



THE PRINCE GEORGE'S COUNTY GOVERNMENT

Office of Audits and Investigations

April 23, 2018

MEMORANDUM

TO: Todd M. Turner, Chair
Transportation, Housing and the Environment Committee (THE)

THRU: David H. Van Dyke, County Auditor *DHV*

FROM: Sylvia King, Audit Manager *SK*

RE: Department of Permitting, Inspections and Enforcement (DPIE)
Fiscal Year 2019 Budget Review

Budget Overview

The FY 2019 Proposed Budget for the Department of Permitting, Inspections and Enforcement ("DPIE" or the "Department") is approximately \$10.4 million, representing a decrease of \$732,700, or 6.6%, under the FY 2018 Approved Budget. The decrease is primarily due to decreases in operating costs from the spending needed to implement the permitting and licensing system, which are being off-set primarily by increases in compensation related to mandated salary requirements.

The Department's funding is derived solely from the County's General Fund, and partially recoverable from the Stormwater Management and Solid Waste Management Enterprise Funds.

Budget Comparison – General Fund

Approved Fiscal Year 2018 to Proposed Fiscal Year 2019

Category	FY 2017 Actual	FY 2018 Approved	FY 2018 Estimated	% Change - Est vs App	FY 2019 Proposed	Change Amount	Percentage Change
Compensation	\$ 16,930,244	\$ 18,522,800	\$ 17,741,900	-4.2%	\$ 19,525,100	\$ 1,002,300	5.4%
Fringe Benefits	5,230,559	6,131,000	5,479,000	-10.6%	6,508,400	377,400	6.2%
Operating Expenses	4,814,132	8,499,400	7,661,300	-9.9%	7,149,100	(1,350,300)	-15.9%
Sub-Total	\$ 26,974,935	\$ 33,153,200	\$ 30,882,200	-6.9%	\$ 33,182,600	\$ 29,400	0.1%
Recoveries	(18,456,235)	(22,022,200)	(20,319,900)	-7.7%	(22,784,300)	(762,100)	3.5%
Total	\$ 8,518,700	\$ 11,131,000	\$ 10,562,300	-5.1%	\$ 10,398,300	\$ (732,700)	-6.6%

Authorized Staffing Count - General Fund

	FY 2018 Approved	FY 2019 Proposed	Change Amount	Percentage Change
Full-Time	287	289	2	0.7%
Part-Time	0	0	0	0.0%
Total	287	289	2	0.7%

Staffing and Compensation

- For FY 2019, General Fund compensation expenditures are budgeted at approximately \$19.5 million, and represent an increase of approximately \$1.0 million, or 5.4%, above the FY 2018 Approved Budget, primarily due to the transfer of two (2) plan review positions from the Department of the Environment (DOE), and anticipated cost-of-living adjustments (COLA) and merit increases.
- FY 2019 proposed compensation is based upon staffing levels of 289 full-time, and two (2) temporary/seasonal employees. As of March 2018, there are 32 General Fund vacant positions, all of which are fully funded, and at various stages in the recruitment/hiring process. A current listing of the vacant FY 2019 general funded positions is shown in DPIE's response to *FY 2019 First Round Budget Review Q.9*.
- DPIE is reporting an average monthly attrition rate of 2.875 as of March 2018, with the majority of individuals leaving as a result of resignations (65%), and regular retirement (30%). The Department is reporting that the high number of vacancies, and high turnover drives the overtime expenditures in FY 2018 (projected at \$683,300). The factors leading to high turnover stems from lower annual salaries in comparison to the County's neighboring jurisdictions, which specifically pertains to the Construction and Property Standards Inspectors and Engineering positions.
- In FY 2019 overtime is proposed at \$246,000, and is projected to be 100% recoverable from the Solid Waste Management (\$128,412), and Stormwater Management (\$117,588) Enterprise Funds.
- DPIE is reporting that the constant turnover and inability to fill vacant positions, have led to an increased workload on existing staff, as well as created backlogs in work assignments. This impact has resulted in the utilization of overtime and/or compensatory time to accomplish program goals and objectives.

