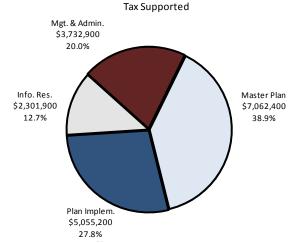
planning department appendix

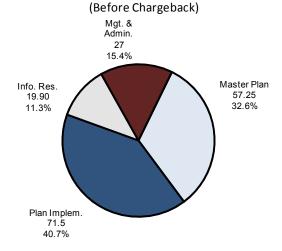
# MONTGOMERY COUNTY PLANNING DEPARTMENT FY09 WORK PROGRAM

The Planning Department's FY09 work program is categorized into four major components—(1) Master Plan Program, (2) Plan Implementation Program, (3) Information Services, and (4) Management and Administration.

#### Distribution of Expenditures by Program



## Distribution of Workyears by Program





The Planning Department's Information Counter serves an average of 22 walk-in customers a day.

## **Master Plan Program**

Master plans and sector plans create blueprints for high quality, well-designed communities – addressing needs for housing, jobs, shopping, entertainment, commercial, recreation and open space for environmental protection through community involvement. This work includes planning for infrastructure – roads, schools, sewer and water, public safety, libraries, and social service functions.

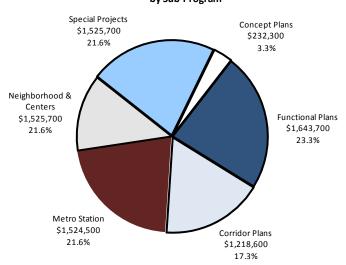
The Master Plan Program is organized into six Sub-Programs that contain a total of 25 Program Elements for FY09. The Sub-Programs in the Master Plan Program are:

Sub-Programs	WY	Expenditure
1. Concept Plans	2.00	\$232,300
2. Functional Plans	13.45	\$1,643,700
3. Corridor City Plans	10.35	\$1,218,600
4. Metro Station Plans	12.90	\$1,524,500
<ol><li>Neighborhoods and Centers Plans</li></ol>	7.70	\$917,600
6. Special Projects	10.85	\$1,525,700

Budgeted Resources	F۱	<b>708</b>	FY09	
	WY	\$	WY	\$
Personnel	56.15		57.25	\$5,908,900
Professional Services				\$204,000
Publications				\$3,500
Other Operating Expenses				\$946,000
Chargebacks				\$0
Total		\$6,566,170		\$7,062,400

Revenue Source: Administration Fund

## Distribution of Expenditures for Master Plan Program by Sub-Program



## **Georgia Avenue Concept Study**

#### description

The next cycle of master plans and sector plans in the Georgia Avenue area (Sector Plan for the Wheaton CBD) provides a unique opportunity to improve the physical environment of the areas along Georgia Avenue. This project will look at Georgia Avenue between Blair Road in the south and the County boundary in the north with the intent of creating a unified planning framework. It will explore opportunities to improve coordination of planning recommendations and propose a long-term planning vision for the area including the future of the smaller commercial nodes.

## Lead Division: Vision/Community-Based Planning goals

Lead Staff: K. Afzal

- Conduct a comprehensive review of Georgia Avenue to define the most appropriate land use and urban design vision for the corridor.
- Develop a planning and urban design framework to guide future master and sector plans in the corridor
- Identify potential areas of improvement, especially for pedestrian accessibility.

#### performance measures

Objective	Measure
Provide information and recommendations to guide corridor master and sector plans	Recommendations applied in corridor master and sector plans

#### specific tasks/products for FY09

Complete the project and transmit it to the County Council by December 2008.

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Scope of Work				
Public Hearing Draft Report Publication		11/08		Additional analysis
Planning Board Draft Report Publication		12/08		Additional analysis
Council Approval		5/09		
Report Publication				

<b>Budgeted Resources</b>	F	FY08		FY09	
	WY	\$	WY	\$	
Personnel Professional Services Publications	2.45	\$228,292	2.00	\$206,400 \$4,000	
Other Operating Expenses Chargebacks		\$48,034		\$21,900	
Total		\$276,325		\$232,300	

#### **Green Infrastructure Functional Master Plan**

#### description

This plan evaluates sensitive and important environmental features throughout Montgomery County and recommends ways to develop a comprehensive interconnected system of natural areas. It will map areas of Countywide significance and recommend implementation strategies. It will provide a Countywide understanding of the relative importance of natural resources and identify opportunities for conservation, mitigation, and restoration, and will inform development review, master planning, park acquisition, and budgeting.

Lead Division: Green/Environmental Planning Division Lead Staff: M. Zamore

#### goals

- Recommend environmental policy choices and implement the environmental objectives and strategies of the 1993 General Plan Refinement.
- Implement recommendations of the latest approved *Land Preservation, Parks, and Recreation Plan*.
- Streamline the preparation of the *Park, Recreation, and Open Space Strategic Plan*, and complement the Legacy Open Space program.
- Provide a broader understanding of the County's natural areas and how to achieve a functional green space network.
- Facilitate a more streamlined and environmentally effective review and mitigation process for public and private development projects.

#### performance measures

Objective	Measure
Map Green Infrastructure	75% completed
Prepare implementation strategy	75% completed

- Prepare draft green infrastructure recommendations by summer/fall 2008.
- Conduct public outreach for draft recommendations by winter/spring 2009.
- Prepare draft master plan by Summer 2009.

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Scope of Work	100%	3/2006	100%	
Public Hearing Draft Plan Publication	65%	5/2009	60%	
Planning Board Draft Plan Publication	0%	9/2009	0%	
Council Approval	0%	6/2010	0%	
Plan Publication	0%	9/2010	0%	

Budgeted Resources	F`	FY08		FY09	
	WY	\$	WY	\$	
Personnel Professional Services Publications	1.60	\$153,200	1.60	\$165,100	
Other Operating Expenses Chargebacks		\$16,600		\$18,200	
Total		\$169,800		\$183,300	

## **Countywide Water Resources Functional Master Plan**

#### description

The Water Resources Element of HB 1141 requires the County to amend its General Plan to address water resource related planning issues. As the land use and zoning authority in Montgomery County, M-NCPPC will be the lead agency in coordinating and developing a *Water Resources Functional Master Plan* (WRFMP) that will amend the General Plan and serve as an umbrella for all sector and master plans. The plan will address how expected growth will affect and be affected by limiting factors such as water supply, wastewater, stormwater, non-point source pollution, and water quality of receiving streams. This plan will help the County identify strategies to address these limitations, and avoid building moratoriums, public health hazards, and adverse environmental impacts. The WRFMP will develop strategies, goals, and objectives to improve the protection and enhancement of important natural resources such as wetlands that provide critical water quality benefits where they are needed most.

Lead Division: Green/Environmental Planning Lead Staff: M. Symborski

#### goals

- Amend the General Plan to integrate policies and strategies that address water supply and wastewater adequacy; add water quality issues and needs into the County's overall planning mission.
- Provide a Countywide planning framework that ensures the land use planning and management process is used as an important component in non-point source pollution management.

Objective	Measure
Determine adequacy of drinking water, wastewater resources, and infrastructure with regard to expected growth by 2030.	40% completed
Conduct a nutrient loading analysis for existing and projected 2030 land use.	10% completed
Make policy and strategy recommendations to address 2030 drinking water and wastewater issues and shortfalls.	20% completed
Make policy and strategy recommendations to address the issues and needs identified through the 2030 nutrient loading analyses	10% completed

- Continue interagency and interjurisdictional coordination on plans, modeling, and mapping analyses in summer 2008.
- Develop Preliminary Draft Water Resources Plan by fall 2008/spring 2009.
- Public meeting to present Preliminary Draft Plan by spring/summer 2009.

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Scope of Work	N/A	N/A	N/A	Planning Board was briefed, no formal document prepared
Public Hearing Draft Plan Publication	10%	10/2009	20%	
Planning Board Draft Plan Publication		2/2010	0%	
Council Approval		10/2010	0%	
Plan Publication		1/2011	0%	

<b>Budgeted Resources</b>	FY	08	FY09		
	WY	\$	WY	\$	
Personnel Professional Services Publications	1.55	\$144,430	1.65	\$170,300	
Other Operating Expenses Chargebacks		\$20,135		\$18,900	
Total		\$164,565		\$189,200	

## **Housing Policy Element of the General Plan**

#### description

This project will produce a new housing policy element of the General Plan, responding to the County's interest in providing housing that is affordable to people of modest means and for the public and private workforce. As part of the preparatory work for the housing policy element, the department will assess options for preserving existing supplies of affordable housing and explore specific issues related to the production of new affordable housing units. This project will include the research, analysis, and resources to support general housing policy review and development. Analyzing existing affordable housing stock as well as trends and issues in housing provides the Board with the necessary information to advise the County Council on developing public policy and provides technical staff with the necessary tools to apply the County's housing policies in master plans and proposed development projects.

Lead Division: Explore/Research and Technology Center Lead Staff: S. Suarez

#### goals

- Help ensure that County policies and plans address the range of housing needs of County residents, and help increase and preserve the County's stock of affordable housing.
- Address the requirements of HB 1160, enacted in 2006, that established a Workforce Housing Grant Program.
- Provide up-to-date, objective, and thorough analysis of housing data and trends with information needed for decision-making on housing-related issues.

#### performance measures

Objective	Measure
Support expansion of a housing policy element that responds to the county's interest in providing housing affordable to people of modest means and for the public and private workforce	X% increase/decrease in available affordable housing stock.
Assess options for preserving existing supplies of affordable housing and issues related to producing new affordable housing	X options assessed for preservation and incorporated into Housing Policy X options assessed for producing new affordable housing and incorporated into Housing Policy

- Support Council review of the Planning Board's proposed Housing Policy Element of the General Plan, to be delivered in late FY08.
- In collaboration with relevant County agencies, private non-profit, and for-profit members of the
  housing industry, support the development of policies, programs, and regulations to stem the
  loss of existing affordable housing units. This work program item will address a specific aspect of
  the housing market raised in the Housing Policy Element of the General Plan and implement its
  concepts. The Housing Policy Element is not yet complete but its focus may be the loss of
  affordable market-rate rental housing.

• The Housing Policy Element of the General Plan will identify County neighborhoods at-risk to lose housing units that are comparatively affordable. The Housing Policy Element will also review a variety of indicators of neighborhood vitality, stability, and sustainability. Examples of these indicators include public health, walkability, and the presence of social capital and civic organizations that promote neighborhood stability. This work program item will further explore these issues for one or more neighborhoods in collaboration with relevant County agencies, institutions, and others to apply the principles of the Housing Policy Element of the General Plan to balance housing affordability and quality of life in those neighborhoods.

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Scope of Work				
Public Hearing Draft Plan Publication				
Planning Board Draft Plan Publication				
Council Approval				
Plan Publication				

<b>Budgeted Resources</b>	FY	FY08		FY09	
	WY	\$	WY	\$	
Personnel Professional Services	3.05	\$144,430	3.00	\$309,600	
Publications Other Operating Expenses Chargebacks		\$67,148		\$96,600	
Total		\$351,348		\$406,200	

## **Purple Line**

#### description

This project includes: (1) staff technical review of the Purple Line Alternative Analysis/Draft Environmental Impact Statement (AA/DEIS) to be completed by the MTA in Spring 2008, (2) development of a staff report and Board presentation (estimated Summer 2008) for public hearing in advance of Planning Board input to Council on the selection of a Locally Preferred Alternative, (3) completion of a Purpose and Outreach Report (estimated Winter 2007/2008) as the first part of the development of a Functional Master Plan, and (4) identification of issues and technical approach for consideration by the Master Plan Advisory Group (ongoing). The Functional Master Plan study limits will include the entire alignment in Montgomery County from Bethesda to the Langley Park / Takoma Crossroads area.

