

## Department of Permitting, Inspections and Enforcement (DPIE) - Fiscal Year 2021 Budget Review Summary

### Proposed FY 2021 Operating Budget

#### Expenditures by Fund Type

Fund	FY 2020 Approved	FY 2020 Estimated	FY 2021 Proposed	4/20/2020 CEX Adjustment	FY 2021 Revised Proposed	\$ Change	% Change
General Fund	\$ 12,119,100	\$ 11,785,600	\$ 13,508,100	\$ (2,336,200)	\$ 11,171,900	\$ (947,200)	-7.8%
<b>Total</b>	<b>\$ 12,119,100</b>	<b>\$ 11,785,600</b>	<b>\$ 13,508,100</b>	<b>\$ (2,336,200)</b>	<b>\$ 11,171,900</b>	<b>\$ (947,200)</b>	<b>-7.8%</b>

#### Authorized Staffing - All Classifications

Fund	FY 2020 Approved	FY 2021 Proposed	4/20/2020 CEX Adjustment	FY 2021 Revised Proposed	Change	% Change
General Fund	308	309	(1)	308	0	0.0%
<b>Total</b>	<b>308</b>	<b>309</b>	<b>(1)</b>	<b>308</b>	<b>0</b>	<b>0.0%</b>

#### FY 2021 Proposed Budget – Key Highlights

- Increased Compensation: Mandated Salary Requirements (\$610,900), Salary Adjustments (\$185,300), one (1) new position (\$55,000)
- Increased Fringe (\$320,200)
- Increased Operating Cost: Technology Cost Allocation (\$1,093,200), Temporary and Consulting Services (\$415,000), Hosting subscription services for the Permitting and Licensing System (\$45,400), and Clean Lot Charges (\$31,800)
- Decreased Costs Recoveries: \$1,367,800
- Authorized positions increase by one (1) full time positions to reflect onboard staff for the Homeowners Suites Program
- Vacancies (As of 2/24/20): 43FT General Fund positions
- Key Programs/Initiatives:
  - ✚ Permitting and licensing, site/road plan review, building plan review, construction standards inspections, and code enforcement
- COVID-19 Impact – to be provided by Department.

#### County Executive's Recommended Adjustments

- Reduce Compensation: Remove proposed Merits/COLAs, one (1) new position (Engineering Tech I/II), and funding for vacant positions that were originally included in the FY 2021 Proposed Budget; Increased attrition (net change \$1,759,300)
- Reduce Fringe Benefits: As a result of the above adjustment to compensation (\$576,900)

Category	FY 2020 Approved	FY 2020 Estimated	FY 2021 Proposed	4/20/2020 CEX Adjustment	FY 2021 Revised Proposed	Change Amount	% Change
Compensation	\$ 21,271,100	\$ 19,292,900	\$ 22,122,300	\$ (1,759,300)	\$ 20,363,000	\$ 851,200	4.0%
Fringe Benefits	6,934,600	6,186,700	7,254,800	(576,900)	6,677,900	320,200	4.6%
Operating Expenses	7,425,000	9,266,700	9,010,400	-	9,010,400	1,585,400	21.4%
Recoveries	(23,511,600)	(22,960,700)	(24,879,400)	-	(24,879,400)	(1,367,800)	5.8%
<b>Total</b>	<b>\$ 12,119,100</b>	<b>\$ 11,785,600</b>	<b>\$ 13,508,100</b>	<b>\$ (2,336,200)</b>	<b>\$ 11,171,900</b>	<b>\$ 1,389,000</b>	<b>11.5%</b>

**Proposed FY 2021 -FY 2026 Capital Improvement Program**

	<b>Expended thru FY20</b>	<b>Proposed FY21 Capital Budget</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2025</b>	<b>FY 2026</b>	<b>Total Proposed CIP Funding</b>
<b>1 Project</b>	<b>\$ 1,837,000</b>	<b>\$ -</b>						<b>\$ 4,500,000</b>

**Highlights**

- Funded by: \$4.5 million PAYGO (FY 2014)
- Key Projects: Blight Eradication Program
- Project has been deleted and the FY 2020 funding for the program has been transferred to support the Organics Composting Facility (Environment 3.54.0001)
- In FY 2021 funding supports the Soil Conservation District requirements for a stormwater management pond to be reconstructed to ensure compliance with surface water management over the 52 acre impervious area.




# THE PRINCE GEORGE'S COUNTY GOVERNMENT


## Office of Audits and Investigations

May 4, 2020

### MEMORANDUM

TO: Todd M. Turner, Chair  
Committee of the Whole (COW)

THRU: David H. Van Dyke, County Auditor 

FROM: Sylvia King, Audit Manager 

RE: Department of Permitting, Inspections and Enforcement (DPIE)  
Fiscal Year 2021 Budget Review

### Budget Overview

The FY 2021 Proposed Budget for the Department of Permitting, Inspections and Enforcement (“DPIE” or the “Department”) is approximately \$38.4 million, representing an increase of approximately \$2.8 million, or 7.7%, over the FY 2020 Approved Budget before recoveries. The increase is primarily due to the increases in operating costs related to technology cost allocation charge, temporary and consulting services, subscription services for the Permitting and Licensing System, and clean lot charges. Increases in compensation are related to mandated salary requirements and related fringe increases, along with the increase in staffing for the Homeowners Suite program, and salary adjustments for Property Standards Inspectors to retain staff and reduce turnover.

In FY 2021, the Department’s proposed funding is derived from the Stormwater Management Fund (~\$14.5 million, or 38%), General Fund (\$13.5 million, or 35%), and the Solid Waste Management Fund (~\$10.3 million, or 27%). The presentation of the Proposed FY 2021 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.

**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 2020 to Proposed Fiscal Year 2021**

Category	FY 2019 Actual	FY 2020 Approved	FY 2020 Estimated	% Change - Est vs App	FY 2021 Proposed	Change Amount	Percentage Change
Compensation	\$ 18,187,665	\$ 21,271,100	\$ 19,292,900	-9.3%	\$ 22,122,300	\$ 851,200	4.0%
Fringe Benefits	5,887,905	6,934,600	6,186,700	-10.8%	7,254,800	320,200	4.6%
Operating Expenses	4,277,483	7,425,000	9,266,700	24.8%	9,010,400	1,585,400	21.4%
Sub-Total	\$ 28,353,053	\$ 35,630,700	\$ 34,746,300	-2.5%	\$ 38,387,500	\$ 2,756,800	7.7%
Recoveries	(19,401,934)	(23,511,600)	(22,960,700)	-2.3%	(24,879,400)	(1,367,800)	5.8%
<b>Total</b>	<b>\$ 8,951,119</b>	<b>\$ 12,119,100</b>	<b>\$ 11,785,600</b>	<b>-2.8%</b>	<b>\$ 13,508,100</b>	<b>\$ 1,389,000</b>	<b>11.5%</b>

**Budget Comparison – General and Enterprise Funds**

The chart below reflects the funding sources and amounts for the Department’s Proposed FY 2021 budget.



