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# Permitting Services

## MISSION STATEMENT

The mission of the Department of Permitting Services (DPS) is to protect the safety and welfare of County residents and businesses through the permitting and inspections process to ensure that the structures in which we live, work, congregate, and recreate are safe, secure and in compliance with zoning and building requirements. DPS contributes to the economic vitality of Montgomery County through the effective and efficient processing of land development and building construction permits and licenses.

## BUDGET OVERVIEW

The total approved FY14 Operating Budget for the Department of Permitting Services is \$29,642,071, an increase of \$2,022,877 or 7.3 percent from the FY13 Approved Budget of \$27,619,194. Personnel Costs comprise 73.0 percent of the budget for 195 full-time positions and one part-time position, and a total of 200.50 FTEs. Total FTEs may include seasonal or temporary positions and may also reflect workforce charged to or from other departments or funds. Operating Expenses account for the remaining 27.0 percent of the FY14 budget.

## LINKAGE TO COUNTY RESULT AREAS

While this program area supports all eight of the County Result Areas, the following are emphasized:

- ❖ ***A Responsive, Accountable County Government***
- ❖ ***An Effective and Efficient Transportation Network***
- ❖ ***Healthy and Sustainable Neighborhoods***
- ❖ ***Safe Streets and Secure Neighborhoods***
- ❖ ***Strong and Vibrant Economy***
- ❖ ***Vital Living for All of Our Residents***

## DEPARTMENT PERFORMANCE MEASURES

Performance measures for this department are included below, with multi-program measures displayed at the front of this section and program-specific measures shown with the relevant program. The FY13 estimates reflect funding based on the FY13 approved budget. The FY14 and FY15 figures are performance targets based on the FY14 approved budget and funding for comparable service levels in FY15.

## ACCOMPLISHMENTS AND INITIATIVES

- ❖ ***DPS developed and launched on-line permits for electrical permits. Additional on-line permit applications and issuance are in development including an electronic plan submission pilot.***
- ❖ ***Enforcement in support of the County's Respect the Space initiative was implemented establishing standards for handicap access.***
- ❖ ***The Streamlining Development initiative was launched to identify areas of cross-agency process simplification and improvements.***
- ❖ ***The department developed investigation processes and procedures for building code and zoning violations.***
- ❖ ***DPS implemented utility filing fees for work within the public rights-of-way.***
- ❖ ***In conjunction with Montgomery County Planning Board, the department amended a memorandum of understanding for continued DPS site plan enforcement.***
- ❖ ***The department processed plans for 27.8 million square feet of construction.***

- ❖ **DPS will implement the Design for Life Certification Program and has initiated new erosion, sediment control, and drainage requirements.**
- ❖ **The department revised the collection process for Transportation and School Impact Tax for deferred payment pursuant to Bill 26-11.**
- ❖ **DPS is developing a program for tree protection in connection with building construction, sediment control, and right-of-way construction.**
- ❖ **Productivity Improvements**
  - **Developed an inspections quality control program and technical training programs through new field supervision.**
  - **Completed upgrade to Hansen 8 which allows on-line permit applications. In connection with on-line permit application capability, DPS also developed on-line payment capability.**
  - **In coordination with Fire and Rescue Service, established procedure to issue occupancy capacity certificates eliminating the need for applicants to seek approvals from multiple departments for permit closure.**
  - **Successfully launched fire protection systems inspections unit for new permitted construction reducing inspection scheduling times from 4-6 weeks to 24 hours.**
  - **Developed e-copy for approved plan submittal for rights-of-way and sediment control to reduce paper, improve efficiency, and reduce scanning costs.**
  - **In coordination with the department of Housing and Community Affairs, initiated establishment of code references such that single visits by the departments can efficiently address multiple cross-agency violations eliminating the need for duplicative and unnecessary inspections.**

## PROGRAM CONTACTS

Contact Barbara Comfort of the Department of Permitting Services at 240.777.6244 or Dennis Hetman of the Office of Management and Budget at 240.777.2770 for more information regarding this department's operating budget.

## PROGRAM DESCRIPTIONS

### Land Development

The Land Development program is responsible for ensuring the protection of the County's land and water resources and for the protection of the environment and the safety of residents and businesses through its engineering and inspection functions related to stormwater management, sediment control, floodplain management, special protection areas, well-and-septic systems approval, storm drain design and construction, and work in the public right-of-way.

