



Permitting Services

APPROVED FY22 BUDGET

\$38,901,977

FULL TIME EQUIVALENTS

245.90

 MITRA PEDOEEM, DIRECTOR

MISSION STATEMENT




The Department of Permitting Services' (DPS) primary mission is to promote the health, safety, welfare, and economic wellbeing of residents, businesses, and communities in 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 residential and business communities and users of public rights-of-way through inspections of work within public rights-of-way 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 FY22 Operating Budget for the Department of Permitting Services is \$38,901,977, a decrease of \$1,797,273 or 4.42 percent from the FY21 Approved Budget of \$40,699,250. Personnel Costs comprise 78.66 percent of the budget for 240 full-time position(s) and no part-time position(s), and a total of 245.90 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 21.34 percent of the FY22 budget.

COUNTY PRIORITY OUTCOMES

While this program area supports all seven of the County Executive's Priority Outcomes, the following are emphasized:

-  **Easier Commutes**
-  **A Greener County**
-  **Effective, Sustainable Government**
-  **A Growing Economy**

INITIATIVES

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- ★ DPS quickly transitioned its business processes and staffing plan, shifting over 200 employees from an office-based to a telework-based business model to ensure continuity of operations during the COVID-19 health emergency.
 - ★ Re-aligned and/or repurposed one-third of staff within divisions and created the new Customer Service & Outreach division to better coordinate service to customers.
 - ★ Initiated a search for a fully integrated and inclusive one stop shop enterprise cloud-based permitting system that is compatible with other departments in Montgomery County to improve customer service delivery.
 - ★ Received two achievement awards from the National Association of Counties for the effective delivery of government services in implementing its M-NCPPC Certified Site Plan Inspection Program and the free deck safety inspection.
 - ★ Division Staff participated in and supported the County Executive's 4 Business Benchmarking initiative to help the Montgomery County business community grow and prosper. DPS has implemented changes to its business process as result of our engagement in these sessions.
 - ★ Enhanced sustainability efforts by combining solar, energy, and "green code" requirements and developing strategies to accomplish the County Executive's goal of "Net Zero" by 2035.

INNOVATIONS AND PRODUCTIVITY IMPROVEMENTS

- ★ Performed 5,672 Site Plan Inspections on over 150 M-NCPPC Certified Site Plan Construction Projects.
- ★ Fielded 54,898 MC311 inquiries.
- ★ Performed 33,894 investigative inspections with alleged code violations.

PROGRAM CONTACTS

Contact Barbara Suter of the Department of Permitting Services at 240.777.6244 or Rafael Pumarejo Murphy of the Office of Management and Budget at 240.777.2775 for more information regarding this department's operating budget.

PROGRAM 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 FY21 estimates reflect funding based on the FY21 Approved Budget. The FY22 and FY23 figures are performance targets based on the FY22 Approved Budget and funding for comparable service levels in FY23.

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, approvals, and outside agency approvals.

PROGRAM DESCRIPTIONS

★ Administration

Central Services Unit

The Administration Program provides policy development and leadership for all programs within the Department.

Central Services Staff are specialists 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.

Information Technology

DPS' Office of Information Technology Services (DPS-IT) is responsible for all information technology. Functional responsibilities include IT initiatives, development, modernization and the support of the DPS CORE IT business processes. DPS-IT provides day-to-day IT services, equipment, applications, reports, budget, and 24/7/365 business operations. DPS-IT monitors all system maintenance, business processes design, development, hardware and software, and implementation. DPS-IT supports the Senior Executive Office with IT budget and IT directives, consultant, contracts, and COOP collaboration with both internal and external stakeholders. DPS-IT maintains, updates, and monitors website development, business processes interfaces such as e-Services (electronic permits and plans applications, management and storage, real-time data search, on-line complaints, and on-line information requests) development, implementation document imaging, enterprise and County Council policy initiatives.

