPEs were procured to ensure the safety of the staff that is required to enter the building.
- Additionally, for inspectors that have direct contact with the public, additional safety protocols and procedures were established for entering occupied residences; requiring the building to be empty during the inspection(s), opening windows and doors, maintaining a six-foot distance, and permitting only one person to participate in the inspection with the County Inspector.
- The Department was required to work with the Office of Central Services to identify and address reopening plans for installation of protective equipment and social distancing signage, which included face masks, cleaning products, hand sanitizer, face shields, gloves, disinfectant wipes, and sneeze guards to enhance employee safety. Screen guard installations pertained specifically to areas and/or staff that provide face-to-face services to customers. Also, temperature screening devices and hand sanitizer machines were installed throughout the facility.

### **Fringe Benefits**

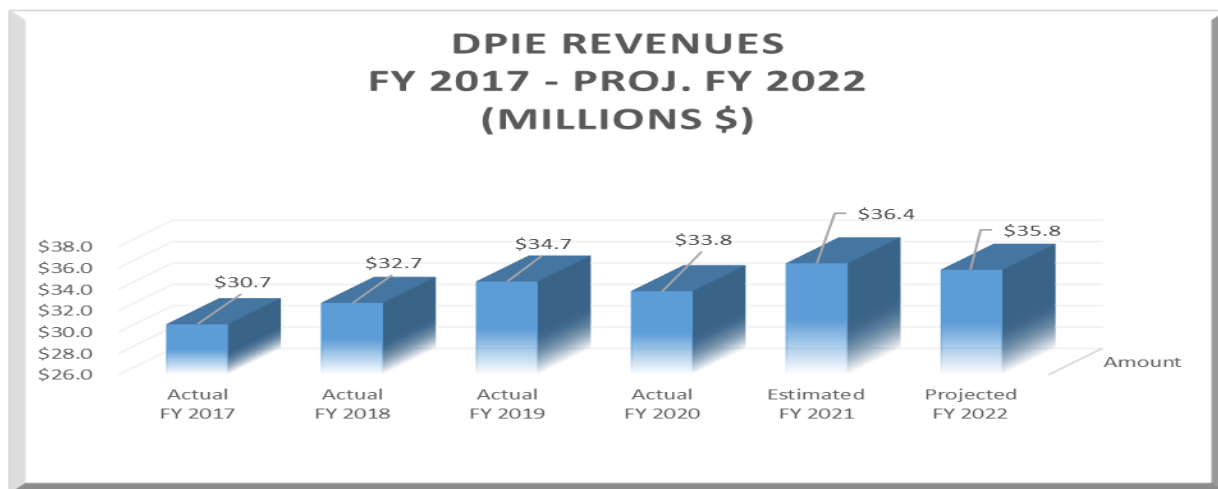
- In FY 2022, Fringe Benefit expenditures are proposed at approximately \$6.6 million, representing a decrease of \$38,900, or 0.6%, under the FY 2021 Approved Budget level, as a result of the compensation adjustments. *See table on the following page.*

Expenditure	FY 2018 Actual	FY 2019 Actual	FY 2020 Actual	FY 2021 Budget	FY 2022 Proposed
Fringe Benefits Expenditures	\$ 5,580,011	\$ 5,887,906	\$ 6,659,952	\$ 6,677,900	\$ 6,639,000
As a % of Compensation	31.6%	32.4%	32.9%	32.8%	33.6%
Annual % Change	6.7%	5.5%	13.1%	0.3%	-0.6%

Source: FY 2022 Proposed Budget page 564 and Prior Year's Approved Budgets

**Revenues**

- Revenue totals reflect actual and projected collections of building and grading permits, street use permits, business and other license revenues. *See chart below.*



Source: FY 2022 First Round Budget Review Response Q.47, page 32

- Several factors have impacted the increase in revenue collections since FY 2017. Annual DPIE revenue increases in FY 2018 and FY 2019 resulted from: a strengthening economy, robust construction activity, several mega projects in the production pipeline, and efforts to ensure that permit fees are based on more realistic estimates of the value of construction costs.
- DPIEs revenue in FY 2020 reflects the economic slowdown, which began in March 2020, and persisted for the remainder of FY 2020. The outlook for FY 2021 and FY 2022 reflects a rebound in revenue growth as the economy recovers from the slowdown caused by the pandemic. FY 2022 projections include a 10% increase in DPIE fees.

**Operating Expenses – General Fund**

- FY 2022 general fund operating expenditures are proposed at approximately \$10.3 million, and are comprised of the following major items:

✚ Operating Contracts Services	\$6,730,800
✚ Office Automation	2,351,600
✚ Vehicle Equipment Repair/Maintenance	355,900

- The accompanying table compares the FY 2022 Proposed Budget operating expenses for the General Fund with the FY 2021 Approved Budget operating expenses. In four (4) of the categories, the FY 2022 Proposed Budget increases planned spending from the FY 2021 Approved Budget level, and in seven (7) categories spending is proposed to decrease. Spending levels remain unchanged for five (5) categories in FY 2022 from the FY 2021 Approved Budget level. Seven (7) categories do not include any funding for the FY 2021 and FY 2022 Fiscal Years and are included for the purpose of historical reference. *See table below.*
- The increase in spending in the Proposed FY 2022 for Operating Contracts Services (~\$1.2 million), is based on OMB’s approval of the DPIE’s revised enhancements for contractual plan reviewers, LIMBIC system IT support, Limbic Momentum System implementation, and inspection scheduling.
- The amounts previously budgeted in FY 2020 and FY 2021 under the line item Allowances, for the monthly stipend for each member of the Nuisance Abatement Board (\$12,000), has been moved to the Miscellaneous line item in FY 2022.

