



CITY OF CLEVELAND
Mayor Justin M. Bibb

Department of Building and Housing

2026 Budget and Oversight Hearing
February 2026



2026 Staffing Level

Actual Count of Current Staff: 143

Director's Office: 27

Code Enforcement: 101

Construction and Permitting: 15

Budgeted Department Head Count: 167

Director's Office: 28

Code Enforcement: 119

Construction and Permitting: 20

Total Number of Current Inspectors: 85



2025--19 New Hires for Building and Housing

Abdul Rehman Mohammed

Camille Smith

Evan Budd

Evan Dures

Fran'Keisha Bland

Ivica Cosic

Juan Morris

Labria Bussey

Lev Kulchytsky

Mateo Medancic

Michelle Warner

Nino Katic

Ricky Blevins

Robbie Crane

Robert Owens

Robert Phillip MacFarland

Tiara Thornton

Wesam Hindi

Zachary Miller



2025--10 Staff Promotions

Cheryl Gregg

Drazen Blazevic

Gregory Conwell

Evan Budd

Evan Dures

Robbie Crane

Robert Conte

Robert Owens

Steven Lang

Taiseer Hamdallah



2025 Vacant Positions

Available Classification

1	Assistant Chief Building Inspector
3	Building Inspector
1	Bureau Manager Code Enforcement
1	Commercial Plan Examiner
3	Electrical Safety Inspector
2	Elevator Inspector
1	Master Plan Examiner
1	Principal Clerk – Construction and Permitting
1	Principal Clerk – Records Administration
3	Property Maintenance Inspector
5	Residential Building Inspector
2	Residential Plan Examiner

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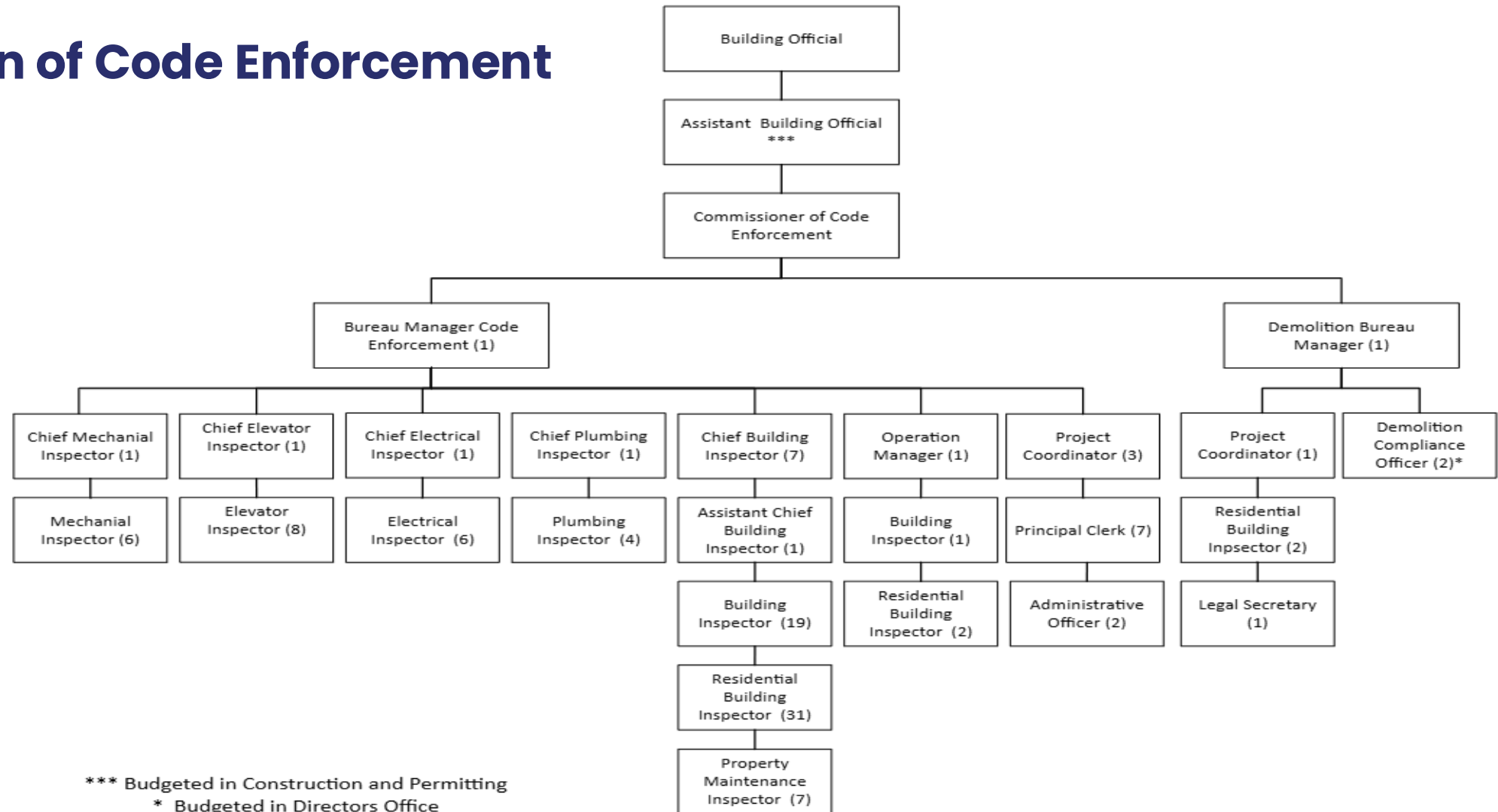
2026 Director's Office



