



Department of Permitting Services

255 Rockville Pike, 2nd Floor, Rockville, Maryland 20850

DPS ADMINISTRATIVE/OPERATING PROCEDURE

Year 2003	Policy PUBLIC INFORMATION
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Statement/Background of Issue: This policy defines procedures and fees for public information requests, including requests made with reference to the Maryland Public Information Act ("MPIA"). MPIA requests must be processed in compliance with Executive Regulation ("ER") 27-01AM, "Requests Under the Maryland Public Information Act" (copy attached), as enacted November 20, 2001. FOR THE PURPOSES OF THIS PROCEDURE, ALL REQUESTS FOR INFORMATION SHOULD BE CONSIDERED MPIA REQUESTS.

Departmental Policy

SELECTED DEFINITIONS FROM THE ER

- (ER, Section 3.D) the DPS Assistant Director ("AD"—William Boyajy), as the Director's designee, is the "Official Custodian." This means that the AD is the person who is legally responsible for the maintenance, care, and keeping of DPS public records. Accordingly, requests for certification by the Official Custodian and final decisions about the release of documents will be made by the AD. (NOTE: The AD is assisted by the Administrative Specialist II, Edie Williamson.)
- (ER, Sections 3.E & 3B) Anyone in the department may be a records "Custodian." A Custodian is anyone "having personal custody and control of public records." For example, if an "applicant"; that is, someone requesting disclosure of a DPS record; requested copies of a file in the possession of a Permitting Services Inspector, the inspector would be the Custodian.
- (ER, Section 4) a Custodian, or someone else who is working with an applicant, who knows that the applicant "is a party (or acting on behalf of a party) in litigation with either the County or a County employee," must refer the applicant to the Assistant County Attorney for DPS (Mac Spicer).
- (ER, Section 6) A "person in interest" is an applicant who as the subject of a public record or that person's designee (or parent or legal guardian if under a legal disability). As the ER states, a Custodian may require a request for records in writing to help the Custodian determine if an applicant is a person in interest.

PROCEDURES

1. ALL DPS EMPLOYEES AND MANAGERS ARE RESPONSIBLE FOR READING AND UNDERSTANDING THE PROVISIONS OF THE ER.
2. ALL DPS EMPLOYEES AND MANAGERS ARE RESPONSIBLE FOR TAKING PROPER CARE OF DPS RECORDS, WHETHER THEY ARE IN PAPER OR ELECTRONIC FORM, AND MAKING THEM AVAILABLE FOR INSPECTION/COPYING.
3. INFORMATION REQUESTS SHOULD BE PROCESSED NO LATER THAN 30 DAYS OF RECEIPT WITHOUT REQUIRING THAT THE REQUESTS BE IN WRITING, UNLESS THE PROVISIONS OF SECTION 5 OF THE ER APPLY. CUSTODIANS SHOULD USE DISCRETION IN DECIDING

WHETHER OR NOT A "REQUEST FOR PUBLIC INFORMATION" FORM IS NECESSARY. THIS FORM IS TO BE USED PRINCIPALLY WHEN APPLICANTS REQUEST COPIES (RATHER THAN INSPECTION) OF DPS RECORDS. WRITTEN REQUESTS MAY BE SUBMITTED ON THE FORM, BY EMAIL, BY FAX, OR IN OTHER ACCEPTABLE FORMS, AS DETERMINED BY THE CUSTODIAN. QUESTIONS IN THIS REGARD MAY BE REFERRED TO THE OFFICIAL CUSTODIAN.

4. FOR THE MOST PART, REQUESTS SHOULD BE HANDLED BY CUSTODIANS OR THEIR SUPERVISORS. THE OFFICIAL CUSTODIAN SHOULD BE INVOLVED ONLY IF AN APPLICANT REQUESTS CERTIFICATION OF INFORMATION OR DOCUMENTS, OR IF THERE ARE ISSUES PERTAINING TO DISCLOSURE, OR IF THE REQUEST IS UNUSUAL OR COMPLICATED. IF THE REQUEST COMES UNDER SUBPOENA, AND THE SUBPOENA IS NOT CLEAR, OR IS PROBLEMATIC, SEE THE ASSISTANT COUNTY ATTORNEY.
5. QUESTIONS CONCERNING DISCLOSURE SHOULD BE DIRECTED TO THE OFFICIAL CUSTODIAN OR TO THE ASSISTANT COUNTY ATTORNEY, ALTHOUGH VIRTUALLY ALL DPS RECORDS ARE SUBJECT TO DISCLOSURE. IN THE CASE OF AN INFORMATION REQUEST THAT INVOLVES A COMPLAINT, THE CUSTODIAN MAY RELEASE THE NAME OF THE COMPLAINANT UNLESS THE COMPLAINANT RECEIVED AN IMPLIED OR EXPRESS ASSURANCE OF CONFIDENTIALITY. IN OTHER WORDS, IF AN INVESTIGATOR OR ANOTHER DPS EMPLOYEE DID NOT GUARANTEE CONFIDENTIALITY, OR, IF THE COMPLAINANT NEVER REQUESTED IT, THE COMPLAINANT'S NAME MAY BE RELEASED. WHEN DEALING WITH A COMPLAINT, THE CUSTODIAN SHOULD ASK THE COMPLAINANT IF HE OR SHE WANTS HIS OR HER NAME TO REMAIN CONFIDENTIAL. IF A COMPLAINANT REQUESTS CONFIDENTIALITY, THE CUSTODIAN SHOULD GRANT IT AND NOTE THAT FACT IN THE COMPLAINT RECORD. IN ANY EVENT, ANY DECISION TO DENY AN APPLICANT ACCESS TO DPS RECORDS, INCLUDING COMPLAINANTS' NAMES, MUST BE REVIEWED BY THE ASSISTANT COUNTY ATTORNEY. AN APPLICANT WHO IS DENIED ACCESS TO RECORDS MAY APPEAL THE DENIAL TO CIRCUIT COURT.
6. THE FEES SPECIFIED IN SECTION 12 OF THE ER MAY BE MODIFIED ONLY BY AMENDING THE ER BY "METHOD 3."
7. WE WILL NOT CHARGE FOR ELECTRONIC TRANSMISSION OF INFORMATION.
8. IN THE ABSENCE OF THE OFFICIAL CUSTODIAN, SEE THE ASSISTANT COUNTY ATTORNEY ABOUT MPIA INTERPRETATIONS AND THE ADMINISTRATIVE ASSISTANT II ABOUT ROUTINE MPIA REQUESTS AND CERTIFICATION REQUESTS. THE ADMINISTRATIVE ASSISTANT II WILL PREPARE THE CERTIFICATIONS AND HAVE THEM SIGNED BY THE DIRECTOR OR THE ACTING DIRECTOR.

	<p>Date August 1, 2005</p>	<p>Contacts: William Boyajy, Assistant Director, Official Custodian Mac Spicer, Assistant County Attorney, refer litigant or subject of litigation, & see in AD's absence (see above) Edie Williamson, Administrative Specialist II, on specific MPIA requests & in AD's absence (see above)</p>
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Montgomery County Department Of Permitting Services

255 Rockville Pike
Rockville, MD 20850
240-777-6240 Fax: 240-777-6262



REQUEST FOR PUBLIC INFORMATION

PLEASE PRINT OR TYPE AND COMPLETE ALL APPLICABLE AREAS TO ENSURE TIMELY PROCESSING

() Single Family () Townhouse () Apt/Multi-Family () Commercial () Other

Name of Applicant: Phone # Fax:

Applicant's Address:

Premise/Site Address:

Lot: Block Subdivision Cross Street

I am requesting (check one) () A Copy of the Following: or () To Review the Following

() Permit Number: Permit Type:

() House Location/Site Plan () Construction Drawing Permit #
Size () 8 1/2 X 11 or () 36x48

() Inspection Results () Exception Opinion-Case#:

WELL AND SEPTIC

() Septic Tank Location () Well Location

Name of original applicant when tank was installed:
(Prior to 1960 this information is necessary)

USE AND OCCUPANCY CERTIFICATE (Please Check One) () U & O Certificate on File or () U & O File

Provide previous Tenant: Previous Use:

STORMWATER AND SEDIMENT CONTROL

Stormwater Number: Sediment Control Number:

() Other (Specify):

Information Requests for fire codes, fire protection systems, and hazardous materials are handled by the Department of Fire and Rescue Services.

If Request is NOT picked up/or reviewed, within 2 weeks of notification request will be cancelled!

Signature of Applicant: Date:

Intake Date: AP#
() Applicant Notified Date: () Pick Up Date:
() Mailed Date: () Faxed Date:
() Information Not Available () No Response Returned to Files
Copy Fee \$ Automation Fee \$ Total Fee\$ Check # Receipt #
Name of Permit Technician/Reviewer:

FEES:

- A. The Following schedule governs the fees for copying and certifying records. The Executive may amend these fees by regulations issued under method 3.
1. **Copies.** The fee for each copy is \$.15 per page (letter or legal size) if reproduction is made by a photocopying machine within the Department. Larger documents (up to computer printout dimensions) are \$1.00 per page. Large size plans are \$2.00 per page. If records are not susceptible to photocopying (for example, punch cards, magnetic tapes, blueprints, and microfilm), the fee for copies must be based on the actual cost of reproduction.
 2. **Certification of Copies.** If a person requests that the custodian certify a copy of a record as a true copy, the custodian may charge an additional fee of \$1.00 per page, or if appropriate, \$1.00 per item.
 3. **Minimum Fee Charged.** The custodian must not charge a fee if the total amount of the fee would be \$1.00 or less.
- B. Notwithstanding subsection (A), if the fees for copies, printouts, photographs, or certified copies of any record are specifically prescribed by a law other than the Act or this regulation, the custodian must charge the prescribed fee.
- C. If the custodian is unable to copy a record within the Department, the custodian must make arrangements for the prompt reproduction of the record at public or private facilities outside the Department. The custodian either must collect from the applicant a fee to cover the actual cost of reproduction or direct the applicant to pay the cost of reproduction directly to the facility making the copy.
- D. Except as provided in subsection (E), the official custodian may charge reasonable fees for the time expended searching for requested records and preparing them for inspection and copying. This fee should be related to the custodian's actual cost (for example, the cost of any outside contractor employed, or the hourly rate of any employee assigned, to do the work) and may include the cost of any actions taken under section 8.
- E. The official custodian may not charge any search or preparation fee for the first two hours of time that is needed to respond to a request for information.
- F. Before responding to a request, the custodian may estimate the search, preparation and reproduction costs and either obtain the written agreement of the applicant to pay the cost or demand prepayment of the estimated fee.
- G. Upon written request, the official custodian may waive or reduce any fee charged pursuant to this regulation if the custodian determines that the waiver or reduction is in the public interest. The official custodian must consider, among other relevant factors, the ability of the applicant to pay the cost or fee.
- H. If the applicant requests that copies be mailed or delivered to the applicant, the custodian may charge the applicant for the cost of postage or delivery to the applicant.



DPS/General Information - Info. Requests: Procedure & Fees

- An information request is a request to review/copy/receive copies of documents maintained by the department.
- Montgomery County Executive Regulation #27-01AM, "Requests Under the Maryland Public Information Act ('MPIA')," prescribes the procedures and the fees (shown below) for information requests.
- No fee is due if the total charge for the request is under \$1.00, exclusive of postage and delivery charges.
- DPS accepts information requests verbally, by fax, by email, or by use of the "Request For Public Information" form (DPS may require the form for certain kinds of requests.) **For information related to information requests or any DPS program, please contact us at the addresses/phone found through left menu. You can also download information request form.**
- Processing time for information requests varies according to workload/the complexity of the request. Most requests are processed in no more than ten workdays; many can be processed on the day of the request. The MPIA provides a thirty-day response period for information requests.

NOTE: There are no microfilm/fiche records for permits issued prior to October 17, 1986.

Photocopying and Reproductions

A) Letter or legal sized documents (not to exceed 8½ by 14 inches) and paper faxes	\$0.15 per page or side
B) Large size document (i.e., in excess of letter or legal size, but less than large-size plan) and Microfilm or Microfiche reproductions	\$1.00 per page or side
C) Large size plans (plans larger than 8½ x 14)	\$2.00 per page or side

Certified Copies

Written certifications that copies are true copies of DPS records	\$1.00 per page or side
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Staff Time for Research

A) First two hours of combined staff time	No charge
B) Each 15 minutes or fraction in excess of two hours	\$8.00 (\$32.00 per hour)

An additional 10% Automation Enhancement Fee is charged on the cost(s) listed above.

Postage

Actual costs of mailing or delivering

PROCESSING

DIRECTIONS FOR ~~DOING~~ INFORMATION REQUESTS

When you receive an Information Request you first must examine the request to see if we have the information.

1. **CHECK LOCATION:** First of all check to make sure the address of the site is within Montgomery County. Check to see if the Information Request is for the City of Gaithersburg or the City of Rockville. If the request is in either of these cities you must refer the Requestor to that City Government since Montgomery County does not have permits or information for these two cities.

2. **CHECK CONTENT OF REQUEST:** Next check to see what information they are asking for. The Department of Permitting Services has information on the following:

- a. Site plans
- b. Building Construction Plans
- c. Use & Occupancies
- d. Sediment Control Information and/or Plans
- e. Stormwater Information/or Plans
- f. Flood Plain Information
- g. Driveway Information
- h. Demolition Information
- i. Well & Septic Information/Plans
- j. Vendor Information
- k. Complaint and Violation Information
- l. Zoning Information.
- m. Sign Information
- n. Road Construction Plans

If they are asking for information other than what falls into these categories than ask around the office to see if we have the requested information. If not, refer the customer to the appropriate agency.

3. TAKE IN REQUEST AND TELL APPLICANT THE POSSIBLE FEES AND THE PROBABLE AMOUNT OF TIME TO COMPLETE REQUEST:

If the request falls within Montgomery County territory then the Permit Technician should take in the completed Information Request form and tell the customer that we will get back to them in an approximate amount of time, according to the Permit Technician's back-log of work. Make sure to get as much information as possible on

the Request form and if a fee may be involved—tell them what the fees are approximately and determine from the customer if they are willing to pay these fees.

FEES:

The first 10 pages of 8 ½ X 11 or 8 ½ X 14 pages are free.

The fees for Microfilm or Microfische copies are \$1.50 a page.

The fee for large plan size copies are \$2.00 a page.

The fee for regular 8 ½ X 11 copies is .15 cents per page.

You add 10% of the total for the Enhancement Fee.

(COPY FEE + ENHANCEMENT FEE(10%)) = TOTAL FEE DUE FROM CUSTOMER

The amount of time to do a request will depend upon the backlog of work and upon the amount of material being requested. Based on this give them your best estimate of time to completion of the Information Request.

