



Prince George's County Council

Agenda Item Summary

Meeting Date: 1/28/2025

Effective Date:

Reference No.: CB-003-2025

Chapter Number:

Draft No.: 1

Public Hearing Date:

Proposer(s): Olson

Sponsor(s): Olson

Item Title: AN ACT CONCERNING THE OFFICE OF PERMITTING OMBUDSMAN for the purpose of establishing The Office of Permitting Ombudsman for the Department of Permitting, Inspections and Enforcement (DPIE) in Prince George's County and creating a formal mechanism to address barriers for small business, homeowners, and other stakeholders in Prince George's County.

Drafter: Reese Espy-Glassman, Legislative Officer

Resource Personnel: Julio Murillo, Chief of Staff, Council District 3

LEGISLATIVE HISTORY:

Date:	Acting Body:	Action:	Sent To:
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AFFECTED CODE SECTIONS:

04-277 04-276 04-275 04-274 04-273 04-272

BACKGROUND INFORMATION/FISCAL IMPACT:

The Office of the Ombudsman for Permitting, housed within the Department of Permitting, Inspections, and Enforcement (DPIE), will be dedicated to helping homeowners and small businesses navigate the complex permitting process which can create barriers for success. Homeowners and small businesses often struggle to manage the permitting system, as they are not experts in architecture, project management, or construction. Plans often time get lost in the system due to lack of knowledge about required information, leaving applicants unaware of necessary steps and without an advocate to guide them through the process. Residents and small businesses frequently lack the time, resources, or expertise to effectively navigate the often-complicated permitting procedures. The Ombudsman for DPIE's hours will be posted on the website on the first page with no more than one click to obtain information such as office hours, schedule appointments and office's purpose. Thirty days after the enactment of this act, written and electronic notices shall go out to the Chamber of Commerce of Prince George's County, the Black Chamber of Commerce of Prince George's County, The Hispanic Caucus of Prince George's County, the Architecture Association of Prince George's County and the Prince George's County Association of Realtors, and any other recipients as determined by the Council.

By creating an Office of Permitting Ombudsman, the County can simplify this process, ensuring that residents and small businesses receive the support they need. Moreover, by creating the Office of Ombudsman will simplify and streamline the process, decrease frustration and expedite business openings which will ultimately have a positive impact on the county's tax revenue and expedite business

openings.

Document(s): B2025003