



Planning and Zoning

To assist decision-makers in shaping and managing the County's land use goals through ongoing community outreach, comprehensive policy and regulatory recommendations, and timely development review.

Department Programs

Land Use Review

Leads the evaluation and processing of legislative land development applications through project management, technical recommendations, and public presentations.

Activities

- Legislative Application Review and Management
- Support to Planning Commission
- Agricultural and Forestal District (AFD) Program

Community Planning

Oversees the policy development process, including community outreach; and administers and interprets the Comprehensive Plan, including growth management and historic preservation.

- Land Use and Growth Management
- Historic Preservation
- Support to Committees

Planning and Zoning Customer Service Center

Delivers "first-tier" internal and external customer service for staff, residents, elected officials, and applicants navigating the development process.

- Customer Service Center

Zoning Administration

Administers and interprets zoning ordinances, proffers, and special exception conditions.

- Zoning Administration
- Proffer Management
- Support to the Board of Zoning Appeals (BZA)

Zoning Enforcement

Ensures that the local zoning ordinances, the Virginia Maintenance Code, and designated sections of Loudoun County Codified Ordinances are effectively, consistently, and fairly enforced.

- Zoning Enforcement

Administration

Provides leadership and overall direction; implements County policies and procedures.

- Administration

**Planning and Zoning****Financial Information****FY 2024 Adopted Information¹**

	Expenditures	Revenue	LTF	FTE
Land Use Review	\$2,310,198	\$428,926	\$1,881,272	12.00
Community Planning	1,907,723	0	1,907,723	11.00
Planning and Zoning Customer Service Center	1,108,968	0	1,108,968	9.00
Zoning Administration	3,902,547	397,158	3,505,389	26.00
Zoning Enforcement	1,550,236	307,000	1,243,236	13.00
Administration	1,764,026	3,794	1,760,232	9.00
Total	\$12,690,978	\$1,136,878	\$11,554,100	80.00

¹ Sums may not equal due to rounding.



Planning and Zoning: Land Use Review

Legislative Application Review and Management

What We Do: The Legislative Application Review and Management activity manages numerous legislative land development applications in accordance with the Code of Virginia and the Loudoun County Zoning Ordinance. Land development applications include requests to change a zoning district (i.e., rezoning), or to change the terms of a previous rezoning. Land development applications may also propose a land use or development requiring discretionary review due to potential impacts on the neighborhood or community. Property owners must go through a public process and official action by the Board of Supervisors (Board) for legislative applications for certain uses of land to occur. To support the required process and the Board, staff coordinates a comprehensive review of the application, coordinates agency reviews, prepares the necessary documents, and presents findings and recommendations to the Planning Commission and the Board.

Mandate Information: This activity is mandated by the Code of Virginia § 15.2-2280, which describes the ability of localities to regulate, restrict, permit, prohibit, and determine the use of land, buildings, and structures, and other characteristics such as height, area, bulk, location, and alteration.

Who Does It: County staff provides this service. Staff from the Department of Transportation and Capital Infrastructure (DTCI), the Department of Building and Development, and the County Attorney's Office also support this service. Virginia Department of Transportation (VDOT) staff also reviews applications impacting the transportation system.

Why We Do It: Appropriate land use decisions are critical to Loudoun's success. A well-coordinated and comprehensive legislative review process yields appropriate conditions and proffers that result in offsetting the physical and financial impact that new development has on schools, roads, utilities, and other government services. This process allows the Board the opportunity to balance the need to appropriately accommodate new growth and development with the need to sustain a high quality of life for residents.

How We Do It Now – Current Service Level: In FY 2020, the service level was managing approximately 150 legislative development applications each year, for an average of approximately 50 active legislative cases per project planner. In subsequent years, this service held steady because of stable market conditions, new development options subsequent to the adoption of the 2019 Loudoun County General Plan, and rotation of staff supporting the Legislative Application Review and Management activity. In this fiscal year with current resources, this activity will manage approximately 193 legislative cases, with each project planner managing approximately 34 active legislative cases.

How We Plan to Do It in the Future – Recommended Service Level: The recommended service level is not clear now, but the Department of Planning and Zoning is monitoring development trends and projections. Over time, as the Zoning Ordinance Rewrite is adopted and implemented, as population growth stabilizes, and as planning areas reach buildout, staff anticipates that the demand for this service may change. Additionally, implementation of the new LandMARC land management system may necessitate changes to the current metrics used and/or allow for new metrics to be used to monitor the Legislative Application Review and Management activity.



Planning and Zoning: Land Use Review

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Ensure that 80 percent of legislative development applications, such as rezoning and special exceptions, are processed according to the Department schedule.¹					
Number of legislative cases received	151	213	183	193	197
Average number of legislative cases managed	221	256	319	302	319
Average number of active legislative cases managed per project planner	40	36	45	34	35

¹ Each legislative land development application type is processed on a unique timeline based on the complexity of the application and required public hearing procedures. This applies to the remainder of the Department of Planning and Zoning section of this FY 2024 Program Review document where timelines are not explicitly noted.



Planning and Zoning: Land Use Review

Support to Planning Commission

What We Do: This activity supports the Planning Commission by monitoring correspondence, providing equipment, and coordinating and supporting its meetings. This includes scheduling meetings, providing agenda materials and action summaries, conveying staff's analysis of proposals, and providing clerical support. The Planning Commission is appointed by the Board to provide its recommendation on legislative applications for land development, amendments to the 2019 Comprehensive Plan that sets forth the County's land use policies, and the Zoning Ordinance that regulates how land is developed and used.

Mandate Information: The Code of Virginia § 15.2-2210 requires a locality to create a Planning Commission. Additionally, Virginia Code § 15.2-2221 establishes duties of the commission to include creating and maintaining a public record of commission actions.

Who Does It: County staff provides this service.

Why We Do It: This activity enables the Planning Commission to fulfil its purpose of working with staff and applicants to develop conditions and proffers designed to mitigate the financial and physical impacts of proposed developments and generally representing the perspective of citizens and the community. Additionally, this activity makes it possible for the Planning Commission to develop and support the County's Comprehensive Plan.

How We Do It Now – Current Service Level: In FY 2020, staff prepared 95 staff reports, managed and monitored 218 emails, and coordinated ten public hearings and 14 packets. The data then declined from the previous fiscal year due to the COVID-19 pandemic. The current service level involves preparing approximately 120 staff reports, managing and monitoring 200 emails, and coordinating 12 public hearings and 30 packets.