Lead Division: Move/Transportation Planning Lead Staff: Autrey

#### goals

- Develop a Functional Master Plan to guide implementation of the Purple Line alignment
- Help establish the basis for future Transit Station Area Sector Plans
- The Functional Master Plan and the respective Transit Station Area Sector Plans will encourage growth in the Urban Ring in implementation of the 1993 General Plan Amendment and improve the quality of life by encouraging redevelopment with compact mixed-uses to create walkable vibrant communities
- Support Council and Board established policies to enhance down-County east-west travel opportunities, increase transit mode split, promote and mixed use development, provide access to jobs, and protect potential alignments

#### performance measures

Objective	Measure
Establish County policy regarding the preferred mode and alignment for the Purple Line between Bethesda and Takoma/Langley.	All policies for preferred mode and alignment established
Establish ability to preserve needed right-of-way for transitway and ancillary intermodal and maintenance facilities both during and after completion of the federal approval process	All alignment options protected from development during LPA selection process

- Provide technical analysis and recommendation for the Board and Council during consideration of Locally Preferred Alternative .
- Provide a Staff Draft and Final Draft of a Purple Line FMP to the Planning Board and then County
  Council. Timing for delivery of a Final Draft Plan is contingent upon the Staff Draft and MDOT
  Locally Preferred Alternative being largely consistent with respect to alignment and mode. If the
  LPA is significantly different than Final Draft plan, additional work would be needed to resolve
  the differences.

	Actual	Month/Year	as of 10/08	
Program Milestones	FY08	FY09 Target	FY09 Actual	Comments/Issues
Scope of Work	100%	January 2008	100%	Titled Purpose and
Scope of Work				Outreach Strategy Report
Public Hearing Draft Plan Publication	5%	May 2009	25%	
Planning Board Draft Plan	0%	September	0%	
Publication		2009		
Council Approval	0%	April 2010	0%	
Plan Publication	0%	June 2010	0%	

<b>Budgeted Resources</b>	FY	FY08		FY09		
	WY	\$	WY	\$		
Personnel Professional Services Publications	1.45	\$135,112	3.00	\$309,600		
Other Operating Expenses Chargebacks		\$21,665		\$43,900		
Total		\$156,776		\$353,500		

## **Inter-County Connector (ICC) Bikeways**

#### description

The ICC Limited Functional Master Plan Amendment (ICC LFMPA) to the *Master Plan of Highways* and the *Countywide Bikeways Functional Master Plan* (CBFMP) has two parts: a) changes to the CBFMP to reconcile the varied recommendations on bike path implementation for those portions not being built by the state as part of the current ICC project; and b) changes to the Master Plan of Highways to address elements of the ICC Corridor 1 Selected Alternative that are not currently in master plans notably the Midcounty Highway and Briggs Chaney Road interchanges.

Lead Division: Move (Transportation Planning)

Lead Staff: Kines

#### goals

- Establish policy-level direction for a continuous east-west paved-surface bikeway along the ICC corridor, within the associated stream valley parks, and along parallel roadways.
- Allow the County to focus resources on completing the needed elements of the finally adopted ICC bikeway (SP-40 in the CBFMP).

#### performance measures

Objective	Measure
Establish County policy regarding the location of the east-west shared use path (hiker-biker trail) along the ICC and the future master planned connection of Midcounty Highway.	Plan adoption
Revise master plan roadway alignments and interchanges to conform to federal approvals.	Plan adoption

- Hold public hearing and lead Planning Board worksessions on the Public Hearing Draft Plan
- Send Planning Board Draft Plan to Montgomery County Council.

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Scope of Work	100%	October 2007	100%	Titled Purpose and Outreach Strategy Report
Public Hearing Draft Plan Publication	100%	May 2008	100%	
Planning Board Draft Plan Publication	50%	September 2008	100%	
Council Approval	0%	May 2009	0%	
Plan Publication	0%	July 2009	0%	

Budgeted Resources	FY08		FY09	
	WY	\$	WY	\$
Personnel Professional Services Publications	0.85	\$79,203	0.45	\$46,400
Other Operating Expenses Chargebacks		\$11,042		\$5,200
Total		\$90,245		\$51,600

## **Master Plan of Highways Update**

#### description

This project would comprehensively update the *Master Plan of Highways*, enabling the recommendation for each Master Plan-classified road to be easily accessed in one publication, consisting of a book and a map. The project will prepare a draft book and map during FY 09 to facilitate a scoping discussion for the formal master plan amendment to occur in FY 10.

Lead Division: Move (Transportation Planning)

Lead Staff: L. Cole

#### goals

- Develop a single reference manual and map for individual roadway descriptions and right-of-way widths for all roadways identified in area master plans.
- Confirm existing information and identify changes since last comprehensive update.

#### performance measures

Objective	Measure
	X number of amendments adopted
amendments to conform to new road code	
Reclassify appropriate roads to minor arterial to	X number of road reclassified to minor arterial
more clearly define and allow their physical	
attributes to correspond to this classification.	

- Draft Master Plan of Highways reference manual and map
- Scope of Work for Master Plan of Highways amendment to include Minor Arterials, Rustic Roads, Unclassified Master Plan Primary Residential or Business streets, and other possible functional classification and right-of-way changes resulting from the Road Code and Design Standards Executive Regulations

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/ Issues
Draft Master Plan book and map	90%	November 2008	95%	
Scope of Work	0%	April 2009	0%	Includes selected Minor Arterials and Rustic Roads, and may include other functional elements
Public Hearing Draft Plan Publication	0%	October 2010	0%	Publication dates dependent upon scope of work
Planning Board Draft Plan Publication	0%	January 2011	0%	
Council Approval	0%	October 2011	0%	
Plan Publication	0%	December 2011	0%	

Budgeted Resources	FY08		FY09	
	WY	\$	WY	\$
Personnel		\$74,544	0.60	\$61,900
Professional Services				
Publications				
Other Operating Expenses		\$10,158		\$6,700
Chargebacks				
Total		\$84,702		\$68,600

#### **Master Plan for Historic Preservation**

#### description

Research and evaluate properties for designation on the *Master Plan for Historic Preservation*. Focus on evaluating the properties identified on the *Locational Atlas and Index of Historic Sites* that have never been reviewed and on evaluating properties that are nominated for historic designation by citizen groups and individuals. All designations take the form of amendments to the *Master Plan for Historic Preservation*, and include public hearings before the Historic Preservation Commission, the Planning Board, and the County Council. Actively participate on planning teams for sector and master plans with historic resources.

Lead Division: Design/Urban Design Lead Staff: C. Kelly

#### goals

- Allow significant portions of the County's heritage to be protected and preserved for future generations.
- Facilitate designation of historic resources by the Historic Preservation Commission.

#### performance measures

Objective	Measure (Results for FY08)
Research, evaluate, and recommend properties for designation	382 properties researched and evaluated 340 properties recommended for designated
Participate in sector and master plans	3 master plans reviews completed

- Complete amendment for Planning Areas 10 and 14.
- Continue work on amendment for Planning Areas 12 and 16.
- Provide historic preservation support for master plans including Germantown, Gaithersburg, Kensington, Takoma Park, and Georgia Avenue.

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments / Issues
Damascus-Goshen Amendment	Transmitted to Council	Council Approval 1/2009	95%	
Bennett-Patuxent Amendment	Evaluation Underway	Public Hearing Draft Amendment Publication 6/2009	60%	
Monocacy-Seneca Amendment	N/A	Initiate Evaluation 11/2009 and on- going	5%	
Master Plans including Germantown, Wheaton, Kensington, and Gaithersburg West	Provide historic preservation support in identification and development of historic resources and themes as members of master plan teams			Deliverables prepared in accordance with each Plan Schedule

Other Major Activities	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments / Issues
Perpetual Building Amendment	Planning Board Draft Published	Council Approval 4/2009	90%	
Individual Resources Amendment	Transmitted to Council	Council Approval May 2009	95%	
Wild Acres Amendment	Public Hearing Draft Amendment Publication	Council Approval June 2009	90%	
Falkland Apartment Amendment	Public Hearing Draft Amendment Publication	Council Approval June 2009	90%	

<b>Budgeted Resources</b>	FY	FY08		Y09
	WY	\$	WY	\$
Personnel Professional Services	3.05	\$284,200 \$30,000	3.15	\$325,100 \$30,000
Publications Other Operating Expenses Chargebacks		\$39,620		\$36,200
Total		\$353,820		\$391,300

## **Gaithersburg West Master Plan**

#### description

This comprehensive master plan amends portions of the 1985 *Gaithersburg Vicinity Master Plan* and the 1990 *Shady Grove Study Area Master Plan*. Gaithersburg West is primarily on the west side of the I-270 Corridor along the Corridor Cities Transitway (CCT). The plan will include recommendations for land use, zoning, transportation, environment, and community facilities. Transit stops for the CCT are planned west of I-270 through the Shady Grove Life Sciences Center. The I-270 Technology Corridor is an area for high technology employment for the County. The plans for the I-270 Corridor are being amended sequentially including the *Shady Grove Sector Plan* (completed), the *Twinbrook Sector Plan*, the *Germantown Master Plan*, and the *White Flint Sector Plan*.

Lead Division: Vision/Community-Based Planning

Lead Staff: N. Sturgeon

#### goals

- Prepare a master plan for Gaithersburg West that updates and replaces the 1990 *Shady Grove Study Area Master Plan* and portions of the 1985 *Gaithersburg Vicinity Master Plan*.
- Build on the established vision for the I-270 Corridor as an appropriate location for future growth, particularly at locations that are linked by the CCT. Provide a guide for future development, focusing on building desirable communities, increasing housing opportunities, incorporating transit, expanding open space and parks, and improving connections and access.
- Create a plan vision accompanied by a set of land use and zoning recommendations that will help transform the Shady Grove Life Sciences Center into a vibrant science community for the 21<sup>st</sup> century.
- Foster the design of high quality communities at the CCT station areas.

