

DPS COVID-19 Current Operations and Modifications

Updated 8.10.2020

Overview

- DPS Offices are closed to the public.
- DPS primary goal is to protect the general public and DPS Staff by practicing recommended infection prevention hygiene practices to address exposure and transmission risks associated with COVID-19.
- DPS will continue to deliver services with modifications utilizing alternative business processes as outlined below.
- As the situation for all of us is very dynamic and policies are changing rapidly, our processes and procedures will be reviewed and updated daily.

DPS Offices

- Most services will be [Online](#). A small number will use paper [Hard Copy \(Paper\) Processes](#).
- DPS Offices are closed to walk-in customers and visitors.
 - Limited access to drop off plan corrections or pick up approved plans and permits that were originally submitted via paper.
- The Fast Track and Walk-Thru services are now closed to walk-in customers. These permit types must be applied for electronically (ePlans).
- Payments must be made online via check or credit card. If preferred, checks may be mailed.
 - Performance Bond, Letter of Credit, legal documents, etc. must be mailed.
- All **in office** Design Consultations, eServices training and Code Modification Hearings are suspended until further notice. These services will be scheduled remotely.
- All other questions need to be directed to 311.

DPS Inspections

- Inspections conducted in the past are still being conducted today! However, in some cases the methods, strategies and tasks performed are being modified in order to complete inspections.
- New construction inspections remain unchanged and performed in the same manner as in the past.
- There is a moratorium on all inspections into existing spaces where people are living, such as, assisted living facilities, daycare facilities and the actual living units in commercial high-rises.
- Complaints will not be dealt with during this emergency, unless, it is a life safety issue.
- Inspectors will consult with permit holder on safest methods to complete the inspections. Use of alternative methods leveraging new technology will be coordinated.

DPS will no longer accept NEW projects via paper submission

- Use [DPS eBox](#), if you are unable to submit your documents/plans through ePermits, ePlans, or email.
- New Paper plans that were received by the close of business on Friday, March 20th, 2020 will be processed.
- Please contact dps.eServices@montgomerycountymd.gov

DPS Procedures for Previously Submitted Paper Documents

Existing paper submissions

- All previously received paper submissions will be assigned by the discipline managers to DPS staff for processing, review and issuance
- The named contact person on the paper submission will be contacted shortly by DPS

DPS Procedures for ePlans

There is no change to the issuance process for permits and plans submitted electronically

Virtual Services

- GoToMeeting, Telephone, Skype, etc.
 - Design Consultations
 - Code Modifications
 - eServices Training
- Alternative Technology
 - Applications
 - Plan submission
- eServices Training will be held by appointment.
 - If you need guidance or assistance with eServices, please contact dps.eServices@montgomerycountymd.gov
 - Or aaron.smith@montgomerycountymd.gov

DPS Procedures for Issuance of Permits and U & O

- Customers will be notified by email no earlier than 24 hours after approval that previously submitted paper permits, plans and related documents are ready for pickup
- There is no change to the issuance process for permits and plans submitted electronically

- When possible permits, certificates and approved plans will be emailed to the customer

Suspended Services

- Homeowner's Electrical Exam - Contact DPS
- Environmental Health Surveys
- Equestrian Event License
- Fire System Licenses
- Non-Conforming Use Certificate
- Bed and Breakfast Certificate
- Sewage Hauler's License
- Home Occupation Certificate

During this time all staff will be checking voicemail, email, 311 service requests, processing ePlans in ProjectDox and will be handling telephone calls. Please check our web site for cancellations and service modifications.