



CUSTOMER SERVICE BULLETIN

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CORONAVIRUS-RELATED DELAYS Temporary Modifications to Services in Effect

Good afternoon,

I am pleased to provide you with an update on the current status of modification to services within **Development Services**. Our Zoning Counter review and approval times have significantly decreased from when the building first opened on July 1, 2020.

On **July 10, 2020**, I shared with you that we had a significant backlog (over 350) of zoning application submissions. Staff worked diligently over the last four weeks to get the backlog completed.

As of today, we're:

- Processing zoning applications in a timely manner;
- Evaluating a phased approach to reintroducing electronic zoning application submissions;
- Monitoring staff availability and building capacity limits; and
- Working diligently to help all our customers.

We continue to identify new solutions to bring you excellent customer service, improve quality controls and implement new training tools on the **Citizen Self-Service ePortal**, while we work under a reduced capacity due to the mandatory COVID-19 precautions for everyone's safety and wellbeing.

If you have any questions or need assistance, please contact us at **LDD@pwcgov.org** or 703-792-6830.

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

Sincerely,

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Director
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New
Services
**Coming
Soon**

How-To Guide

Our NEW How-To Guide for Building Development ePlan Submissions is a comprehensive guide for commercial developers, project managers and homeowners... [more](#)



Citizen Self-Service ePortal Upgrades

Our new and improved Citizen Self-Service ePortal allows customers to be closer to their projects 24/7 with improvements in new feature tools to training services for improved user experiences...[more](#)

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