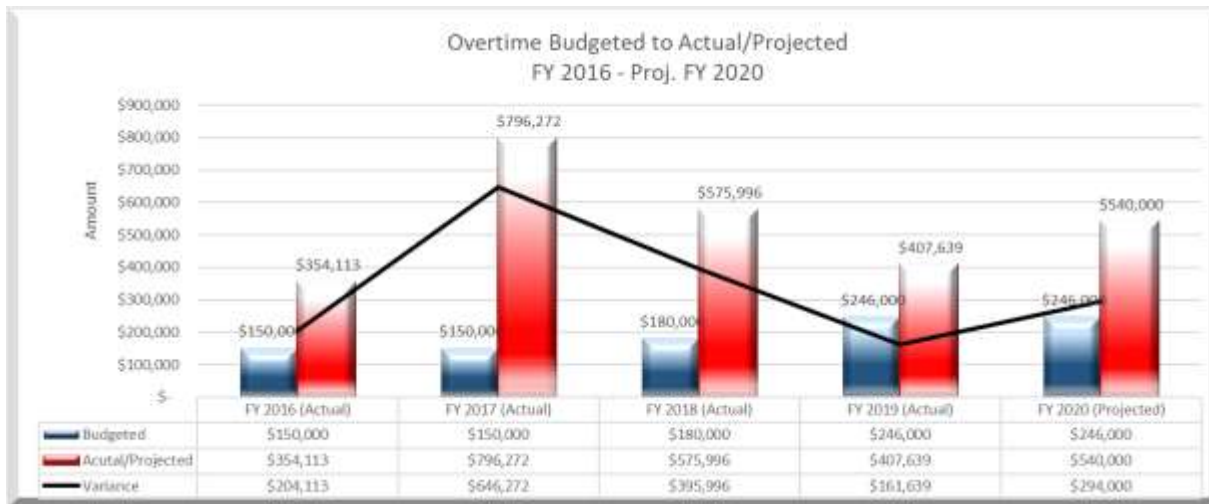
Source: FY 2021 Proposed Budget page 539, First Round Response Q.20, page 10

**Authorized Staffing Count**

	FY 2020 Approved	FY 2021 Proposed	Change Amount	Percentage Change
Full-Time	308	309	1	0.3%
Part-Time	0	0	0	0.0%
<b>Total</b>	<b>308</b>	<b>309</b>	<b>1</b>	<b>0.3%</b>

**Staffing and Compensation**

- For FY 2021, General Fund compensation expenditures are budgeted at approximately \$22.1 million, and represent an increase of \$851,200, or 4.0%, above the FY 2020 Approved Budget, primarily due to the creation of one (1) new position for the Homeowner Suites program, salary adjustments for the Property and Construction Standard Inspectors and Code Enforcement Officers and the anticipated cost-of-living adjustments (COLA) and merit increases.
- Last year we reported in FY 2020 there will be a transfer of three (3) Property Standards Inspector positions from the Department of the Environment (DOE) Abandoned Vehicles Unit (AVU) to DPIE. The Department is reporting that the transfer occurred, and the 3 positions are included in DPIE’s FY 2021 Proposed Budget.
- FY 2021 proposed compensation is based upon staffing levels of 309 full-time employees. As of February 2020, there are 43 General Fund vacant positions, all of which are fully funded, and at various stages in the recruitment/hiring process. Additionally, in FY 2021, the vacant positions include the 1 new position for a proposed total of 44 funded vacancies. A listing of the proposed vacant FY 2021 general funded positions is shown in DPIE’s response to *FY 2021 First Round Budget Review Q.3 and Q.10, Attachments #1&2*.
- In FY 2019, the Department expended \$407,639, or \$161,639, more than what was budgeted for overtime. The Department is reporting several factors leading to high expenses including: high volume of demand inspections, limited number of inspectors, construction performed on weekends, processing of paperwork and updating of permit files and e-permits. Overtime is being projected at \$540,000, or \$294,000, over the Approved FY 2020 Budgeted amount. Overtime expenditures from FY 2016 – Proj. 2020 is approximately \$1.8 million, or on average \$360,803 more annually than what was budgeted for the same period.



Source: First Round Responses FY 2017- Proj. FY 2020

- The Department reported that its monthly rate of attrition is 2.1% as of February 2020, and cites the key factors contributing to the current attrition level is employee resignations, regular retirement, and terminations.
- The Department is reporting 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.
  - ✚ Allowing inspectors to take home their County-assigned vehicles.
  - ✚ Seeking to establish a paid internship program for junior/senior college engineering students, with the expectation that interns will pursue employment with DPIE upon graduation.
  - ✚ Researching the possibility of partnership for internship with Vocational High Schools for entry-level inspector positions.
  - ✚ Outreach to the Hispanic Community in Langley Park which has sparked interest for employment opportunities with DPIE.
- The Department requested a classification study for the Construction Standards Inspector I through III positions in October 2018 by the Office of Human Resources Management (OHRM). In May 2019, OHRM performed a salary study for the Property and Construction Standards Inspector I/II positions recommending a new minimum starting salary as follows:

Position	Amount	Status/Effective Date
Property Standards Inspector I	\$ 42,351	N/A
Property Standards Inspector II	\$ 47,057	15-Sep-19
Construction Standards Inspector I	\$ 54,152	N/A
Construction Standards Inspector II	\$ 59,620	Pending DPIE submission to obtain external approvals
July-2019 - Proposed OHRM salary based on less impact scenario to DPIE/County's budget:		
Construction Standards Inspector III	\$ 65,523	22-Dec-19 and 19-Jan-20
Construction Standards Inspector IV	\$ 72,075	Pending Position Review Board approval

- DPIE submitted a Compensation Study request dated December 27, 2019 through the DCAO and OHRM for the Engineer class of work (grades G23/G26-G30), and to date, DPIE has not received a response.

- The following table provides the Department’s rate of attrition for the last five (5) fiscal years (as of February of each year represented):

	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020 (YTD)
# of Separations	22	22	23	22	20
# of Authorized Positions	285	287	289	289	308
Rate of Attrition	8%	8%	8%	8%	6%

Source: Responses to 1st Round Questions provided to A&I during budget reviews.

**Fringe Benefits**

- In FY 2021, Fringe Benefit expenditures are proposed at approximately \$7.3 million, representing an increase of \$320,200, or 4.6%, above the FY 2020 Approved Budget level, due to the change in the rate and compensation adjustments. See table below.

**Fringe Benefits Historical Trend**

Expenditure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Budget	FY 2021 Proposed
Fringe Benefits Expenditures	\$ 5,230,559	\$ 5,580,011	\$ 5,887,905	\$ 6,934,600	\$ 7,254,800
As a % of Compensation	30.9%	31.6%	32.4%	32.6%	32.8%
Annual % Change	-1.1%	6.7%	5.5%	17.8%	4.6%

Source: FY 2021 Proposed Budget page 539 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, and has seen a steady year over year increase since FY 2017. See chart below.



Source: FY 2021 First Round Budget Review Response Q.42, page 27

- Several factors have impacted the increase in revenue collections since FY 2015. 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 outlook for FY 2020 and FY 2021 reflects a slowdown in revenue growth, with modest revenue growth in FY 2021 due to fewer mega projects expected in these years and greater phasing of larger projects that impacts the realization of project permit fees.