#### performance measures

Objective	Measure
Concentrate development at transit stations	% of development recommended at CCT stations compared to other areas
Encourage bio-science development	X square footage dedicated to science development
Encourage mixed-use	X dwelling units X commercial s.f. X biotech s.f. X academic s.f.
Provide a better jobs/housing balance	Amount of land recommended for residential use and number of new housing units

- Complete the preliminary recommendations
- Complete the Planning Board Draft Plan
- Complete worksessions with the Planning Board
- Prepare the Planning Board Draft for transmission to the County Council

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Scope of Work				
Public Hearing Draft Plan Publication		March 2009		
Planning Board Draft Plan Publication		July 2009		
Council Approval		February 2010		
Plan Publication		June 2011		
SMA, final design guidelines		July 2011		

<b>Budgeted Resources</b>	FY	′08	FY09		
	WY	\$	WY	\$	
Personnel	5.05	\$470,561	5.35	\$552,300	
Professional Services		\$3,500		\$4,000	
Publications		\$2,500			
Other Operating Expenses				\$72,600	
Chargebacks		\$66,371			
Total		\$542,932		\$629,100	

#### **Germantown Master Plan**

#### description

The *Germantown Master Plan* will bring the employment future envisioned in the 1989 *Germantown Master Plan* to fruition and remove obstacles that have inhibited non-residential development. Germantown is a maturing community of approximately 85,000 people that has nearly reached the build-out of residential units recommended in the 1989 Plan. This Plan will examine primarily non-residential uses and the potential for mixed-use development in existing office parks and commercial centers. The *Germantown Master Plan* will also provide recommendations for transportation and transit, open space, and community facilities, and will identify opportunities for affordable housing.

Lead Division: Vision/Community-Based Planning Lead Staff: S. Edwards

#### goals

- Provide catalyst for employment development.
- Recommend locations for Corridor Cities Transitway station areas, supporting facilities, and appropriate land uses and densities.
- Address corridor-wide need for market-rate and affordable housing.
- Integrate education, training, and development facilities proposed by Montgomery College.
- Highlight Germantown's community identity.
- Identify community facility needs for a maturing community.
- · Provide urban design guidelines for employment centers

#### performance measures

Objective	Measure
Create opportunities for employment	Amt. sf commercial/employment
Create compact walkable centers	Acres zoned with 1 FAR or greater # urban style parks # market rate housing units # affordable housing units # workforce housing units # senior housing units Linear feet of bikeway Linear feet of sidewalk Linear feet of trail connections
Montgomery College as a community asset for training and education, as well as resource protection and community connectivity	#new academic facilities s.f. in new business park #new sidewalks # acres of wetland # acres stream buffer # acres intact forest # bus trips to Town Center
Create community identity features within the developing sections of Germantown	# public art features # historic features # natural features

#### **Specific Tasks/Products for FY09**

- Transmit the Planning Board Draft to the County Council
- County Council public hearing

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Scope of Work				
Public Hearing Draft Plan Publication		May 2008		
Planning Board Draft Plan Publication		March 2009		
Council Approval		November 2009		
Plan Publication		March 2010		
SMA, final urban design guidelines		April 2010		

Budgeted Resources	FY	/08	FY09	
	WY	\$	WY	\$
Personnel Professional Services	5.10	\$475,220 \$25,000	5.00	\$516,100 \$4,000
Publications Other Operating Expenses Chargebacks		\$69,548		\$69,400
Total		\$569,768		\$589,500

### **Twinbrook Sector Plan**

#### description

This Sector Plan is an amendment to the 1992 *North Bethesda Garrett Park Master Plan*. It includes an area east of the Twinbrook Metro Station and its recommendations seek to create a cohesive, walkable community, consistent with adjacent redevelopment in the City of Rockville. The Plan creates a mix of uses based on existing uses, and divides the area into a Metro Core Neighborhood, a Technology Employment Area, and a Light Industrial Area.

Lead Division: Vision/Community-Based Planning

Lead Staff: J. Carter, K. O'Connor

#### goals

- Create opportunities for additional housing at the Metro station.
- Provide opportunities for advanced technology and biotechnology employment.
- Retain and support light industrial uses.
- Improved design character of the public realm through clear urban design and development guidelines.

Objective	Measure
Increase housing near Metro Station	Plan recommends 527 Metro Core units, 1,862 units total
Create a transit oriented community with opportunities for advanced technology and biotechnology employment.	Potential to create 13,016 jobs and 1,335 dwelling units within quarter mile of Metro station
Support for the BLT Program	Potential to create 47 BLTs
Public open space; increased green areas	Plan recommends 10% of plan area as green space

#### specific tasks/products for FY09

- Complete the worksessions with the County Council.
- Complete the Sectional Map Amendment
- Prepare Design Guidelines.

#### performance measures

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Scope of Work	100%			
Public Hearing Draft Plan Publication	100%			
Planning Board Draft Plan Publication	100%			
Council Approval		10/08	70%	Requires new zoning category
Plan Publication		4/09	20%	
SMA, urban design guidelines		3/09	50%	

Budgeted Resources:	FY08		FY09	
	WY	\$	WY	\$
Personnel	2.75	\$256,246	0.55	\$56,800
Professional Services		\$3,500		
Publications		\$2,500		\$3,500
Other Operating Expenses		\$39,607		\$5,900
Chargebacks				
Total		\$301,853		\$66,200

## White Flint Sector Plan, Phase I

#### description

This plan amends the 1992 *North Bethesda/Garrett Park Master Plan* and the General Plan by concentrating high quality and higher density mixed-use development near the White Flint Metro Station. This plan will reflect current County policy for transit focused development patterns near Metro stations and foster improvements to the character of Rockville Pike in the plan area.

Lead Division: Vision/Community-Based Planning Lead Staff: P. Weiss

#### goals

- Create mixed-use, transit-oriented neighborhoods adjacent to the White Flint Metro Station area.
- Encourage development in a block pattern that improves pedestrian and bicycle connections to the Metro station and bus service.
- Address the capacity of roads, schools, and other public facilities, create public open space and increase green areas.
- Support the TDR program.
- Improve the design character and function of Rockville Pike.
- Develop zoning tools that foster the creation of a high quality community.

#### specific tasks/products for FY09

- Complete Public Hearing Draft Plan
- Complete worksessions with the Planning Board.

#### performance measures

Objective	Measure
Improve Rockville Pike	Establish new cross section Linear feet of sidewalk # street trees
Encourage high density, mixed-use near Metro	Sf of commercial space # housing units
Improve access to transit	Linear feet of pedestrian and bicycle improvements
Provide public open spaces	# acres of amenity spaces
Support TDR program	# BLTs
Support affordable housing	# MPDUs # workforce housing units

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Scope of Work				
Public Hearing Draft Plan Publication		February 2009		
Planning Board Draft Plan Publication		July 2009		
Council Approval		February 2010		
Plan Publication		May 2011		
SMA, final urban design guidelines		July 2011		

Budgeted Resources:	FY	FY08		FY09		
	WY	\$	WY	\$		
Personnel	4.10	\$382,039	4.35	\$449,000		
Professional Services Publications		\$25,000		\$4,000		
Other Operating Expenses		\$56,788		\$61,500		
Chargebacks Total		\$463,827		\$514,500		

## **Wheaton CBD and Vicinity Sector Plan**

#### description

This project will revise the existing sector plan for the Wheaton Central Business District. Part of ongoing process for keeping plans current, this effort specifically addresses issues related to development near Metro Stations, including development standards, mix of uses, and quality of development.

Lead Division: Vision/Community-Based Planning

Lead Staff: S. Tallant

#### goals

- Meet County policy to focus density at Metro stations.
- Reinvigorate the Wheaton CBD and create a walkable community with a distinct identity.
- Create a center of jobs and housing on the eastern leg of the Metro Red Line.

#### performance measures

Objective	Measure
Spur revitalization	X% of mixed use zoning, incl office space # opportunities for public and private development
Integrate Wheaton Mall into the community	Recommended design framework
Preserve and support business and ethnic diversity	% zoning that supports businesses # programs to support business retention
Quality public realm	Central open space Open space system Pedestrian connections Design guidelines
Sustainable community	Amount of dense, mixed-use development near Metro Pedestrian connections Environmental features Pervious surface Increased tree canopy Green building choices
Mitigate negative development impacts	Phasing plan for provision of public services
New housing options	# new housing units within the CBD # market rate housing units # affordable housing units # senior housing units % varied housing types recommended
Economically feasible development options	Economic analysis
New planning tools	Zoning and regulatory tools

- Discuss preliminary recommendations with Planning Board
- Begin preparation of the Public Hearing Draft Plan

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Scope of Work	100%	September 2008		
Public Hearing Draft Plan Publication		July 2009		
Planning Board Draft Plan Publication		March 2010		
Council Approval		October 2010		
Plan Publication		March 2011		
SMA, final urban design guidelines		April 2011		

Budgeted Resources:	FY	FY08		Y09
	WY	\$	WY	\$
Personnel	2.65	\$246,928	4.60	\$472,700
Professional Services		\$3,500		. ,
Publications		\$2,500		
Other Operating Expenses		\$37,044		\$66,800
Chargebacks				
Total		\$289,972		\$541,500

## White Flint Sector Plan, Phase II

#### description

This project will consider the redevelopment of the area adjoining White Flint Phase I, including properties along Executive Boulevard, into a mixed-use area that includes housing. The intent is to develop policy recommendations that address the need for renovation, redevelopment, and infill of the existing suburban scale. Housing will be considered an important component of the mixed-use plan.

The scope of this project may be expanded to consider other areas adjacent to White Flint Phase I, including the area east of the CSX railroad tracks and north of Montrose Parkway. In addition, the transportation analysis will address the relationship between White Flint Phase I and Phase II for road network capacity.

Lead Division: Vision/Community-Based Planning

#### goals

- Evaluate options for a mix of uses
- Provide a range of housing, including affordable housing and work force housing, close to the White Flint Metro Station.

#### performance measures

Objective	Measure
Encourage revitalization	Strategies and methods to be developed
Propose development strategies	Fiscal analysis and other strategies
Establish public use spaces	X acreage of park
Establish green building and community design	green building and design standards

#### **Specific Tasks/Products for FY09**

Work will commence in FY10

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Scope of Work				
Public Hearing Draft Plan Publication				
Planning Board Draft Plan Publication				
Council Approval				
Plan Publication				
SMA, urban design guidelines				

Budgeted Resources:	FY08		FY09		
	WY	\$	WY	\$	
Personnel Professional Services	2.05	\$191,020	3.40	\$350,900	
Publications Other Operating Expenses		\$25,693		\$51,400	
Chargebacks Total		\$216,713		\$402,300	

#### **Takoma Crossroads Sector Plan**

#### description

The *Takoma Crossroads Sector Plan* will address the area surrounding the future transit center and Purple Line station at University Boulevard and New Hampshire Avenue. It will be coordinated with Prince George's County and the City of Takoma Park. This plan will implement the County's transit, housing, and economic development policies by fostering transit-oriented development and improving development quality by encouraging reinvestment in the existing commercial district.

Lead Division: Vision/Community-Based Planning

Lead Staff: M. Williams

#### goals

- Identify reinvestment opportunities as part of an overall strategy focused on transit-oriented development.
- Improve vehicular circulation through comprehensive transportation planning.
- Improve transit accessibility, including pedestrian, bicycle, and trail connections.
- Improve quality of place through recommendations for housing, public facilities, and the environment.
- Improve the quality of life for the surrounding neighborhoods.
- Foster design excellence.

#### performance measures

Objective	Measure
Encourage revitalization of the area	Amount of increased residential and commercial density X length of new sidewalks X number of pedestrian connections X number of urban-style parks X number of market rate and affordable housing units
Preserve and support business diversity and reinvestment	X numbers of retained and new businesses
Establish green space for passive and active use	X acreage of park
Establish green building and community design	X number of green building and design initiatives

#### **Specific Tasks/Products for FY09:**

- Complete the Public Hearing Draft.
- Begin worksessions with the Planning Board.