How We Plan to Do It in the Future – Recommended Service Level: Staff anticipates that the Planning Commission will continue to hold two meetings per month, with the exception of the break in August. However, staff cannot anticipate whether service level will increase or decrease because of the County adopting the new Zoning Ordinance. Some application procedures will change because of the new Zoning Ordinance; and at this time, staff cannot assess what direct impact this would have on Planning Commission activity.

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Support the Planning Commission's review of matters coming before it by providing comprehensive evaluations and recommendations, being responsive to Planning Commission inquiries, complying with records and notice requirements, and providing other administrative and subject matter support.					
Number of staff reports prepared	81	243	167	120	120
Number of packets (including supplemental) prepared	22	60	56	30	30
Number of Planning Commission emails	145	191	382	200	200
Number of public hearings	11	10	12	12	12
Number of Planning Commission work sessions	11	12	29	12	12



Planning and Zoning: Land Use Review

Agricultural and Forestal District (AFD) Program

What We Do: This activity manages the implementation of Agricultural and Forestal Districts (AFDs, or Districts) in the County, including reviewing proposals, supporting the Agricultural District Advisory Committee (ADAC), and managing AFD records and requirements. The Code of Virginia §§ 15.2-4300 through 15.2-4314 characterizes the purpose of an AFD program as to “conserve, protect, and encourage the development and improvement of agricultural and forestal lands for the production of food and other agricultural and forestal products, and conserve and protect agricultural and forestal lands as valued natural and ecological resources which provide essential open spaces for clean airsheds, as well as for aesthetic purposes.” AFDs are rural conservation areas reserved to produce agricultural products, timber, and the maintenance of open space land as an important economic and environmental resource. The Districts are each approved for a limited duration and must be reviewed every four to ten years depending on the previously approved term. The AFD Program provides for the assessment of qualifying land based on its agricultural, horticultural, forestry, or open space uses rather than residential development market value. There are over 20 AFDs in Loudoun County that collectively exceed 40,000 acres in total.

The ADAC advises the Planning Commission and the Board and assists in creating, reviewing, modifying, continuing, or terminating Districts within the locality. The ADAC provides expert advice as to the nature of farming, forestry, agricultural, and forestal resources and the relation to the entire County. The ADAC reviews requests for interim additions to AFDs annually; and, on an “as requested” basis, evaluates discretionary requests to withdraw from Districts. This activity supports the ADAC by ensuring compliance with notification and Freedom of Information Act (FOIA) requirements, providing agenda materials, staff reports, and action summaries, as well as presenting staff analysis of proposals.

This activity also evaluates land use applications pertaining to land adjacent to an AFD, as required by the Code of Virginia.

Mandate Information: This activity is mandated through Loudoun County Codified Ordinances Chapter 1226 (Agricultural and Forestal Districts), which “...declares Loudoun’s policy is to conserve, protect and encourage the development and improvement of its agricultural and forestal lands for the production of food and other agricultural and forestal products.” Additionally, the Code of Virginia § 15.2-4304 requires the establishment of an advisory committee upon receipt of the first Agricultural and Forestal District application.

Who Does It: County staff provides this activity; some of the countywide items involve staff from various other departments depending upon the topic. For example, there is regular coordination with the County Attorney’s Office and the Commissioner of the Revenue. The ADAC is supported by County staff.

Why We Do It: AFDs help protect productive farm, forest, and other open space lands that contribute significantly to the community’s rural appeal and character. AFDs also help protect surface and ground water supplies, as well as other natural resources, such as wildlife and forests. AFDs also help promote efficient community development patterns by limiting development in rural areas, which can help reduce Loudoun’s costs supporting new development by concentrating new development in and around areas with existing development, where many public services can be provided in a more cost-effective manner.

How We Do It Now – Current Service Level: In FY 2020, five AFD’s were renewed/created/terminated, which represented 370 total parcels of land reviewed annually. Current service level includes approximately six AFDs that are renewed/terminated/created each year, representing approximately 300 total parcels of land reviewed each year. Since 2012, the Board has been renewing the 21 Districts that contain approximately 1,100 parcels for four-year periods. All AFD applications are processed according to timeliness standards identified in the Code of Virginia. To support the ADAC, staff produces approximately five staff reports and attends approximately five meetings each year. The number of staff reports and packets are variable dependent upon the number of Districts undergoing review/renewal and the number of early withdrawal requests received.

How We Plan to Do It in the Future – Recommended Service Level: In the future, this activity will maintain its current service level. The Department further recommends that the provision of support to the ADAC will produce approximately



Planning and Zoning: Land Use Review

four packets annually; and staff will attend those four meetings. However, the number of Board meetings/packets will decline in the future. From 2012 to 2022, all Districts were modified to four-year periods from longer periods; and each modification required forwarding renewal from a public hearing to a business meeting for final action. Now that all Districts have four-year periods, staff anticipates that the Board will act to renew Districts at the public hearings.

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Ensure that 100 percent of AFD applications are processed according to timeliness standards identified in the Code of Virginia.					
Number of AFDs renewed/terminated/created	8	5	4	6	6
Number of parcels reviewed during renewals	314	301	220	463	168
Number of parcels requesting early withdrawal	1	1	4	2	2
Number of parcels added to existing AFDs (i.e., interim additions)	29	11	3	5	5
Percentage of AFD applications processed according to state code	100%	100%	100%	100%	100%
Support the ADAC by preparing staff reports, coordinating meetings, and distributing meeting materials.					
Number of staff reports prepared	11	13	10	16	16
Number of packets (including supplemental) prepared	6	7	6	5	5
Number of ADAC meetings	5	4	4	4	4
Number of Planning Commission and Board meetings/packets produced	6	8	14	5	6



Planning and Zoning: Community Planning

Land Use and Growth Management

What We Do: The County adopted the Loudoun County 2019 General Plan (2019 GP) in June of 2019, which establishes policies on future growth and development. The 2019 GP is used by staff, the Planning Commission, and the Board to review and evaluate development applications, to plan for infrastructure (e.g., roads, schools, and parks, etc.) and government services, and to develop and implement new ordinances. Planning and Zoning staff are responsible for working with the Planning Commission and the Board to maintain and implement the 2019 GP, as well as other related small-area and strategic plans. Staff members are responsible for drafting policy, conducting public meetings and community outreach, and presenting recommendations to the Planning Commission and the Board. Projects commonly involve a team of staff from different agencies, internal and external, contributing to an existing conditions report (also called referrals), conducting community meetings, supporting stakeholders and technical committees, drafting the recommended policy documents, and processing the documents through the public hearing process.