4. ENTERING, COMPLETING AND CLOSING THE INFORMATION REQUEST IN THE HANSEN SYSTEM:

Once you have taken in an Information Request you must enter it into the Hansen Permitting Screen under CASE.

a) With Hansen open go to the menu bar at top of Hansen and click on application.

b) Go down to “CASE” and open.

c) Go to the second from the left open entry space called “TYPE” and left click in the space and then right click in the space. You will see a menu pop up. Double click on “AGENCY SERVICE REQUEST”.

d) Make sure the tab at the bottom of the Hansen CASE entry area is on “CASE”.

e) Go down to the four check marks below and take out the check marks. These check marks may interfere with other applications.

f) Under the entry space “DESCRIPTION OF CASE” enter a brief description of the information that is being requested.

g) Click on the tab at the bottom of Hansen window that says site property. Enter the address and then left click on the entry area where the street name goes. Then right click on the entry area. Hopefully an address will come up. When it does double click on the address and it will be entered into the address entry space. If an address does not come up you will have to determine if that address exists.

h) Click on the red plus sign at the top of the Hansen Case window. A CASE number will be entered and will show up at the top where it says: CASE#. Write this number down on the top of the Information Request Form.

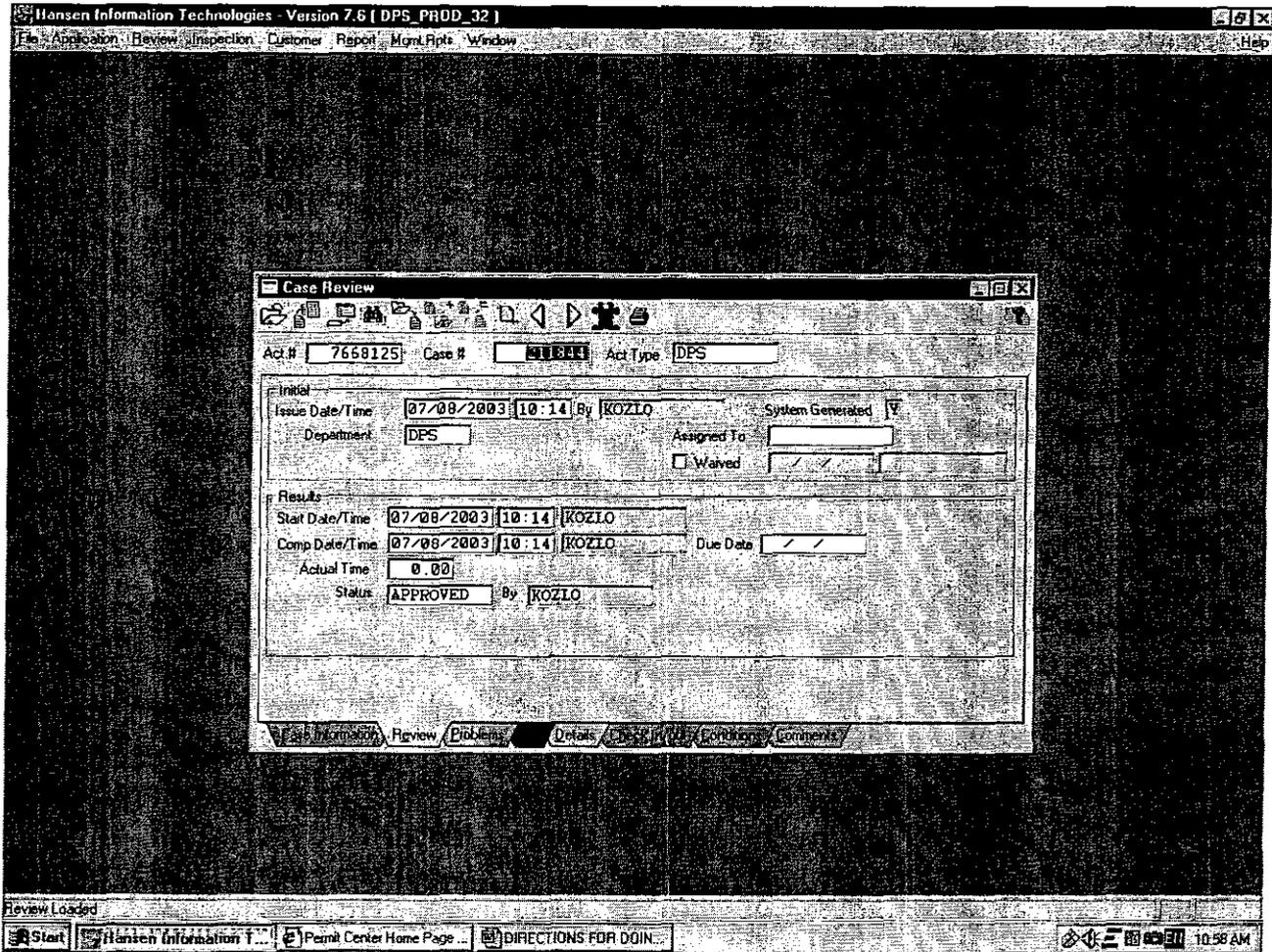
i) Next click on the tab at the bottom of Hansen that says: “CONTACT”. On the right of the Hansen screen there is a button called, “INSERT”. Click on

this button. A new window will come up called: "APPLICANT/CONTACT". On this screen click the check box that says "PRIMARY APPLICANT". Under the entry space, "NAME" enter the last name of the individual. If you believe that the applicant has previously applied for an Information Request you can right click in the entry space after the last name. If they are a previous applicant a menu will pop up displaying their name. If there are several names you will have to make sure you choose the correct one. You can then double click on this popup name and the information will automatically be put in the fields. If they are not a previous applicant you must fill in the fields. After you have filled in the contact information click on the "PHONE TAB" below and fill out the phone, fax, and email entry space. When this is completed click on the "RED PLUS" symbol on the top of the "APPLICANT WINDOW" to save and store the information in the Hansen system.

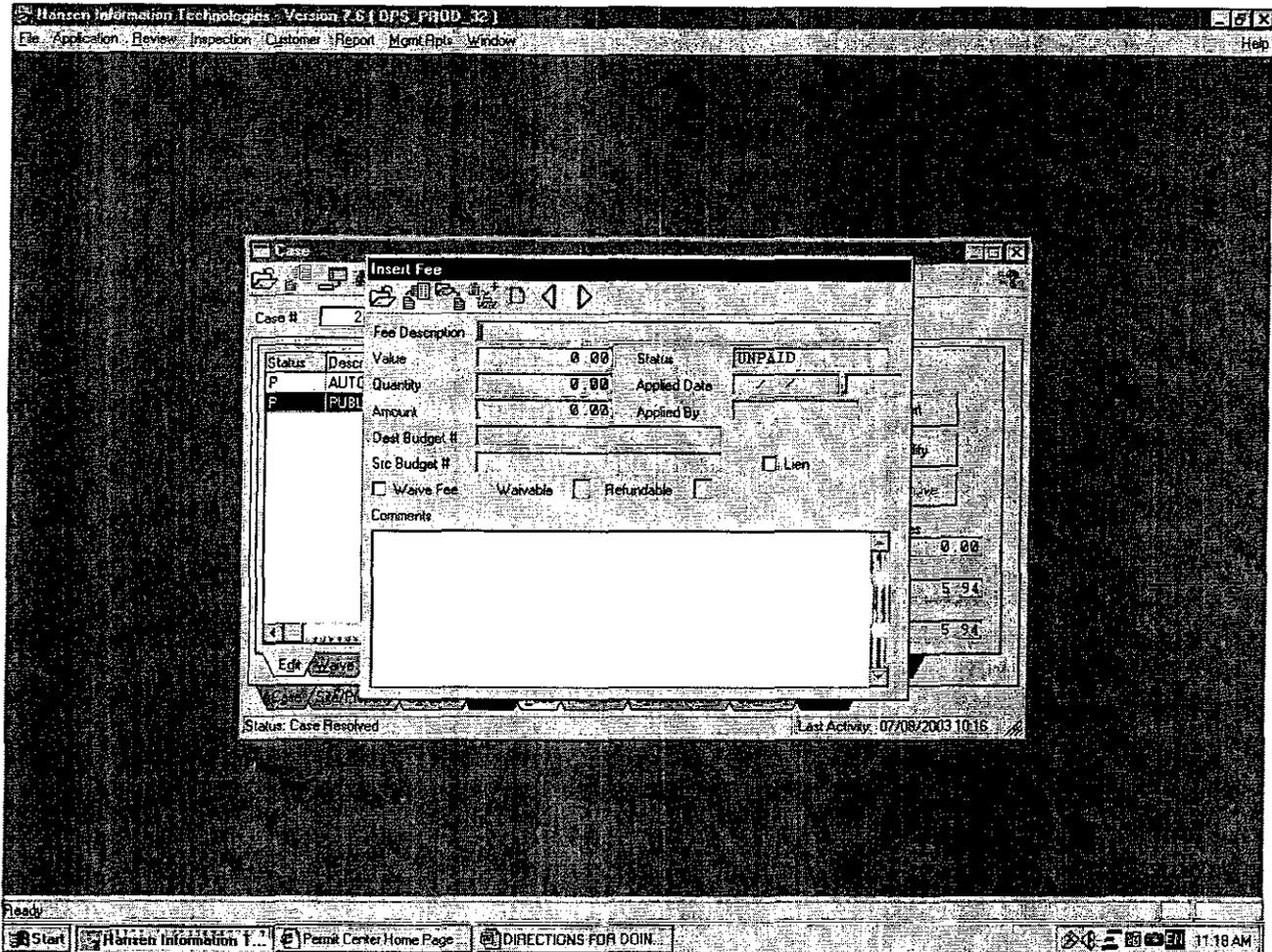
j) Next click on the "STATUS" tab on the bottom of the CASE window. Click the "NEXT STAGE" button on the right, twice. When you do this anything that is pending will show up in RED. Since the request is not done yet a RED NUMBER will show up under REVIEWS. When you complete the request this RED NUMBER must be cleared so to indicate a completed request.

k) COMPLETING THE REQUEST IN THE HANSEN SYSTEM:

When you have completed the request you must show this on the Hansen screen. Click on the NEXT STAGE tab at the bottom of the window. You might have to click it twice or more times. A RED NUMBER should show up under REVIEWS. Click on the RED NUMBER area to highlight this area. Next on the right hand side of the screen click on the tab that says GO TO. A window should pop up that says CASE REVIEW. On this screen where it says STATUS left click on this area, and right click on this area. A pop-up menu will be displayed. Double click on the area that says APPROVED. Do this regardless of whether you found the information or if you didn't find the information (DO NOT PUT IN DENIED: IT WILL PUT A STOP WORK SIGN ON CASE AND ON BUILDING APPLICATION. Next left click on the area of the window that says START DATE/TIME. Then right click. Put in the date that you started working on the request. Below this area left click on the area that says COMP DATE/TIME. Then right click. Put in the date you finished the work. Then click on the RED PLUS sign at the top of the window and close this window. See image below:



Next put in the fees for the requested information. Click on the FEES tab at the bottom of the CASE window. Then click on the EDIT tab. On the right hand side of the CASE window click the INSERT button. An INSERT FEE window will pop-up. At the top area of this window left click in the space that says FEE DESCRIPTION. Then right click. A pop-up window will come up called FEE TYPES. Double click on PUBLIC INFORMATION REQUEST. Then click on the RED PLUS sign above and close the pop-up screen. Again click on the button on the left hand side of the CASE screen called INSERT. Again a pop-up window called INSERT FEE will pop up. See image below:



Left click in the FEE DESCRIPTION area, the right click and the FEE DESCRIPTION pop-up menu will come up. Double click on the AUTOMATION FEE and then close the pop-up menu. With the FEES tab clicked on at the bottom of the CASE window, click on the EDIT tab. Under the DESCRIPTION of Fees area click on PUBLIC INFORMATION REQUEST. On the right of the screen click the MODIFY button. A window called MODIFY FEE will pop-up. In the entry space called VALUE, put in the Information Request Fee. In the entry area called QUANTITY put in 1.00 to represent one item. At the top of the window click on the RED PLUS sign and then close the window. Repeat this same process with the AUTOMATION FEE. Then click the STATUS tab at the bottom of the CASE window. On the right side of the CASE window click the button NEXT STAGE. You may have to click it twice or more times. When you do this only the PUBLIC INFORMATION REQUEST FEE and the AUTOMATION FEE should show up in RED.

1) **PAYING THE FEE DUE:** To pay the Information Request fee you would click on the FEES tab and then click on the PAY tab. Two fees should come up on the window screen: the PUBLIC INFORMATION REQUEST FEE AND THE AUTOMATION FEE. Click on the fees and highlight them. Then click the PAY FEES button on the right of the window. A PAY FEES window will pop-up. Click on the PAYMENT tab at the bottom of window. Under the area of the window that says INFORMATION, under the area that says CHECK#1 type in the check number or if cash, CASH. And then in the area AMOUNT type in the amount of the payment. Then click on the RED PLUS SIGN at the top of the window. A SELECT PRINTER WINDOW WILL POP-UP. Hit CANCEL. Hit the CONFIRMATION TAB at the bottom of the CASE Screen and highlight the fees and HIT THE CONFIRM button. A CONFIRM AMOUNT SCREEN window will pop-up. Hit the GREEN CHECK MARK. A SELECT PRINTER window will pop-up. Make sure you print 3 COPIES of the RECEIPT. Hit the OK BUTTON and print the 3 copies of the RECEIPT. Then hit the STATUS button at the bottom of the CASE screen. Hit the NEXT STAGE TAB on the right. You might have to hit it twice. This will get rid of the RED HIGHLIGHTED FEES AND IT WILL LEAVE A DATE THAT THE CASE WAS RESOLVED AS SEEN UNDER THE CASE TAB AT BOTTOM OF SCREEN. Give the APPLICANT HIS OR HER REQUESTED INFORMATION AND THEIR COPY OF THE RECEIPT.

