

REPORT CARD

Year Ending June 2009

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www.jccgov.com

OVERVIEW *from Steven W. Hicks, Development Manager*

DEVELOPMENT MANAGEMENT assists in the creation and achievement of the community vision. We do this by managing related development activities while being responsive to customer needs. Our core service is to coordinate development in a way that will allow future generations to live in a great community.

This year we asked our customers who use our services to grade us on delivery of those services. Establishing an annual "Report Card" helps us measure our performance; allows us to focus on our goals, objectives and strategies; and, most of all, be responsive to our customers. The chart below illustrates how we were graded, and the second page highlights some of our accomplishments. These accomplishments are the result of a high delivery of services from the Divisions of *Code Compliance, Environmental and Planning and Zoning*.

Code Compliance is responsible for reviewing and issuing building permits and for conducting required building inspections. In FY09 we met the challenge of fewer employees, and at the same time, issued 6,453 permits; conducted 27,122 inspections; and assured fire/life safety, electrical safety, structural integrity, energy efficiency, accessibility for the disabled, and sanitary conditions were met.

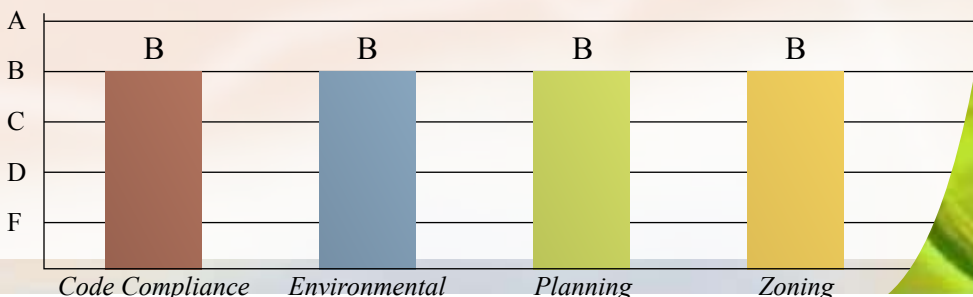
Environmental's focus is to preserve the County's natural resources by applying established environmental-related ordinances and programs. This is accomplished through development review, compliance monitoring, watershed planning, applying our stormwater management criteria, and civic engagement. In addition to the highlights on the next page, the Division participated in ongoing activities for the Comprehensive Plan, the "Shaping our Shores" initiative, and the Environmental Efficiency Study.

Planning had a successful year. It facilitated the Community Participation Team public outreach effort, drafted the Comprehensive Plan (containing approximately 500 Goals, Strategies, and Actions), supported 36 public meetings with the 11-member Steering Committee in order to review and revise the draft, and forwarded the draft plan to the Planning Commission for consideration. Planning staff continues to support the process toward adoption of the Comprehensive Plan.

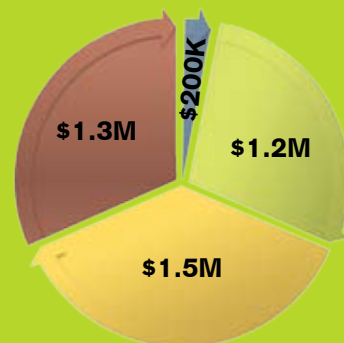
Zoning resolved two large dump site violations, responded to over 800 requests for information and site inspections, and processed a steady flow of permits for new construction, signs, and septic systems. This was accomplished with the assistance of Code Compliance inspectors through a shared resources arrangement, which will continue through FY10 due to budget constraints.

FY09 was a successful year despite one of the most challenging economic climates the development community has ever experienced. As a result, we revisited our core service functions, established measurable goals, eliminated some positions, developed professional services contracts to supplement our workforce, and created opportunities for our employees that focused on our core services through educational programs and on-the-job training. The key to our success is to meet the expectations of our customers. We look forward to working with you in FY10.

