



Baltimore City Council **Permit Hearing**

October 21, 2025

City Council Resolution 25-0003R



Brandon M. Scott
Mayor

Road Map: Stabilization to Optimization

PHASE ONE

Transition Management

- Data Migration and Applicant Onboarding
- Priority Technical Enhancements

PHASE TWO

Key Process Improvements

- Data Dashboard
- Auto-issue permits
- Added Technical Review Staff
- Additional Customer Notifications

PHASE THREE

Customer Experience and Added Efficiencies

- Message Board
- Restructure Permits Office
- Redesign Intake Questions
- BMORE FAST broader policy reforms
(third party review expansion, zoning administrative docket, et al.)



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Key Accomplishments

Data Dashboard

- Created unified data dictionary and launched public and internal dashboards showing application intake and workflow
- Establishes a foundation that can now be built upon and refined.

Workflow Stabilization (applications in vs. out)

- Permit output near pre-Accela Levels
- **Auto-issue permits** will reduce need for manual reviews

Increased Staff Capacity

- Contractual technical reviewers onboarded
- Additional full-time positions filled or in hiring process

Call Center Expansion

- Licensing and Inspections phone lines added



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Permit Dashboard

Building Permits Issued

The City issues several types of building permits depending on the project. These include One- and Two-Family Combo permits, Commercial and Multifamily permits, Use and Occupancy permits, Razing and Moving permits, and Temporary Event permits.

Data for September 2025

Permits Issued During Month

2,602



Permits Issued This Month Last Year

2,693



Days to Issue Permit During Month (Median)

17



Permits Issued During Month

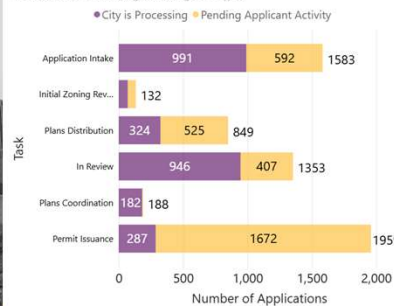
Permit	Permits Issued During Month	Median Days to Issue
Commercial & Multifamily Combo	300	80
One & Two Family Combo	1955	12
Razing or Moving	28	12
Temporary Event	3	65
Use & Occupancy	316	87



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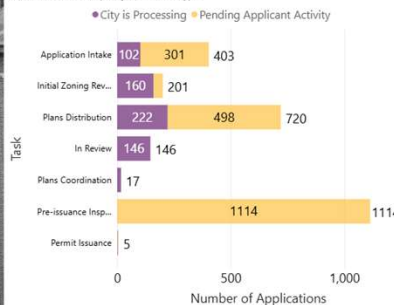
Construction Applications in Process by Task

Includes all Construction, Razing, and Moving Permit Types



Use & Occupancy Applications in Process by Task

Includes U&O and Temporary Event Permit Types



Permit Dashboard

Applications in Progress

Data last updated on 10/17/2025

Permit applications that have been submitted but are not yet closed, cancelled, or issued are considered "in progress." These pending applications make up the City staff's current workload, as they are actively being reviewed and addressed.

