

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 provides customers the highest quality of service and respect. The department supplies the public with development information through effective communication and education.



Expenditure Budget:
\$16,702,836



11.1% of Community Development

Program:

- Building Development: \$13,806,459
- Land Development: \$2,622,608
- Customer Liaison: \$273,769

Community Development Expenditure Budget:
\$161,878,286

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.

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)

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), [Chapter 32](#) (Zoning), [Chapter 33](#) (Expedited Land Development Plan Review)

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	FY18 Actuals	FY19 Actuals	FY20 Actuals	FY21 Adopted	FY22 Proposed	% Change Budget FY21/ Budget FY22
Building Development	\$11,548,496	\$11,488,244	\$12,086,746	\$13,378,433	\$13,806,459	3.20%
Land Development	\$2,469,502	\$2,533,744	\$2,630,565	\$2,826,425	\$2,622,608	(7.21%)
Customer Liaison	\$276,711	\$161,329	\$242,301	\$319,701	\$273,769	(14.37%)
Total Expenditures	\$14,294,709	\$14,183,317	\$14,959,612	\$16,524,559	\$16,702,836	1.08%

Expenditure by Classification

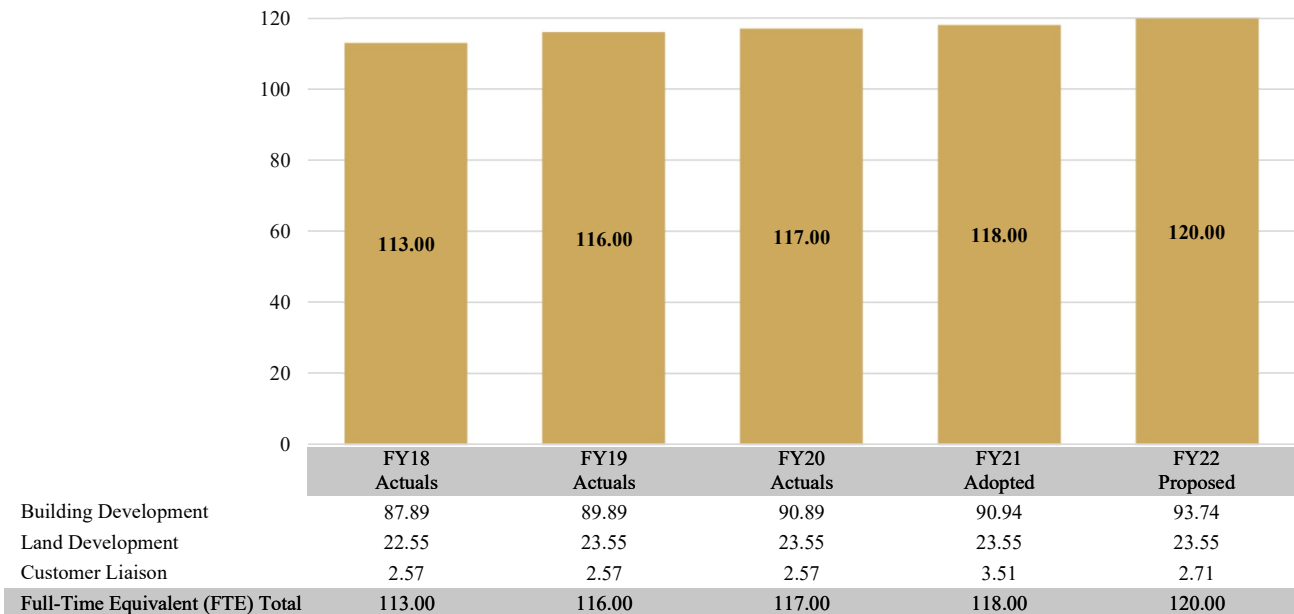
Salaries & Benefits	\$9,841,844	\$9,842,034	\$10,429,133	\$11,480,292	\$11,773,229	2.55%
Contractual Services	\$92,059	\$96,747	\$94,269	\$160,120	\$105,120	(34.35%)
Internal Services	\$2,124,961	\$2,185,068	\$2,174,657	\$2,116,168	\$2,132,962	0.79%
Purchase of Goods & Services	\$391,004	\$391,700	\$357,512	\$647,408	\$721,648	11.47%
Capital Outlay	\$135,023	\$188,699	\$80,663	\$345,000	\$209,540	(39.26%)
Leases & Rentals	\$15,615	\$15,135	\$14,820	\$19,154	\$19,154	0.00%
Transfers Out	\$1,694,204	\$1,463,935	\$1,808,558	\$1,756,417	\$1,741,183	(0.87%)
Total Expenditures	\$14,294,709	\$14,183,317	\$14,959,612	\$16,524,559	\$16,702,836	1.08%