Grades



FY09 Development Management Total Budget – \$4.2M



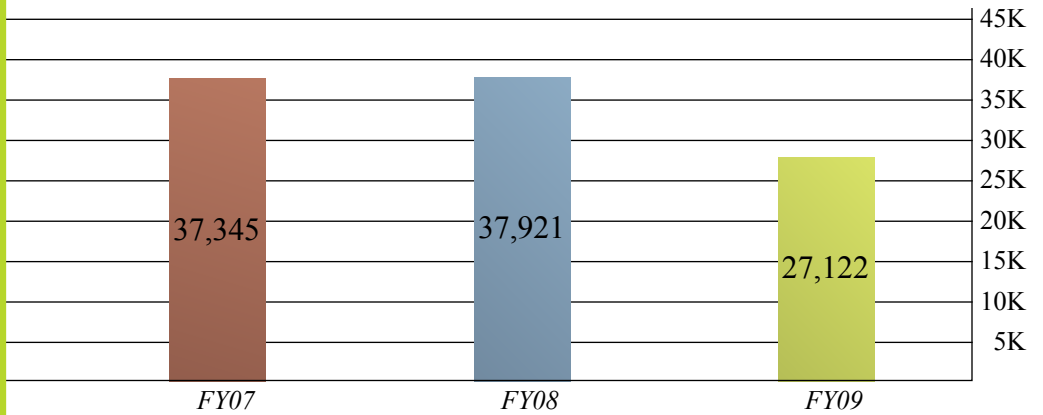
- Code Compliance
- Development Management
- Environmental
- Planning and Zoning

FY09 Development Cases

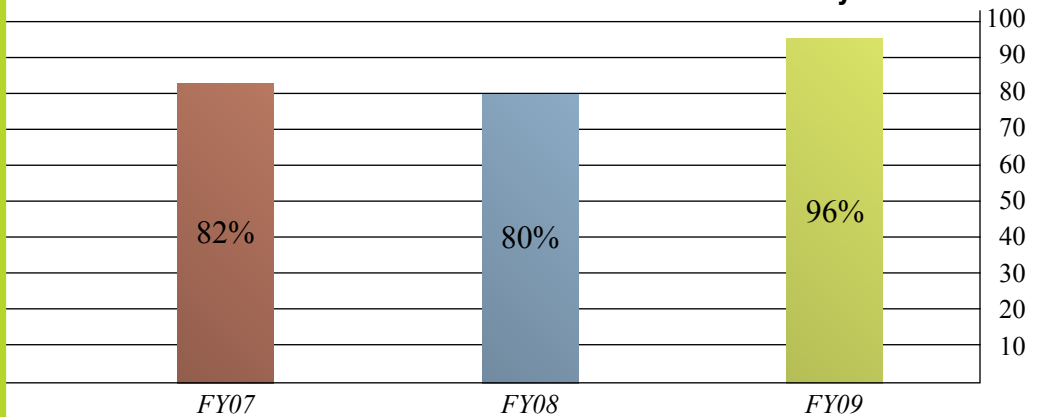
- Williamsburg Landing Expansion (approved)
- Candle Factory Mixed Use (indefinitely deferred)
- Governor's Grove Section 3 (PC hearing scheduled)
- Freedom Park Waterline Extension (approved)
- Walgreens at Norge (withdrawn)
- Burlington Woods SUP Renewal (approved)
- Stuckey's Redevelopment (approved)
- CVS at Norge (approved)
- St. Olaf's Catholic Church Expansion (approved)
- Williamsburg Place Expansion (approved)

