

# Permitting Services

## MISSION STATEMENT

The mission of the Department of Permitting Services (DPS) is to provide the highest quality of public service while ensuring compliance with Montgomery County's development and construction standards.

## BUDGET OVERVIEW

The total approved FY10 Operating Budget for the Department of Permitting Services is \$27,067,180, a decrease of \$2,561,340 or 8.6 percent from the FY09 Approved Budget of \$29,628,520. Personnel Costs comprise 78.7 percent of the budget for 226 full-time positions and one part-time position for 197.1 workyears. Operating Expenses account for the remaining 21.3 percent of the FY10 budget.

## LINKAGE TO COUNTY RESULT AREAS

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

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

## DEPARTMENT PERFORMANCE MEASURES

This table presents the department's headline measures or submeasures that relate to multiple programs including projections from FY09 through FY11. These estimates reflect funding based on the FY09 savings plan, the FY10 budget, and funding for comparable service levels in FY11.

Measure	Actual FY07	Actual FY08	Estimated FY09	Approved FY10	Projected FY11
<b>Headline Measures</b>					
Average number of days it took to issue a permit - New construction: Commerical permits	227.0	207.6	253.0	225.0	150.0
Average number of days it took to issue a permit - New construction: Residential permits	160	159.5	124.4	140.0	90
Average days to issue a permit - Additions: Commerical permits	74.6	111.88	65.7	65.0	65.0
Average number of days it took to issue a permit - Additions: Residential permits	18.5	18.74	17.5	17.0	17.0
Average number of days it took to issue a permit - Permits for commercial alterations using Fast Track process <sup>1</sup>	15.0	14.2	16.8	16.0	1.00
Average number of minutes it took to issue a permit - Residential permits using Fast Track process	55.2	55.2	60.0	60.0	90.0
Percent of building permits issued that received a final inspections: Commerical permits	55.6	42.3	33.2	33.2	33.2
Percent of building permits issued that received a final inspection: Residential permits	63.0	60.8	35.6	35.6	35.6
Percent of building permits issued that received a final inspection: Commerical permits through the Fast Track process	74.9	76.6	67.6	67.6	67.6
Response time on complaint investigations - Average number of days from the complaint being filed to first contact between Inspector and customer	4.6	3.1	4.0	2.0	3
Response time on complaint investigations - Average number of days for final resolution of the complaint	22.2	12.2	13.7	12.0	12.0
Percent of complaints that are resolved on the first inspection	56.9	72.3	80.0	80.0	80.0

<sup>1</sup> Data reflects both current and dormant permits. New database to be implected in FY11 will include only active permit requests.

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## ACCOMPLISHMENTS AND INITIATIVES

- ❖ *Reorganize the structure of DPS to achieve three main objectives: create a Customer Service Division for customer information and customer outreach; relocate the Zoning and Site Plan Enforcement sections to the Building Construction Division; and move the specialist Permit Technicians into the divisions for which they process permits.*
- ❖ *Implemented a new requirement for contractors to provide license information on permit applications to minimize unlicensed contractors from applying for permits and doing work in Montgomery County.*
- ❖ *Implemented 24x7 access to the DPS Permit System for all customers and residents, and real-time system data to M-NCPPC.*
- ❖ *Implemented the capability to view electronic applications, permits and construction plans via the DPS web site.*
- ❖ *Worked closely with the Code Enforcement Work Group to strengthen and improve code enforcement practices across County departments.*
- ❖ *Participated in the Extreme Makeover Home Edition project.*
- ❖ *Productivity Improvements*
  - *Implemented the "One Map" project to integrate all plan review and inspection responsibilities in a single unified system-based map.*
  - *Implemented the capability to systematically track all construction plans (plan tracking).*
  - *Developed the capability for customers to electronically submit service requests (complaints) to DPS via the DPS web site.*

## PROGRAM CONTACTS

Contact Alicia Thomas of the Department of Permitting Services at 240.777.6392 or Amy Wilson of the Office of Management and Budget at 240.777.2775 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 water resources and the safety of residents through its engineering and inspection functions related to stormwater management, sediment control, floodplain management, well-and-septic systems approval, storm drain design, and work in the public right-of-way.

<b>FY10 Approved Changes</b>	<b>Expenditures</b>	<b>WYs</b>
<b>FY09 Approved</b>	<b>8,414,280</b>	<b>76.5</b>
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-677,510	-9.2
<b>FY10 Approved</b>	<b>7,736,770</b>	<b>67.3</b>

Notes: Decrease in expenditures and workyears are related to an increase in lapse.