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Scope of Work		n/a		
Public Hearing Draft Plan Publication		June 2009		
Planning Board Draft Plan Publication		January 2010		
Council Approval		September 2010		
Plan Publication		February 2011		
SMA, urban design guidelines		April 2011		

Budgeted Resources:	FY	<b>'08</b>	FY09		
	WY	\$	WY	\$	
Personnel	2.00	\$186,361	3.95	\$407,700	
Professional Services		\$3,500		\$4,000	
Publications					
Other Operating Expenses		\$28,148		\$59,900	
Chargebacks					
Total		\$218,008		\$471,600	

## **Kensington Sector Plan**

#### description

This comprehensive amendment to the 1978 *Town of Kensington Sector Plan* will include separate elements for land use, zoning, transportation, environment, community facilities, and urban design. It will focus on the design and function of the town center and preservation of neighborhood character.

Lead Division: Vision/Community-Based Planning Lead Staff: F. Boyd

#### goals

• Enable revitalization while preserving the town's scale and character.

#### performance measures

Objective	Measure
Enliven the town center by creating streets and public spaces than are well-designed and whose uses encourage community life	# housing units and s.f. of commercial space recommended in the town center
Connect Kensington's neighborhoods to a revitalized town center through a network of sidewalks, bike paths, trails, and street crossings	additional linear feet of recommended sidewalks, bike paths, and trails
Explore regulatory methods for retaining the scale and character of Kensington's residential neighborhoods	new development standards or regulatory codes recommended

- Complete the Public Hearing Draft
- Begin worksessions with the Planning Board

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Scope of Work		9/08	100%	complete
Public Hearing Draft Plan Publication		4/09		
Planning Board Draft Plan Publication		10/2009		
Council Approval		5/2010		
Plan Publication		8/2010		

Budgeted Resources:	FY	′08	FY09		
	WY \$		WY	\$	
Personnel	1.55	\$144,430	3.75	\$387,000	
Professional Services	1.00	\$3,500	0.70	\$4,000	
Publications Other Operating Expenses		\$22,419		\$55,000	
Chargebacks		φ22,419		φ35,000	
Total		\$170,349		\$446,000	

#### **Westbard Sector Plan**

#### **Work Suspended for FY09**

#### description

This project will update the 25 year-old *Westbard Sector Plan* (1982), and will address issues including the character of River Road, potential redevelopment of existing shopping centers, housing for a variety of income levels, pedestrian and bicycle connections, and the overall quality of development. Recommendations for the 11.4-acre Westwood Shopping Center will be included. Recommendations will also address affordable housing, urban design, and zoning. Improving the character of River Road will be a major element of this plan. This plan will begin in summer 2010.

#### Lead Division: Vision/Community-Based Planning

#### goals

- Provide new affordable and workforce housing.
- Provide LEED and other green building requirements, and recommend transit and transportation options.
- Make recommendations for transportation capacity, pedestrian and bicycle access, and streets (i.e., reviewing the right-of-way for River Road).
- Identify redevelopment opportunities, neighborhood protection measures, and appropriate zoning for Westbard's commercial and light industrial areas.
- Provide zoning and development tools.

#### performance measures

Objective	Measure

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Scope of Work				
Public Hearing Draft Plan Publication				
Planning Board Draft Plan Publication				
Council Approval				
Plan Publication				

### **Battery Lane Housing Plan**

**Work Suspended for FY09** 

#### description

This project will develop policy recommendations that address the need to preserve and enhance the existing supply of affordable housing in the Battery Lane area of the Bethesda Central Business District (CBD) .The recommendations will consider a range of options including the preparation of an amendment to the Bethesda CBD Sector Plan. The project will begin in the summer 2010.

Lead Division: Vision/Community-Based Planning

#### goals

- Produce new affordable units supplemented by increased efforts to preserve and enhance existing affordable housing in this area of older multifamily dwelling units near transit.
- Provide an objective and thorough analysis of housing data and the trends to provide public officials with the information needed for decision-making on housing-related issues.

#### performance measures

Objective	Measure

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Scope of Work				
Public Hearing Draft Plan Publication				
Planning Board Draft Plan Publication				
Council Approval				
Plan Publication				

## **Growth Policy**

#### description

This project supports the development of policies and regulations governing the County's growth, including decisions on related issues, such as infrastructure programming and financing. This project also conducts research to establish a body of knowledge about the amount, type, location, and pace of development occurring in Montgomery County compared with that recommended in plans and regulated by the zoning and adequate public facilities ordinances. It also supports public understanding of the impacts of growth and growth management.

Lead Division: Explore/Research & Technology Center Lead Staff: R. George

#### goals

- Support the development of policies and regulations related to the County's growth, including staff support and recommendations for Planning Board and County Council decisions on Growth Policy and related issues, such as infrastructure programming and financing.
- Establish a body of knowledge through research about the amount, type, location and pace of
  development occurring in Montgomery County, compared with that suggested by the General
  Plan and more specifically guided by master plans and regulated by the zoning ordinance and
  adequate public facilities ordinance.
- Support public understanding of the impacts of growth and growth management within the County.
- Improve the coordination of growth and the provision of public facilities.

#### performance measures

Objective	Measure
Identify and prioritize the public facilities for capital programming; to understand and accurately portray the availability and use of public facilities and the impacts of past and future growth on those facilities;	
Identify and add principles of sustainability to the growth policy	
Explore how design excellence can serve as a growth management tool	

- Expanded data base of intersection counts and travel time studies.
- Participate in the County Executive's study of impact taxes recommended in the 2007-2009
   Growth Policy, by further refining land use categories and considering impact taxes for additional public facilities or "linkage" fees on non-residential development for affordable housing.
- Begin work on the 2009-2011 Growth Policy, including a comprehensive parking study, revisions
  to the local area transportation review test, options to increase efficiency in allocating
  development capacity, and a study of the County's jobs-housing balance, including implications
  for housing affordability and traffic congestion.

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Scope of Work				
Public Hearing Draft Plan Publication				
Planning Board Draft Plan Publication				
Council Approval				
Plan Publication				

Budgeted Resources:	FY08		FY09		
	WY	\$	WY	\$	
Personnel Professional Services Publications	4.60	\$428,630 \$70,000	5.25	\$541,900 \$150,000	
Other Operating Expenses Chargebacks		\$90,027		\$176,700	
Total		\$588,657		\$868,700	

# **Sustainable Quality of Life Indicators**

#### description

This project recommends indicators based on the General Plan and on existing policies and programs that can be used to measure the effects of growth policies, master plans, and policies that influence quality of life and sustainability. These indicators were developed with the assistance of a consultant who convened an expert panel and symposia to bring the best minds to bear on this issue. Planning staff directed the consultant, developed relevant databases, coordinated with Executive staff, and packaged the information for Planning Board, County Council, and public review.

Lead Division: Green/Environmental Planning Lead Staff: M. Dolan

### goals

- Enable measurement of progress toward a sustainable quality of life.
- Provide feedback about the effectiveness of growth policies in promoting sustainable development.
- Develop a partnership with County government in preparing sustainability indicators for planning and policy implementation.
- Evaluate the CIP to determine how planned expenditures can contribute to sustainability.
- Develop tools that can be used to measure the sustainability of master plan recommendations.

#### performance measures

Objective	Measure
Involve citizens and stakeholders in	200 community and interest groups attending workshop
preparation of goals and indicators	and commenting on documents
Interactive website that records	
comments on draft indicators, programs	X number of hits to web site
undertaken by county and interest	X actions or programs added to web site
groups to influence outcomes	

- Develop a database to track indicator results by summer/fall 2008
- Select consultant for public information program by summer/fall 2008
- Prepare report on indicators with retrospective data, if available by fall 2008
- Integrate results with Growth Policy analysis by fall 2008-spring 2009
- Conduct public information campaign in winter 2009-summer 2009

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Scope of Work	100%	1/2008	100%	
Public Hearing Draft Plan Publication	100%	8/2008	100%	
Planning Board Draft Plan Publication	100%	10/2008	100%	
Council Approval		2/2009	0%	Pursuant to Council Schedule
Plan Publication		3/2009	0%	

Budgeted Resources:	F	FY08		Y09
	WY	\$	WY	\$
Personnel	0.05		1.00	\$103,200
Professional Services		\$150,000		
Publications				
Other Operating Expenses				\$10,900
Chargebacks				
Total		\$150,000		\$114,100

## **Agricultural Initiatives**

#### description

This project provides continuing review of progress in preserving agriculture in Montgomery County. It monitors the status of the Transfer Development Rights (TDR) sending and receiving areas and will recommend improvements to the Zoning Ordinance Revision to implement the goals of the *Master Plan for Agricultural and Rural Open Space*. The staff will assist in identifying additional receiving areas for the transfer of TDRs and in the review of proposals that would affect the growth potential of the Agricultural Reserve.

Lead Division: Vision/Community-Based Planning

Lead Staff: C. Murray

#### goals

- Timely review of preliminary plans, special exceptions and mandatory referrals in the Reserve.
- Identify locations for new TDR and BLT receiving areas.
- Review nominations for Rural and Rustic Roads.
- Complete zoning text Amendments.
- Contribute to status and tracking Report of TDR Sending and Receiving areas.
- Review regulations and policies that would limit growth in the Reserve while addressing landowner and farmer equity concerns.

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#### performance measures

Objective	Measure
Prepare amendments to Montgomery County Code Chapter 2B to facilitate the proposed Building Lot Termination (BLT) program.	County Council approval
Prepare Zoning Text Amendments to facilitate Transferable Development Rights and proposed Building Lot Termination program	County Council approval
Review applications for impact on Rural and Rustic Roads	X number of applications reviewed
In accordance with recommendations of the Ad Hoc Agricultural Policy Working Group, prepare design guidelines for residences that are compatible with the rural character of the reserve and the retention of a working landscape	Approval by Planning Board and agricultural community
Provide timely review of Preliminary Plans, Mandatory Referrals, and Special Exception applications in the Agricultural Reserve	X number of applications reviewed
Contribute to Status and Tracking Report of TDR Sending and Receiving Areas. Recommend locations for new TDR and BLT receiving areas.	X number of new TDR and BLT receiving areas.

#### specific products for FY09

- Residential design guidelines for the Agricultural Reserve
- Complete Zoning Text Amendments
- Contribute to Status and Tracking Report of TDR Sending and Receiving areas

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Scope of Work				
Public Hearing Draft Plan Publication				
Planning Board Draft Plan Publication				
Council Approval				
Plan Publication				

Resources	FY	FY08		Y09
	WY	\$	WY	\$
Personnel Professional Services Publications	2.50	\$232,951 \$3,500	2.20	\$227,100
Other Operating Expenses Chargebacks		\$36,301		\$27,900
Total		\$272,751		\$255,000

## **Master Plan Assessment**

#### **FY08 Close Out**

#### description

This project reflected the increasing emphasis on planning for smaller areas with redevelopment and infill potential, the need to provide County residents with plans that are timely and accessible, and the need for plan amendments to address unanticipated consequences of adopted plans, unforeseen changes in markets and preferences, and reliance on dated regulations that can't achieve master plan objectives.

In addition, this project sought to align the proposed Zoning Ordinance rewrite with the master planning process to create a planning and regulatory environment responsive to the County's evolution from suburban subdivision to more urban development patterns.