Fringe Benefits

- In FY 2019, Fringe Benefit expenditures are proposed at approximately \$6.5 million, representing an increase of \$377,400, or 6.2%, above the FY 2018 Approved Budget level, due to compensation adjustments. *See table on the following page.*

Fringe Benefits Historical Trend

Expenditure	FY 2016 Actual	FY 2017 Actual	FY 2018 Approved	FY 2018 Estimated	FY 2019 Proposed
Fringe Benefits Expenditures	\$ 5,289,338	\$ 5,230,559	\$ 6,131,000	\$ 5,479,000	\$ 6,508,400
As a % of Compensation	32.0%	30.9%	33.1%	30.9%	33.3%
Annual % Change	0.8%	-1.1%	17.2%	-10.6%	18.8%

Source: FY 2019 Proposed Budget page 461 and Prior Year's Approved Budgets

Operating Expenses

- FY 2019 operating expenditures are proposed at approximately \$7.1 million, and are comprised of the following major items:
 - Operating Contracts \$5,029,600
 - Office Automation 892,500
 - Vehicle Equipment Repair/Maintenance 345,200
- Overall, operating costs are decreasing by approximately \$1.4 million, or 15.9%, under the FY 2018 Approved Budget level, primarily decreases in operating contracts related to costs of the Motorola Permitting and Licensing System (PLS), Limbic, and SaaS systems. A current listing of the proposed FY 2019 contracts for DPIE's response to *FY 2019 First Round Budget Review Q.15 – Attachment 1*.
- The Department is reporting that two (2) of the FY 2019 proposed contracts are multi-year: Motorola (\$926,000) for subscription services for the new Adjudication System, and Avolve (~\$1.1 million) for subscription and maintenance services for ProjectFlow (First Round Responses Q.16, p.9). Proposed FY 2019 Motorola and Avolve contract amounts are listed in the *contracts excerpt below*:

Contracts Excerpt

Contracts, FY 2018 and FY 2019

Vendor/Contractor Name	Summary of Contract Services	FY 2018 Approved Budget			FY 2019 Proposed Contract Amount
		FY 2018 Approved Budget	FY 2018 Actual/Estimated Contract Amount	Current Contract Term (month/year-month/year)	
Avolve	ProjectFlow Software	\$ -	\$ -	7/2017 - 6/2018	\$ 25,400
Avolve	ProjectFlow Hosting	\$ -	\$ -	7/2017 - 6/2018	\$ 240,000
Avolve	Maint for ProjectDox	\$ -	\$ -	7/2017 - 6/2018	\$ 49,600
					\$ 315,000
Motorola	New Permitting and Licensing System (PLS)	\$2,903,700	\$ 2,903,700	2/2018 - 6/2019	\$1,847,800
Motorola	Subscription & Hosting Services for new Adjudication Syst.	\$ -	\$ -	7/2017 - 6/2018	\$ 185,200
Motorola	Hardware upgrades for the PLS, installation and cabling of required data drops in conf/training rms to improve connectivity, teleconf equip, and cabling for interactive projectors	\$ 571,400	\$ 571,400	7/2017 - 6/2018	\$ 134,400
					\$2,167,400

- The accompanying table compares the FY 2019 Proposed Budget operating expenses with the FY 2018 Approved Budget operating expenses. In five (5) of the categories, the FY 2019 Proposed Budget increases planned spending from the FY 2018 Approved Budget level, and in five (5) categories spending is proposed to decrease. Spending levels remain unchanged for four (4) categories in FY 2019 from the FY 2018 Approved Budget level. *See table on the following page.*

Operating Objects	FY 2018 Budget	FY 2019 Proposed	FY 2017 - FY 2018	
			\$ Change	% Change
Equipment Lease	120,100	149,400	29,300	24.4%
Periodicals	5,100	33,600	28,500	558.8%
Telephone	146,800	150,000	3,200	2.2%
General Office Supplies	114,400	116,300	1,900	1.7%
Advertising	400	1,000	600	150.0%
Printing	44,300	44,300	-	0.0%
Training	59,700	59,700	-	0.0%
Membership Fees	2,800	2,800	-	0.0%
Gas & Oil	150,000	150,000	-	0.0%
General & Administrative Contracts	40,900	27,800	(13,100)	-32.0%
Vehicle Equipment Repair/Maintenance	425,200	345,200	(80,000)	-18.8%
Office Automation	1,026,700	892,500	(134,200)	-13.1%
Office and Operating Equipment Non-Capital	571,400	146,900	(424,500)	-74.3%
Operating Contracts	5,791,600	5,029,600	(762,000)	-13.2%
TOTAL	\$ 8,499,400	\$ 7,149,100	\$ (1,350,300)	-15.9%

Source: FY 2019 First Round Budget Review Response Q.14, page 8

- The reduction in spending in FY 2019 Office and Operating Equipment Non-Capital (\$424,500 decrease) is as a result of the decrease in one-time FY 2018 hardware expense for the new Motorola Customer Service Request and Permitting and Licensing System.

