



Brandon M. Scott  
Mayor



BALTIMORE CITY  
DEPARTMENT OF HOUSING &  
COMMUNITY DEVELOPMENT



BALTIMORE CITY OFFICE OF INFORMATION & TECHNOLOGY

# DHCD Permitting & Inspections Systems Replacement



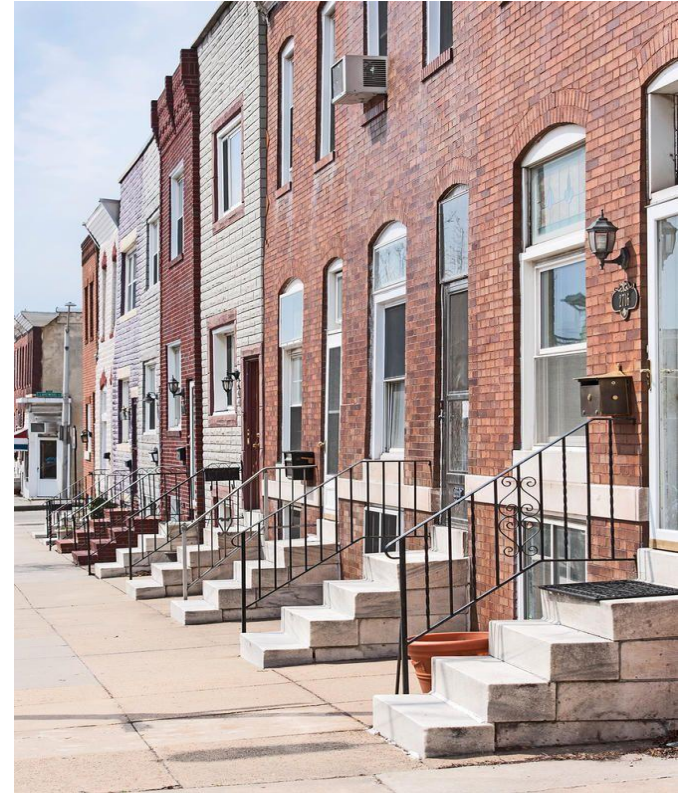
Green  
Landscaping  
410-525-0939

# OVERVIEW

Permitting Services (**zoning, plans review, permit processing and inspections**) supports the safety of our residents and the economic engine of our city by ensuring that work is done in compliance with the city building code as well as state laws and construction/occupancy standards.

The ePermits and ePlans system is the process through which these services are performed.

In Fiscal Year 2023, DHCD issued a total of 40,615 permits.



# Reason for Replacement

- Current system is about fifteen years old and requires constant updates to meet demands.
- The current system was built by previous DHCD IT staff. As such the code is unique and difficult to change/make updates
- The system is not user friendly (for customers, nor city staff)
- It's labor and time intensive
- It's challenging to use
- These challenges have an impact on the speed at which development efforts can take place
- As Baltimore City works to reduce the number of vacants, streamlining development processes and removing any unnecessary barriers is a key part of that strategy

## New System Goals (1/2)

- Improve customer service and relations through:
  - A user-friendly application process
  - Live application status updates
  - Auto-generated permits
  - Web-based services for scheduling inspections.
- Reduce permit data entry time to 15 minutes per transaction.
- Reduce permit review and approval cycle time through integrated workflow.
- Reduce staff preparation time through electronic mobile submission and centralized storage of relevant documents.

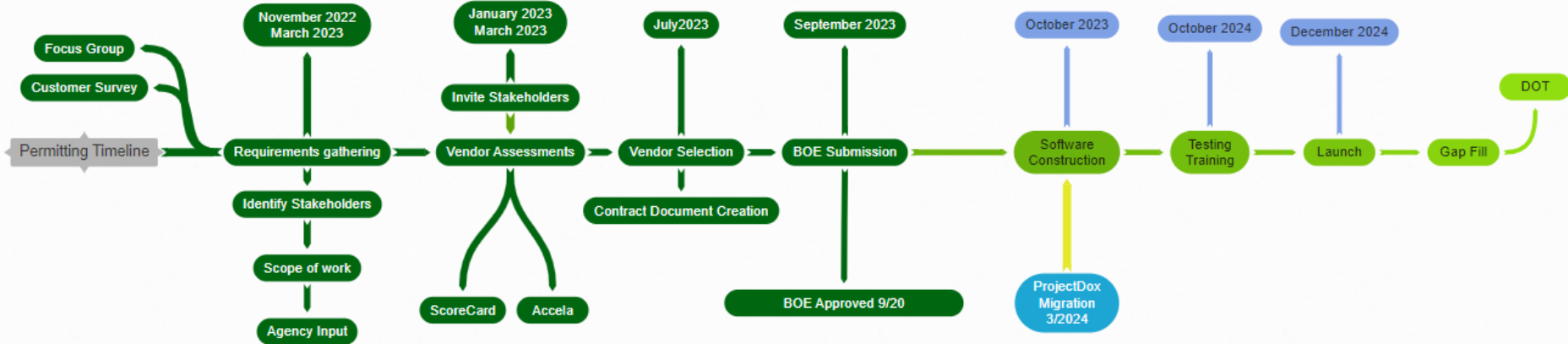
## New System Goals (2/2)

- Manage all housing inspections, notices, citations, 311 generated requests and work orders.
- Create efficiencies for code enforcement staff to complete inspections and issue citations and violations.
- Provide code enforcement staff the ability to enter case data in the field.
- Create transparency through a SaaS solution that will be available on any computer or device at any time, from any location.
- Digitize the BMZA appeals process.
- Multilingual capability for users.
- Improve Customer Experience.

# Project Status

- Signed Interagency agreement with MORP - \$3 million ( ARPA)
- Vendor - Accela
- Total cost (software construction & 6-year subscription agreement) \$5,685,007.31
- Project construction timeline - 9-14 months
- Development Launch – October 2023
- System Launch – December 2024

# Project Workflow /Timeline





BALTIMORE CITY  
DEPARTMENT OF HOUSING &  
COMMUNITY DEVELOPMENT

# QUESTIONS