<b>FY14 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY13 Approved</b>	<b>7,231,798</b>	<b>62.50</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	-461,664	-4.00
<b>FY14 Approved</b>	<b>6,770,134</b>	<b>58.50</b>

### Customer Service

The Customer Service program ensures customer service and satisfaction. This division measures customer satisfaction through communication and public outreach. Customer service receives complaints, processes information requests, responds to departmental correspondence, maintains the DPS web site, publishes the DPS newsletter, and coordinates outreach events and seminars for residents, civic organizations and professionals. Customer Service assists applicants with intake and issuance of permits and facilitates the processing of permits for "green tape" projects (i.e., affordable housing and areas such as the Silver Spring, Wheaton, and Long Branch enterprise zones, strategic economic development projects such as White Flint, and faith based institutions). This division develops customer service surveys for the department, analyzes the results, reports findings, and recommends a course of action for improvement.

<b>Program Performance Measures</b>	<b>Actual FY11</b>	<b>Actual FY12</b>	<b>Estimated FY13</b>	<b>Target FY14</b>	<b>Target FY15</b>
Response time on complaint investigations - Average number of days from the complaint being filed to first contact between a Permitting Inspector and the customer	5.0	5.01	4.00	5.00	5.00
Response time on complaint investigations - Average number of days from the complaint being filed to final resolution of the complaint	14.0	7.31	17.00	17.00	17.00
Percent of complaints that are resolved on the first inspection	80.0	69.18	75.00	75.00	75.00

<b>FY14 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY13 Approved</b>	<b>1,013,812</b>	<b>11.00</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	52,845	0.00
<b>FY14 Approved</b>	<b>1,066,657</b>	<b>11.00</b>

## **Building Construction**

The Building Construction program ensures public safety and welfare through the effective enforcement of construction, zoning codes and standards, and site plan requirements. This division reviews engineering plans for permit issuance and conducts construction inspections in the administration and enforcement of building, structural, electrical, mechanical, fire-safety, energy conservation, green building, and accessibility codes and standards. This division assists businesses and applicants through pre-submission meetings and guidance. County zoning standards are maintained by this division through review of building applications for zoning compliance and investigation of zoning complaints. The program is also responsible for conducting county-wide damage assessments during natural and other disasters and incidents and provides assistance in disaster recovery efforts.

<b>Program Performance Measures</b>	<b>Actual FY11</b>	<b>Actual FY12</b>	<b>Estimated FY13</b>	<b>Target FY14</b>	<b>Target FY15</b>
Average number of days to issue a permit - New construction: Commercial permits	160.0	163.0	163.0	163.0	163.0
Average number of days to issue a permit - New construction: Residential permits	110.0	88.25	75.00	80.00	80.00
Average number of days to issue a permit - Additions: Commercial permits	78.0	60.95	65.00	85.00	85.00
Average number of days to issue a permit - Additions: Residential permits	21.0	16.02	21.00	21.00	21.00
Median number of minutes to issue a permit - Permits for commercial alterations obtained using the Department of Permitting Services' Fast Track process	140.0	146.50	140.00	140.00	140.00
Median number of minutes to issue a permit - Residential permits using the Department of Permitting Services' Fast Track process	60.0	58.0	60.00	60.00	60.00
Percent of building permits issued that received a final inspection: Commercial permits	38.0	20.30	50.00	60.00	60.00
Percent of building permits issued that received a final inspection: Commercial permits through the Department of Permitting Services' Fast Track process	77.0	44.77	75.00	80.00	80.00
Percent of building permits issued that received a final inspection: Residential new construction	85.0	28.81	60.00	70.00	70.00
Percent of building permits issued that received a final inspection: Residential all construction	70.0	40.97	65.00	70.00	70.00

<b>FY14 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY13 Approved</b>	<b>12,587,392</b>	<b>112.00</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	499,198	5.90
<b>FY14 Approved</b>	<b>13,086,590</b>	<b>117.90</b>

## **Administration**

The Administration program provides policy development and leadership for all programs within the department. Staff specialists are responsible for a full range of administrative, financial, and budgetary tasks, including daily operations, automation, human resources management, training, safety, quality assurance, legislative coordination, space management, historic files management, and management services.

<b>FY14 Approved Changes</b>	<b>Expenditures</b>	<b>FTEs</b>
<b>FY13 Approved</b>	<b>6,786,192</b>	<b>12.10</b>
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	1,932,498	1.00
<b>FY14 Approved</b>	<b>8,718,690</b>	<b>13.10</b>