### Customer Service

The Customer Service program is responsible for ensuring that customer service and satisfaction is measured and successfully achieved through communication and outreach to the public. This program is responsible for the intake of complaints, processing information requests, and responding to departmental correspondence. This division proactively educates residents and the development community about the permitting process by maintaining and improving the DPS web site, publishing the DPS newsletter, coordinating outreach events, organizing educational seminars for residents, civic organizations and professionals, and providing information to applicants via telephone regarding the intake and issuance of permits. This division is also responsible for facilitating "green tape" projects such as affordable housing projects and those in the Silver Spring, Wheaton, and Long Branch enterprise zones by working with other DPS team members to ensure, to the greatest extent possible, an expedited, seamless permitting and inspection process. This division is responsible for developing customer service surveys for the department, analyzing the results, reporting findings, and recommending a course of action for improvement.

<b>Program Performance Measures</b>	<b>Actual FY07</b>	<b>Actual FY08</b>	<b>Estimated FY09</b>	<b>Approved FY10</b>	<b>Projected FY11</b>
Response time on complaint investigations - Average number of days from the complaint being filed to first contact between Inspector and customer	4.6	3.1	4.0	2.0	3
Response time on complaint investigations - Average number of days for final resolution of the complaint	22.2	12.2	13.7	12.0	12.0
Percent of complaints that are resolved on the first inspection	56.9	72.3	80.0	80.0	80.0

<b>FY10 Approved Changes</b>	<b>Expenditures</b>	<b>WYs</b>
<b>FY09 Approved</b>	<b>1,375,250</b>	<b>14.6</b>
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-196,840	-1.5
<b>FY10 Approved</b>	<b>1,178,410</b>	<b>13.1</b>

## Building Construction

The Building Construction program is responsible for ensuring public safety through the effective enforcement of construction and zoning 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, energy conservation, and accessibility codes and standards. In addition, the program is charged with the plan review and inspection of Maryland-National Capital Park and Planning Commission site plans and enforcement of the County's Zoning Ordinance. Zoning enforcement is carried out by reviewing building applications for zoning compliance and investigating zoning complaints. The program is also responsible for conducting damage assessments during natural and other disasters and incidents and provides assistance in disaster recovery efforts.

<b>Program Performance Measures</b>	<b>Actual FY07</b>	<b>Actual FY08</b>	<b>Estimated FY09</b>	<b>Approved FY10</b>	<b>Projected FY11</b>
Average number of days it took to issue a permit - New construction: Commerical permits	227.0	207.6	253.0	225.0	150.0
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Average number of days it took to issue a permit - Permits for commercial alterations using Fast Track process <sup>1</sup>	15.0	14.2	16.8	16.0	1.00
Average number of minutes it took to issue a permit - Residential permits using Fast Track process	55.2	55.2	60.0	60.0	90.0
Percent of building permits issued that received a final inspections: Commercial permits	55.6	42.3	33.2	33.2	33.2
Percent of building permits issued that received a final inspection: Residential permits	63.0	60.8	35.6	35.6	35.6
Percent of building permits issued that received a final inspection: Commercial permits through the Fast Track process	74.9	76.6	67.6	67.6	67.6

<sup>1</sup> Data reflects both current and dormant permits. New database to be implected in FY11 will include only active permit requests.

<b>FY10 Approved Changes</b>	<b>Expenditures</b>	<b>WYs</b>
<b>FY09 Approved</b>	<b>13,633,580</b>	<b>112.7</b>
Add: Building - Energy Efficiency Bill 30-07	286,900	3.5
Technical Adj: Net Workyear Change Due to Department Internal Reorganization	0	-1.0
Decrease Cost: Reduce Operating Expenses Associated with Implementation of the Green Building Bill	-36,800	0.0
Increase Cost: Annualization of FY09 Personnel Costs	-76,720	0.0
Decrease Cost: Elimination of One-Time Items Approved in FY09	-145,000	0.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-1,620,810	-11.3
<b>FY10 Approved</b>	<b>12,041,150</b>	<b>103.9</b>

Notes: Decrease in expenditures and workyears are related to an increase in lapse.