This activity responds to Board assignments related to development, growth management, and strategic planning, while coordinating with other County departments to ensure consistency with the adopted 2019 GP. This activity receives referral requests from other divisions, departments, or outside agencies that have legislative land use applications requiring review. Staff reviews legislative land use application referrals to assess compliance with the 2019 GP policies. Staff also reviews administrative applications, which are applications that typically do not require Board action. Staff provides guidance to the Planning Commission in its review of the Capital Needs Assessment (CNA) and the Capital Improvement Program (CIP). Staff also provides compliance reviews for federal, state, and local agencies. Additionally, a staff member is a voting member of the Affordable Dwelling Unit Advisory Board (ADUAB), which is charged with review and administration of Affordable Dwelling Unit (ADU) housing applications, programs, and policies.

Mandate Information: The Code of Virginia §§ 15.2-2223, 15.2-2230, and 15.2-2232 requires local jurisdictions to adopt and maintain a comprehensive plan. The Code of Virginia also requires the Planning Commission to review the comprehensive plan at least every five years. Any comprehensive plan amendments must adhere to public process requirements (e.g., public notice, public hearings, etc.) set forth in the Code of Virginia §§ 15.2-2223 through 2232 and Article 6 of the Loudoun County Zoning Ordinance.

Who Does It: County staff provides this activity; depending on the topic, some efforts involve staff from various departments.

Why We Do It: This activity supports the County's General Plan, in both developing and ensuring adherence to its guidelines and recommendations. The 2019 GP has significantly contributed to Loudoun's diversity and high quality of life for its residents. The 2019 GP guides growth to where adequate infrastructure currently exists along with services to support such growth. The 2019 GP and its implementation focus on a fiscally sound approach to provide for future growth and development through projecting future infrastructure and service needs and use of cash proffers based upon figures generated from the County's CNA.

How We Do It Now – Current Service Level: In FY 2020, the service level was approximately 130 referrals completed, with approximately 90 percent of referrals completed within the established schedule. In subsequent years, the service level held steady except for an increase in FY 2022. The steady service level is due to the activity being able to keep pace with the number of legislative referrals. In this fiscal year (FY 2024) with current resources, this activity will complete approximately 140 referrals, 80 percent of which will be completed within the established timeline. Staff also anticipates completing two Comprehensive Plan amendments. Current service level for this activity includes attending between one and five community meetings and events each year, and completing between one and three plans or amendments each year.

How We Plan to Do It in the Future – Recommended Service Level: In the future, the Department recommends that this activity completes at least 80 percent of referrals within the established timeline. The number of applications is not generated by staff but rather is in response to the market conditions.



Planning and Zoning: Community Planning

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Respond to 80 percent of Board Strategic Work Program, Board member initiatives, and Administration initiatives within the established schedule and scope directives.					
Number of plans/amendments active	3	4	29	3	3
Number of plans/amendments completed or action taken	1	0	4	2	2
Percentage of plans/amendments completed within established schedule and scope directives	100%	100%	100%	100%	100%
Number of public meetings and events	1	2	23	2	2
Attendance at public meeting and events	0	50	509	50	50
Number of ADUAB, etc. meetings attended	9	15	63	12	12
Number of informational briefings, work sessions, and stakeholder meetings	3	42	49	12	12
Ensure that 80 percent of legislative referrals and reviews are processed by staff according to Department schedules.					
Number of legislative referrals completed	131	167	189	140	221
Percentage of legislative referrals completed within the established schedule	89%	85%	66%	80%	100%
Ensure that 95 percent of administrative reviews (e.g., easements, air permits, environmental reviews, etc.) are completed within the established schedule.					
Number of open space and conservation easement reviews	81	60	17	81	81
Percentage of open space and conservation easement reviews completed within the established schedule	100%	100%	100%	100%	100%
Number of other referrals and reviews (e.g., easements, air permits, environmental reviews, etc.) completed	62	68	137	62	62
Percentage of other referrals and reviews completed within the established schedule	100%	100%	100%	100%	100%
Average number of legislative cases per referral planner	69	36	178	43	43



Planning and Zoning: Community Planning

Historic Preservation

What We Do: Many individual historic structures and archaeological sites have been identified in Loudoun County, including approximately 104 historic resources listed on the National Register of Historic Places (NRHP), which include individual properties, historic districts, roads, and battlefields. These structures and sites are considered to be heritage resources and are treated in the same manner as natural resources in the development review process—as existing conditions that must be identified, evaluated, and, if necessary, preserved or mitigated in an acceptable manner.

Staff implements the historic preservation goals and policies established by the 2019 GP, the Heritage Preservation Plan, and Board initiatives. To assess compliance with policies, this activity reviews legislative land use applications, as well as land development applications, which include the County's capital projects. Staff conducts referral reviews when another division, department, or outside agency has received a legislative land development application and requires this activity to review in order to assess compliance with County policies. Staff also reviews administrative applications, which are applications that typically do not require Board action. This activity conducts site visits to determine the presence of historic and heritage resources, and provides archeological expertise for the purpose of documenting and preserving these resources prior to and during land development activities. Staff coordinates with other departments and outside agencies and organizations to ensure the protection, rehabilitation, and preservation of historic and heritage resources. Any Section 106 work completed in the County is reviewed by staff in this activity—Section 106 is part of the National Historic Preservation Act, which requires any federal project or program funded by a federal agency to consider potential effects on historic properties (e.g., historic districts, sites, objects, structures, etc.). Finally, staff develops stewardship plans for County-owned properties of historic importance.

Mandate Information: The Code of Virginia § 15.2-2223 requires local jurisdictions to adopt and maintain a comprehensive plan, which may include the designation of historical areas and policies for their treatment. The Code of Virginia § 15.2-2283 provides that a Zoning Ordinance shall protect against destruction of – or encroachment upon – historic areas; and § 15.2-2306 details the way in which historic resources may be protected. Pursuant to these state code sections, the County has adopted the 2019 GP and Heritage Preservation Plan, created various historic districts administered by the Historic District Review Committee (HDRC), adopted regulations requiring the survey of historic and archaeological features during the land development process, and created the Heritage Commission (HC).

Who Does It: County staff provides this activity, although some functions involve HDRC and HC input and direction.

Why We Do It: The protection and preservation of the County's historic and heritage resources provides a record of the significant role that Loudoun County has played in the history of the region and the nation. These resources contribute to the County's tourism attractions and the rural economy in addition to providing educational enrichment to residents and visitors.

How We Do It Now – Current Service Level: In FY 2020, this activity processed 20 certificates of appropriateness, with more than 99 percent of the certificates processed within the established timeline. In subsequent years, this activity remained steady because staff was able to keep pace with applications. In FY 2023, the number of applications decreased, likely due to cost of materials, supply chain issues, and economic uncertainty. In this current fiscal year, staff:

- Processes approximately 10 certificates of appropriateness.
- Processes 100 percent of certificates of appropriateness in the established timeline.
- Processes approximately 300 referrals and five Section 106 reviews.
- Supports between one and three major Board initiative projects.