5. LOOKING UP THE REQUESTED INFORMATION:

There is a wide variety of information requests. The following are the different types of information that is requested:

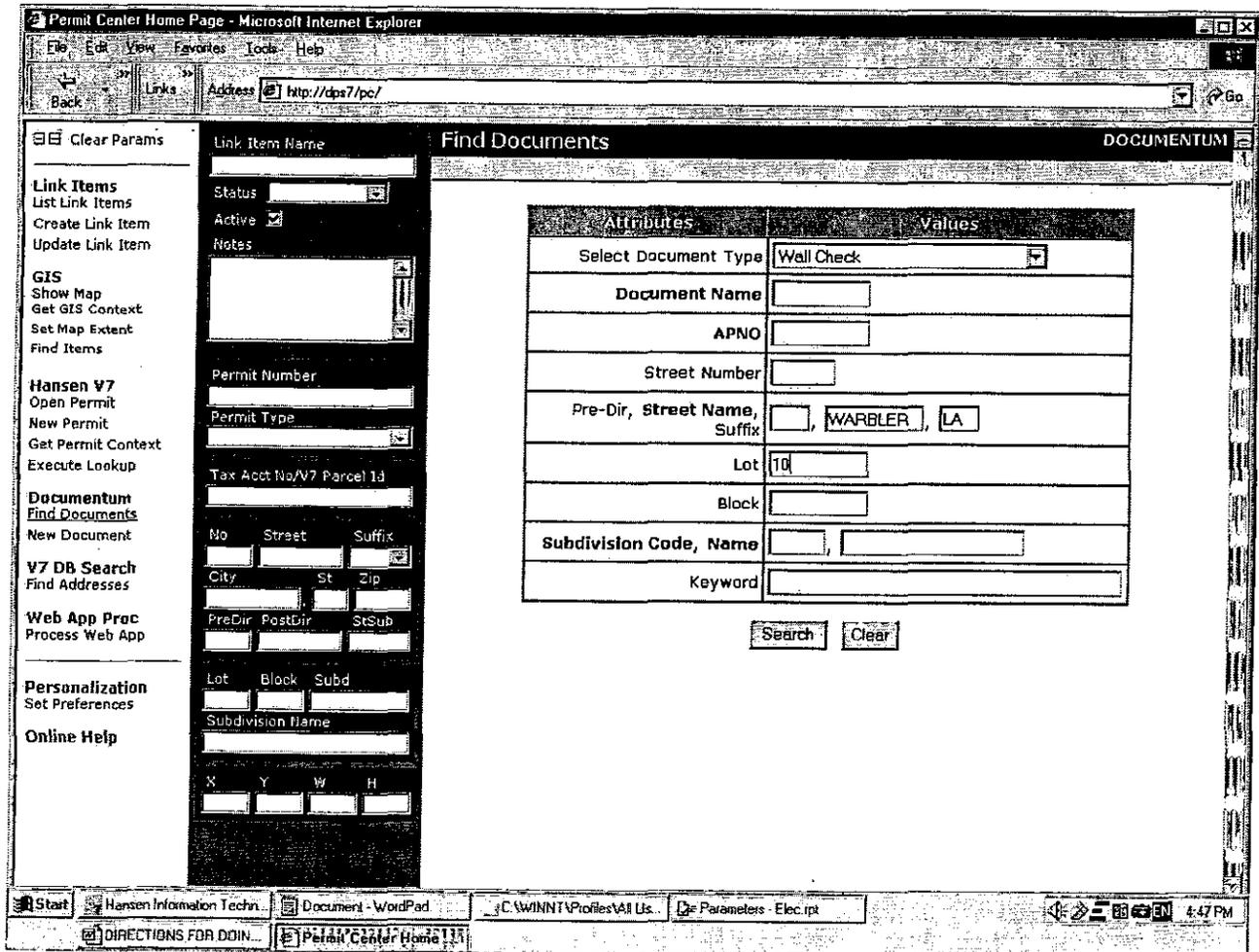
- a. Site Plans: (Residential & Commercial)**
- b. Construction Plans: (Commercial & Residential)**
- c. Use & Occupancy Certificates (Commercial Only)**
- d. Building Permit Applications and Permits: (Commercial & Residential)**
- e. Inspection Information: (Commercial & Residential)**
- f. Sediment, Stormwater, Flood Zone Plans and Documents**
- g. Well & Septic Site Plans and Documents**
- h. Driveway Permit Documents**
- i. Monthly Listing of Building Permits: (Commercial & Residential)**
- j. Other Requested Information**

LOOKING UP:

a. Site Plans:

Residential Site Plans:

To look up a residential site plan you first must get the address and the Lot and Block number. Go to Permit Center and on the left side of the column click on FIND DOCUMENTS. Click on the scroll down list and click on WALL CHECK. Put the name of the street and also whether its(Ave, St, La, Blv, Ctr, Ct, Hwy). **DO NOT PUT IN THE ADDRESS NUMBER.** Below the STREET NAME put in the LOT NUMBER AND BLOCK NUMBER. Click the SEARCH BUTTON. If there is a SITE PLAN, a link should come up. Click on the link and view the site plan. You can now print the site plan or fax it to someone. Sometimes there may be an error in the PERMIT CENTER SITE PLAN listing. If no site plans come up, try searching again with only the LOT NUMBER. See image below:



It may or may not come up. Its possible that some of the site plans were put into the system without BLOCK NUMBERS. That is why you should check it this way. You can also try putting the street address number and the street name in to find a site plan, but it seems to work better with just the name of the street, lot and block numbers and kind of street(La, Dr., Ave., etc.) Generally, the earliest DPS

site plans go back as far as

the early 1950's. Before the early 1950's DPS has very few site plans.

If you search and do not find a site plan, try do a search under the address in the Hansen system for permits. If there are any permits under the address such as fences, air conditioners, decks, additions or other you may be able to find a site plan on the Microfilm, Microfiche or the Scanned Permit Documents.

Electrical permits with air conditioners are required to have site plans, so you can check any electrical permit with an air conditioner for a site plan.

Commercial Site Plans:

There are a couple of ways to look for a commercial site plan.

- 1) Go to Permit Center and under the heading DOCUMENTUM which appears halfway down the column on the left side of the screen click on FIND DOCUMENTS. A screen will come up on the right hand side of the screen. At the scroll bar at the top make sure ALL DOCUMENTS is listed. See image below:

Permit Center Home Page - Microsoft Internet Explorer

Address: http://dps7/pc/

Find Documents

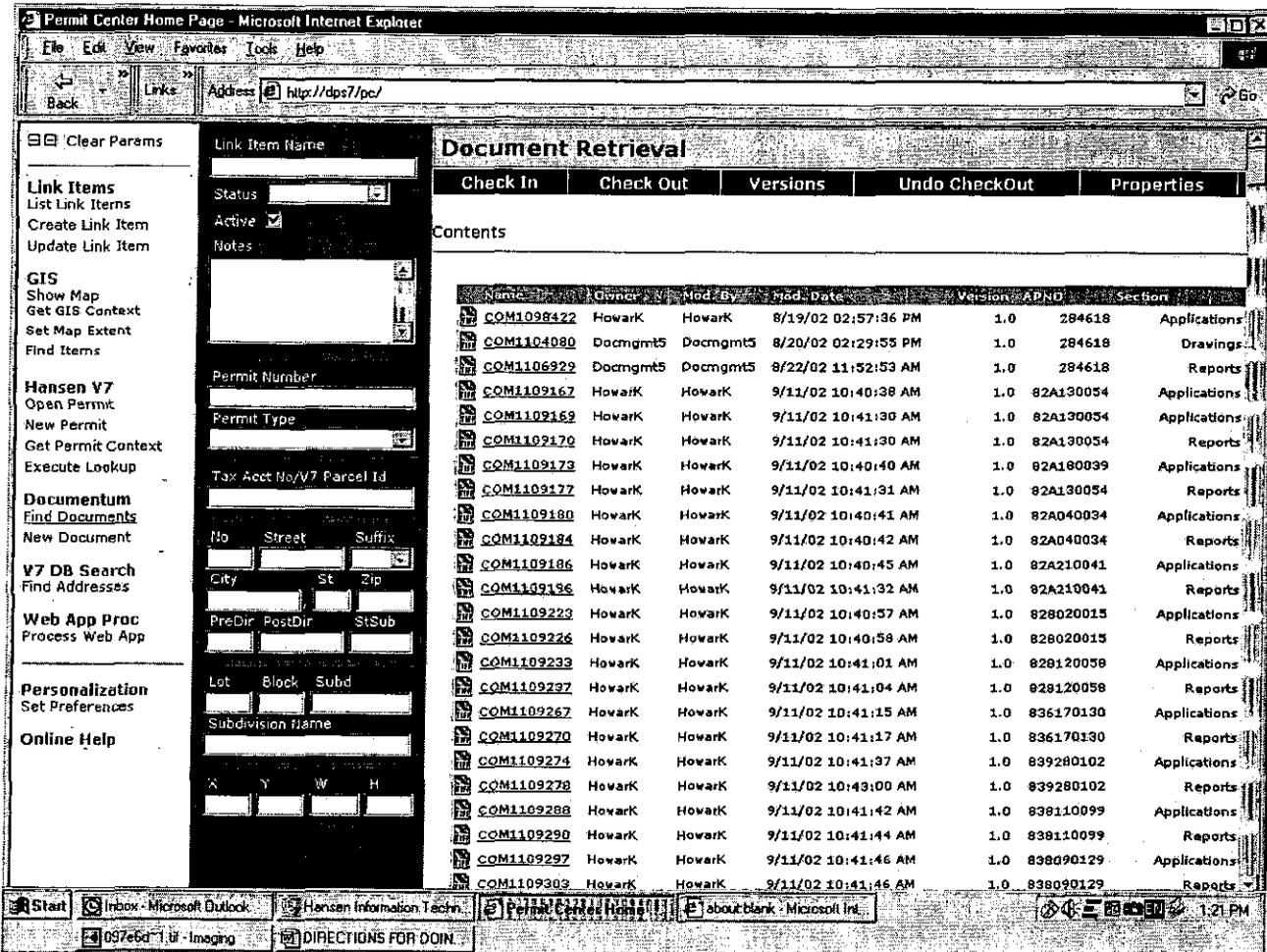
Attributes	Values
Select Document Type	All Document Types
Document Name	
APNO	
Street Number	
Pre-Dir, Street Name, Suffix	
Lot	
Block	
Subdivision Code, Name	
Section	
Keyword	

Search Clear

Done, but with errors on page.

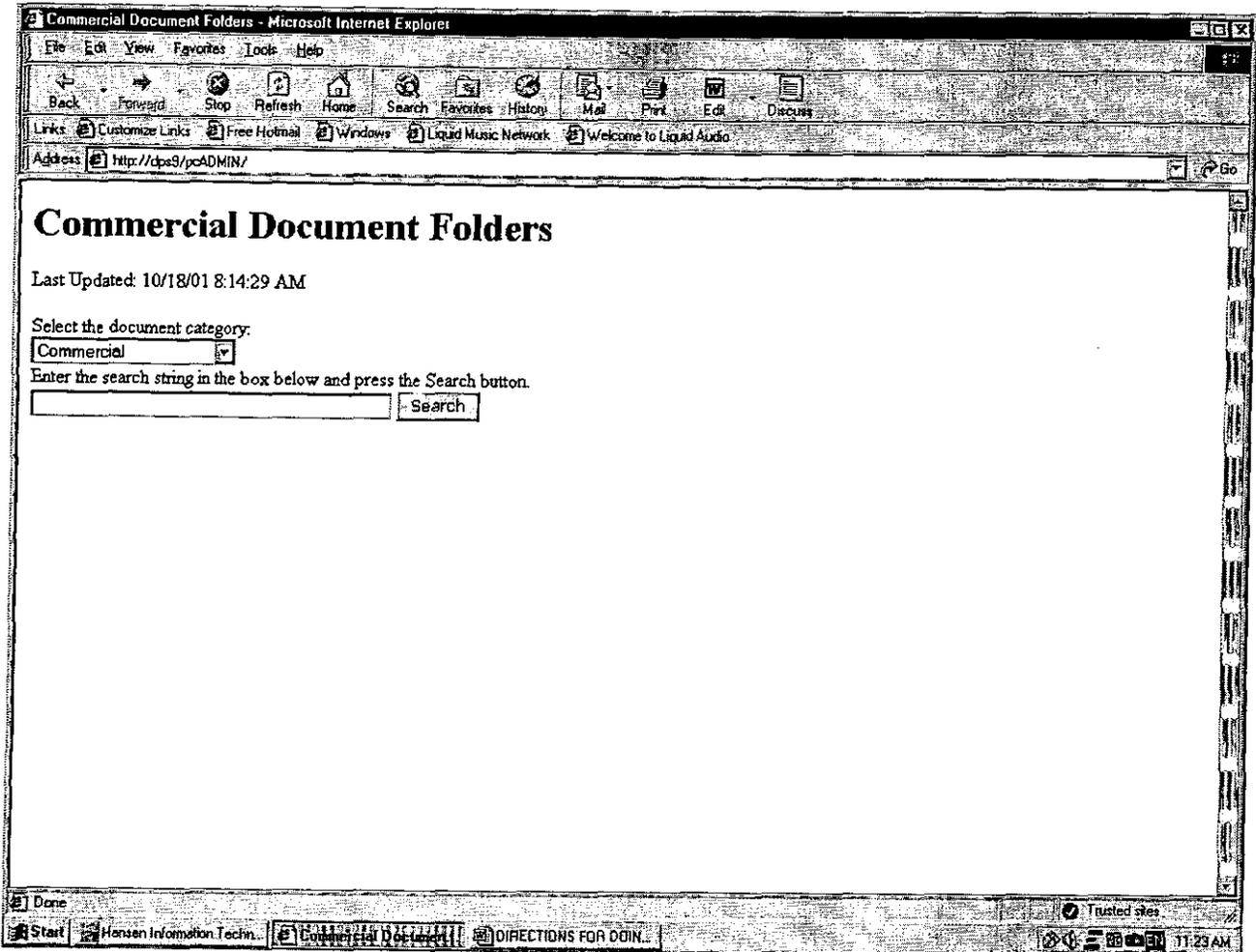
Start | Inbox - Microsoft Outlook | Hansen Information Techn... | Permit Center Home... | about:blank - Microsoft I... | 1:15 PM

Enter the numerical address number and the street name and street type. Click on the SEARCH BUTTON. When you this a PASSWORD screen may come up. If it does, make sure the USERID AND THE PASSWORD areas are filled in and click on OK. Links will come up for a variety of documents. See image below:



The documents that say PLANS are what you should try. You have to click on the PLAN LINKS until you find a good commercial site plan. You can print the site plan on 8 1/2 by 11" paper or a larger size paper.

2) Go to this intranet (in office site) site to look up the site plan:
<http://dps9/pcadmin/> Select the category: **COMMERCIAL**. See image below:



You can try entering just the address number and the name of the street and click the search button. If this comes up empty, try just putting the street name in without the address number. If you get some search results you will have to find the address you are looking for and then click on it. When you click on an address you will get a number of (.TIF FILES). USUALLY, BUT NOT ALWAYS, THE SITE PLANS ARE THE (.TIF) IMAGES WITH THE LARGEST AMOUNT OF BYTES MEMORY, LIKE 120,000, OR 200,000 OR 300,000 OR 400,000. Click on these images first and if that doesn't work try the images that are a little smaller.

b. Construction Plans:

To look up Construction Plans you must first obtain the permit number of the plans. Go to the Hansen Permit System and on the top menu click on APPLICATION and on the downward menu, click on BUILDING APPLICATION. Then click on SEARCH FEATURE(symbol: binoculars). A BUILDING ADDRESS LOOKUP WINDOW will open up. Click on the ASSOCIATED TAB at the bottom of window. Type in the address and click on the LOAD button. If there are permits for the address, they will appear in order by DATE. The earliest permits should start at the top. Find the permit you are looking for.