**Operating Expenses – General Fund**

- FY 2021 general fund operating expenditures are proposed at approximately \$9 million, and are comprised of the following major items:
  - Operating Contracts Services \$5,584,000
  - Office Automation 2,176,100
  - Vehicle Equipment Repair/Maintenance 355,900
- The accompanying table compares the FY 2021 Proposed Budget operating expenses for the General Fund with the FY 2020 Approved Budget operating expenses. In 13 of the categories, the FY 2021 Proposed Budget increases planned spending from the FY 2020 Approved Budget level, and in one (1) category spending is proposed to decrease. Spending levels remain unchanged for two (2) categories in FY 2021 from the FY 2020 Approved Budget level. *See table below.*

General Fund Operating Objects	FY 2019 Actual	FY 2020 Budget	FY 2021 Proposed	FY 2020 - FY 2021	
				\$ Change	% Change
Office Automation	\$ 892,500	\$ 1,082,900	\$ 2,176,100	1,093,200	101.0%
Operating Contracts Services	2,160,567	5,084,300	5,584,000	499,700	9.8%
Miscellaneous	2,405	-	36,600	36,600	N/A
Training	57,409	59,700	86,900	27,200	45.6%
Equipment Lease	132,883	149,400	168,600	19,200	12.9%
Periodicals	6,217	19,000	30,000	11,000	57.9%
Telephone	143,022	167,900	176,500	8,600	5.1%
Data/Voice	4,041	-	4,500	4,500	N/A
Printing	19,106	35,200	39,200	4,000	11.4%
Gas & Oil	120,787	145,000	148,500	3,500	2.4%
Vehicle Equipment Repair/Maintenance	348,000	353,800	355,900	2,100	0.6%
Office and Operating Equipment Non-Capital	125,781	20,800	22,100	1,300	6.3%
General & Administrative Contracts	9,092	10,000	11,000	1,000	10.0%
Membership Fees	1,578	4,500	4,500	-	0.0%
Advertising	14,520	1,200	1,200	-	0.0%
Building Repair/Maintenance	1,208	-	-	-	N/A
Interagency Charges	94,699	-	-	-	N/A
Mileage Reimbursement	55	-	-	-	N/A
General Office Supplies	143,613	291,300	164,800	(126,500)	-43.4%
<b>TOTAL</b>	<b>\$ 4,277,483</b>	<b>\$ 7,425,000</b>	<b>\$ 9,010,400</b>	<b>1,585,400</b>	<b>21.4%</b>

Source: FY 2021 First Round Budget Review Response Q.16, pages 7-8

- The increase in spending in the Proposed FY 2021 Office Automation (~\$1.1 million), is as a result of the increase in costs for Office of Information Technology (OIT) charges based on a new methodology to support anticipated countywide costs for technology services.
- Expenditures that are being recovered from the Solid Waste Management and Storm Water Management Funds are listed in the *tables below* and indicates that funding for the Administrative Hearing Unit is increasing to \$271,700 in FY 2021 (100% recoverable), and is decreasing for Permitting & Licensing by approximately \$1.7 million.

Solid Waste Management Operating Objects	Operating Recovery Rates	FY 2019 Actual	FY 2020 Budget	FY 2021 Proposed	FY 2020 - FY 2021	
					\$ Change	% Change
Director's Office	18.00%	\$ (153,611)	\$ (128,160)	\$ (765,090)	(636,930)	497.0%
Enforcement	98.64%	(1,472,041)	(1,896,800)	(2,220,975)	(324,175)	17.1%
Administrative Hearing Unit	100.00%	(52,849)	-	(271,700)	(271,700)	N/A
Boards and Commissions	18.00%	(1,500)	-	(21,114)	(21,114)	N/A
<b>TOTAL</b>		<b>\$ (1,680,001)</b>	<b>\$ (2,024,960)</b>	<b>\$ (3,278,879)</b>	<b>(1,253,919)</b>	<b>61.9%</b>

Storm Water Management Fund Operating Objects	Operating Recovery Rates	FY 2019 Actual	FY 2020 Budget	FY 2021 Proposed	FY 2020 - FY 2021	
					\$ Change	% Change
Director's Office	22.00%	\$ (187,746)	\$ (156,640)	\$ (935,110)	(778,470)	497.0%
Inspection	58.01%	(226,010)	(373,400)	(611,652)	(238,252)	63.8%
Site Road	85.02%	(292,380)	(183,300)	(333,950)	(150,650)	82.2%
Building Plan	58.02%	(102,513)	(120,900)	(230,197)	(109,297)	90.4%
Boards & Commissions	22.00%	(1,834)	-	(25,806)	(25,806)	N/A
Permitting & Licensing	53.00%	(450,483)	(2,133,800)	(452,967)	1,680,833	-78.8%
<b>TOTAL</b>		<b>\$ (1,260,966)</b>	<b>\$ (2,968,040)</b>	<b>\$ (2,589,682)</b>	<b>378,358</b>	<b>-12.7%</b>

- The FY 2021 Proposed budget includes \$1.4 million for Limbic to provide Permitting and Licensing System (PLS) Services and approximately \$1.2 million for Clean Lot Services. A complete listing of the proposed FY 2021 contracts for DPIE is included in the response to *FY 2021 First Round Budget Review Q.17 – Attachment #3*. See also Appendix 2 of this report.

**Recoveries – General Fund**

- FY 2021 proposed recoveries are approximately \$24.9 million, an increase of \$1.4 million, or 5.8%, above the FY 2020 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 2020 Recoveries compared to the FY 2021 Proposed amounts are listed on *the chart below*.

Description	Service Provided	FY 2020 Estimate	FY 2021 Proposed	Change Est. FY20 Vs Prop. FY21
Solid Waste - Salaries	Property Standards Enforcement	\$ (4,800,300)	\$ (5,661,700)	\$ 861,400
Solid Waste - Operating Expenses	Property Standards Enforcement	\$ (2,291,800)	\$ (2,913,500)	\$ 621,700
Solid Waste - Fringe	Property Standards Enforcement	\$ (1,584,100)	\$ (1,763,100)	\$ 179,000
<b>Subtotal - Solid Waste Management</b>		<b>\$ (8,676,200)</b>	<b>\$ (10,338,300)</b>	<b>\$ 1,662,100</b>
Stormwater Management - Salaries	Permit Review & Inspection	\$ (7,997,400)	\$ (9,267,400)	\$ 1,270,000
Stormwater Management - Operating Expenses	Permit Review & Inspection	\$ (3,709,100)	\$ (2,301,100)	\$ (1,408,000)
Stormwater Management - Fringe	Permit Review & Inspection	\$ (2,578,000)	\$ (2,972,600)	\$ 394,600
<b>Subtotal - Stormwater Management</b>		<b>\$ (14,284,500)</b>	<b>\$ (14,541,100)</b>	<b>\$ 256,600</b>
<b>TOTAL RECOVERIES</b>		<b>\$ (22,960,700)</b>	<b>\$ (24,879,400)</b>	<b>\$ 1,918,700</b>

Source: FY 2021 First Round Budget Review Response Q.20, page 10



## **Highlights**

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

- Some of DPIE's major achievements in FY 2020, to date, include the following:
  - ✚ Regional Medical Hospital Center (Largo)
  - ✚ Urban Atlantic/New Carrollton Project (garage/office space and residential units)
  - ✚ Immigration and Customs Enforcement (ICE)
  - ✚ National Harbor Waterfront Hotel, Oxon Hill
  - ✚ Carillon (mixed land development that adjoins Largo Metro Station and Largo Regional Hospital), Largo
  - ✚ Bowie Ice Arena, Bowie
  - ✚ M-NCPPC Ice Rink, Fort Washington
  - ✚ Hampton Park, Upper Marlboro
  - ✚ St. John's Multi-family, Bowie
  - ✚ Reny Multi-family, Hyattsville
  - ✚ Prince George's County Public Schools (various)
  - ✚ Towns of Peerless, Upper Marlboro
  
- The Department's expanded goals include the following and increased the need for additional personnel and increased use of overtime:
  - ✚ Implementation of Homeowners Center.
  - ✚ Implemented Business Development Unit, staffed with two (2) Community Developers.
  - ✚ Expanded the use of the Administrative Hearing Unit to adjudicate property standards cases instead of sending cases directly to court.
  - ✚ Permitting Small Wireless Facilities.
  - ✚ Oversight of Short-Term Rental units.
  - ✚ Established a new protocol for inspecting Senior Housing Facilities on an annual basis (to protect a vulnerable population).
  - ✚ Increased monitoring of illegal construction.
  - ✚ Creation of new Quality Assessments/Quality Controls (QA/QC) Unit.