Funding Sources

Permits & Fees	\$12,538,192	\$12,434,808	\$12,590,975	\$12,573,852	\$13,150,445	4.59%
Fines & Forfeitures	\$957	\$1,300	\$1,900	\$0	\$0	-
Use of Money & Property	\$0	\$0	\$0	\$4,790	\$4,790	0.00%
Miscellaneous Revenue	\$7	\$15	\$12,214	\$267,872	\$267,872	0.00%
Non-Revenue Receipts	\$5,012	\$11,094	\$9,550	\$0	\$0	-
Charges for Services	\$113,757	\$100,075	\$137,946	\$157,285	\$157,285	0.00%
Transfers In	\$555,412	\$235,412	\$485,412	\$485,412	\$485,412	0.00%
Total Designated Funding Sources	\$13,213,336	\$12,782,704	\$13,237,997	\$13,489,211	\$14,065,804	4.27%
(Contribution to)/Use of Fund Balance	(\$1,081,481)	(\$1,067,255)	(\$541,853)	\$635,847	\$237,531	(62.64%)
Net General Tax Support	\$2,162,854	\$2,467,868	\$2,263,468	\$2,399,501	\$2,399,501	0.00%
Net General Tax Support	15.13%	17.40%	15.13%	14.52%	14.37%	



Staff History by Program



Future Outlook

Building Code Enforcement (BCE) – The enhanced Fire Marshal Annual Fire Safety Inspection Program has been in place for over a year. The added level of service being provided is assisting business owners with identifying potentially life-threatening issues within their business. As a result, the BCE Program has experienced a significant increase in the number of Building Code cases through Fire Marshal’s Office referrals. Since timing is critical when dealing with these cases, additional staffing is needed to manage the workload and ensure safety issues are addressed.

COVID-19 Pandemic Response – In response to the pandemic, development agencies were forced to convert counter service operations to electronic services. While this was a long-term goal, the County (like many other local jurisdictions) was not prepared to make this change on a moment’s notice. Now that electronic services have been implemented, further modifications are necessary to streamline our processes. The department is currently partnering with George Mason University to address some of the needed changes.

Land Development Funding – The Land Development Program has been operating at a deficit level since the Great Recession. Although site development work has not increased at a substantial rate, the amount of regulatory change (federal and state) has dramatically increased staff workload. Progress is being made to address the site development budgetary imbalance between revenues and expenditures.

Virtual Development Customer Service Initiative – Improve customer service and access by expanding online services to include: ePlan submissions and review, virtual services, and EnerGov Project Decision Tree.

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General Overview

- A. **Decrease 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 decreases by \$15,234 from \$1,416,000 in FY21 to \$1,400,766 in FY22.
- B. **Increase to the Building and Land Development Fee Schedules and Revenue Budgets** – The Proposed FY2022 Budget includes a 4.5% increase to the Building Development fee schedule and a 4.5% increase to the Land Development fee schedule. The Proposed FY2022 Budget includes a Site Development revenue budget increase of \$500,000 and an increase to the Building Development revenue budget of \$66,593. This action adjusts the Building and Land Development fee schedules to align development fees with activity costs and current revenue projections.
- C. **Removal of One-Time Costs from Development Services Budget** – A total of \$190,000 has been removed from Development Services FY21 budget for one-time costs associated with replacing the filing system to properly retain records in accordance with the Virginia Library of Records Retention Act.