The screenshot shows a software window titled 'Building Application Lookup' with the following search criteria:

- Contractor: (empty)
- Applicant: (empty)
- Last: (empty)
- First: (empty)
- Address: 11160 VIERS MILL RD
- Parcel ID: (empty)
- Employee: (empty)
- Project #: (empty)
- Batch #: 0

The 'Associated' tab is selected, displaying a table of permits sorted by date. The table has the following columns: A/P #, A/P Name, A/P Type, Processed Date, Issue Date, and Final Date.

A/P #	A/P Name	A/P Type	Processed Date	Issue Date	Final Date
201263		ELECTRICAL	09/23/1999	09/23/1999	11/02/1999
202920		FIREPRO	10/11/1999	10/12/1999	10/13/1999
204364		FIREALARM	10/29/1999	11/05/1999	
206192		ELECTRICAL	11/23/1999	11/23/1999	
206273		COMFAST	11/24/1999	12/01/1999	12/15/1999
206961		ELECTRICAL	12/03/1999	12/03/1999	12/15/1999
208035		ELECTRICAL	12/20/1999	12/20/1999	01/05/2000
208260		ELECTRICAL	01/10/2000	01/10/2000	
213542		FIREPRO	03/13/2000	03/20/2000	
213700		FIREPRO	03/15/2000	03/17/2000	
213827		ELECTRICAL	03/16/2000	03/16/2000	03/30/2000
214268		ELECTRICAL	03/21/2000	03/21/2000	04/13/2000
218710		ELECTRICAL	05/11/2000	05/11/2000	05/18/2000
219071		COMFAST	05/16/2000		
219099		COMBUILD	05/16/2000	06/01/2000	

The taskbar at the bottom shows the Start button, Microsoft Outlook, Hansen Information Technologies, Permit Center Home Page, and DIRECTIONS FOR DDIN... The system clock shows 1:29 PM.

Residential Construction Plans:

If it is a Residential Permit you should be looking for a permit that has the following codes: CONST(new construction) or ADD(addition) OR ALTER(alteration) and SFD(under the custom tab). Also, under the CUSTOM TAB check to see if there is a REFERBACK NUMBER listed. It would be listed under the area—REF# under the CUSTOM TAB. If there is a REFERBACK number you must look up that number rather than the original number. The plans will be available under the REFERBACK NUMBER. If there is a referback number you must look up the TEMP COO date for the referback number.

When you find a permit for the construction of a NEW HOME, get the TEMP COO date.

Commercial Construction Plans:

If it is a Commercial Permit you should be looking for the following codes: CONST(new construction) or ADD(addition) or ALTER(alteration) under the APPLICATION TAB and then:

COM(commercial) or MFD (multi-family dwelling) or ASSEMB(assembly building) or MERC(mercantile building) or MISC(miscellaneous) and other codes under the CUSTOM TAB.

If the date is prior to MARCH 10, 2001, the plans will be on Microfilm. If the TEMP COO date is from MARCH 10, 2001 TO THE PRESENT TIME, THE PLANS ARE ON THE SCANNED DOCUMENTS FILES ON PERMIT CENTER. The Microfilm records go back as far as October 20, 1986. Before this date, DPS does not have any Residential or Commercial Plans on Microfilm or on the Scanned Documents in Permit Center. In the Commercial Records on Permit Center or on the Commercial Search Site at <http://DPS9/pcadmin/>, you be able to find paperwork, site plans, and rarely a Floor Plan for COMMERCIAL ONLY before October 20, 1986.

If the plans are on Microfilm, go back to the Microfilm Center and pull out the box according to the TEMP COO date and put the film on the Microfilm Machine. On the film the plans are in order by date, from the earliest date to the latest date. Reproduce the plans on 11 X 17 paper. The current fee is \$1.50 a page.

If the plans are on the PERMIT CENTER, open up Permit Center and click on FIND DOCUMENTS in the left hand column of Permit Center. A FIND DOCUMENTS window will open up. In the space where you see: APNO, put in the PERMIT NUMBER and click the SEARCH BUTTON. If the permit and plans are on the Permit Center, links will come up, with DESCRIPTIONS, such as APPLICATIONS, REPORTS, DRAWINGS, MISCELLANEOUS, WALL CHECK. Click on the link that says DRAWINGS. When the PLANS come up check to see how many pages there are before printing. If you print at 8 ½ by 11 size, it is ¢.15 a copy plus 10%. If you print at FULL SIZE, OR TYPICAL PLAN SIZE it is \$2.00 a page plus 10%. Check with the customer to see if these fees are acceptable.

When you click on the link for the plans and the plans come up, the number of pages of the plans will show up at the bottom of the screen. When you know the number of pages you can tell the applicant what the fees will be. When you look at the plans and plans extend vertically down the page, you might have to flip the pages so that they are horizontal. This is especially important for large size plans being reproduced on the large printer. By doing this you will not waste a lot of paper and the plans will come out so that there is not a lot of white space surrounding the plans, The setting that seems to work the best for large size plans is: (ARCH D USING THE LANDSCAPE SETTING).

Once you have printed the plans either from microfilm or from Permit Center, you should put the (Dept. of Permitting Services) stamp on each page so that the DPS inspector knows that the plans came from our office. Then enter the fees into the CASE SCREEN.

TAKING MICROFILM TO A PRIVATE PRINTER TO REPRODUCE PLANS:

The customer also has the option of having the Microfilm picked up by a BONDED COURIER AND TAKEN TO A PRIVATE PRINTER in order to reproduce the plans at PLAN SIZE. There is no fee for this procedure. The CUSTOMER would only pay the PRIVATE PRINTER for the plans, and the BONDED COURIER would come to DPS and pickup the Microfilm. The COURIER must fill out a RELEASE FORM when they pick up the MICROFILM so that we keep a record of the whereabouts of the MICROFILM. The Printer should notify ahead of time that they want to come in to our office to pick up the Microfilm.

MICROFISHE OR MICROFILM (For plans from October 1986 thru March 9, 2001)

DPS has Permits, Applications and Plans on Microfilm and Microfishe from October 1986 thru March 9, 2001.

The permits and applications are put on the MICROFISHE AND ALSO SOME PLANS, ESPECIALLY SMALL PLANS LIKE DECKS, SMALL

ALTERATIONS AND ADDITIONS. If you see a symbol like a slash mark:  at the upper right hand corner of the building permit on the MICROFISHE, this means all the plans are on the MICROFISHE.

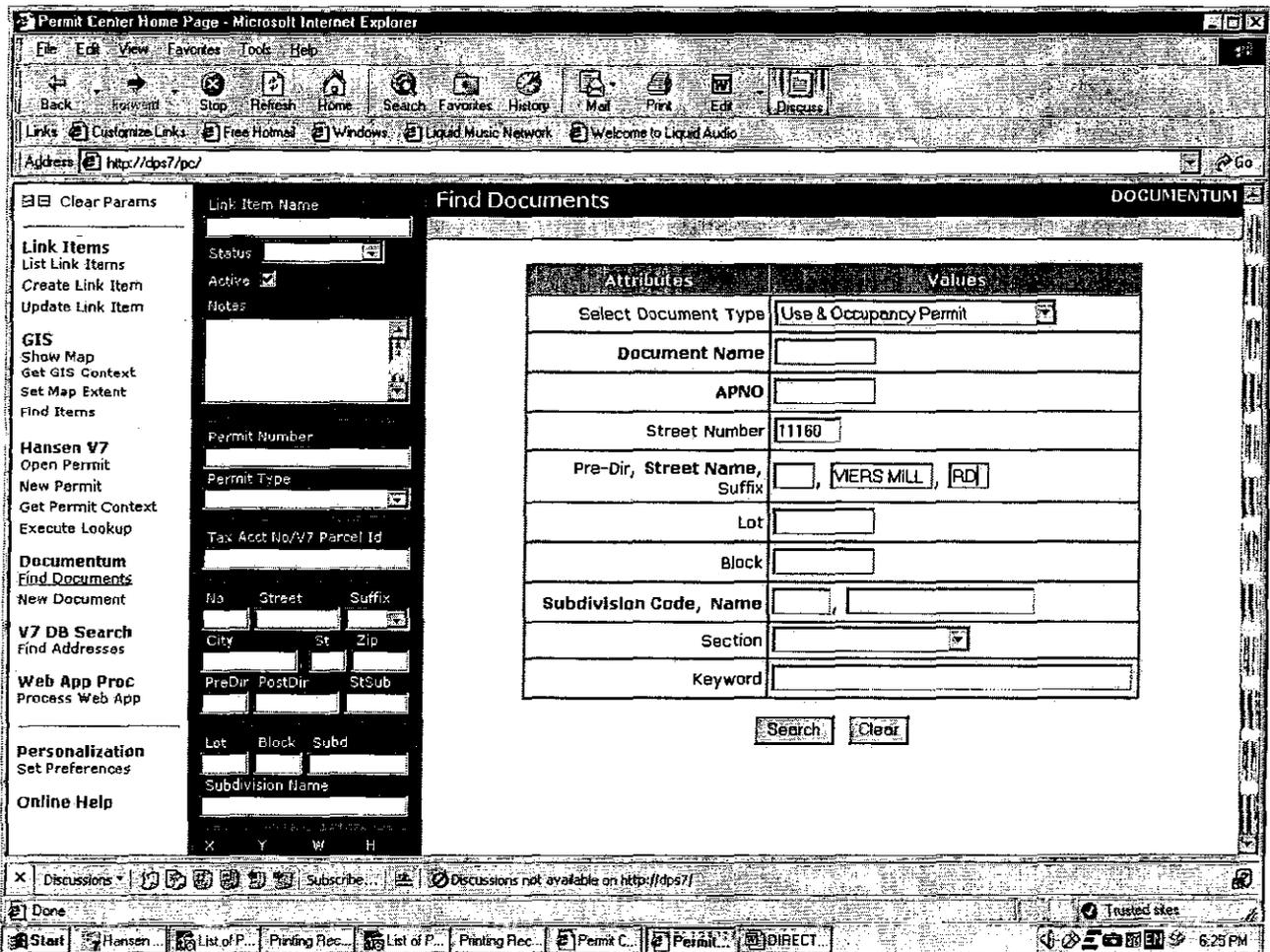
If you see a symbol like a star   this means that the plans are on the MICROFILM.

After March 9, 2001, the permits, applications and plans were scanned onto the Permit Center Data Bank. So that the above notations would not apply to the scanned documents. For records after March 9, 2001 go to the PERMIT CENTER to obtain Permits, Applications, Plans.

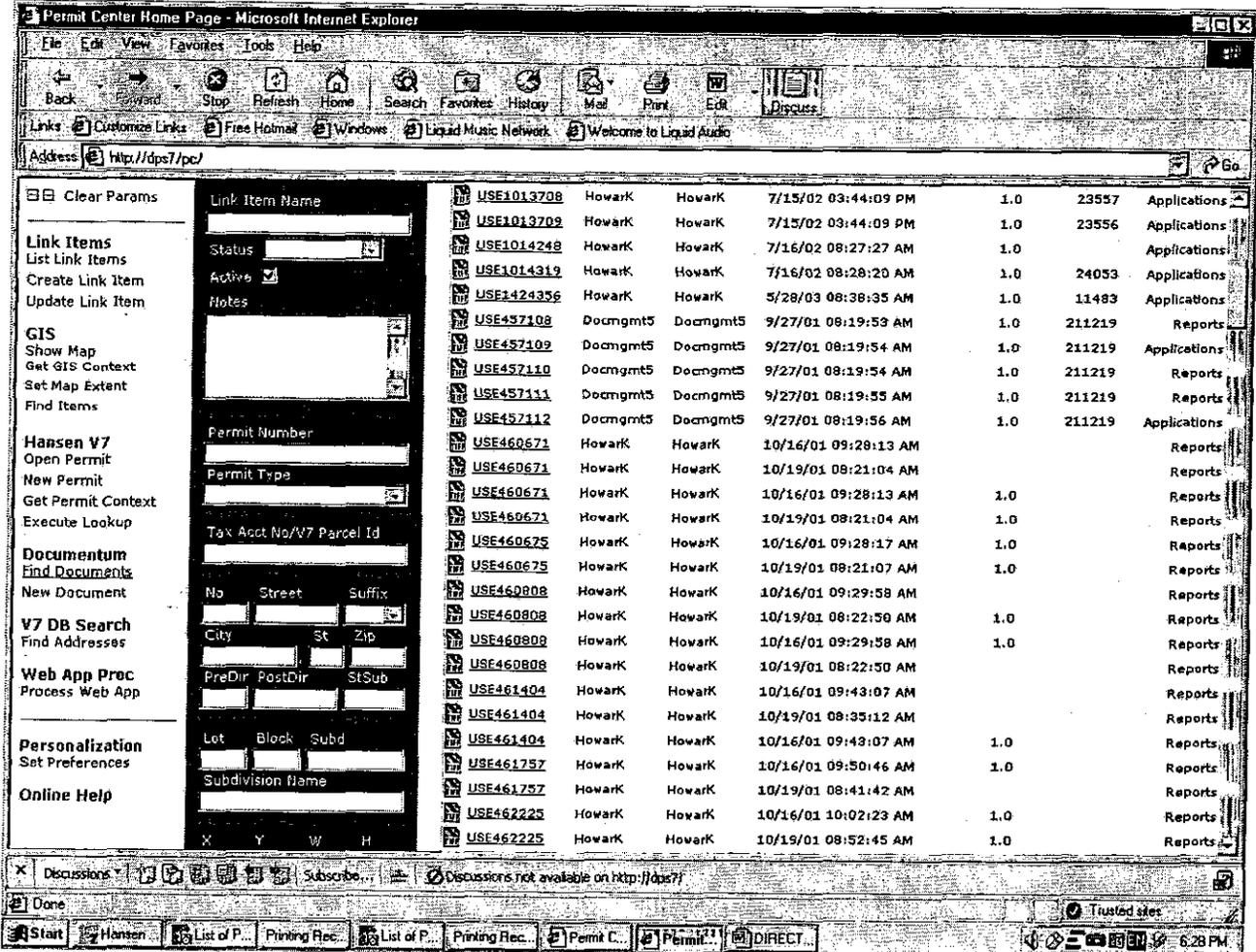
c. Use & Occupancy Certificates:

To find a Use & Occupancy first obtain the address of the site. Currently there are about five different ways that you can use to look up Use & Occupancies.

