

Development Services

Mission Statement

The Department of Development Services promotes a culture where staff and customers work in partnership to create and sustain a better quality of life and environment in which to live, work, and play. Development processes are designed to be effective and efficient, and ensure compliance with federal, state, and local regulations. The Department of Development Services supports economic development, public safety, revitalization, infrastructure improvements, and the protection of natural resources. Staff provide customers with the highest quality of service and respect. The department supplies the public with development information through effective communication and education.

Quadrant Area

% of Mobility, Economic Growth & Resiliency

20.2%

Quadrant Expenditure Budget:

\$131,163,287



Programs

Building Development	\$20,143,678
Land Development	\$4,426,708
Customer Liaison	\$558,153
Zoning Administration	\$1,409,532

Agency Expenditure Budget: \$26,538,071

Mandates

The Department of Development Services enforces minimum safety standards in accordance with the Uniform Statewide Building Code. Development Services also serves as the liaison to the state-mandated Building Code Appeals Board and enforces local mandates enacted by the Board of County Supervisors. In addition, Prince William County has chosen to enact a Zoning Ordinance which is required to contain certain elements and be administered pursuant to state code. The Department of Development Services serves as a liaison to the Board of Zoning Appeals.

State Code: [36-105.A](#) (Enforcement of Code), [Title 15.2 Chapter 22](#) (Planning, Subdivision of Land and Zoning), [Article 6](#) (Land Subdivision and Development), [Article 7](#) (Zoning), [Article 7.2](#) (Zoning for Wireless Communications Infrastructure), [15.2-2285](#) (Zoning Ordinance), [15.2-2308](#) (Board of Zoning Appeals)

County Code: [Chapter 3](#) (Amusements), [Chapter 5](#) (Buildings & Building Regulations), [Chapter 12](#) (Massage Establishments), [Chapter 20 Article IV](#) (Live Entertainment Certificate), [Chapter 25](#) (Subdivisions), [Chapter 25.1](#) (Swimming Pools, Spas, and Health Clubs), [Chapter 26 Article VI](#) (Tax Exemption for Solar Energy Equipment, Facilities or Devices), [Chapter 32](#) (Zoning), [Chapter 33](#) (Expedited Land Development Plan Review), Chapter 34 (Foundation and Soil Management Fund)

Development Services also coordinates and approves, in consultation with other County agencies, matters in connection with [Chapter 8](#) (Environmental Protection), [Chapter 9.2](#) (Fire Prevention & Protection), [Chapter 10](#) (Health & Sanitation), [Chapter 14](#) (Noise), [Chapter 17](#) (Parks and Recreation), [Chapter 23](#) (Sewers & Sewage Disposal), [Chapter 23.2](#) (Stormwater Management), [Chapter 24](#) (Streets), [Chapter 30](#) (Water Supply)

Other County regulations include: [Design & Construction Standards Manual](#), [Subdivision Ordinance](#), and [Administrative Procedures Manual](#).

Development Services

Expenditure and Revenue Summary



Expenditure by Program	FY23 Actuals	FY24 Actuals	FY25 Actuals	FY26 Adopted	FY27 Proposed	% Change Budget FY26/ Budget FY27
Building Development	\$14,046,299	\$15,377,824	\$16,759,139	\$17,740,935	\$20,143,678	13.54%
Land Development	\$3,110,515	\$3,460,062	\$3,626,227	\$4,003,263	\$4,426,708	10.58%
Customer Liaison	\$280,274	\$303,442	\$553,121	\$544,308	\$558,153	2.54%
Zoning Administration	\$0	\$0	\$1,205,302	\$1,494,795	\$1,409,532	(5.70%)
Total Expenditures	\$17,437,088	\$19,141,328	\$22,143,789	\$23,783,301	\$26,538,071	11.58%

