



Permitting Services

APPROVED FY19 BUDGET

\$40,234,230

FULL TIME EQUIVALENTS

243.75

 DIANE SCHWARTZ JONES, DIRECTOR

MISSION STATEMENT







The Department of Permitting Services' (DPS) primary mission is to promote the health, safety, and welfare and economic well-being of residents, businesses, and communities of Montgomery County with timely, professional, transparent, and consistent review and processing of plans and permits, and through inspections of structures, rights-of-way and development. DPS protects the public through application and enforcement of national, State and local codes for fire and life safety, electrical, mechanical, energy, accessibility, building, and other public safety and zoning codes. DPS protects the environment through application and enforcement of national, State and local environmental protection codes protecting our natural resources. DPS protects residential and business communities and users of public rights-of-way through inspections of work within public rights-of-way and inspections to assure adherence to approved site plans and special exceptions. DPS strives to promote economic well-being and customer service through ongoing process improvements, timely response, and service while ensuring that structures are safe for occupants and visitors, sustainable for future generations, and that development is consistent with requirements to protect the environment.

BUDGET OVERVIEW

The total approved FY19 Operating Budget for the Department of Permitting Services is \$40,234,230, an increase of \$1,359,401 or 3.50 percent from the FY18 Approved Budget of \$38,874,829. Personnel Costs comprise 74.73 percent of the budget for 236 full-time position(s) and two part-time position(s), and a total of 243.75 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 25.27 percent of the FY19 budget.

LINKAGE TO COUNTY RESULT AREAS

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

-  **An Effective and Efficient Transportation Network**
-  **Healthy and Sustainable Neighborhoods**
-  **A Responsive, Accountable County Government**
-  **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 (where applicable), with multi-program measures displayed at the front of this section and program-specific measures shown with the relevant program. The FY18 estimates reflect funding based on the FY18 Approved Budget. The FY19 and FY20 figures are performance targets based on the FY19 Approved Budget and funding for comparable service levels in FY20.

The department combines department and applicant time components when measuring "total time to issue a permit." These times may be impacted by satisfaction of related preconditions such as sediment control submissions and approvals and outside agency approvals.

INITIATIVES

- ★ Website redesign.
- ★ Current Construction Activity Website.
- ★ Implement International Green Construction Code (IgCC).
- ★ Expand eServices to online payment for additional DPS services.
- ★ Adoption of 2018 International Building, Mechanical, Fuel Gas, and Energy Conservation codes with industry open houses.
- ★ Update Montgomery County Code, Chapter 17- Electricity Regulations.

ACCOMPLISHMENTS

- ✓ Completed Insurance Services Office (ISO) review and moved up on the Building Code Effectiveness Scale for both commercial and residential construction (3/3) placing Montgomery County in the most favorable category for new construction insurance rates.
- ✓ Consistently met commitment to complete all reviews of commercial plans in 30-days or less, and overall permit issuance time was reduced by 53%.
- ✓ Maintained next day inspections for more than 98% of scheduled inspections.
- ✓ Assisted high profile projects to completion including the timely opening of Clarksburg Premium Outlets.
- ✓ Developed policy to facilitate Artisan Manufacturing and production for breweries and distilleries.
- ✓ Adopted the International Green Construction Code, updated Fire Codes and trained customers under new codes.
- ✓ Held First Annual Design for Life Showcase bringing together businesses involved with home accessibility improvements and residents.
- ✓ Reduced the Department's carbon footprint through expanded online services for commercial revisions, fire alarm, and fire protection, fences, signs, commercial solar, and new homes.
- ✓ Implemented legislative mandates including complete overhaul of impact taxes arising out of the rewrite of the Subdivision Staging Regulations.

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- ☑ Updated to Hansen 8.4 to provide cross browser support (Chrome, Firefox and Safari), provide the capability to link to the Geographic Information System (GIS) so inspections can be more effective and efficient, and provide ability to develop automatic email or text messaging to customers when an inspector is en route to an inspection.