Recoveries

- FY 2019 proposed recoveries are approximately \$22.8 million, an increase of \$762,100, or 3.5%, above the FY 2018 Approved Budget level, to align to actual historical recovery rates from the Stormwater Fund in Site/Road Plan Review and to fully recover the costs of setting up the Administrative Hearing Board from the Solid Waste Fund. A breakdown of Estimated FY 2018 Recoveries compared to the FY 2019 Proposed amounts are listed on the chart below.

Description	Service Provided	FY 2018 Estimate	FY 2019 Proposed	Change Est. FY18 Vs Prop. FY19
Solid Waste Salaries	Property Standards Enforcement	\$ (4,248,900)	\$ (4,764,200)	\$ 515,300
Solid Waste Operating Expenses	Property Standards Enforcement	\$ (1,945,600)	\$ (2,181,600)	\$ 236,000
Solid Waste Fringe	Property Standards Enforcement	\$ (1,344,600)	\$ (1,507,700)	\$ 163,100
Subtotal - Solid Waste Management		\$ (7,539,100)	\$ (8,453,500)	\$ 914,400
Stormwater Management Salaries	Permit Review & Inspection	\$ (7,758,900)	\$ (8,699,900)	\$ 941,000
Stormwater Management Operating	Permit Review & Inspection	\$ (2,392,200)	\$ (2,682,300)	\$ 290,100
Stormwater Management Fringe	Permit Review & Inspection	\$ (2,629,700)	\$ (2,948,600)	\$ 318,900
Subtotal - Stormwater Management		\$ (12,780,800)	\$ (14,330,800)	\$ 1,550,000
TOTAL RECOVERIES		\$ (20,319,900)	\$ (22,784,300)	\$ 2,464,400