## BUDGET SUMMARY

	<b>Actual FY12</b>	<b>Budget FY13</b>	<b>Estimated FY13</b>	<b>Approved FY14</b>	<b>% Chg Bud/App</b>
<b>PERMITTING SERVICES</b>					
<b>EXPENDITURES</b>					
Salaries and Wages	14,020,752	15,432,309	14,937,575	15,698,262	1.7%
Employee Benefits	5,003,458	5,914,325	5,867,649	5,944,558	0.5%
<b>Permitting Services Personnel Costs</b>	<b>19,024,210</b>	<b>21,346,634</b>	<b>20,805,224</b>	<b>21,642,820</b>	<b>1.4%</b>
Operating Expenses	6,103,579	6,272,560	6,775,702	7,999,251	27.5%
Capital Outlay	0	0	0	0	—
<b>Permitting Services Expenditures</b>	<b>25,127,789</b>	<b>27,619,194</b>	<b>27,580,926</b>	<b>29,642,071</b>	<b>7.3%</b>
<b>PERSONNEL</b>					
Full-Time	182	192	192	195	1.6%
Part-Time	1	1	1	1	—
FTEs	177.80	197.60	197.60	200.50	1.5%
<b>REVENUES</b>					
Automation Enhancement Fee	3,607,755	2,864,710	3,789,046	2,936,433	2.5%
Building Permits	20,076,785	14,343,500	19,280,778	14,486,935	1.0%
Electrical Permits and Licenses	3,627,699	2,726,170	4,281,732	2,753,431	1.0%
Fire Code Enforcement Permits	730,298	1,529,410	1,575,153	1,544,704	1.0%
Grading/Storm Drains/Paving/Driveway Permits	5,352,546	4,737,000	4,960,321	4,784,370	1.0%
Investment Income	125	4,520	0	4,520	—
Mechanical Construction Permit	1,400,103	751,670	1,287,543	759,187	1.0%
Miscellaneous Revenues	27,137	0	0	0	—
Occupancy Permits	524,501	555,760	708,039	561,318	1.0%
Parking Fees	-54	0	0	0	—
Sediment Control Permits	2,598,757	2,569,000	3,404,208	2,569,000	—
Sign Permits	178,605	196,510	160,685	196,510	—
Special Exception Fee	229,538	232,010	220,994	232,010	—
Stormwater Mgmt and Water Quality Plan Fee	361,116	518,260	312,490	467,345	-9.8%
Well and Septic	308,512	293,870	196,628	293,870	—
Other Charges/Fees	61,066	72,100	70,243	72,100	—
Other Fines/Forfeitures	65,153	87,270	52,239	0	—
Other Licenses/Permits	766,149	639,030	898,471	639,030	—
<b>Permitting Services Revenues</b>	<b>39,915,791</b>	<b>32,120,790</b>	<b>41,198,570</b>	<b>32,300,763</b>	<b>0.6%</b>

## FY14 APPROVED CHANGES

	Expenditures	FTEs
<b>PERMITTING SERVICES</b>		
<b>FY13 ORIGINAL APPROPRIATION</b>	<b>27,619,194</b>	<b>197.60</b>
<b><u>Changes (with service impacts)</u></b>		
Enhance: Reorganization: Add 1 Chief Operating Officer, 2 Plan Reviewers, Contractual Services for Permitting Reviewers, Inspectors, and Administrators	1,390,766	3.00
Enhance: Information Technology Replacement Plan	651,989	0.00
Add: Consultant services for Design for Life and Streamlining Development initiatives	200,000	0.00
<b><u>Other Adjustments (with no service impacts)</u></b>		
Increase Cost: FY14 Compensation Adjustment	641,921	0.00
Increase Cost: Retirement Adjustment	238,238	0.00
Increase Cost: Office Rent Increase	128,997	0.00
Increase Cost: Annualization of FY13 Lapsed Positions	73,230	0.00
Increase Cost: Staff Training	50,000	0.00
Increase Cost: Other Labor Contract Costs	34,781	0.00
Increase Cost: Maintenance of Information Technology Systems	10,871	0.00
Increase Cost: Printing and Mail Adjustment	3,705	0.00
Technical Adj: MC311 reduced FTEs charged to Permitting Services	0	-0.10
Decrease Cost: Risk Management Adjustment	-11,700	0.00
Decrease Cost: Motor Pool Adjustment	-26,497	0.00
Decrease Cost: Group Insurance Adjustment	-59,938	0.00
Decrease Cost: Retiree Health Insurance Pre-Funding	-186,410	0.00
Decrease Cost: Elimination of One-Time Items Approved in FY13	-201,600	0.00
Decrease Cost: Elimination of FY13 \$2,000 Lump Sum	-367,847	0.00
Decrease Cost: Annualization of FY13 Personnel Costs	-547,629	0.00
<b>FY14 APPROVED:</b>	<b>29,642,071</b>	<b>200.50</b>

## PROGRAM SUMMARY

Program Name	FY13 Approved		FY14 Approved	
	Expenditures	FTEs	Expenditures	FTEs
Land Development	7,231,798	62.50	6,770,134	58.50
Customer Service	1,013,812	11.00	1,066,657	11.00
Building Construction	12,587,392	112.00	13,086,590	117.90
Administration	6,786,192	12.10	8,718,690	13.10
<b>Total</b>	<b>27,619,194</b>	<b>197.60</b>	<b>29,642,071</b>	<b>200.50</b>

