



Rushern L. Baker, III
County Executive

Department of Permitting, Inspections and Enforcement (DPIE)

- First Year Progress Report -



Haitham A. Hijazi
Director

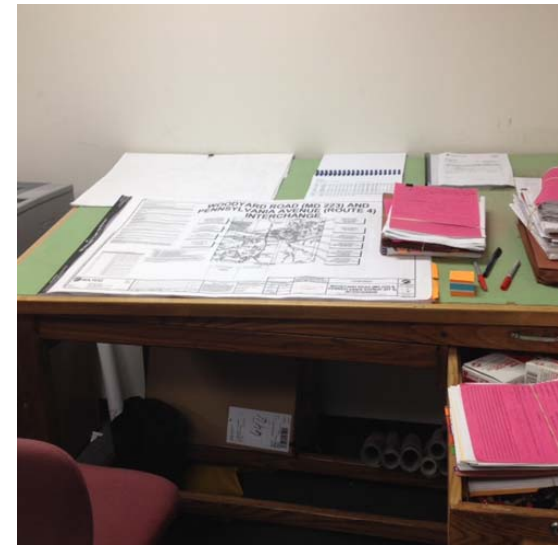


Washington Building Congress - The Regional Development Committee

June 2014

Issues Driving Establishment of DPIE

- Lengthy permit processing times
- Authority/responsibility split among nine agencies in four different geographic locations
- Functional duplication of effort
- Inconsistent plan reviews and resulting rework
- Manual and paper-based processes
- Lax enforcement of property standards
- Lengthy resolution of code violations
- Negative impacts on economic development and neighborhood revitalization