Source: FY 2019 First Round Budget Review Response Q.18, page 10

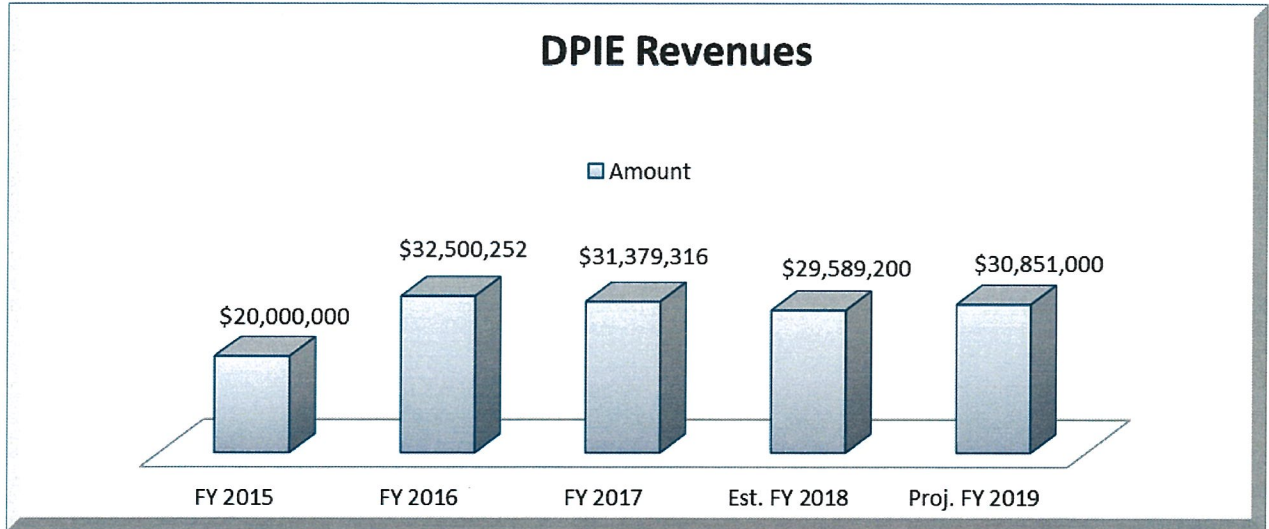
Highlights

- Some of DPIE's major achievements in FY 2018, to date, include the following:
 - Creation of the Administrative Hearing Unit to adjudicate property standards cases instead of sending cases directly to court. The new unit will adjudicate cases much faster than the current process and allow for quicker enforcement/abatement of violations.
 - Finalized the Motorola Solutions contract for the new Permitting and Licensing System (PLS), and initiated the first phase of the development which began in January 2017, with full implementation planned for May 2019.
 - Utilized Third-Party and/or Peer Plan Review teams and Third-Party inspectors to expedite numerous major projects in the County, including:
 - 🚧 Keys gas-powered electric generating plant (Brandywine).
 - 🚧 Haven Apartment Building (National Harbor).
 - 🚧 Regional Medical Hospital Center (Largo).
 - 🚧 Urban Atlantic/New Carrollton Project (garage/office space and residential units).
 - 🚧 The Hotel at the University of Maryland and Cambria Hotel (College Park).
 - 🚧 Southern Area Aquatics Center
 - 🚧 Glenarden Redevelopment
 - 🚧 Largo Town Center
 - 🚧 Immigration and Customs Enforcement (ICE)
 - 🚧 Top Golf
 - 🚧 Suitland Town Center Redevelopment
 - Implemented Food Truck Hub License and Inspection program with six (6) locations approved and licensed to operate in the County:
 - 🚧 College Park Office Hub (College Park)
 - 🚧 Discovery District Hub (Riverdale)
 - 🚧 Suitland Global Hub (Suitland)
 - 🚧 M-NCPPC/Watkins Regional Park (Largo)
 - 🚧 Capital Park Hub (Greenbelt)
 - 🚧 Town Center Market (Riverdale Park)
 - Increased the use of online applications for:

🚧 Building Permit	🚧 Lodging Establishment	🚧 Site/Road Permit
🚧 Electrical Permit	🚧 Mechanical Permit	🚧 Special Utility Permit
🚧 Flood Plain Permit	🚧 Public Pool & Spa	🚧 Temporary Food Facility
🚧 Food Service Facility	🚧 Single Family Rental License	
 - Facilitated contracts for demolition of 28 structures.
 - Established Residential Third-Party Inspection Program to allow larger builders to utilize approved engineering firms to expedite inspections.

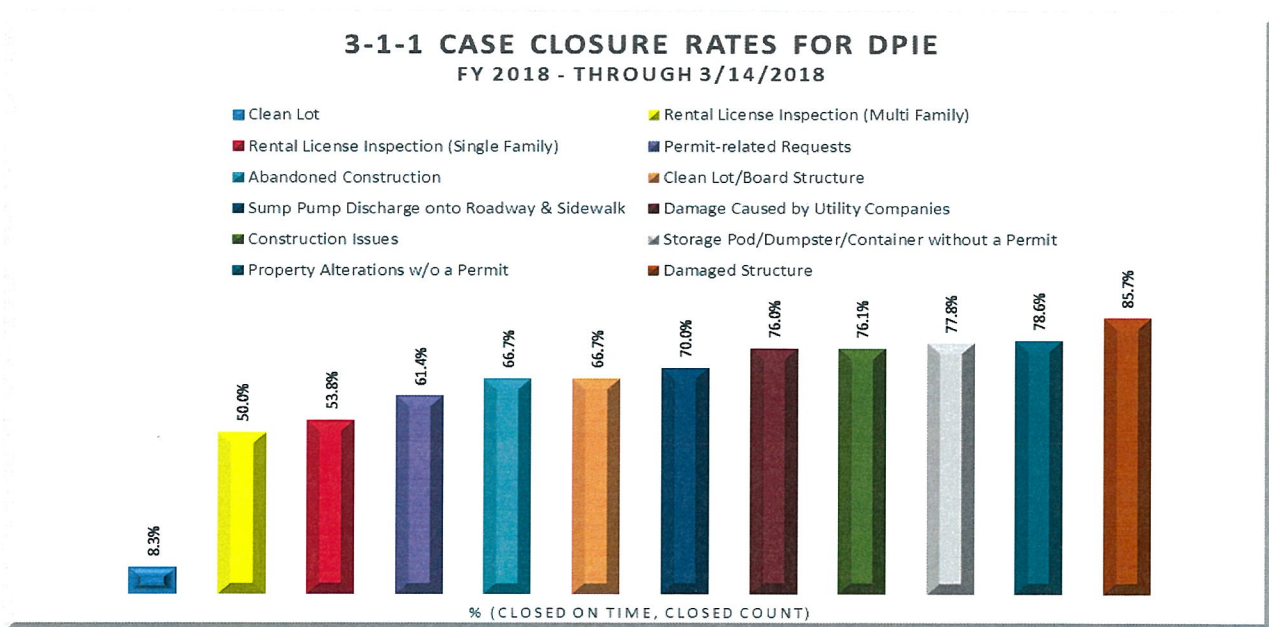
Please see the FY 2019 First Round Budget Review Q.19b, pages 11-12 for a complete listing of the Department's major achievements.