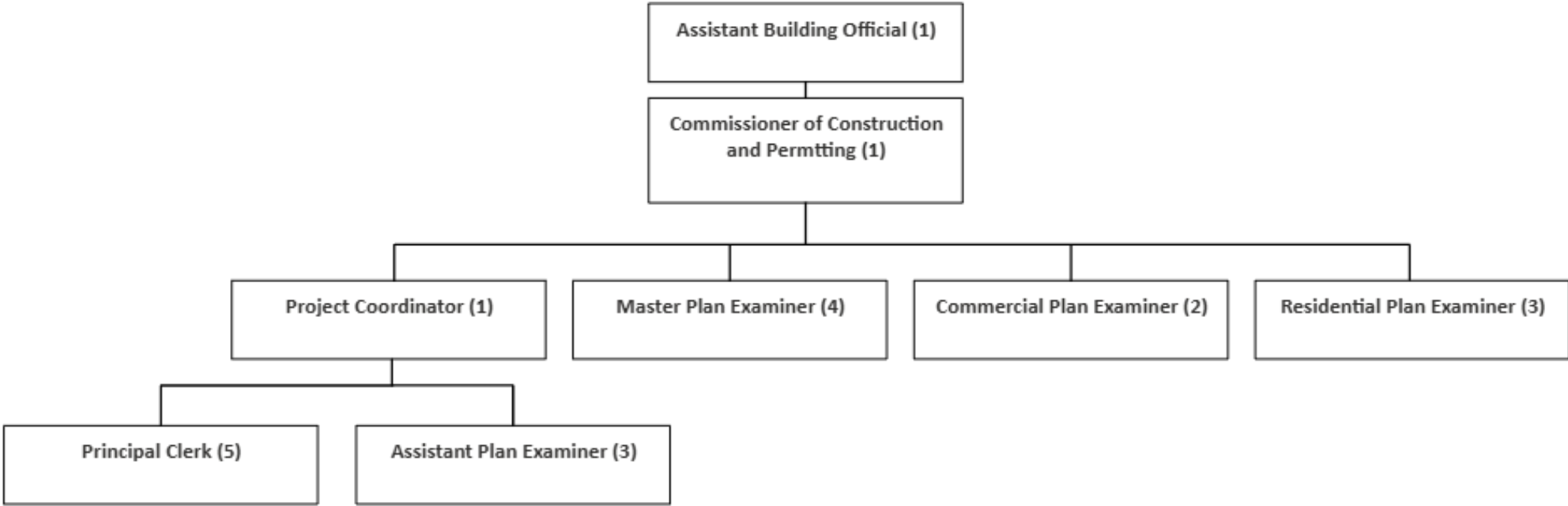
** Budgeted in Code Enforcement



2026 Division of Code Enforcement



2026 Division of Construction Permitting



Core Initiatives and 2025 Progress



Core Initiatives and 2025 Progress

Ramped up rental enforcement using civil tickets to address those failing to comply

Bulk Owner Task Force: Developed a comprehensive process to address bulk owners with properties in disrepair

