

# Department of Planning and Zoning

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## FY 2010 LOB Presentation

November 24, 2008



# DPZ Mission



To provide proposals, advice and assistance to those who make decisions to enhance the County's natural and man-made environments, thereby fostering convenient, attractive, harmonious and healthy communities for present and future generations.

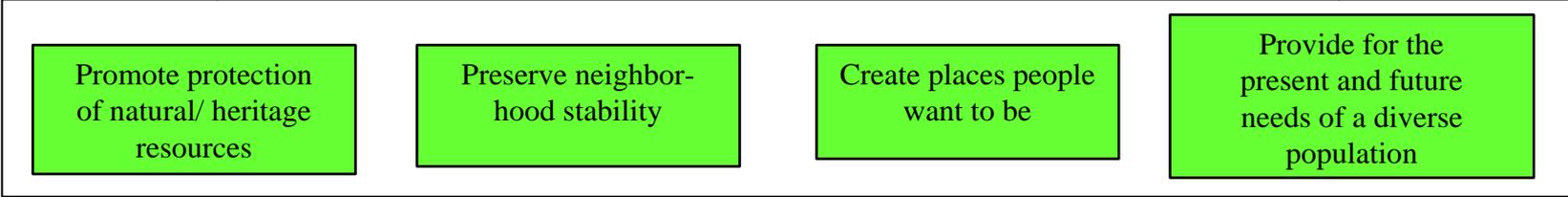


# Department of Planning and Zoning Strategy Map

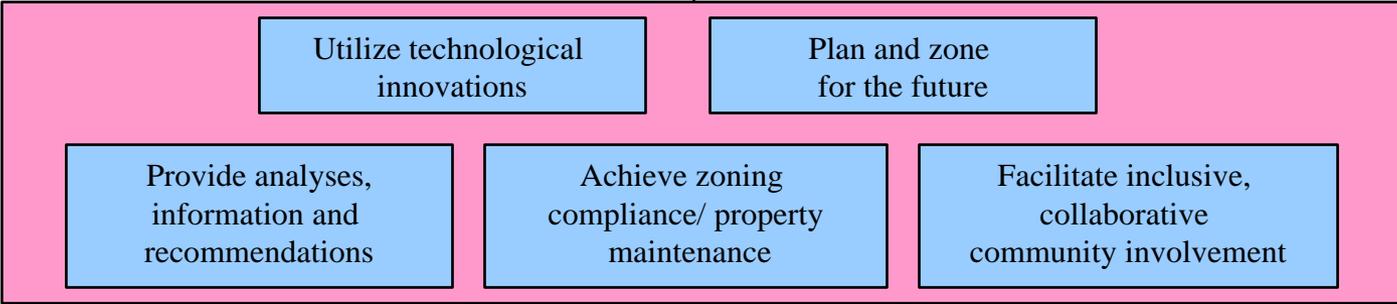


**Customer**

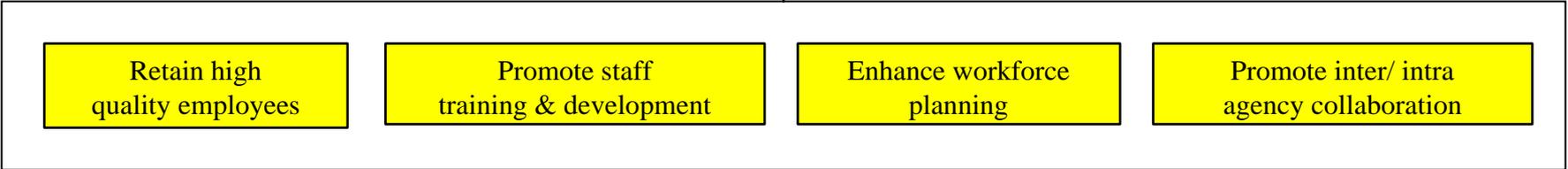
Foster Convenient,  
Attractive, Harmonious,  
Healthy Communities



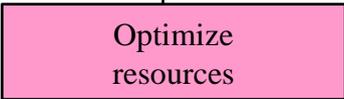
**Process**



**Learning & Growth**



**Financial**



# DPZ Growth Since FY 2001



- **Growth in Expenditures:**
  - FY 2009: \$11.61 million, FY 2001: \$8.26 million
    - an increase of \$3.35 million or 40.59%
    - an average annual increase of 4.35%
    - the overall County average annual increase is approximately 6%
- **Growth in Positions/Staff Year Equivalency (SYE):**
  - FY 2009: 150/150.0 (Reduction of 24/24.0 SYE from FY 1992)
  - FY 2001: 141/141.0
  - FY 1992: 174/174.0
- In recent years, DPZ has relied on the use of an average of nine limited-term positions annually in order to address service delivery demands within the department.

# LOB Summary Table:

## FY 2008 Adopted Budget Plan Data

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<i>Number</i>	<i>LOB Title</i>	<i>Net LOB Cost</i>	<i>LOB Number of Positions</i>	<i>LOB SYE</i>
35-01	Land Use and Public Facilities Planning	\$2,940,925	37	37.0
35-02	Zoning Application Evaluation and Interpretation	\$1,934,492	40	40.0
35-03	Zoning Ordinance Implementation and Enforcement	\$4,030,606	60	60.0
35-04	Departmental Management, Administration and Information Technology Support	\$675,630	8	8.0
<b>TOTAL</b>		<b>\$9,581,653</b>	<b>145</b>	<b>145.0</b>

# New or Expanded Expectations Since FY 2001

- Substantial increase in Zoning and Property Maintenance Enforcement complaints
- Substantial increase in Comprehensive Plan activities (Tysons, Baileys, Annandale, Springfield, Lake Anne, BRAC and Area Plan Reviews)
- Leadership and advocacy role in the implementation and negotiation of new Comprehensive Plan policies, (e.g., TODs, Workforce Housing, Green Buildings and Stream Protection)
- Negotiation of complex proffers/conditions to implement new policies, for example, LEED Certification, Low Impact Development, Transportation Demand Management, Workforce Housing, Chesapeake Bay, Tree Preservation and Conservation Easements
- Foster local and regional strategies that further high-density, mixed-use development in centers
- Coordination of inter-departmental efforts to manage the transformation of Lorton to Laurel Hill
- Inter-departmental coordination of partnership initiatives (e.g., Lee Village , Government Center Housing, Woodburn, Massey, Pine Ridge, North County Center and County Museum)
- Response to State legislative activities (e.g., 527 Transportation Review, maintaining proffer authority activity, impact fees and TDRs)
- Increased intra / inter-departmental collaboration (ECC, SNBC, End Homelessness Task Force, Aging in Place, etc.)

# Overview of DPZ Reduction Response

## Reduction Philosophy

- The 15% target represents reduction of \$1,813,400 from the total DPZ FY 2010 Budget of \$12,089,333
- In addition to the elimination of 9 limited-term positions and extra pay funding, the target results in a reduction of 18 merit positions
- No programs can be eliminated, as they are all important and all are proportionately reduced
- Expectations with regard to Department's capacity to perform in all areas of responsibility will not decrease
- Net result is an across the department reduced capacity to meet expectations

# Overview of DPZ Reduction Response Reduction Summary

Priority Ranking	Reduction Description	Positions	SYE	Net Reduction
1	Elimination of Limited Term and Overtime funding in Administration	0	0.0	\$39,641
2	Elimination of Limited Term funding (2 positions) in exchange for (1) Merit position to support Enforcement operations and elimination of Overtime funding for ZAD	(1)	(1.0)	\$151,504
3	Elimination of one Limited Term Historian position and Overtime funding for the Planning Division	0	0.0	\$49,303
4	Elimination of 4 Limited Term and Overtime funding and reduction in operating costs for ZED	0	0.0	\$113,970

# Reduction Summary - Continued

5	Reduction in operating expenses related to training in Administration	0	0.0	\$49,493
6	Elimination of one Planner position which provides support to the Rezoning/ Special Exception function of ZED	1	1.0	\$110,924
7	Elimination of one Senior Planner position which will reduce support to the Countywide Sidewalks and Trails Program in Planning	1	1.0	\$100,895
8	Elimination of one administrative support position from the Permit Review and Property files Maintenance function; elimination of a Property Maintenance/Zoning Inspector position and a reduction in operating expenses related to ZAD	2	2.0	\$130,066