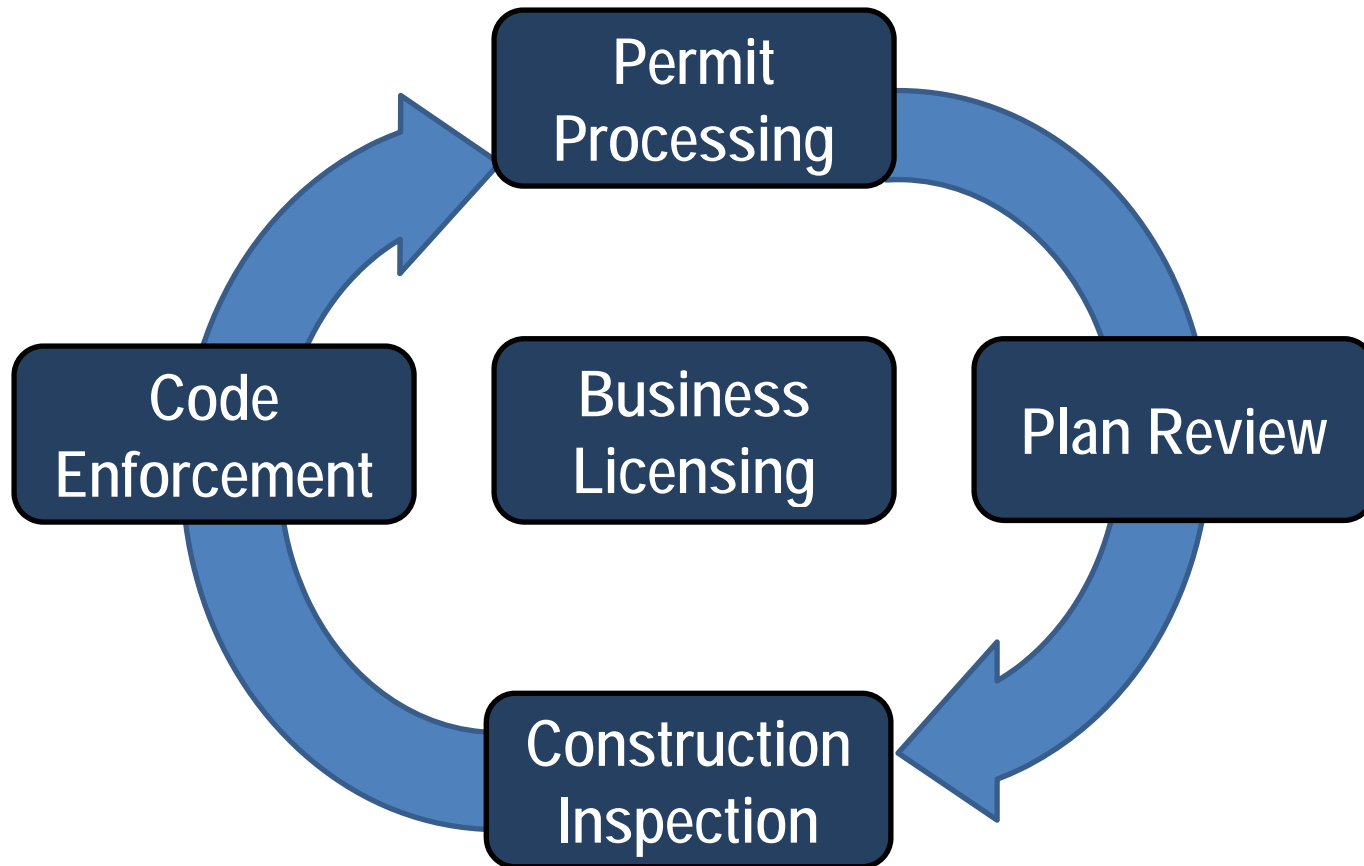
DPIE Mission

To promote economic development and redevelopment in Prince George's County and protect the health and safety of County residents, businesses and visitors through highly integrated and efficient permitting, inspection and licensing services that ensure compliance with established building codes and property standards.



... to become more Simplified, Timely and Predictable (STP)

Key Functions of DPIE



Integrate Multiple Agencies in One Location

Contributing Agencies

Department of Environmental Resources

Department of Public Works and Transportation

Health Department

Co-Located Agencies

Park and Planning Commission

Fire & EMS

Office of Law

Soil Conservation District

Washington Suburban Sanitary Commission

State Highway Administration

Major Challenges Facing DPIE

- Being up and running within 10 months or getting started
- Integrating across ten agencies
- Moving beyond prevailing cultures of component agencies
- Changing traditional ways of doing business and treating customers
- Staff shortages due to inherited vacancies
- Technology-starved groups – inspections and enforcement
- Simultaneous changes across multiple dimensions
 - Reorganization of functions and staff
 - Policies and procedures
 - Building space layout
 - Technology and systems
 - Budgets and performance criteria
- Mountains of paper and manual processes
- Building space and renovation needs
- Impacts of change on staff productivity
- Industry expectations



First Year Successes



Opened July 1, 2013

- Integrated staffs from DPW&T, DER and Health Department and co-located staffs from OOL, M-NCPPC and SHA
- Moved Permit Center, Licensing Center and Cashier's Office from the 6th floor to the renovated 1st floor for better accessibility
- Integrated Business and Health Licensing through staff and technology consolidation
- Moved Building and Site/Road Plan Review staffs to the 2nd floor

Improving Customer Service

- Installed 1st floor amenities to assist customers – Welcome Station, Internet Service Counter, line Payment Kiosks, ATM and Wi-Fi
- Expanded customer service hours:
 - Opened Permits Center, Licensing Center and Office during the lunch hour
 - Expanded service hours on the 1st floor for the Permits Center, Licensing Center and Cashier's Office to 8:00 AM – 4:00 PM
 - Planning to extend walk-thru plan review counter service from biweekly to a daily schedule – to become effective in early July 2014
- Changing existing **staff culture**
 - Focus on customer service
 - Respond to customer inquiries within 24 hours
 - Conducting Customer and Employee Satisfaction surveys
- Provided customers external access to policies, procedures, forms, checklists and permit/license fee schedule through new Website: dpie.mypgc.us



First Floor – Permit/Licensing Centers and Cashier



Customer Service Counter



Internet Service Counter

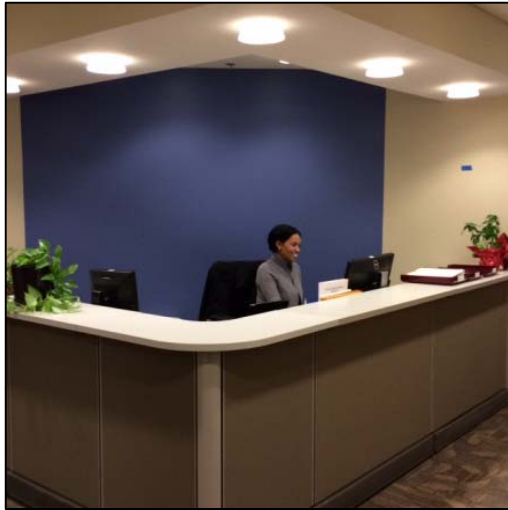


Permit Processing Station



Homeowners and Mega Projects Suite

Second Floor – Building and Site/Road Plan Review



Plan Review Reception



Plan Review File Room



Engineer's Office



Peer Review Team Room

DPIE Building Plans

- Creating one-stop facility for customers of Permitting, Licensing, Plan Review, Inspection and Enforcement functions - in fulfillment of DPIE's vision:

“To consolidate at a single location the various functions associated with the County’s regulation and approval of economic development and redevelopment projects.”