General Fund Operating Objects	FY 2020 Actual	FY 2021 Approved Budget	FY 2022 Proposed	FY 2021 - FY 2022	
				\$ Change	% Change
Operating Contracts Services	\$ 5,053,863	\$ 5,558,800	\$ 6,730,800	1,172,000	21.1%
Office Automation	1,082,900	2,176,100	2,351,600	175,500	8.1%
Equipment Lease	205,043	168,700	207,800	39,100	23.2%
Telephone	190,603	201,100	225,000	23,900	11.9%
Allowances *(Moved to Miscellaneous in FY 2022)	5,700	12,000	-	-	N/A
Miscellaneous*(Previously Allowances)	-	-	12,000	-	0.0%
Postage	40	-	-	-	N/A
Data/Voice	5,605	4,500	4,500	-	0.0%
Advertising	3,558	2,700	2,700	-	0.0%
Membership Fees	6,467	7,500	7,500	-	0.0%
Licenses, Tags & Forms	840	-	-	-	N/A
PPE	25,153	-	-	-	N/A
Office and Operating Equipment Non-Capital	1,575	-	-	-	N/A
Vehicle Equipment Repair/Maintenance	358,750	355,900	355,900	-	0.0%
Building Repair/Maintenance	29	-	-	-	N/A
Procurement Card Purchases	2,721	-	-	-	N/A
Interagency Charges	309,116	-	-	-	N/A
General & Administrative	20,518	11,000	10,200	(800)	-7.3%
General Office Supplies and Food	140,876	174,500	170,000	(4,500)	-2.6%
Training	42,179	61,900	47,900	(14,000)	-22.6%
Information Technology Equipment Non-Capital	91,735	22,100	-	(22,100)	-100.0%
Printing	24,095	51,500	26,000	(25,500)	-49.5%
Periodicals	10,498	33,600	7,000	(26,600)	-79.2%
Gas & Oil	94,444	168,500	115,000	(53,500)	-31.8%
<b>TOTAL</b>	<b>\$ 7,676,308</b>	<b>\$ 9,010,400</b>	<b>\$ 10,273,900</b>	<b>1,263,500</b>	<b>14.0%</b>

Source: FY 2022 First Round Budget Review Response Q.18

**Recoveries – General Fund**

- FY 2022 proposed recoveries are approximately \$23.9 million, a decrease of \$951,900, or 3.8%, under the FY 2021 Approved Budget level, to align to actual historical recovery rates from the Stormwater Management in



Site/Road Plan Review and the Solid Waste Management Funds. A breakdown of Estimated FY 2021 Recoveries compared to the FY 2022 Proposed amounts are listed on *the chart below*.

Description	Service Provided	FY 2021 Estimate	FY 2022 Proposed	Change Est. FY21 Vs Prop. FY22
Solid Waste - Salaries	Property Standards Enforcement	\$ (5,013,349)	\$ (5,391,855)	\$ 378,506
Solid Waste - Operating Expenses	Property Standards Enforcement	\$ (2,765,041)	\$ (2,947,900)	\$ 182,859
Solid Waste - Fringe	Property Standards Enforcement	\$ (1,654,415)	\$ (1,809,140)	\$ 154,725
<b>Subtotal - Solid Waste Management</b>		<b>\$ (9,432,805)</b>	<b>\$ (10,148,895)</b>	<b>\$ 716,090</b>
Stormwater Management - Salaries	Permit Review & Inspection	\$ (9,341,417)	\$ (8,618,845)	\$ (722,572)
Stormwater Management - Operating Expenses	Permit Review & Inspection	\$ (2,537,155)	\$ (2,321,000)	\$ (216,155)
Stormwater Management - Fringe	Permit Review & Inspection	\$ (3,082,627)	\$ (2,838,760)	\$ (243,867)
<b>Subtotal - Stormwater Management</b>		<b>\$ (14,961,199)</b>	<b>\$ (13,778,605)</b>	<b>\$ (1,182,594)</b>
<b>TOTAL RECOVERIES</b>		<b>\$ (24,394,004)</b>	<b>\$ (23,927,500)</b>	<b>\$ (466,504)</b>

Source: FY 2022 First Round Budget Review Response Q.22, page 16

### Highlights

The majority of the Agency’s budgetary resources are utilized for staffing, permitting and licensing, site/road plan review, building plan review, construction standards inspections, and code enforcement activities.

- The Agency is reporting the following impact (temporary or permanent) on current and/or future plans, programs, and facilities as a result of the pandemic:
  - ✚ Full implementation of the Homeowners' Center for processing permit applications exclusively for homeowners has been delayed due to the building closure.
  - ✚ Implementation of the Virtual Permit Center to enable customers to use the walk-through permit process virtually.
  - ✚ The Agency has not been able to adjudicate violations in court during the pandemic; however, in FY 2022, adjudications are expected to increase with the expanded jurisdiction of the Administrative Hearing Unit (AHU).
  - ✚ At the onset of the pandemic, the Enforcement Division shifted operations from an in-person experience to an online/virtual platform. This shift resulted in fewer in-person inspections, which created a backlog.
  - ✚ The Agency’s community outreach (community meetings) also pivoted from in-person gatherings to virtual meetings and conference calls.
  - ✚ As the inspectors returned to the field in September 2020 and have been catching up on backlogged cases, the Agency has continued virtual inspections in multifamily units and single-family homes with confirmed COVID cases.
  
- Although some Divisions within the Agency are uniquely positioned to continue its core permitting/licensing/plan review services via teleworking, the pandemic has necessitated the creation of hybrid work schedules, eliminated in-person customer service, and impacted the delivery of services promptly due to a shortage of staff to respond to customers virtually. Other Divisions restructured services by providing virtual



customer services when required to conduct onsite court-ordered inspections, and social distancing was practiced.