1) **Permit Center.** You can open up Permit Center and on the left hand column click FIND DOCUMENTS. A window will open up on the right side of permit center. Click the scroll bar and scroll down to USE & OCCUPANCY PERMIT. Then put in the street address. See below:



Then click on the SEARCH BUTTON and you will see a screen like this:



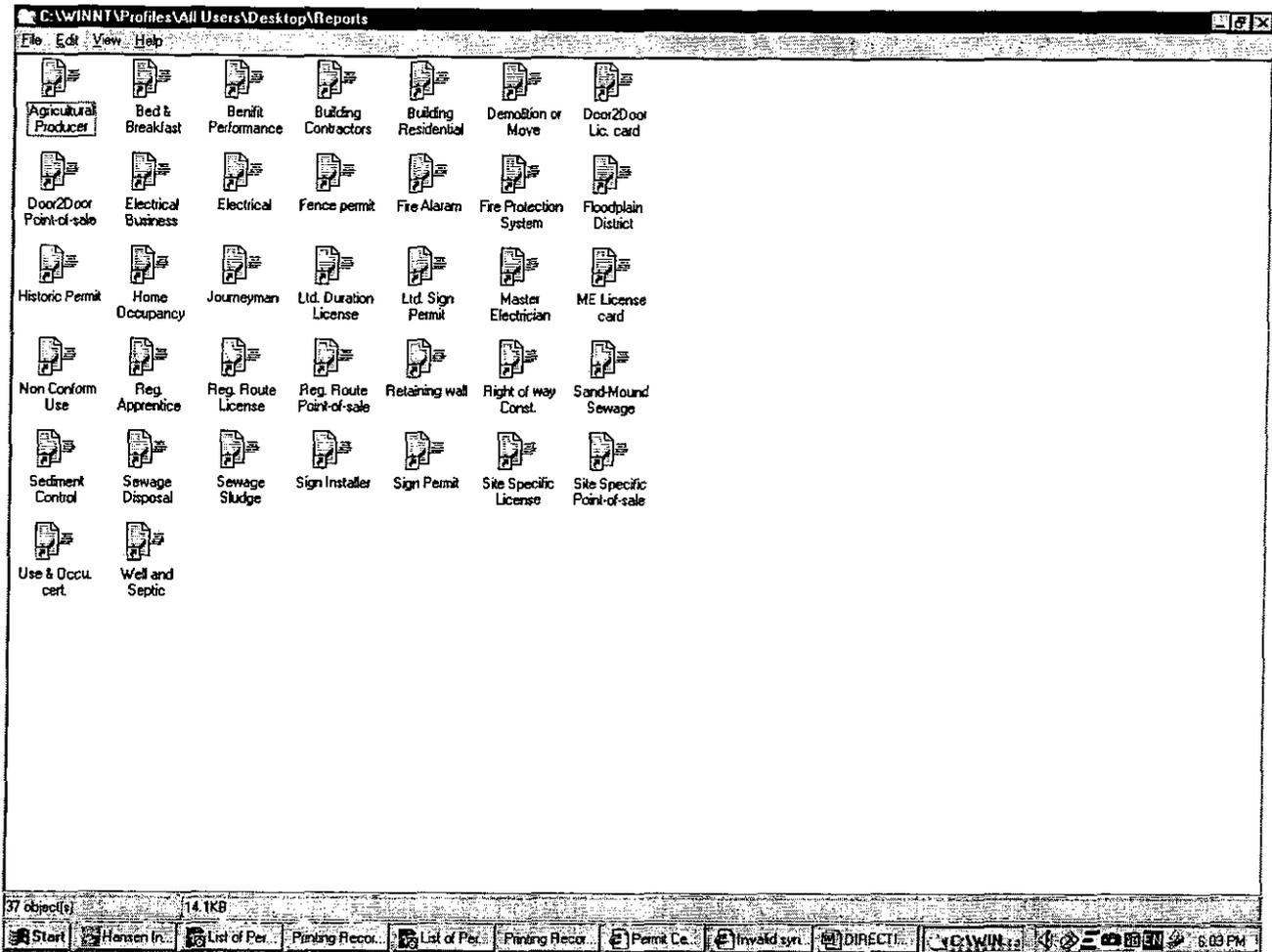
Several items may come up such as REPORTS and APPLICATIONS and CERTIFICATES. The USE & OCCUPANCIES will show up under either as CERTIFICATES or REPORTS. Several REPORTS or CERTIFICATES may appear. The REPORTS or CERTIFICATES THAT are numbered from [1 thru 31000] are the oldest reports that DPS has. Numbers such as 93C050066 or 995196300. DPS did USE & OCCUPANCY PERMITS like these in the 1990's decade. In the later part of 1999, DPS started to do six digit USE & OCCUPANCIES like 202682, 204897. These are the most recent USE & OCCUPANCIES. When you look up a USE & OCCUPANCY for a space, you must get the most recent USE & OCCUPANCY with the most current USE. For instance if a person wants to go into a space and have only business offices, they need a BUSINESS USE. The USE & OCCUPANCY will list the USE on the certificate. The USE must match what the applicant intends to do in that space, otherwise they

must apply for a new USE & OCCUPANCY. If there is a code on the USE & OCCUPANCY like the letter "E" or "F" or "A" or "D", etc..., and you don't know what that means, you can look up the code in a BUILDING CODE USE GROUP MATRIX sheet that we have or you can ask one of the Commercial Plan Reviewers.

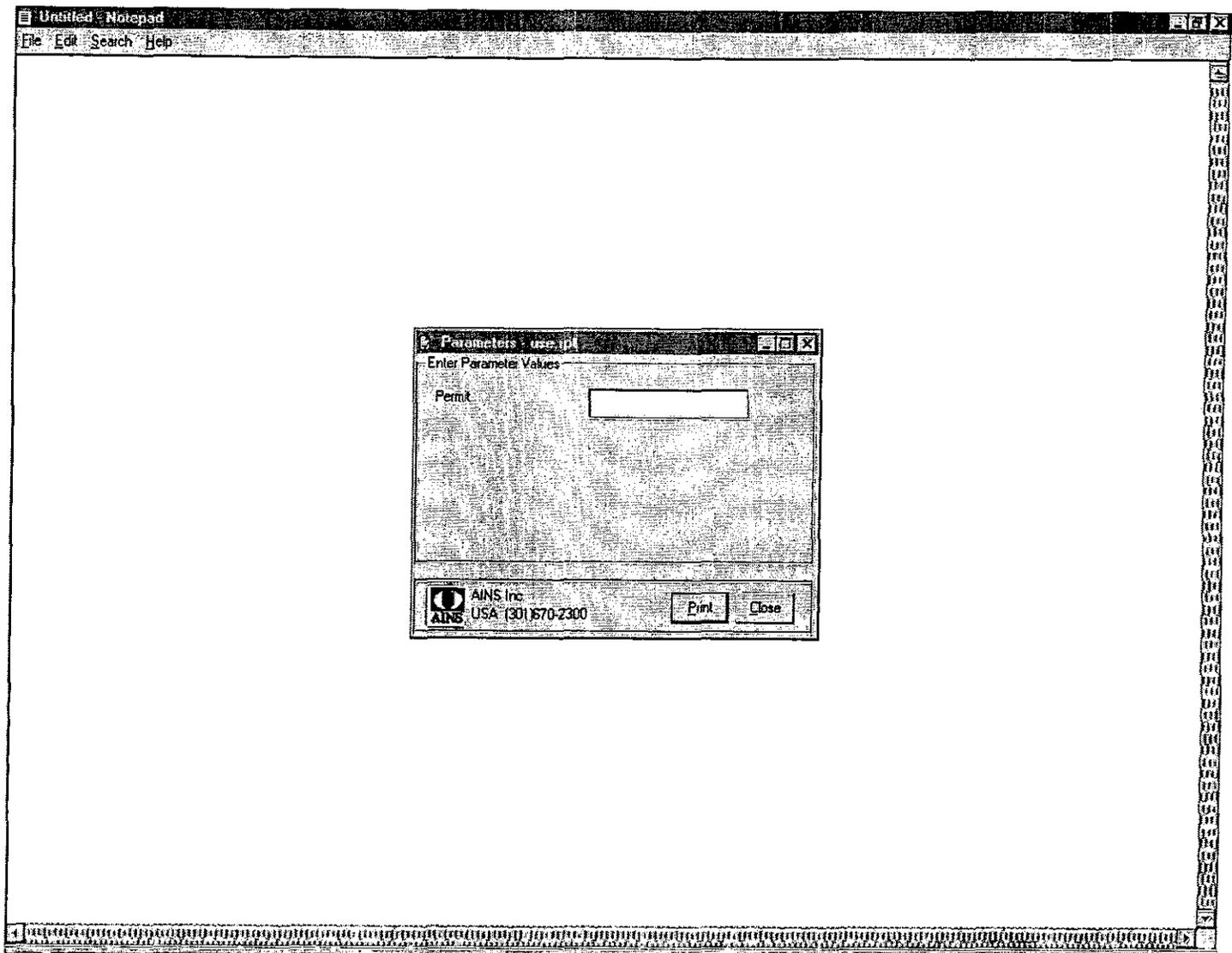
2) ORANGE CARD INDEX FILE CABINET AND GREEN USE & OCCUPANCY BINDERS. You can look up USE & OCCUPANCIES in the ORANGE CARD INDEX FILE CABINET. DPS has a file cabinet that has very old orange index cards going back as far as the 1950's. They are in order by address. You can look up the needed USE & OCCUPANCY in the file cabinet by the address. The USE & OCCUPANCIES are listed on the right hand column. Sometimes the SUITE NUMBER is listed next to the USE & OCCUPANCY number. Once you have located the correct Use & Occupancy you can look it up in the GREEN BINDERS which have Use & Occupancies from 1 to 31000(+). These Use & Occupancies go back to the 1950's and go up to 1993. Then there are BLACK BINDERS with Use & Occupancies that go from 1993 to 1999. You can make a copy of the needed Use & Occupancy and then return the original to the binder. In 1999 DPS started using six digit Use & Occupancy numbers like 212457. These Use & Occupancies are not available in the binders. You must go to Permit Center to print these.

3) PERMIT CENTER. An alternative way of obtaining the Use & Occupancy would be to go to PERMIT CENTER and on the left column press FIND DOCUMENTS. Then in the scroll down screen open to USE & OCCUPANCY PERMIT. Where it says APNO(Application Number) put the Use & Occupancy number in the space and press the SEARCH button. If the Use & Occupancy is in the DPS data bank, the document will come up with links to access the Use & Occupancy certificate. The correct link will say either CERTIFICATE OR REPORT. Find the copy of the Use & Occupancy certificate and make a copy.

4) **REPORTS FOLDERS:** If you already have the number of the Use Occupancy you can also go to the **ICON** on the Windows Desktop where you find all the other **ICONS** that relate to programs the employees use at DPS. Click on the **REPORTS** **ICON** and several other **ICONS** will be seen inside a window as seen below:



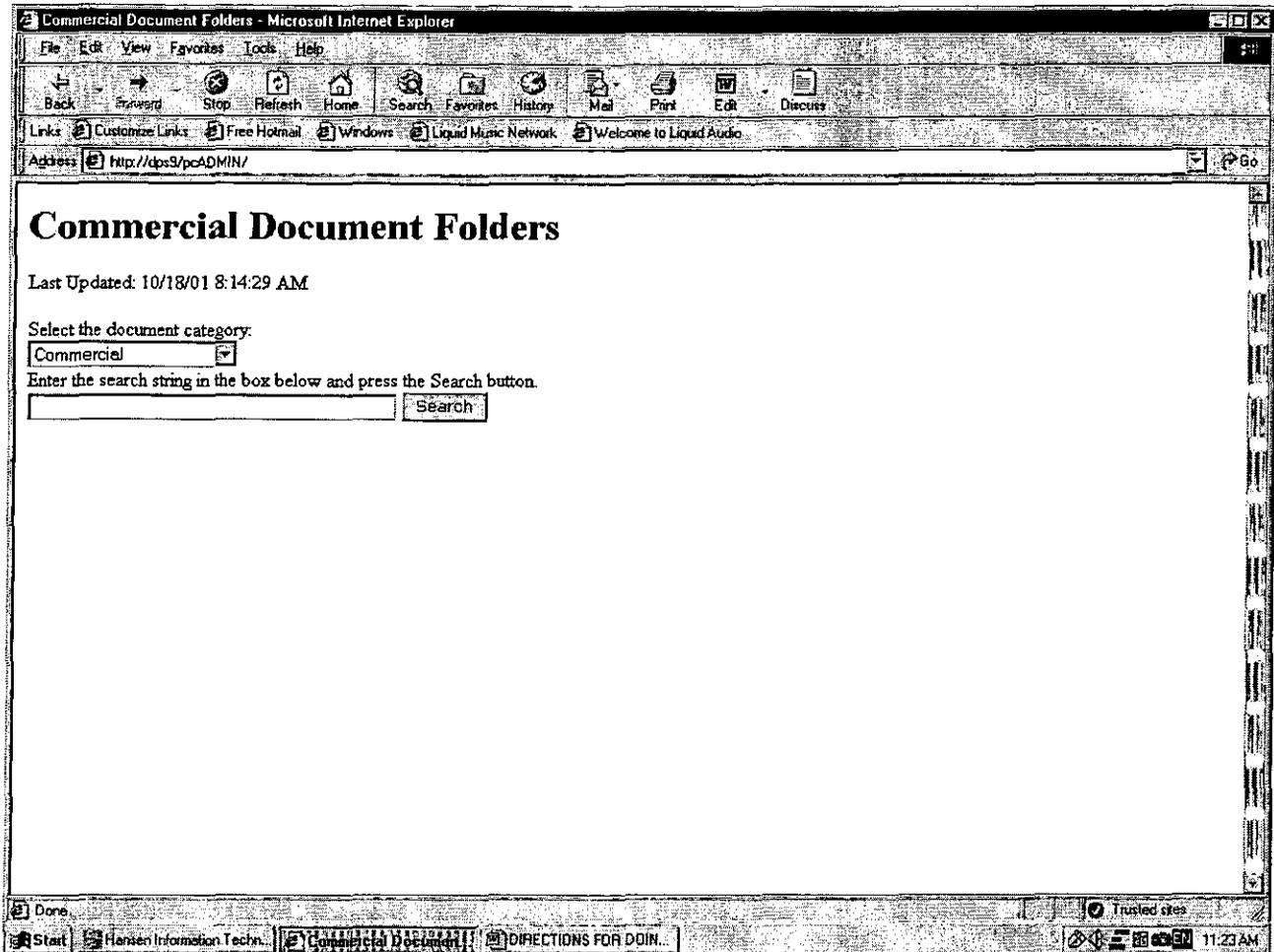
Click on the Use & Occupancy Icon and you will see a screen like below:



This will only work for Use & Occupancies that were issued from August 1999 through today. It works with the Use & Occupancies that were issued by the Hansen System.

You can type in your Use & Occupancy number and then hit print and your Use & Occupancy certificate will appear. Then you must print the Use & Occupancy certificate.