### Lead Division: Director's Office

#### goals

- Convey a vision for the future of our communities.
- Better equipped plans to respond in a timely fashion.
- Develop a modified process to produce plans, a prototype document, and approaches to better implement plan visions and design objectives through the Zoning Ordinance.

### performance measures

Objective	Measure
Improve master plan processes.	Number of zoning text amendments requested for changes in land use in a 12-month period Availability of interactive master plan documents and products

## specific tasks/products for FY09

N/A

Resources	F۱	FY08		FY09	
	WY	\$	WY	\$	
Personnel	2.20	\$204,997	0.0	\$0	
Professional Services Publications					
Other Operating Expenses		\$38,516			
Chargebacks Total		\$243,513		\$0	

## **Infill Housing**

## **FY08 Close Out**

## description

This project developed policy recommendations that addressed, in a sustainable way, infill development in older residential neighborhoods. These recommendations were intended to create new legislation including a comprehensive set of Zoning Text Amendments. Their primary purpose is to maintain and enhance the character of existing neighborhoods. Staff worked with a County Council task force to provide specific recommendations.

Lead Division: Design/Urban Design Lead Staff: M. O'Quinn

### goal

• Provide public officials with the information needed for decision-making on in-fill housing issues.

## performance measures

Objective	Measure
Produce up-to-date, objective, and thorough analysis of housing data and trends and recommendations	Implement recommendations with the Infill Housing Task Force

Resources	FY08		FY08 FY09		<b>'09</b>
	WY	\$	WY	\$	
Personnel	0.60	\$37,272	0.0	\$0	
Professional Services					
Publications					
Other Operating Expenses		\$4,,962			
Chargebacks					
Total		\$42,234		\$0	

## **Special Projects**

## description

This initiative responds to emerging Countywide issues with centralized and broad strategic assessment of policy and planning issues. It also provides capacity for projects not envisioned or anticipated in the annual budget.

Lead Division: Design/Urban Design Lead Staff: J. Carter

### goals

- Explore options for enhancing the planning tools that foster design excellence and sustainability
  in planning and regulatory efforts, including design excellence in the public realm, guiding street
  and highway design, the form and structure of public spaces and buildings, and design excellence
  in pedestrian access.
- Develop visualization approaches and applications for the Master Plan and Plan Implementation programs.
- Provide project support staff and conduct community outreach meetings.
- Monitor and comment on legislative impacts to the County and its planning process.
- Incorporate design excellence into the Growth Policy.

#### performance measures

Objective	Measure
Increase the Planning Department's capacity to visualize what is produced in master plans and development projects	
Development a new Headquarters Building for M-NCPPC's Montgomery Regional Office	
Review applications for impact on Rural and Rustic Roads	
Create a mixed-use development compatible with the adjacent neighborhoods that serves as a model of design excellence and best development practices	
Design MD-355 to improve the character of the different centers and communities it serves	

Resources	sources FY08		FY09	
	WY	\$	WY	\$
Personnel	2.65	\$247,095	0.90	\$92,900
Professional Services Publications				
Other Operating Expenses		\$71,379		\$16,500
Chargebacks Total		\$42,234		\$116,500

## **Limited Plan Amendments**

#### description

This project enables the Department to address discrete, geographically limited planning issues that arise outside of the normal cycle of master plan revisions. Master plans, which are long-range and are updated every 15-20 years, cannot anticipate all new market trends, building types, and economic issues. On occasion, an unanticipated issue or a unique project opportunity may arise that has a significant public benefit, but that was not contemplated in the master plan. In these cases, the Department may assign staff to undertake a limited plan amendment to address the issue. Limited Plan Amendments should be undertaken only in situations that present a real benefit to the public and are consistent with larger planning goals.

Lead Division: Vision/Community-Based Planning

Lead Staff: to be determined

#### goals

- Enable the Department to react more nimbly to new issues.
- Allow projects that have a public benefit and are consistent with planning goals to proceed.
- Limit the proliferation of Zoning Text Amendments, which would help the Department meet its approved work program goals.

#### performance measures

Objective	Measure
Prepare master plan amendments for small areas to address geographically	
restricted planning issues that arise outside of the normal cycle of master	Preparation of a draft plan
plan revisions	

#### Specific Tasks/Products For FY09

- Complete Wheaton Limited Plan Amendment (first amendment by winter 2009).
- Select one Limited Plan Amendment to complete in FY09.
- Prepare Limited Plan Amendment

Resources		FY08		FY09		
	WY	\$	WY	\$		
Personnel			1.5	\$154,900		
Professional Services						
Publications						
Other Operating Expenses				\$16,500		
Chargebacks						
Total				\$171,400		

# **Plan Implementation Program**

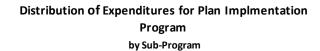
The Plan Implementation Program promotes smart growth practices and assures compliance with applicable regulatory requirements, adopted plans, and Planning Board and County Council actions. Major objectives include transparent processes and procedures to support seamless reviews and greater public awareness.

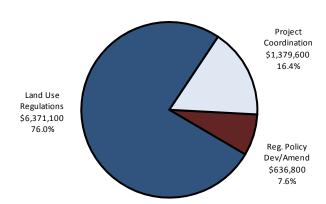
The Plan Implementation Program is organized into three Sub-Programs that contain 14 Program Elements. The FY09 Sub-Programs are:

Sub-Programs	WY	Expenditure
Regulatory Policy Development/Amendment	4.55	\$636,800
2. Land Use Regulations	55.05	\$6,371,100
Project Coordination	11.90	\$1,379,600
4. Chargeback		(\$3,332,300)

Budgeted Resources:	F	FY08		FY09
	WY	\$	WY	\$
Personnel	72.25		71.50	\$7,379,7000
Professional Services				\$109,000
Publications				\$6,000
Other Operating Expenses				\$892,800
Chargebacks				(\$3,332,100)
Total		\$5,090,500		\$5,055,300

Revenue Source: Administration Fund, Development Review Special Revenue Fund (Fees), Historic Preservation Special Revenue Fund (Grant)





# **Zoning Text Amendments/Subdivision Regulation Amendments**

## description

Staff conducts ongoing research, analysis, and preparation of individual and comprehensive text amendments requested by the County Council or Planning Board, and amendments identified by government agencies or staff to address zoning or subdivision issues. Staff reviews each proposed amendment to determine need and anticipated effect, and makes a recommendation to the Planning Board. The Board, in turn, submits its recommendation to the County Council.

Lead Division: Build/Development Review Division Lead Staff: G. Russ, C. Conlon

#### goals

• To evaluate each zoning text and subdivision regulation amendment to ensure that every application is in accordance with State and local legislative mandates.

#### performance measures

Objective	Measure
Enable the implementation of new zoning and subdivision code proposals through reviewing and processing ZTAs/SRAs	In FY08, 37 ZTAs/SRAs were reviewed. As of October 1, eight ZTAs/SRAs are under review. The Planning Department estimates it will review 32 ZTAs/SRAs in FY09.
Post report and recommendations on any application for a ZTA or SRA on the Planning Board website at least six days before Planning Board Public Hearing	In FY08, 99% of reports/recommendations were posted within the required timeframe.
Submit report and recommendations to the Montgomery County Council at least five days before the date set for the Public Hearing	In FY08, 99% of reports/recommendations were submitted within the required timeframe.

#### **Specific Tasks/Products for FY09**

- Ensure that all proposed ZTAs are considered by the ZTA Advisors group before introduction.
- Seek to limit site specific zoning text amendments.
- Carefully analyze proposed text amendments for language that is unclear or that could create conflicts with other parts of the code.

<b>Budgeted Resources</b>	FY08		FY09	
	WY	\$	WY	\$
Personnel	2.25	\$209,656	1.65	\$170,300
Professional Services Publications				
Other Operating Expenses		\$34,644		\$24,100
Chargebacks Total		244,300		\$194,400

## **Zoning Ordinance Revision**

#### description

This multi-year project is designed to reorganize, revise, and reformat the Zoning Ordinance. This effort will address three systemic problems – the Ordinance's lack of clarity and poor organization, its antiquated development standards, and its inconsistency with the land use vision and design principles of master plans.

Lead Division: Build/Development Review Lead Staff: R. Krasnow, L. Villemaire

#### goals

- Create zoning tools that effectively promote and deliver the plans' community visions.
- Improve the transparency of planning and development processes.
- Clarify regulatory and administrative procedures.
- Promote the implementation of smart growth goals, policies, programs, and projects.

#### performance measures

Objective	Measure
Reduce the number of zones, update definitions, and consolidate uses	X number of zones eliminated X number of definitions updated
Reduce the need for frequent zoning text amendments	X% annual reduction of zoning text amendments

- Work with staff and citizens to identify the code's issues and problems.
- Build an interactive webpage to inform the public of the status of the rewrite project.
- Review best practices of other zoning code revisions and contemporary codes.
- Perform a technical analysis of the entire code to study zoning districts, development standards,
   land use tables, special exceptions, definitions, zoning processes, and other topics.
- Explore ways to organize the existing zones, presenting reformed tables of development standards and land uses, using illustrations, and other new techniques.
- Complete a code diagnosis that can guide the department in the rewrite process.
- Begin the annotated outline reflecting the organization and format of the new code, based on the diagnosis findings, relevant models, stakeholder input, and other information gathered in the diagnosis phase.
- Continue the project to move official maps from paper to GIS, with an interactive Hansen component.

Program Milestones	FY08 Actual (%)	FY09 Target Month/Year	FY09 Actual as of 10/08 (%)	Comments/Issues
Stakeholder Process		10/08		
Zoning Code Analysis		1/09		
Annotated Outline		7/09		
Code Drafting		7/2010		
Revisions, Adoption & Implementation		12/2010		
Draft Zoning Map		7/2011		
Zoning Map Revisions, Adoption and Implementation		10/2011		

Budgeted Resources	FY08		FY08 FY09	
	WY	\$	WY	\$
Personnel Professional Services	2.30	\$214,315 \$250,000	2.70	\$278,600 \$100,000
Publications Other Operating Expenses		\$33,399		\$40,900
Chargebacks Total		\$497,714		\$419,500

## **Road Code**

#### description

This project supports the development of policies and regulations to guide construction of the County's roads, both by the County and by private entities as required by the development approval process. The most important work item is the revision of the County's Road Standards, which the Executive has developed with the assistance of a workgroup composed of private individuals and other agency staff, including M-NCPPC staff. Following the revision of these standards, coordination with the County Council will be required. Additional revisions to the County Code may also be required.

Lead Division: Move/Transportation Planning Division Lead Staff: L. Cole

#### goals

- Improve safety and accessibility for pedestrians and bicyclists and support a multi-modal transportation system.
- Reduce the environmental impact of the County's roads.

Objective	Measure
Recommend appropriate design standards for each roadway classification to improve	% of staff recommendations on the draft Executive regulations supported by the Planning Board.
accessibility for pedestrians and bicyclists, support multimodal travel and safety objectives, and reduce environmental impacts.	% of staff recommendations on the final Executive regulations supported by the Planning Board.
·	% of Planning Board recommendations on the final Executive regulations adopted by the County Council.

## specific tasks/products for FY09

- Recommendations to Board on Road Code changes resulting from work with Executive staff and others.
- Identification of changes needed to Board related procedures in Subdivision and Zoning matters, reflecting Road Code modifications adopted by the Council.