# Reduction Summary - Continued

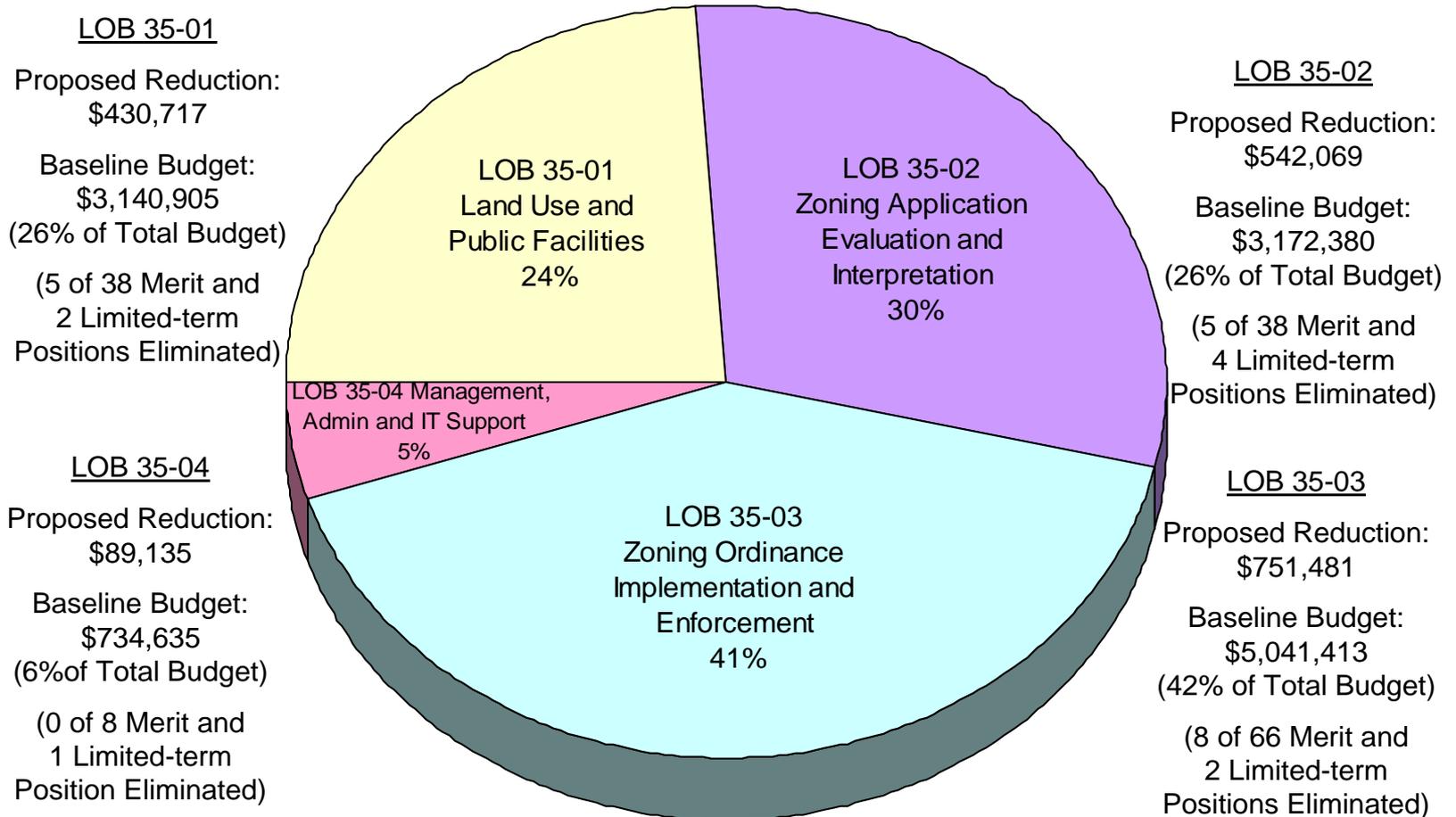
9	Elimination of one Planner position which provides support to the Policy and Plan Development Branch in Planning	1	1.0	\$70,130
10	Elimination of one Administrative Assistant position which provides support to all functions within ZED	1	1.0	\$69,250
11	Elimination of three positions, one in each of the three functional areas of ZAD	3	3.0	\$198,020
12	Elimination of one Planner position which provides support to the Policy and Plan Development Branch in Planning	1	1.0	\$70,130
13	Elimination of two Property Maintenance/Zoning Inspector positions in ZAD	2	2.0	\$127,426

# Reduction Summary - Continued

14	Elimination of two Planner positions which provide support to the Rezoning/Special Exception function of ZED	2	2.0	\$150,882
15	Elimination of one Planner position which provides support to the Interpretations function of ZED	1	1.0	\$97,043
16	Elimination of one Property Maintenance/Zoning Inspector position in Enforcement and one Planner position in the Ordinance Administration function of ZAD	2	2.0	\$144,466
17	Elimination of one Planner position which provides support to Revitalization function and one Planner which supports the Policy and Plan Development function of the Planning Division	2	2.0	\$140,260
<b>TOTAL REDUCTION</b>		<b>18</b>	<b>18.0</b>	<b>\$1,813,403</b>

# DPZ Reduction Response

## Reduction Distribution by LOB





# Land Use and Public Facilities Planning

## LOB 35-01

# LOB Highlights:

## LOB 35-01: Land Use and Public Facilities Planning



### What We Do:

- Prepare and maintain the Comprehensive Plan, including the Policy Plan, Area Plans and Countywide Trails Plan
- Conduct Area Plans Review (APR), Out-of-Turn Plan amendments and Special Planning Studies
- Develop Plan guidance and support other initiatives for designated revitalization areas
- Plan for public facility and utility development through the Capital Improvement Program (CIP) and the 2232 Review process
- Support Board appointed land use task forces and several long standing advisory committees
- Formulate local employment forecast based on regional projections and the Comprehensive Plan
- Protect and enhance environmental features through the review of development applications and comments on state and federal environmental documents
- Undertake historic preservation planning activities and maintain County's Heritage Resources Inventory

### Who We Serve:

- Present and future populations of Fairfax County; County citizens
- Elected and appointed County officials, Boards, Authorities and Commissions; task forces
- Land use professionals (e.g., realtors, architects, planners, developers, attorneys)

### Why We Do It:

As mandated by the State Code, develop and maintain the Comprehensive Plan to:

- Foster healthy, attractive, safe communities
- Promote the protection of natural and heritage resources
- Plan for places where people want to be
- Plan for the future land use, public facility and housing needs of the County

### Benefits and Value of LOB:

- Provide support for developing the Comprehensive Plan to guide the County's physical development
- Promote and foster sound land use decisions
- Assist board appointed committees and task forces
- Evaluate suggested changes to the Plan

### Recent Activities and Accomplishments:

- Prepared Policy Plan amendments addressing air quality, green buildings, stream protection, workforce housing, universal design and transit oriented development
- Conducted major planning efforts in FY 2008 including Tysons Corner, BRAC affected areas, Springfield Mall area, and Lake Anne, Baileys Crossroads and Annandale Revitalization areas.



# AREA PLAN REVIEW PROCESS

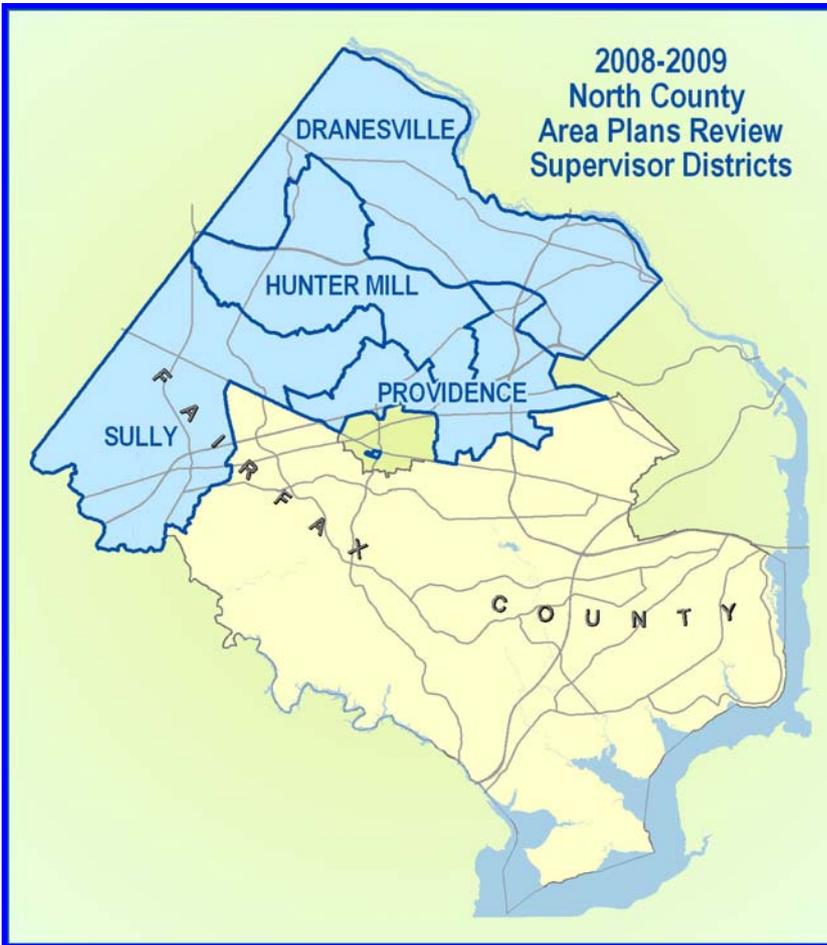


## BRAC APR: 2008-2009

- 36 nominations received and reviewed by task force and staff
- Planning Commission public hearings, November 2008 and April 2009
- Board public hearings, January and May 2009