- The Agency is reporting that its most significant challenges due to the Pandemic were:
  - ✚ providing onsite inspections while protecting the staffs' health and safety in keeping with Centers for Disease Control and Prevention (CDC), state and local mandates.
  - ✚ processing of walk-through permits which take longer than in past fiscal years due to staff having to mail or FedEx permits and plans to customers. However, the Agency is developing a virtual walk-through process to address this issue.
- The Agency is reporting that in response to the pandemic, it has:
  - ✚ maintained an adequate supply of PPEs for employees;
  - ✚ implemented hybrid work schedules, i.e., in-person and telework;
  - ✚ implemented complete online and virtual services and provided alternative options for customers to submit applications;
  - ✚ implemented payments via mail and drop boxes; and
  - ✚ implemented virtual inspections, hearings, proctoring, and meetings.
- Once the pandemic subsides, the Agency plans to continue to use of the abovementioned items in daily operations and utilization of:
  - ✚ 24/7 drop boxes for permit applicants to avoid waiting in lines;
  - ✚ mobile operation for the field inspection staff;
  - ✚ county-owned vehicles equipped with workstations;
  - ✚ issuing new computers with air cards for internet connection;
  - ✚ electronic documentation for reports, corrections orders, violations, and citations
  - ✚ tough books;
  - ✚ virtual meetings, inspections, hearings and proctoring; and
  - ✚ utilization of hybrid, telework, or alternative work schedules.
- Some of DPIE's major achievements in FY 2021, to date, include the following:

✚ Amazon facilities - two in Lanham, one in Upper Marlboro, two in Hyattsville, two in Beltsville	✚ Hampton Park (multiple building permits - ongoing)
✚ LIDL (Grocery Stores - Glenn Dale and Suitland)	✚ Six P3 Design Build School Projects
✚ Apollo Restaurant Row (multiple building permits - Suitland)	✚ Largo Land Development senior living (multifamily)
✚ National Capital Business Park in Upper Marlboro	✚ WMATA Headquarters (multiple permits - New Carrollton)
	✚ UMCRRH (multiple building permits - Largo)

Please refer to the Agency's *FY 2022 First Round Budget Review Responses Q.26b, page26* for a complete list of the Agency's major program successes and achievements in FY 2021, to date.

- The Agency is reporting the following issues in FY 2021 have impeded planned progress, and could further inhibit FY 2022 planned program performance and operations, and possible options to address the issues:
  - ✚ Inability to fill staff vacancies in a timely manner; unfilled vacancies to address work backlog and increased service demands.
    - Possible Solution: Identify funding to fill existing vacancies;
  - ✚ Losing staff to other jurisdictions and/or companies with more competitive salaries.
    - Possible Solution: Increase the salary schedules for Engineers and Engineer Technicians; and,
  - ✚ Adequate funding for the new permitting system, as well as required funds to maintain the system.
    - Possible Solution: Provide adequate funding to develop the new permitting system to ensure implementation by December 2022.
  
- The Agency is reporting that the inability to fund the above-mentioned items will impact DPIE's operations by:
  - ✚ losing highly skilled and tenured employees to meet necessary workload demands and procedural deadlines;
  - ✚ filling vacancies and offering competitive salaries has resulted in more customer complaints regarding longer wait times for services; and
  - ✚ losing staff to neighboring jurisdictions with higher pay and better benefits packages.
  
- The agency has identified the most critical issues/decisions that it currently faces or will face over the next three years (FY 2022-FY 2024):
  - ✚ Staff turnover and loss of institutional knowledge and experienced staff will continue if salary schedules are not adjusted for the Engineer and Engineering Technicians, Construction and Property Standards Inspector positions;
  - ✚ Lack of adequate staff to efficiently perform legislatively mandated work;
  - ✚ Implementation of the new permitting and licensing system will require training and revisions to current business processes to be consistent with current industry best practices;
  - ✚ Implementation of new zoning code requirements; and
  - ✚ Once the pandemic restraints are lifted, resuming normal operations with limited staffing.
  
- The Agency is reporting that it's most important program goals and objectives for FY 2022 are:
  - ✚ Completing the new permitting and licensing system;
  - ✚ Filling vacant positions in a timely manner and retaining staff;
  - ✚ Requiring mandatory submission of all Building Permit Applications for Commercial Projects through the ePlan (ProjectFlow) System;
  - ✚ Addressing drainage concerns by establishing clear lines of responsibility between DPIE, DOE and DPW&T, and implementing changes to codes and requirements for new projects to improve drainage outcomes;
  - ✚ Working on utility permits by collaborating with utility companies to finish roadway repair and close backlogged permits;
  - ✚ Demolishing unsafe buildings;
  - ✚ Resolving new home drainage complaints;
  - ✚ Implementing Third-Party Inspection Program for utility inspections;
  - ✚ Fully implementing unpermitted construction legislation;

- ✚ Digitizing documents; and
- ✚ Implementing mobile operations for the Inspections Division.

- The Agency is reporting that some of its current and planned partnerships include those with:
  - ✚ provided design review and permitting services virtually and in coordination with other County agencies;
  - ✚ partnered with the Police Department and Fire Department to perform COVID inspections on business and gathering in violation of the various phases of openings;
  - ✚ participated in virtual meetings hosted by the Economic Development Corporation (EDC) to facilitate streamlined permitting of new projects;
  - ✚ partnered with Maryland Building Industry Association to review changes in legislation, codes, design criteria, and process streamlining for permitting land development and building projects;
  - ✚ partnered with the M-NCPPC to fund and develop a digital inventory of all county and floodplain studies by consultants;
  - ✚ imported floodplain limits into a GIS database, which is near completion and expected to publish the data by July 2021;
  - ✚ partnered with the Fire Department to address life safety issues in commercial and residential projects; and,
  - ✚ partnered with DOE and DPW&T to satisfy the NPDES requirements.
  
- DPIE reports that overall, 93.2% of cases received by CountyClick (3-1-1 Call Center) were closed on time in FY 2020, based on individual service level agreements (SLAs). A complete list of DPIE’s 3-1-1 calls, as provided by the Customer Service Reporting (CSR) System can be found in *Appendix 1* of this report for FY 2020. The majority of calls received involved:
  - ✚ Residential Property Concerns - 5,026 cases (100% on-time closure rate)
  - ✚ Rental Issues – Apartment Unit - 1,344 cases (100% on-time closure rate)
  - ✚ Vacant Property Concerns - 982 cases (100% on-time closure rate)
  - ✚ Business/Commercial Exterior Concerns - 734 cases (100% on-time closure rate)
  - ✚ Rental Issues – Single Family Home – 674 cases (100% on-time closure rate)
  
- The *chart below* shows cases with less than 90% on-time closure rates in FY 2020. On-time closure rates of less than 75% occurred for cases involving Permit-related Requests, Clean Lot, and Board Structure which typically resulted from delays in receiving the information requested from permit applicants or scheduling clean-up and board -up efforts during the Pandemic.

