

PLUS FAQ for Customers

What is PLUS?

Launching through a series of four releases, the new PLUS platform transforms how the County's planning and land use applications are tracked and processed. Through PLUS, customers will create and submit applications online, pay fees, track application statuses, receive electronic notifications and be able to conduct searches. Staff will use PLUS to review applications; and the public will use it to stay informed about land development activities in the county.

What applications are currently available in PLUS?

A wide range of planning and land use applications are available in PLUS. For the latest list, refer to the Release 1 and Release 2 lists below or visit www.fairfaxcounty.gov/plan2build/plus.

Do I need to register for a PLUS account?

To file an application or submit any information in the PLUS platform, users must register for a free account at <https://plus.fairfaxcounty.gov/>. Watch the following step-by-step guide on how to register for your PLUS customer account: <https://youtube.com/watch?v=g2gGp-Hn0KQ&t=9s>. To browse and search for information on PLUS, an account is not needed. Other interested parties can peruse the site without logging in.

How do I get help with using PLUS?

Several virtual training sessions will be available in July. We encourage the public to join these for a staff led overview of the PLUS system. Please visit www.fairfaxcounty.gov/plan2build/plus for the latest PLUS resources and training opportunities.

If you have technical questions regarding the PLUS system, please call 703-324-2222 or email PLUSSupport@FairfaxCounty.gov.

If you have questions or need specific help from staff with submitting an application in PLUS, please use the following phone numbers and email addresses:

- Planning and Development:
 - Zoning Permits: 703-222-1082 or DPZMailforZPRB@fairfaxcounty.gov
 - Zoning Administration: 703-324-1314 or ordadmin@fairfaxcounty.gov
 - Zoning Evaluation: 703-324-1290 or dpzzed@fairfaxcounty.gov
 - Planning Division: 703-324-1380 or dpzpd@fairfaxcounty.gov
- Land Development Services: 703-222-0801 or ldsbuildingpermits@fairfaxcounty.gov.
- Health Department's Environmental Health Division: 703-246-2201 or HDehd@fairfaxcounty.gov.

How do I make changes to my PLUS account?

Once you log in to PLUS, you can make changes to your account by selecting the Account Management tab in the upper righthand corner. There you will be able to update details such as your contact information, login information, license information and trust account information. The following video is

available for you to see where and how to edit your account details:

<https://www.youtube.com/watch?v=RxrBmZDKBRO>.

How do I make changes to an existing record?

You can make changes (equipment or layout, establishment name, owner name, upload new documents, or notification of establishment closure) to an existing record in the system depending on what the current Status of the record is. If the record is eligible for changes, you will see the Make Changes option to the right of the record in your Records list under the Action column.

Click on the change you want to make, and then click Continue Application. You will see a confirmation on the screen and an email notification will be sent to both the applicant and establishment owner contact emails in the original application. Both will include the new record number associated with the proposed changes. The proposed changes become a new record (known as an amendment) that will show up in your list of records.

Note: Change of Owner Name is not the same thing as a Change of Ownership (which requires a new application)

How do I pay fees in PLUS?

PLUS has a shopping cart feature that allows an applicant to pay for multiple applications from all agencies/modules that are part of the PLUS project at the same time. This feature makes it easy for an applicant to pay all your fees together instead of going through separate transactions.

A payment cannot be made until the fee has been invoiced and a Pay Fee Due option is visible on the record (an email notification will be sent to the establishment owner and applicant when the fee has been invoiced). Please note that anyone can pay for a record including the contacts on the record. Customers can make a payment without having to login on ACA or be listed on the application as a contact. If the customer does not login, they can only pay for one record at a time. However, if they sign on to ACA, they will be able to add fees for multiple records to the Shopping Cart and complete just one payment transaction for all of them.

Step 1. To make a payment as a registered user, you must login to your ACA account using your User Name and password.

Step 2. Click on the module (Building, Enforcement, Environmental Health, Fire, Planning, Site or Zoning) that corresponds with your fee(s).

Step 3. Find the record you want to pay fees due for (See Searching Records). Viewing your Record List will allow you to add multiple records to your Cart to make a payment on multiple records in one transaction.

What was included in Release 1?

PLUS Release 1 was launched on October 13, 2020. The first release included functionality for the following customer transactions with the county:

- Food Establishment Permits and Mobile Food Permit applications, inspections, renewals, and payments. (Environmental Health)

- Address Changes and Street Name Changes (Land Development Services)
- Pre-application meetings for potential Zoning Applications (Planning and Development)

Additionally, Release 1 included other records, such as the Comprehensive Plan Amendments, that are available online for the public to review, as well as internally facing applications including Noise Waivers, Interpretations of the Zoning Ordinance and Home-Based Businesses.

What is included in Release 2?

PLUS Release Two launches on Thursday, July 1, 2021. It will include functionality for customers seeking the following transactions with the county:

Department of Planning and Development

- Rezoning, Special Exceptions, Special Permit and Variances Applications
- Accessory Living Units
- Agricultural & Forestal Districts
- Home-Based Businesses
- Intergovernmental Review Requests
- Interpretations of the Zoning Ordinance
- Noise Waivers
- Public School Expansions or Modifications
- Public Facility 2232 Review applications
- Telecommunications (2232 Review and Administrative Review-Eligible Projects)
- Vested Rights Determinations
- Wetlands (Tidal) Permits
- Zoning Compliance Letter Requests

Land Development Services

- Building Code Modifications and Code Appeals
- Home Improvement Contractor licenses and payments

Environmental Health

- Health Sanitation Inspections/CORE
- Marinas
- Massage Establishments
- Summer Food Service
- Safety Through Actively Managing Practices (STAMP)
- Tattoo Permits
- Temporary Food Events and Permits

What comes after Release 2?

PLUS Release 3 is planned to launch in January 2022. PLUS Release 4, the last of the PLUS releases, is planned for October 2022. Release 3 will incorporate more than 40 enhancements for Environmental Health, Fire, and Department of Planning and Development transactions. A few of the transactions planned for Release 3 include:

- Pool Permit Process, Camp Permit Process and Health Variances (Environmental Health)

- Inspections, Testing and Maintenance, Hypothermia Centers, Regulated Care Facility Inspections (Fire)
- Minor Variations, Interpretations of Approved Zonings, Proffers Master Records and Architectural Review Board (Planning and Development)

PLUS Release 4 will incorporate the more than 125 remaining plans, permits and transactions for Environmental Health, Land Development Services, Code Compliance, Planning and Development and Fire and Enforcement transactions. Some of the transactions planned for Release 4 include:

- Residential Building Permits and Plans for new homes, additions, decks and finished basements, Commercial Building Permits and Plans, Subdivision Plats, Infill Lot Grading Plans, Conservation Plans, Solar Permits and Water Quality Impact Assessment Revisions (Land Development Services)
- Sign Violations, Code Compliance Complaints and Fire Complaint Records (Enforcement)
- Water Supply System Permit Process, Soil Submission Packets and Health Enforcement (Environmental Health)
- Storage Tanks, Underground Lines and Sprinkler Systems (Fire)
- Sign Permits, Zoning Ordinance Amendments, Telecommunications (2316 Small Cell Review), SSPA (Site Specific Plan Amendment) Nominations and Food Truck Operation Permits (Planning and Development)