# AREA PLAN REVIEW PROCESS

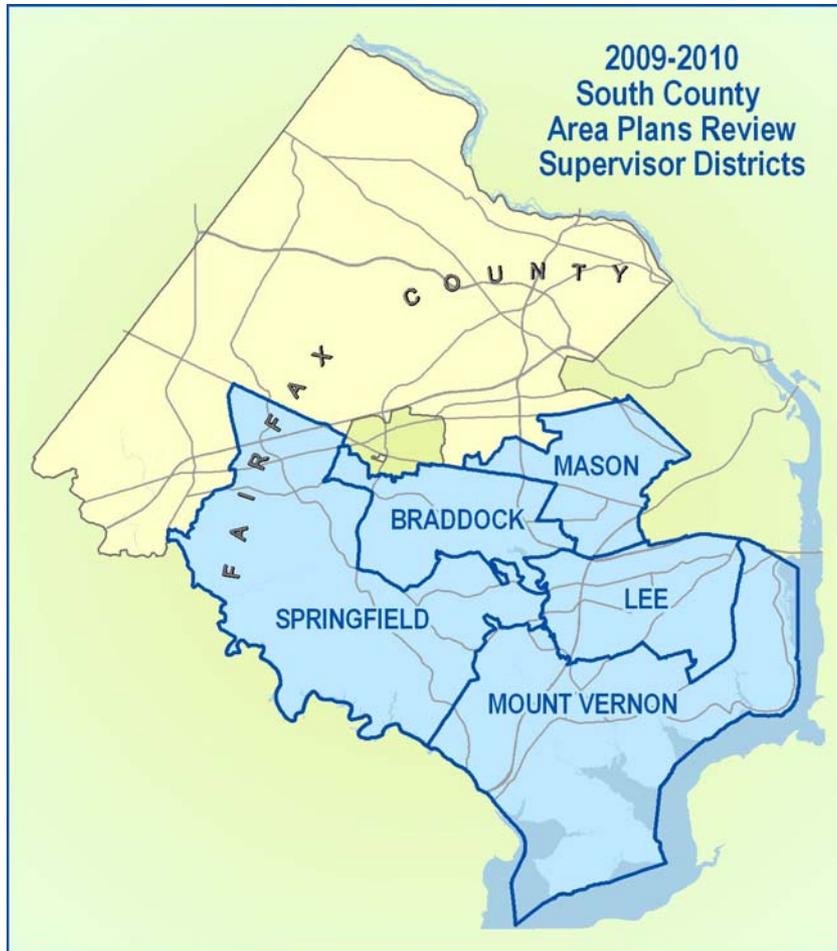


## North County APR: 2008-2009

- 62 nominations received
- Task Force meetings, November 2008 to February 2009
- Planning Commission public hearings, May and October 2009
- Board public hearings, June and November 2009



# AREA PLAN REVIEW PROCESS

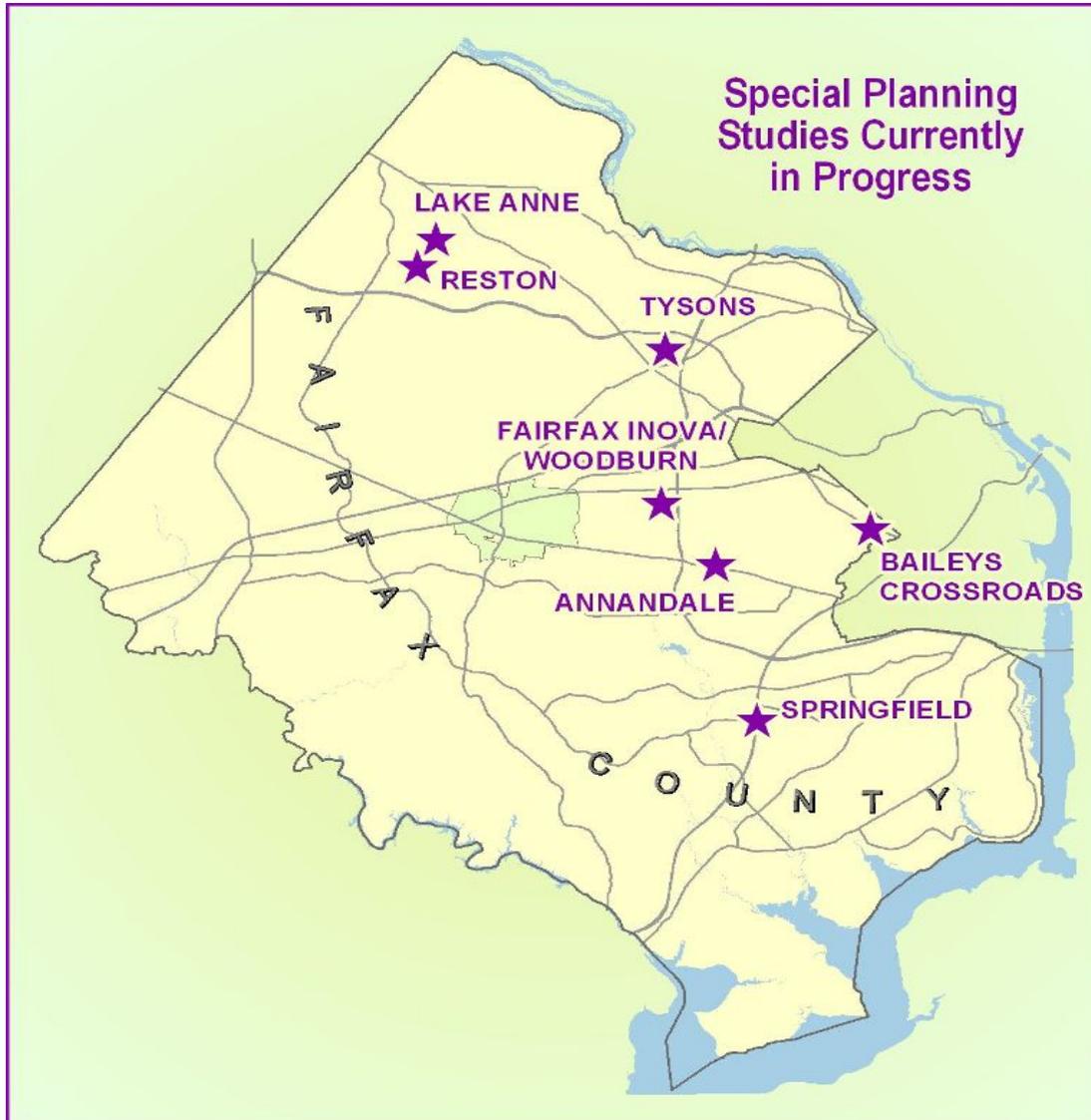


## South County APR: 2009–2010

- 75 nominations projected
- Planning Commission public hearings, June and November 2010
- Board public hearings anticipated in July and December 2010

