

FY2024 Accomplishments

Department of Permitting, Inspections and Enforcement



Dawit Abraham, P.E., Director

April 23, 2024

1

Customer Service Achievements



Launched New Customer Service Unit

Hired Three Customer Success Agents

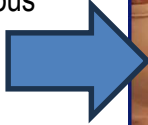
In December 2023, DPIE Hired Staff Members Dedicated to the Voice of the Customer. They:

- Manage Inquiries into the Agency Utilizing the New Correspondence Tracking System (CTS) Tool
- Manage Calls into the Agency via Newly Created Triage
- Work with Divisions to Make Required Changes through Dedicated Staffing
- Performance Dashboard Created



Customer Service Unit

- Equipped DPIE's Permit Center with Additional Customer Service Staff
- Provides Continuous Customer Service Training
- Created QR Code for Service Response Feedback from DPIE Customers with Improving Results
- Yearly Enhanced Customer Service with All Front-Facing Employees



Prince George's County Permitting,
Inspections and Enforcement

9400 Peppercom Pl #100, Largo, MD

2.8



0 reviews

3/5/24

Prince George's County Permitting,
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9400 Peppercom Pl #100, Largo, MD

3.2



3 reviews

3/13/24

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Inspections and Enforcement

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3.4



0 reviews

3/20/24



IMPROVING GOOGLE CUSTOMER RATINGS



Expanded Community Outreach

DPIE is constantly expanding its community outreach efforts and takes pride in the relationship our staff shares with Community Leaders, Residents and Business Owners.

- We publish a quarterly newsletter with the latest agency initiatives and tips to help our residential and business customers navigate everything from the permitting process to keeping their properties code compliant.
- We post information regularly on Instagram, X (Twitter), Facebook, and LinkedIn and respond to submitted questions.
- DPIE regularly attends community meetings to allow residents to interact directly with leadership and staff.
- We continue to improve our relationship with the Latino and African Diaspora communities by holding meetings in Spanish and increasing our attendance at community meetings.
- We hold quarterly DPIE Third-Thursday Community Information Sessions. DPIE participates in the triannual Community Partners' meetings with DoE and DPW&T.
- Public-facing staff were trained to assist customers in person, online and on the telephone who communicate in languages other than English.



Director Abraham and team represented DPIE at District 2's Office of Community Relations DPIE/DPW&T Agency Response Town Hall meeting on March 20, 2024, at the Rollingcrest Chillum Recreation Center in Hyattsville.

2

Technology Achievements



Communications Tracking System (CTS)

Worked with OIT to Set up the Correspondence Tracking System (CTS)

- Implemented CTS in March 2024.
- The CTS manages and tracks all incoming and outgoing correspondence within the organization.
- The portal allows customers to request assistance.
- The system captures all official business correspondence originating from different sources and in different forms and converts it into electronic documents or files.
- The software also manages response timelines to improve customer service.

IT Software Initiatives



Momentum Is Now Fully Operational

- This past year, Trade Permits (Electrical, Mechanical, and Fire Permits), Building Permits, Site/Road Permits, and Inspections went live in Momentum. DPIE hosted several public training sessions for customers, expeditors, and third-party companies.

DPIE's New Transparency Tools in Momentum

Application Tracker — Check the Status of Plan Reviews

- DPIE's Application Tracker is a tool that gives users a snapshot of where a permit application is in the plan review process.
- To use Application Tracker, enter your Application Number into the [DPIE Application Tracker](#) portal and see your plan review progress. Each review has a status listed at the bottom of the page (Pending, Under Review, Completed, Hold for Corrections, Out to Applicant).

LookSee — Property Explorer

- To research permits and properties in Prince George's County, use [LookSee](#), DPIE's newest software tool. The portal allows you to view Momentum information related to permits, licenses, inspections, and enforcement by entering the full application/permit number or property address.

3

Human Capital Achievements



HR Achievements

Vacancy Status: DPIE Currently Has 11 Approved Vacancies

- DPIE has reduced its existing vacancies by 60% in the 2nd Quarter of FY24.
- We are currently recruiting to fill all existing vacancies.