Applications in
Process

8,670



Applications Awaiting
Applicant Input

5,220



Percent that Need
Applicant Input

60%

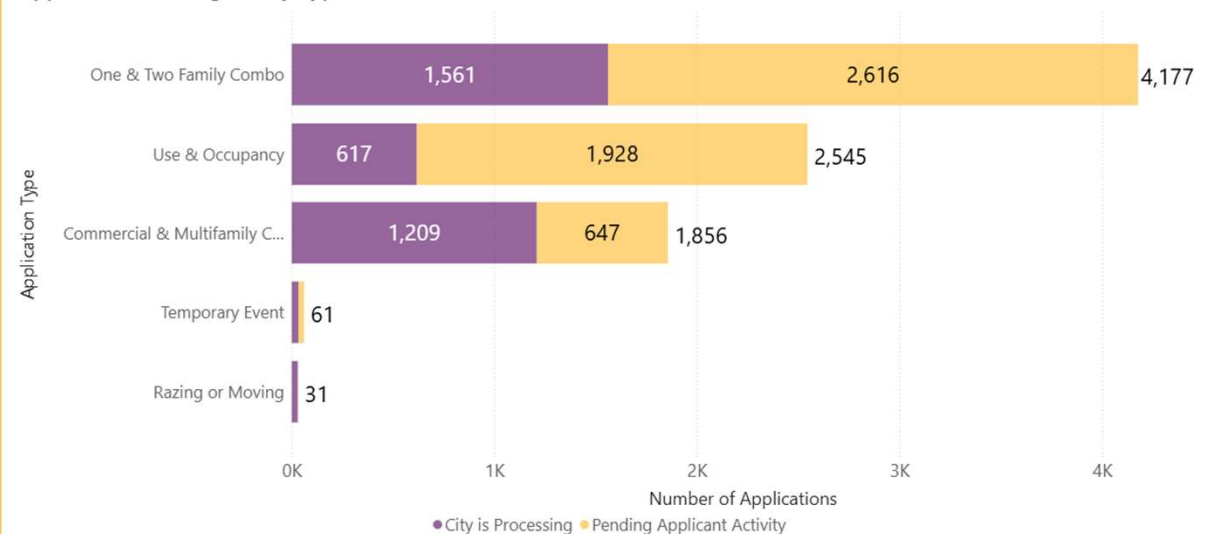


Median Age of
Applications

86 days

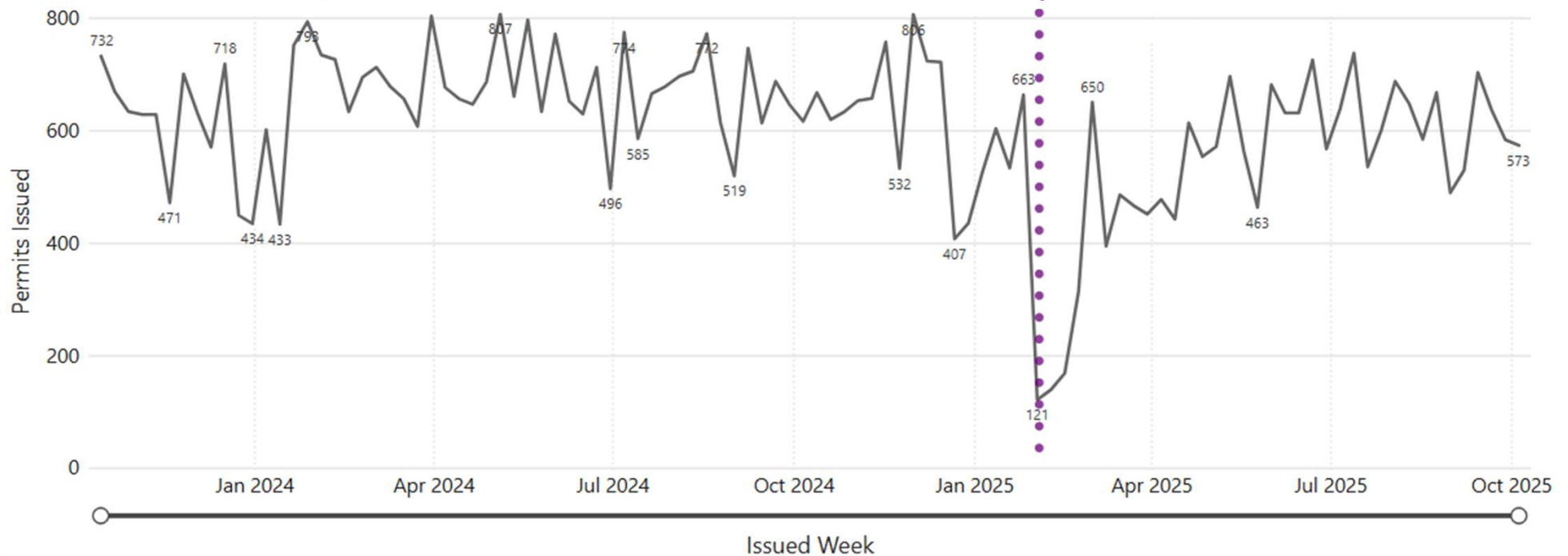


Applications in Progress by Type



Workflow Stabilization

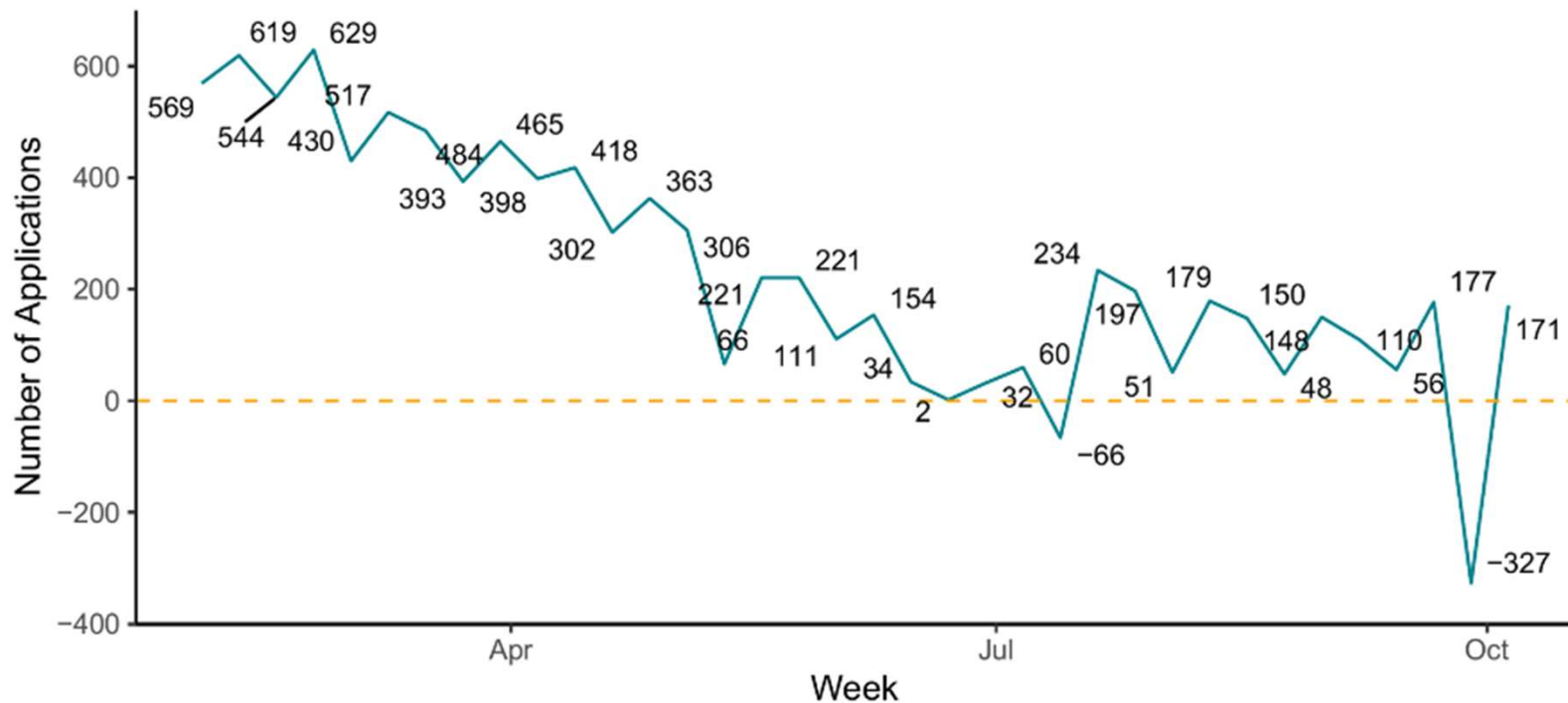
Permits Issued by Week



Workflow Stabilization