INNOVATIONS AND PRODUCTIVITY IMPROVEMENTS

- ✦ Performed over 200 free design consultations.
- ✦ Processed 259 tree plans, protected 421 roadside trees, required 206 roadside tree plantings, and collected \$95,850 for Department of Transportation (DOT) roadside tree planting.
- ✦ Performed 98,999 plans reviews.
- ✦ Performed 171,233 inspections (building construction, zoning and site plan, fire systems, existing building, land development and roadside trees).
- ✦ Served 119,122 customers at DPS counters and fulfilled 5,148 requests for information.
- ✦ Issued 569 sign permits and removed 2,026 illegal signs from the public right-of-way.
- ✦ Processed 3,238 residential solar permits.
- ✦ Processed 59,501 permits, licenses, and service requests.
- ✦ Performed 3,494 site plan investigations on 212 active certified site plans.
- ✦ Performed 17,386 inspections and issued 35,093 permits by the Fire Protection and Code Compliance Division.

COLLABORATION AND PARTNERSHIPS

✦ Subdivision Staging Policy

Department of Permitting Services implemented the completely revised development impact taxes and trip mitigation payments in March and July of 2017 pursuant to the recently adopted Subdivision Staging Policy.

Partners

County Council, Office of the County Executive, Maryland-National Capital Park and Planning Commission

✦ Storm Water Management and Water Quality Efficiencies

Department of Permitting Services developed an expedited process for handling reviews of County projects undertaken by the Department of Environmental Protection (DEP) under the County's MS-4 permit to improve water quality.

Partners

Department of Environmental Protection

✦ Economic Development Initiatives

Department of Permitting Services is collaborating on several strategic economic development efforts including the new Marriott Headquarters, the reconstruction of the APEX building, the Bethesda entrance and platform for the Purple Line and

the new Bethesda entrance for WMATA, and the Wheaton Building.

Partners

Maryland-National Capital Park and Planning Commission, Washington Suburban Sanitary Commission

* Agritourism Initiatives

Department of Permitting Services adopted policies to support and advance agritourism.

Partners

Office of Agriculture , Office of the County Executive, Maryland-National Capital Park and Planning Commission

* Emergency Response Initiatives

Department of Permitting Services established a workgroup to minimize site development issues that interfere with the ability for first responders to reach building occupants and provide effective emergency rescue and services.

Partners

Montgomery County Fire and Rescue Service, Maryland-National Capital Park and Planning Commission

PROGRAM CONTACTS

Contact Barbara Suter of the Department of Permitting Services at 240.777.6244 or Alison Dollar of the Office of Management and Budget at 240.777.2769 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, roadside tree protection, tree canopy enhancement, record plat approval, fire department access, and compliance and work in the public right-of-way.

Program Performance Measures	Actual FY16	Actual FY17	Estimated FY18	Target FY19	Target FY20
Right-of-way Permits -- DPS average review time (In days)	5.1	5.84	5	5	5
Sediment Control Permits - DPS average review time (In days)	29.9	23.06	30	30	30
Septic Permits -- DPS average review time (In days)	18.2	27.18	12	10	10
Well Permits -- DPS average review time (In days)	16.8	15.63	12	10	10
Record Plats -- DPS average review time (In days)	2.98	6.7	9	9	9
Sediment Control Enforcement -- Percentage of Inspections in compliance with code/law	95.7%	94.9%	95%	95%	95%
Successful Maryland Department of the Environment (MDE) Delegation of Review of Sediment Control and Storm-Water Management	Yes	N/A	Yes	N/A	Yes

FY19 Approved Changes	Expenditures	FTEs
FY18 Approved	8,319,012	64.25
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	31,515	(1.00)
FY19 Approved	8,350,527	63.25

Residential Building Construction & Intake

The Residential Building and Intake program is responsible for ensuring public safety through the effective administration of residential building construction codes. This is accomplished through review of building plans and field inspections related to the building, structural, electrical, mechanical, fire-safety, and energy conservation codes. In addition, this program processes all commercial, fire protection and residential permit applications, seeks correction of building code violations and supports disaster recovery efforts.