Please see the *FY 2021 First Round Budget Review Q.21b-e, pages 12-13* for a complete listing of the Department's major achievements.

- The Department is reporting the following issues in FY 2020 have impeded planned progress, and could further inhibit FY 2021 planned program performance and operations:
  - ✚ Proposed Fair Housing Bill (CB-2019-56) which would require 100% interior inspection of all rental housing units in the County in the next two (2) years. This would put a tremendous burden on the already strained resources of the Multi-Family Housing Unit in the Enforcement Division.
  - ✚ Inability to fill staff vacancies in a timely manner.
  - ✚ Losing staff to other jurisdictions and/or companies with more competitive salaries.
  - ✚ Lack of staff with data management and virtual Customer Service skill sets to train DPIE staff utilizing acquired technology systems.

Please see the *FY 2021 First Round Budget Review Q.21h, page 14* for possible options to address some of the obstacles the Department faces.

- The Department is reporting the following areas where program goals and objectives have fallen short of expectations in FY 2020 YTD:
  - ✚ Ability to meet next day demand inspections.
  - ✚ Ability to go 100% mobile on daily inspections.
  - ✚ Ability to keep digital records.
  - ✚ Ability to retain and attract highly qualified candidates.
  - ✚ Not having the CSR mobile app which has inhibited the ability of Enforcement Inspectors to process violation notices in the field.
  
- The Department is reporting that it's most important program goals and objectives for FY 2021 are to:
  - ✚ Continuing the litter/trash/blight eradication.
  - ✚ Continuing the education and outreach efforts in the community which has directly attributed the reduction in violation notices, citations and fines.
  - ✚ Developing new permitting and licensing system.
  - ✚ Filling vacant position s in a timely manner.
  - ✚ Adopting 2018 International Building Code with County Subtitles.
  - ✚ Mandating all Building Permit Applications for Commercial Projects thru the ePlan (ProjectFlow) System.
  - ✚ Digitizing of records.
  - ✚ Issuing small cell wireless facility permits, timely.
  - ✚ Implementing new procedures for collecting and tracking developer contribution s for offsite roads.
  - ✚ Hiring and retaining qualified staff and develop inspection staff knowledge.
  - ✚ Executing the inspection component of the unpermitted construction legislation.
  - ✚ Executing third-party inspection component of the Small Cell Wireless Facilities legislation.
  - ✚ Completing the update of the Commercial Third-Party Inspection Program Manual.
  - ✚ Expanding use of the Administrative Hearing Process for property standards and building code violations.
  
- The Department is reporting that some of its current and planned partnerships include those with:
  - ✚ The Police Department, Department of Public Works, Department of the Environment and Maryland National Capital Park and Planning Commission (M-NCPPC) to form an Environmental Crimes Team to address an initiative focused on anti-dumping, litter-control, and community cleanliness, which are all aligned with the County Executive's "Beautification" Initiative.
  - ✚ Other County departments through the Joint Agencies Group (JAG) - Police and Fire Departments, Liquor Board, State 's Attorney's Office and Human Relations Commission to address the human trafficking throughout the County for community issues that requires multi-agency solutions.
  - ✚ Other County agencies, M-NCPPC, and the Maryland Transit Administration (MTA)/Purple Line Transit Partners - Provided design review and permitting services on the Purple Line Project.
  - ✚ Collaborated with M-NCPPC (MOU is now place) for \$150,000 in funding from M-NCPPC for the floodplain scanning/GIS project. The contractor has been hired to perform this work, which is now approximately 15% complete.
  
- DPIE reports that overall, 97.5% of cases received by CountyClick (3-1-1 Call Center) were closed on time in FY 2019, based on individual service level agreements (SLAs); and the majority of calls received involved

Residential Property Concerns (6,701) with a 99.9% on-time closure rate, and Vacant Property Concerns (1,746), with a 100% on-time closure rate. The *chart below* shows cases with less than 90% on-time closure rates in FY 2019, and indicates that Permit-related Requests continue to have the lowest rate at 43.7%.

Number of Cases Received	Case Type Description	Number of Cases Closed	Number of Cases Closed on Time	% of Closed Cases Closed on Time
43	Damage Caused by Utility Companies	36	32	88.90%
212	Construction Issues	197	168	85.30%
149	Sump Pump Discharge onto Roadway & Sidewalk	146	122	83.60%
29	Damaged Structure	27	23	85.20%
160	Rental License Inspection (Single Family)	59	45	76.30%
92	Permit-related Requests	71	31	43.70%

Source: Customer Service Reporting (CSR) System

- On-time closure rates less than 75% occurred for cases involving permit related requests, which typically resulted from delays in receiving information requested from permit applicants. 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 2019.
- DPIE is reporting that the voluntary web-based Customer Satisfaction Survey shows that service ratings of 2.4 (FY 2018), 2.3 (FY 2019), and 2.3 (FY 2020 YTD), on a scale of 4, which equates to a C+. 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
2.6	Staff Professionalism
2.6	Courtesy
2.5	Staff Accuracy
2.5	Staff Knowledge/Competency
2.3	Ease of Using ePlan/ProjectDox
2.3	Staff Consistency
2.3	Time Waiting to be Served
2.2	Time to Complete Service
2.2	Ease of Obtaining Assistance by Website
2.1	Ease of Obtaining Assistance by Phone
2.3	OVERALL

- DPIE has provided details on specifics related to the implementation of legislation affecting the Department as follows:
  - **Short Term Rental (STR) Licensing** – CB-011-2018 - An Act Concerning Short Term Rentals – Provide application intake, code enforcement compliance and maintain statistical information for short term rentals.
    - ✦ The STR unit has been staff ed with 4 Inspectors and one Administrative Aide. They are currently reviewing and licensing/denying all STR applications that are submitted to the Department.
    - ✦ The Inspectors are visually inspecting some of the properties to alleviate any concerns they may have prior to the issuance of a license, if the submitted documentation is not sufficient.
    - ✦ The Inspectors investigate complaints of unlicensed STR's and issue violation notices and, if necessary, citations.
  - **Environmental Crimes** – CB-054-2018 – Provide assistance with the Environment Crimes Unit Team addressing major incidents of illegal dumping in Prince George’s County.
    - ✦ The Enforcement Division utilizes DPIE's operating budget to employ private contractors to clean and secure vacant properties and the Department of Public Works and Transportation (DPW&T) to clean the occupied properties via Court Order.
    - ✦ Illegal dumping on vacant properties has significantly increased.
    - ✦ The operating budget has been overtaxed by a sudden influx of illegal tire dumping in the County.
  - **Rental License Registration** – House Bill 1054. Create and maintain a Registration Database for mandatory landlord registration.
    - ✦ The Enforcement Division is responsible for licensing and inspecting all single-family rental homes in the County.
    - ✦ This responsibility requires onsite inspections of the unit's interior and exterior areas.
    - ✦ The pending fair housing legislation would require 100% of the multifamily units be inspected within the next two (2) years (currently 10% or roughly 20,000 are inspected).
    - ✦ The current multifamily unit has five (5) Inspectors.
    - ✦ This mandate would require the complement of Inspectors to be increased significantly.
  - **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 in a timely manner and provide them with technical assistance.
    - ✦ DPIE is currently hiring three (3) new positions to handle this new permit type.
    - ✦ During FY 2021, the volume of permits will be better understood, and additional staff could be required.
    - ✦ Small Wireless Facilities Third Party Inspections
  - **Small Wireless Facilities Third Party Inspections** - CB-059-2019 - An Act Concerning Small Wireless Facilities (for the purpose of defining a Small Wireless Facility and modifying the definition of a Public Utility to include a Small Wireless Facility within the Zoning Ordinance)
    - ✦ The Inspections Division is responsible for the inspection of utility work within the County right-of-way.
    - ✦ This responsibility will now include implementing and managing the small wireless