## Administration

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

<b>FY10 Approved Changes</b>	<b>Expenditures</b>	<b>WYs</b>
<b>FY09 Approved</b>	<b>6,205,410</b>	<b>12.9</b>
Increase Cost: Office Rent Increase	143,110	0.0
Increase Cost: Risk Management Adjustment	55,580	0.0
Increase Cost: IT Maintenance Costs	37,380	0.0
Increase Cost: Printing and Mail Adjustments	5,270	0.0
Increase Cost: Chargeback from Department of Correction and Rehabilitation	870	0.0
Decrease Cost: Central Duplicating Deficit Recovery Charge	-2,820	0.0
Decrease Cost: Occupational Medical Services Adjustment	-5,890	0.0
Decrease Cost: Master Lease Payment for Financed Hardware	-51,910	0.0
Decrease Cost: Motor Pool	-99,400	0.0
Decrease Cost: Equipment repairs and maintenance	-100,000	0.0
Miscellaneous adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-76,750	-0.1
<b>FY10 Approved</b>	<b>6,110,850</b>	<b>12.8</b>

## BUDGET SUMMARY

	<b>Actual FY08</b>	<b>Budget FY09</b>	<b>Estimated FY09</b>	<b>Approved FY10</b>	<b>% Chg Bud/App</b>
<b>PERMITTING SERVICES</b>					
<b>EXPENDITURES</b>					
Salaries and Wages	15,856,891	17,263,350	16,472,580	15,530,040	-10.0%
Employee Benefits	5,569,845	6,358,380	5,490,860	5,784,270	-9.0%
<b>Permitting Services Personnel Costs</b>	<b>21,426,736</b>	<b>23,621,730</b>	<b>21,963,440</b>	<b>21,314,310</b>	<b>-9.8%</b>
Operating Expenses	5,071,393	5,894,790	5,381,630	5,752,870	-2.4%
Debt Service Other	103,818	0	0	0	—
Capital Outlay	85,584	112,000	0	0	—
<b>Permitting Services Expenditures</b>	<b>26,687,531</b>	<b>29,628,520</b>	<b>27,345,070</b>	<b>27,067,180</b>	<b>-8.6%</b>
<b>PERSONNEL</b>					
Full-Time	216	220	220	226	2.7%
Part-Time	1	1	1	1	—
Workyears	213.9	216.7	216.7	197.1	-9.0%
<b>REVENUES</b>					
Building Permits	13,672,654	9,893,450	13,416,640	13,416,640	35.6%
Commercial Use & Occupancy Permits	353,526	274,020	386,930	386,930	41.2%
Electrical Contractors Licenses	171,611	163,810	221,950	221,950	35.5%
Electrical Individual Licenses	267,169	235,130	336,070	336,070	42.9%
Electrical Permits	2,128,815	2,194,690	1,887,080	1,887,080	-14.0%
Fire Code Enforcement Fees	506,105	396,710	596,910	596,910	50.5%
Residential Fire Sprinkler Systems	198,407	209,740	166,190	166,190	-20.8%
Mechanical Inspection Fees	758,774	810,660	815,420	815,420	0.6%
Grading/SD/Paving/Driveway Permits	2,001,845	2,201,510	1,866,790	1,866,790	-15.2%
Sediment Control Permits	2,754,968	3,413,960	2,577,000	2,577,000	-24.5%
Stormwater Management Concept Fees	258,109	243,610	288,310	288,310	18.3%
Flood Plain Permits	21,810	17,080	23,610	23,610	38.2%
Flood Plain Verification and Study Fees	23,849	30,190	37,150	37,150	23.1%
Preliminary Water Quality Review	9,178	9,090	33,230	33,230	265.6%
Final Water Quality Fee	12,743	9,700	0	0	—
Well and Septic	359,612	360,210	368,980	368,980	2.4%
Scavenger (W&S)	14,495	3,780	3,620	3,620	-4.2%
Site Plan Enforcement Surcharge	0	4,198,090	0	0	—
Vendor Operations & Licensing Fee	32,119	20,760	36,020	36,020	73.5%
Green Buildings Related Fee Increases	0	415,000	0	0	—
Sign Permits	130,744	80,590	179,510	179,510	122.7%
Benefit Performances	3,074	2,950	4,310	4,310	46.1%
Overtime Offset Fee	699,820	828,360	726,640	726,640	-12.3%
Special Exception Fee	160,115	141,410	201,440	201,440	42.5%
Miscellaneous Licenses & Permits	13,364	0	0	0	—
Fee Realignment Increases	0	1,214,700	0	0	—
Information Requests	41,569	40,770	35,700	35,700	-12.4%
Automation Surcharge	2,464,448	2,581,850	2,458,050	2,458,050	-4.8%
Civil Penalties/Fines	113,671	88,070	68,580	68,580	-22.1%