NET PERMIT APPLICATIONS PROCESSED PER WEEK

Processed means issued, closed, or no additional city actions needed.

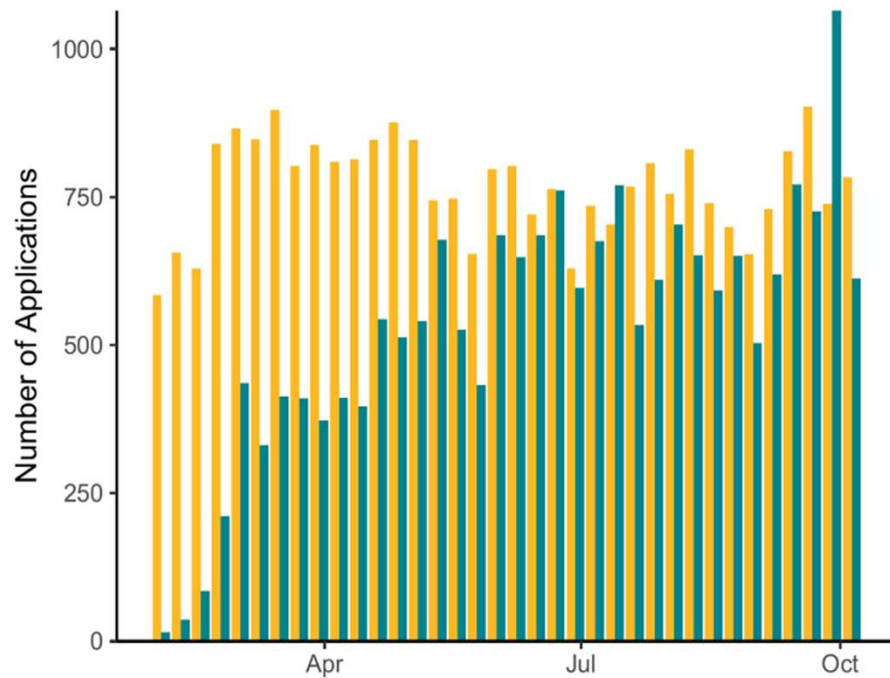


Ideally, the net number is at or close to zero



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Workflow Stabilization



Number of Applications Submitted and Completed by Week Since Accela's Go-Live Date on February 3, 2025.

