



CUSTOMER SERVICE BULLETIN

Vol. I Issue No. 14 July 10, 2020



CORONAVIRUS- RELATED DELAYS

Temporary Modifications

to

Services

in effect

Good afternoon,

As you know, Prince William County Government Development Services Building opened, with modifications to services, on July 1, 2020.

I want to inform you directly, that due to mandatory COVID-19 precautions for the safeguard of our staff, customers and community, our regular customer service capacity is reduced.

We are working to address the backlog and identify new solutions in ways to provide exemplary customer service.

Currently we're experiencing:

Zoning application drop-offs with a high-volume backlog, taking up to thirty (30) days to process. Electronic submissions are no longer accepted, in the interim; and

The building is subject to close before 4:00 pm, due to the maximum occupancy capacity limits.

Many of the applications we are receiving are not complete and require a significant amount of staff time to correct. Since a large percentage of the applications are submitted by homeowners, we decided that we would not reject the applications and require new submissions. We can't expect a homeowner to understand how to scale the project (this is usually

something we handle at the counters).

A zoning application transaction typically takes 10 – 15 minutes to process. Currently, drop-off and electronic submission applications are taking a minimum of 30 minutes; in some cases up to an hour to process. The backlog has caused our review and approval times to approach the 30 days mark. For this reason, we will no longer be accepting electronic zoning application submissions. Once we have the backlog under control, we will revisit the electronic submission process.

If you have any questions or need further assistance please contact Land Development at LDD@pwcgov.org or 703-792-6830 or visit our COVID-19 Update for the latest updates [here](#).

Your patience is appreciated as we work as quickly as possible, with everyone's safety in mind.

Sincerely,

Wade A. Hugh
Director
whugh@pwcgov.org
703-792-7346

COMMERCIAL DEVELOPMENT COMMITTEE

to be held

Wednesday, July 15, 2020 @ 2:30pm via Webex

RSVP to JWillis2@pwcgov.org

to receive meeting invitation details.

AS A PUBLIC FACILITY WE ARE REQUIRING SOCIAL DISTANCING AND WEARING FACE MASKS OR COVERINGS

In accordance with the Governor's Executive Order 63, all patrons in the Commonwealth aged ten and over shall cover their mouth and nose with a face covering as described and recommended by the CDC when entering, exiting, traveling through, and spending time inside Prince William County government facilities for the purpose of securing public services.



MAXIMUM OCCUPANCY

**The Development Services Building Atrium
Maximum Occupancy is
40**



Special Inspection Reports and Shop Drawings

Effective August 1, 2020, Special Inspection Reports and Shop Drawings for new projects will be mandatory required to be submitted electronically to SpecialInspections@pwcgov.org.

Please look for an announcement next month. For assistance contact us at 703-792-6112 or SpecialInspections@pwcgov.org.

Fire Protection ePlan Submissions

Fire Protection ePlan submissions, meeting the below criteria, are required to be processed via the [Building Development Division ePlan](#).

- Fire Alarms
- Sprinkler Systems including Fire Pumps, Remote FDC, and Breezeway Loops
- Alternative Suppression Systems including Clean agents, CO2, and other inert gas
- Underground Fire Lines
- Kitchen Hood suppression systems



Please refer to the [Customer Electronic Plan Review \(ePlan\) Guide](#) and send all [form](#) submissions or inquiries to FMOSubmissions@pwcgov.org.

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