Civil litigation is being used to address multi-unit problem properties

Problem Properties Task Force: Multi-departmental bi-weekly roundtable to address nuisance properties

HUD Troubled Property meetings: HUD field staff, Council members and Building and Housing Staff will meet monthly to collaborate on addressing troubled project-based Section 8 funded buildings

Core Initiatives and 2025 Progress

Finance Department's DocuSign Implementation reduced contract approval time by weeks in B&H, making demos faster

Grant Funded Initiatives Underway: \$10 million ODOD grant for demolition, on track for full capture of funds. City Detect—grant funded AI code enforcement tool launched December 2025; Center for Community Progress designed training program for inspectors

High Grass Process Changes: B&H led high grass process for occupied properties in 2025 to more efficiently address nuisance conditions

Innovative Housing Pilot: Creating streamlined permitting process to expedite construction of new homes and encourage modular construction

First-Ever Joint property tax outreach effort with Cuyahoga County



Delinquent Property Tax Outreach with Cuyahoga County

Six Outreach Events Held at Different Rec Centers Throughout the Fall

- In total, 66% of taxpayers who attended took positive action on their accounts
- 256 property owners attended
- 126 started contracts (49%)
- 20 approved for homestead
- 13 paid in full

Overall Outcomes

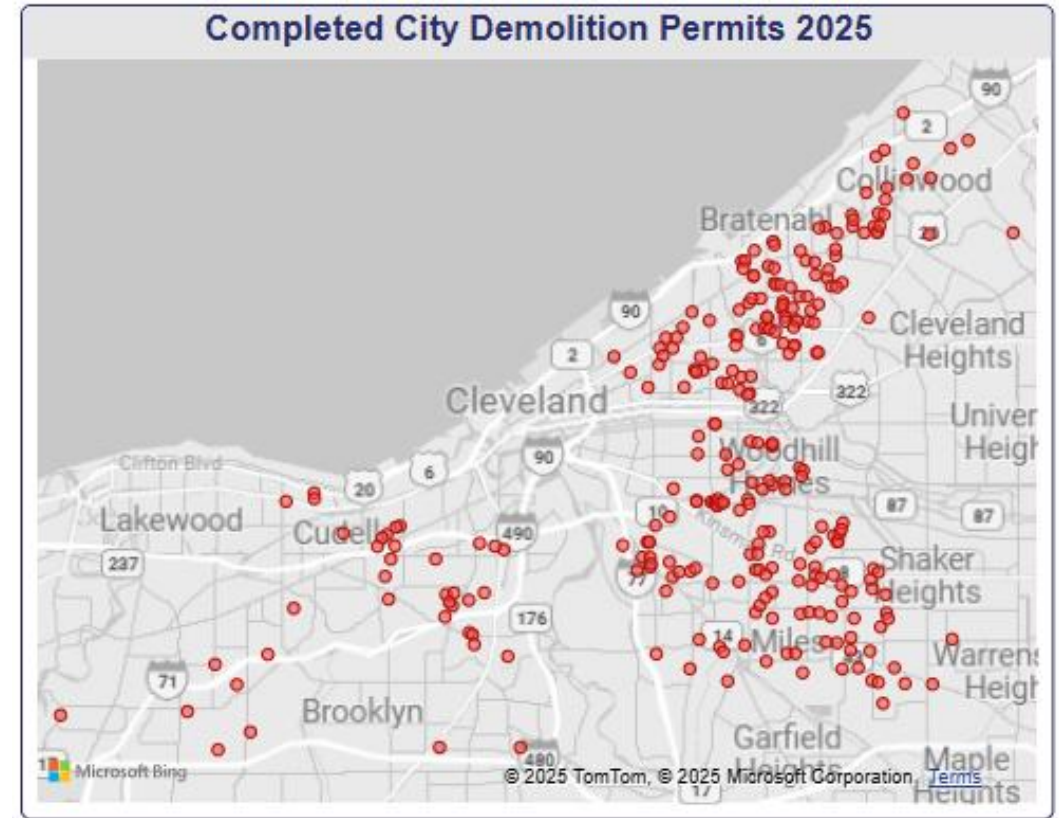
- 12,677 letters sent to delinquent taxpayers by B&H
- Delinquency reduced by \$7,538,090.96
- Delinquent balance at the time: \$39,975,434.71
- 1,117 payment plans have been started since letters were sent
- 3,552 paid in full



Demolitions

- For 2025 through 12/15/25, the Demo Bureau razed 440 structures (main structure & garage/shed)¹, up from 398 structures in 2024, an increase of 11%.
- ODO Grant Funding: Met the target of \$10 million in demolitions where ODO will reimburse the City \$7.5 million.

