

Subject: Development Services Metrics
Related Department: CPHD Development Fund

FY 2026 Proposed Budget
Budget Work Session Follow-up

4/1/2025

The following information is provided in response to a request made by Ms. Cunningham on March 28, 2025, regarding the following question:

Please provide additional information on metrics related to development services review times.

Please see attached slides with additional metrics on development services review times.

ISD Permit Review Metrics

	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	Published Review Time
New Commercial Building - ISD Plan Review	16.3	14.2	14.9	21
New Commercial Building - With Applicant	53	39.7	39.7	-
New Residential Building - ISD Plan Review	6.1	6.7	6.9	12
New Residential Building - With Applicant	37.3	34.1	29.3	-
Intake and Issuance – Permit Administration	1	1.9	1.3	2
Intake and Issuance - With Applicant	7.6	4.6	7	-

- Average time in calendar days per review cycle
- Review times not reflective of DES permit review for LDA, etc.

Reduction Impact on Customers

	YTD Actual	FY 2026 Projected	FY 2027 Projected	Published Review Time
New Commercial Building - ISD Plan Review	16.2	24.3	32.4	21
New Commercial Building - With Applicant	36.2	-	-	-
New Residential Building - ISD Plan Review	7.3	10.9	14.6	12
New Residential Building - With Applicant	24.5	-	-	-

- Reflects review times with elimination of ISD Construction Plan Reviewer position. If position were not eliminated, published review times would be met as shown.
- Average time in calendar days per review cycle

Plan Review Time Comparison

	Arlington County	Fairfax County	Loudoun County	Prince William County	Stafford County
New Commercial Building	14.9	40	15	20	30
New Residential Building	6.9	11	15	10	30

- Average time in calendar days per review cycle
- Data collected in January 2025

Zoning Permit Review Metrics

Average Review Time / Duration	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual	Target Review Time
Zoning Compliance letters and Determinations	38	35	34	30
Zoning Enforcement Cases (open to close)	38	39	45	-
Comprehensive Sign Plans	5.6	9.7	5.9	10
Sign Permits	5.5	6.2	4.5	5
Certificates of Occupancy	N/A	6.6	2.0	5
Special Exception Building Permits	18	14	14	3-21
By-Right Building Permits	12	8	9	3-21

- Compliance letters and determinations, special exception building permits and by-right permits are measured by calendar days. Comprehensive sign plans, sign permits and certificates of occupancy are measured by business days.
- Zoning enforcement cases do not have a target closure time due to each case ranging in complexity and review time required.
- Average review time for special exception building permits and by-right building permits includes all residential, commercial and trade permits; Targets range by type.

Zoning Reduction Impact on Customers

Average Review Time / Duration	FY 2025 YTD Actual	FY 2026 Estimate	Target Review Time
Zoning Compliance letters and Determinations	36	41	30
Zoning Enforcement Cases (open to close)	41	51	-
Comprehensive Sign Plans	6	6.9	10
Sign Permits	7.8	9.0	5
Certificates of Occupancy	2.1	2.4	5
Special Exception Building Permits	15	16	3-21
By-Right Building Permits	10	11	3-21

- Compliance letters and determinations, special exception building permits and by-right permits are measured by calendar days. Comprehensive sign plans, sign permits and certificates of occupancy are measured by business days.
- Zoning enforcement cases do not have a target closure time due to each case ranging in complexity and review time required.
- Average review time for special exception building permits and by-right building permits includes all residential, commercial and trade permits; Targets range by type.

Zoning Permit Review Metrics

Number of Zoning Projects	FY 2022 Actual	FY 2023 Actual	FY 2024 Actual
Zoning Division Led Ordinance Updates	N/A	1	2
Zoning Ordinance Text Corrections	N/A	29	14

Zoning Reduction Impact on Customers

Number of Zoning Projects	FY 2025 YTD Actual	FY 2026 Estimate
Zoning Division Led Ordinance Updates	1	0
Zoning Ordinance Text Corrections	0	0

Current Planning – project work effort profiles

Program/Project	Level of Effort	Time (months)	Current Planning		Inter-Departmental/Division
			Lead	Support	Support
USE PERMIT EXAMPLES					
Eat Loco Farmers Market (MetPark)	Low	3	AP	Manager, Director	Zoning, ISD, DES, DHS
Tyndale Christian School	Moderate	4-5	AP or PP	Manager, Director	Zoning, ISD, DES, DHS, Fire, Police, DPR
Clarendon Live Entertainment Group (18 establishments) – Annual Review	High	5-6+	AP or PP	Manager, Director	Zoning, ISD, DES, DHS, Fire, Police

SITE PLAN EXAMPLES (and amendments)					
Goodwill (10 S. Glebe Road)	Low/Moderate	8-10	PP	Supervisor, Manager, Director	Comp. Plng, Zoning, DES (Dev Rev), DES (RE), DPR, DHS, ISD, Zoning, Fire
NSTA	Moderate/High	12+	PP	Supervisor, Manager, Director	Comp. Plng, Zoning, DES (Dev Rev), DES (RE), DPR, DHS, ISD, Zoning, Fire, HPP

NOTES:

- Level of Effort: General characterization based on several factors, including project complexity, duration schedule, etc.
- AP = Associate Planner, PP = Principal Planner
- Percentage of staff time spent on use permit and site plan examples is not readily available and varies greatly by project and overall planner caseload of multiple projects.

Comprehensive Planning – project work effort profiles

Program/Project	Level of Effort	Time (months)	Comprehensive Planning		Inter-Departmental/Division
			Lead	Support	Support
Childcare ZOA (FDH 10-12 children; S-D District)	Low/Moderate	8	PP (50%)	Manager, PP (10%)	Zoning, DHS; CAO
Structural Additions/Interior Modifications to Non-Conforming Townhouse/Multifamily Dwellings	Moderate	10	AP (40%); Sup. (20%)	PP (10%); PP (10%)	Zoning, Housing, CAO
Sunrise Special GLUP Study Tier 1 and Tier 2	Moderate	Tier 1: 3 Tier 2: 6	PP (60%)	Supervisor (15-20%), AP	DES Trans. Planning; DPR Urban Forestry; CAO
Melwood Special GLUP Study Tier 1 and Tier 2	Moderate/High	Tier 1: 3 Tier 2: 10	PP (60%)	Supervisor (15-20%), DMP (5%), AP (10%)	CPHD UD, HPP, Housing; DES Trans. Planning; DPR Urban Forestry; CAO
2022 Clarendon Sector Plan Update; GLUP and ZO Amendments	High	2+ years	PP (65%)*	Manager, PP (50%), PP (10%), AP (2-20%)	CPHD UD, HPP, Housing, Zoning, RSIG; DES Trans., Facilities; DPR; Fire

NOTES:

- Level of Effort: General characterization based on several factors, including project complexity, duration schedule, etc.
- (XX%) represents the estimated amount of that staff member's time spent on a specific project through the duration of that project.
- *CPHD Urban Design Principal Planner deployed to Comp Planning due to limited available resources for this study
- AP = Associate Planner, PP = Principal Planner