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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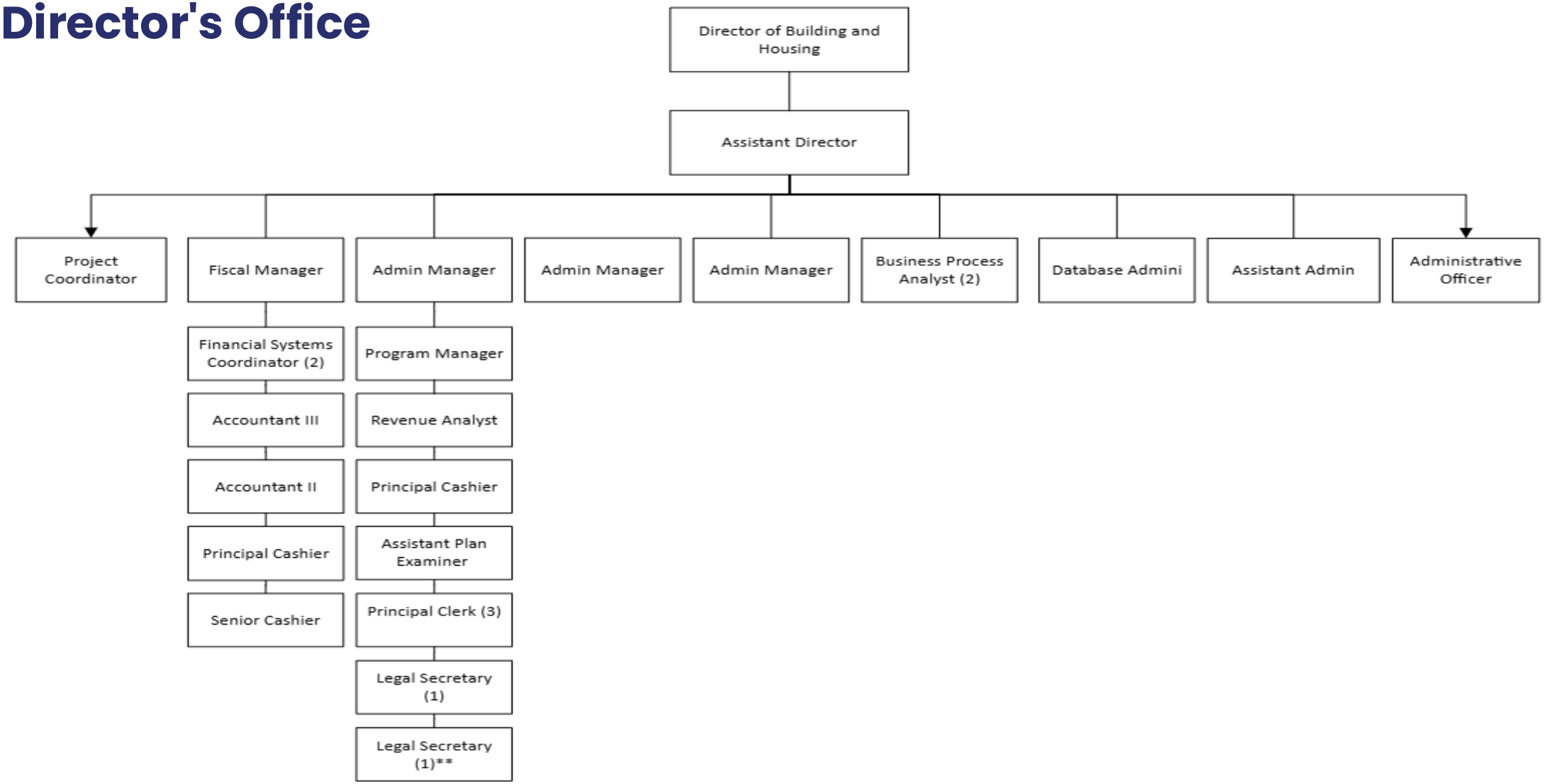
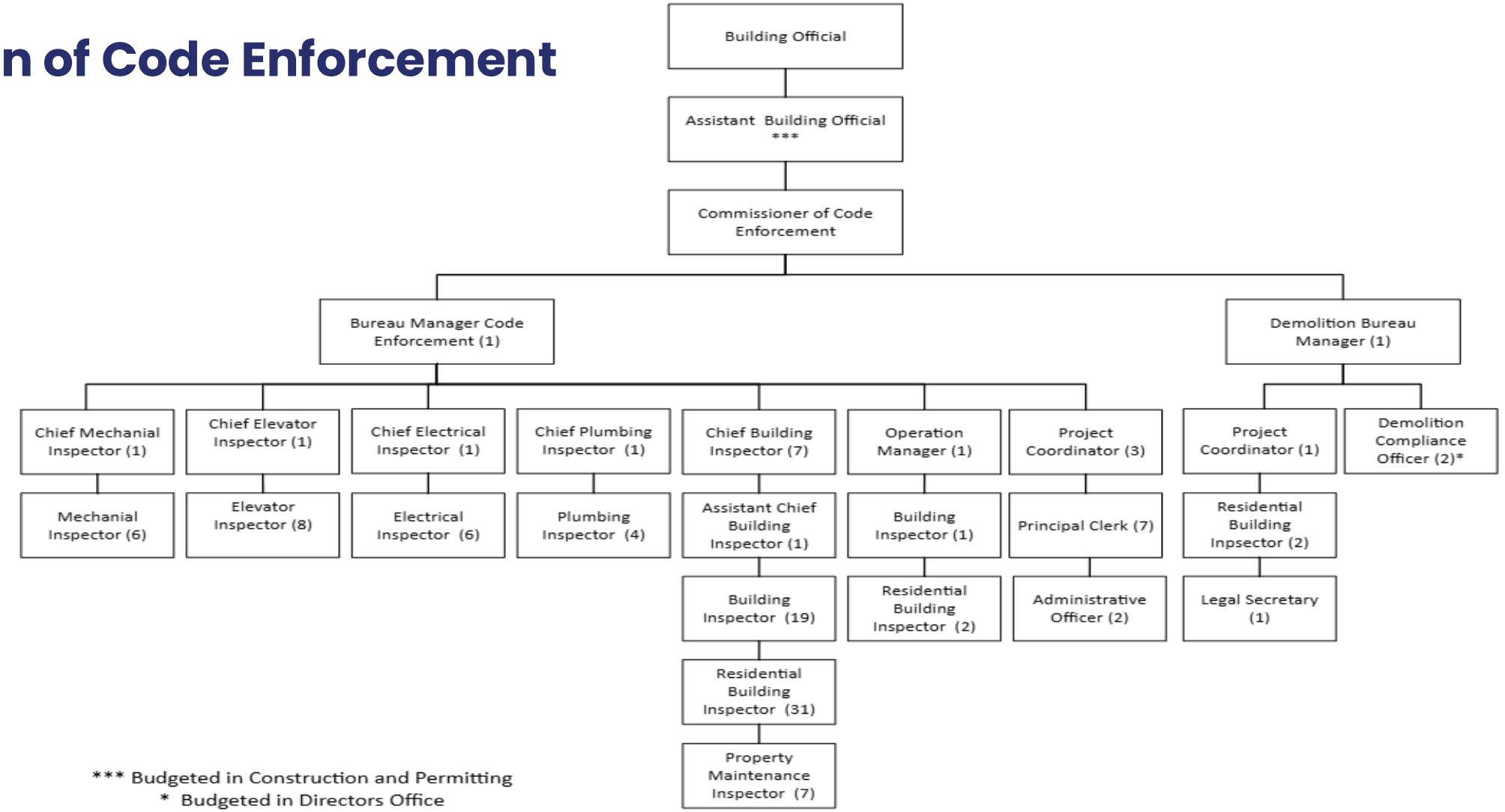
2026 Director's Office