- facilities third-party inspections program.
  - ✚ This requires the Division to train the third-party inspectors, monitor their work and track the progression of the work related to the installation of small wireless facilities in the right-of-way.
  - ✚ This will require meetings, review and filing of inspection reports, final inspections, closeout and acceptance of work.
  - ✚ The Division currently has two (2) utility inspectors in the Construction and Code Compliance Unit. This mandate would require additional inspectors to meet the demand, goals and objectives.
- **Unpermitted Construction** - CB-047-2019 - An Act Concerning Building Code
    - ✚ The Inspections Division is responsible for investigating complaints related to unpermitted construction.
    - ✚ The Division currently has three (3) inspectors in the Construction and Code Compliance Unit responsible for these duties.
    - ✚ With the possible increase in court hearings, the Division will need additional staff, and an Administrative Paralegal to manage and execute the program effectively.
  - **Established Utility and Maintenance Third-Party Inspection Program** - CB-017-2018 - An Act Concerning Utilities
    - ✚ The Inspections Division is responsible for the inspection of utility work within the County right-of-way. This responsibility will now include implementing and managing the utility and maintenance third-party inspections program.
    - ✚ This requires the Division to train the third-party inspectors, monitor their work and track the progression of the work related to the installation of utilities in the right-of-way.
    - ✚ This will require meetings, review and filing of inspection reports, final inspection, closeout and acceptance of work.
    - ✚ The Division currently has two (2) utility inspectors in the Construction and Code Compliance Unit.
    - ✚ This mandate would require additional inspectors to meet the demand, goals and objectives.
    - ✚ Green Building Code Implementation
  - **Green Building Code Implementation** – CB-013-2018 - An Act Concerning the Zoning Ordinance
    - ✚ 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
    - ✚ In FY 2019, DPIE received funding in the amount of \$25,000 for the purchase of noise meters and related staff training. In FY 2019, Staiano Engineering, Inc. placed these meters in the field and monitored each meter for industrial noise complaints at a cost of \$16,200.
    - ✚ In FY 2020, \$150,000 was funded for the purchase of noise meters and additional staff training. The Enforcement Division contracted with Rutgers University and The Noise Consultancy, LLC for industrial noise complaints. Rutgers University will conduct training for \$7,442 on the three (3) noise meter devices that were purchased in FY 2019 from NTI Audio, Inc. for \$20,281.
    - ✚ The Noise Consultancy, LLC calibrated the noise meters for \$4,327. Total costs related to the noise meters and training are \$48,250.

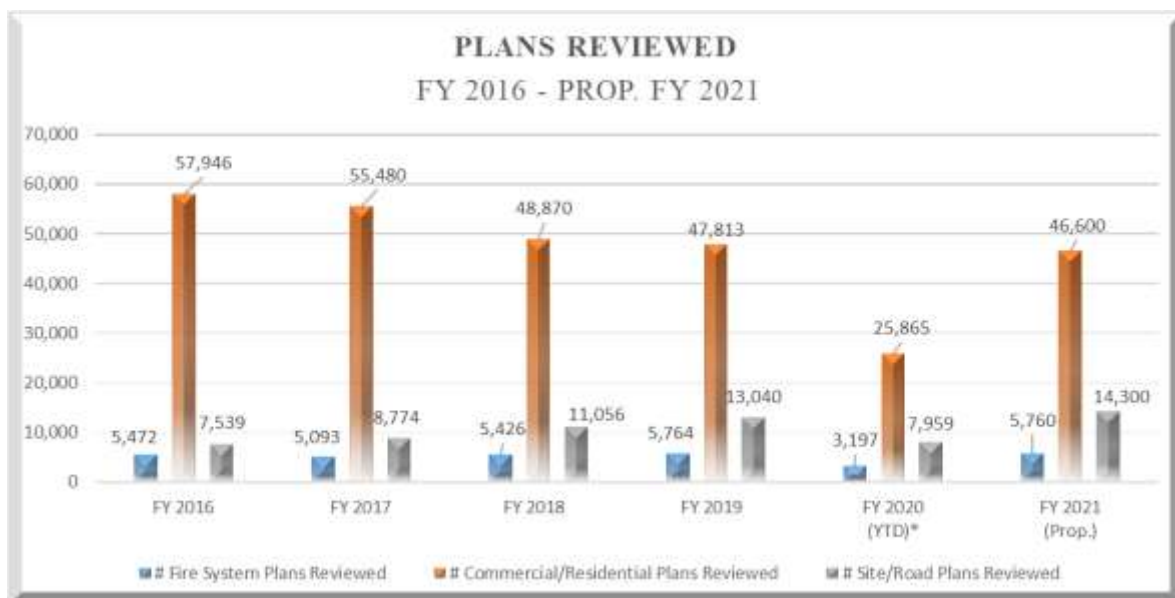
- The following legislative items are being considered that may impact the Department’s programs and operations:
  - ✚ Small Wireless Facilities - (CB-058-2019) - authorizing and regulating the installation and implementation of certain small wireless telecommunication s facilities in the County. The fiscal impact of the small wireless legislation is:
    - ✓ All permits are governed by the shot clock mandated by the Federal Communications Commission (FCC) which is different for each permit type.
    - ✓ The legislation may require, due to the anticipated number of installations of small wireless facilities, funding for overtime and/or additional staff for processing of permits.
    - ✓ The County has established four (4) new positions, which DPIE had filled, to handle the anticipated high-volume of applications for small wireless facilities.
    - ✓ DPIE will evaluate adequacy of staffing resources once the volume of work is determined.

**Workload and Program Management**

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

- The table below and chart below addresses the Permitting & Licensing, Site/Road and Building Plan Review Divisions. Staffing in FY 2021 is estimated to increase to 94 from 84 since FY 2016.
- Permit Fees collected in FY 2021 are proposed to be \$36.0 million, as compared to \$35.1 million collected in FY 2019. \$19.1 million has been collected in FY 2020 YTD.