	Actual FY08	Budget FY09	Estimated FY09	Approved FY10	% Chg Bud/App
Investment Income	708,737	680,900	180,000	160,000	-76.5%
Non-Conforming Use Certification	385	0	0	0	—
Homeowner Electrical Exam	2,490	0	0	0	—
Credit Card Fee Recovery	0	569,010	0	0	—
<b>Permitting Services Revenues</b>	<b>27,884,206</b>	<b>31,329,800</b>	<b>26,916,130</b>	<b>26,896,130</b>	<b>-14.2%</b>

## FY10 APPROVED CHANGES

	Expenditures	WYs
<b>PERMITTING SERVICES</b>		
<b>FY09 ORIGINAL APPROPRIATION</b>	<b>29,628,520</b>	<b>216.7</b>
<b><u>Changes (with service impacts)</u></b>		
Add: Building - Energy Efficiency Bill 30-07 [Building Construction]	286,900	3.5
<b><u>Other Adjustments (with no service impacts)</u></b>		
Increase Cost: Service Increment	247,390	0.0
Increase Cost: Office Rent Increase [Administration]	143,110	0.0
Increase Cost: Retirement Adjustment	120,970	0.0
Increase Cost: Annualization of FY09 Service Increment	93,190	0.0
Increase Cost: Annualization of FY09 Lapsed Positions	60,920	0.8
Increase Cost: Risk Management Adjustment [Administration]	55,580	0.0
Increase Cost: Group Insurance Adjustment	46,690	0.0
Increase Cost: IT Maintenance Costs [Administration]	37,380	0.0
Increase Cost: Printing and Mail Adjustments [Administration]	5,270	0.0
Increase Cost: Chargeback from Department of Correction and Rehabilitation [Administration]	870	0.0
Technical Adj: Net Workyear Change Due to Department Internal Reorganization [Building Construction]	0	-1.0
Decrease Cost: Central Duplicating Deficit Recovery Charge [Administration]	-2,820	0.0
Decrease Cost: Occupational Medical Services Adjustment [Administration]	-5,890	0.0
Decrease Cost: Reduce Operating Expenses Associated with Implementation of the Green Building Bill [Building Construction]	-36,800	0.0
Decrease Cost: Master Lease Payment for Financed Hardware [Administration]	-51,910	0.0
Decrease Cost: Reduce Education, Tuition and Training	-75,000	0.0
Increase Cost: Annualization of FY09 Personnel Costs [Building Construction]	-76,720	0.0
Decrease Cost: Motor Pool [Administration]	-99,400	0.0
Decrease Cost: Equipment repairs and maintenance [Administration]	-100,000	0.0
Decrease Cost: Elimination of One-Time Items Approved in FY09 [Building Construction]	-145,000	0.0
Decrease Cost: Retirement Incentive Program (RIP) Savings	-232,700	0.0
Decrease Cost: Increase Lapse for all divisions	-2,833,370	-22.9
<b>FY10 APPROVED:</b>	<b>27,067,180</b>	<b>197.1</b>

## PROGRAM SUMMARY

Program Name	FY09 Approved		FY10 Approved	
	Expenditures	WYs	Expenditures	WYs
Land Development	8,414,280	76.5	7,736,770	67.3
Customer Service	1,375,250	14.6	1,178,410	13.1
Building Construction	13,633,580	112.7	12,041,150	103.9
Administration	6,205,410	12.9	6,110,850	12.8
<b>Total</b>	<b>29,628,520</b>	<b>216.7</b>	<b>27,067,180</b>	<b>197.1</b>

## ANNUALIZATION OF PERSONNEL COSTS AND WORKYEARS

	FY10 Approved		FY11 Annualized	
	Expenditures	WYs	Expenditures	WYs
Add: Building - Energy Efficiency Bill 30-07 [Building Construction]	265,340	3.5	530,680	7.0
<b>Total</b>	<b>265,340</b>	<b>3.5</b>	<b>530,680</b>	<b>7.0</b>