5) **COMMERCIAL FILES:** On the DPS intranet you can look up commercial files. Go to: <http://dps9/pcADMIN/>



Put the name of the Street in the Search Field. You can try putting in the address number like: **13501 Connecticut Avenue**, but this will not bring up the address because the file is saved as:

d:\commercial\c164\13501-521 & 13525-533 connecticut avenue 23

, so you must just put in the word Connecticut and several files will be brought up. See the image below:

Commercial Document Folders - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Links Customize Links Free Hotmail Windows Liquid Music Network Welcome to Liquid Audio

Address http://dps3/pcADMIN/default.asp http://www.microsoft.com/isapi/redir.d...

Commercial Document Folders

Last Updated: 10/18/01 8:14:29 AM

Select the document category:

Commercial

Enter the search string in the box below and press the Search button.

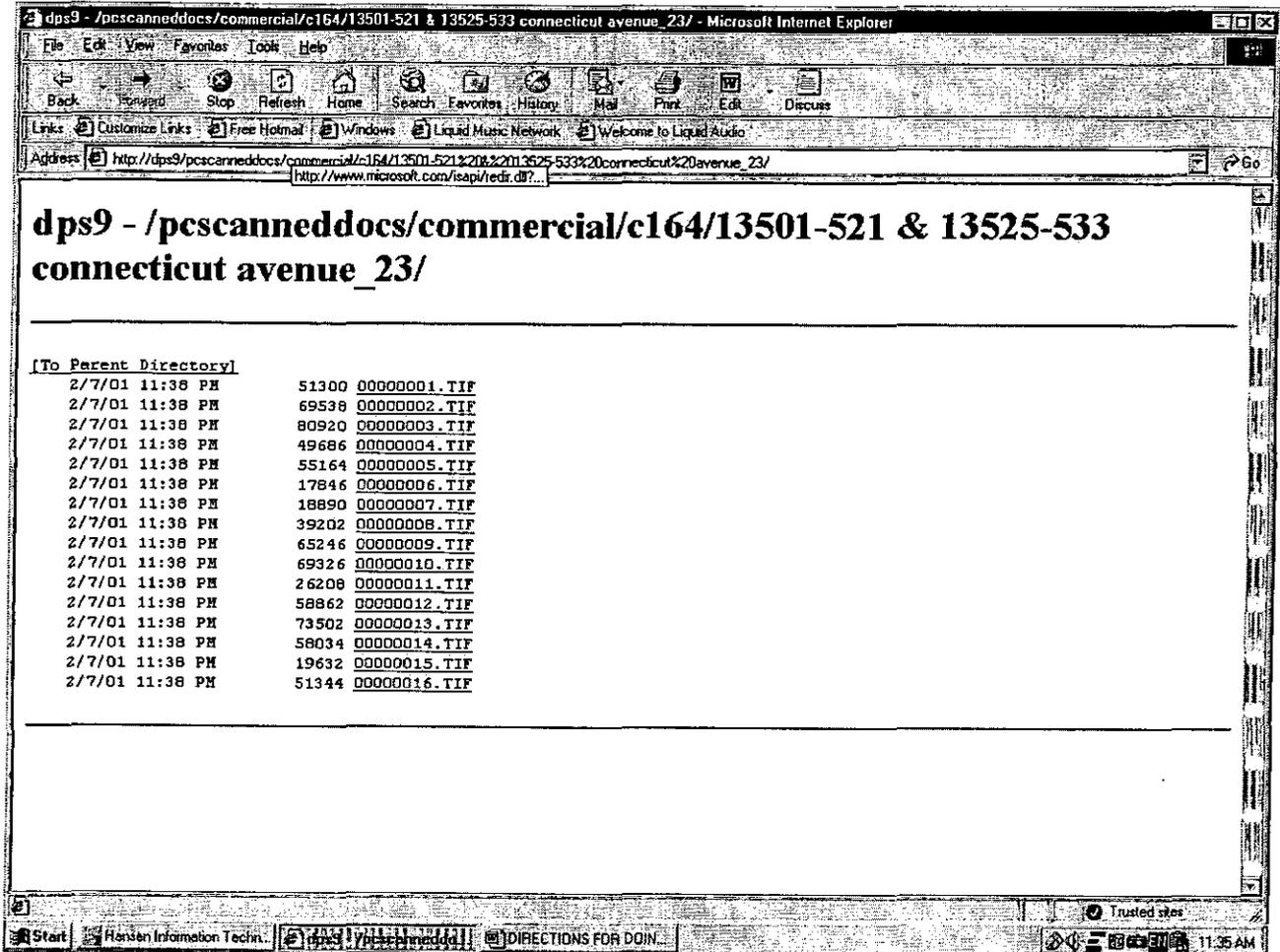
connecticut Search

Box	Address	Path
C164 13505 & 09 Connecticut Avenue _24		d:\commercial\c164\13505 & 09 connecticut avenue _24
C164 13501-521 & 13525-533 Connecticut Avenue _23		d:\commercial\c164\13501-521 & 13525-533 connecticut avenue _23
C164 10634 & 36 Connecticut Avenue _02		d:\commercial\c164\10634 & 36 connecticut avenue _02
CD76 13675 & 677 Connecticut Avenue _32		d:\commercial\c076\13675 & 677 connecticut avenue _32
C084 8545 & 8547 Connecticut Avenue _16		d:\commercial\c084\8545 & 8547 connecticut avenue _16
C084 8550 & 51 Connecticut Avenue _20		d:\commercial\c084\8550 & 51 connecticut avenue _20
C084 8507 -19 Connecticut Avenue _08		d:\commercial\c084\8507 -19 connecticut avenue _08
C084 8440 Connecticut Avenue _05		d:\commercial\c084\8440 connecticut avenue _05
C084 8502 Connecticut Avenue _06		d:\commercial\c084\8502 connecticut avenue _06
C084 8505 Connecticut Avenue _07		d:\commercial\c084\8505 connecticut avenue _07
C084 8510 Connecticut Avenue _09		d:\commercial\c084\8510 connecticut avenue _09
C084 8520 Connecticut Avenue _10		d:\commercial\c084\8520 connecticut avenue _10
C084 8525 Connecticut Avenue _11		d:\commercial\c084\8525 connecticut avenue _11
C084 8530 Connecticut Avenue _12		d:\commercial\c084\8530 connecticut avenue _12
C084 8531 Connecticut Avenue _13		d:\commercial\c084\8531 connecticut avenue _13
C084 8534 Connecticut Avenue _14		d:\commercial\c084\8534 connecticut avenue _14
C084 8542 Connecticut Avenue _15		d:\commercial\c084\8542 connecticut avenue _15
C084 8541 Connecticut Avenue _17		d:\commercial\c084\8541 connecticut avenue _17

Start Hansen Information Techn... Commercial Document... DIRECTIONS FOR DDIN 11:30 AM

From the list of files for Connecticut you have to find your specific address and click on it d:\commercial\c164\13501-521 & 13525-533 connecticut avenue _23

And you will have a screen with image links come up like this image below:



The Use & Occupancy applications generally are in the range of 40,000 bytes to 95,000 bytes of memory like this one: 55164 00000005.TIF
 Click on this image and the following Use & Occupancy Application will come up:

Use and Occupancy Certificate

BUILDING PERMIT # 5708140164 ELECTRICAL PERMIT # 5808310012

PROPERTY OWNER Aspen Hill Ventures PHONE (301) 984-7000
 ADDRESS OF OWNER 11501 Huff Court N. Bethesda MD 20885
 TENANT COMPANY NAME Aspen Hill Supply Center
 LESSEE Charles Wallace PHONE 301-984-7000
 MAILING ADDRESS 1022 Huff Ct. N. Bethesda, Md. 20885
 LOCATION OF BUILDING/PREMISE Connecticut Ave.
 Nearest Cross Street Independence Avenue & Aspen Hill Roads/Parcel D Block 30
 Subdivision Theaton Woods Town Urbason Zip Code 20906

CLEARLY DESCRIBE INTENDED OCCUPANCY 2000 (30 units)
 Proposed Use Merchandise & Restaurant
 Square Footage of Space to be Occupied: N/A No. of Employees N/A No. of Company Vehicles N/A
 If use is storage, specify what is to be stored: N/A

Specify % of usage: 100% % Secondary 0%

APPLICANT'S SIGNATURE [Signature] DATE July 24, 1989
 PERSON TO CONTACT (please print) Charles A. Hallach PHONE (daytime) 984-7000
 READY FOR INSPECTION? YES NO, I WILL CALL WHEN READY (Building & Electrical Permits Inspection Not Done or Scheduled.)

FOR OFFICE USE ONLY

ZONING: Use: Variety store of eat/drink
 Classification: 2-1
 Board of Appeals: 21 B1N14
 Sheet Number: 21 B1N14
 Checked by: Blawie
 Date: 03-01-89

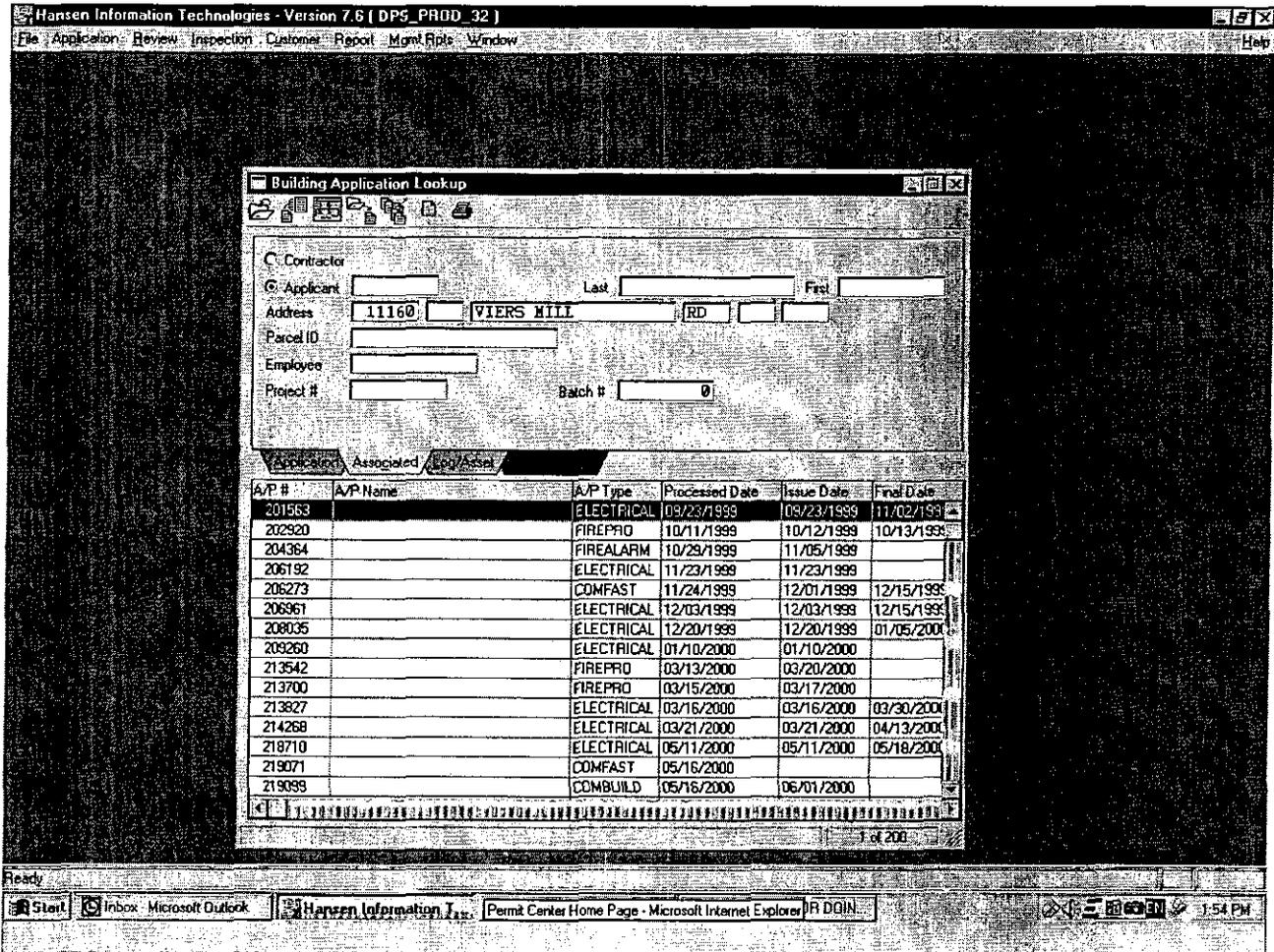
FEE: \$68.00
 Building Code: Approved RECEIPT NO: 15300
 Electrical Code: Approved DATE: 7/24/89
 Fire Code: Approved CERTIFICATE NO: 2572
 Special Exception: 2572