Expenditure by Classification

Salaries & Benefits	\$13,335,657	\$14,974,740	\$17,807,232	\$18,952,467	\$20,055,442	5.82%
Contractual Services	\$179,871	\$223,616	\$269,721	\$123,634	\$1,129,604	813.67%
Internal Services	\$1,148,290	\$1,195,301	\$1,291,753	\$1,146,760	\$1,411,596	23.09%
Purchase of Goods & Services	\$855,084	\$699,468	\$679,533	\$992,223	\$1,042,417	5.06%
Capital Outlay	\$180,872	\$147,331	\$114,108	\$186,000	\$197,700	6.29%
Leases & Rentals	\$17,219	\$20,010	\$31,135	\$43,654	\$49,882	14.27%
Debt Maintenance	\$0	(\$102)	\$0	\$0	\$0	-
Transfers Out	\$1,720,095	\$1,880,963	\$1,950,308	\$2,338,563	\$2,651,431	13.38%
Total Expenditures	\$17,437,088	\$19,141,328	\$22,143,789	\$23,783,301	\$26,538,071	11.58%

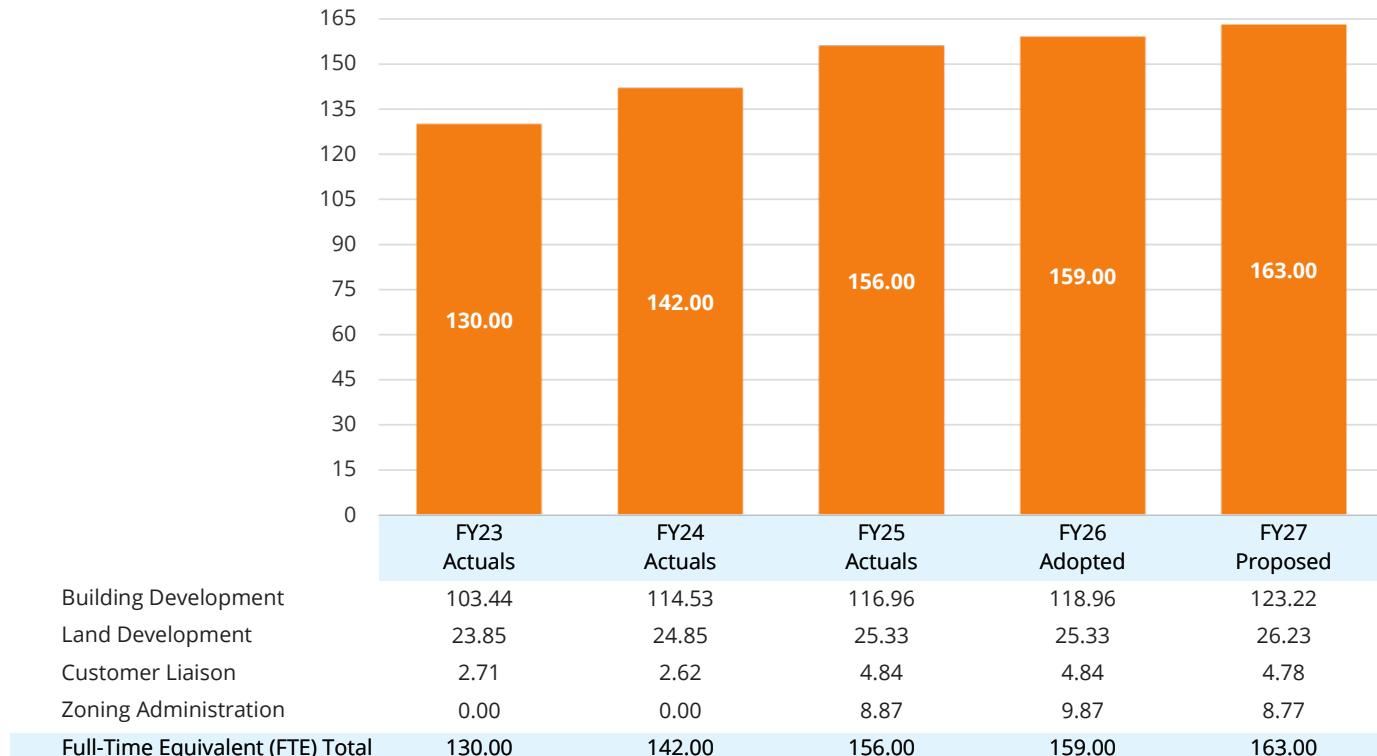
Funding Sources

Permits & Fees	\$15,908,414	\$17,654,382	\$18,455,322	\$19,611,862	\$19,648,837	0.19%
Fines & Forfeitures	\$1,500	\$1,350	\$1,700	\$614	\$2,000	225.73%
Use of Money & Property	\$0	\$0	\$0	\$41,158	\$91,158	121.48%
Miscellaneous Revenue	\$480	\$2,604	\$5,079	\$176,017	\$67,256	(61.79%)
Non-Revenue Receipts	\$0	\$16,901	\$11,190	\$0	\$0	-
Charges for Services	\$140,636	\$162,651	\$255,206	\$196,770	\$267,170	35.78%
Transfers In	\$554,356	\$485,412	\$1,098,761	\$1,035,412	\$1,035,412	0.00%
Total Designated Funding Sources	\$16,605,386	\$18,323,300	\$19,827,259	\$21,061,834	\$21,111,834	0.24%
(Contribution to)/Use of Fund Balance	(\$1,070,495)	(\$2,199,079)	\$131,167	\$295,480	\$2,983,528	909.72%
Net General Tax Support	\$1,902,196	\$3,017,106	\$2,185,363	\$2,425,988	\$2,442,709	0.69%
Net General Tax Support	10.91%	15.76%	9.87%	10.20%	9.20%	

Note: FY23-24 Actuals for the Zoning Administration program is reported in the Planning Office budget pages.



Staff History by Program



Note: FTE history for the Zoning Administration program is reported in the Planning Office budget pages.

Future Outlook

Economy – The Department of Development Services continues to monitor development activity and workload against staffing resources to address any potential impacts due to changes in the economy.