Number of Inspectors Hired During FY 2024: 40

- Inspections: 15
- Enforcement: 25

Number of Permitting and Plan Reviewers Hired During FY 2024: 18

- Permitting and Licensing: 7
- Building Plan Review: 3
- Site/Road Plan Review: 8

Inspectors Are Now Participating in Enforcement After Hours

- Effective March 25th, inspectors will be in the community until 8:00 p.m. and on Saturdays.



Salary Study for Engineers

Worked with OHRM to Complete the Engineer Salary Study

- DPIE worked with OHRM to complete the Engineers I–V Occupational Study. We organized a townhall meeting with all engineers currently employed with DPIE, DPW&T, DOE and Prince George's Soil Conservation District and hosted a virtual Town Hall meeting on Friday, January 26, 2024, to share the results.



4

Development Projects Achievements



Land Use And Regulatory Assessment

- On November of 2023, the CEX received the Land Use and Regulatory Assessment.
- DPIE implemented the following recommendations within the first 6 months of receiving the recommendations:
 - Implemented digital plan review systems, including utilizing remote inspections.
 - Discontinued the practice of Third-Party approved plans requiring further review by DPIE staff.
 - Implemented CTS in March 2024.
 - Established a same-day permit review process for specific types of permits (through the Virtual Permit Center), enabling expedited processing and reducing wait times.
- Over the next calendar year, DPIE will continue to implement additional recommendations, subject to available funding.



Permitting

DPIE Approved and Issued Numerous Permits for Key Economic Development and Community Infrastructure Projects

National Capital Business Park

- Site Infrastructure Grading Permit (239 acres of land development) — Issued September 2023
- Site Grading Permit for Parcel 11 (27 acres of land development) — Issued December 2023
- Site Grading Permit for Parcel 12 (11 acres of land development) — Issued February 2024
- Site Grading Permit for Parcels 1, 2, 10 (28 acres of land development) — Issued March 2024
- Commercial Building Permit for 301k SF warehouse distribution — Issued December 2023
- Commercial Building Permit for 169k SF warehouse distribution facility — Issued March 2024
- Commercial Building Permit for Ferguson Building (359k SF warehouse, offices) — Issued March 2024



Brightseat Road Technology Park

- Site Development Concept approval for 87-acre project, 4.1M SF data center — Issued March 2024

Suitland High School

- Building Permit for Foundation to Grade for main school — Issued December 2023
- Building Permit for Steel Superstructure for main school — Issued March 2024

P3 School Construction Projects

P3 Schools Built:

- 8820 Riggs Road, Sonya Sotomayor Middle School — Final Use and Occupancy issued on March 19, 2024.
- 6001 42nd Avenue, Hyattsville Middle School — Approved for Temporary Use in July 2023; Final approval by May 2024.
- 2500 Kenmoor Drive, Kenmoor Middle School — Approved for Temporary Use in August 2023; Final approval by May 2024.
- 2600 Brooks Lane, Drew Freeman Middle School — Final Use and Occupancy issued in December 2023.
- 800 Karen Boulevard, Walker Mill Middle School — Approved for Temporary Use in August 2023; Final approval by May 2024.
- 12200 Fort Washington Road, Colin Powell Academy (K–8) — Approved for Temporary Use in November 2023; Final approval by May 2024.



5

Enforcement Achievements



Clean Lots

- Budget: 1.7 Million for FY24
- Properties cleaned in FY24 to date: 61
- Properties currently with the contractors awaiting cleaning: 40



Stepped-Up Enforcement Initiative



- The Initiative focuses on addressing unlicensed and illegal businesses in Prince George's County.
- On March 1, 2024, DPIE launched the initiative.
- During the first month, DPIE's focus is on educating the community.
- DPIE is focusing on neighborhoods with the highest number of complaints to hand out literature on how to come into compliance.
- DPIE is offering a 90-day Amnesty to obtain proper licensing.
- In March, staff attended over 10 community meetings.

Thank You!