APPLICATION APPROVED - date 3/11/89
 APPLICATION DISAPPROVED - date _____

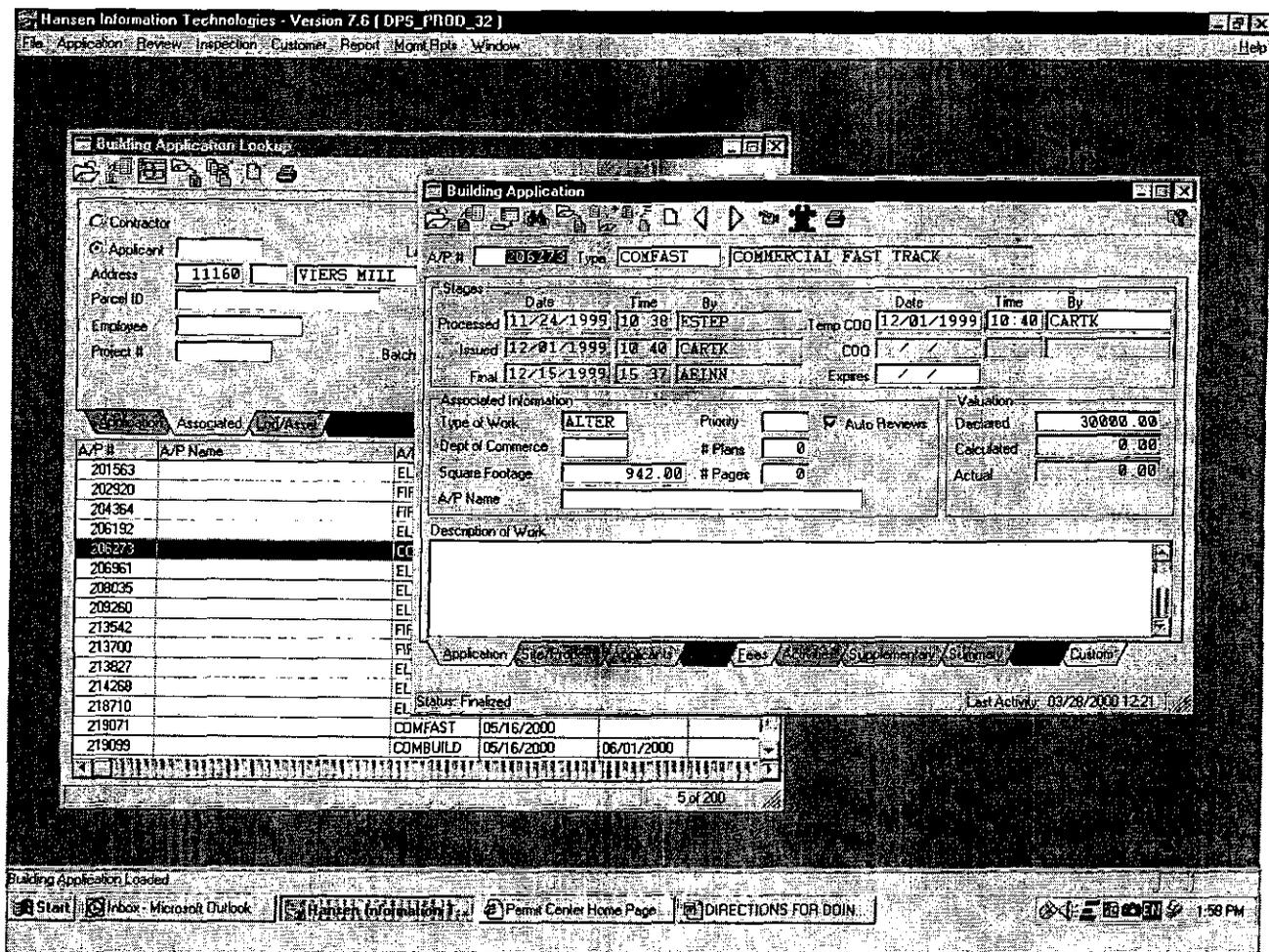
You can get the Use & Occupancy number off the application and use it to look up or print the Use & Occupancy. Make sure the Use & Occupancy application was checked approved and has a signature so that you know it was an issued Use & Occupancy Certificate.

d) BUILDING PERMITS APPLICATIONS (Commercial & Residential)

There are a couple of ways to obtain BUILDING PERMITS AND APPLICATIONS. First you can go to the Hansen system to get a listing of PERMITS for an address. From the BUILDING APPLICATION SCREEN click on the (binoculars) to do a search and the BUILDING APPLICATION LOOKUP SCREEN WILL appear. Click on the ASSOCIATED TAB and then put in your address. See the image below:



Sometimes there will be many items listed. You might have to consult with the applicant to get an idea of the date and the kind of permit the applicant is looking for. Double click on the permit you want as seen in the below image:



The TEMP COO date will be the date the PERMIT AND APPLICATION will be found on the MICROFISHE. You can pull the MICROFISHE and print a copy. Or you might be able to go to PERMIT CENTER to find a copy of the Permit and Application.

If the TEMP COO date is after March 9, 2001, you must go to the SCANNED DOCUMENTS on the Permit Center to obtain the Permit and Application. On PERMIT CENER click on the FIND DOCUMENTS on the left hand column and put in your address as seen in the image below:

Permit Center Home Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://dps7/pc/

Clear Params

Link Items
 List Link Items
 Create Link Item
 Update Link Item

GIS
 Show Map
 Get GIS Context
 Set Map Extent
 Find Items

Hansen V7
 Open Permit
 New Permit
 Get Permit Context
 Execute Lookup

Documentum
 Find Documents
 New Document

V7 DB Search
 Find Addresses

Web App Proc
 Process Web App

Personalization
 Set Preferences

Online Help

Link Item Name
 Status
 Active
 Notes

Permit Number
 Permit Type
 Tax Acct No/V7 Parcel Id

Na Street Suffix
 City St Zip
 PreDir PostDir StSub
 Lot Block Subd
 Subdivision Name
 X Y W H

Find Documents

Attributes	Values
Select Document Type	All Document Types
Document Name	
APNO	
Street Number	11160
Pre-Dir, Street Name, Suffix	, MIERS MILL, RD
Lot	
Block	
Subdivision Code, Name	
Section	
Keyword	

Search Clear

Start Inbox - Microsoft Outlook Hansen Information Techn... Permit Center Home... DIRECTIONS FOR DOIN... 2:04 PM

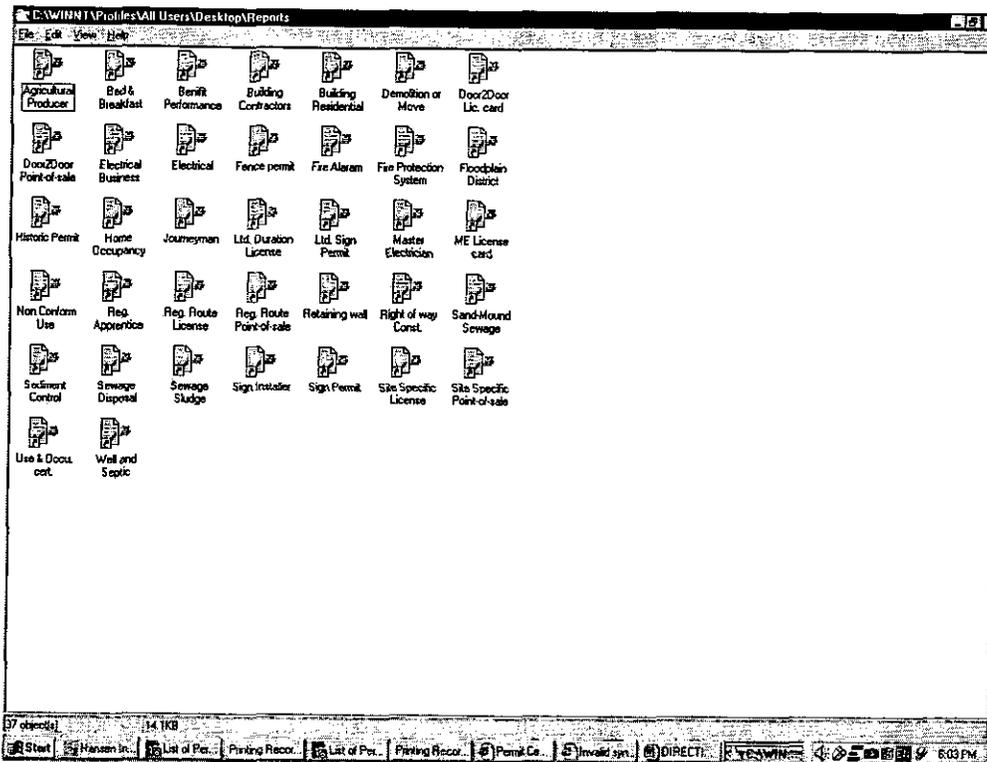
Click search and you will see an image like this:

The screenshot shows a web browser window titled "Permit Center Home Page - Microsoft Internet Explorer". The address bar shows "http://dps7/pc/". The main content area displays a table of documents with the following columns: Name, Owner, Mod. By, Mod. Date, Version, APNO, and Section. The table lists various documents, including those with "Applications" and "Reports" sections. A sidebar on the left contains navigation options such as "Link Items", "GIS", "Hansen V7", "Documentum", and "Web App Proc".

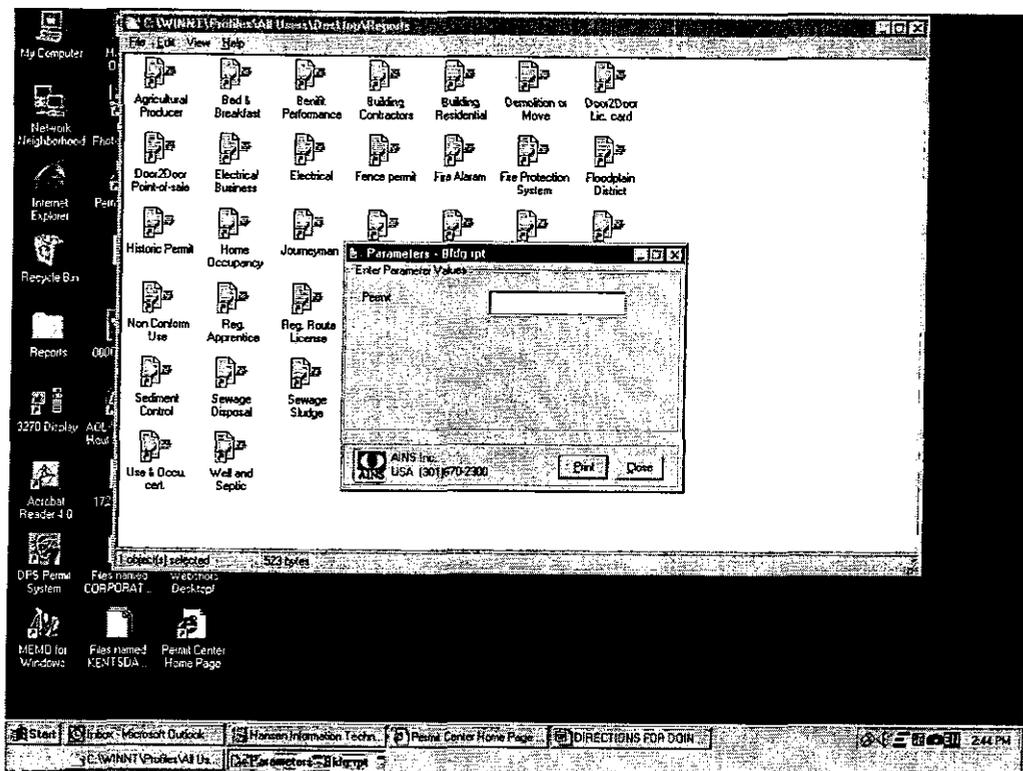
Name	Owner	Mod. By	Mod. Date	Version	APNO	Section
COM1098422	HowarK	HowarK	8/19/02 02:57:36 PM	1.0	284618	Applications
COM1104080	Docmgmt5	Docmgmt5	8/20/02 02:29:55 PM	1.0	284618	Drawings
COM1106329	Docmgmt5	Docmgmt5	8/22/02 11:52:53 AM	1.0	284618	Reports
COM1109167	HowarK	HowarK	9/11/02 10:40:38 AM	1.0	82A130054	Applications
COM1109169	HowarK	HowarK	9/11/02 10:41:30 AM	1.0	82A130054	Applications
COM1109170	HowarK	HowarK	9/11/02 10:41:30 AM	1.0	82A130054	Reports
COM1109173	HowarK	HowarK	9/11/02 10:40:40 AM	1.0	82A180039	Applications
COM1109177	HowarK	HowarK	9/11/02 10:41:31 AM	1.0	82A130054	Reports
COM1109180	HowarK	HowarK	9/11/02 10:40:41 AM	1.0	82A040034	Applications
COM1109184	HowarK	HowarK	9/11/02 10:40:42 AM	1.0	82A040034	Reports
COM1109186	HowarK	HowarK	9/11/02 10:40:45 AM	1.0	82A210041	Applications
COM1109196	HowarK	HowarK	9/11/02 10:41:32 AM	1.0	82A210041	Reports
COM1109223	HowarK	HowarK	9/11/02 10:40:57 AM	1.0	828020015	Applications
COM1109226	HowarK	HowarK	9/11/02 10:40:58 AM	1.0	828020015	Reports
COM1109233	HowarK	HowarK	9/11/02 10:41:01 AM	1.0	828120058	Applications
COM1109237	HowarK	HowarK	9/11/02 10:41:04 AM	1.0	828120058	Reports
COM1109267	HowarK	HowarK	9/11/02 10:41:15 AM	1.0	836170130	Applications
COM1109270	HowarK	HowarK	9/11/02 10:41:17 AM	1.0	836170130	Reports
COM1109274	HowarK	HowarK	9/11/02 10:41:37 AM	1.0	839280102	Applications
COM1109278	HowarK	HowarK	9/11/02 10:43:00 AM	1.0	839280102	Reports
COM1109288	HowarK	HowarK	9/11/02 10:41:42 AM	1.0	838110099	Applications
COM1109290	HowarK	HowarK	9/11/02 10:41:44 AM	1.0	838110099	Reports
COM1109297	HowarK	HowarK	9/11/02 10:41:46 AM	1.0	838090129	Applications
COM1109303	HowarK	HowarK	9/11/02 10:41:46 AM	1.0	838090129	Reports
COM1109305	HowarK	HowarK	9/11/02 10:41:48 AM	1.0	838110122	Applications

You can click on the links that say APPLICATIONS for the Applications and on REPORTS for the Permits.