Building Code Compliance (BCC) – As first preventers, BCC continues to assist the community in addressing building code violations to help bring them to resolution. The BCC program continues to experience a significant increase in Building Code cases because of the aging built environment, lack of proper building maintenance, and increased enforcement by the Fire Marshal's Office.

General Overview

- A. Adjustment to the Building Development, Land Development, and Planning Fee Schedules** – The Proposed FY2027 Budget includes a 3.5% increase to the Building Development fee schedule, 8.5% increase to the Land Development fee schedule, and 15% increase to Planning fees. These adjustments are intended to align development-related revenues with the actual cost of service delivery and current revenue projections.
- B. Removal of One-Time Costs** – A total of \$46,419 has been removed from the Development Services FY27 budget to eliminate one-time costs associated with office start-up costs for three positions and one vehicle that were included in the FY26 budget.
- C. Increased Indirect Cost Transfer to the General Fund** – Indirect costs are expenditures charged by one part of the County government for services rendered by another part of the County government, for example, the cost of office space, utilities, and other basic agency support. The indirect cost transfer amount reimbursing the general fund for Development Services increased by \$312,868 from \$1,925,733 in FY26 to \$2,238,601 in FY27.

Development Services

D. Redistribution of Internal Service Fund (ISF) Technology Budget – The County allocates information technology (IT) costs to agencies through an ISF for all technology activities including computer support (hardware replacement, software licenses, and helpdesk customer services), IT security, business systems support (public safety communications, financial systems, human services systems, etc.), geographic information system, web services, capital equipment replacement, messaging, cloud storage, network and infrastructure services, telecommunications, and radios.