- The Department is reporting the following issues in FY 2018 have impeded planned progress, and could further inhibit FY 2019 planned program performance and operations:
 - ✦ Inability to fill staff vacancies.
 - ✦ Enforcing unfunded legislative mandates with no additional staffing.
 - ✦ Losing staff to other jurisdictions and/or companies with more competitive salaries.
 - ✦ Lack of staff with data management and virtual Customer Service skillsets to train DPIE staff utilizing acquired technology systems.
- The Department's most important FY 2019 program goals and objectives are:
 - Hire staffing that will effectively and efficiently address increased service demands.
 - Fully implement the Administrative Hearing Board to adjudicate cases emanating from the Enforcement Division in a timelier manner.
 - Implement a new Permitting and Licensing System, which will increase efficiency and accuracy in all aspects of the permitting process.
 - Commence the two-way integration of ProjectFlow 9.0 (ePlan Review) to the Permitting Licensing System.
- Other critical issues that DPIE could possibly face over the next three (3) years, other than those previously discussed are:
 - ✦ Inadequate in-house technical Information Technology (IT) staff to support development and implementation of the new Permitting & Licensing System (PLS), Administrative Hearing Management System, ProjectDox/ProjectFlow, etc.
 - ✦ The aging housing stock in Prince George's County, and the number of vacant properties, thereby affecting the need for enforcement staff to monitor the properties and funding to maintain abandoned properties.
- Revenue totals reflect actual and projected collections of building and grading permits, street use permits, business and other license revenues. Several factors have impacted the increase in revenue collections since FY 2015: Legislation was adopted that increased fees in FY 2016, including a 5% technology fee, the Permit Fee Multiplier was increased from 0.006 to 0.008, Building Valuation Data (BVD) from the International Code Council (ICC) calculation changed from February 2010 to February 2015 values, and an increase in commercial development within the County. *See chart on the following page.*



Source: CAFR and FY 2019 Proposed Budget Book






- DPIE reports that overall, 72% of cases received by CountyClick (3-1-1 Call Center) were closed on time in FY 2017, based on individual service level agreements (SLAs) ; and FY 2018 YTD (through March 14, 2018), 2,918 of 3,097 cases, or 94%, closed on time. *See chart below.*



Source: Customer Service Reporting (CSR) System

- On-time closure rates less than 75% are prevalent for more contentious cases in which there is the need for complying with appropriate due process, particularly for enforcement actions relating to single and multi-family rental housing and vacant property (Boarding and Clean Lot Programs); and construction inspection actions related to property alterations without a permit, construction issues, and damaged structures. 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.

- DPIE is reporting that the voluntary web based Customer Satisfaction Survey shows that service ratings of 2.6 (FY 2016), and 2.4 (FY 2017 & FY 2018 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. Customer satisfaction category of services are as follows:

 Time Waiting to be Served	 Staff Accuracy	 Ease of Using ePlan
 Time to Complete Service	 Staff Knowledge/Competency	 Ease of Obtaining Assistance by Phone
	 Staff Professionalism	 Ease of Obtaining Assistance from Website
	 Staff Consistency	