Program Performance Measures	Actual FY19	Actual FY20	Estimated FY21	Target FY22	Target FY23
Percent of screenings passed with fewer than 2 returns to the customer	95%	94%	95%	95%	95%
Percent of inspections passed - all divisions	83%	84%	85%	85%	85%
Percent of customers satisfied with DPS services	N/A	84%	85%	85%	85%

FY22 Approved Changes	Expenditures	FTEs
FY21 Approved	11,821,144	26.00
Increase Cost: Enterprise System Solution Portal Initiative	1,000,000	0.00
Decrease Cost: Retiree Health Insurance Pre-funding	(38,850)	0.00
Decrease Cost: IT Replacement	(100,000)	0.00
Shift: Chargeback for 255 Rockville Pike Lease	(2,890,247)	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	188,795	(4.00)
FY22 Approved	9,980,842	22.00

Commercial Building Construction

The Commercial Construction program is responsible for ensuring public safety through the effective application of commercial building, structural, electrical, mechanical, fire-safety, accessibility, and sustainability conservation codes and standards. As the "First Preventers," this is accomplished through plan review and construction site inspections to facilitate compliance with approved plans and regulations. This program processes applications for and issues Building, Mechanical, Fire Protection, and Electrical Permits. The program also handles construction complaints during natural and other disasters and assists in disaster recovery.

Program Performance Measures	Actual FY19	Actual FY20	Estimated FY21	Target FY22	Target FY23
Number of permits receiving final approvals	2,517	2,801	3,000	3,400	3,800
Commercial Permits - Percent of inspections completed on the scheduled day	97.0%	98.5%	98.0%	98.0%	98.0%

Program Performance Measures	Actual FY19	Actual FY20	Estimated FY21	Target FY22	Target FY23
Percent of plans receiving a complete first review within 30 days	92.2%	85.0%	90.0%	90.0%	90.0%
FY22 Approved Changes			Expenditures	FTEs	
FY21 Approved				5,786,782	44.50
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.				1,084,524	6.50
FY22 Approved				6,871,306	51.00

☀ Customer Support & Outreach

The Customer Support and Outreach Division is responsible for all administration and issuance of Building, Land Development, and Zoning related permits, applications and licenses, information requests, pre-design consultations, and other specialty services. This Division was formed to provide a multi-prong approach to enhance the methods in which our services are delivered and to provide enhanced communication for our clients. This heightened focus on service will include empowerment of staff to act as facilitators rather than regulators.

Program Performance Measures	Actual FY19	Actual FY20	Estimated FY21	Target FY22	Target FY23
Number of applications processed (at intake) by permit technicians	91,215	62,632	60,000	60,000	60,000
Percent of screenings completed (plans ready for review) within 2 business days	86.0%	75.0%	80.0%	85.0%	85.0%
Percent of customers satisfied with DPS Customer Service Division	N/A	95.6%	95.0%	95.0%	95.0%
FY22 Approved Changes			Expenditures	FTEs	
FY21 Approved				4,560,544	33.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.				183,161	10.90
FY22 Approved				4,743,705	43.90

☀ Land Development

The Land Development Division is responsible for ensuring the protection of the County's land and water resources, the protection of the environment, and the safety of residents and businesses through its engineering and inspection functions related to storm water management; sediment control; floodplain management; special protection areas; storm drain design and construction; roadside tree protection; tree canopy enhancement; record plat approval; and work in the public right-of-way.

Program Performance Measures	Actual FY19	Actual FY20	Estimated FY21	Target FY22	Target FY23
Total number of public right of way permits issued (roadside trees, driveways, plats, et al.)	2,960	3,214	3,000	3,000	3,000
Number of Sediment Control inspections completed	16,822	14,818	15,000	16,000	17,000
Number of roadside tree plan reviews	1,361	1,111	1,220	1,230	1,300
Percent of Sediment Control inspections that pass inspection indicating a compliant site	94.2%	94.3%	95.0%	95.0%	95.0%
Successful Maryland Department of the Environment (MDE) Delegation of Review of Sediment Control and Storm-Water Management ¹	N/A	Yes	N/A	Yes	N/A

¹ Sediment Control Delegation reviews are performed biennially.

FY22 Approved Changes			Expenditures	FTEs	
FY21 Approved				8,541,683	63.50

FY22 Approved Changes	Expenditures	FTEs
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(2,006,310)	(15.50)
FY22 Approved	6,535,373	48.00

☀ Residential Construction & Fire Code Compliance

The Residential Building and Intake Program is responsible for ensuring public safety through the effective application of residential building, structural, electrical, mechanical, and energy conservation codes. This is accomplished through plan reviews and construction inspections. This program processes all commercial, fire protection, and residential permit applications, handles construction complaints, and aids in recovery during natural and other disasters and incidents.