¹ Demo Bureau (DB) tracks all structures demolished on a property, including the garage/shed. Also, DB tracks its numbers in real time based on the bulkhead/clean hole inspection.

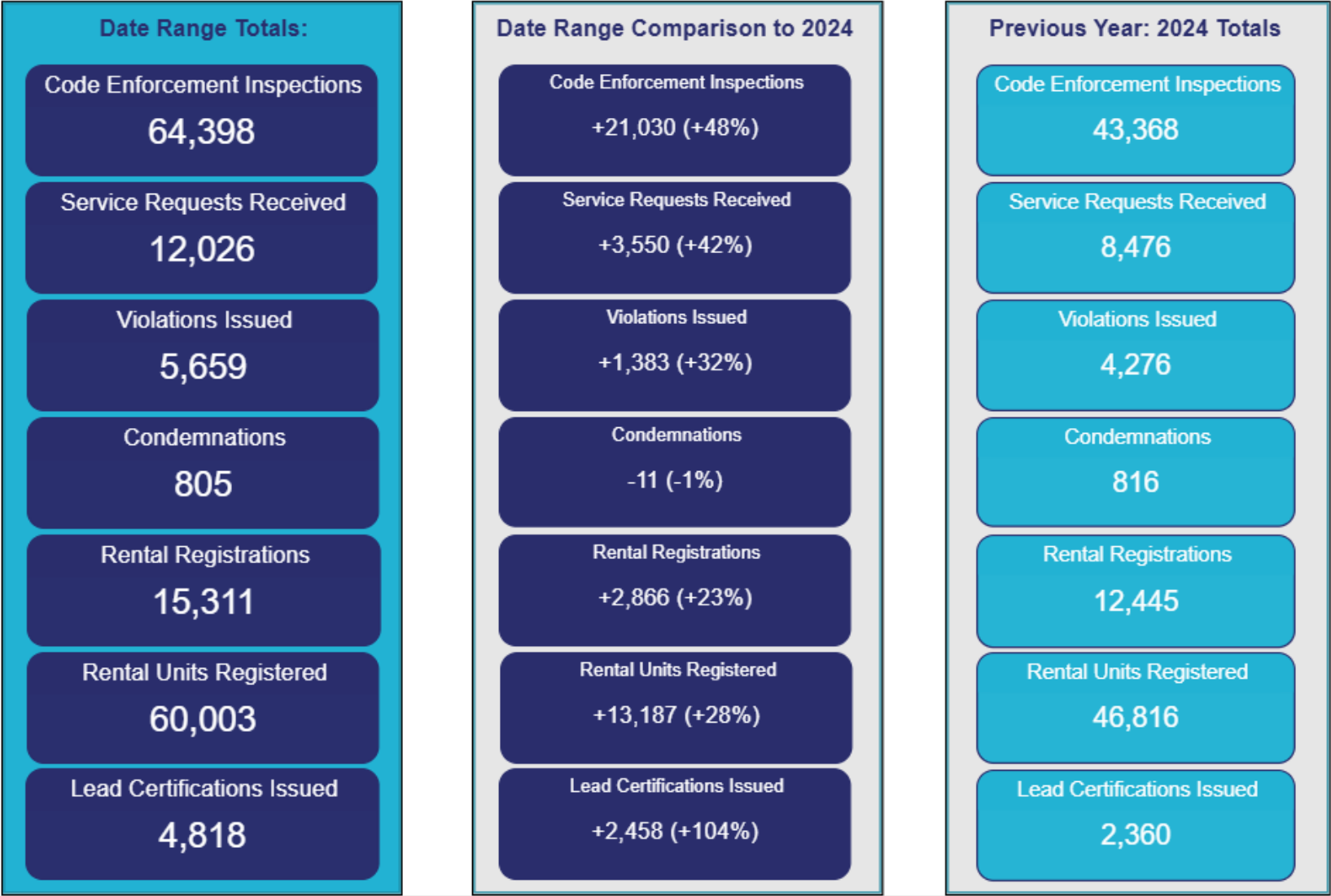


130th and Buckeye Corridor Push



Code Enforcement Metrics:

1/1/25 thru 12/31/25



Code Enforcement Metrics:

1/1/25 thru 12/31/25

Date Range Totals:	
Code Enforcement Inspections	64,398
Service Requests Received	12,026
Violations Issued	5,659
Condemnations	805
Rental Registrations	15,311
Rental Units Registered	60,003
Lead Certifications Issued	4,818

Date Range Comparison to 2024	
Code Enforcement Inspections	+21,030 (+48%)
Service Requests Received	+3,550 (+42%)
Violations Issued	+1,383 (+32%)
Condemnations	-11 (-1%)
Rental Registrations	+2,866 (+23%)
Rental Units Registered	+13,187 (+28%)
Lead Certifications Issued	+2,458 (+104%)

Previous Year: 2024 Totals	
Code Enforcement Inspections	43,368
Service Requests Received	8,476
Violations Issued	4,276
Condemnations	816
Rental Registrations	12,445
Rental Units Registered	46,816
Lead Certifications Issued	2,360



Putting Residents First:

1/1/25 thru 12/31/25

Date Range Totals:	
Property Maintenance Investigations	3,231
Civil Tickets Issued	9,059
High Grass Citations	331
Point of Sale Inspections	518
Vacant Buildings Registered	1,130
Parking Garages Registered	84
CARO's Issued	5,258
Rental Units with CARO	29,362
Certificates of Disclosure Issued	9,224

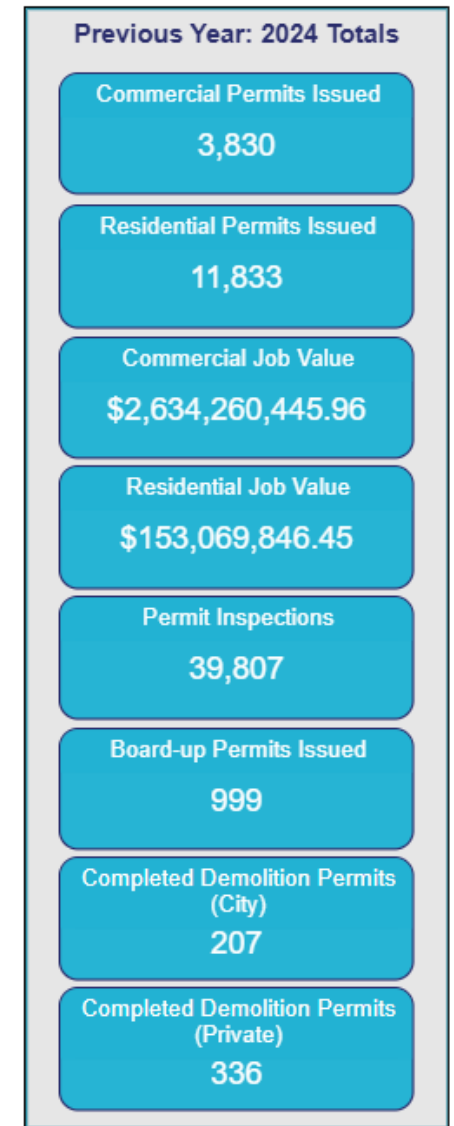
Date Range Comparison to 2024	
Property Maintenance Investigations	+1,929 (+148%)
Civil Tickets Issued	+9,059 (+905,900%)
High Grass Citations	+331 (+33,100%)
Point of Sale Inspections	+513 (+10,260%)
Vacant Buildings Registered	+1,040 (+1,156%)
Parking Garages Registered	+80 (+2,000%)
CARO's Issued	+4,416 (+524%)
Rental Units with CARO	+26,116 (+805%)
Certificates of Disclosure Issued	+539 (+6%)

Previous Year: 2024 Totals	
Property Maintenance Investigations	1,302
Civil Tickets Issued	0
High Grass Citations	0
Point of Sale Inspections	5
Vacant Buildings Registered	90
Parking Garages Registered	4
CARO's Issued	842
Rental Units with CARO	3,246
Certificates of Disclosure Issued	8,685



Permitting Metrics:

1/1/25 thru 12/31/25



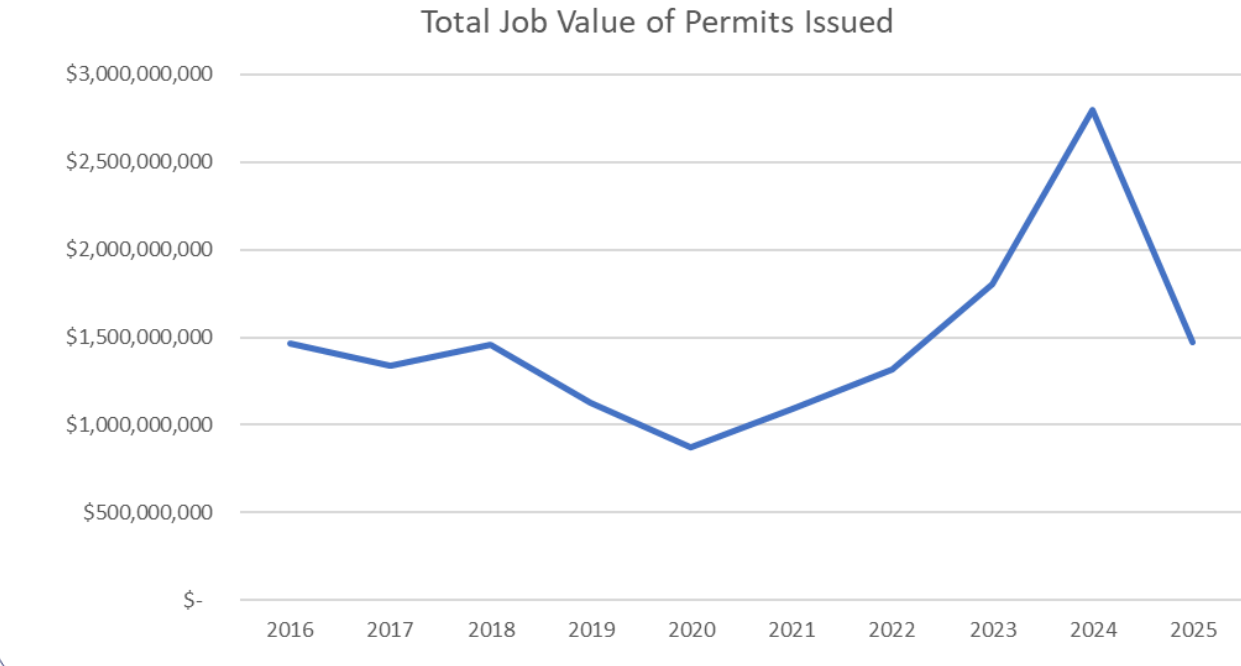
Summary

	Permit Revenue	Job Value
2024 Actual:	\$18,239,731	\$2,801,191,366
2025 Budget:	\$19,627,250	-
2025 Actual:	\$ 12,731,422	\$1,457,761,508
Shortage From Budget:	(\$6,895,828)	(\$1,327,871,217)



Year Over Year Comparison

	Total Job Value of Permits Issued	Change	%
2016	\$ 1,467,389,460	\$ 31,868,941	2%
2017	\$ 1,335,285,977	\$ (132,103,483)	-9%
2018	\$ 1,459,838,721	\$ 124,552,744	9%
2019	\$ 1,128,405,013	\$ (331,433,708)	-23%
2020	\$ 873,046,900	\$ (255,358,113)	-23%
2021	\$ 1,091,736,333	\$ 218,689,432	25%
2022	\$ 1,316,044,683	\$ 224,308,350	21%
2023	\$ 1,802,736,317	\$ 486,691,635	37%
2024	\$ 2,801,191,366	\$ 998,455,049	55%
2025	\$ 1,473,320,149	\$ (1,327,871,217)	-47%



Four consecutive years of high growth.