Program Performance Measures	Actual FY16	Actual FY17	Estimated FY18	Target FY19	Target FY20
Residential (home) Permits -- Additions -- Average total time (In days)	21.9	22.61	17	17	17
Residential (home) Permits -- Additions -- DPS average review time (In days)	7.1	12.22	6	6	6
Residential (home) Permits -- New Construction -- Average total time (In days)	68.3	55.33	60	60	60
Residential (home) Permits -- New Construction -- DPS average review time (In days)	22.8	23.02	16	16	16
Residential (home) Fast Track -- Percentage of permits serviced within 2.5 hours	90.7%	92.58%	96%	96%	96%
Mechanical Permits -- Percentage of walk-in service permit within 2 hours	98.2%	98.8%	98%	98%	98%
Electrical Permits -- Percentage of walk-in service permit within 2 hours	98.8%	94.9%	98%	98%	98%

FY19 Approved Changes	Expenditures	FTEs
FY18 Approved	4,994,739	42.90
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(8,673)	(2.00)
FY19 Approved	4,986,066	40.90

Commercial Building Construction

The Commercial Construction program is responsible for ensuring public safety through the effective enforcement of commercial building construction codes and standards. This is accomplished through engineering plan review and construction inspection related to the administration and enforcement of building, structural, electrical, mechanical, fire-safety, and energy conservation codes and standards. This program processes building, mechanical and electrical permit applications, issues permits, and maintains related records. The program also seeks correction of unpermitted building, electrical, and mechanical code violations through a complaints program. This program is also responsible for conducting damage assessments during natural and other disasters and incidents and provides assistance in disaster recovery efforts.

Program Performance Measures	Actual FY16	Actual FY17	Estimated FY18	Target FY19	Target FY20
Insurance Services Office (ISO) building code effectiveness grading schedule score which measures the quality of the County's building codes and performance in enforcing them: One- and two-family dwellings, score range of 1 to 10 (1=best)	4	3	3	3	2
Commercial Permits -- Additions -- Average total time (In days)	122	106.58	55	55	55

Program Performance Measures	Actual FY16	Actual FY17	Estimated FY18	Target FY19	Target FY20
Commercial Permits -- Additions -- DPS average review time (In days)	32.7	28.84	35	35	35
Commercial Permits -- New Construction -- Average total time (In days)	85.5	72.34	140	140	140
Commercial Permits -- New Construction -- DPS average review time (In days)	34.5	30.43	55	55	55
Commercial Fast Track -- Percentage of permits serviced within 2.5 hours	74.18%	81.17%	80%	80%	80%
Insurance Services Office (ISO) building code effectiveness grading schedule score which measures the quality of the County's building codes and performance in enforcing them: Commercial structural, score within a range of 1-10 (1=best)	4	3	3	3	2
Building Construction Inspections -- Percentage occurring on scheduled day	97.2%	98.2%	98%	98%	98%

FY19 Approved Changes	Expenditures	FTEs
FY18 Approved	5,100,490	41.50
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	240,137	1.00
FY19 Approved	5,340,627	42.50

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, revenue collection (fees and development taxes and charges), reporting and management, automation, human resources, fleet management, training, safety, quality assurance, legislative coordination, space management, historic files maintenance, and management services. This program provides outreach, customer service satisfaction and case management, which coordinates DPS disciplines engaged in plan reviews on complex projects or projects needing a higher level of assistance such as "green tape" projects (i.e., affordable housing and areas such as the Silver Spring, Wheaton, and Long Branch enterprise zones, strategic economic development projects, strategic redevelopment areas such as White Flint, and faith based institutions). This program receives complaints, processes information requests, maintains the DPS web site, publishes the DPS newsletter, and coordinates outreach events and seminars for residents, civic organizations, and professionals.

Program Performance Measures	Actual FY16	Actual FY17	Estimated FY18	Target FY19	Target FY20
Complaint resolution -- Average number of days from complaint filing to final resolution	11.62	7.93	12	12	12
Complaint response -- Average number of days from the complaint being filed to first inspection contact with customer	2.23	1.98	3	3	3
MPIA responses - Percentage of information requests responded to within 30 days after receipt by DPS	98.3%	90.0%	100%	100%	100%

FY19 Approved Changes	Expenditures	FTEs
FY18 Approved	12,162,878	29.10
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	446,020	1.00
FY19 Approved	12,608,898	30.10

Zoning and Site Plan Enforcement

The Zoning and Site Plan Enforcement program protects the quality of life in Montgomery County and the public health, safety, welfare, and comfort through the effective application and enforcement of zoning code standards and M-NCPPC certified site

plan requirements. This division reviews plans prior to permit issuance and conducts inspections, as well as investigates complaints in order to administer and enforce the zoning standards established by Chapter 59 of the Montgomery County Code. This program regulates size, shape, height, and mass of a building and the uses that are allowed on the property.