The Fire Code Compliance Program is responsible for ensuring public safety through the enforcement of the National Fire Codes and Standards; the Montgomery County Fire Code; and the Maryland State Fire Prevention Codes in existing buildings. This program issues Fire Code Compliance permits and performs preventive inspection for businesses, schools, multi-family buildings, healthcare facilities, places of worship, and all other commercial buildings or occupancies. This program responds to and investigates code violations through a complaints program.

Program Performance Measures	Actual FY19	Actual FY20	Estimated FY21	Target FY22	Target FY23
Percent of service requests completed within 3 business days	86.1%	97.0%	90.0%	90.0%	90.0%
Percent of commercial establishments in compliance with the Fire Code	59.7%	74.7%	70.0%	75.0%	80.0%
Number of inspections performed by Residential and Fire Code Compliance FCC inspectors	44,941	44,535	45,000	45,000	45,000
Number of residential plan reviews performed	6,204	6,740	6,450	6,450	6,450
Residential Permits - Percent of inspections completed on the scheduled day	97.8%	98.9%	98.0%	98.0%	98.0%

FY22 Approved Changes	Expenditures	FTEs
FY21 Approved	5,582,490	46.90
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	459,388	0.10
FY22 Approved	6,041,878	47.00

☀ Zoning, Well & Septic and Code Compliance

The Zoning, Well & Septic and Code Compliance Division protects the quality of life, public health, safety, and welfare, of Montgomery County. This is accomplished through the effective application and enforcement of the Montgomery County Zoning Ordinance development standards; Maryland-National Capital Park and Planning Commission certified site plan requirements; well and septic system reviews and approvals; and emergency vehicle access. Division Staff perform zoning reviews of plan applications prior to permit issuance, conduct inspections, and investigate and respond to complaints to administer and enforce the zoning standards established by Chapter 59 of the Montgomery County Code.

Program Performance Measures	Actual FY19	Actual FY20	Estimated FY21	Target FY22	Target FY23
Number of zoning, well and septic, and fire department access reviews	29,107	28,735	29,000	29,200	29,200
Percent of MNCPPC active site plans in compliance every 10 days	98%	93%	95%	95%	95%

Program Performance Measures	Actual FY19	Actual FY20	Estimated FY21	Target FY22	Target FY23
Percent of Zoning service requests started and responded to the customer within 48 hours	85%	90%	90%	90%	90%

FY22 Approved Changes	Expenditures	FTEs
FY21 Approved	4,406,607	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.	322,266	2.00
FY22 Approved	4,728,873	34.00

BUDGET SUMMARY

	Actual FY20	Budget FY21	Estimate FY21	Approved FY22	%Chg Bud/App
PERMITTING SERVICES					
EXPENDITURES					
Salaries and Wages	23,807,496	23,232,929	22,673,826	23,921,593	3.0 %
Employee Benefits	7,978,550	7,094,564	6,649,244	6,677,204	-5.9 %
Permitting Services Personnel Costs	31,786,046	30,327,493	29,323,070	30,598,797	0.9 %
Operating Expenses	7,892,690	10,371,757	9,751,184	8,303,180	-19.9 %
Permitting Services Expenditures	39,678,736	40,699,250	39,074,254	38,901,977	-4.4 %
PERSONNEL					
Full-Time	239	239	239	240	0.4 %
Part-Time	2	2	2	0	-100.0 %
FTEs	246.00	245.90	245.90	245.90	—
REVENUES					
Automation Enhancement Fee	(228)	0	0	0	—
Building Permits	24,794,263	19,826,070	25,711,698	19,826,070	—
Electrical Permits and Licenses	4,308,556	3,654,000	4,066,785	3,654,000	—
Fire Code Enforcement Permits	2,641,406	2,588,286	2,460,933	2,588,286	—
Grading/Storm Drains/Paving/Driveway Permits	3,384,837	3,045,000	3,537,710	3,045,000	—
Information Requests	0	95,700	0	95,700	—
Investment Income	867,229	408,000	408,000	408,000	—
Mechanical Construction Permit	2,092,016	1,452,900	1,544,379	1,452,900	—
Miscellaneous Revenues	9,909	0	0	0	—
Occupancy Permits	503,994	522,000	651,956	522,000	—
Other Charges/Fees	1,103,726	1,218,000	1,251,460	1,218,000	—
Other Fines/Forfeitures	57,798	78,300	60,116	78,300	—
Other Licenses/Permits	220,618	441,825	300,742	441,825	—
Sediment Control Permits	3,345,968	2,698,105	2,202,492	2,698,105	—
Sign Permits	194,988	226,635	227,292	226,635	—
Special Exception Fee	127,533	210,605	200,604	210,605	—
Stormwater Mgmt and Water Quality Plan Fee	366,113	251,268	219,437	251,268	—
Well and Septic	375,316	238,648	362,382	238,648	—

