



Brandon M. Scott
Mayor

ePermits/ePlans OVERHAUL Process

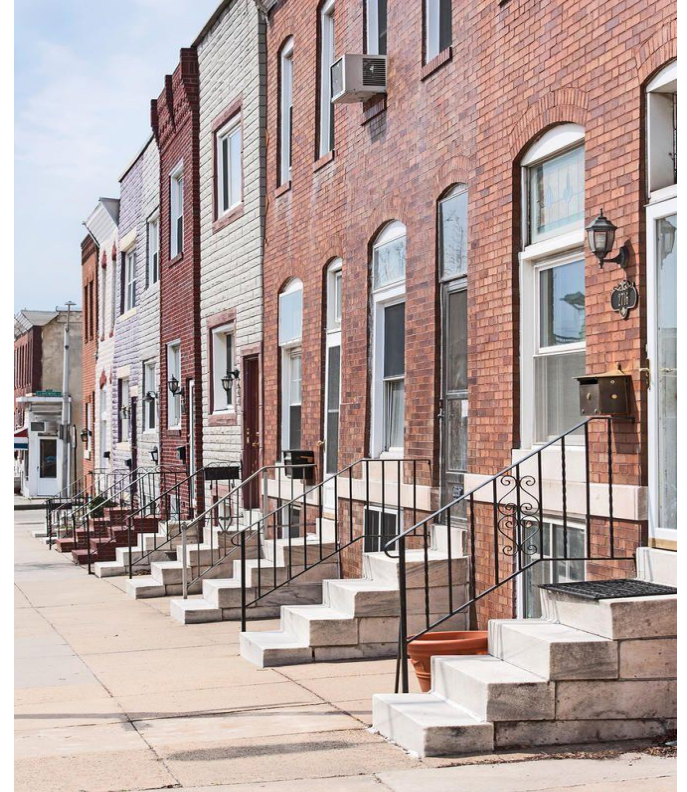


Planet
Living
443-525-0130

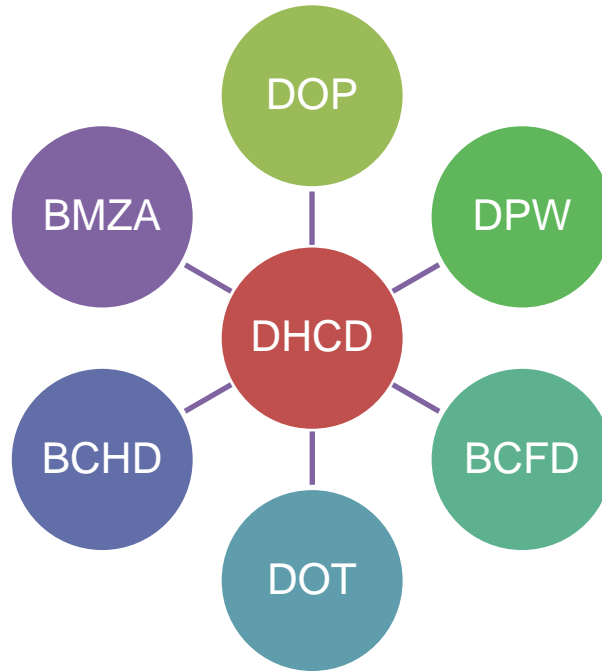
ePERMITS OVERVIEW

Permitting Services (*Inspections, zoning, construction, alteration, electrical, mechanical and plumbing work*) supports the housing 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 drive through which these services are performed.

In 2022, DHCD processed a total of 40,931 permits.