Number of Cases Received	Case Type Description	Number of Cases Closed	Number of Cases Closed on Time	% of Closed Cases Closed on Time
41	Damage Caused by Utility Companies	40	34	85.0%
522	Rental License Inspection (Single Family)	367	310	84.5%
224	Construction Issues	223	188	84.3%
485	Property Alterations w/o a Permit	468	394	84.2%
42	Permit-related Requests	30	6	20.0%
15	Clean Lot/Board Structure	15	1	6.7%
4	Board Structure	4	0	0.0%
2	License Related Requests	0	0	N/A

Source: Customer Service Reporting (CSR) System

- DPIE is reporting that the voluntary web-based Customer Satisfaction Survey shows overall service ratings of 2.3 (FY 2019), 2.3 (FY 2020), and 2.9 (FY 2021 YTD), on a scale of 4, which equates to a C+ overall rating for FY 2019-2020 which has improved to a B- in FY 2021 YTD. Staff Knowledge/Competency and Courtesy has earned the highest ratings of a B+. Surveys are analyzed, and if feasible to do so, changes are incorporated into the workflow to help improve customer service. The FY 2020 Customer Satisfaction Ratings by Service Category to date are listed in *the table below*.

Rating	SERVICE CATEGORY
3.2	Staff Professionalism
3.3	Courtesy
3.0	Staff Accuracy
3.3	Staff Knowledge/Competency
2.7	Ease of Using ePlan/ProjectDox
3.0	Staff Consistency
2.9	Time Waiting to be Served
2.7	Time to Complete Service
2.8	Ease of Obtaining Assistance by Website
2.8	Ease of Obtaining Assistance by Phone
2.9	OVERALL

- DPIE has provided details on specifics related to the implementation of legislation affecting the Agency as follows:
  - **Rental License Registration** – CB-011-2018 - Short Term Rental Bill – Provide application intake, code enforcement compliance and maintain statistical information for short term rentals.
    - ✚ The Enforcement Division short-term rental and multi-family rental have transitioned their operations to the new Momentum licensing process.
    - ✚ This new online process allows customers to apply for rental licenses 24/7 which makes applying for rental units licenses easier, significantly increasing licensing requests.
    - ✚ Staffing levels need to be increased to process the additional applications, investigations and inspections.
  - **Small Wireless Facility Permitting** – CB-058-2019 - An Act Concerning Small Wireless Facilities (for the purpose of authorizing and regulating the installation and implementation of certain small wireless telecommunications facilities in the County)
    - ✚ Implementation of the small wireless facility permitting process will require technically skilled and trained staff to ensure code compliance, apply appropriate fee calculations, and meet "shot clock" requirements as prescribed by law.
    - ✚ Resources will be required to train customers, respond to customer inquiries promptly and provide them with technical assistance.
  - **Green Building Code Implementation** – CB-013-2018 - An Act Concerning the Zoning Ordinance
    - ✚ Although this code has not been implemented, this code will go into effect after the countywide Section Map Amendment (SMA) is approved.
    - ✚ DPIE will have to establish, review, create inspection procedures, and hire staff to conduct Green Building Code review compliance.
    - ✚ Implementation of the Green Building Code requires additional staff and training to review building permit applications and plans and to perform construction inspections.

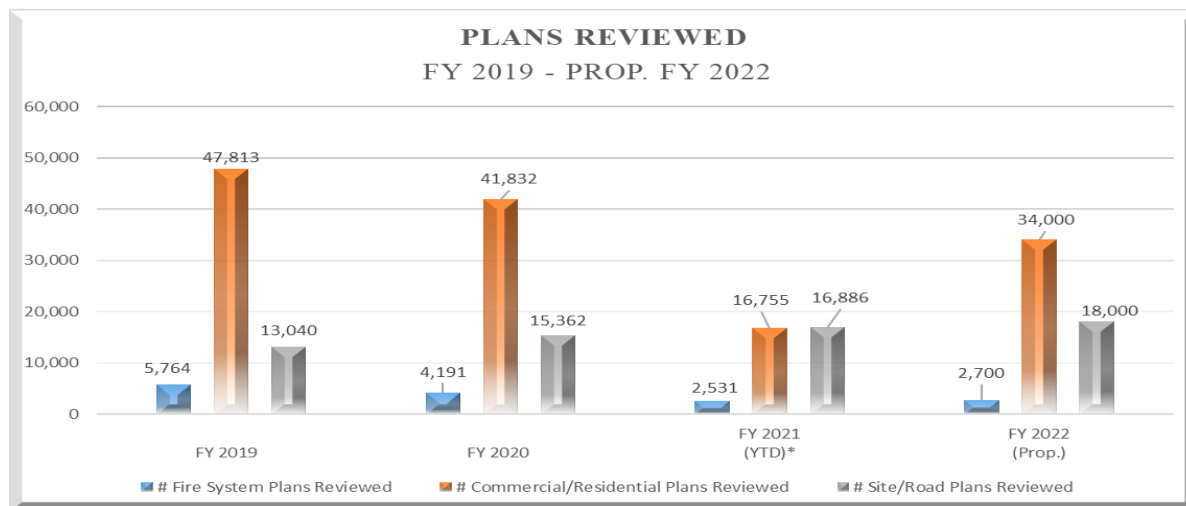
- **Noise Ordinance** - CB-018-2018 An Act Concerning Noise Control
  - ✚ A total of \$25,300 budgeted for FY2021 for Noise Abatement will be spent on training and equipment calibration.
- **Public Safety** -CB-43-2020 / **School Surcharges** CR-43-2020
  - ✚ Implementation and administration of these surcharges have been and are steadily becoming an overly complicated process to manage as the exemptions change annually.

**Workload and Program Management**

***Permitting & Licensing, Site/Road and Building Plan Review***

- The *table and chart below* address the Permitting & Licensing, Site/Road and Building Plan Review Divisions. Staffing in FY 2022 is projected to increase to 87 from a current complement of 85.
- The Agency is reporting that despite the pandemic, the volume of permit plan reviews completed has been higher as compared to FY 2020. The Agency has observed a significant increase in residential building permit review. Some of this increase may be due to accurate counting of walk-through permitting, all done via ePlan this year instead of manual counting when utilizing the paper process in prior years. Also, the Agency issued site road approvals and permits for this fiscal year, with 8 of the 12 months reported, are estimated to be 30% higher than in FY 2020.