- All DPIE and selected staffs from nine other agencies will be co-located in the same building:
 - Additional co-located staffs moving to the building from SCD, Fire Marshall’s Office, Environmental Health Division, and WSSC
 - DPIE and co-located agency staffs will total 364 positions
 - Additional building space is being provided for Peer Review Program staff teams reviewing mega projects



Improving Permitting and Plan Review

- Streamlined business processes:
 - Consolidated permit case types
 - Streamlined workflows
 - Implemented plan pre-screening
 - Automated business licensing process for walk-in customers
- Promoting voluntary *Peer Review Program* to enable faster permit issuance by reducing review time by more than 50% - especially for larger commercial projects (mega projects)
- Established *Plans on File* program for expedited review of single family home models and residential sprinkler systems
- Instituted *Express Plan Review* method for expedited review of residential sprinkler systems



Reduced Timeframes for Permitting and Plan Review Processes

Licenses and Permits	Pre-DPIE	DPIE
Bond Review and Processing	3–10 weeks	2–3 days
Plan Log-In, Screening and Case Number Assignment	3 weeks	1 day
Most Business Licenses	1–2 weeks	1 day
Special Utility Permits	3 weeks	1 week
Electrical Contractor Permits	1–3 days	1–2 hours
Building Plan Review	16 weeks	4 weeks
Site/Road Plan Review	8 weeks	6 weeks

How DPIE is Reducing Process Timeframes

- Filling staff vacancies
- Consolidating all permitting and licensing functions on the first floor and all plan review functions on the second floor
- Co-locating staff from collaborating agencies (M-NCPPC, Health Department and Office of Law)
- Training and cross-training staff across related disciplines
- Streamlining workflow processes
- Implementing on-line permit applications (ePermits enhancements) and plan review technologies (ePlan)
- Use of third-party resources to perform peer plan reviews – especially for large commercial projects

Focusing on Mega Projects

- Over **\$12 billion** in economic development during next 5 years:
 - National Harbor buildout (continuing)
 - Tanger Outlets buildout (continuing)
 - Cafritz - Whole Foods Market
 - Regional Medical Center
 - Konterra Mixed Use Development
 - Westphalia Business Center
 - MGM Entertainment Complex
 - FBI Headquarters (potential)
 - Purple Line
 - Transit Oriented Developments
 - MD Department of Housing & Community Development Headquarters
 - MedStar Surgical Center
 - Capital College Student Housing
 - Southern Maryland Hospital Expansion
 - Doctors Community Hospital Expansion
 - Prince George's Public Schools Building Construction and Renovation
- Established **Mega Projects Suite** on 1st floor to facilitate larger signature projects – assign case managers and define timelines



Improving Inspection and Enforcement Services

- Consolidated building and site/road inspection staffs under one associate director to improve responsiveness & accountability
- Developed staff training and cross-training programs to:
 - Enhance customer service/responsiveness
 - Improve staff skills/qualifications through certification programs
- Expedited efforts to reduce neighborhood blight:
 - Implemented 30-day demolition notice for unsafe structures (uncontested)
 - Created Blight Profile Report to highlight candidate properties for clean up, board up or demolition



Making Technology-Driven Service Improvements

- Enhancing **ePermits System** to provide customers on-line access for:
 - Building permit application
 - Electrical permit application, payment and issuance
 - Utility permit application, payment and issuance
 - Permit tracking service available on Mobile Prince George's app
 - On-line payment by eCheck or credit card through payment kiosks
 - CB-48 After Hours Convenience Store on-line registration/reporting app



- Implemented **ePlan System**
 - Allows on-line submission of electronic architectural/engineering plans
 - Enables customers to check the progress of plan reviews online
 - Currently set up for building and utility plans to be submitted/ reviewed/issued on-line
 - Next step is to enable site/road plans

Other Technology Initiatives to Improve Productivity

- Installed **Q-Nomy System** – an automated customer queue management system for Permit Center and Licensing Center customers
- Applying **digital work flows** to process floodplain information requests, study reviews and delineation reviews
- Accepting **electronic plan data** for addressing National Pollutant Discharge Elimination System (NPDES) reporting requirements
- Processing **CADD and GIS data** from developers to promptly update road inventory and speed service delivery to new communities



Seeking Further Technology Enhancements

- **Comprehensive enterprise-wide system** - to replace the County's vulnerable legacy ePermits system and integrate permit processing, plan review, inspection, enforcement and licensing functions
- **Field-based inspection and code enforcement system** - to provide remote processing, communication and printing capabilities
- **Document management system and scanning capabilities** - to convert large volumes of paper-based files and plans to digital format



Additional Priorities for FY15

- Work with M-NCPPC to streamline the Entitlement/Development (planning/zoning) approval processes
- Work with M-NCPPC to revise the Sign and Use & Occupancy permitting processes
- Gain legislative authority to conduct administrative hearings vs. court hearings to adjudicate disputes involving property standards violations and fines
- Update permit and licensing fees to reflect costs of services and to enable DPIE to gain Enterprise Budget status - based on planned comparative fee study to be conducted in FY2015



Looking Ahead

By 2016, with the continued support of the County government and the building community, DPIE will be fully developed and implemented, standing on its own and providing outstanding services as a “best in class” agency.