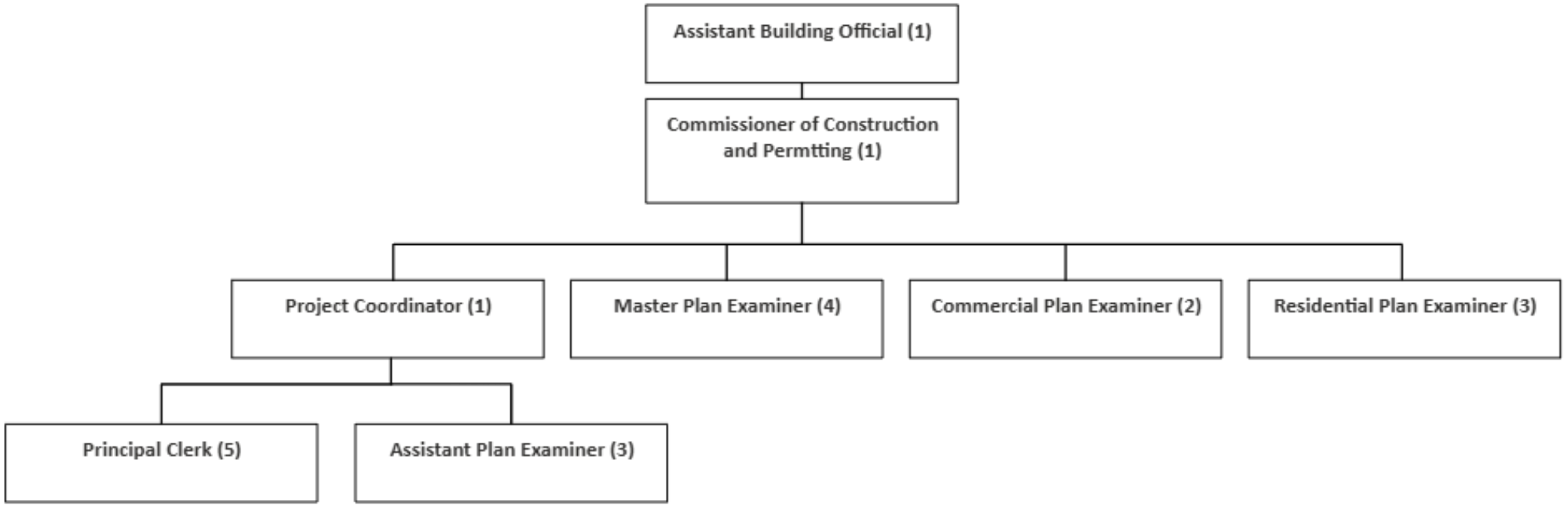
** Budgeted in Code Enforcement

2026 Division of Code Enforcement



*** Budgeted in Construction and Permitting
* Budgeted in Directors Office

2026 Division of Construction Permitting



Core Initiatives and 2025 Progress

Residents First

Fully Operationalized Residents First -> including rental registration enhancements, vacant property registration with exterior point-of-sale inspection, parking garage certification, and civil tickets