Data as of October 16, 2025

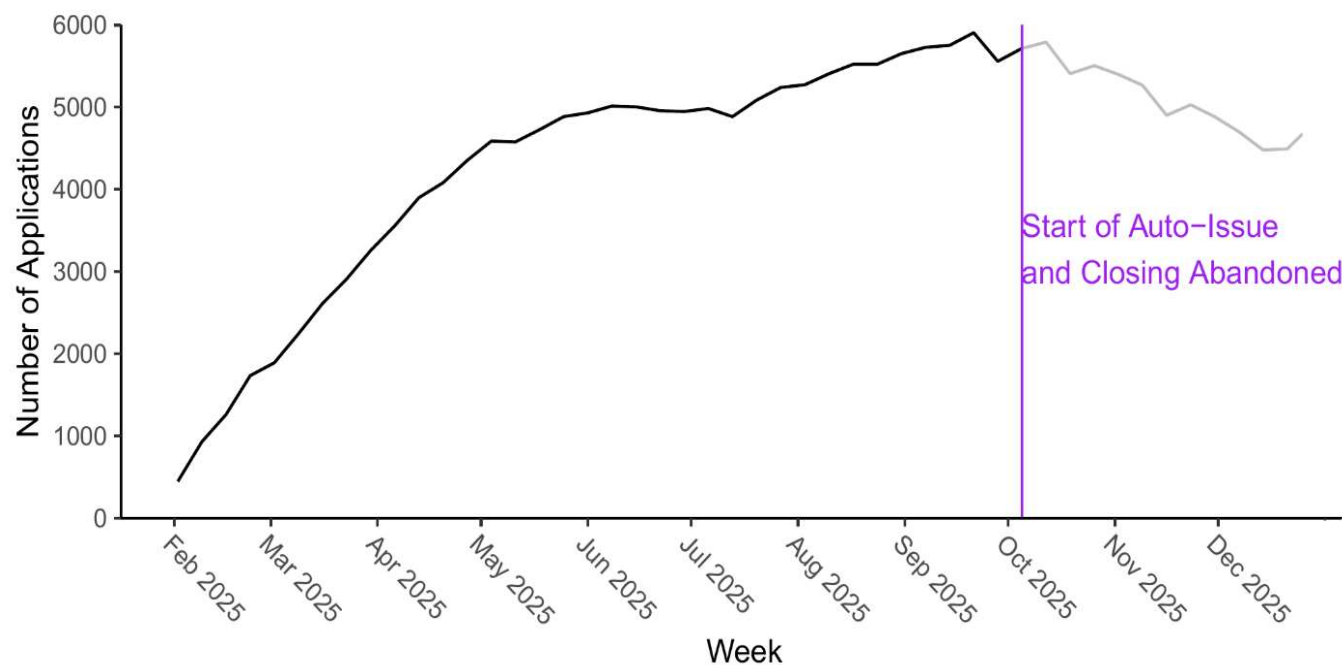
Weekly Average	Feb – Jul	Aug – Oct	Projected
New Applications Submitted	770	765	765
Applications Completed	568	718	918
Net Addition to Workload	202	47	-153

The goal is to process applications at or above the rate at which new applications come in

From Accela launch to Permits ICS implementation, the net addition to the workload was 202 per week. That number decreased to 47 between August and October. The addition of auto-issue permitting and other technical enhancements is projected to increase processing capacity beyond what is coming into the pipeline.

Applications in Process - Current and Projected

Number of Applications in Processing Queue Over Time Since Accela's Go-Live Date on February 3, 2025
with Projected Future Counts after Changes. Data as of October 16, 2025.



There will always be some large volume of applications in process in any given week.