#### performance measures

Program Milestones	FY08 Actual	FY09 Target	FY09 Actual as of 10/08	Comments/Issues
Planning Board review of draft Executive regulations	0%	9/30/08	100%	
Planning Board review of final Executive regulations	0%	10/27/08	0%	
County Council review of final Executive regulations	0%	12/15/08	0%	

<b>Budgeted Resources</b>	FY	FY08		FY09		
	WY	\$	WY	\$		
Personnel Professional Services Publications	0.70	\$65,226	0.20	\$20,600		
Other Operating Expenses Chargebacks		\$9,093		\$2,300		
Total		\$74,319		\$22,900		

## **Special Exceptions**

#### description

This ongoing work is a statutory requirement of the Montgomery County Zoning Ordinance. Staff provides a report and recommendations on each special exception application filed with the Montgomery County Board of Appeals. Staff recommendations are based on an analysis of standards and requirements established by the County Council. Staff's reports establish the grounds and findings on which the recommendations are based. All standards and pertinent factors are analyzed, including master plan conformity, adequacy of public facilities, traffic and transportation issues, neighborhood compatibility, and community concerns. Staff also considers the inherent and non-inherent adverse impacts of a special exception use on nearby properties.

Lead Division: Build/Development Review Division Lead Staff: R. Wilson

### goals

- Evaluate each special exception according to legislatively defined standards, within mandatory timeframes.
- Provide a well-reasoned analysis of all pertinent factors as a basis for approval or denial of a special exception application.

#### performance measures

Objective	Measure
Post report and recommendations on any application for a special exception on the Planning Board website at least 10 days before Planning Board Public Hearing	In FY08, 98% of reports/recommendations were posted within the required timeframe.
Submit report and recommendations to the Hearing Examiner at least five days before the date set for the Public Hearing	In FY08, 98% of reports/recommendations were submitted within the required timeframe.

- Amend the Code to require applicants to meet with development review staff prior to submitting
  a special exception application to the Office of Zoning and Administrative Hearing (OZAH). In the
  amendment, specify the items required for an application to be deemed complete.
- Schedule more complicated special exceptions for review by the Development Review Committee.
- Streamline the staff report format to eliminate redundancy.
- To reduce postponements, establish a system in which OZAH does not schedule hearing dates for special exceptions until the staff report has been completed.
- Work toward achieving timely response from in-house reviewers to reduce postponements.

Program Indicators	FY08 Actual	FY09 Target	FY09 Actual as of 10/08	Comments/Issues
Number of applications received	31	n/a	?	

Budgeted Resources	FY	FY08		FY09	
	WY	\$	WY	\$	
Personnel	6.10	\$568,400	6.20	\$639,400	
Professional Services					
Publications					
Other Operating Expenses		\$89,271		\$81,600	
Chargebacks					
Total		\$657,671		\$721,200	

## **Local Map Amendments and Development Plan Amendments**

#### description

This ongoing preparation of staff reports with recommendations goes first to the Planning Board and then to the Hearing Examiner and the County Council. Staff recommendations are based on an analysis of standards and requirements established by the County Council. Reports issued by staff establish the grounds and findings on which recommendations are based. All standards and pertinent factors are analyzed, including master plan conformity, adequacy of public facilities, traffic and transportation issues, neighborhood compatibility, and community concerns.

Lead Division: Build/Development Review Division

Lead Staff: R. Wilson

### goals

- Review local map and development plan amendment applications.
- Evaluate each application according to legislatively mandated standards and within acceptable timeframes.
- Provide a well-reasoned analysis of all pertinent factors as a basis for grant or denial of a local map amendment application.

#### performance measures

Objective	Measure
Post report and recommendations on any application for a local map amendment or development plan amendment on the Planning Board website at least 10 days before Planning Board Public Hearing	In FY08, 98% of reports/recommendations were posted within the required timeframe.
Submit report and recommendations to the Hearing Examiner at	In FY08, 98% of reports/recommendations
least five days before the date set for the Public Hearing	were submitted within the required timeframe.

- Amend the code to require a pre-application review by Planning Staff prior to submitting LMAs to Office of Zoning and Administrative Hearing (OZAH).
- As part of the amendment, specify the items that must be included for an application to be deemed complete.
- Require all local map amendments to be scheduled for review by the Development Review

  Committee
- Move toward a system in which OZAH doesn't schedule hearing dates for local map amendments until the staff report has been completed.
- Better define "binding elements" so that the Board still has the flexibility to bring about needed changes to a project at the time of site plan review.
- Obtain timely responses from in-house reviewers to reduce postponements.

Program Indicators	FY08 Actual	FY09 Target	FY09 Actual as of 10/08	Comments/Issues
Number of applications received	16	16	n/a	

Budgeted Resources	FY	FY08		FY09		
	WY	\$	WY	\$		
Personnel Professional Services Publications	4.15	\$386,698	4.50	\$464,400		
Other Operating Expenses Chargebacks		\$60,172		\$61,600		
Total		\$446,870		\$526,000		

## **Preliminary Plans/Subdivision Plans**

#### description

This ongoing review of plans for proposed development includes the property location and access, existing topography, proposed layout of roads and streets, location of utilities, schools, parks and open spaces, and provisions for stormwater management. Plans are processed through the interagency Development Review Committee (DRC), and staff submits recommendations for the Board's consideration. Staff also reviews for Board approval record plats, which show all boundaries, street lines, lot lines, exact width and location of all streets, right-of-ways, alleys, and crosswalks, easements or rights-of-way for public services or utilities, and outlines of areas to be reserved for public use. Work also includes monitoring the implementation of the transportation conditions of approval. The 2007-2009 Growth Policy significantly increased the number of development applicants who will have to reduce their trips, and additional staffing is essential to ensure their proposals are acceptable, and the implementation is being checked.

Lead Division: Build/Development Review Division

Lead Staff: C. Conlon

#### goals

- Achieve conformity with the recommendations of master plans, and with requirements of the Zoning Ordinance, Subdivision Regulations, Growth Policy, Adequate Public Facilities Ordinance, Forest Conservation Law, and other Planning Department guidelines.
- Coordinate with other agencies through the DRC to ensure that development proceeds in an
  orderly fashion reflecting the overall plan vision for the County and is supported by all necessary
  infrastructure and amenities.
- Monitor the conditions related to trip reduction and other non-facility related actions to ensure that agreed upon actions are fully implemented.

#### performance measures

Objective	Measure
Ensure that public facilities are adequate before a development is approved.	In FY08, 79 preliminary plans were processed (16 preliminary plan amendments and 14 pre-preliminary plans were also processed during the same fiscal year). In FY09, 20 preliminary plans were processed (from July 1 to September 23).

#### **Specific Tasks/Products for FY09**

- Coordinate revisions to Subdivision Regulations pursuant to Zoning Ordinance Revision.
- Work with applicants submitting trip reduction programs, and monitor the programs as required by their conditions of approval
- Establish and enforce specific information standards on all plan submissions, including the requirement for up-to-date surveyed boundaries on preliminary plans.

Program Indicators	FY08 Actual	FY09 Target	FY09 Actual as of 10/08	Comments/Issues
Avg. plan processing time once issues are resolved	approx. 40 days	60 days or less	51 days	Dates used to calculate FY09 actual are from July 1 to September 18
% of plans processed in mandated timeframes	37%	80%	72%	Dates used to calculate FY09 actual are from July 1 to September 18
\$ revenue generated from plan submittals	\$436,600	N/A	\$92,500	

Budgeted Resources	FY08		FY09		
	WY \$		WY	\$	
Personnel Professional Services Publications	15.05	\$1,402,364	16.15	\$1,728,900	
Other Operating Expenses Chargebacks Total		\$241,344 (\$1,189,995) \$453,713		\$202,200 (\$1,920,600) \$10,600	

Chargeback to Development Review Special Revenue Fund

## **Project and Site Plans**

#### description

This ongoing staff review on land use plans shows all elements of proposed developments in zones or situations where more flexible development standards are more conceptual since they will be followed by site plan review. Site plans are required in all floating zones, in Euclidian zones developed under the cluster option, Moderately Priced Dwelling Unit or Transfer Development Right options, and in the Central Business District, RMX, and other specified zones when the Optional Method of Development is used. A site plan indicates natural features, such as topography, vegetation, flood plains, wetlands and waterways, and shows development details such as buildings, public spaces, vehicular circulation, parking areas, pathways, recreation/open space, landscaping, and lighting. It includes a development program of the construction phases. Plans are processed through the DRC, and staff recommendations are submitted to the Board for consideration. Significant time is spent on the post-approval process, including the review of certified site plans and confirmation that approval conditions are being met before M-NCPPC recommends to DPS that building permits be released.

Lead Division: Build/Development Review Division Lead Staff: R. Kronenberg

#### goals

- Determine conformity with public policy as set forth in master plans, the Zoning Ordinance, the Forest Conservation Law, Planning Board conditions established through Project and Preliminary Plan approvals, and other Planning Board policies.
- Ensure that development meets the zone's stated purposes and standards, provides for safe, adequate, and efficient vehicular and pedestrian circulation, and protects and preserves natural features, trees and adjacent properties through appropriate siting of structures, open space, lighting, and recreation facilities.

#### performance measures

Objective	Measure
Promote orderly development through good layout and design of development projects.	In FY08, five project plans and 91 site plans were processed. In FY09 (July 1 - September 25), 30 site plans were processed including administrative and consent agenda amendments.

- Train new staff to use Hansen and enter all necessary data in a timely manner.
- Develop a streamlined staff report format, working with the Board and the Legal Department to determine the information that should be included.
- Establish more flexibility in site plan conditions to reduce the number of amendments.
- Establish the appropriate templates for the amendment processes in accordance with the adopted Development Manual.
- Send all project and site plan resolutions to the Legal Department no more than three weeks after the Board's hearing
- Establish a template for the accurate submission of certified site plan documents and timelines for the review process. Staff should provide initial comments within 15 days of submittal. No review should take more than six months to complete.
- Complete landscape and lighting guidelines.
- Complete the green space plan for the Silver Spring CBD.

Program Indicators	FY08 Actual	FY09 Target	FY09 Actual as of 10/08	Comments/Issues
% of project plans processed within mandatory timeframe	0%	n/a	n/a	No project plans were submiteed between July 1, 2008 and September 25, 2008
% of site plans processed within mandatory timeframe	34%	80%	73%	
\$ revenue generated from project plan submittals	\$77,278	n/a	\$	As of September 25, 2008, no project plans have been submitted
\$ revenue generated from site plan submittals	\$785,924	n/a	\$268,495	

Budgeted Resources	F	FY08		FY09		
	WY	WY \$		\$		
Personnel	13.25	\$1,234,640	13.35	\$1,378,000		
Professional Services		\$50,000				
Publications						
Other Operating Expenses		\$217,375		\$162,700		
Chargebacks		(\$1,047,670)		(\$1,540,500)		
Total		\$454,345		\$0		

Chargeback to Development Review Special Revenue Fund

# **Regulatory Plan Enforcement (Site Plan Enforcement)**

## description

Enforcing Planning Board conditions is a critical component of the regulatory process. Although the recently executed MOU transferred responsibility for site plan inspection to DPS, M-NCPPC staff is working closely with that agency to ensure an understanding of the various approval conditions. Moreover, in any instance in which DPS staff is unable to bring about compliance, the matter will be referred back to the Planning Department for appropriate enforcement action. Enforcement staff will document violation cases and prepare staff reports for presentation to the Board as necessary.