Workload and Program Management

Permitting & Licensing, Site/Road and Building Plan Review

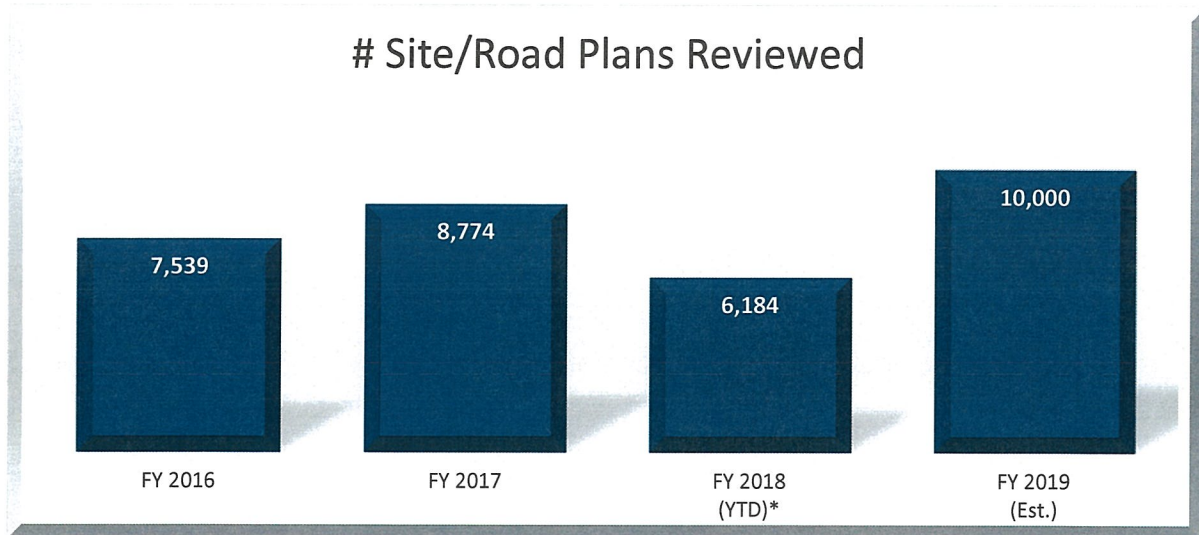
- The table below addresses the Permitting & Licensing, Site/Road and Building Plan Review Divisions. Staffing in FY 2019 is estimated to increase to 92 from 84 since FY 2016. *See table below.*
- Permit Fees collected in FY 2019 are anticipated to be \$32 million, as compared to \$33.6 million collected in FY 2017. As of January 2018, \$18.3 million had been collected.

PERMITS & PLANS REVIEWED

Description	FY 2016	FY 2017	FY 2018 (YTD)*	FY 2019 (Est.)
# Permits Processed	58,312	56,542	28,971	57,000
# Permits Issued	57,415	50,941	25,942	51,000
Permit Fees Collected	\$33.6 million	\$31.2 million	\$18.3 million	\$32.0 million
# Fire System Plans Reviewed	5,472	5,093	3,199	5,000
# Commercial/Residential Plans Reviewed	57,946	55,480	29,291	56,000
# Site/Road Plans Reviewed	7,539	8,774	6,184	10,000
# of Staff	84	84	81	92

**Through January 2018*

- In FY 2018, the Department is reporting that for Site/Road Plans Reviewed, the volume of permit reviews in FY 2018 are 70% higher than in FY 2017. However, during this period the division lost several employees due to promotions and resignations. The Department has hired entry level Engineers and is undergoing a training period. *See chart on the following page.*



Source: FY 2019 First Round Budget Review Response Q.30 *Through January 2018

- The table below shows the following as it relates to average timeframes for reviews, the following have remained stable since FY 2016:

- ✚ 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

PERMITTING & PLAN REVIEW TIMEFRAMES

Description	FY 2016	FY 2017	FY 2018 (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
Special Utility Permits	4 Weeks	3.4 Weeks	4.6 Weeks +
Electrical Contractor Permits	1-4 Hours	1-4 Hours	1-2 Hours
Building Plan Reviews	4 Weeks	2-4 Weeks ++	2-4 Weeks ++
Site/Road Plan Reviews	2.7 Weeks	3.6 Weeks	4.6 Weeks +++
+ Agency time only			
++ 2 weeks for Peer Review Projects; 4 weeks for non-Peer Review Projects			
+++ Agency Time only, each cycle includes major and special utility cases			

- The table above also shows the following as it relates to average timeframes for reviews:
 - ✚ Special Utility Permits took 4 weeks to process in FY 2016, 3.4 weeks in FY 2017, and is currently taking 4.6 weeks.
 - ✚ Electrical Contractor Permits have decreased from 1-4 hours (FY 2016-17) to 1-2 hours (FY 2018 YTD).
 - ✚ Building Plan Reviews processing time has decreased from 4 weeks (FY 2016), to 2-4 weeks (FY 2017 (74 peer reviews) & FY 2018 YTD (69 peer reviews), with 2 weeks being for Peer Review Projects and 4 weeks for non- Peer Review Projects.
 - ✚ Site/Road Plan Reviews processing times have increased from 2.7 weeks (FY 2016), to 3.6 weeks (FY 2017) with 502 peer reviews, and 4.6 weeks (FY 2018 YTD) with 351 peer reviews, which are Agency times only, and each cycle includes major and special utility cases.