BUDGET SUMMARY

	Actual FY20	Budget FY21	Estimate FY21	Approved FY22	%Chg Bud/App
Permitting Services Revenues	44,394,042	36,955,342	43,205,986	36,955,342	—
GRANT FUND - MCG					
EXPENDITURES					
Salaries and Wages	0	0	0	0	—
Employee Benefits	0	0	0	0	—
Grant Fund - MCG Personnel Costs	0	0	0	0	—
Operating Expenses	2,070	0	0	0	—
Grant Fund - MCG Expenditures	2,070	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	54,556	0	0	0	—
Grant Fund - MCG Revenues	54,556	0	0	0	—
DEPARTMENT TOTALS					
Total Expenditures	39,680,806	40,699,250	39,074,254	38,901,977	-4.4 %
Total Full-Time Positions	239	239	239	240	0.4 %
Total Part-Time Positions	2	2	2	0	-100.0 %
Total FTEs	246.00	245.90	245.90	245.90	—
Total Revenues	44,448,598	36,955,342	43,205,986	36,955,342	—

FY22 APPROVED CHANGES

	Expenditures	FTEs
PERMITTING SERVICES		
FY21 ORIGINAL APPROPRIATION	40,699,250	245.90
<u>Other Adjustments (with no service impacts)</u>		
Increase Cost: Enterprise System Solution Portal Initiative [Administration]	1,000,000	0.00
Increase Cost: FY21 Compensation Adjustment	701,090	0.00
Increase Cost: FY22 Compensation Adjustment	379,157	0.00
Increase Cost: Motor Pool Adjustment	166,962	0.00
Decrease Cost: Print and Mail Adjustment	(164)	0.00
Decrease Cost: OPEB Adjustment	(38,850)	0.00
Decrease Cost: Retiree Health Insurance Pre-funding [Administration]	(38,850)	0.00
Decrease Cost: IT Replacement [Administration]	(100,000)	0.00
Decrease Cost: Elimination of One-Time Items Approved in FY21	(167,428)	0.00

FY22 APPROVED CHANGES

	Expenditures	FTEs
Decrease Cost: Retirement Adjustment	(193,857)	0.00
Decrease Cost: Annualization of FY21 Personnel Costs	(615,086)	0.00
Shift: Chargeback for 255 Rockville Pike Lease [Administration]	(2,890,247)	0.00
FY22 APPROVED	38,901,977	245.90
GRANT FUND - MCG		
FY21 ORIGINAL APPROPRIATION	0	0.00
FY22 APPROVED	0	0.00

PROGRAM SUMMARY

Program Name	FY21 APPR Expenditures	FY21 APPR FTEs	FY22 APPR Expenditures	FY22 APPR FTEs
Administration	11,821,144	26.00	9,980,842	22.00
Commercial Building Construction	5,786,782	44.50	6,871,306	51.00
Customer Support & Outreach	4,560,544	33.00	4,743,705	43.90
Land Development	8,541,683	63.50	6,535,373	48.00
Residential Construction & Fire Code Compliance	5,582,490	46.90	6,041,878	47.00
Zoning, Well & Septic and Code Compliance	4,406,607	32.00	4,728,873	34.00
Total	40,699,250	245.90	38,901,977	245.90

FUNDING PARAMETER ITEMS

CC APPROVED (\$000S)

Title	FY22	FY23	FY24	FY25	FY26	FY27
PERMITTING SERVICES						
EXPENDITURES						
FY22 Approved	38,902	38,902	38,902	38,902	38,902	38,902
No inflation or compensation change is included in outyear projections.						
Retiree Health Insurance Pre-funding	0	(166)	(328)	(503)	(539)	(539)
Labor Contracts	0	646	646	646	646	646
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
Subtotal Expenditures	38,902	39,382	39,220	39,045	39,009	39,009