Lead Division: Build/Development Review Division

Lead Staff: R. Kronenberg

### goals

- Ensure development projects conform with the public policy objectives expressed in the Planning Board's approval conditions.
- Use enforcement as a deterrent to those who might violate the conditions and make the
  developer accountable to result in a higher quality of development that meets citizen
  expectations.

Objective	Measure
Hold developers accountable by ensuring projects are built according to the approved development standards	In FY08, 44 site plan inspections were performed and five violations were cited. In FY09, eight site plan inspections were performed.

#### specific tasks/products for FY09

- Use Hansen to accurately document all pending violation issues.
- Ensure timely action on all violations under M-NCPPC control and continue to work closely with DPS to follow-up on any site plan citations.

#### performance measures

Program Indicators	FY08 Actual	FY09 Target	FY09 Actual as of 10/08	Comments/Issues
# of site plan violations	5	n/a	0	

<b>Budgeted Resources</b>	F	Y08	FY09		
	WY	\$	WY	\$	
Personnel	5.50	\$512,492	1.50	\$154,800	
Professional Services					
Publications					
Other Operating Expenses		\$104,877		\$19,900	
Chargebacks		(\$434,882)		(\$174,700)	
Total		\$182,480		\$0	

Chargeback to Development Review Special Revenue Fund

## **Historic Area Work Permits**

#### description

Provide staff support to the Montgomery County Historic Preservation Commission (HPC) by reviewing and processing Historic Area Work Permit (HAWP) applications. HAWPs are required for any exterior alteration, demolition, or new construction within a designated historic district or involving an individually designated historic site. Staff recieves completed HAWP applications from DPS, reviews the applications using Historic Preservation Ordinance criteria and district-specific guidelines, provides a written staff recommendation on each case to the HPC, presents the cases at the HPC's public meetings, processes the applications after they have been acted on by the HPC, and assists in enforcing approved HAWPs as needed. Staff also processes applications for Montgomery County Historic Preservation Tax Credits and implements public outreach and education on historic preservation process and benefits via the website and newsletter. Finally, staff develops architectural feature-specific design guidelines for exterior alterations to historic resources.

Lead Division: Design/Urban Design Lead Staff: S. Whipple

#### goals

• Ensure the preservation and protection of the County's significant historic districts and sites, while allowing for compatible changes that make these resources usable and available.

#### performance measures

Objective	Measure
Provide staff support to the HPC and assist the public by reviewing and processing HAWP applications	In FY08, 178 HAWPs were reviewed and processed. As of 10/08, 46 HAWPs were reviewed and processed. There are typically over 200 HAWP applications per year. For FY09, 184 HAWPs are anticipated
Provide staff support to the Montgomery County Historic Preservation Commission and assist the public by reviewing and processing Montgomery County Historic Preservation Tax Credit applications	In FY08, 98 Montgomery County Historic Preservation Tax Credit applications reviewed and processed.

- Review and process all HAWP applications in a timely way, meeting the 45-day review time limit called for in the Historic Preservation Ordinance.
- Review and process approximately 100 Historic Preservation tax credit applications for eligibility prior to submission to Montgomery County.

Program Indicators	FY08 Actual	FY09 Target	FY09 Actual as of 10/08	Comments/Issues
% of HAWPs reviewed and processed within the 45-day statutory review period	100%	100%	100%	

Budgeted Resources	FY08		FY09		
	WY \$		WY	\$	
Personnel	3.45	\$321,472	3.55	\$366,400	
Professional Services		\$9,000		\$9,000	
Publications		\$6,000		\$6,000	
Other Operating Expenses		\$53,758		\$40,600	
Chargebacks		(\$306,800)		(\$315,800)	
Total		\$83,430		\$106,200	

Chargeback to Historic Preservation Special Revenue Fund

## **Environmental Review and Forest Conservation**

#### description

Manage and administer the County's Forest Conservation law and regulations. Review natural resource inventories/forest stand delineations, forest conservation exemptions, and forest conservation plans, inspect and enforce approved forest conservation plans, respond and document violations and prepare corrective action orders and other penalties, manage forest conservation fund, review waiver requests, perform records management, prepare biennial reports for the state, act as liaison with State department of natural resources forest program and related functions.

Lead Division: Green/Environmental Planning Division Lead Staff: M. Pferfferle

### goals

- Promote stewardship of County forest resources.
- Reduce loss of existing and high quality forest stock.
- Direct reforestation to environmentally sensitive areas.
- Permanently protect forest resources with conservation easements.
- Provide environmental review and input to Development Review projects

### performance measures

Objective	Measure
Respond to potential forest conservation violations within one business day	99% of violations are responded to within one business day.
Expand the creation of new forests with funds collected by in-lieu fees by fall 2008	Five acres of new forests created with funds collected by in-lieu fees are scheduled for planting in fall 2008 providing favorable climatic conditions remain
Reduce average time per NRI/FSD review time	In FY08, the average time per inspection is 24 days, a 10% reduction from FY07

- Expand public outreach on the forest conservation law.
- Implement recommendations of the M-NCPPC Forest Conservation Task Force.
- Submit revised forest conservation regulation to County Council by summer 2008.
- Complete update to the trees technical manual by fall 2009.
- Continue reduction in average NRI/FSD review times.
- Provide assistance in park related reforestation and afforestation for the ICC.
- Provide comprehensive environmental review of development plans and projects.

Program Indicators	FY08 Actual (%)	FY09 Target	FY09 Actual as of 10/08 (%)	Comments/Issues
% of permanently protected stream buffers	90%	90%	N/A	
% of permanently protected onsite forests.	80%	75%	N/A	
Acreage of forest planted, cleared, planted	222.85 acres of forest planted, 73.55 acres of forest cleared	N/A	N/A	Economic conditions and housing market drive more development approvals and more tree planting removal
% of plans reviewed within statutory timelines	44%	100%	N/A	The percentage is due to data entry errors in Hansen.
Average number of inspection per inspector/week	12	24		
Number of violations per month	4	4		

Budgeted Resources	eted Resources FY08		FY09		
		\$	WY	\$	
Personnel Professional Services Publications	7.30	\$680,217	12.10	\$856,700	
Other Operating Expenses Chargebacks Total		\$122,829 \$803,046		\$95,400 \$952,400	
		\$803,046		\$952,400	

## **Bikeways Implementation**

#### description

This on-going work advocates, reviews, recommends, and supports implementation of master planned bikeways and trails and related amenities like bike racks and lockers in private development proposals, as well as implementation of bikeways as part of state and local public transportation projects. It also provides expertise and guidance on bicycle, pedestrian, and trail policy and facility-planning efforts, including support to Community-Based Planning master and sector plans and in multi-modal transportation projects such as the Intercounty Connector (ICC), Purple Line, Silver Spring Transit Center (SSTC), and Corridor Cities Transitway (CCT).

The effort also supports the Department of Parks with bicycle planning and facility design expertise as needed in their park planning and design efforts as well as parkway and trail safety initiatives, and coordinates with WMATA to improve bicycle and pedestrian access to transit stations.

Lead Division: MOVE/Transportation Planning Division Lead Staff: Kines

#### goals

- Implement the 2005 Countywide Bikeways Functional Master Plan, bicycle elements of Master and Sector Plans, and bikeway elements of the 1998 Countywide Park Trails Plan.
- Complement and enhance County's transportation demand management activities.
- Improve bicycle access and mobility to countywide and community destinations.

#### **Performance Measures**

Objective	Measure
Increase private sector participation in providing sidewalk and bikeway connectivity	Linear feet of offsite bikeway or sidewalk construction included as conditions of Planning Board plan approvals
Advance public sector implementation of sidewalk and bikeway and sidewalk capital projects as well as related enhancements and public policies.	Mileage of countywide bikeways and multi-use paths incorporated into Planning Board recommendations for new CIP Facility Planning or CTP Project Planning studies

#### **Specific Tasks/Products for FY09**

• Recommend bikeways for inclusion in the FY09-14 County CIP for planning or construction.

Program Indicators	FY08 Actual	FY09 Target	FY09 Actual as of 10/08	Comments/Issues
Linear feet of onsite or offsite bikeway or sidewalk construction included as conditions of Planning Board plan approvals	11,000	8,000	2,100	
Mileage of bikeways and multi-use paths incorporated into Planning Board recommendations for new CIP Facility Planning or CTP Project Planning studies	25	25	0	

Budgeted Resources	FY08		FY09	
	WY	\$	WY	\$
Personnel	0.30	\$27,954	0.90	\$92,900
Professional Services				
Publications				
Other Operating Expenses		\$3,897		\$10,400
Chargebacks				
Total		\$31,851		\$103,300

## **Private Development and Public Project Coordination**

## description

This program element provides coordination between the public projects required to implement master plans and private projects approved as part of the regulatory process, and will examine the potential for a broad range of approaches to building community facilities.

Lead Division: All Divisions Lead Staff: G. Kreger, R. Krasnow, D. Hardy, J. Carter

#### goals

- Implement master and sector plan recommendations through early coordination.
- Reduce the County costs and time for road construction, and ensure dedication of public facilities sites such as schools and parks.
- Assist in preparing the Zoning Text Amendments necessary to implement master plans.

#### performance measures

Objective	Measure
Implement the Shady Grove Sector Plan	Progress in the relocating the Service Park
Address master plan and sector plan recommendations for public facilities in regulatory cases	Number of regulatory approvals that implement master plans and sector plans
Investigate financing mechanisms to share the cost of the constructing and maintaining public amenities and facilities	Number of public amenities and facilities with a private contribution

#### specific tasks/products for FY09

The major projects for coordination efforts include:

- Provide input on regulatory cases to coordinate the timing of public facilities and private development.
- Participate in the technical teams developing the master and sector plans underway in FY09.
- Continue the efforts described in the Shady Grove Implementation Plan.
- Coordinate the Olney Town Center implementation project.
- Coordinate Silver Spring development.
- Participate in the County-sponsored Transportation Management Organizations.
- Oversee ongoing efforts to implement streetscape plans.
- Identify a range of approaches to constructing public facilities appropriate to the County's future needs

Program Indicators	FY08	FY09 Target	FY09 Actual	Comments/Issues
Capital projects included in the CIP to relocate the Service Center	0	3		
Number of project plans, site plans and preliminary plans that include schools and roads	20	15		
Number of mandatory referrals with private sector involvement	20	15		
Number of projects that contribute to the amenity fund	1	3		

Budgeted Resources	FY08		ed Resources FY08 FY09		Y09
	WY	\$	WY	\$	
Personnel	4.55	\$377,380	4.15	\$428,300	
Professional Services Publications					
Other Operating Expenses		\$76,420		\$54,100	
Chargebacks		(\$71,953)		(\$84,600)	
Total		\$381,848		\$397,800	

## **Capital Projects**

#### description

Participate in planning Montgomery County and Maryland capital projects.