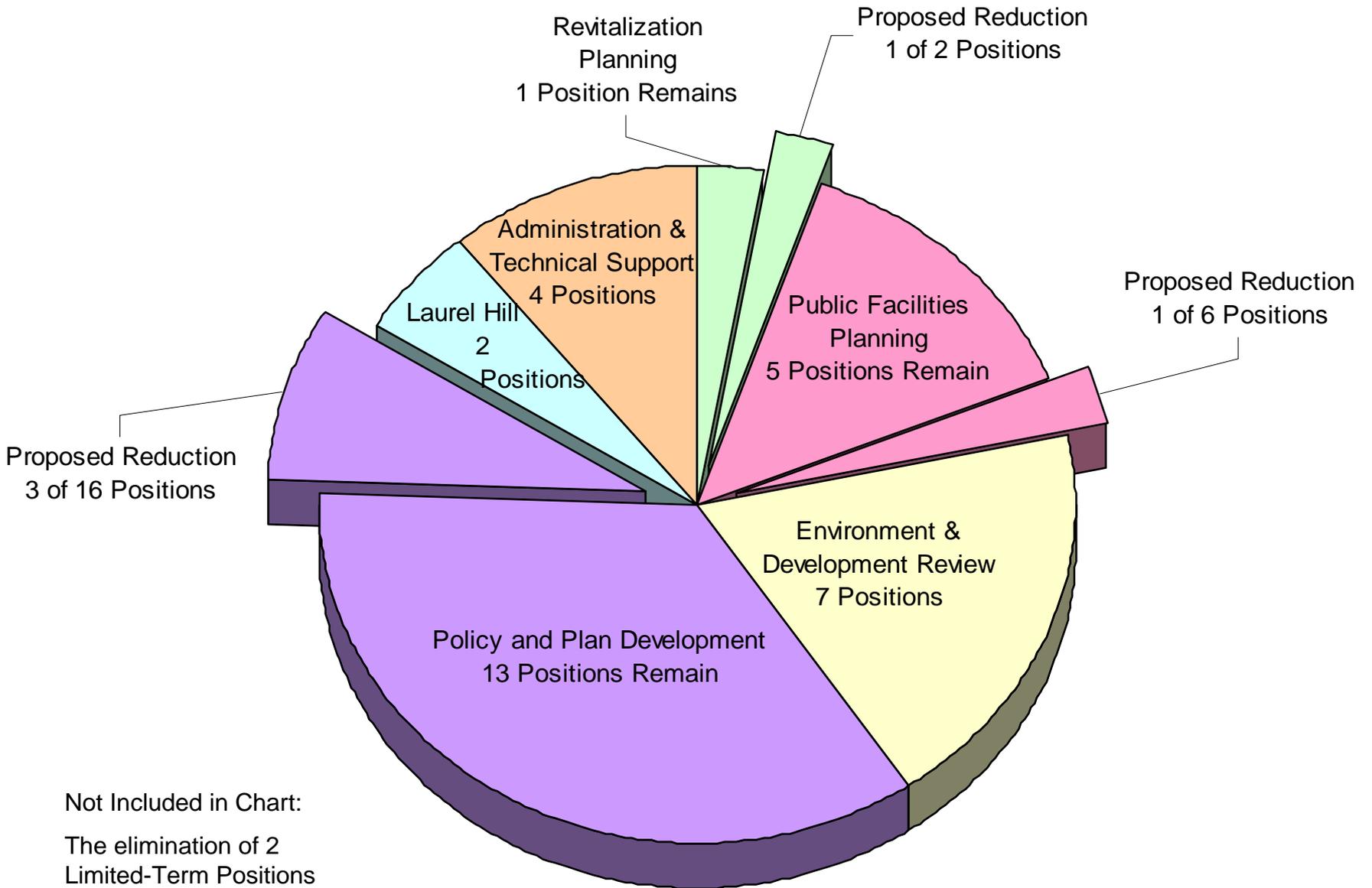


# SPECIAL STUDIES



- Tysons Corner
- Springfield Mall
- Lake Anne Village Center
- Baileys Crossroads Revitalization
- Annandale Revitalization
- Reston Master Plan Update
- Fairfax Inova / Woodburn Center

# Planning Division Position Reduction Summary



# LOB Reduction Impact

## LOB 35-01: Land Use and Public Facilities Planning

### Summary of LOB Reductions

<u>Priority</u>	<u>Pos</u>	<u>Amount</u>	<u>Description</u>
Reduction 3:	0	\$ 49,303	Limited Term Historian Position and Overtime Funding
Reduction 7:	1	\$100,895	Senior Planner position
Reduction 9:	1	\$ 70,130	Planner position which supports policy and plan development
Reduction 12:	1	\$ 70,130	Planner position which supports policy and plan development
Reduction 17:	<u>2</u>	<u>\$140,260</u>	Two Planners – (1) revitalization and (1) policy and plan development
Total LOB 35-01:	5	\$430,718	

### Summary of Reduction Impact

#### **Reduction 3: \$49,303 - Limited Term Historian Position and Overtime Funding**

- Reduce research for historic sites and ability to maintain the Inventory of Historic Sites and support to the History Commission
- Restrict ability to address staff shortages

#### **Reduction 7: \$100,895 - Senior Planner position**

- Eliminate the coordinated support to the Countywide Sidewalk and Trails Committee, review of trail waivers and site plan reviews
- Decrease the level of interdepartmental coordination on trail issues

# LOB Reduction Impact

## LOB 35-01: Land Use and Public Facilities Planning

### Summary of Reduction Impact - Continued

#### **Reduction 9: \$70,130 - Planner position which supports policy and plan development**

- Extend processing times for Plan Amendments, special studies, and Area Plan Review nominations
- Decrease staff analysis and interagency coordination
- Decrease capacity to respond to Comprehensive Plan Policy development

#### **Reduction 12: \$70,130 - Planner position which supports policy and plan development**

- Further extend processing times for Plan Amendments, special studies, Area Plan Review nominations
- Further decrease staff analysis and interagency coordination
- Further decrease capacity to respond to Comprehensive Plan Policy development

#### **Reduction 17: \$140,260 - Two Planners – (1) revitalization & (1) policy / plan development**

- Further extend processing times for Plan Amendments, special studies, Area Plan Review nominations and revitalization studies and planning efforts
- Further decrease staff analysis and interagency coordination
- Further decrease capacity to respond to Comprehensive Plan Policy development and the County's revitalization efforts



# Zoning Application Evaluation and Interpretation (ZED)

## LOB 35-02

# LOB Highlights:

## LOB 35-02: Zoning Application Evaluation and Interpretation



### What We Do:

- Responsible for all aspects of the development review process for all zoning applications including application intake, public hearing scheduling, advertising, coordination with contributing review agencies, issue resolution and proffer negotiation, case analysis and staff report preparation
- Provide interpretations of previously approved proffers, development conditions and development plans
- Provide professional planning support to members of the Agricultural and Forestal District Advisory Committee (AFDAC), the Board of Zoning Appeals, the Planning Commission and the Board of Supervisors
- Provide land use information, guidance and assistance to citizens, the development community, county agencies and others
- Provide the Clerk function for the Board of Zoning Appeals
- Post legal notice for zoning applications, Plan Amendments, Appeals and Blight Abatement proceedings
- Maintain the Zoning Applications component of the LDSnet database
- Negotiate proffers, including cash proffers valued in the millions of dollars each year

### Who We Serve:

- Elected and appointed County officials and staff; other County, State, and governmental agencies; applicants and agents; land use professionals (e.g., realtors, architects, planners, development community, attorneys); non-profit organization
- Present and future populations of Fairfax County

### Why We Do It:

- Implement the Provisions of the Zoning Ordinance to promote the health, safety and welfare of the community.
- Implement the Recommendations of the Comprehensive Plan to ensure the orderly and controlled development of the County
- Educate citizens to facilitate community involvement in the zoning process
- Provide administrative, technical and professional staff support to the BZA in furtherance of its responsibilities as mandated by Sect. 15.2-2308 of the *Code of Virginia*

### Benefits and Value of LOB:

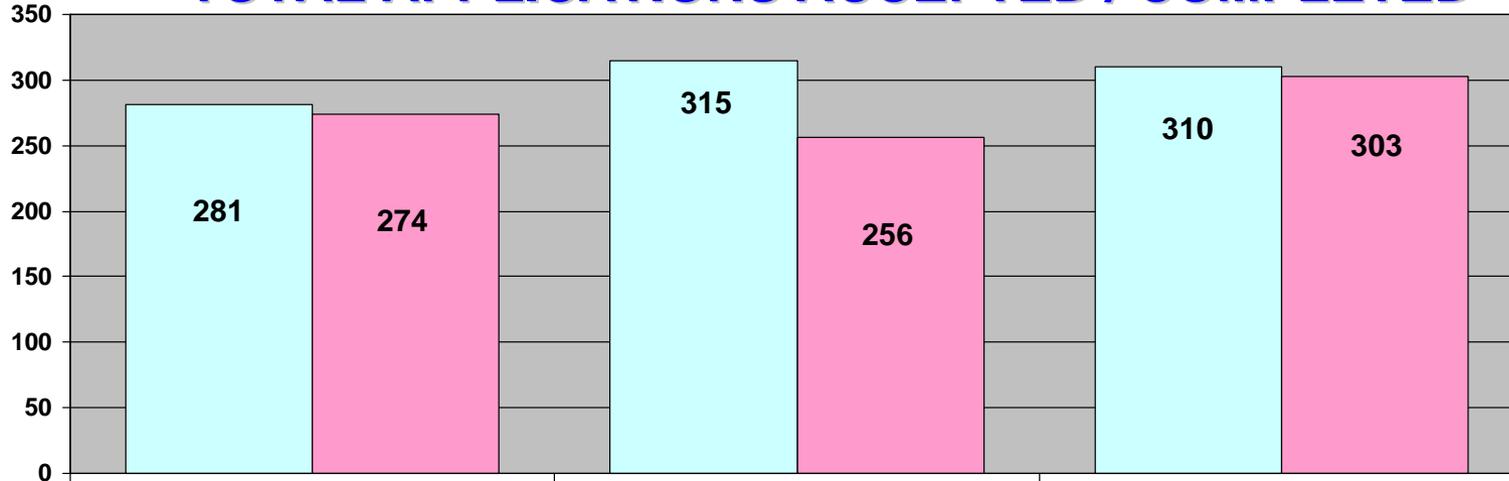
- Evaluate all zoning applications and provide the BOS, PC, and BZA with objective recommendations
- Provide the public with legal notice of all public hearings and assistance with information on zoning applications and processes
- Negotiate proffers and development conditions to protect and enhance the County's quality of development and to implement BOS policies