Projects Over \$10MM

	2024	2025
Job Value (10MM+)	\$1,800,000,000	\$593,000,000
Total Job Value	\$2,800,000,000	\$1,470,000,000
% of Total Job Value	64%	40%
Number of Projects	36	25
 \$10-25 MM Projects	 18	 19
\$25-50 MM Projects	11	4
\$50-100 MM Projects	4	1
\$100-500 MM Projects	2	1
\$500 MM+ Projects	1	0



Top Five Largest Individual Building Permits

2025

\$37,895,516
\$43,543,000
\$44,222,339
\$54,390,936
\$115,876,000
\$ 295,927,791

New Police Headquarters
Metro Health Main Campus Apex
West Side Market Renovation
Shoreway Complex Addition
Cleveland Clinic

2024

\$ 91,770,000
\$ 96,908,000
\$ 141,372,000
\$ 168,942,000
\$ 508,621,000
\$ 1,007,613,000

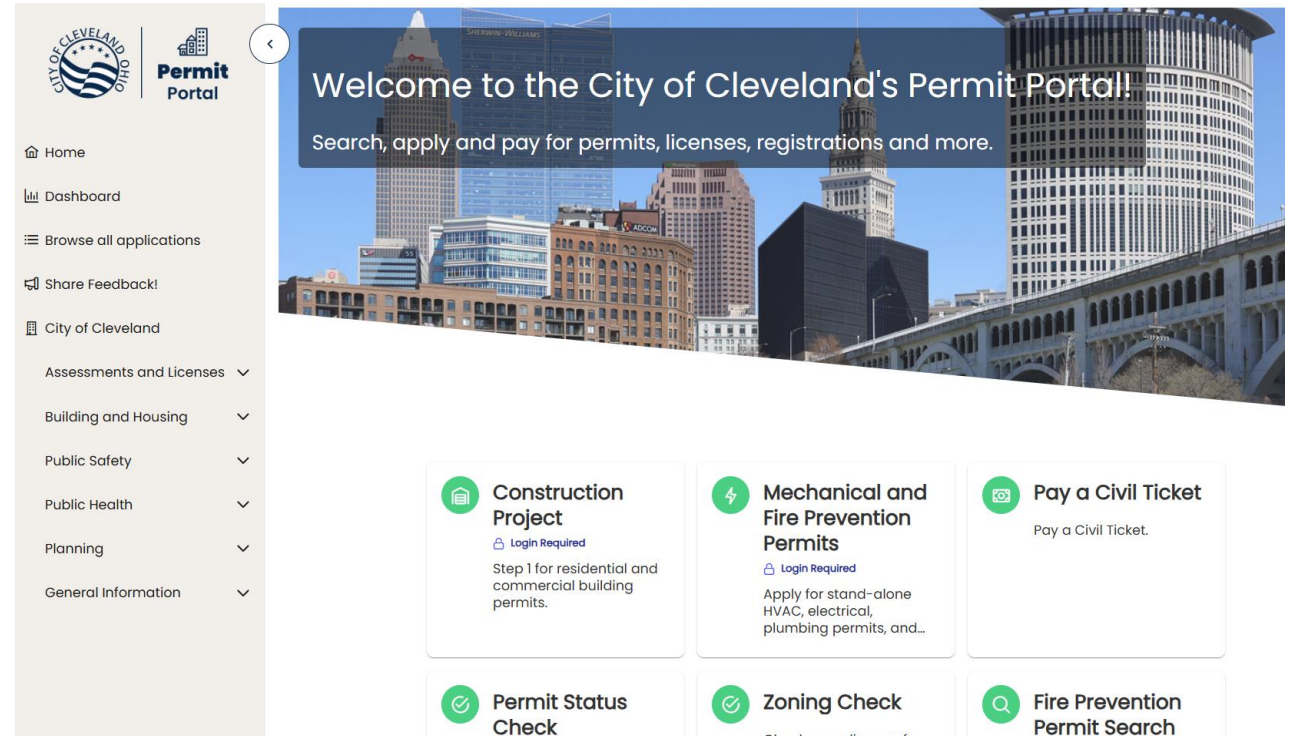
Cleveland Clinic
Cleveland Clinic
Case Western Reserve
Cleveland Clinic
Cleveland Clinic



Permitting Process Overhaul

New Customer Features

- Permit Portal homepage
- Digital plans room
- Zoning lookup tool
- Permitting Help Page
- Intake kiosks
- 14 permits have dynamic application questions and all new email correspondence
 - 6 of the permits were **never** available online in the past



Permitting Process Overhaul

New Customer Features

Permit tracker widget

- No login required
- Search by address or parcel
- See progress of reviews
- Link to related permits

— Check the Status of Your Permit

Anyone can look up a permit—no login needed and you don't have to be the person who filed it.



