





June 26, 2024

FISCAL AND POLICY NOTE

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Policy Analysis and Fiscal Impact Statement
CB-056-2024 Reporting

CB-056-2024 (*proposed by: Council Member Oriadha*)

Assigned to Transportation, Infrastructure, Energy, and Environment (TIEE) Committee

AN ACT CONCERNING REPORTING for the purpose of providing for certain reporting requirements of the Department of Permitting, Inspections, and Enforcement on a quarterly basis; and generally relating to the Department of Permitting, Inspections and Enforcement.

Fiscal Summary

Direct Impact:

Expenditures: Some additional expenditures likely for administrative costs.

Revenues: No foreseen revenue impact.

Indirect Impact:

Potentially favorable.

Legislative Summary:

CB-056-2024 was presented by Council Member Oriadha on June 11, 2024, and referred to the Transportation, Infrastructure, Energy, and Environment (TIEE) Committee. The Bill requires that the Department of Permitting, Inspections, and Enforcement (the Department) provide a monthly written report to each of the Prince George's County Council members, detailing, by Council district, the 20 most frequent complaints received, citations that were either paid off and those referred for legal action. These findings should be summarized in a quarterly report to be presented to the Prince George's County Council as well as be posted on the Department's website.

Current Law/Background:

The Bill adds an entirely new Code section, Sec. 4-356 (DPIE reporting) to Subtitle 4 (Building), Division 5 (Administration), to a part of the Code that ends with Section 4-355 outlining the early permit warning system and annual report. If adopted, this section will provide the parameters for a *monthly* and *quarterly* written report from DPIE on the findings of the top 20 complaints to be presented to the County Council and displayed on the Department's website.

Currently, complaints are routed through the County's 311 County Click Customer system. The vast majority of complaints are taken by call takers who triage the complaints then send them to the respective Departments. According to DPIE's first round budget responses from March 2024, in FY 2023, the Department received 13,661 private property complaints, 52 Nuisance Abatement complaints, and 13,500 property standards complaints, of which 432 were referred to the courts. The Administrative Hearing Unit had 639 hearing requests and issued 1,729 citations.

Although helpful, these snapshots do not provide the entirety of all complaints that DPIE may receive from month to month so that lawmakers can have a sense of what the ongoing issues are and how they can be rectified. Below is an example of Nuisance Abatement board data provided by district.

Nuisance Abatement Board complaints (DPIE First Round Budget Responses March 2024)

| Details | Count | |
|--|-----------------|----------------|
| | FY 2023 | FY 2023 |
| Hearing Requests Received | 52 | 28 |
| Hearing Requests Held | 47 | 26 |
| Locations & Count | District 1 - 2 | District 1 - 1 |
| | District 2 - 2 | District 2 - 3 |
| | District 3 - 1 | District 3 - 2 |
| | District 4 - 3 | District 4 - 2 |
| | District 5 - 2 | District 5 - 1 |
| | District 6 - 4 | District 6 - 2 |
| | District 7 - 8 | District 7 - 2 |
| | District 8 - 16 | District 8 - 8 |
| | District 9 - 9 | District 9 - 5 |
| Fines Assessed | \$37,500 | \$25,000 |
| Fines Collected in FY 2023 and FY 2024 YTD | \$11,500 | \$6,000 |
| Cases Appealed and Disposition (if known) | 1 | 3 |

This Bill has been proposed due to the many complaints that council members commonly hear from constituents. While complaints are registered in the system, there is currently no comprehensive report detailing when and if issues were resolved. CountyClick 311 has a page on the County's Open Data website, however, the data displayed is very limited. At issue, is that the County Click 311 system and Departments does not provide an open report for the public that track and report the County service complaints. Most of the data on Open Data is public safety data.

A survey of Open Data portals found that neighboring jurisdictions in the District, Montgomery, Howard, Anne Arundel, and Baltimore Counties also do not track their top service complaints. Rather, these sites have select data metrics that track specific goals and objectives.

Resource Personnel:

- Tiffany Hannon, Chief of Staff, District 7

Discussion/Policy Analysis:

The County has one primary tool to manage community-driven complaints through the PGC County Click 311 system. The system was upgraded to provide a more efficient tool and portal to track all complaints. In 2023, DPIE upgraded its old permit system to Momentum, which, according to the department, helps them to further triage inspection requests and separate out tasks that are not in line with DPIE's mission. Ideally, Councilmembers and decision makers should have access to complaint-driven data either through the PGC 311 system or through the Open Data portal. This would help eliminate the need for separate reporting.

Fiscal Impact:

- *Direct Impact*

Enactment of CB-056-2024 is likely to have an adverse fiscal impact on the County as a result of additional agency staff workload. DPIE Staff will have to coordinate with the Office of Finance to report the dollar amount of citations collected and those that were referred for legal reasons. For ease of use for designated persons, all data requested should be available through the PGC CountyClick 311 system and Momentum. Council staff believes it is unlikely that the actual cost to the County will be significant, but DPIE did not respond to Council staff's fiscal impact inquiry.

- *Indirect Impact*

Enactment of CB-056-2024 could have a favorable indirect impact on the County by the reducing reissued complaints and promoting faster resolution. Lawmakers are also on the front lines of receiving complaints because, inevitably, constituents call district offices for the same issues that that are also handled by DPIE. By partnering with Executive branch agencies to obtain the same

data that is available to DPIE and CountyClick PGC 311, Council Members can get better insight into ongoing issues and possibly help address complaints through legislation, budget, and outside partnerships. Insight into complaint data and regular reporting can help to educate the legislature and hopefully provide backup intervention and resolution for the community, thereby creating efficiencies for close-outs of these complaints.

- *Appropriated in the Current Fiscal Year Budget*

No.

Effective Date of Proposed Legislation:

The proposed Bill shall be effective forty-five (45) calendar days after it becomes law.

If you require additional information, or have questions about this fiscal impact statement, please reach out to me via phone or email.