When the workflow is stabilized, that number should remain at a relatively steady rate

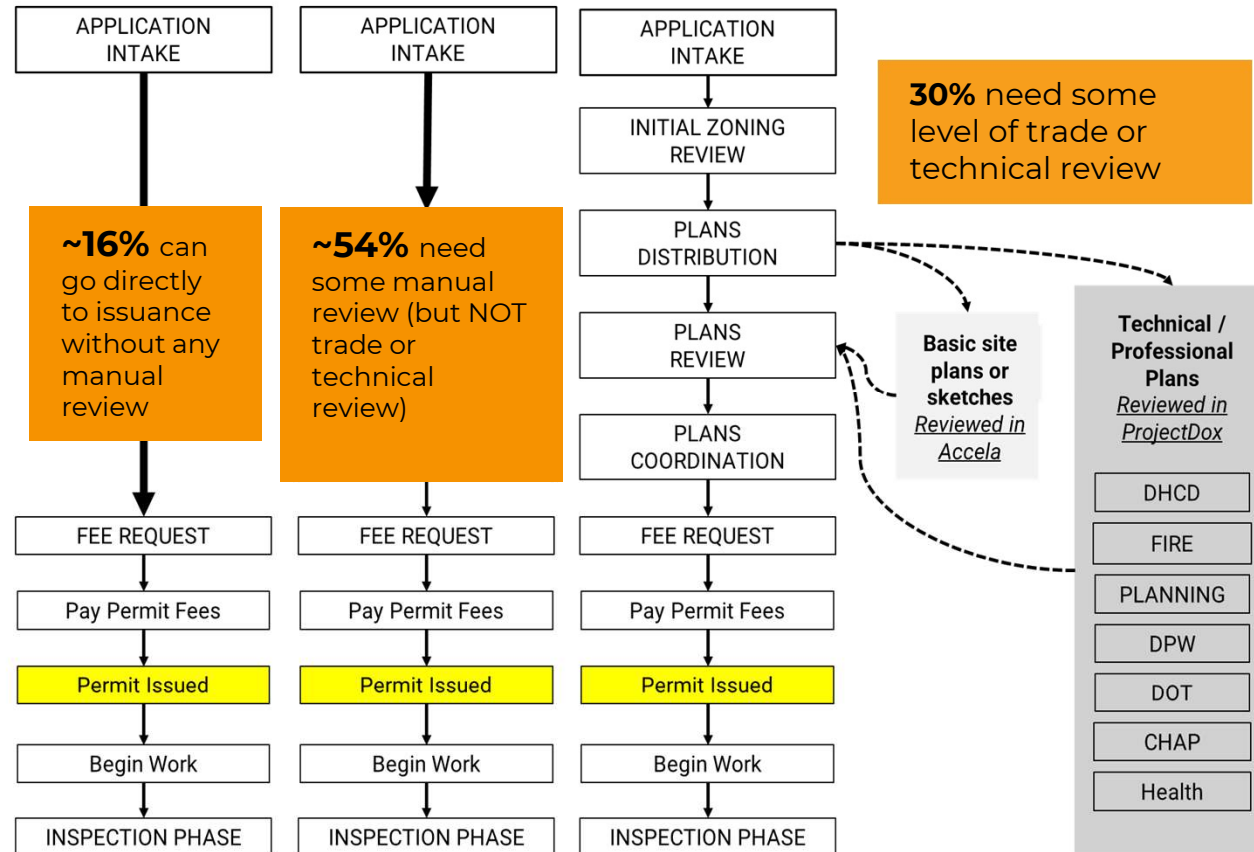


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Number of Trade and Technical Reviews Required per Permit

For all permits started and issued in Accela as of October 16, 2025

Review Types	Number	% of Total
None	12,183	70%
1-2	2,207	13%
3-5	2,555	15%
>5	489	2%





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Additional Staff Capacity

Internal Hiring

- Engineer I began on August 18, 2025.
- Engineer II began on September 1, 2025, was filled as a promotion.
- Engineer I applicant accepted, start date pending background investigation.
- Engineer I vacancy on September 1, 2025 with promotion.
- Engineer II position is advertised.
- Permit and Record Tech I started September 29, 2025.
- Permit and Record Tech II new vacancy as of October 6, 2025. Interviews being scheduled.
- Training Officer interviews were conducted the week of October 13th.

Contractual Technical Reviewers – KCI

- (3) Electrical Reviewers
- (3) Mechanical Reviewers
- (2) Architectural / Structural Reviewers



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Questions/Discussion





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Appendix



Permit Types

Multiple permit categories were consolidated into five basic types:

Permit Type	Permit No. Prefix
Residential Construction (1-2 Units)	BRCM
Commercial & Multifamily Construction	BCCM
Use and Occupancy	USE
Razing or Moving	DEM
Temporary Event (on Private Property)	TEM

Every individual permit number in the system begins with a series of letters indicating the type, e.g. DEM for a demolition permit.



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