PERMITS & PLANS REVIEWED				
Description	FY 2019	FY 2020	FY 2021 (YTD)*	FY 2022 (Prop.)
# Permits Processed	50,119	46,993	27,729	49,000
# Permits Issued	45,545	40,333	23,898	44,000
Permit Fees Collected	\$34.7 million	\$31.4 million	\$22.5 million	\$28.7 million
<b># of Staff</b>	<b>86</b>	<b>87</b>	<b>85</b>	<b>87</b>



Source: FY 2022 First Round Budget Review Response Q.44

- The *table below* shows that the average timeframes for reviews have remained stable since FY 2019 for the following areas:
  - ✚ Plan Log-In/Screening/ & Case Number Assignment times at 1-2 days
  - ✚ Business Licenses at 1-2 days
  - ✚ Electrical Contractor Permits at 1-2 hours
  
- The *table below* also shows the following as it relates to average timeframes for reviews:
  - ✚ Bond Reviews and Processing have increased from 2-3 days (FY 2019) to 1 day – 1 week (FY 2020 and FY 2021 YTD).
  - ✚ Special Utility Permits (for Agency time only) have decreased steadily from 5.5 weeks (FY 2019) to 3-4 weeks (FY 2020) and further to 2-3 weeks (FY 2021 YTD).
  - ✚ Building Plan Reviews have increased from 2-4 weeks to 4-6 weeks (FY 2020 and FY 2021 YTD). Projects that are Peer and Third-Party reviewed are on a 1week cycle, and those that are non-Peer/Third-Party reviewed are on 4-6 weeks per cycle.
  - ✚ Site/Road Plan Reviews processing times have decreased from 5.5 weeks (FY 2019), to 4-5 weeks (FY 2020 and FY 2021 YTD).

<b>PERMITTING &amp; PLAN REVIEW TIMEFRAMES</b>			
Description	FY 2019	FY 2020	FY 2021 (YTD)*
Bond Reviews and Processing	2-3 Days	1 day - 1 week	1 day - 1 week
Plan Log-In/Screening/ & Case Number Assignment	1-2 Days	1-2 Days	1-2 Days
Business Licenses	1-2 Days	1-2 Days	1-2 Days
Special Utility Permits	5.5 Weeks ✚	3 - 4 Weeks ✚	2 - 3 Weeks ✚
Electrical Contractor Permits	1 - 2 Hours	1 - 2 Hours	1 - 2 Hours
Building Plan Reviews	2 - 4 Weeks ✚✚	4 - 6 Weeks ✚✚	4 - 6 Weeks ✚✚
Site/Road Plan Reviews (including Special Utility Permits)	5.5 Weeks	4 - 5 Weeks	4 - 5 Weeks
✚ Agency time only, per cycle ✚✚ 1 week per cycle for Peer Review & Third-Party Review Projects; 4-6 weeks per cycle for non-Peer/Third-Party Review Projects			

***Inspections***

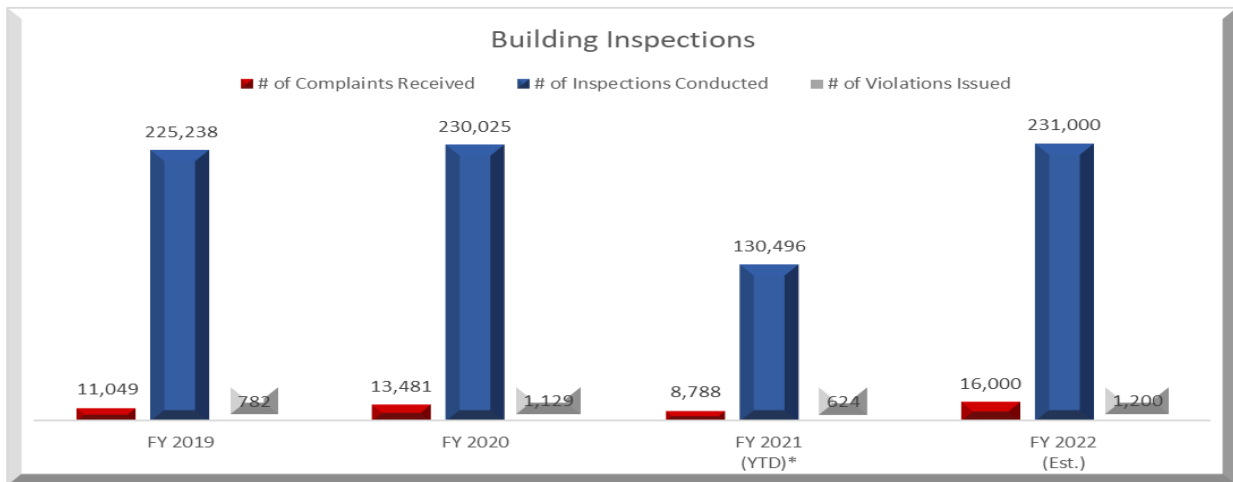
The Inspections Division provides regulation of construction, development, and grading activity in the County. This Division completes inspections of horizontal (site grading, stormwater management, road/bridge, and utility) and vertical (structural, electrical, mechanical, fire-life safety, energy, and accessibility) elements of new development or improved projects. The following sections comprise this Division: Site/Road Inspection, Residential Building Inspection, and Commercial Construction and Life Safety Section. Note: FY 2021 YTD data depicted is only partial year, through January 2021.

Please refer to the Agency’s *FY 2022 First Round Budget Review Responses Q.39, page28* for additional description of the Division’s sections/units.

- The Inspections Division has significantly recovered from the restrictions due to the outbreak of the pandemic by transitioning to virtual inspections with cooperation from the construction industry. Due to the use of

remote devices, Inspections is operating at pre-Covid-19 levels with performing inspections and issuing violation notices.