CURRENT HUB & SPOKE MODEL



IMPROVEMENT FINDINGS

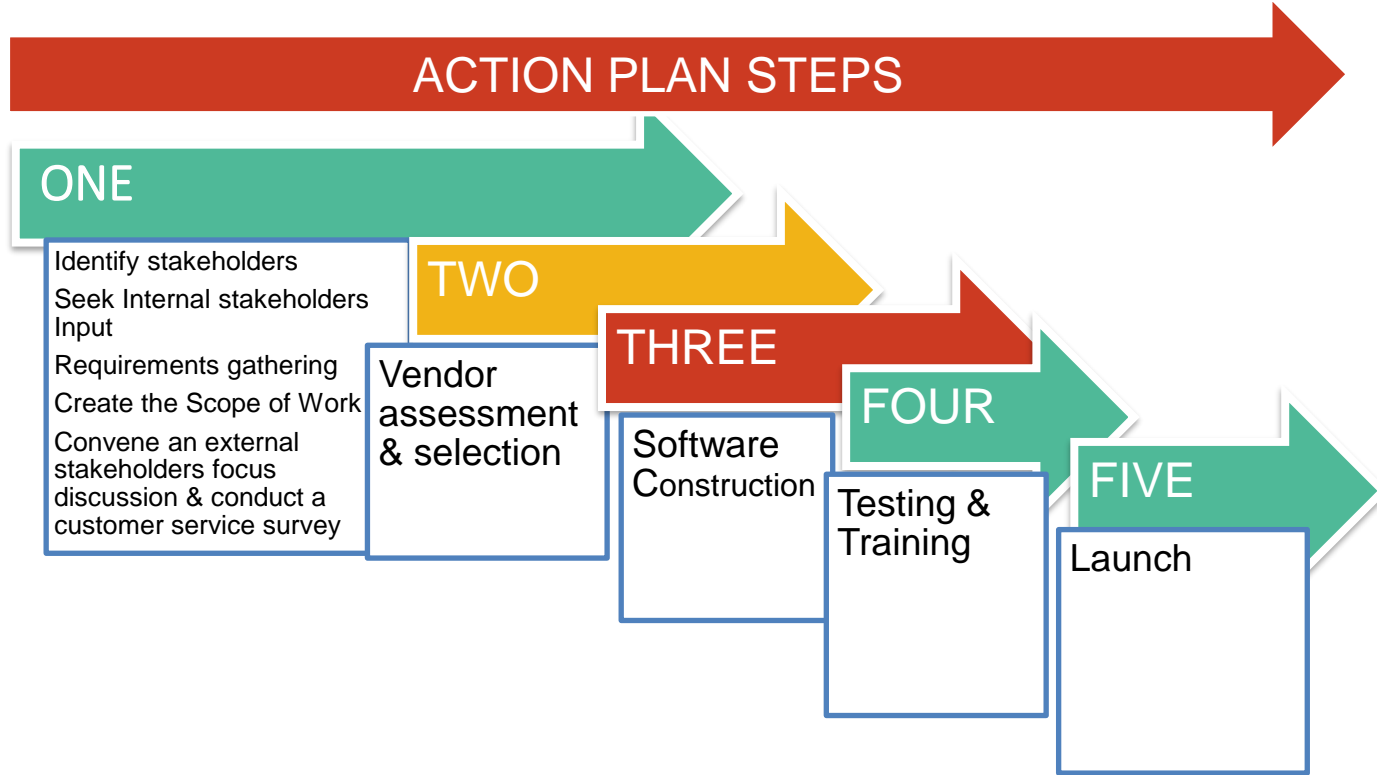
Current system is about fifteen years old and requires constant updates to meet demands. Some challenges identified by both internal and external stakeholders are mainly that the current system is:

- Complex
- Fragmented
- Time-consuming &
- Inadequate for communication between agencies.

OVERHAUL GOALS/RECOMMENDATIONS

- Replace the existing system with an up-to-date software that works for *EVERYBODY*.
- Digitize the current processes to make it faster, simpler and easier for applicants, reviewers and approvers.
- Automate Workflows: Coordinate approvals and reviews between agencies. Create a digital archive of all epermits transactions.
- Create transparency: A cloud-based platform that will be available on any computer or device at any time, from any location.
- Provide Inspectors ability to enter case data in the field.
- Automate the processes of scheduling and rescheduling Inspections.
- Replace the CHIP system that manages all housing inspections, citations and 311 generated work orders.
- Improve Customer Experience.

PROJECT WORKFLOW PLAN





BALTIMORE CITY
DEPARTMENT OF HOUSING &
COMMUNITY DEVELOPMENT

QUESTIONS