In FY26, funding was allocated in Non-Departmental to support the FY26 ISF fund billings for the Department of Information Technology, and in FY27 this funding is being reallocated to specific agencies to better represent the functional areas supported by these initiatives. In FY27, Development Service's technology bill increases by \$233,092. No technology service levels are changed, and there is no impact to the technology services individual agencies currently receive.

Budget Initiatives

A. Budget Initiatives

1. Senior Inspector – Building Development

Expenditure	\$144,398
Revenue	\$144,398
General Fund Impact	\$0
FTE Positions	1.00

a. Description – This initiative provides funding for a Senior Inspector position (1.00 FTE) to expand daily inspection capacity and improve workload distribution. Over the past three years, commercial inspections have increased by 40%. Larger and more complex commercial projects require additional time and resources, reducing the number of inspection stops per inspector from an average of 7-8 per day to approximately 4 per day. This position will help balance the workload demands and improve overall inspection efficiency. Funding includes ongoing costs of \$91,765 for salaries and benefits, \$12,848 for ongoing operating expenses, and one-time costs of \$39,785 for vehicle and office start-up expenses. This initiative is funded by building development fees with no impact to the general fund.

b. Service Level Impacts – This budget initiative aligns with the [County's Smart Growth Strategic Goal](#) by ensuring the timely completion of commercial construction projects.

2. Development Project Manager – Building Development

Expenditure	\$124,699
Revenue	\$124,699
General Fund Impact	\$0
FTE Positions	1.00

a. Description – This initiative provides funding for a Development Project Manager (1.00 FTE). The Commercial Project Management Program improves coordination across agencies and reduces project delays. Over the past five years, approximately 30% of completed projects required escalation from Project Management (PM) level 1 to level 2 due to increased complexity. Customer expectations regarding service delivery continue to increase, generating daily calls and emails related to standard development process questions and diverting staff time from addressing more complex challenges.

As a result, PM Level 2 and 3 projects completed between FY21 and FY25 averaged 605 days to completion, while the current active caseload averages 651 days. Growing service demands have reduced manageable caseloads from 35-40 projects to 25-30 projects per project manager. The Project Management team also provides additional support through virtual appointments available twice per week. Funding includes ongoing costs of \$108,686 for salaries and benefits, \$10,115 for ongoing operating expenses, and one-time costs of \$5,898 for technology and other office start-up expenses. This initiative is funded by building development fees with no impact to the general fund.

b. Service Level Impacts – This initiative improves customer service responsiveness by supporting proactive project management and expanded access through virtual appointments, supports more efficient issue resolution, and helps reduce commercial project delays. This initiative also aligns with the [County's Smart Growth Strategic Goal](#) by working collaboratively with the business community to achieve desired development outcomes.

Development Services

3. Human Resources Analyst – Building Development

Expenditure	\$106,823
Revenue	\$106,823
General Fund Impact	\$0
FTE Positions	1.00

a. Description – This initiative provides funding for a Human Resources Analyst (1.00 FTE) to manage department-wide HR functions, including recruitment, payroll, evaluations, benefits, personnel issues and HR policies and procedures for 159 full-time positions. Since FY22, recruitment activity has increased by 67%, with certain classifications requiring multiple recruitment cycles due to limited qualified candidates and salary constraints. Increased demands related to recruitment, payroll, and Family and Medical Leave Act administration have strained existing capacity, and current mitigation measures are not sustainable. Funding includes \$96,181 in ongoing salaries and benefits, \$7,766 in ongoing operating costs, and \$2,876 in one-time office start-up expenses. This initiative is funded by building development fees with no impact to the general fund.

b. Service Level Impacts – This initiative improves recruitment timeliness and HR service delivery by increasing capacity within the department. It allows staff to maintain service levels and address complex personnel issues more effectively. This initiative supports the [County's Government Strategic Goal](#) by cultivating a safe, diverse, and inclusive workplace where employees are treated fairly, compensated competitively, and recognized for their contributions.