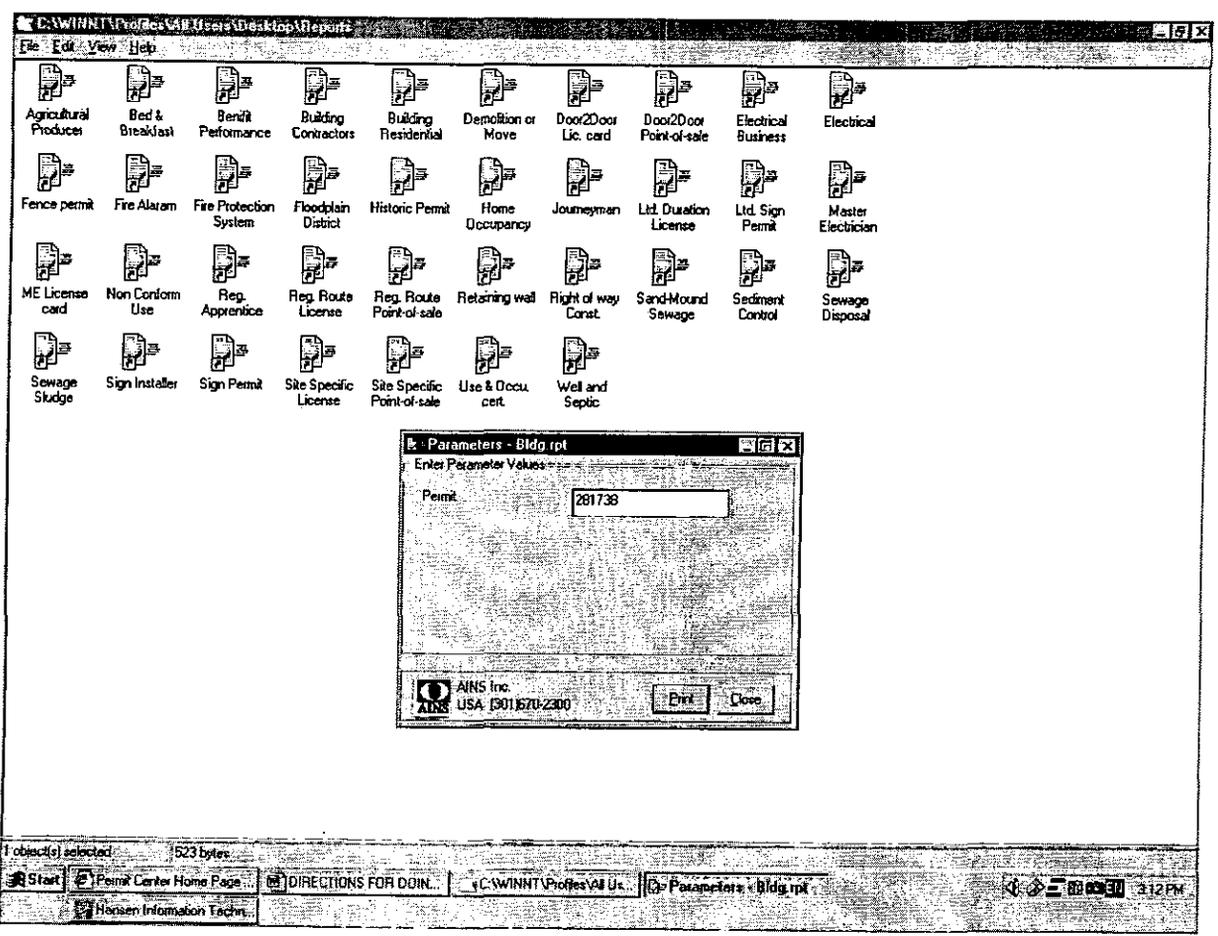
You can also print Permits that were issued under the Hansen system which started in August, 1999 by going to the REPORTS FILE on the Computer Desktop and click on this REPORTS image and the following screen will open:



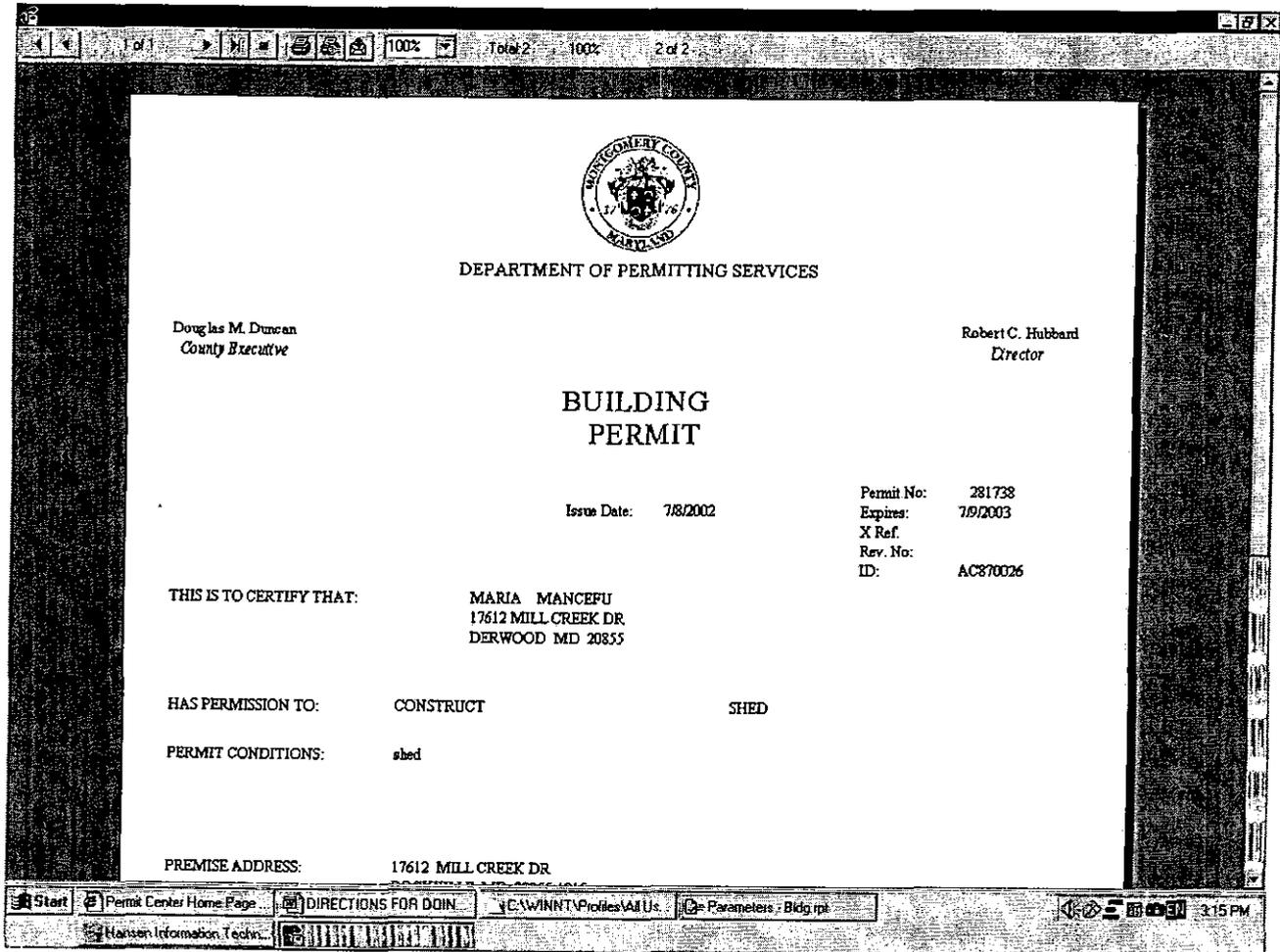
Click on the BUILDING RESIDENTIAL ICON to make copies of COMMERCIAL OR RESIDENTIAL PERMITS (IT WORKS FOR BOTH). A small screen as seen below will come up:



Put in your building permit number which must be issued from August 1999 and up to the present time. See image example below.

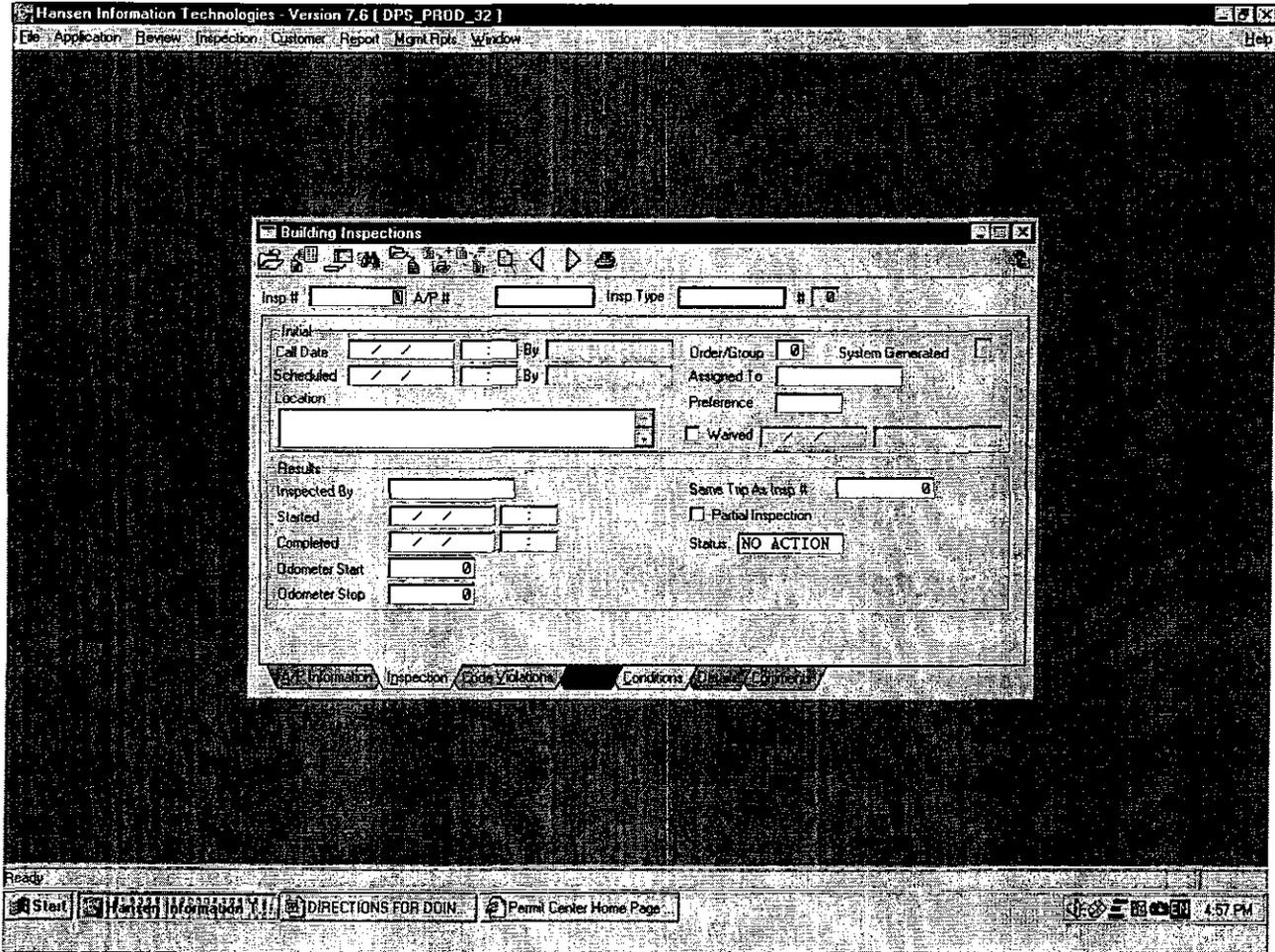


The image of the permit will open on another screen and then you can print it. See image below:



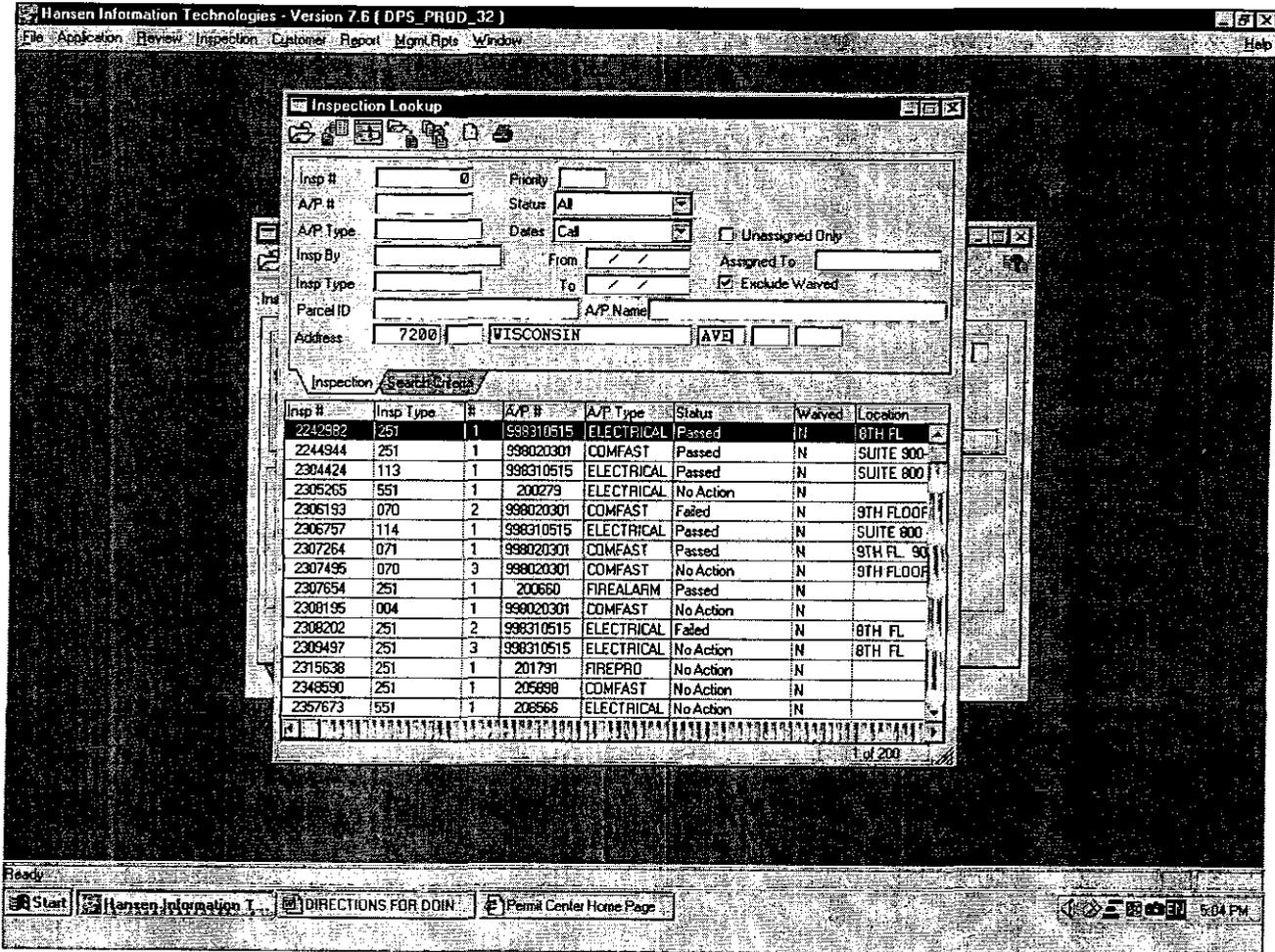
e) INSPECTIONS (Commercial & Residential)

You can look up INSPECTIONS by the permit number or by the address in the Hansen system. Go the INSPECTION tab at the top of Hansen and click on it and scroll down to INSPECTION and the following screen will appear:



Click on the binoculars image to do a search. A new window opens.

You can either put in the address or the permit number to look up INSPECTIONS and then hit the LOAD button. A search under ADDRESSES will give you a screen like this:



The above image screen did a search for ALL INSPECTIONS at 7200 Wisconsin Avenue.

In this screen image the inspections for only one permit number: 205898 were searched for:

Hansen Information Technologies - Version 7.6 | DPS_PROD_32

File Application Review Inspection Customer Report Maint Rpts Window Help

Inspection Lookup

Insp # Priority

A/P # Status:

A/P Type Dates: Unassigned Only

Insp By From Assigned To

Insp Type To Exclude Waived

Parcel ID A/P Name

Address

Inspection Search Criteria

Insp #	Insp Type	#	A/P #	A/P Type	Status	Waived	Location
2343590	251	1	205898	COMFAST	No Action	N	
2373153	071	1	205898	COMFAST	Passed	N	SUITE 1000 10
2397779	251	2	205898	COMFAST	Passed	N	SUITE 1000

1 of 3

Ready

Start Hansen Information T. DIRECTIONS FOR DOIN Permit Center Home Page 5:01 PM