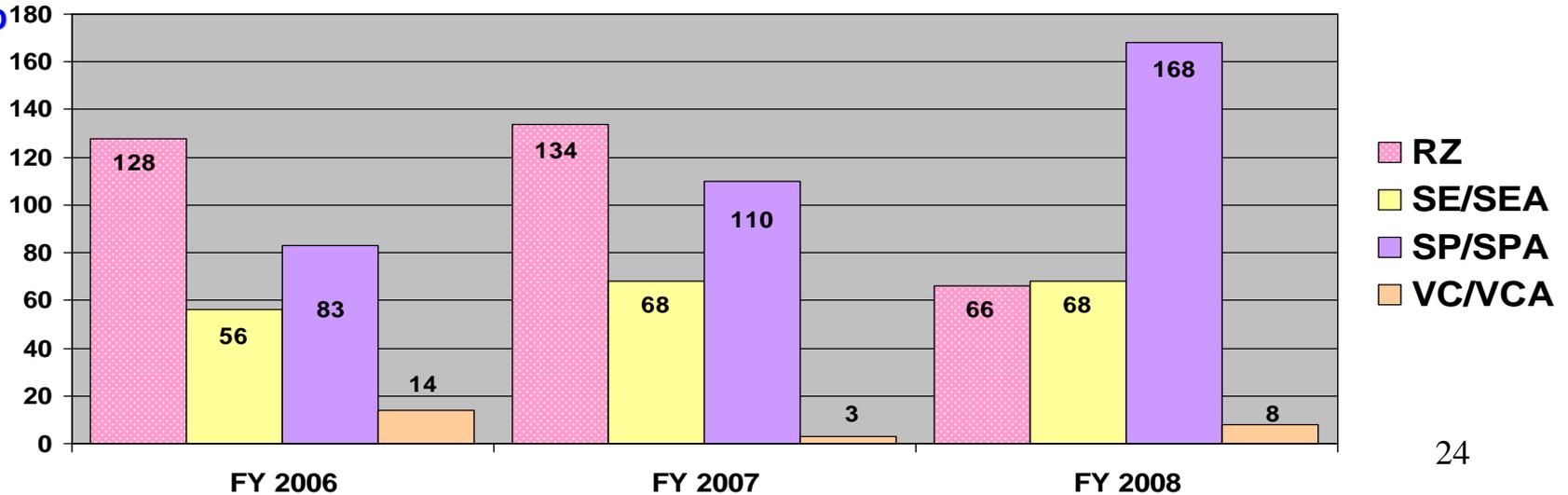
# Zoning Evaluation Division



## TOTAL APPLICATIONS ACCEPTED / COMPLETED



## APPLICATIONS ACCEPTED BY TYPE:





# Zoning Evaluation Division

## FY 2008 Workload

### Activities/Accomplishments



#### Proffer Interpretation/Acceptance

- 423 Zoning Application Packages Reviewed
- 303 Zoning Interpretations Issued
- 3,180 Planner-of-the-Day Contacts – phone and walk-ins

#### Public Hearing Technical Support

- 600+ Ads for Public Hearing Placed – including zonings, Plan Amendments, and 2232s
- 500+ Signs Posted for PC, BOS, and BZA Public Hearings
- 40 Board and Supplemental Packages prepared and distributed
- 43 Planning Commission packages prepared and distributed

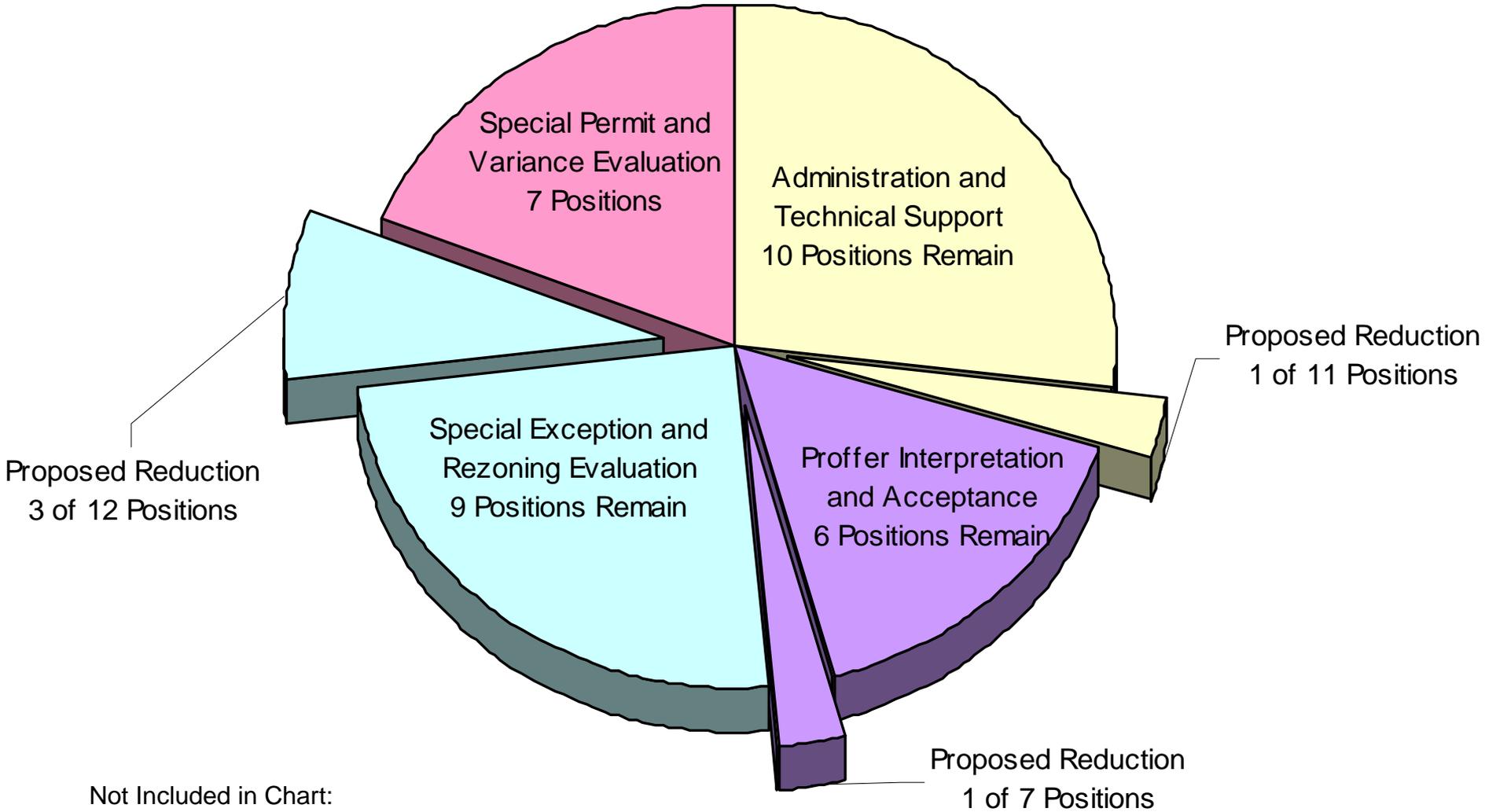
#### Rezoning/Special Exception

- 86 Rezoning Completed
- 160 Special Exceptions Completed
- 148 PC Public Hearings Held
- 109 BOS Public Hearings Held
- 162 Staff Reports Published
- 137 Staff Reports Posted on Web
- \$7,265,696 Cash Proffers Negotiated – schools, parks, fire & police, transportation

#### Special Permit/Variance

- 160 Special Permits Completed
- 15 Variances Completed
- 7 Litigation Cases
- 153 Public Hearings Held
- 144 Staff Reports Published
- 140 Staff Reports Posted on Website

# Zoning Evaluation Division Position Reduction Summary



Not Included in Chart:  
The elimination of 4  
Limited-Term Positions

# LOB Reduction Impact

## LOB 35-02: Zoning Application Evaluation and Interpretation

### Summary of LOB Reductions

<u>Priority</u>	<u>Pos</u>	<u>Amount</u>	<u>Description</u>
Reduction 4:	0	\$113,970	Limited Term (3 Admin. Asst. & 1 Senior Planner) and Overtime Funds
Reduction 6:	1	\$110,924	One Senior Planner (Rezoning/Special Exception)
Reduction 10:	1	\$ 69,250	One Senior Administrative Assistant which supports all functions
Reduction 14:	2	\$150,882	Two Planners (Rezoning/Special Exception)
Reduction 15:	<u>1</u>	<u>\$ 97,043</u>	Senior Planner/Staff Coordinator (Interpretations)
Total LOB 35-02:	5	\$542,069	