- The Agency conducted 225,238 building inspections in FY 2019, which increased to 230,025 in FY 2020, and is estimated to increase to 231,000 in FY 2022. Complaints have increased from 11,049 in FY 2019 to 13,481 in FY 2020 and is estimated to rise to 16,000 in FY 2022. Violations issued have increase from 782 in FY 2019, to 1,129 in FY 2020, and proposed at 1,200 in FY 2022. Current FY 2021 numbers are only partial year through January 2021. *See chart below.*



Source: \*Through January 2021

- Staffing for Building Inspections was at 51 (FY 2019), 54 (FY 2020), 58 (FY 2021 YTD), and is proposed at 60 (FY 2022). Fines issued in FY 2019 were \$947,554 and is estimated to decrease to \$376,200 in FY 2022. *See table below.*
- The Collection rates for building inspections function are 68% (FY 2019), 53% (FY 2020), and 67% (estimated FY 2021). The Inspections Division is currently achieving a 67% collection rate in FY 2021 YTD. The Division monitors many violations and citations until cleared. Fines are also recorded among the Permitting & Licensing's records and must be resolved before permit issuance. Payments are collected by the Courts or received online via Govolution. *See table below.*

BUILDING INSPECTIONS				
Description	FY 2019	FY 2020	FY 2021 (YTD)*	FY 2022 (Est.)
\$ of Fines Issued	\$ 947,554	\$ 539,050	\$ 433,623	\$ 376,200
\$ Fines Collected	\$ 640,428	\$ 284,478	\$ 288,973	\$ 252,100
<b>Collection Rate %</b>	<b>68%</b>	<b>53%</b>	<b>67%</b>	<b>67%</b>
\$ Fines Outstanding	\$ 307,126	\$ 254,572	\$ 144,650	\$ 124,100
# of Staff	51	54	58	60

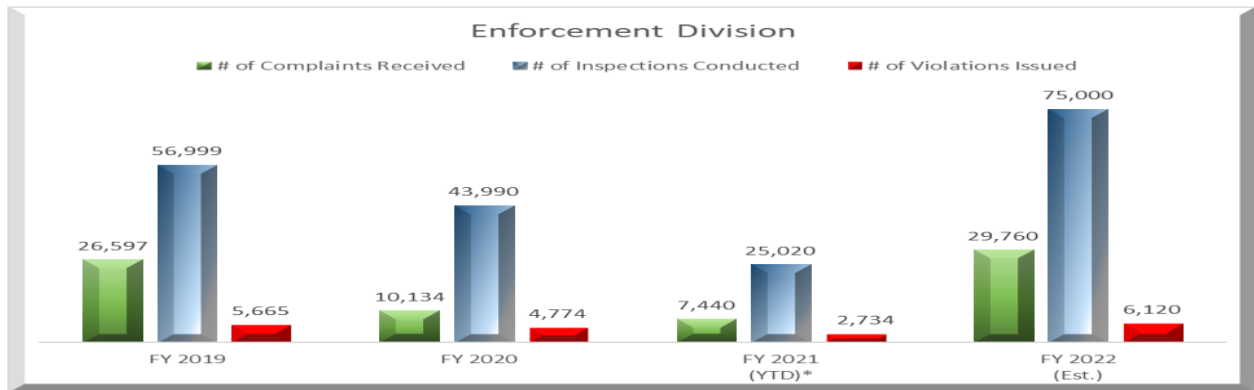
\*Through January 2021



**Enforcement**

The Division of Enforcement contains several sections that include Administrative Support, Residential Property Standards, and Zoning and Commercial Property Standards.

- During the pandemic, the Enforcement Division conducted virtual inspections on single-family and multi-family housing units if they were court-ordered or involved in life safety issues. The Division continued to perform Property Standards virtual inspections when possible. The Division conducted onsite inspections and notified owners of violations by using door hangers while adhering to social distancing requirements.
- The number of inspections conducted in FY 2019 was 56,999, which decreased to 43,990 in FY 2020, and is proposed to increase significantly to 75,000 in FY 2022. The number of violations issued in FY 2019 was 5,665, which decreased to 4,774 in FY 2020, and is estimated to increase in FY 2022 to 6,120. Current FY 2021 numbers are only partial year through January 2021. See *chart below*.



- The *table below* addresses the Enforcement Division’s fines and shows that staffing levels have increased since FY 2019 from 52, to 55 in FY 2020, 58 in FY 2021 (YTD) and is proposed at 61 in FY 2022.
- Overall, fines issued, collected and outstanding have all decreased since FY 2019. The collection rate for the Property Standards function has decreased from 23% in FY 2019, to an estimated 9% in FY 2022. The FY 2021 (estimated) collection rate as of January 2021 is 8%. During the county emergency District Court was closed, no cases were adjudicated.
- Payments for citation fines are received using the County's online collection service, Govolution. Citations with unpaid balances are forwarded to the Office of Finance, and liens are placed against the property.

ENFORCEMENT DIVISION				
Description	FY 2019	FY 2020	FY 2021 (YTD)*	FY 2022 (Est.)
\$ of Fines Issued	\$306,310	\$ 246,900	\$ 104,350	\$150,000
\$ Fines Collected	\$ 69,645	\$ 70,226	\$ 8,250	\$ 14,089
<b>Collection Rate %</b>	<b>23%</b>	<b>28%</b>	<b>8%</b>	<b>9%</b>
\$ Fines Outstanding	\$236,665	\$ 176,674	\$ 96,100	\$135,911
# of Staff	52	55	58	61