Civil Nuisance Litigation

Powerful legal tool to address bad actor owners who allow property to deteriorate and jeopardize tenant life, health, and safety

Systematic Code Enforcement

Inspectors are working proactively in neighborhoods, working with property owners to gain compliance

Warning tags and thank you tags are increasing engagement and positive interactions

Construction Permitting Process Improvement

Greater transparency for applicants and accountability among departments that touch the process

New customer portal launched December 2025

Streamlined online process with real time markup of plans to reduce confusion for applicants

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

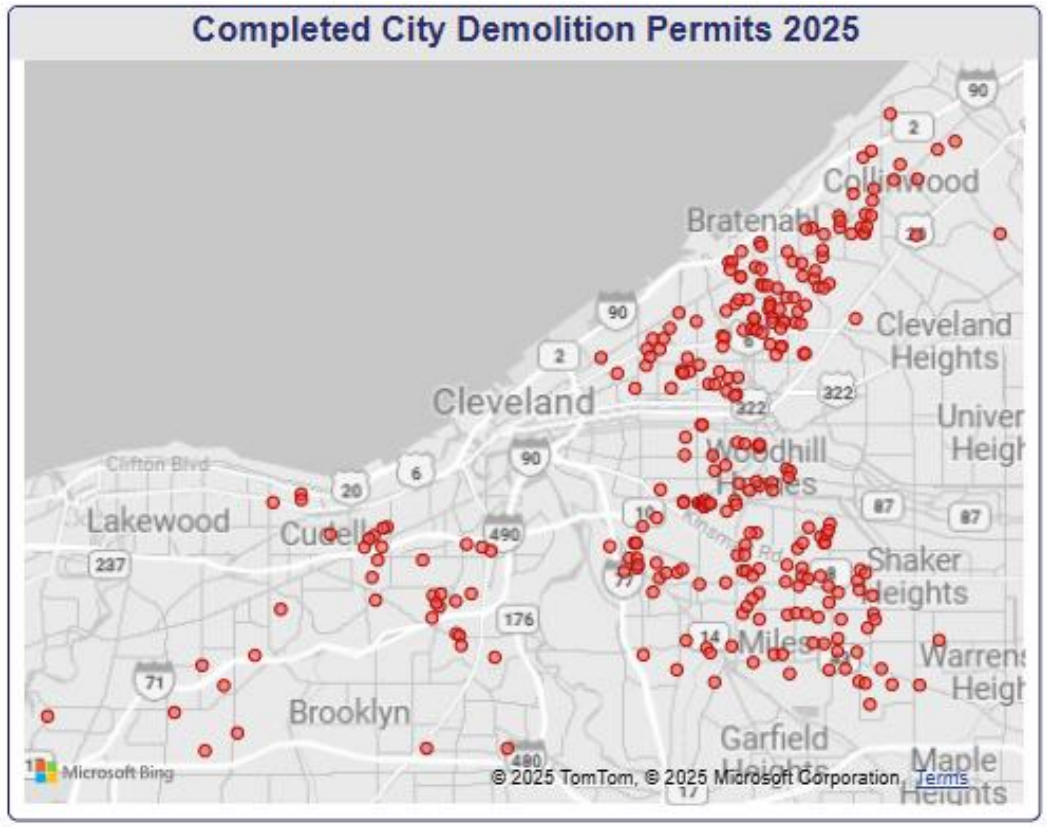
Overall Outcomes

- 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%.

- ODOD Grant Funding: Met the target of $10 million in demolitions where ODOD will reimburse the City $7.5 million.