PERMITS & PLANS REVIEWED						
Description	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020 (YTD)*	FY 2021 (Prop.)
# Permits Processed	58,312	56,542	52,892	50,119	28,499	51,300
# Permits Issued	57,415	50,941	46,645	45,545	26,089	47,000
Permit Fees Collected	\$33.6 million	\$31.2 million	\$33.1 million	35.1 million	19.1 million	36.0 million
# of Staff	84	84	86	86	88	94



Source: FY 2021 First Round Budget Review Response Q.39

- The *table below* shows that the average timeframes for reviews have remained stable since FY 2018 for the following areas:

- ✚ Bond Reviews and Processing times at 2-3 days
- ✚ 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

**PERMITTING & PLAN REVIEW TIMEFRAMES**

Description	FY 2018	FY 2019	FY 2020 (YTD)*
Bond Reviews and Processing	2-3 Days	2-3 Days	2-3 Days
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
Electrical Contractor Permits	1-2 Hours	1-2 Hours	1-2 Hours
Building Plan Reviews	2-4 Weeks ++	2-4 Weeks ++	1-6 Weeks ++
Site/Road Plan Reviews (including Special Utility Permits)	6 Weeks +	5.5 Weeks +	4.6 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			

- The table above also shows the following as it relates to average timeframes for reviews:
  - ✚ Building Plan Reviews have gone from from 2-4 weeks (FY 2018 and FY 2019) to 1-6 weeks (FY 2020 YTD). Projects that are Peer and Third-Party reviewed are on a 1 week cycle, and those that are non-Peer/Third-Party reviewed are on 4-6 weeks per cycle.
  - ✚ Site/Road Plan Reviews (which includes Special Utility Permits) processing times for Department time only have decreased steadily from 6 weeks (FY 2018), to 5.5 weeks (FY 2019), and to is currently at 4.6 weeks in FY 2020 (YTD).

***Inspections***

The Inspections Division provides regulation of construction, development and grading activity in the County. This Division completes inspections of horizontal (site grading, storm water management, road/bridge and utility) and vertical (structural, electrical, mechanical, fire-life safety, energy, and accessibility) elements of new development or improvement projects. The Division is also responsible for fire code enforcement associated with a permit for building or occupancy in accordance with NFPA 101, including existing buildings that would need to revise the Use and Occupancy (U&O) permit.

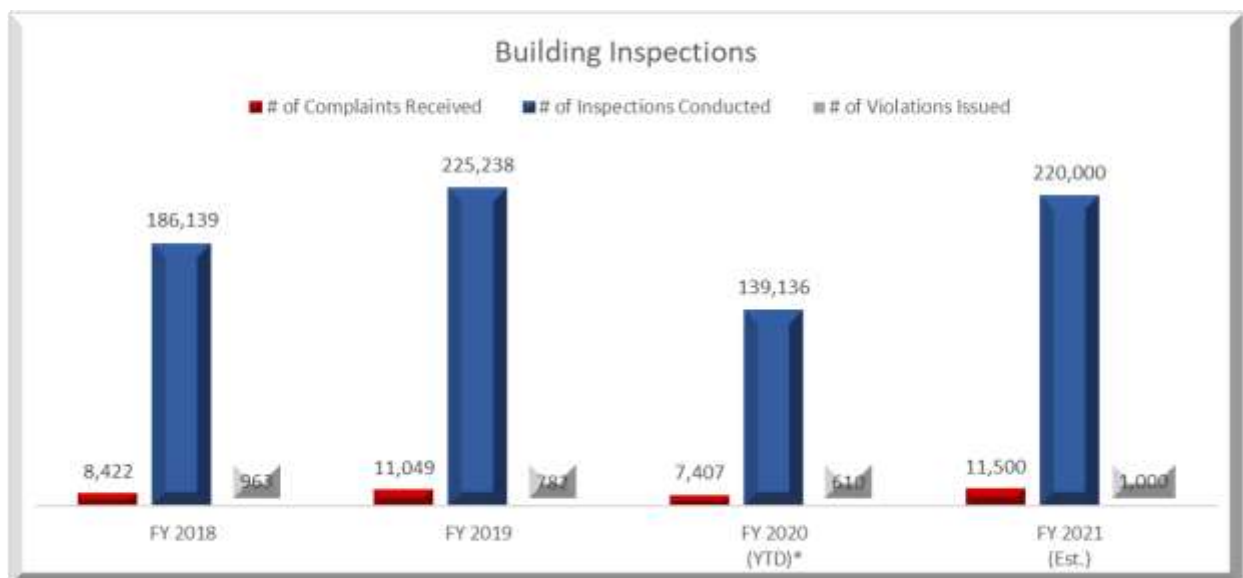
The following sections comprise this Division: Site/Road Inspection, Residential Building Inspection and Commercial Construction and Life Safety Section. Note: FY 2020 YTD data depicted is only partial year, through January 2020.

- Staffing for Building Inspections was at 52 (FY 2018), 51 (FY 2019), 50 (FY 2020 YTD), and is proposed at 60 (FY 2021). Fines issued in FY 2018 were \$391,133, and is estimated to increase to \$400,000 in FY 2021. *See table on the following page.*

**BUILDING INSPECTIONS**

Description	FY 2018	FY 2019	FY 2020 (YTD)*	FY 2021 (Est.)
\$ of Fines Issued	\$ 391,133	\$ 947,554	\$ 218,373	\$ 400,000
\$ Fines Collected	\$ 239,090	\$ 640,428	\$ 107,190	\$ 260,000
\$ Fines Outstanding	\$ 152,043	\$ 307,126	\$ 111,183	\$ 140,000
# of Staff	52	51	50	60

- The Collection rates for building inspections function are 61% (FY 2018), 68% (FY 2019), and 65% (estimated FY 2020). The Inspections Division is currently achieving a 49% collection rate. Violations are monitored on a regular basis and prevents further project work until fines are cleared. Fines are also recorded among the permit records and must be resolved prior to any permits being issued.
- The Department conducted 186,139 building inspections in FY 2018, which increased to 225,238 in FY 2019, and is proposed to decreased to 220,000 in FY 2021. Violations issued have decreased from 963 in FY 2018, to 782 in FY 2019, and proposed at 1,000 in FY 2021. *See chart below.*



Source: \*Through January 2020

**Enforcement**

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

- The Enforcement Division implemented a policy in conjunction with the administrative hearing process. While conducting neighborhood surveys throughout the communities, DPIE uses a “door hanger”, which lists the most common property standards violations. If a violation is circled on the door hanger, a reinspection date is provided to the resident and the resident is notified of the possible \$300 fine. Issuing the door hangers prior to conducting the neighborhood canvases, has significantly reduced the number of violation notices, citations issued and complaints from citizens.



- The *table below* addresses the Enforcement Division’s fines and shows that staffing levels have decreased since FY 2018 from 63, to 52 in FY 2019, and is proposed at 58 in FY 2021.

ENFORCEMENT DIVISION				
Description	FY 2018	FY 2019	FY 2020 (*YTD)	FY 2021 (Est.)
\$ of Fines Issued	\$ 312,650	\$ 306,300	\$ 242,550	\$ 400,000
\$ Fines Collected	96,995	69,645	66,700	120,000
\$ Fines Outstanding	215,655	236,655	175,850	280,000
# of Staff	63	52	56	58

\*Through January 2020

- The collection rate for the Property Standards function has decreased from 31% in FY 2018, to 23% in FY 2019. The FY 2020 (estimated) collection rate is 28%. The Department performs this function through Voluntary Compliance and Court Enforcement. Payments are collected by the Courts or received in the Enforcement office. No online payment services are currently in place. There is no active collection process in place to handle non-payments. Citations with unpaid balances are forwarded to the Office of Finance and liens are placed against the property.
- The number of inspections conducted in FY 2018 was 67,547, which decreased to 56,999 in FY 2019, and is proposed to decrease further to 44,300 in FY 2021. The number of violations issued in FY 2018 was 9,153, which decreased to 5,665 in FY 2019, and is proposed to increase in FY 2021 to 6,100. See *chart below*.