How We Plan to Do It in the Future – Recommended Service Level: In the future, this activity will maintain the current service level. However, as more historic resources are identified, it is likely that additional resources will be needed.



Planning and Zoning: Community Planning

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Ensure that 80 percent of legislative applications are processed by staff according to established Department schedules.					
Number of certificates of appropriateness processed	30	28	21	10	10
Percentage of certificates processed within the established schedule	100%	100%	100%	100%	100%
Ensure that 80 percent of referrals and reviews are processed by staff according to established Department schedules.					
Number of referrals completed	481	539	709	300	300
Number of Section 106 reviews completed	0	5	12	5	5
Average number of referrals and Section 106 reviews per staff member	241	539	720	300	300
Percentage of referrals and Section 106 reviews processed within established schedules	99%	99%	97%	100%	100%
Ensure that 80 percent of non-referral and special activities are completed by staff according to established Department schedules.					
Number of active Board-initiated and County Administration-initiated historic preservation special projects	9	6	37	5	5
Number of completed Board-initiated and County Administration-initiated historic preservation special projects	1	3	2	3	3
Percentage of Board-initiated and County Administration-initiated historic preservation special projects completed within the established schedule ¹	n/a	100%	100%	100%	100%
Number of public outreach events and educational trainings provided (includes consultations and realtor trainings)	0	1	11	1	1
Number of stewardship conservation plans completed	0	1	0	1	1

¹ Data shown as n/a indicates a measure that does not have historical data.



Planning and Zoning: Community Planning

Support to Committees

What We Do: This activity provides administrative and professional support to the HDRC and the HC. Tasks include preparing packets, managing meeting agendas and logistics, and maintaining records. Both bodies meet on a monthly basis. Staff supports the HDRC and the HC by providing application review and agenda materials, attending all meetings to convey staff's analysis of proposals, and providing clerical and administrative support.

The HDRC is appointed by the Board to provide its recommendations for maintaining the architectural and historic integrity of Loudoun County's Historic Districts. The HDRC uses the County's Historic District Guidelines as the basis for review of proposed projects to determine whether these changes meet the criteria for issuing Certificates of Appropriateness (CAPPs). The Historic District Guidelines are an adopted part of the County's Zoning Ordinance and relate only to the exterior appearance and the siting of structures on a property.

The HC is appointed by the Board to provide its expertise and range of public- and private-sector experience related to historic preservation, archaeology, conservation, heritage tourism, and other areas of knowledge. The HC is tasked to act as an advisory body to make recommendations related to implementing the County's Heritage Preservation Plan, to develop management plans for County-owned resources, and to expand community awareness of historic resources.

Mandate Information: The Code of Virginia § 15.2-2306 (and as prescribed in Section 6-300 et seq., Section 6-1800 et seq., and Section 6-1900 et seq. of the Revised 1993 Loudoun County Zoning Ordinance) allows for the establishment of the HDRC. The HC is established pursuant to §§ 15.2-1411 and 15.2-2306 of the Code of Virginia. The HC is not mandated but was appointed by the Board to administer the Board-adopted Heritage Preservation Plan.

Who Does It: County staff provides this service.

Why We Do It: Staff support to the HDRC and the HC allows both bodies to ensure preservation of the unique historic character of the County and that historic and environmental resources will remain for the enrichment of the public. The HDRC ensures that new construction, renovations, and restorations comply with the County's Historic District Guidelines, thus preserving the unique historic character of Loudoun County. The HC supports and encourages the identification, documentation, preservation, and celebration of the heritage resources of Loudoun County. The HC provides advice to the Board, the Planning Commission, the County Administrator, and other County organizations regarding the preservation of heritage and environmental resources, thus ensuring that these resources will remain for the enrichment of the public.

How We Do It Now – Current Service Level: In FY 2020, service level included provision of approximately four staff reports to the HDRC, which increased in subsequent years to approximately 15 due to an increased attention to home projects during the pandemic. In addition, the HC activity level increased in FY 2022 from approximately 15 meeting packets for the HC annually due to an increase in staff. Current service level also includes providing staff support at ten HDRC meetings and 25 HC meetings each year.

How We Plan to Do It in the Future – Recommended Service Level: In the future, this activity will:

- Produce approximately 15 packets annually for the HDRC.
- Attend approximately ten HDRC meetings.
- Produce approximately 20 packets annually for the HC.
- Attend approximately 20 HC meetings.



Planning and Zoning: Community Planning

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Support the HDRC review by providing comprehensive evaluations and recommendations, responding to HDRC inquiries, complying with records and notice requirements, and providing administrative and subject matter support.					
Number of staff/CAPP reports prepared	23	19	14	20	20
Number of packets (including supplemental) prepared	14	16	30	15	15
Number of meetings	6	10	7	10	10
Ensure that the HC has the appropriate administrative and subject matter support to implement the Heritage Preservation Plan and complete other mandates and Board initiatives.					
Number of packets (including supplemental) prepared (agenda only)	2	32	65	25	25
Number of meetings	2	32	22	25	25



Planning and Zoning: Planning and Zoning Customer Service Center

Customer Service Center

What We Do: The Customer Service Center activity provides customer service to both external and internal customers and serves as the customer's initial point of contact, responding to Planning and Zoning inquiries received by telephone, in-person, email, and Loudoun Express Request (LEx); or through the Economic Development Department (EDD) and the cross-departmental Business Assistance Team. This activity's focus is to assist customers before a project manager or planner has been assigned to process an application or request and to assist customers in navigating County land use and zoning processes. Staff responds to customers who have questions about land use, zoning, legislative applications, department processes, or application fees. For legislative applications, staff reviews submittals to ensure that the applicant has provided the necessary application components. Staff schedules and facilitates pre-application conferences and helps customers with submitting applications that meet all submission requirements. Requests for expedited services from the County Administrator's Office and the EDD are overseen in this activity. Staff provides the public with educational information regarding department activities and programs (e.g., how to engage in the legislative process). Staff also provides land use and pipeline data and forecasting services, Geographic Information System (GIS) services including developing and maintaining data layers, and graphic/mapping needs as requested from the public, Planning and Zoning staff, and multiple County departments. This activity processes requests for special exception period of validity extensions, legislative application checklist waivers, and public hearing waivers. Finally, staff maintains the Department's webpage content and online application submission portal.

Mandate Information: This activity is not mandated.

Who Does It: County staff provides this service.