HOW WE MEASURED UP

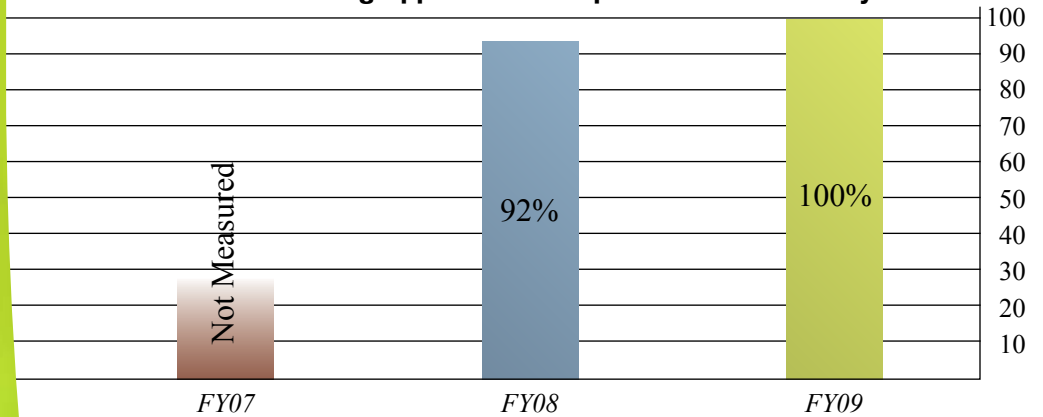
of Inspections Performed



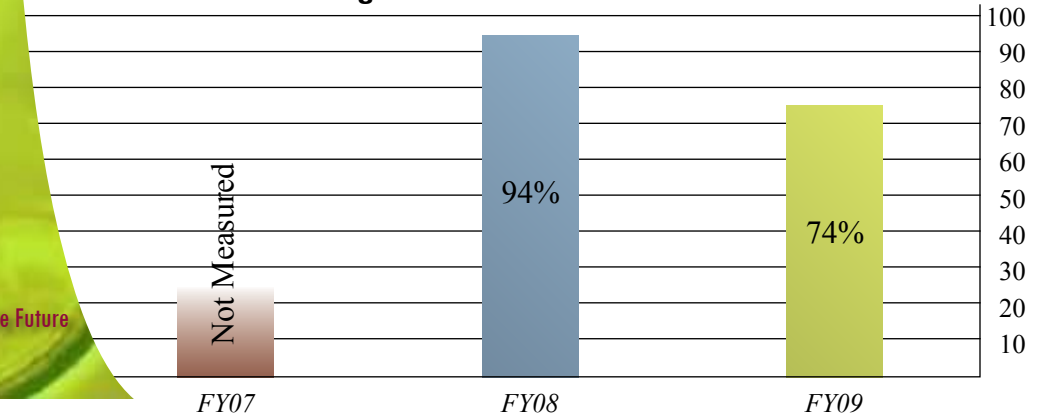
% of Environmental Plans Reviewed within 30 Days



% of Planning Applications Responded Within 30 Days



% of Zoning Violations Resolved Within Six Months



FY09 Highlights

Code Compliance

- Expanded webpage (www.jccEgov.com/codes/inspection-updates.php).
- Issued 6,974 building permits.
- Established one-stop shop for processing residential projects.
- Completed 1,526 plan reviews
- Issued 6,453 permits.
- Partnered with development community to streamline the plan review process.
- Expanded electronic plan review services.
- Established new elevator inspection services.

Environmental

- Completed 429 plan reviews.
- Performed 3,918 inspections.
- Processed 125 administrative Chesapeake Bay Exceptions.
- Presented 34 cases to Wetlands and Chesapeake Bay Boards.
- Applied Special Stormwater Criteria to 14 projects in Powhatan and Yarmouth watersheds.

Planning

- Expanded content at www.jccplans.org to maximize citizen access and input to the Comp Plan process.
- Reviewed over 330 development proposals.
- Responded to more than 11,000 information requests.
- Participated in the 2034 Regional Transportation Plan, Historic Triangle Corridor enhancements, and Traffic Impact Analysis parameters.

Zoning

- Issued approximately 150 sign permits.
- Reviewed approximately 550 residential site plans.
- Pursued two court actions.
- Responded to over 800 zoning inquiries.