Source: FY 2021 First Round Budget Review Response Q.36 \* Through January 2020

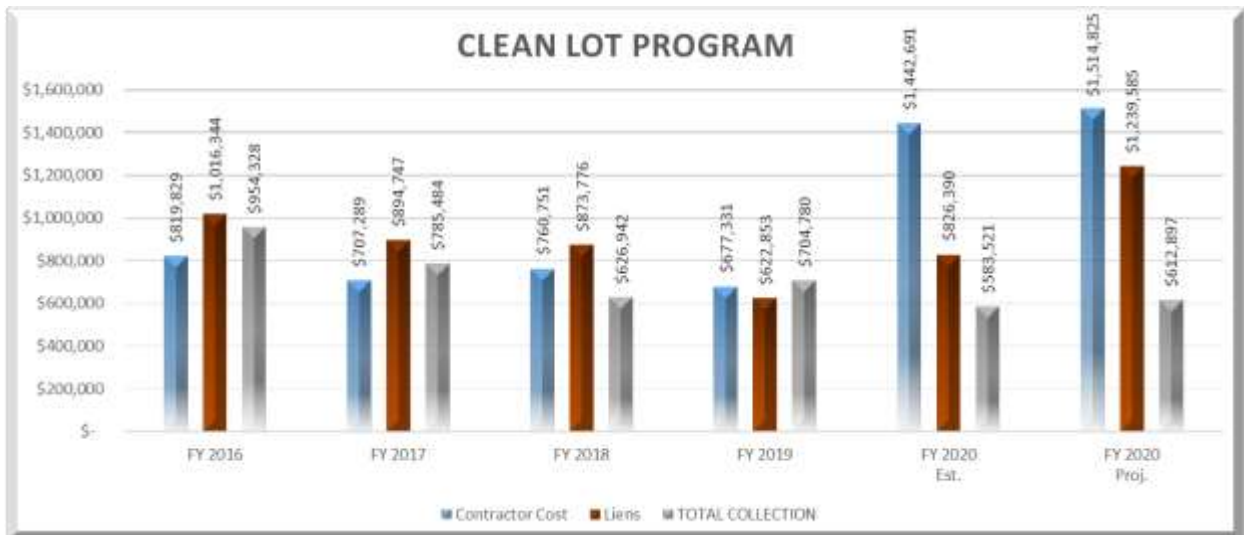
***Blight Eradication, Litter and Beautification***

- **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.
  - ✚ DPIE is responsible for administering the Blight Eradication Program.

- ✦ The Department is reporting that the project will be deleted in FY 2020 and all remaining funds will be moved to the Organics Composting Facility project at the Department of the Environment (DOE).
- ✦ The majority of the spending to-date has been used for Kentland – Palmer Park, followed by Suitland – Coral Hills and Hillcrest Heights – Marlow Heights. Activities include: home restoration, façade improvements, and redevelopment of vacant lots. *See table below* for FY 2019 (\$202,151) and FY 2020 (\$150,326) funds spent:

FY 2019	
Description	Amount
Coral Hills Façade - April 2019	\$ 1,500
Coral Hills Façade - April 2019	\$ 5,764
Coral Hills Façade-CDBG/TNI-RDA Reim Req-Jan 2019 April 2019	\$ 13,575
TNI Kentland Façade Improvement Program Draw #2	\$ 138,600
Coral Hills Façade-CDBG/TNI-RDA Reim Req-Jan 2019 April 2019	\$ 42,712
FY 2020	
Description	Amount
Signage	\$ 150,326

- The Department is reporting that it is estimating that it will be monitoring 2,246 vacant properties and 42 owner occupied properties in FY 2020 as part of the Clean Lot Program which is projected to rise to 2,500 vacant properties and 50 owner occupied properties in FY 2021. Projected costs for FY 2021 are approximately \$1.5 million, with liens of approximately \$1.2 million and collections of \$612,897. *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 following data is from August 2018 – FY 2020 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*

\*All cases are ready for referral. Awaiting acceptance of the cases to the Office of Law.  
† Initial hearings held may also be defaulted if the Respondent did not appear.

### ***Nuisance Abatement Board***

- A summary of the activities associated with the Nuisance Abatement Board are as follows:
  - ✦ Received 39 hearing requests and held 34 hearings
  - ✦ Locations and count of cases: District 1 (6); District 2 (6); District 3 (8); District 4 (7); District 5 (4); District 7 (2); District 8 (3); District 9 (3)
  - ✦ Assessed \$6,000 in fines and collected \$600 since FY 2019
  - ✦ One (1) case was appealed to the Circuit Court, but the decision was upheld

### ***Food Truck Vending Program***

- Several changes were made to the Food Truck Vending Program in the past year and include:
  - ✦ Reduction in the Food Truck licensing fees from between \$500 - \$3,500 to \$0
  - ✦ Reduction in Fire Inspection fees from \$75/hour to a flat rate of \$35 for applicable facilities
  - ✦ Incorporated municipalities in the County to have the right to allow the operation of food trucks within their respective jurisdictions
  - ✦ Creation of a Food Truck Hub in downtown Upper Marlboro
  - ✦ Allow for the implementation of a Food Truck Healthy Options Certification Program by the Health Department
  - ✦ Reduction in the fees for Mobile Food Service Units from \$640 to \$300 and eliminated technology charges
  - ✦ Allow for the operation of food trucks at all M-NCPPC facilities with a Memorandum of Understanding (MOU) between DPIE and the Commission
  - ✦ Some food truck owners have expressed that they want the ability to move around the County and not just be stationed at food truck hubs.

**Equipment and Information Technology (IT)**

- As of February 2020, the Department reports that 87 vehicles out of 156, or 55.77% of its fleet, have met the replacement criteria of exceeding 100,000 miles and/or 10 years in service. The Department projects that in FY 2021, this number will remain unchanged.
- In FY 2020 to date, the Department had five (5) vehicles deadlined. As of the date of the writing of this report, potential funding to purchase vehicles for DPIE will be allocated as part of the FY 2021 Non-Departmental budget related to the Certificate of Participation (COP) program. The final list of vehicles will be determined in conjunction with the Office of Central Services (OCS) – Fleet Management Division, during the summer.
- The Department is proposing approximately \$3.6 million in FY 2021 to fund Information Technology (IT) initiatives. *See table below.*
  - ✦ Approximately \$3.7 million has been expended to date on DPIE IT initiatives since FY 2017 of the estimated total cost of approximately \$10 million.
  - ✦ Last year we reported that the PLS system was progressing prior to February 5, 2019, and the project is on hold pending Motorola’s provision to provide a realistic Project Schedule, Project Plan and Milestone Payment documents, as such, the PLS system will not be completed by May 2019 original schedule. The Department is now reporting that the project restarted in late December 2019. The original 10-year costs estimated to be approximately \$14.446 million, have decreased by \$4.2 million, for a new 10-year cost estimate of approximately \$10.171 million. The Department is currently looking to increase proposed spending in FY 2021 and FY 2022 budget to complete the project by FY 2023.