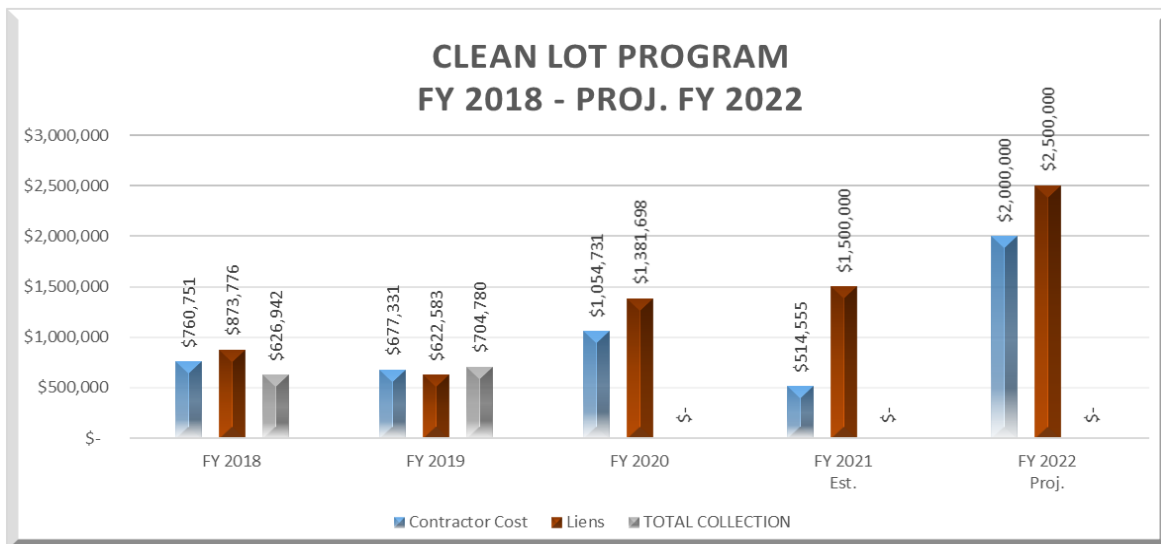
\*Through January 2021

**Blight Eradication, Litter and Beautification**

- **Blight Eradication Program (DOE-CIP-ID# 8.54.0002)** Funding is used to demolish and acquire blighted properties in the Transforming Neighborhood Initiative (TNI) areas.

  - ✚ TNI has approximately \$49,000 remaining in the FY2021 TNI budget.
  - ✚ The Housing Options & Planning Enterprises, Inc. (HOPE) is the vendor identified by the Redevelopment Authority (RDA) to finalize rehabilitating blighted properties in the identified areas.
  - ✚ As of February 25, 2021, HOPE has submitted several invoices for payment, totaling approximately \$123,000.
  - ✚ The remaining balance of \$49,000 is anticipated to be spent by HOPE during the remainder of this fiscal year.
  
- **Environmental Crimes – CB-054-2018 –** Provide assistance with the Environment Crimes Unit Team addressing major incidents of illegal dumping in Prince George’s County.

  - ✚ Environmental Crimes are handled by the Agency's Enforcement Division which also participates with the environmental task force operating under the direction of the Department of the Environment (DOE). This task force identifies areas of the County where illegal dumping is most prevalent and utilizes task force members: DPIE, DOE, DPW&T, States Attorney's Office, and PGPD to identify and charge the offenders.
  - ✚ The Agency's Enforcement Division also participates in the County's beautification efforts by eradicating litter, trash, and debris discarded on vacant and abandoned properties.
  - ✚ The Vacant Properties Unit identifies properties, researches the ownership, cites the owners, and enlists county contractors to clean the properties. The county recoups the cost of the work done by placing a lien against the property taxes.
  
- **Clean Lot Program -** The Agency is reporting that the estimated number of properties it will be monitoring in FY 2021 as part of the Clean Lot Program will be 1,535 vacant properties, 50 of which will be owner occupied properties. The number of properties in FY 2022 is projected to rise to 1,750 vacant properties, with 100 being owner occupied. Projected cost for FY 2022 is \$2 million, with liens of \$2.5 million. No collections data was provided for FY 2020 – Proj. FY 2022. *See chart below.*



**Administrative Hearing Program**

- The Administrative Hearing Process was created in response to legislation passed by the County Council in 2017 (CB-64-2017) to allow Hearing Officers to adjudicate citations issued for code enforcement for property standards and housing violations of County code, instead of waiting for the courts to hear the cases. This process will serve to expedite the current judicial process in District Court for contested or unpaid citations. Program updates include:
  - ✚ Began adjudicating citations on August 1, 2018, with four (4) DPIE Property Standards Inspectors issuing citations in targeted jurisdictions, and hearings being held weekly, within 30 days of the request.
  - ✚ Developed the process where the Administrative Hearing Unit will forward default orders and hearing decisions to the Office of Law, which will then submit to District Court for judicial enforcement on a separate docket.
  - ✚ The Agency has not been able to adjudicate violations in court during the pandemic; however, in FY 2022, adjudications are expected to increase with the expanded jurisdiction of the Administrative Hearing Unit (AHU).
  - ✚ The following data is from August 2018 – FY 2021 YTD:

Details	Count
Number of Citations Issued	1,499
Hearing Requests	452
Initial hearings held within 30 days	100%*
Notices of default sent	1,042
Voided cases	66
Office of Law referrals	69**

\* - Initial hearings held may also be defaulted if the Respondent did not appear.  
 \*\* - All citations going forward will not be referred to the Office of Law given recent amendments to Title 13, Division 15 of the county code. Final dispositions will be issued by the Administrative Hearing Unit, which will be forwarded to the Enforcement/Inspections Division for abatement and/or putting a lien on the property.

**Nuisance Abatement Board**

- A summary of the activities associated with the Nuisance Abatement Board are as follows:
  - ✚ Received: 60 hearing requests and Held: 58 hearings
  - ✚ Locations and count of cases: In person (23); Virtual (35)
  - ✚ Fines Assessed: \$20,500 and Fines Collected: \$500 (FY 2020) and \$0 (FY 2021 YTD)
  - ✚ Cases Appealed and Disposition: 21 cases withdrawn; One (1) case was appealed to the Circuit Court, but the decision was upheld

**Food Truck Vending Program**

- Only one (1) hub is operational at this time as none of the other hubs renewed in 2020 due to COVID. Owners are interested in working outside of hubs; however, due to current legislation, the food trucks are permitted to operate within permitted hubs solely.