FY19 Approved Changes	Expenditures	FTEs
FY18 Approved	4,235,267	32.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	212,367	0.00
FY19 Approved	4,447,634	32.00

☀ Fire Prevention and Code Compliance

The Fire Prevention and Fire Code Compliance program is responsible for ensuring public safety through enforcement of the National Fire Codes and Standards, the Montgomery County Fire Code, and Maryland State Fire Prevention Codes. This is accomplished through plans review, permit issuance and inspections of fire protection systems, and fire alarm systems for new construction. The program is also responsible for preventive inspections for existing occupied facilities within Montgomery County. This program issues Fire Code Compliance permits and operational permits for all businesses, schools, multi-family buildings, healthcare facilities, places of worship, and all other commercial buildings or occupancies. This program also responds to and investigates code violations through a complaints program.

Program Performance Measures	Actual FY16	Actual FY17	Estimated FY18	Target FY19	Target FY20
Fire Protection (Sprinkler Permits) -- Average total time (In days)	14.7	11.71	15	15	15
Fire Protection (Sprinkler Permits) -- DPS average review time (in days)	5.3	4.97	12	12	12

FY19 Approved Changes	Expenditures	FTEs
FY18 Approved	4,062,443	34.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	438,035	1.00
FY19 Approved	4,500,478	35.00

BUDGET SUMMARY

	Actual FY17	Budget FY18	Estimate FY18	Approved FY19	%Chg Bud/App
PERMITTING SERVICES					
EXPENDITURES					
Salaries and Wages	21,456,720	21,694,489	21,562,558	22,475,069	3.6 %
Employee Benefits	7,464,993	7,488,656	7,588,232	7,592,432	1.4 %
Permitting Services Personnel Costs	28,921,713	29,183,145	29,150,790	30,067,501	3.0 %
Operating Expenses	7,946,332	9,691,684	8,319,013	10,166,729	4.9 %
Permitting Services Expenditures	36,868,045	38,874,829	37,469,803	40,234,230	3.5 %
PERSONNEL					
Full-Time	236	236	236	236	—

BUDGET SUMMARY

	Actual FY17	Budget FY18	Estimate FY18	Approved FY19	%Chg Bud/App
Part-Time	2	2	2	2	—
FTEs	243.65	243.75	243.75	243.75	—
REVENUES					
Automation Enhancement Fee	331,081	120,000	126,334	95,437	-20.5 %
Building Permits	20,086,596	21,889,612	25,219,611	22,106,143	1.0 %
Electrical Permits and Licenses	4,762,772	6,199,212	4,038,385	4,534,810	-26.8 %
Fire Code Enforcement Permits	2,812,822	2,501,787	2,453,870	2,415,946	-3.4 %
Grading/Storm Drains/Paving/Driveway Permits	3,605,088	3,663,418	3,735,716	3,697,727	0.9 %
Investment Income	334,005	153,700	548,280	776,730	405.4 %
Mechanical Construction Permit	1,589,377	1,654,421	1,888,746	1,569,836	-5.1 %
Miscellaneous Revenues	19,796	0	0	0	—
Occupancy Permits	555,941	457,678	576,780	603,695	31.9 %
Other Charges/Fees	770,942	687,311	706,206	1,244,027	81.0 %
Other Fines/Forfeitures	87,485	140,485	98,152	89,772	-36.1 %
Other Licenses/Permits	431,893	737,366	449,455	594,672	-19.4 %
Sediment Control Permits	3,482,839	3,181,283	2,670,410	3,811,233	19.8 %
Sign Permits	201,315	184,808	225,936	191,776	3.8 %
Special Exception Fee	228,519	212,405	212,405	230,549	8.5 %
Stormwater Mgmt and Water Quality Plan Fee	351,391	266,777	246,410	284,702	6.7 %
Well and Septic	334,415	57,641	255,140	274,308	375.9 %
Permitting Services Revenues	39,986,277	42,107,904	43,451,836	42,521,363	1.0 %
GRANT FUND - MCG					
EXPENDITURES					
Salaries and Wages	3,619	0	0	0	—
Employee Benefits	930	0	0	0	—
Grant Fund - MCG Personnel Costs	4,549	0	0	0	—
Operating Expenses	3,600	0	0	0	—
Grant Fund - MCG Expenditures	8,149	0	0	0	—
PERSONNEL					
Full-Time	0	0	0	0	—
Part-Time	0	0	0	0	—
FTEs	0.00	0.00	0.00	0.00	—
REVENUES					
State Grants	8,150	0	0	0	%
Grant Fund - MCG Revenues	8,150	0	0	0	—
DEPARTMENT TOTALS					
Total Expenditures	36,876,194	38,874,829	37,469,803	40,234,230	3.5 %