Project Name	Summary of Project Purpose and Benefits	Year Initiated	Estimated Completion Date	Total Project Cost	Amt of funding spent to date	Proposed FY 2021 Funding Amount
PLS System Implementation (Limbic)	Implement a new Permitting, Licensing, Inspections & Enforcement System	FY17	FY20	\$2,800,000	\$1,587,840	\$1,400,000
Hosting & Proprietary Licenses for PLS (Infor )	PLS License Subscription & Maintenance*	FY19	FY23	\$ 2, 156,882	-	\$982,847
On line Apps Modernization (Limbic)	On-line data apps	FY17	FY20	\$2,295,000	\$996,800	\$800,000
Avolve	ProjectDox /ePlan migration to ProjectFlow software application to integrate with PLS. Hosting, licensing, training, and maintenance**	FY18	FY19	\$1,758,035	\$765,300	\$220,587
Motorola	Administrative Hearing Unit Adjudication System	FY18	FY22	\$ 986, 100	\$370,440	\$185,200
<b>TOTAL</b>				<b>\$9,996,017</b>	<b>\$3,720,380</b>	<b>\$3,588,634</b>

\* - Infor includes Annual Maintenance for \$397,700 and \$585, 147 for hosing, licensing and subscriptions which is reflected in FY 2021 Proposed.  
 \*\* Per ARC Approved contract. Avolve has up to 60 months to submit invoices related to this service. FY 2021 requests pertain to forthcoming invoices related to the services provided during this period.

# Appendix 1

## 3-1-1 and CountyClick Complaints

### 3-1-1 AND COUNTYCLICK COMPLAINT CASE ON-TIME CLOSURE RATES FOR DPIE FY 2019\*

Number of Cases Received	Case Type Description	Number of Cases Closed	Number of Cases Closed on Time	% of Closed Cases Closed on Time
6,701	ENF-Residential Property Concerns	1,829	1,827	99.9%
1,746	ENF-Vacant Property Concerns	1,091	1,091	100.0%
1,604	ENF-Rental Issues Apartment Unit	1,181	1,181	100.0%
1,070	ENF-Rental Issues Single Family Home	284	284	100.0%
909	ENF-Business/Commercial Exterior Concerns	565	565	100.0%
615	ENF-Business Activity in Residential Area	313	313	100.0%
580	Property Alterations w/o a Permit	550	497	90.4%
457	ENF-Business Operation Concerns	247	247	100.0%
344	ENF-Apartment Complex Common Area Issues	257	257	100.0%
313	Property Maintenance Concerns - Vacant (Long Term)	26	26	100.0%
212	Construction Issues	197	168	85.3%
160	Rental License Inspection (Single Family)	59	45	76.3%
149	Sump Pump Discharge onto Roadway & Sidewalk	146	122	83.6%
92	Permit-related Requests	71	31	43.7%
43	Damage Caused by Utility Companies	36	32	88.9%
37	Snow - Complaints about Snow/Ice on Sidewalks	36	36	100.0%
29	Damaged Structure	27	23	85.2%
27	Storage Pod/Dumpster/Container without a Permit	25	23	92.0%
3	Court Ordered Inspection - Single Family	1	1	100.0%
2	License-related Requests	0	0	N/A
2	Animal - Pet Waste	0	0	N/A
2	Rental License Inspection (Multi Family)	2	2	100.0%
1	Abandoned Construction	1	1	100.0%
1	Zoning - Issue Sign Permit	1	1	100.0%
1	Zoning Periodic Inspections	0	0	N/A
1	Food Truck(s) in a Hub - Other Complaints	0	0	N/A
1	Zoning - Temporary Use & Occupancy (U&O) Certificate	0	0	N/A
1	Zoning - Issue Use & Occupancy (U&O) Certificate	0	0	N/A
	<b>DPIE TOTAL</b>	<b>6,945</b>	<b>6,773</b>	<b>97.5%</b>

Source: Proposed FY 2021 First Round Response Q.23, page 16

\*Based on data provided by OMB from the Customer Service Reporting (CSR) System

## Appendix 2

### Contracts – Proposed FY 2021

Attachment #3: Question #16					
Contracts, FY 2019, FY 2020 and FY 2021					
Vendor/Contract or Name	Summary of Contract Services	FY 2020 (\$)			\$
		FY 2019 Actual	FY 2020 Approved Budget	FY 2020 Actual/ Estimated Contract Amount	FY 2021 Proposed Contract Amount
Limbic	PLS Services	-	-	-	1,400,000
Limbic	DPIE IT support	-	-	-	800,000
Infor	PLS license subscription	-	-	-	585,147
Millenium Concepts, PLLS	Clean Lot Services & Board Ups	208,880	390,000	390,000	405,600
Rich Moe Enterprises LLC	Clean Lot Services	20,790	-	390,000	405,600
Infor	PLS Integration Server Toolkit	-	-	397,700	397,700
Delitta LLC, Commercial	Clean Lot Services	535,288	395,000	395,000	395,000
Motorola	For subscription and hosting services for the new Adjudication system	180,220	185,200	185,200	185,200
TBD	Cloud Storage	-	-	150,000	150,000
Avolve	ProjectDox Enhancements	-	-	-	125,562
Avolve	Maintenance for ProjectDox	-	-	-	95,025
Premier Staffing Solutions	Engineering Technician for plan review of special utility permits - Selam Jenna - 2,000 hrs	41,196	-	38,400	75,500
CMT Services	Temporary Services	-	-	41,288	41,288
CMT Services	Temporary Services	-	-	40,386	40,386
CMT Services	Temporary Services (Admin Aide - AHU)	16,335	-	40,386	40,386
CMT Services	Temporary Services (Admin Aide I - B&C)	5,277	-	40,386	40,386
CMT Services	Temporary Services (Paralegal - B&C)	-	-	-	38,320
Premier Staffing	Temporary Service for Engineer	8,456	-	37,375	36,975
Forensic Analysis & Engineering	Consulting Services	33,930	-	-	35,000
Premier Staffing Source, Inc.	Temporary Services (Gen'l Clerk - DO)	19,318	21,200	33,550	33,550
Premier Staffing Source	Business Management Collaboration Tool	29,750	18,400	30,000	31,200
CMT Services	Temporary Services (Admin. Aide)	3,953	-	29,718	29,700
Miles & Stockbridge, PC.	Attorney Fees (for ongoing personnel matter)	-	-	24,175	24,000
Verizon Connection	Enhance the communication between the Inspector's vehicle and the organization	-	-	24,000	24,000
Verizon Connection	Enhance the communication between the Inspector's vehicle and the organization	-	-	24,000	24,000
NTI Audio, Inc.	Noise Meter Devices, 3 to be acquired	20,281	-	-	20,300
Johnson Controls	Installation	-	-	-	19,700
Q-Nomy	Temporary Services	12,936	11,700	11,800	18,200
Selectron	IVR upgrade & maintenance costs	-	-	85,000	17,000
F&F Landscaping	Clean Lot - Forest hill Cemetery	3,750	15,000	15,000	15,600
Dunbar Armored Car Service	Armored Car Service	3,338	10,000	10,400	10,850
Compass Research Group	Research for Property titles (no Contract exists but activity falls within this a/c; Compass Research that does not have a K)	1,100	5,000	5,000	5,200
InfoTech	IT Research	-	-	3,900	5,000
OIT	Annual Maintenance	-	-	-	5,000
ID Works (TBD)	Replace Permit badge printers / ID Badge software maintenance (Yvette to confirm current costs)	-	-	17,000	5,000
The Noise Consultancy	Noise Abatement Consultancy - Meter Measurement	-	-	4,200	5,000
Johnson Controls (formerly Tyco)	Annual Maintenance	-	-	-	3,400
McTrans Moving Technology	Server upgrade	-	-	-	3,000
AbleBits.com	Maintenance for Queue Mgmt. System	-	-	-	1,297
Bentley Systems	Clean Lot Services	750	-	750	800
Metropolitan Archives	Requesting the shredding of confidential files	143	-	150	150
<b>Total</b>		<b>\$ 2,169,659</b>	<b>\$ 5,094,300</b>	<b>5,675,058</b>	<b>\$ 5,595,022</b>