### Summary of Reduction Impact

#### **Reduction 4: \$113,970- Limited Term (3 Admin. Asst. & 1 Senior Planner) and Overtime**

- Increase the workload of Administrative Staff and Branch Chiefs
- Increased average response time to interpretation requests from within 30 days to within 90 days
- Reduce the Planner of the Day function, delaying response time to public inquiries

#### **Reduction 6: \$110,924 - One Senior Planner (Rezoning/Special Exception)**

- Increase caseloads and responsibilities of Planners and Branch Chiefs
- Assign cases by Planner schedule rather than by Planning District or specialized areas

# LOB Reduction Impact

## LOB 35-02: Zoning Application Evaluation and Interpretation

### Summary of Reduction Impact - Continued

#### **Reduction 10: \$69,250 - One Senior Administrative Assistant which supports all functions**

- Delay BOS and PC public hearing scheduling, LDS data input/tracking, posting of information on website
- Delay the Scheduling of Pre-Application meetings to occur during a set time frame each week

#### **Reduction 14: \$150,882 - Two Planners (Rezoning/Special Exception)**

- Increase the public hearing scheduling timeframes for special exceptions and rezonings (all types) from five months and six months to up to one year
- Redefine "expedited" zoning cases, including CRDs, to cases with PC hearing dates scheduled within 6 months and a concurrent BOS date
- Reduced availability of staff to participate in public outreach, including meetings with citizens and with BOS and PC members/staff
- Reduced support to Planning Division for Special Planning efforts (such as BRAC and Tyson's)
- Reduced Support to Planning Division and OCRR on Resource Teams (Baileys, Annandale, etc.)

#### **Reduction 15: \$97,043 - Senior Planner/Staff Coordinator (Interpretations)**

- Reduced coordination with DPWES regarding proffer/condition interpretations from once per week to once per month



# Zoning Ordinance Implementation and Enforcement (ZAD)

## LOB 35-03

# LOB Highlights:



## **LOB 35-03: Zoning Ordinance Implementation and Enforcement**

### **What We Do:**

- Process amendments to Zoning and Noise Ordinances; Maintain up to date Zoning Ordinance
- Provide zoning interpretations, information and process zoning compliance letters
- Process appeals of zoning determinations to the BZA and zoning certifications for court
- Investigate/process zoning/noise/property maintenance violations; Prepare case chronologies for litigation; Issue sign permits/noise variances
- Provide staff support to Code Enforcement Strike Team
- Provide zoning approval for building permits, Residential Use Permits (RUP), height certifications, wall checks
- Issue Non-Residential Use Permits, Home Occupation Permits, Temporary Special Permits, SE/SP/VC expiration letters
- Maintain residential and non-residential permanent property records/files

### **Who We Serve:**

- County boards, authorities, commissions, citizens, task forces
- Property owners, business owners and community/civic groups
- Land developers, builders, attorneys, real estate agents

### **Why We Do It:**

- Promote the health, safety and general welfare of the public
- Implement the adopted Comprehensive Plan; Foster healthy, attractive, safe communities
- Ensure due process, by processing appeals of zoning decisions within 90 days as mandated by State Code, and by providing support for court litigation

### **Benefits and Value of LOB:**

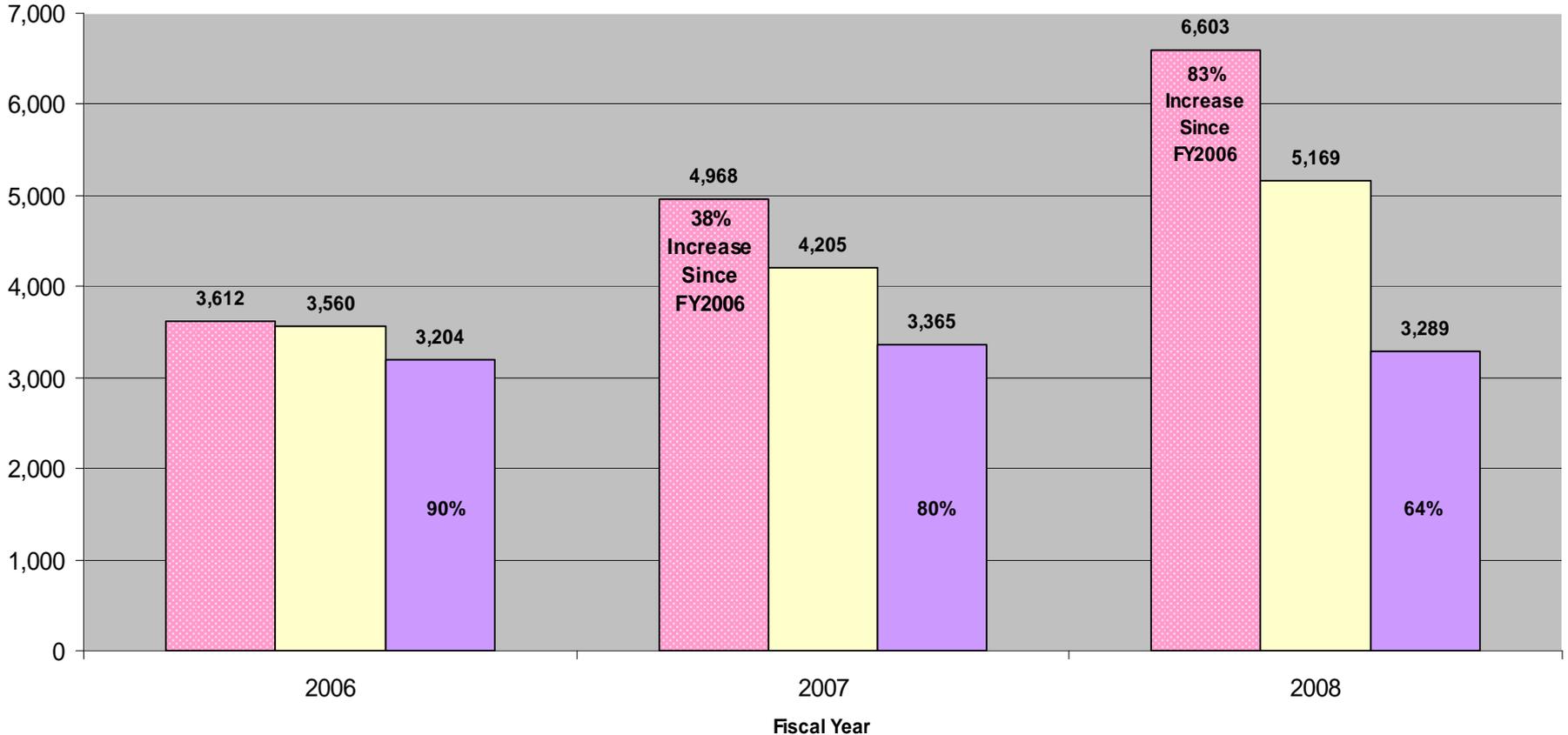
- Provide consistent guidance to boards, commissions, task forces, citizens and the development industry on zoning and land development regulations
- Ensure preservation of neighborhood stability through development and enforcement of zoning/property maintenance codes and regulations
- Be responsive to community/public needs, issues, problems and address changing trends and conditions



# Zoning Administration Division



## Zoning, Noise and Property Maintenance Cases Received vs Resolved



■ Total Zoning, Noise, PM Complaints Received   ■ Total Cases Resolved   ■ Total Cases Resolved within 60 days  
(Percentage of cases resolved within 60 days)

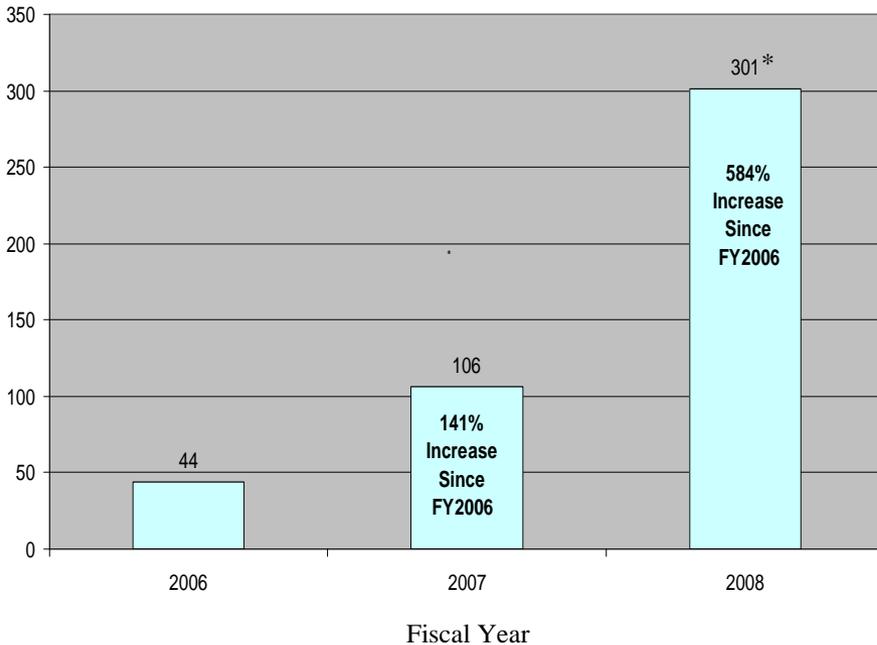
Note: January 1, 2007 begins DPZ enforcement of Property Maintenance Code