Why We Do it: This activity supports and coordinates with all the other sections within the Department of Planning and Zoning. Staff serves as ombudsmen and walks customers through various planning and zoning processes. This activity eliminates the need for a "planner on-call" and frees up planners and project managers to more effectively complete appropriate work. All Customer Service Center staff members are cross-trained to ensure that there are no delays in response time or service. Staff also produces a variety of growth-related statistics, maps, and analyses that assist the Board and the Planning Commission in evaluating Zoning Ordinance amendments, the 2019 GP and small-area plan updates, and legislative applications.

How We Do It Now – Current Service Level: In FY 2020, the service level provided with current resources was responding to approximately 13,000 Planning and Zoning inquiries, with approximately 95 percent of those inquiries responded to within 24 hours. In subsequent years, this service was degraded because of changes in the number and method of inquiries during the pandemic. In this fiscal year with current resources, this activity will respond to approximately 8,000 inquiries, with approximately 90 percent of those inquiries responded to within 24 hours. Due to the pandemic, staff assisted approximately 16 customers at the front desk in FY 2021 and 369 in FY 2022, and completed more than 240 inquiries received through LEx. In total, 8,715 inquiries were responded to in 2022. Staff continued to serve walk-in customers on the second floor, establishing a community development one-stop-shop. For the first quarter of 2023, staff assisted 113 walk-ins, more than any quarter in 2022. Walk-in traffic is increasing as staff maintains service levels. Staff responded to 229 map and data requests in the first quarter of 2023 (which was more than any quarter in 2022), 95 percent of which were completed within the target of 15 days. Staff responds to 100 percent of legislative applications that are submitted for completeness review within 15 days, receiving approximately 250 submittals annually. Staff processes 100 percent of pre-application conference requests within the targeted timeframe. There was an above-average number of application submittals in FY 2022. Current service level includes responding to 100 percent of various waiver requests within 90 business days, with staff receiving approximately 45 waiver requests annually.

How We Plan to Do It in the Future – Recommended Service Level: In the future, this activity will assist 400 customers at the front desk and 400 through LEx to respond to 90 percent of inquiries within 24 hours. As the County's population growth



Planning and Zoning: Planning and Zoning Customer Service Center

stabilizes, this activity will remain stable as will demand for services because the Department will keep pace with customer inquiries. Staff will continue to track the amount of customer inquiries at the front desk and through LEx.

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Respond to 90 percent of customer inquiries within 24 hours (business days only).					
Number of front counter customer assistance requests (walk-ins)	16	369	494	400	500
Combined number of telephone, email, and other department inquiries	9,450	8,715	7,633	8,000	8,000
Number of LEx customer inquiries completed	353	241	217	400	400
Percentage of customer inquiries responded to within 24 hours (total of the above, including counter, phone, email, and LEx)	95%	95%	71%	95%	95%
Complete 95 percent of map and data requests within 15 business days.					
Number of map and data requests fulfilled	536	247	542	500	500
Percentage of map and data requests fulfilled within 15 business days	98%	79%	90%	85%	85%
Schedule 90 percent of pre-application conferences within ten days of receiving the schedule request.					
Number of pre-application conferences processed	101	98	99	110	110
Percentage of pre-application conferences processed within ten days	100%	100%	100%	100%	100%
Receive legislative applications and review for completeness, responding with official acceptance or rejection within 15 days at least 90 percent of the time.					
Number of legislative applications received and reviewed for completeness	143	252	99	180	180
Percentage of legislative applications responded to with acceptance or rejection within 15 days	100%	100%	100%	100%	100%
Process requests for fee waivers, checklist waivers, public hearing waivers, and period of validity extensions within 90 days of receipt at least 85 percent of the time.					
Number of fee waivers, checklist waivers, public hearing waivers, and period of validity extension requests processed	25	60	54	45	45
Percentage of requests processed within 90 days of receipt	100%	100%	100%	100%	100%
Distribute 90 percent of referral requests within three days of official acceptance.					
Number of referrals sent at acceptance (number of individual referral agents on each first referral cover sheet)	792	1,015	1,073	900	900
Percentage of referrals distributed within three days of application acceptance	100%	100%	100%	100%	100%



Planning and Zoning: Zoning Administration

Zoning Administration

What We Do: Zoning Administration activities ensure that County zoning regulations are maintained and updated to effectively implement land development policies and address community concerns and objectives. These activities involve administering and interpreting the County's multiple zoning ordinances; managing Zoning Ordinance Amendments (ZOAMs) to include preparing and presenting draft language through the public processes of the Planning Commission and the Board; serving as a referral agent on legislative and administrative land development applications to ensure conformance with Zoning Ordinance regulations, proffers, and conditions; reviewing draft proffers and conditions to ensure that they are relevant, enforceable, and effective; updating and maintaining the zoning map; researching and preparing zoning verifications, interpretations, and determinations; responding to requests for administrative waivers and modifications; and responding to inquiries from other County agencies and the public. In addition, the Zoning Administration activities include providing staff support to the Board-appointed Zoning Ordinance Committee (ZOC) by acting as staff liaison, presenting draft ZOAMs, and participating in the development of the Zoning Ordinance Work Plan and the Court-appointed quasi-judicial Board of Zoning Appeals (BZA) by processing and presenting applications for variances, appeals, and errors in building location, as mandated by the Code of Virginia. Furthermore, Zoning Administration activities support the County Attorney's Office with litigation involving orders, determinations, and decisions of the zoning administrator.

Mandate Information: Per the Code of Virginia §§ 15.2-2250 through 2316, any jurisdiction that adopts a zoning ordinance must have a zoning administrator. Loudoun County has adopted a Zoning Ordinance to implement the policies of the 2019 GP, to protect the health, safety, and welfare of the public, and for the other purposes of zoning as set forth in the Code of Virginia.

Who Does It: County staff provides these activities, while staff from various departments sometimes must assist with the implementation of proffers and the Zoning Ordinance.

Why We Do It: Administering and implementing the County's Zoning Ordinance significantly contributes to the protection of property values and to a high quality of life for those that live, work, and play in Loudoun County. The Zoning Ordinance is intended to ensure that land development is accomplished in a manner that protects environmentally-sensitive land; provides adequate infrastructure; produces high-quality and long-lasting buildings and sites; and protects the health, safety, and welfare of the public. The implementation of proffers significantly addresses the impacts of new growth on existing residents. The time and resources invested in this activity create significant value for the community by ensuring that the Zoning Ordinance and proffers are properly implemented.