4. Administrative Coordinator – Building Development

Expenditure	\$93,615
Revenue	\$93,615
General Fund Impact	\$0
FTE Positions	1.00

a. Description – This initiative provides funding for an Administrative Coordinator (1.00 FTE) in the Director's Office. Over the past five years, the department has expanded to four programs with a 33% increase in staffing. The Director's office requires dedicated administrative support to assist leadership in meeting department objectives. Responsibilities include providing direct and coordinated administrative support, preparing and maintaining detailed reports and spreadsheets, assisting citizens and internal departments on specialized transactions, and coordinating meeting schedules. Funding includes ongoing costs of \$83,028 in salaries and benefits, \$7,711 in ongoing operating expenses, and a one-time cost of \$2,876 are covered by revenue generated from the building development fees. There is no general fund impact.

b. Service Level Impacts – This budget addition will assist in managing the tasks resulting from the increasing workload.

5. Technology Subscriptions, Credit Card Acceptance Fees, Advertising & Personal Safety – Building Development

Expenditure	\$68,964
Revenue	\$68,964
General Fund Impact	\$0
FTE Positions	0.00

a. Description – This initiative increases Building Development operating budget to support expenses associated with project management activity, software subscription increases, credit card acceptance fees, advertising, personal safety devices for field staff, and investigative subscription services. This initiative increase is funded through building development fees with no impact to the general fund.

b. Service Level Impacts – Existing service levels are maintained.

Development Services

6. Office Space Renovation to Accommodate Growth – Building Development

Expenditure	\$1,000,000
Use of Fund Balance	\$1,000,000
General Fund Impact	\$0
FTE Position	0.00

- a. Description** – This initiative provides funding to expand space needed to support growth within the Building Development division. The current suite configuration has limited capacity and no longer meets the operational needs of the department. The Director's Office is in the process of relocating staff out of Suite 120, which will allow Building Development to expand into the space and better accommodate current and future operational needs. This project is funded by the building development fund balance at no cost to the general fund.
- b. Service Level Impacts** – This initiative supports continued service delivery by providing adequate space to accommodate staff growth and improve operational efficiency, and ensures that the department can meet increasing workload demands.

Program Summary

Building Development

Building Development ensures compliance with the Virginia Uniform Statewide Building Code by reviewing commercial and residential construction plans, issuing permits, inspecting structures, and enforcing building code requirements.

Key Measures	FY23 Actuals	FY24 Actuals	FY25 Actuals	FY26 Adopted	FY27 Proposed
Inspections performed on day requested	100%	100%	99%	100%	100%
Commercial plans reviewed within 6 weeks, first review	100%	100%	100%	100%	100%
Tenant layout plans reviewed within 3 weeks, first review	100%	100%	100%	100%	100%
Overall customer satisfaction (department wide)	88%	88%	83%	90%	90%
Commercial code compliance cases resolved or moved to court within 240 days	89%	84%	72%	80%	80%
Residential code compliance cases resolved or moved to court within 120 days	82%	71%	76%	80%	80%

Program Activities & Workload Measures <i>(Dollar amounts expressed in thousands)</i>	FY23 Actuals	FY24 Actuals	FY25 Actuals	FY26 Adopted	FY27 Proposed
Building Plan Review	\$4,918	\$5,078	\$5,599	\$5,953	\$7,555
Plan submissions	12,994	11,971	12,112	13,000	12,500
Building Permitting Services	\$3,077	\$3,548	\$3,850	\$3,751	\$4,005
Permits issued	24,645	23,177	22,752	24,000	23,500
Building Construction Inspections	\$4,296	\$4,672	\$5,036	\$5,615	\$5,962
Inspections performed	72,753	62,820	63,613	73,000	67,000
Building Special Inspections	\$680	\$706	\$847	\$942	\$969
Field and test results, certifications and shop drawings reviewed	1,838	2,938	3,591	3,000	3,600
Building Code Compliance	\$1,076	\$1,374	\$1,427	\$1,480	\$1,653
Compliance cases	1,135	1,397	1,277	1,600	1,300

Development Services

Land Development

Land Development manages the site and subdivision plan review and permit issuance process, administers the posting and releasing of bonds and escrows, and issues zoning permits.