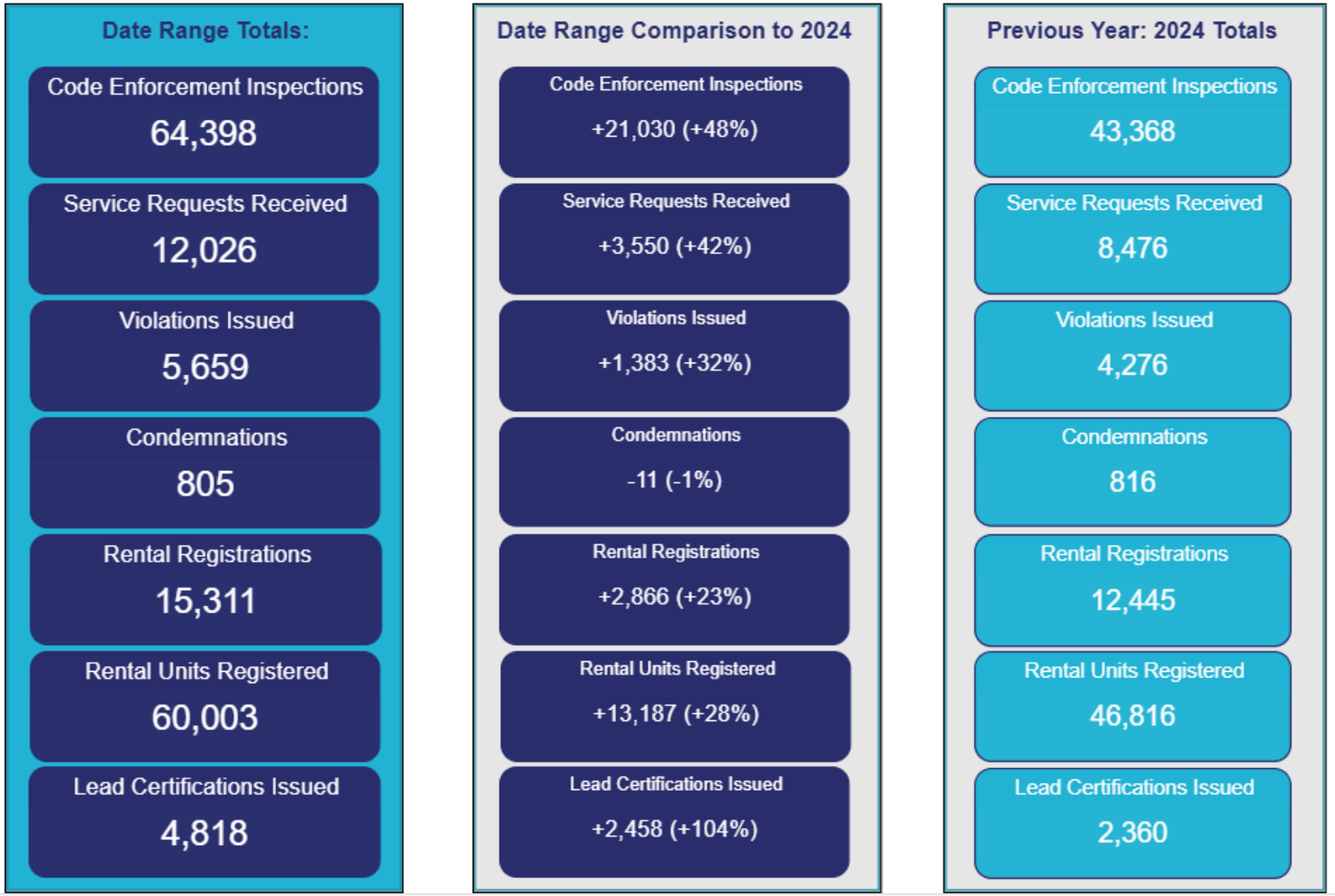


[1] Demo Bureau (DB) tracks all structures demolished on a property, including the garage/shed. Also, DB tracks its numbers in real time based on the bulkhead/clean hole inspection.

130th and Buckeye Corridor Push

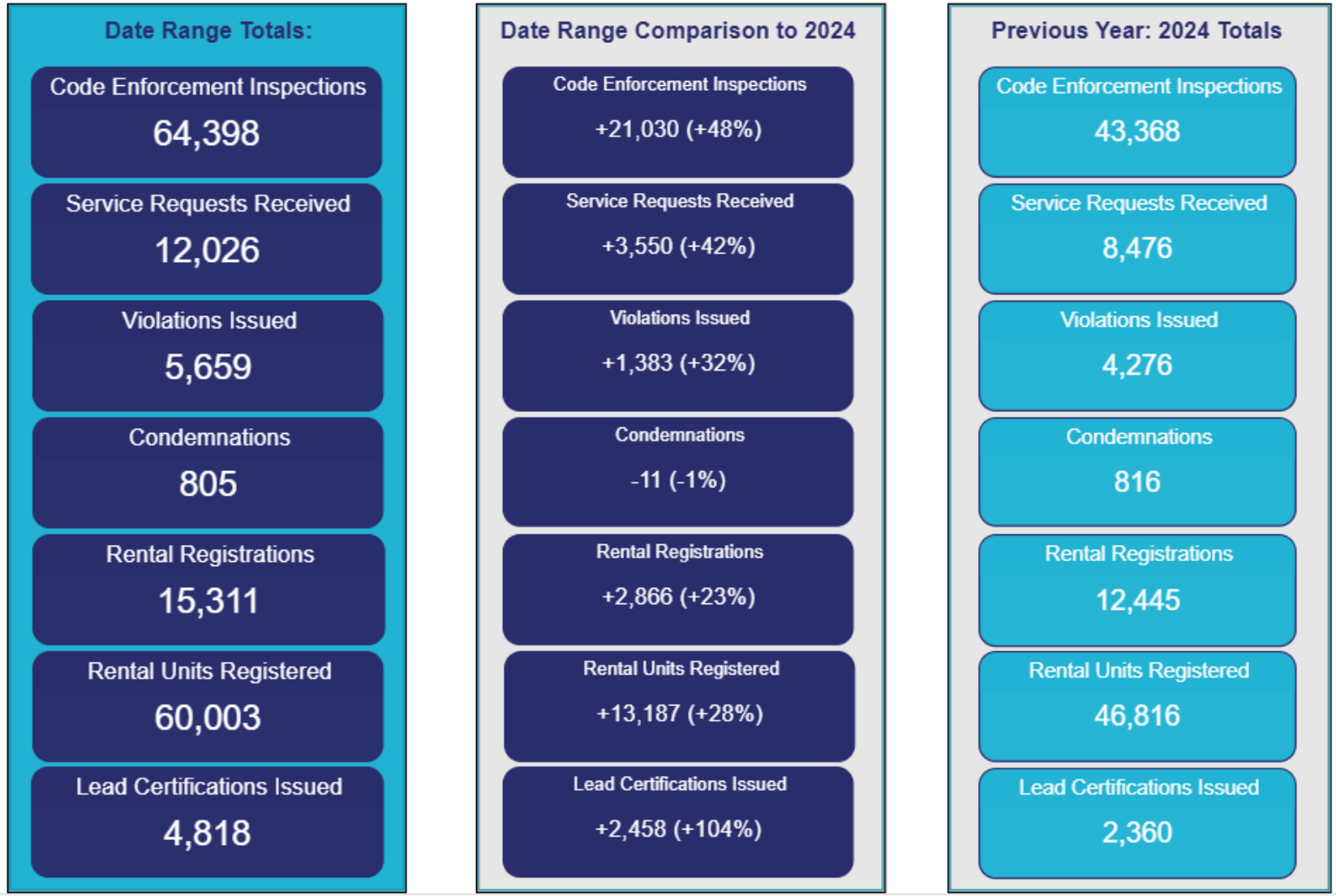
Code Enforcement Metrics:

1/1/25 thru 12/31/25



Code Enforcement Metrics:

1/1/25 thru 12/31/25



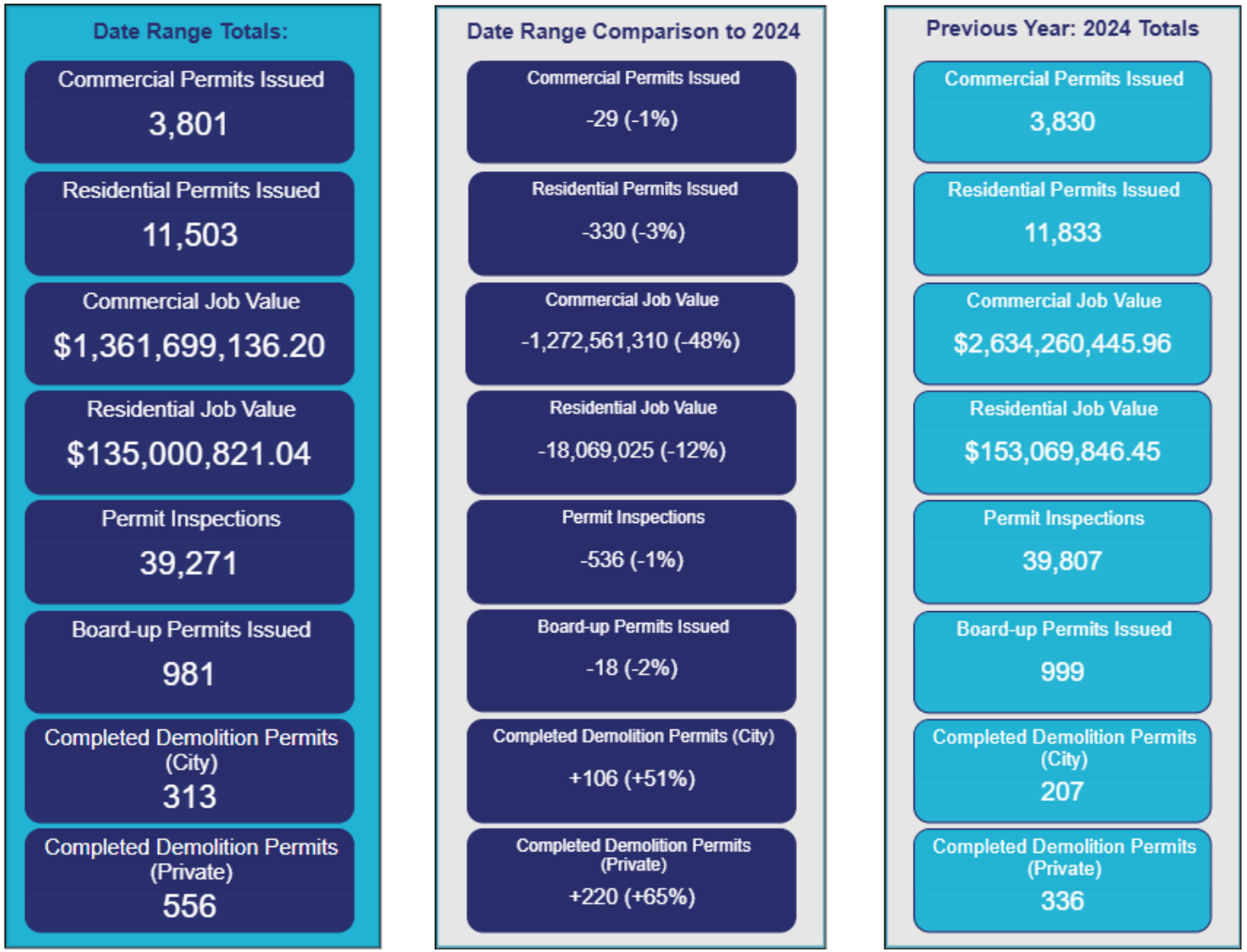
Putting Residents First:

1/1/25 thru 12/31/25

Date Range Totals:	Date Range Comparison to 2024	Previous Year: 2024 Totals
Property Maintenance Investigations: 3,231	Property Maintenance Investigations: +1,929 (+148%)	Property Maintenance Investigations: 1,302
Civil Tickets Issued: 9,059	Civil Tickets Issued: +9,059 (+905,900%)	Civil Tickets Issued: 0
High Grass Citations: 331	High Grass Citations: +331 (+33,100%)	High Grass Citations: 0
Point of Sale Inspections: 518	Point of Sale Inspections: +513 (+10,260%)	Point of Sale Inspections: 5
Vacant Buildings Registered: 1,130	Vacant Buildings Registered: +1,040 (+1,156%)	Vacant Buildings Registered: 90
Parking Garages Registered: 84	Parking Garages Registered: +80 (+2,000%)	Parking Garages Registered: 4
CARO's Issued: 5,258	CARO's Issued: +4,416 (+524%)	CARO's Issued: 842
Rental Units with CARO: 29,362	Rental Units with CARO: +26,116 (+805%)	Rental Units with CARO: 3,246
Certificates of Disclosure Issued: 9,224	Certificates of Disclosure Issued: +539 (+6%)	Certificates of Disclosure Issued: 8,685

Permitting Metrics:

1/1/25 thru 12/31/25

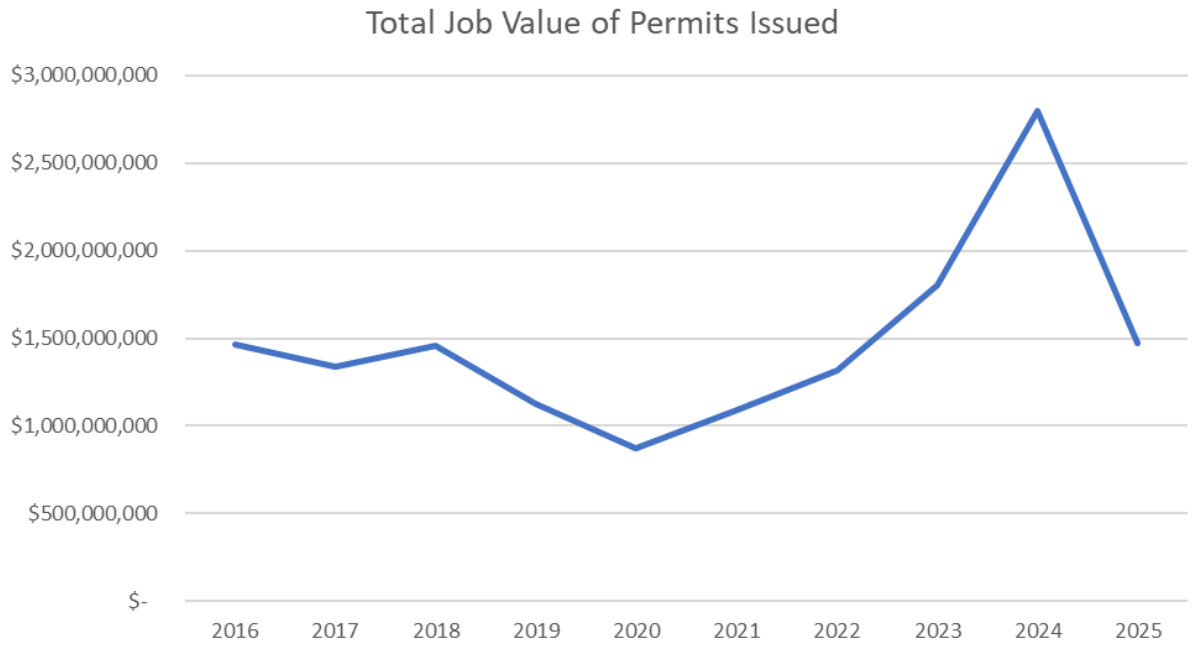


Summary

	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

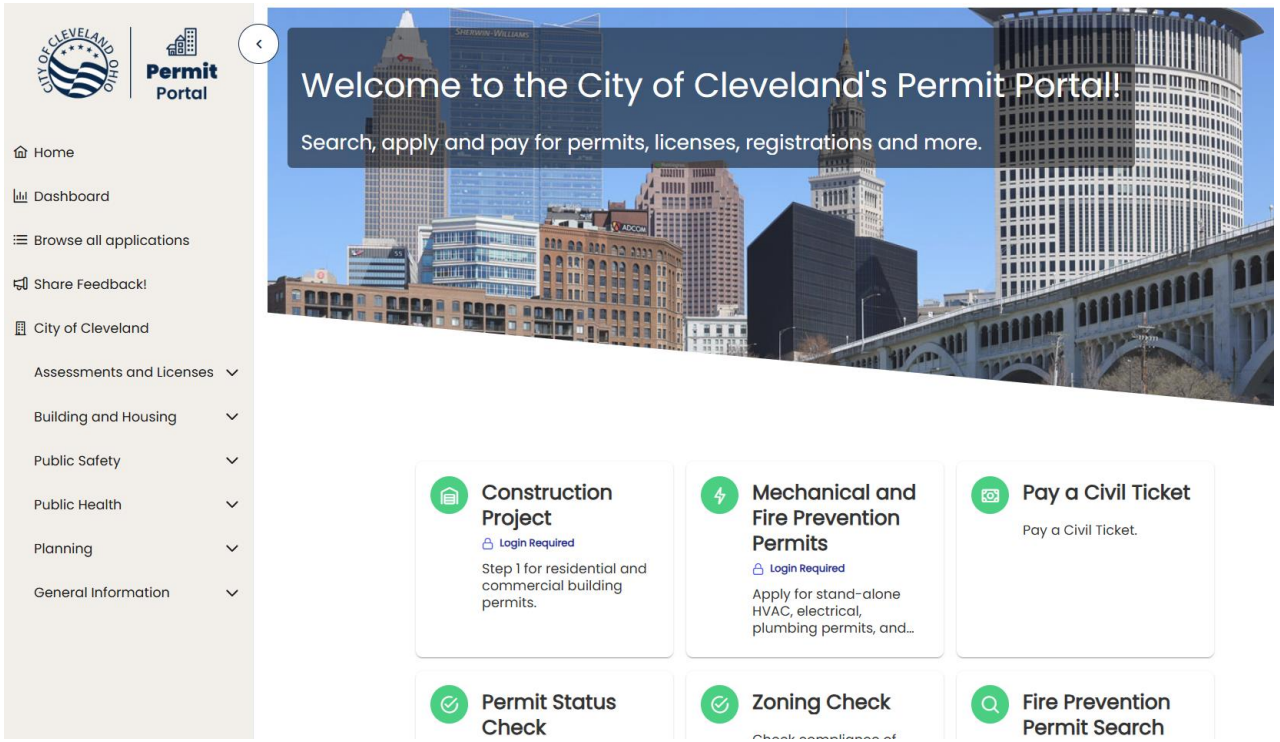
Top Five Largest Individual Building Permits

2025	$37,895,516	New Police Headquarters
	$43,543,000	Metro Health Main Campus Apex
	$44,222,339	West Side Market Renovation
	$54,390,936	Shoreway Complex Addition
	$115,876,000	Cleveland Clinic
	$ 295,927,791	
2024	$ 91,770,000	Cleveland Clinic
	$ 96,908,000	Cleveland Clinic
	$ 141,372,000	Case Western Reserve
	$ 168,942,000	Cleveland Clinic
	$ 508,621,000	Cleveland Clinic
	$ 1,007,613,000	

Permitting Process Overhaul

New Customer Features

- Permit Portal homepage
- Digital plans room
- Zoning lookup tool
- Permitting Help Page
- Intake kiosks



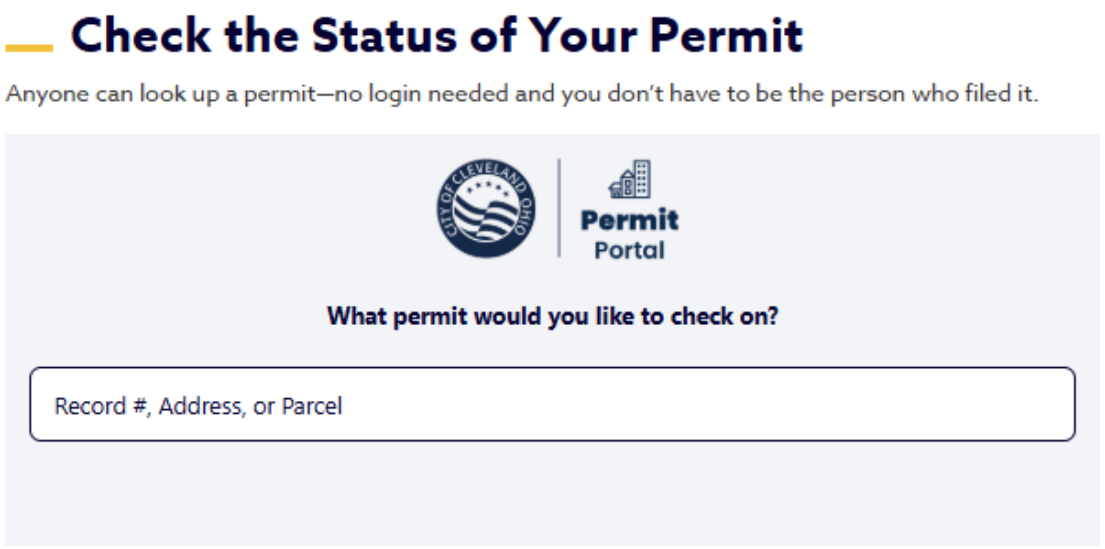
- 14 permits have dynamic application questions and all new email correspondence
  - 6 of the permits were **never** available online in the past