Inspections

The Inspections Division includes all Building and Site/Road inspectors. *Note: FY 2018 data depicted is only partial year, through January 2018.*

- Staffing for Building Inspections was at 59 (FY 2016), 56 (FY 2017) and 52 (FY 2018 YTD), and is estimated at 64 (FY 2019). In FY 2016, the Department conducted 161,211 building inspections, compared to 165,448 in FY 2017, 106,349 FY 2018 YTD, and 180,000 estimated in FY 2019. Violations issued in FY 2016 (663), compared to FY 2017 (543), FY 2018 YTD (565), and estimated for FY 2019 (950). *See chart below.*

INSPECTIONS DIVISION				
Description	FY 2016	FY 2017	FY 2018 (YTD)*	FY 2019 (Est.)
\$ of Fines Issued	\$ 48,200	\$ 273,534	\$ 239,090	\$ 310,000
\$ Fines Collected	\$ 18,975	\$ 266,326	\$ 233,177	\$ 297,000
\$ Fines Outstanding	\$ 29,225	\$ 7,208	\$ 5,913	\$ 13,000
# of Complaints Received	6,753**	8,507**	4,668	8,600
# of Inspections Conducted	161,211	165,448	106,349	180,000
# of Violations Issued	663	543	565	950
# of Staff	59	56	52	64

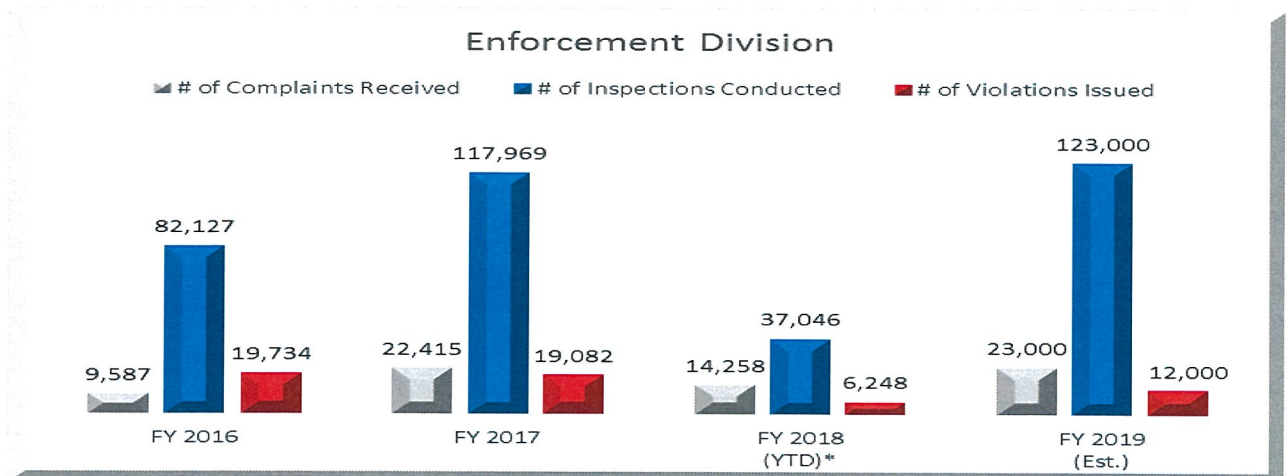
*Through January 2018

** No. of complaints corrected due to reporting error

- The collection rates for fines for the building inspection functions are: 39% (FY 2016), 97% (FY 2017), and the Inspection Division is currently achieving a 98% (Est. FY 2018) collection rate. The Division monitors violations on a regular basis and prevents further project work until fines are cleared. Fines are also recorded among the permit records which must be resolved prior to any permits issued.

Enforcement

- The chart below addresses the Enforcement Division workload, with a current staffing level of 60 in FY 2018, and proposed to increase to 64 in FY 2019. The collection rate for the property standards function was 35% in FY 2016, 51% in FY 2017, and estimated at 22% in FY 2018. The Department performs this function through Voluntary Compliance and Court Enforcement.