How We Do It Now – Current Service Level: In FY 2020, the service level provided with current resources was responding to approximately 200 requests for correspondence concerning the administration of the Zoning Ordinance, while responding to approximately 60 percent of those requests within 30 days. In this fiscal year with current resources, this activity will respond to 200 requests for Zoning Ordinance correspondence, with approximately 70 percent of those requests responded to within 30 days. Current service level is 69 percent of such requests responded to within 30 days of receipt, with 99 percent of requests completed within 90 days of receipt. Staff completes approximately 30 zoning determinations and 140 zoning verifications annually. Current service level includes completing approximately 120 legislative case referrals, with 70 percent completed on time. Current service level includes completing approximately 420 administrative referrals, with 60 percent completed on time.

How We Plan to Do It in the Future – Recommended Service Level: Zoning Administration activities are anticipated to remain consistent, and likely will increase in some areas and decrease in others. As land becomes built out and less land is available for large rezoning applications, there will likely be a decrease in the number of legislative rezoning applications coupled with an increase in the number of redevelopment applications as well as requests for advisory opinions, zoning determinations, and administrative waivers. The increase in administrative waivers is anticipated due to the proposed changes to the Zoning Ordinance to allow for more requirements that can be administratively waived.



Planning and Zoning: Zoning Administration

Moving forward, the anticipated annual Zoning Administration service level is to:

- Respond to 80 percent of approximately 220 zoning correspondence requests within 90 days.
- Respond to 95 percent of approximately 120 zoning verification requests within 90 days.
- Respond to 80 percent of approximately 30 administrative waiver requests within 90 days.
- Respond to 70 percent of approximately 120 legislative applications within 30 days.
- Respond to 70 percent of approximately 400 administrative applications within timelines.

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Respond to requests for correspondence concerning administration of the Zoning Ordinance (including determinations, verifications, and administrative waivers and modifications) within 30 days at least 80 percent of the time.					
Number of zoning correspondence and administrative waiver requests completed (excluding proffer determinations)	163	186	181	200	200
Number of zoning determinations completed	28	35	29	100	100
Number of zoning verifications completed	128	145	141	100	100
Number of waiver requests completed	7	6	11	10	10
Percentage responded to within 30 days	30%	27%	17%	69%	69%
Percentage responded to within 90 days	96%	91%	85%	99%	99%
Number of FastTrack meetings with EDD	11	20	31	20	20
Number of pre-submission meetings (site planning meetings)	48	69	56	40	40
Number of external informal information requests (meetings and emails)	194	170	264	200	200
Number of informational briefings (Board)	17	16	34	20	20
Total number of legislative referrals received (bundled cases)	149	189	182	175	175
Number of legislative referrals completed (bundled cases)	132	102	135	120	120
Percentage of legislative referrals completed on time	71%	54%	45%	72%	72%
Total number of administrative referrals received	485	433	498	375	375
Number of administrative referrals completed	410	249	373	420	420
Percentage of administrative referrals completed on time	66%	58%	50%	67%	67%
Manage the formulation of ZOAMs in accordance with the Board's priorities.					
Number of ZOC and subcommittee meetings attended	14	24	10	12	12
Number of Rural Economic Development Council meetings	0	1	0	1	1
Number of active ZOAMs	12	6	5	6	6



Planning and Zoning: Zoning Administration

Proffer Management

What We Do: The Proffer Management activity ensures that the proffers approved by the County as part of legislative rezonings and concept plan amendments are implemented on time and accurately. Proffers are intended to implement land development policies and address community concerns and objectives. This activity involves legal interpretations of proffers for the development community, the public, and County staff. Additionally, this activity issues determinations of proffers that serve as legal findings that affect land development activities, and processes as well as manages appeals of such determinations to the Board.

Staff serves as a referral agent on administrative and legislative land development applications to ensure that proffers are being met and to review proposed draft proffers and special exception conditions to ensure that they are effective and enforceable. Proffer Management staff also manages certain processes to ensure fulfillment of proffers, including sending applications on referral to other County agencies and coordinating bond release requests and final occupancy inspections. Additional core responsibilities of the Proffer Management team include tracking and verifying timely payment of proffered cash contributions, verifying proper dedication of land and/or construction of improvements for capital facilities, entering information into County database systems for tracking, and coordinating proffer fulfillment with various County agencies (such as permitting, transportation and capital infrastructure construction, and budget preparation). All activities must conform to the Code of Virginia requirements.

Mandate Information: Rezoning land where the governing body accepts proffers by the owner is referred to in the Code of Virginia § 15.2-2296 as “conditional zoning.” Conditional zoning means the allowing of reasonable conditions (proffers) governing the use of property, where the conditions are in addition to, or the modification of, the regulations provided for a particular zoning district (Virginia Code § 15.2-2201). Conditional zoning was enabled to address the inadequacy of traditional zoning methods and procedures when competing and incompatible land uses conflict (Virginia Code § 15.2-2296).

Who Does It: County staff in the Proffer Management activity provides this service. Staff from various County departments assists with the implementation of proffers and coordinates the activity with Proffer Management staff.

Why We Do It: Administering and implementing the County’s proffers significantly contributes to protecting property values and ensuring that development protects environmentally-sensitive land; provides adequate infrastructure; produces high-quality and long-lasting buildings and sites; and protects the health, safety, and welfare of residents. For the FY 2019-FY 2024 Amended Capital Improvement Program, cash proffers were valued at \$54 million for the six-year period. The implementation of proffers significantly addresses the impact of new growth on existing residents. The time and resources invested in this activity create significant value for the community by allowing the development industry to offset the impacts generated from development activities.

How We Do It Now – Current Service Level: In FY 2020, the service level provided with current resources was responding to 70 percent of proffer determinations within 60 days and 86 percent within 90 days. Current service level includes responding to nearly 70 percent of requests for proffer determinations within 60 days, which is consistent with the 80 percent completion goal; and just over 90 percent within 90 days, which is slightly shy of the 100 percent completion goal. In addition, staff completed 107 determinations in 2022, up from 50 the previous year and at an average of 79 per year. Current service level includes review of approximately 135 draft proffer/condition reviews, with nearly 60 percent completed within the specified review time; 125 administrative application reviews, with nearly 40 percent completed within the specified review time; 25 performance agreement reviews, with more than 80 percent completed within 14 days; and approximately 130 bond release reviews, with 60 percent completed within 90 days. Staff entered proffers/conditions into the land management information system, LMIS, for 90 percent of the 100 legislative cases received for entry, including 959 individual proffers and development conditions. In FY 2022, 231 proffer fulfillment cases were managed, a significant increase from 28 cases in FY 2021. Current service level also includes responding to just over 200 informal information requests annually.