BUDGET SUMMARY

	Actual FY17	Budget FY18	Estimate FY18	Approved FY19	%Chg Bud/App
Total Full-Time Positions	236	236	236	236	—
Total Part-Time Positions	2	2	2	2	—
Total FTEs	243.65	243.75	243.75	243.75	—
Total Revenues	39,994,427	42,107,904	43,451,836	42,521,363	1.0 %

FY19 APPROVED CHANGES

	Expenditures	FTEs
PERMITTING SERVICES		
FY18 ORIGINAL APPROPRIATION	38,874,829	243.75
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: FY19 Compensation Adjustment	788,268	0.00
Increase Cost: Annualization of FY18 Personnel Costs	264,037	0.00
Increase Cost: IT Maintenance	177,883	0.00
Increase Cost: Motor Pool Adjustment	160,292	0.00
Increase Cost: Risk Management Adjustment	75,350	0.00
Increase Cost: Office Rent	55,212	0.00
Increase Cost: OPEB Adjustment	4,640	0.00
Increase Cost: Printing and Mail	1,668	0.00
Decrease Cost: Retirement Adjustment	(167,949)	0.00
FY19 APPROVED	40,234,230	243.75

PROGRAM SUMMARY

Program Name	FY18 APPR Expenditures	FY18 APPR FTEs	FY19 APPR Expenditures	FY19 APPR FTEs
Land Development	8,319,012	64.25	8,350,527	63.25
Residential Building Construction & Intake	4,994,739	42.90	4,986,066	40.90
Commercial Building Construction	5,100,490	41.50	5,340,627	42.50
Administration	12,162,878	29.10	12,608,898	30.10
Zoning and Site Plan Enforcement	4,235,267	32.00	4,447,634	32.00
Fire Prevention and Code Compliance	4,062,443	34.00	4,500,478	35.00
Total	38,874,829	243.75	40,234,230	243.75

FUTURE FISCAL IMPACTS

CC APPROVED (\$000S)

Title	FY19	FY20	FY21	FY22	FY23	FY24
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FUTURE FISCAL IMPACTS

CC APPROVED (\$000S)

Title	FY19	FY20	FY21	FY22	FY23	FY24
PERMITTING SERVICES						
EXPENDITURES						
FY19 Approved	40,234	40,234	40,234	40,234	40,234	40,234
No inflation or compensation change is included in outyear projections.						
IT Maintenance Costs	0	6	6	6	7	5
Represents additional maintenance costs for the system upgrades and post-warranty maintenance for servers, scanners, and printers.						
IT Replacement Plan	0	760	0	510	0	0
Key components of Permitting Service's technology replacement plan include: FY20 Scanners \$160,000 and Servers \$600,000; FY22 Printers \$60,000 and Permit DB Servers- Hardware and Software \$450,000.						
Operating Budget Impacts	0	215	(1,347)	(1,438)	(1,531)	(1,628)
Operating budget impacts from the new Wheaton headquarters include lease savings, debt service, maintenance, energy, and parking.						
Retiree Health Insurance Pre-funding	0	13	17	23	23	23
Labor Contracts	0	383	383	383	383	383
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
Subtotal Expenditures	40,234	41,611	39,293	39,718	39,116	39,017