Source: FY 2019 First Round Budget Review Response Q.27 * Through January 2018

- The number of property standards court referrals are: 1,919 (FY 2016) and 1,875 (FY 2017), and 2,100 (Est. FY 2018) – 1,227 YTD. The amount of property standards citations/fines are: \$65,605 (FY 2016), \$70,000 (FY 2017), and \$73,500 (Est. FY 2018).
- The Department is reporting the following as it relates to the Administrative Hearing Program:
 - ✚ Currently being managed by an Administrative Hearing Program Manager with the support of an Administrative Aide.
 - ✚ All of the required legal documents, notices, motions, and order forms have been created and are currently being reviewed by the Office of Law for approval.
 - ✚ The legislation which created the hearing unit, requires that these forms and documents be approved by the County's Nuisance Abatement Board as well.
 - ✚ The personal services contracts for the Hearing Officer candidates have been submitted to the Administrative Review Committee process.
 - ✚ An Administrative Hearing Data Management System has been identified and is in the process of being procured.
 - ✚ In the interim, a manual process has been solidified for the hearings prior to the Administrative Hearing Data Management System's implementation.
 - ✚ Two (2) new hearing rooms will be constructed during the 5th floor renovation at 9400 Peppercorn Place, which will include a recording system for appeals purposes, monitors for presentation of evidence, and numerous other technical capabilities.
 - ✚ Meetings are currently on-going with the Office of Law and the District Court to solidify the operating procedure for an expedited docket for Court ordered abatements.

Equipment and Information Technology

- As of March 2018, the Department reports that 77 vehicles out of 157, or 49.4% of its fleet, have met the replacement criteria of exceeding 100,000 miles and/or 10 years in service. The Department projects that by the end of FY 2018, this number will remain unchanged.
- In FY 2018, the Department had four (4) vehicles deadlined. As of the date of the writing of this report, funding to purchase vehicles for DPIE will be allocated as part of the FY 2019 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 2019 to fund the following IT initiatives:
 - i. ***New Permitting and Licensing System (\$1,847,800)*** – Multi-agency enterprise permitting, licensing, inspection, and enforcement system.
 - ii. ***SaaS (\$901,412) – Hosting/Subscription Services*** – To provide hosting services for the new Permitting & Licensing System.
 - iii. ***Limbic (\$315,200) - Project Management Support*** – To provide overall project management support, as well as business analysis, testing, and training for the new Permitting and Licensing System.

- iv. ***ProjectFlow (\$265,400) – Online Platform*** – To provide hosting, subscription and maintenance for software which is an enhanced online platform for electronic plan submission and plan review.
- v. ***Administrative Hearing Management System (\$185,200)*** – Cloud based software that allows case tracking for Administrative Hearings.
- vi. ***Hardware (\$134,400) – New Permitting and Licensing System*** – To provide hardware upgrades to support the new Permitting and Licensing System.

Appendix 1

DPIE 3-1-1 Calls

Created Date: On or after Jul 3, 2016 12:00 AM AND Method Received Description: Citizen Web, E-Mail, Mail, Mobile Created, Mobile Device, Open311, Pho...

Count: Descending order

Department Description	Type Description	Count	Closed on Time	% (Closed on Time, Closed Count)
DPIE	Clean Lot	12	1	8.3%
	Rental License Inspection (Multi Family)	8	4	50.0%
	Rental License Inspection (Single Family)	26	14	53.8%
	Permit-related Requests	44	27	61.4%
	Abandoned Construction	3	2	66.7%
	Clean Lot/Board Structure	3	2	66.7%
	Sump Pump Discharge onto Roadway & Sidewalk	30	21	70.0%
	Damage Caused by Utility Companies	25	19	76.0%
	Construction Issues	134	102	76.1%
	Storage Pod/Dumpster/Container without a Permit	9	7	77.8%
	Property Alterations w/o a Permit	383	301	78.6%
	Damaged Structure	14	12	85.7%
	ENF-Rental Issues Apartment Unit	673	673	100.0%
	ENF-Residential Property Concerns	665	665	100.0%
	ENF-Vacant Property Concerns	247	247	100.0%
	ENF-Business/Commercial Exterior Concerns	245	245	100.0%
	ENF-Rental Issues Single Family Home	162	162	100.0%
	ENF-Business Activity in Residential Area	148	148	100.0%
	ENF-Apartment Complex Common Area Issues	137	137	100.0%
	ENF-Business Operation Concerns	80	80	100.0%
	Property Maintenance Concerns - Vacant (Long Term)	27	27	100.0%
	Citation - Code Enforcement	12	12	100.0%
	Court Case - Code Enforcement	4	4	100.0%
	Animal - Pet Waste	2	2	100.0%
	Court Ordered Inspection - Multi Family	1	1	100.0%
	Zoning - Issue Sign Permit	1	1	100.0%
	Zoning - Issue Use & Occupancy (U&O) Certificate	2	2	100.0%
		3,097	2,918	94.2%

Source: Customer Service Reporting (CSR) System