Budget Initiatives

A. Budget Initiatives

1. Senior Code Enforcement Inspector – Building Development

Expenditure	\$264,693
Revenue	\$264,693
General Fund Impact	\$0
FTE Positions	2.00

a. **Description** – This initiative funds two Senior Code Enforcement Inspectors in Building Development. Inspectors provide technical and investigatory work in the enforcement of municipal policies and procedures and state codes including responding to inquiries and conducting site visits. Building Code Enforcement (BCE) works in collaboration with the Fire Marshal Office (FMO) to assist residential and small business owners with code compliance and permits. In FY20, the caseload per inspector increased by 61% from 184 to 297 due to a rise in referrals from the FMO, small business program, and investigation of abandoned permits to ensure final inspections if warranted. This initiative is funded using the Building Development fee revenue. There is no general fund impact.

b. **Service Level Impacts** – This budget addition will help to keep a manageable caseload per inspector and timely site visits. BCE plays a vital role in providing a safe community by bringing potential life safety issues to the attention of residents and business owners.

▪ Inspector caseload

<i>FY22 w/o Addition</i>		297
<i>FY22 w/ Addition</i>		75

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Program Summary

Building Development

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

Key Measures	FY18 Actuals	FY19 Actuals	FY20 Actuals	FY21 Adopted	FY22 Proposed
Inspections performed on day requested	99%	100%	100%	98%	98%
Commercial plans reviewed within 6 weeks, first review	100%	100%	100%	98%	98%
Tenant layout plans reviewed within 3 weeks, first review	100%	99%	98%	98%	98%
Code enforcement cases resolved or moved to court within 100 days	82%	72%	94%	80%	80%
Overall customer satisfaction (department wide)	92%	95%	86%	90%	90%

Program Activities & Workload Measures (Dollar amounts expressed in thousands)	FY18 Actuals	FY19 Actuals	FY20 Actuals	FY21 Adopted	FY22 Proposed
Building Plan Review	\$3,886	\$3,268	\$3,334	\$3,918	\$3,850
Plan submissions	9,575	9,321	9,025	9,500	9,500
Building Permitting Services	\$1,334	\$1,864	\$2,130	\$2,451	\$2,440
Permits issued	26,773	24,632	24,857	25,500	25,500
Building Construction Inspections	\$5,162	\$5,223	\$5,354	\$5,632	\$5,767
Inspections performed	74,219	66,507	69,937	75,000	70,500
Building Special Inspections	\$554	\$596	\$642	\$684	\$740
Field and test results, certifications and shop drawings reviewed	1,869	1,575	1,547	2,000	1,868
Building Code Enforcement	\$612	\$537	\$627	\$694	\$1,009
Enforcement cases	1,064	737	1,186	1,000	1,100

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	FY18 Actuals	FY19 Actuals	FY20 Actuals	FY21 Adopted	FY22 Proposed
Average days from first to final plan approval, non-residential	46	54	58	45	45
Average days from first to final plan approval, residential	67	67	65	55	55
Overall customer satisfaction (department wide)	92%	95%	86%	90%	90%

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Program Activities & Workload Measures (Dollar amounts expressed in thousands)	FY18 Actuals	FY19 Actuals	FY20 Actuals	FY21 Adopted	FY22 Proposed
Site and Subdivision Plans	\$1,161	\$1,185	\$1,124	\$1,201	\$1,125
Plans reviewed	1,083	1,061	1,079	1,050	1,050
Bonds and Escrows	\$863	\$806	\$816	\$844	\$779
Bond and escrow cases administered	1,052	840	589	950	900
Lot escrow cases initiated and released	650	592	759	700	700
Customer Service/Zoning Permits	\$446	\$542	\$691	\$781	\$719
Permits processed	7,164	6,638	6,150	7,000	6,750

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	FY18 Actuals	FY19 Actuals	FY20 Actuals	FY21 Adopted	FY22 Proposed
Overall customer satisfaction (department wide)	92%	95%	86%	90%	90%

Program Activities & Workload Measures (Dollar amounts expressed in thousands)	FY18 Actuals	FY19 Actuals	FY20 Actuals	FY21 Adopted	FY22 Proposed
Early Assistance Desk	\$277	\$161	\$242	\$320	\$274
Total customer transactions	45,639	43,201	30,126	44,800	40,000
Customer transactions processed per FTE*	22,820	21,601	15,063	22,400	20,000

*Workload measure was previously reported as a key measure FY18 - FY21 data remains unchanged.