What permit would you like to check on?

Record #, Address, or Parcel

B16036802

Issued

3333 WEST BLVD, CLEVELAND, OH, 44111

File Date
11/1/2016

Job Description
Alteration

Type
Building Permit

Use Group
One Family

Issue Date
11/3/2016

Category
New

Subtype
Residential

Plan Type
None

Task history

Task	Date	Status
Closure	11/7/2016	Permit Closed
Certificate of Occupancy	11/7/2016	Not Applicable
Inspection	11/7/2016	Inspection Approved
Permit Issuance	11/3/2016	Permit Issuance Approved
Plans Examiner	11/1/2016	Plan Review Approved
Application Review	11/1/2016	Application Approved
Zoning Review	11/1/2016	Zoning Review Approved
Records	11/1/2016	Complete
Plats and Surveys	11/1/2016	Complete
Application Acceptance	11/1/2016	Intake Approved

Description

MAKE INT. EXT. ALT. WATERPROOFING AROUND THE FOUNDATION TO PREVENT WATER PENETRATION BY INSTALLING DRAIN TILES. REMOVE DERIS.
SEPARATE PLUMBING PERMIT REQ'D.



Permitting Process Overhaul

Internal Efficiency and Quality Monitoring

Clear Ownership of Work

- Work queues show applications waiting on a review (based on role)

Quickly Identify Bottlenecks

- Work in Progress Tool tracks age and volume of work throughout the review process

Proactively Intervene on "Stuck" Applications

- Aging applications meetings, daily Zoning huddle

Paperless Workflow

- Eliminates physical handoff, allows for simultaneous review by different reviewers, prevents applications from getting "lost" or "stuck"

Flexible Capacity Levers

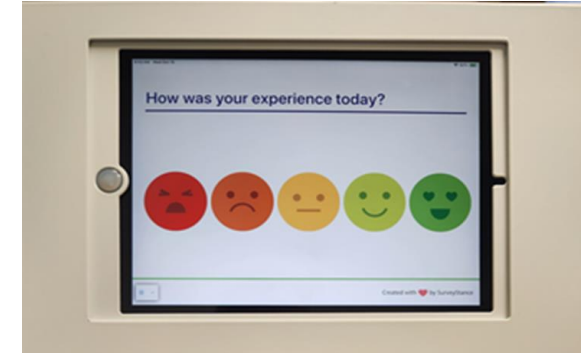
- Use SafeBuilt as needed for backlogged building code review
- Kiosk application support from Community Development



Permitting Process Overhaul

Customer Feedback = Action

- Beta tested with 5 customers before launch.
- Customer survey from Permit Portal homepage.
- Created an employee feedback portal.
- Respond to direct email/phone feedback from customers.
- Tablet to collect feedback from customers City Hall



"Our software creates 1 PDF file with all the required drawings. The digital plan room requires 3 separate PDFs. It is difficult and time consuming to split PDFs."



Changed document requirements to accept 1 PDF packet.

"I can't find where to select the building permit. What is a Construction Project?"



Changed section header and added help text.

"The system isn't letting me download a copy of a Violation Notice."



Adjusted document download settings immediately.



Permitting Process Overhaul

What's Next?

- Use customer feedback to prioritize updates and changes to live content
- UrbanAI Bootcamp feedback being implemented for leaner, more efficient intake process
- Planned enhancements to add or update 45+ additional permit types with new application questions, documents, and email correspondence
- Improved search feature using GIS
- Release of the Project Permits Tracker Page that shows all permits needed for a project with links to apply
- Implement new customer-friendly "Open Counter" user interface
- Study and redesign customer phone and email contact methods to ensure responsiveness



2026 Goals

Put Customer Experience first in all we do!

- Continued refinement of Construction Permitting process
- Expand Systematic Code enforcement efforts
- Enhanced vacant building enforcement using City Detect
- Increased use of civil nuisance litigation to address problem properties
- Enhanced code enforcement training and onboarding to ensure mission alignment
- Expand Lead Safe 1-3 unit engagement with property owners
- Expand use of Problem Properties Roundtable and HUD troubled properties collaboration
- Partner with other stakeholders and departments to create a better process for home repair grant access for residents
- Continue to partner with the County on property tax outreach

