

# FY2027 Budget

Department of Permitting, Inspections & Enforcement



April 20, 2026

1

# Agency Insights





# Agency Accomplishments



- Streamlined Inspections
- 311 Strikeforce
- Creation of the Performance Management Office
- Improved Customer Service Delivery



# Agency Accomplishments



DPIE continues to support the County Executive's Economic Development priority of improving the permitting process and elevating our customer service delivery. To enhance the overall permitting process, DPIE has streamlined various aspects to expedite the issuance of permits for applicants.

## Permit Streamlining



- **Reduce the time** of the Entitlement/Permit process by 14 weeks
- **Automation** | Solar APP+ software
- **Code Update** | The 2021 International Building Code and Electrical Code went into effect on March 1st
- **Improved Permit Timelines** by sharing resources across DPIE Plan Review Divisions

## Momentum Enhancements



### In FY 2026, DPIE has rolled out:

- Special Utility Permit
- Cell Tower Permit
- Septic Permit
- Upgraded ePlan
- Inspections Application



# Agency Priorities



## Increase Inspections

FY25  
**131,409**

FY26  
**138,000**

## 311 Strikeforce Support

SF#1 w/ Enforcement  
**6,763 SRs**

SF#2 w/ DPWT  
**701 SRs**

## Fast Track Permitting Program for Small Businesses

**718**

Permits Issued

## Permit Rapid Response Team (PRRT)

6 PRRT Projects  
4 Flagship Projects



## Core Services



- Perform technical review of building permit plans and site road development permits for new construction and associated land development for residential, commercial, industrial buildings, utility construction, floodplain studies, water and sewer category amendments, and right of way conveyance
- Perform inspection and enforce building, site development, road codes, and regulations of buildings, zoning, site work, and environmental standards
- Provide inspection services on approved/issued construction permits
- Perform inspections and enforce housing and property maintenance codes, anti-litter and weed ordinances, and zoning ordinances
- Assist small businesses in navigating the County permitting and licensing system
- Provide general customer service to address quality of life issues



# Elevating Customer Service

We are making strides to improve the agency's overall approach to Customer Service. To this end, DPIE established the Customer Service Unit (CSU) to improve our customer service delivery through phone support, e-mail support, virtual meetings, in-person assistance, and our CRM tool.

## Customer Service Reviews



In March 2024, we began asking our customers to provide us feedback on Google in addition to the Customer Satisfaction Survey. At that time, we had 45 reviews and a 1.2-star rating. Currently, we have a **4.6** -star rating based on **465** reviews.



**MARCH  
2024**



**APRIL  
2026**

## Customer Service Stats



- Building Permit Inquiries 1,513 emails/month
- Rental License Review 744 reviews/month
- Phone Calls 1,544 calls/month
- In-person 45 - 50/ month
- Virtual meetings 70 - 80/ month

**Average 3 days to Resolution**



# Performance Data Successes



In FY 2025, DPIE established the Performance Management Office. The team's primary objective is to generate performance management reports that aid DPIE in pinpointing areas of underperformance and facilitate strategic decision-making regarding staff allocations through the collection, analysis, and interpretation of both individual and team performance data.

## Staffing Update



- Recently hired two (2) System Analysts 1A



# Challenges | Unfunded Mandates



- Permanent Rent Stabilization Act of 2024 (CB-55-2024)
- Shopping Cart Bill (CB-98-2024)
- Camera Bill (CB-71-2024)
- Woodland (CB-013-2025)
- Climate Action Plan (CR-007-2020)

# 2

## FY2027 Enhancement Requests

The following items are critical to perform our basic daily functions.



# BDS Fast Track Permitting Program for Small Businesses

DPIE needs **\$340,147.00**

BDS Fast Track	Salary	# of staff	Total
Engineering Technician IV	\$ 55,200.00	3	\$ 165,600.00
Engineering Technicians II, A16 /18	\$ 47,973.50	2	\$ 95,947.00
Administrative Assistant II	\$ 39,300.00	2	\$ 78,600.00
<b>Subtotal</b>			<b>\$ 340,147.00</b>

To convert the temporary positions into permanent full-time equivalent (FTE's)

## Mission Critical Vacancies

- 3 Engineering Technicians IV
- 2 Engineering Technicians II
- 2 Administrative Assistants II

### RED FLAGS

- Service Reduction | Capacity Constraints & Delayed Expansion
- Performance Challenge | Review Delays & Volume Management
- Delay in achieving Long-Term Goal

## Performance Management Office

DPIE needs **\$447,602.05**

Performance Management Office	Salary	# of staff	Total
System Analysts	\$ 135,650.00	2	\$ 271,300.00
Data Scientist	\$ 176,302.05	1	\$ 176,302.05
<b>Subtotal</b>			<b>\$ 447,602.05</b>

The Programmer Systems Analysts will assist the Performance Data Management team in creating regular reports and analyses for all DPIE Divisions.