Planning and Zoning: Zoning Administration

How We Plan to Do It in the Future – Recommended Service Level: In the future, Proffer Administration anticipates that the demand for proffer determinations will remain the same, considering the timeframe it takes for large developments to subject to rezoning and proffers to build out. Response rates will continue to remain steady, with 70 percent responded to within 60 days and 80 percent responded to within 90 days.

Staff anticipates service demand to be steady since the Proffer Administration activity is keeping pace with the number of completed legislative referrals. Moving forward, the anticipated annual service level is to:

- Complete 135 draft proffer and/or condition reviews, with 60 percent completed within the established timeline.
- Complete 125 administrative application reviews, with 40 percent completed within the established timeline.
- Review 25 Proffer Performance Agreements, with 80 percent completed within the established timeline.
- Complete 128 bond release reviews, with 60 percent completed within the established timeline.

The number of applications is not generated by staff but rather is in response to the market. As the County's population growth stabilizes over time, the Proffer Management activity anticipates the number of administrative application reviews to decrease slightly.

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Respond to 80 percent of requests for proffer determinations within 60 days, and 100 percent within 90 days.¹					
Number of proffer determinations completed	50	107	112	120	120
Percentage responded to within 60 days	66%	77%	21%	70%	70%
Percentage responded to within 90 days	79%	92%	25%	80%	80%
Support proffer administration activities, including completing 80 percent of reviews of draft proffers and administrative applications within specified timeframes (within 30 days or 45 days, respectively), completing compliance review of performance bonds prior to establishment within 14 days and bond release within 90 days, and entering proffer and special exception conditions into the land management information system within 60 days.					
Number of draft proffer/condition reviews	135	99	142	135	135
Percentage completed within 30 days	63%	77%	55%	60%	60%
Number of administrative application reviews	39	47	121	125	125
Percentage completed within 45 days	39%	68%	65%	40%	40%
Number of Proffer Performance Agreements reviewed	29	27	30	25	25
Percentage completed within 14 days	86%	81%	90%	80%	80%
Number of bond release reviews	95	101	115	128	128
Percentage completed within 90 days	68%	25%	53%	60%	60%
Number of legislative cases received for LMIS/LandMARC entry	42	100	84	120	120
Percentage input into LMIS/LandMARC within 60 days	100%	90%	79%	50%	50%
Number of proffer and special exception conditions input into LMIS	647	959	1,179	1,600	1,600

¹ The drop off in timely responses to request for proffer determinations was primarily due to insufficient staffing during most of FY 2023. The activity did not have a full-time Program Manager, which resulted in some proffer determinations being deferred.

**Planning and Zoning: Zoning Administration**

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Number of responses to informal information requests ¹	329	206	445	300	300
Number of proffer fulfillment review cases managed (referrals)	28	231	109	200	200

¹ The Department anticipates a decrease in informal information requests with implementation of a new land management information system that will provide more information to the public.



Planning and Zoning: Zoning Administration

Support to the Board of Zoning Appeals (BZA)

What We Do: The Board of Zoning Appeals (BZA) is a quasi-judicial body appointed by the Court and is necessary to ensure the appropriate and legal administration of the County's zoning regulations. The BZA reviews, evaluates, and makes decisions on requests for variances of certain zoning requirements and on special exceptions applications. In addition, the BZA hears appeal applications regarding determinations and decisions of the zoning administrator and Notices of Violations issued for non-compliance with applicable zoning requirements. In deciding appeal applications, the BZA can support fully or in-part, or can reverse the decisions of the zoning administrator. This activity is supported by staff in Zoning Administration and Zoning Enforcement who prepare staff reports, coordinate with other appropriate staff and applicants, schedule meetings, provide agendas, and attend the BZA public meetings to present applications and answer questions.

Mandate Information: Because the County has a Zoning Ordinance, it is required to have a body to ensure the appropriate and legal administration of these regulations. The Code of Virginia § 15.2-2221 establishes the duties of the BZA, including maintaining a public record of BZA actions.

Who Does It: County staff provides this service.

Why We Do It: Staff in this activity provides support so that the BZA may provide an opportunity for property owners and the development community to appeal zoning decisions made by the County's zoning administrator. This staff support allows the BZA to provide for accountability of staff so that ordinances are legally and fairly administered. In addition, staff supports the BZA with property owner requests for variances of certain zoning requirements to address undue hardships caused by Zoning Ordinance requirements.

How We Do It Now – Current Service Level: Current service level includes meeting 95 percent of state and County code timeline requirements for BZA action. Staff completes approximately 12 appeals and five variances, and attends between four and eight BZA meetings annually.

How We Plan to Do It in the Future – Recommended Service Level: It is anticipated that future service levels could possibly be reduced slightly for variance applications and increase slightly for appeal applications. A reduction in variance applications may result from a proposed change in the Zoning Ordinance that would allow the zoning administrator to grant administrative reductions for up to 20 percent of the required yard/setback, which is an increase above the current 10 percent limit. An increase in appeals may result from the adoption of the new Zoning Ordinance creating challenges regarding interpretation of the new regulations and vesting determinations. It is anticipated that staff will process approximately 12 appeals and four variances annually, with 95 percent completed on time; and staff will attend approximately eight BZA meetings annually.

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Ensure that 90 percent of applications for quasi-judicial actions, such as variances and appeals, are reviewed by staff and processed through the BZA in compliance with County and state code timeline requirements.					
Number of pre-variance applications meetings	9	3	6	5	5
Number of variance applications completed	3	7	2	5	5
Number of appeals completed (including proffer appeals)	2	1	12	12	12
Number of special exceptions for error in building location completed	1	0	6	2	2
Number of BZA meetings/public hearings	4	6	6	8	8
Percentage completed within the established timeline	95%	100%	89%	95%	95%



Planning and Zoning: Zoning Enforcement

Zoning Enforcement

What We Do: The Zoning Enforcement activity ensures that the Zoning Ordinance is effectively, consistently, and fairly enforced. Staff enforces the standards of the Loudoun County Zoning Ordinance and Chapter 3 (Exterior) and Chapter 4 (Residential occupancy requirements) of the Virginia Maintenance Code. This activity responds to and investigates zoning and maintenance code complaints from property owners, including abandoned/deteriorating homes (blight) and nuisance vehicles. Staff also conducts residential and commercial occupancy inspections prior to the issuance of occupancy permits, reviews of special exception and proffered conditions for compliance, assists VDOT with removal of illegal signs in the right-of-way, and conducts proactive enforcement efforts as directed by the Board. Enforcement inspectors work with residents to encourage voluntary compliance with the Zoning Ordinance and to prevent violations and fines through education and proactive enforcement. Staff also enforces Chapters 3 and 4 of the Virginia Maintenance Code within the Town of Leesburg through a memorandum of understanding. The administration and enforcement of the County's Solid Waste Ordinances have also been designated to this activity. The services provided by this activity are core responsibilities as they pertain to regulatory activities and public safety. Staff serves as agents of the zoning administrator and makes determinations in the performance of their duties.