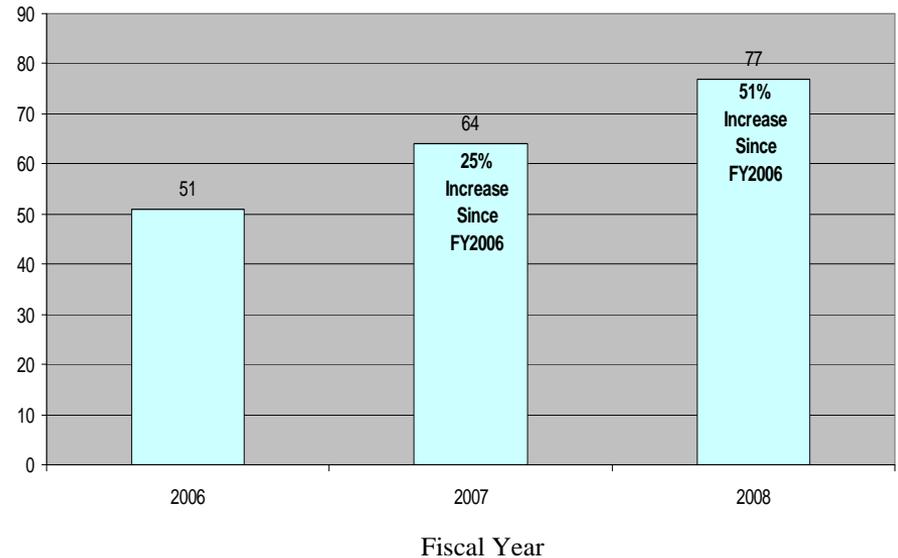
# Zoning Administration Division



## Circuit Court Litigation Cases (Zoning, Noise and Property Maintenance)



## Appeals Processed



\* Exclusive of 60 Strike Team Circuit Court Cases

90 day processing time to BZA hearing per State mandate  
90% of Appeals were generated by enforcement action



# Zoning Administration Division

## FY 2008 Workload

### Activities/Accomplishments



#### Zoning Enforcement

6,603 cases received  
5,169 cases resolved  
1,156 sign permits  
61 noise variances  
301 litigation cases

#### Permit Review

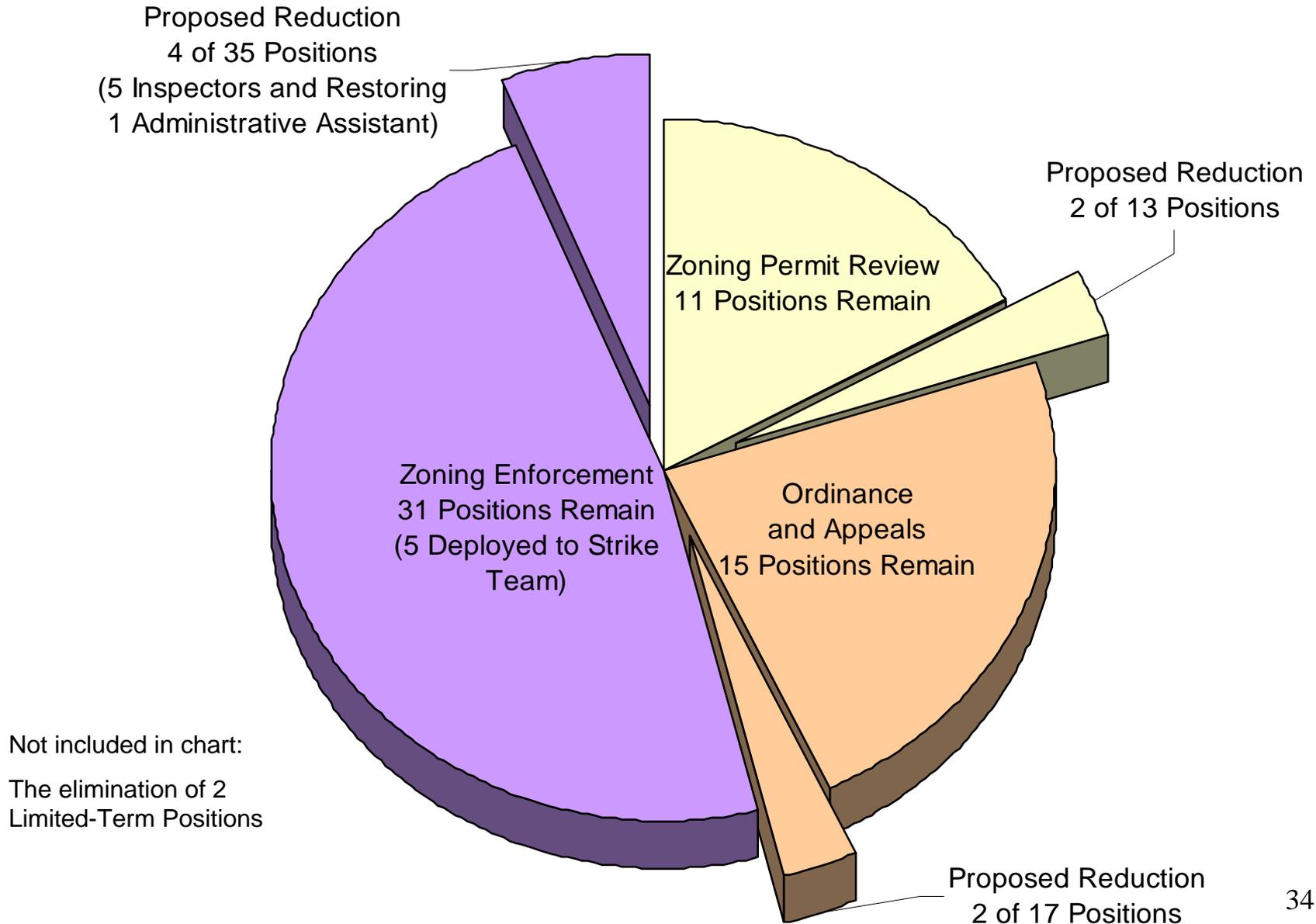
18,435 permit reviews  
14,184 phone inquiries  
30,000 files maintained  
356 height certs  
120 SE/SP/VC expiration  
letters

#### Ordinance Admin/Appeals

17 of 32 Priority 1 ZOAs  
510 written responses  
256 compliance letters  
77 appeals  
306 zoning court certs  
6,000 phone/walk-ins

- Completed Amendments/Initiatives Re: Workforce Housing; Big Box Retail; Portable Storage; Tree Conservation; Universal Design
- Ongoing initiatives: Maintaining Residential Character; Residential Studios; Parking Rates for Affordable/WFH/TODs; PDC/FAR Limits; Telecommunication Facilities
- Of the 5,169 Zoning/Noise/PM violations resolved, 1,808 were for the top 3 violations (Multiple Occupancy/Multiple Dwelling/Outdoor Storage) in addition to providing support to the Strike Team and Vacant, Abandoned, Blighted Property Effort
- Attended numerous civic/citizen meetings and participated in neighborhood outreach initiatives such as the Kings Park pilot program

# Zoning Administration Division Position Reduction Summary



# LOB Reduction Impact

## LOB 35-03: Zoning Ordinance Implementation and Enforcement

### Summary of LOB Reductions

<u>Priority</u>	<u>Pos</u>	<u>Amount</u>	<u>Description</u>
Reduction 2: *	(1)	\$151,504	Limited Term (2 Admin Assts, Restore 1 Merit Admin Asst) Overtime Funds [Enforcement]
Reduction 8:	2	\$130,066	Admin Asst [Permit Review]/Property Maintenance-Zoning Inspector
Reduction 11:	3	\$198,020	Planning Technician [Permit Review]/Planner [Ordinance/Appeals]/Property Maintenance-Zoning Inspector
Reduction 13:	2	\$127,426	Two Property Maintenance-Zoning Inspectors
Reduction 16:	<u>2</u>	<u>\$144,466</u>	Property Maintenance-Zoning Inspector/Planner [Ordinance/Appeals]
Total LOB 35-03:	8	\$751,482	

### Summary of Reduction Impacts

#### **Reduction 2: \$151,504 - Limited Term (2 Admin Assts, Restore 1 Merit Admin Asst) & Overtime Funds [Enforcement]**

- Delays in administrative complaint intake/NOV processing, and filing of cases except for life/safety related complaints, delays in initial complainant contact by inspector for routine violations
- Significant delays in investigation/processing of complaints and reduction in community outreach meetings attended by inspectors – given that overtime hours are used by inspectors to complete inspections, prepare case and litigation chronology reports, NOVs and provide community outreach; Over 7200 hours (3.5 SYEs) of overtime annually (both paid and comp time)
- Noise variances, due to time sensitive nature will be processed in timely fashion; however delay in processing of sign permits from 5 to 10 days

\* Overtime funding for inspectors is not included in the baseline budget for the department. In FY 2009, paid overtime funding was approved as a part of the DPZ Carryover request from savings realized through position turnover. Due to current year budget reductions; however, carryover funding will no longer be available, therefore eliminating any future funding for overtime.