Key Measures	FY23 Actuals	FY24 Actuals	FY25 Actuals	FY26 Adopted	FY27 Proposed
Average days from first to final plan approval, non-residential	66	88	127	52	82
Average days from first to final plan approval, residential	73	114	103	62	87
Overall customer satisfaction (department wide)	88%	88%	83%	90%	90%

Program Activities & Workload Measures <i>(Dollar amounts expressed in thousands)</i>	FY23 Actuals	FY24 Actuals	FY25 Actuals	FY26 Adopted	FY27 Proposed
Site and Subdivision Plans	\$1,282	\$1,436	\$1,573	\$1,623	\$1,923
Plans reviewed	1,069	1,061	1,299	1,063	1,091
Bonds and Escrows	\$859	\$969	\$1,002	\$1,112	\$1,239
Bond and escrow cases administered	254	949	1,040	750	980
Lot escrow cases initiated and released	860	481	440	500	400
Customer Service/Zoning Permits	\$970	\$1,055	\$1,052	\$1,268	\$1,265
Permits processed	5,944	5,656	5,159	7,000	5,500

Customer Liaison

The Early Assistance Desk (EAD) is the central point of contact for all community development customers. The EAD routes customers to the appropriate community development agency in a timely, organized, and efficient manner.

Key Measures	FY23 Actuals	FY24 Actuals	FY25 Actuals	FY26 Adopted	FY27 Proposed
Overall customer satisfaction (department wide)	88%	88%	83%	90%	90%

Program Activities & Workload Measures <i>(Dollar amounts expressed in thousands)</i>	FY23 Actuals	FY24 Actuals	FY25 Actuals	FY26 Adopted	FY27 Proposed
Early Assistance Desk	\$280	\$303	\$345	\$324	\$333
Total customer transactions	22,628	21,196	19,558	22,000	21,000
Customer transactions processed per FTE	11,314	10,598	9,779	11,000	10,500
Records Management - Development Services	\$0	\$0	\$208	\$220	\$226
Records Center requests fulfilled	3,161	2,683	2,616	3,000	2,900
Records Center requests processed within 1 business day	99%	98%	96%	99%	98%

Zoning Administration

Development Services

Zoning Administration administers and interprets the County's Zoning Ordinance. This program also processes zoning, special use permit, and proffer determinations/interpretations, zoning verification requests, non-conforming use (NCU), lot, and structure applications, including certifications and recertifications of NCU uses, appeal and variance applications to the Board of Zoning Appeals, appeal applications to the Board of County Supervisors, collects and manages monetary proffer contributions, assists County agencies with tracking the implementation of non-monetary proffers and conditions, and assists with reviewing zoning text amendments.

Key Measures	FY23 Actuals	FY24 Actuals	FY25 Actuals	FY26 Adopted	FY27 Proposed
NCU's & NCU recertifications completed within 45 days	95%	90%	79%	95%	90%
Zoning verifications/interpretations/certifications completed within 30 days	83%	71%	62%	80%	80%
Zoning applications meeting 10-day quality control review	95%	98%	95%	95%	96%

Program Activities & Workload Measures <i>(Dollar amounts expressed in thousands)</i>	FY23 Actuals	FY24 Actuals	FY25 Actuals	FY26 Adopted	FY27 Proposed
Zoning Administration*	\$0	\$0	\$1,205	\$1,495	\$1,410
Zoning verifications/interpretations/certifications issued	190	205	219	200	230
Zoning appeal/variance cases processed	4	4	6	5	5
Non-conforming use verifications	377	327	239	300	250
GIS map & data analysis requests completed	0	327	239	300	250

* In FY25, the Zoning Administration program was moved to Development Services from the Office of Planning.