Mandate Information: The 1972, 1993, and Revised 1993 Loudoun County Zoning Ordinances provide for the Zoning Enforcement activity to take place and guide enforcement activity. In addition to enforcing provisions of the Zoning Ordinance, the Zoning Enforcement activity administers and enforces Loudoun County Codified Ordinances regarding blight, solid waste, tall grass, and snow removal, as well as portions of the Virginia Maintenance Code (Part III of Virginia's Uniform Statewide Building Code, USBC).

Who Does It: County staff provides this service.

Why We Do It: This activity has a direct, positive impact on health, safety, and quality-of-life issues as well as an overall impact on blight conditions, which could devalue property values in existing neighborhoods. Staff meets state- and County-imposed timelines in response to zoning and property maintenance complaints and delivers proactive enforcement initiatives enacted by the Board. This activity implements County objectives of being responsive to citizens and addressing quality-of-life issues for the community. Without the effective enforcement of land development regulations, the County would not be able to effectively protect property values and implement community land use objectives. The enforcement of the Zoning Ordinance helps maintain a high quality of life for residents.

How We Do It Now – Current Service Level: In FY 2020, the service level provided with current resources was responding to approximately 750 complaints, with approximately 98 percent of initial inspections completed within 48 business hours of receipt. In subsequent years, this service held steady because Zoning Enforcement was able to keep pace with the number of complaints. In this fiscal year with current resources, this activity will inspect approximately 800 complaints, with 95 percent inspected within 48 business hours of receipt. At the current service level, inspectors respond to 775 complaints, find 700 violations, and cite 450 zoning violations annually. In FY 2021 and FY 2022, there were approximately 85 cases of voluntary compliance annually and no public outreach sessions. In FY 2022, there was an above-average number of VDOT right-of-way signs removed; and staff completed nearly 450 solid waste hauler permit renewals. Based on Board direction, staff currently conducts sign pick-ups once each week in areas where complaints have been received or in areas known for heavy saturation.

How We Plan to Do It in the Future – Recommended Service Level: As the population growth stabilizes, Zoning Enforcement anticipates that the demand for services will remain consistent or exceed current service level. As established communities continue to age, staff anticipates that there will be an increase in complaints related to the exterior maintenance of existing properties. Staff will continue to monitor and track the number of complaints received, will be better prepared, and will continue to respond to complaints within the established timeframe of 48 hours. Additionally, the number of complaints may be directly tied to any future Board initiatives assigned to Zoning Enforcement that are related to keeping Loudoun County communities safe and in the best interest of public health, safety, and welfare.



Planning and Zoning: Zoning Enforcement

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Facilitate community involvement in understanding and resolving issues that may impact quality of life and overall appearance of neighborhoods.					
Number of public outreach/education sessions conducted (e.g., civic associations, professional organizations, town hall meetings, etc.)	0	0	3	4	4
Number of voluntary compliance cases	73	118	191	120	120
Respond to and resolve complaints received for issues related to alleged violations of the Zoning Ordinance, Property Maintenance Code, and Loudoun County Codified Ordinances filed by members of the public, Board members, and internal and external partner agencies within 48 hours of receipt of the complaint.					
Number of complaints received (includes LEx and internal and external agency referrals)	799	772	783	800	800
Number of initial inspections conducted within 48 business hours of receipt	791	764	775	760	760
Number of violations found	723	690	664	700	720
Number of Zoning Ordinance/Property Maintenance violations cited	468	447	362	450	475
Percentage of initial inspections conducted within 48 business hours of receipt	99%	98%	99%	95%	95%
Ensure that new residential and commercial projects are developed in accordance with approved legislative applications and plans, and that requests for occupancy inspections are conducted and processed within 48 business hours of receipt.					
Percentage of requests for occupancy inspections conducted within 48 business hours of receipt	100%	100%	100%	100%	100%
Percentage of requests for occupancy inspections failed on initial inspection	37%	20%	16%	20%	20%
Assist VDOT in keeping right-of-way free from illegal signs.					
Number of signs removed from VDOT right-of-way	273	1,520	1,384	700	700
Administer and manage solid waste facilities and haulers in accordance with provisions of Loudoun County Codified Ordinances.					
Number of permit renewals – haulers	468	629	422	600	600
Number of permit renewals – facilities	2	4	1	4	4



Planning and Zoning: Administration

Administration

What We Do: This activity supports the efforts of all other Planning and Zoning programs and activities by providing leadership and overall direction to the Department, implementing County policies and procedures, developing and implementing the Department's budget, conducting recruitment efforts, and handling other important department-wide matters. This activity works directly with the County Administrator and Board members to carry out their objectives. This activity coordinates responses to FOIA requests related to development applications and Planning Commission activities. Additionally, it supports the County Attorney with litigation related to development applications.

Mandate Information: This activity supports County adherence to Virginia Code §§ 15.2-1242, 2.2-3700, and 42.1-76 (FOIA).

Who Does It: County staff provides this service.

Why We Do It: This activity is critical to the success of the Department by implementing policies, procedures, and direction provided by the County Administrator and the Board. This activity sets forth the expectations for staff and how the Department can meet those expectations in the most efficient and effective ways.

How We Do It Now – Current Service Level: In 2020 with current resources, the Administration activity responded to approximately 260 FOIA requests and processed 21 authorizations to recruit (ATRs) and 50 employee actions (EAs). In subsequent years, this service held steady because staff was able to keep pace with the number of FOIA requests and the amount of ATRs and EAs that needed to be processed. In this fiscal year with current resources, this activity will respond to approximately 225 FOIA requests and process approximately 25 ATRs and 50 EAs.

How We Plan to Do It in the Future – Recommended Service Level: For this activity, the recommended service level is the same as current service level.

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Manage budget, human resources, procurement, and payroll functions for the Department. Coordinate responses to FOIA requests within the established timeframe. Ensure that the Department is in compliance with several regulations including the Fair Labor Standards Act, the Family and Medical Leave Act, the Equal Employment Opportunity Commission, and FOIA.					
Number of FOIA requests	225	240	409	225	225
Number of ATRs processed	29	19	49	25	25
Number of EAs processed	78	30	79	50	50
Number of night meetings	2	9	6	6	6
Number of staff reports compiled and prepared for meetings	88	178	195	125	125
Number of transactions on Purchasing Cards	296	443	553	350	350