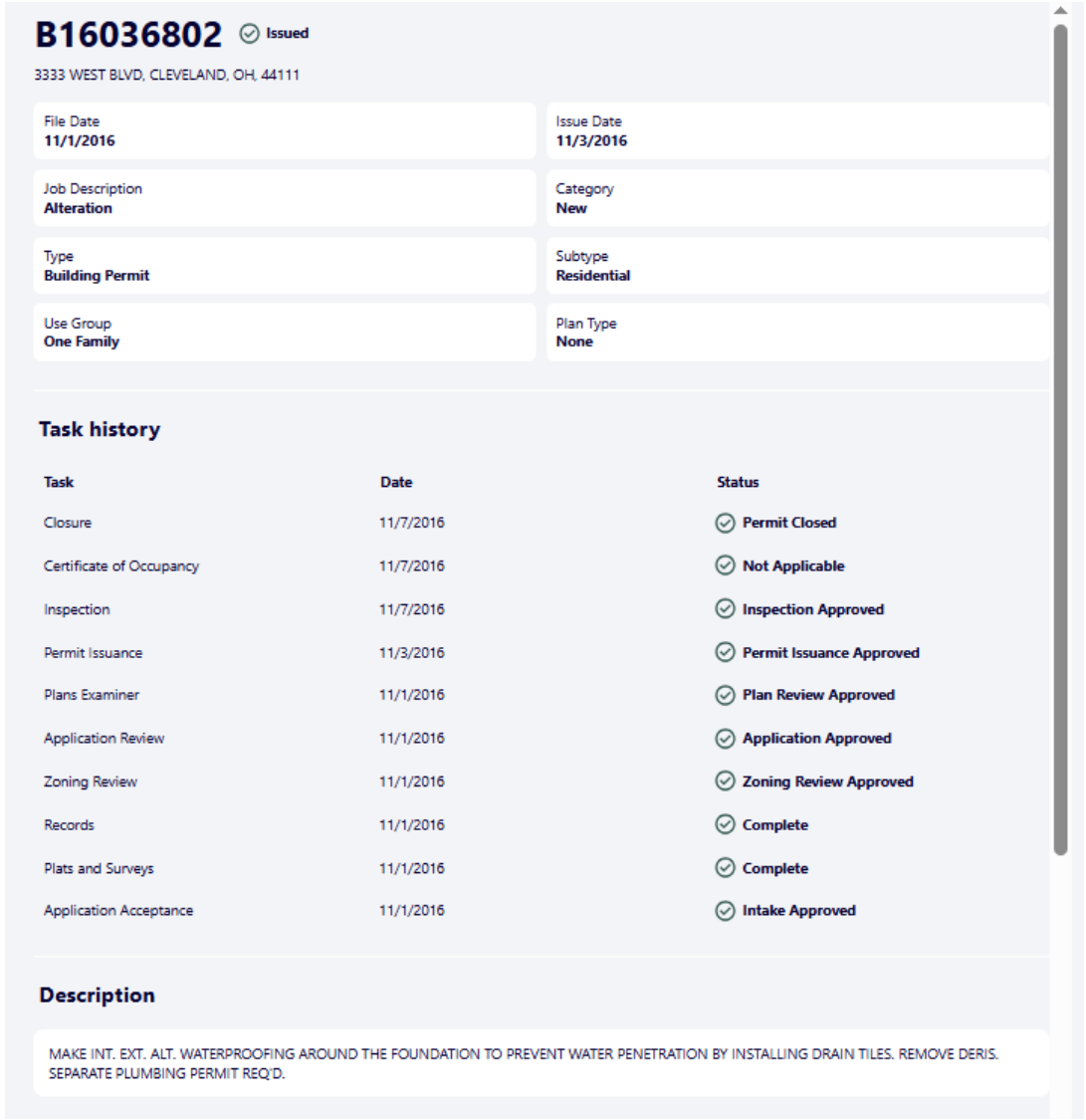
Permitting Process Overhaul

New Customer Features

Permit tracker widget

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





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"

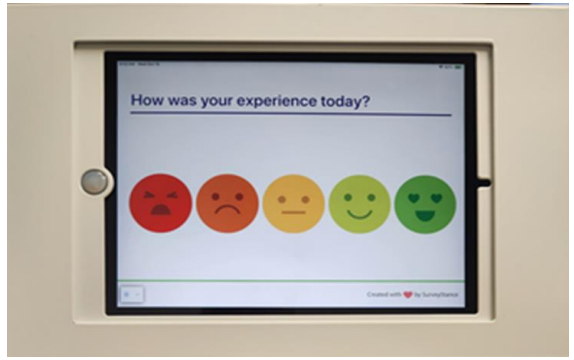
Flexible Capacity Levers

- 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