# LOB Reduction Impact

## LOB 35-03: Zoning Ordinance Implementation and Enforcement

### Summary of Reduction Impacts – Continued

#### **Reduction 8: \$130,066 - Admin Asst [Permit Review]/Property Maintenance-Zoning Inspector**

- Reduction from 21 to 20 inspectors increases annual new cases assigned per inspector from 314 (based on FY 08) to 330; initial complainant contact for routine cases increases from 15 to 20 days
- Complaints prioritized with life/safety issues, such as multiple dwelling/multiple occupancy/hoarding investigated within 1-10 days, more routine cases generally investigated within 20-25+ days
- Implement practice of sending information/warning letters for initial complaint for certain routine violations to seek voluntary compliance
- Ability to meet performance standards of resolving 80% of complaints w/in 60 days further impacted; estimate resolving only 60-65% w/in 60 days
- Impact ability to review/process sign permits, noise variances, litigation case chronologies and respond to citizen inquiries in a timely manner
- Filing of property records used by citizens/staff reassigned to permit technicians who would otherwise be processing permits causing increase in customer counter wait times; delays in processing drop off permits/height certifications; increase in response time for phone inquiries to zoning information call line
- Increases in time for completing copy projects from 1-3 to 5-10 days

# LOB Reduction Impact

## LOB 35-03: Zoning Ordinance Implementation and Enforcement

### Summary of Reduction Impacts – Continued

#### **Reduction 11: \$198,020 - Planning Technician [Permit Review]/Planner [Ordinance/Appeals] /Property Maintenance-Zoning Inspector**

- Reduction from 20 to 19 inspectors increases annual new cases per inspector from 314 to 347; initial complainant contact for routine cases increases from 20 to 25 days; Further degradation in effectiveness and accuracy
- Complaints prioritized: life/safety issues investigated within 1-15 days; less egregious cases within 25-30+ days; send warning letters for certain routine violations
- Estimate resolving only 45-55% of complaints w/in 60 days
- Further delays in processing sign permits, noise variances, litigation case chronologies and timely response to phone inquiries and walk-in customers; Community outreach efforts reduced per inspector
- Reduction from 7 to 6 planning [permit] technicians will eliminate majority of walk through permit reviews and reduction in counter hours to ensure quality control; Increase in review for drop off permits and mail-in requests for home occupation permits/house location plats from average of 5-7 to 7-14 days.
- Reduction from 10 to 9 planners requires reallocation of planners to address increase in Appeals due to enhanced enforcement/90 day state mandate and reduction in Priority 1 ZO Amendments processed from 17 in FY08 to 10-12
- Increased planner response time for Zoning Compliance letters, written interpretations, etc. from 30 to 45 days and for walk-in and phone response from 1-2 to 3-4 day service

# LOB Reduction Impact

## LOB 35-03: Zoning Ordinance Implementation and Enforcement

### Summary of Reduction Impacts - Continued

#### **Reduction 13: \$127,426 - Two Property Maintenance-Zoning Inspectors**

- Reduction from 19 to 17 inspectors increases annual new cases per inspector from 314 to 388; initial complainant contact for routine cases increases from 25 to 30 days
- Complaints prioritized: life/safety issues investigated within 1-15 days; less egregious cases within 35+ days; send warning letters for certain routine cases
- Estimate resolving only 35-40% of complaints w/in 60 days
- Further delays in processing sign permits, noise variances, litigation case chronologies and timely response to phone inquiries and walk-in customers
- Community outreach efforts/ability to respond to special/multi-property investigative requests similar to Cinderbed Road, Stonecroft Blvd. and Phoenix Drive severely compromised

#### **Reduction 16: \$144,466 -Property Maint. -Zoning Inspector/Planner [Ordinance/Appeals]**

- Reduction from 17 to 16 inspectors (5 total) increases annual new cases per inspector from 314 to 412; initial complainant contact for routine cases increases from 30 to 35 days
- Complaints prioritized; life/safety issues investigated within 1-25 days; less egregious cases within 45%; send warning letters for certain routine cases
- Estimate resolving only 25% of complaints w/in 60 days
- Community outreach significantly reduced/eliminated
- Reduction from 9 to 8 planners (2 total) requires additional reallocation of planners to address increase in Appeals due to enhanced enforcement and 90 day state mandate and further reduction in Priority 1 ZO amendments processed to 5-6 or 20% of the Priority 1 items
- Increased planner response time for compliance letters, written interpretations etc., from 45 days to 60 days, and response to walk-in and phone inquiries from 3-4 to 5-10 days

# LOB Highlights:



## **LOB 35-04: Departmental Management, Administration and Technology Support**

### **What We Do:**

- Assist in leadership and providing support to Department staff on land use planning, zoning and policy administration
- Provide Information Technology expertise, development, and services to DPZ on laptop, PC, Blackberry and file server platforms
- Provide accounting, purchasing, financial, budgetary, and human resource information, services and support to DPZ management and staff

### **Who We Serve:**

- County boards, authorities, commissions, citizens and task forces
- Internal support to all DPZ staff

### **Why We Do It:**

- Provide direction, support and administrative services to all DPZ Divisions to facilitate success in Departmental responsibilities

### **Benefits and Value of LOB:**

- Provide guidance to the Department on management, policy, or personnel related issues
- Provide support, development and direction for all information technology applications within the Department, ensuring proper alignment between business needs and information technology resources
- Provide administrative support to the department to include budgetary, financial, procurement and human resources activity
- Provide guidance on critical or sensitive work initiatives of the Planning, Zoning Evaluation and Zoning Administration divisions

# LOB Reduction Impact

## LOB 35-04: Management, Administration and Technology Support

### Summary of LOB Reductions

<u>Priority</u>	<u>Amount</u>	<u>Description</u>
Reduction 1:	\$39,641	Eliminate Limited Term and Overtime Funds
Reduction 5:	<u>\$49,493</u>	Reduce Operating Expenses related to Training Needs
Total LOB 35-04:	\$89,134	

### Summary of Reduction Impacts

#### **Reduction 1: \$39,641 - Eliminate Limited Term and Overtime Funds**

- Limit the ability for the department to provide internship opportunities to potential future employees
- Require tenured employees to take time away from the more complex aspects of the job to complete those tasks that could be handled by less experienced staff
- Restrict the ability of the department to address staffing shortages in an effort to maintain high level customer service in the face of limited resources

#### **Reduction 5: \$49,493 - Reduce Operating Expenses related to Training Needs**

- Limit the ability of the department to provide adequate training opportunities for staff to remain current with technology and planning related trends
- Create an inability to adequately address strategic planning initiatives and promote high performance organization initiatives that require additional training to accomplish



# DPZ Anticipated Challenges

- Facilitating policy decisions concerning how and where additional growth can be accommodated, where redevelopment should occur, and how infrastructure, public facilities and services will be provided to support growth
- Encouraging the creation of mixed use centers which are attractive and effective, reduce automobile reliance, respect the environment and provide for the future population
- Providing quality analysis of increasingly complex zoning applications, plan and zoning permits and ordinance amendments, given the increasing complexity and number of policy initiatives
- Securing and retaining experienced staff to process the increasing number of zoning applications, plan and zoning ordinance amendment proposals that are expected to be filed to realize the Plan nominations associated with Special Study Plan Amendment activity currently in process, including BRAC, Tyson's Corner, Springfield, Annandale, Baileys and Lake Anne
- Addressing concerns regarding residential infill development through regulation to stabilize and/or maintain neighborhood character
- Continuing to be responsive to citizen complaints regarding zoning, property maintenance and noise violations
- Increasing partnerships with neighborhoods in building community capacity
- Responding to ever-increasing expectations to share information and expand public outreach