### Mission Critical Vacancies

- 2 System Analysts
- 1 Data Scientist

### RED FLAGS

The Performance Data Management team is extremely under-resourced. During FY 2026 budget formulation, OIT was given the responsibility and funding to take over the reporting capabilities for DPIE. This has not occurred. As a result of the new administration, County leadership is requiring extensive data reporting from DPIE regularly. This reporting allows County leadership to identify successes or areas of concern that need attention. The data requests are for permitting timelines, 311 service request data, legislative data requests, and revenue requests. To respond to this, DPIE needs two additional Programmer Systems Analysts to assist in the reporting function services provided by LIMBIC and DPIE, which is currently performed by one full-time employee.

# Permitting & Licensing Temporary Service Contracts - Open Permit Reduction

DPIE needs **\$192,000.00**

Temp Services	Salary	# of staff	Total
Customer Success Managers	\$ 96,000.00	2	\$ 192,000.00
<b>Subtotal</b>			<b>\$ 192,000.00</b>

As a result of the County Executive's Open Permits project, which was initiated in October 2025, DPIE is focused on the Fast Track and open Momentum permits. 6,541 permit applications that haven't been issued were identified. To advance the permits, we must contact the applicants. Currently, two temporary engineering technicians contact applicants to determine why they haven't moved forward or responded to comments. They also assist the applicant with the permit application process. Essentially, the temporary staff will be guiding applicants through the permit process. The goal of this initiative is to achieve permit issuance. Currently, DPIE has issued or cancelled 63% of these permits.

## Mission Critical Vacancies • 2 Customer Success Managers

If these positions are not filled, the completion of the Open Permits project will take much longer. Our permit data and performance regarding issuance is impacted because our numbers show that we have a significant backlog. However, these permits are lingering due to the applicant's failure to complete the permit process.

**RED  
FLAGS**

## Permit Rapid Response Team

DPIE needs **\$215,400.00**

Permit Rapid Response Team	Salary	# of staff	Total
Administrative Assistant IV	\$ 160,200.00	1	\$ 160,200.00
Engineering Technician IV	\$ 55,200.00	1	\$ 55,200.00
<b>Subtotal</b>			<b>\$ 215,400.00</b>

Additional team members will oversee high-priority County projects to ensure the timely issuance of permits, inspections, and Use and Occupancy issuance. Essentially, this team will coordinate with sister agencies to ensure timely reviews outside of the DPIE review process.

**Mission Critical Vacancies** :

- 1 Administrative Assistant IV
- 1 Engineering Tech IV

**RED  
FLAGS**

If additional funding is not provided, DPIE will not be able to provide a high level of service to more than 10 PRRT projects. Additionally, DPIE transferred an Engineering Tech from the Third-Party Plan Review program. Without backfilling this position, the Third-Party Program will continue to experience service delays.

## Automated Permit Survey Tool

DPIE needs **\$90,000.00**

DPIE IT Automated Permit Survey Tool	Cost	#	Total
DPIE IT Automated Permit Survey Tool	\$ 90,000.00	1	\$ 90,000.00
<b>Subtotal</b>			<b>\$ 90,000.00</b>

Implement an automated survey tool integrated into the permit process. Currently, DPIE uses Survey Monkey to collect customer experience feedback; however, it does not capture information in real time. DPIE needs real-time feedback to improve outcomes, support economic development, and reduce review times. Adding a tool that collects feedback at the point of process will provide timely insights that are not available today and will significantly strengthen DPIE's ability to improve service delivery.

### RED FLAGS

If this request is not funded, DPIE will continue relying on Survey Monkey, which does not support a fully automated process for collecting real-time customer feedback. Without real-time data, DPIE will be limited in its ability to identify problems, allocate resources effectively, and improve services. This gap reduces DPIE's ability to track emerging issues and ultimately affects the overall customer service experience.

## Selectron Inspections Application

DPIE needs **\$99,000.00**

Selectron Inspections Application	Cost	#	Total
Selectron Inspections Application	\$ 99,000.00	1	\$ 99,000.00
<b>Subtotal</b>			<b>\$ 99,000.00</b>

DPIE currently uses Selectron's management tool, which allows staff to reassign inspections between inspectors within seconds, an essential feature when inspectors are out or schedules change. The system also provides a comprehensive view of inspections occurring in the field. In addition, DPIE has implemented the Inspections Application, which streamlines field inspection activities and reduces the time required for inspectors to complete their work.

**RED  
FLAGS**

If this request is not approved, DPIE will complete fewer inspections, and the inspections that are completed will have a higher error rate. This would negatively affect service quality, delay project timelines, and reduce overall efficiency in the field.

## Director's Office Position Reallocation

DPIE needs **\$91,000.00**

Director's Office Position Reallocation	Cost	#	Total
Budget Management Analyst V, G29	\$ 91,000.00*	1	\$ 91,000.00
<b>Subtotal</b>			<b>\$ 91,000.00</b>

To reallocate an Engineer I, G24 vacant position to a Budget Management Analyst V position. This position will oversee the Budget and Procurement Office and the Cashier's Office, which will streamline the budget revenue and data collection process. DPIE is requesting additional funding of \$91,000 to reallocate this position.

\*represents the difference in compensation, fringe, and operating costs between Engineer I, G24 and the Budget Management Analyst V, G29

### **Mission Critical Vacancies** • 1 Budget Management Analyst V

Without consolidating the budget and revenue responsibilities, the agency will continue to experience delays in the budget and revenue data-collection process.