Catherine E. Pugh	Room 250
Mayor	City Hall
	Baltimore, MD 21202

M E M O R A N D U M: May 1st, 2017

TO: The Honorable Mayor Catherine E. Pugh
                    Tisha Edwards, Chief of Staff
                    Peter Hammen, Director of Operations
                    Jim Smith, Chief of Strategic Alliances
                    Karen Stokes, Director of Government Relations
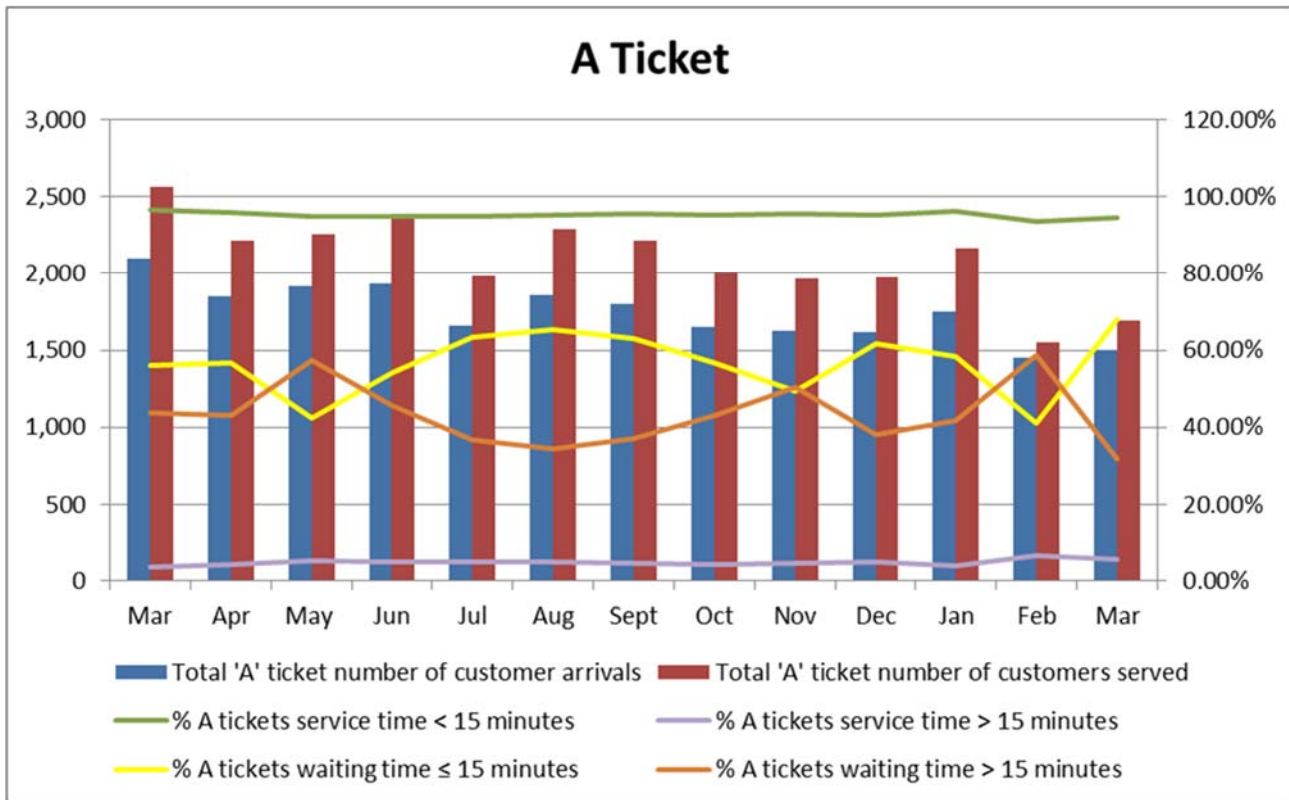   Sameer Sidh, Director of CitiStat

FROM: CitiStat Team

SUBJECT: Business Climate Stat Meeting Summary Briefing

Making Progress

- **One Stop Shop.** Housing's One Stop Shop Permit Center (OSS) is designed to aid faster permit issuance by eliminating lengthy wait times. In the OSS, a customer should go through the Information Desk, Zoning Enforcement, Office Services, and Cashier within 15-30 minutes. With regards to "A" Tickets (Zoning), the waiting time was drastically reduced between February and March 2017.

- **Guaranteed Review Times.** The Housing Department is undergoing a policy change with regards to review times of construction plans that is designed to increase accountability. As part of Housing's efforts to improve customer service, Housing is seeking to implement guaranteed review times of design plans by July 1st, 2017.

Needs Improvement

- **Developer's Agreements.** A Developer's Agreement with the City is required for work done in the public right of way or which will be maintained by the City, including 3-inch or larger water services, water mains, developments which require ten (10) or more water supply services of any size, sanitary or storm drain extensions, conduits, or road construction. Since the beginning of 2016, 79 Developer's Agreements have been tracked, and 42 have not yet received Board of Estimates approval. The panel discussed with the Transportation Department the various reasons for delays, as well as methods for streamlining the Developer's Agreement process and better data capturing.

- **Historical Tax Credit Application Fee Processing.** Under the current system, historical tax credit applicants are required to mail $50 tickets to the Finance Department before their application can be reviewed. This is despite the fact that applicants complete their applications online. The panel discussed solutions that would incorporate a payment portal into the online application site.