**Vehicles, Equipment and Information Technology (IT)**

- As of February 2021, the Agency reports that 32 vehicles out of 154, or 20.78% of its fleet, have met the replacement criteria of exceeding 100,000 miles and/or 10 years in service. The Agency projects that in FY 2022, this number will increase to 52, or 33.77% of its fleet.
- In FY 2021 to date, three (3) vehicles have been deadlined; however, thirty-five (35) vehicles have been replaced, in which three (3) were deadlined. The number of vehicles budgeted to be replaced in FY 2022 is subject to the Office of Central Services' (OCS) determination.
- Proposed FY 2022 Equipment funding is approximately \$3.2 million is to support the costs associated with copier maintenance, PLS implementation and applications, and access card. *See table below.*

Vehicles & Equipment					
	Description (Type and quantity of equipment purchase)	FY 2021 Equipment Cost (Purchased to date)	FY 2021 Equipment Cost (Planned to be purchased)	FY 2022 Equipment Cost (Proposed to be purchased)	Purpose for Request
<b>Vehicles</b>					
1	Sedans and SUVs	Cost incurred by OMB/OCS	TBD by OMB/OCS	TBD by OMB/OCS	To replace aging and deadline vehicle inventory
<b>Equipment</b>					
1	Copier Maintenance (DCA)	\$ 101,529	\$ -	\$ 207,800	Copier rental for agency
2	PLS Implementation (Limbic)	\$ 1,725,563	\$ 2,200,000	\$ 3,021,615	County's PLS System/DPIE's apps, data architecture
3	Johnson Controls	\$ -	\$ 9,000	\$ 9,300	Card Readers - Products (install 3 new card readers)
<b>Total</b>		<b>\$ 1,827,092</b>	<b>\$ 2,209,000</b>	<b>\$ 3,238,715</b>	

- The Agency is proposing approximately \$3.94 million in FY 2022 to fund Information Technology (IT) initiatives. *See table below.*

IT Initiative							
	Project Name	Summary of Project Purpose and Benefits	Year Initiated	Estimated Completion Date	Total Project Cost	Amt of funding spent to date	Proposed FY 2022 Funding Amount
1	Hosting & Proprietary Licenses for PLS (Infor)	PLS License Subscription & Maintenance	FY19	FY27	\$ 3,730,650	\$ 218,824	\$ 605,100
2	PLS System Implementation/Online Apps Modernization (Limbic)	Implement a new Permitting, Licensing, Inspections & Enforcement System/Online data apps	FY17	FY24	\$ 12,548,000	\$ 4,620,763	\$ 3,021,615
3	Motorola	Administrative Hearing Unit - Adjudication System*	FY18	FY20	\$ 986,100	\$ 370,440	\$ -
3	Avolve	ProjectDox/ ePlan migration to ProjectFlow software application to integrate with PLS, hosting, licensing, training, and maintenance**	FY18	FY23	\$ 2,100,000	\$ 240,000	\$ 312,500
					<b>\$ 19,364,750</b>	<b>\$ 5,450,027</b>	<b>\$ 3,939,215</b>

\* Contract with Motorola terminated in FY20, pending settlement

\*\* Per ARC Approved contract, Avolve has up to 60 months to submit invoices related to this service. FY2021 requests pertain to forthcoming invoices related to the services provided during this period.

- ✦ Approximately \$5.5 million has been expended in FY 2021 YTD on DPIE IT initiatives of which approximately \$4.6 million is for the County's PLS System Implementation/Online Apps Modernization System (Limbic).
- ✦ The Agency is reporting that the Motorola contract was terminated in FY 2020, and in pending settlement.

**Appendix 1**  
**FY 2020 3-1-1 and CountyClick Cases**

<b>3-1-1 and COUNTYCLICK COMPLAINT CASE ON-TIME CLOSURE RATES FOR DPIE</b>				
<b>FY 2020*</b>				
<b>Number of Cases Received</b>	<b>Type Description</b>	<b>Number of Cases Closed</b>	<b>Number of Cases Closed on Time</b>	<b>% of Closed Cases Closed on Time</b>
5,026	ENF-Residential Property Concerns	879	879	100.0%
1,344	ENF-Rental Issues Apartment Unit	1,193	1,193	100.0%
982	ENF-Vacant Property Concerns	458	458	100.0%
734	ENF-Business/Commercial Exterior Concerns	439	439	100.0%
674	ENF-Rental Issues Single Family Home	132	132	100.0%
607	ENF-Business Operation Concerns	421	421	100.0%
522	Rental License Inspection (Single Family)	367	310	84.5%
485	Property Alterations w/o a Permit	468	394	84.2%
459	ENF-Business Activity in Residential Area	276	276	100.0%
258	ENF-Apartment Complex Common Area Issues	212	212	100.0%
224	Construction Issues	223	188	84.3%
192	Court Case - Code Enforcement	1	1	100.0%
158	Clean Lot	150	150	100.0%
136	Property Maintenance Concerns - Vacant (Long Term)	12	12	100.0%
108	Citation - Code Enforcement	2	2	100.0%
42	Permit-related Requests	30	6	20.0%
41	Damage Caused by Utility Companies	40	34	85.0%
20	Sump Pump Discharge onto Roadway & Sidewalk	19	18	94.7%
15	Storage Pod/Dumpster/Container without a Permit	15	14	93.3%
15	Clean Lot/Board Structure	15	1	6.7%
13	Damaged Structure	13	13	100.0%
4	Board Structure	4	0	0.0%
2	Zoning - Stats (Other)	2	2	100.0%
2	Zoning - Issue Use & Occupancy (U&O) Certificate	1	1	100.0%
2	License-related Requests	0	0	N/A
2	Animal - Pet Waste	1	1	100.0%
1	Zoning Periodic Inspections	1	1	100.0%
1	Food Truck(s) in a Hub - Other Complaints	1	1	100.0%
1	Rental License Inspection (Multi Family)	1	1	100.0%
<b>12,070</b>	<b>DPIE TOTAL</b>	<b>5,376</b>	<b>5,160</b>	<b>96.0%</b>

\* Based on data provided by OMB from the Customer Service Reporting (CSR) System. Difference between Number of Cases Received and Number of Cases Closed by case type is due primarily to the high number of cases still active in the system at the time of data retrieval from the DPIE Customer Service Reporting (CSR) System.

Source: Proposed FY 2022 First Round Response Q.28, page 23  
\*Based on data provided by OMB from the Customer Service Reporting (CSR) System