Lead Division: All Divisions

Lead Staff: G. Kreger, R. Krasnow, D. Hardy, J. Carter

### goals

- Implement the master plan-recommended facilities to serve existing and planned communities.
- Improve the coordination of public projects and private development through the regulatory planning process.
- Improve the design quality of capital projects constructed in the County.
- Provide the Council with the best available information to make sound capital spending decisions.

#### performance measures

Objective	Measure
Ensure the timely provision of facilities recommended in approved master plans	In FY08, the Planning Department reviewed and provided recommendations for 61 capital projects (for the FY09-14 CIP), reviewed the State CTP, recommended priority projects for the Executive's proposed CIP, and reviewed the proposed CIP.

- Identify unbuilt projects in master plans and prepare a list of priority projects including roads for inclusion in the next CIP and CTP.
- Participate in design development for capital projects being prepared by other agencies.
- Participate with other agencies in the preparation of recommendations for new projects to the County Executive and County Council.
- Take actions to protect land needed for future capital projects in advance of development.
- Provide input to the Research & Technology Center for monitoring development.
- Assist in developing standards for capital projects.

Program Indicators	FY08 Actual	FY09 Target	FY09 Actual as of 10/08	Comments/Issues
# of public facilities projects reviewed (FY09-14 CIP)	22	N/A	N/A	FY09 data will be available for the March 2009 Semi-Annual Report
# of road projects reviewed (FY09-14 CIP)	39	N/A	N/A	FY09 data will be available for the March 2009 Semi-Annual Report

Budgeted Resources	FY08		Resources FY08 FY09		Y09
	WY	\$	WY	\$	
Personnel	1.65	\$153,748	1.65	\$170,300	
Professional Services					
Publications					
Other Operating Expenses		\$25,108		\$27,000	
Chargebacks					
Total		\$178,856		\$197,300	

## **Mandatory Referrals, Abandonments, and Annexations**

## description

Mandatory Referrals are regulatory planning efforts assigned to the Community-Based and Environmental and Transportation Divisions. Mandatory referrals, abandonments, and annexations provide the opportunity to coordinate master plan recommendations and other policies with public development allowing the Planning Board and others to comment on federal, State, and local projects. Reviewing annexations proposed by the County's municipalities also provides the opportunity for the Planning Board and others to provide guidance.

Lead Division: Design/Urban Design Division Lead Staff: J. Carter

#### goals

The review provides a Countywide perspective for:

- implementation of master plans
- community comment on public facilities and abandonment requests
- adjacent property owners to comment on compatibility and the need for public facilities
- potential to coordinate between federal, State, and local projects
- coordinating public and private development
- implementing County Council priorities
- input into the Preliminary Plan process including reservation of land for future development by the public sector
- opportunity for the Planning Board to review annexations for master plan conformance.

#### performance measures

Objective	Measure
Create logical boundaries between Montgomery County and the cities of Gaithersburg and Rockville by encouraging the municipalities to incorporate enclaves created by annexations.	In FY08, 36 mandatory referrals and annexations reports were completed. In FY09, 36 mandatory referrals and annexation reports are anticipated. There are currently 14 reports under review.

- Convey staff reports and Planning Board comments to all funding agencies.
- Continued interagency coordination for the ICC Mandatory Referral as identified in Planning Board and County Council status reports. Technical highlights include:
  - o Participation in concurrent design-build activities for all three contracts (A, B, and C).
  - Oversight of compensatory mitigation and environmental stewardship activities, including Llewellyn Fields.
  - Environmental reviews and public hearings for the Upper Paint Branch SPA.
  - Acceptance of the Trolley Museum's relocation.

Program Indicators	FY08 Actual	FY09 Target	FY09 Actual as of 10/08	Comments/Issues
Average amount of time per report (hours)	200	200	N/A	

<b>Budgeted Resources</b>	FY	FY08		Y09
	WY	\$	WY	\$
Personnel Professional Services Publications	5.70	\$437,948	6.10	\$629,600
Other Operating Expenses Chargebacks		\$62,117		\$70,300
Total		\$500,065		\$699,900

# **Information Services Program**

Information is a product, service, and one of the Department's most important assets. The Information Resources Program consists of one sub-program and four program elements including the functions of economic and demographic studies and analyses and GIS.

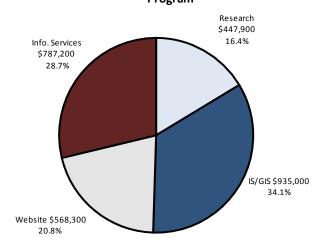
For FY09, there are four program elements in the Public Information Sub-Program.

Program Elements	WY	Expenditure
1. Research	2.80	\$447,900
2. Information Systems/Geographic Inventory Systems (GIS/IS)	6.50	\$935,000
3. Website	4.00	\$568,300
4. Information Services	6.60	\$787,200
1. Chargeback		(\$436,500)

Budgeted Resources:	FY08		<b>FY0</b> 9	
	WY	\$	WY	\$
Personnel	18.95		20.50	\$2,053,900
Professional Services				\$90,000
Publications				
Other Operating Expenses				\$594,500
Chargebacks				(\$436,500)
Total		\$2,283,100		\$2,301,900

Revenue Source: Administration Fund; Development Review Special Revenue Fund (Fees)

### Expenditure Distribution for Information Services Program



### Research

#### description

The Research program provides information and analysis to support the decision-making process for the Planning Department, Department of Parks, Planning Board, County Council and others in the County. It establishes a body of knowledge about the County's land use including current, proposed, and potential development and related economics, demographics, and housing and associated trends and issues. Within the Planning Department, the information is essential for master planning, master plan implementation and policymaking. The Research Program is responsible for forecasting the County's population, housing, and employment.

Lead Division: Explore/Research & Technology Center Lead Staff: R. George

### goal

 Improve the understanding of land use, current and potential development, and related demographics and economics of the County. Information and analysis aids in master planning, and in the development of policies by the Planning Board and County Council.

#### performance measures

Objective	Measure
Provide objective, efficient, and reliable information and analysis to support the decision-making process for the Planning Department, Department of Parks, Planning Board, County	Collection and management of data on a number of demographic and fiscal indicators to facilitate decision-making
Council, and others in Montgomery County.	County designation of RTC data as preferred source for demographic, economic, and housing data
Provide timely and accurate demographic, housing, and economic data and analysis of County trends and policies to support master plans and program initiatives, and plan County	Provide demographic, housing, and economic analysis supporting the master plan process
services.	Conduct fiscal impact analysis of Master Plans
Establish and maintain demographic, economic, land use, housing, and other data and decision-making resources that are	Prepare official population, housing, and employment forecasts
regularly updated and accurate.	Prepare quarterly housing data updates
	Conduct and analyze the Census Update Survey and other topical surveys

- Reports and analysis of the results of the 2008 Census Update Survey.
- Prepare the Montgomery County forecast of jobs and housing for Washington DC Council of Governments.
- Track federal, State, and other demographic, economic, and land use data.
- Track development and real estate market activity, including subdivision approvals, building permits, construction completions, home sales, and vacancy rates.
- Prepare the annual Economic Forces That Shape Montgomery County report.
- Monitor, track, and report development and changes in land use.
- Support requests from County agencies and departments, public, business owners, and others for research, analysis, and reporting.
- Presentations on County demographic, economic and land use trends.
- Provide survey research expertise to County agencies.
- Maintain housing data on Hansen and on the web.

- Provide research, analysis, and reporting for the housing element of the General Plan and housing elements of master and sector plans.
- Review development and redevelopment projects for compliance with affordable housing policies and the TDR program.
- Review zoning, regulations, and review processes for efficiency and equity or compliance with affordable housing programs, agricultural conservation, and sustainability.
- Present and offer consultation to County agencies on housing issues.
- Coordinate, support, and participate in the:
  - o Montgomery County Affordable Housing Conference Steering Committee
  - Montgomery County Dept. of Health & Human Services Special Needs Housing Coordinating Group
  - o Montgomery County DHHS Senior Housing Forum
  - Montgomery County Interagency Fair Housing Coordinating Group/Fair Housing Advocacy Committee
  - o Montgomery County Executive's Affordable Housing Task Force
  - Metropolitan Washington Council of Governments' Washington Area Housing Partnership
  - o CountyStat

Program Indicators	FY08 Estimate	FY09 Target	FY09 Actual as of 10/08	Comments/Issues
% of data requests performed in a timely manner	85%	90%	100%	Workload conflicts limit staff time dedicated to answering unanticipated requests
% of scheduled reports delivered on time	90%	100%	100%	RTC staff input must be included in the scoping of all projects.
% of staff work hours supporting Master Plans compared to programmed amount	120%	100%		Additional support work requested beyond original scope
% of data requiring quarterly updates that is completed on time	80%	90%		Workload conflicts limit staff time dedicated to updating data.
# of page website hits	8,840	10,220	2,818 (25%)	Innovative ways to attract users to the RTC website must be found.
% of reports uploaded to the web page within 10 days of publication	90%	100%	100%	Department must honor RTCs routinized update schedules.
# of presentations made to professional conferences or participation in organizing conference	6	4		APA, IT EXPO, Affordable Housing Conference, Mont. Co. Housing Fair, etc.
# of presentations made to County agencies, private or civic organizations	48	20		FY09 presentations anticipated for Census Update, Housing, etc.

<b>Budgeted Resources</b>	FY	FY08		Y09
	WY	\$	WY	\$
Personnel	2.80	\$260,905	2.80	\$289,000
Professional Services		\$260,000		\$50,000
Publications				
Other Operating Expenses		\$71,758		\$108,900
Chargebacks				
Total		\$592,663		\$447,900

## Information Systems/Geographic Information Systems (IS/GIS)

#### description

The IS/GIS program supports decision making throughout Montgomery County by providing timely and accurate geographic and land-based data. It has two components. The GIS is a mature system, comprising a large database of geographic data and tools that have been used for over a decade in everyday operations such as map making and analysis. The second component, IDEAL, is comprises Hansen client and database structure, and in-house developed tools and programs that provide quality control and reporting of the land-based data. Also included in IDEAL is the development activity center (DAIC) that contains all recent development plans and reports available via the internet. The two components are linked at a system level and data can be accessed from either component.

Lead Division: Explore/Research & Technology Center

Lead Staff: L. Scattergood, J. Schlee

#### goals

 Provide timely and accurate land-based data to decision-makers and identify ways that data can be used to answer policy questions and support daily operations. Land-based data provides for the tracking and monitoring of growth.

#### performance measures

Objective	Measure
Provide easily accessible, timely and accurate geographic – based data to Department and County staff, to support decision making, policy analysis, and daily operations	<ul> <li>GIS is used by more staff, creating more demand on GIS websites and for licenses and advanced training</li> <li>Online development projects are created and updated quicker, making them more usable by staff and the public</li> <li>Staff use of GIS has improved, allowing GIS team to perform more geographic analysis in support of department projects</li> </ul>

#### specific tasks/products for FY09

The GIS Strategic Plan will enter Phase II, which will act on recommendations from Phase I. These are expected to include:

- Improvements to the administration, updating, and maintenance of GIS data
- Improved coordination, documented workflows, and data descriptions between agencies
- A budget mechanism that adequately funds the GIS database maintenance
- Providing GIS data and geographically-based information to the public and increase the GIS use to improve administrative and operational activities of County agencies
- As part of the zoning rewrite, establish GIS as the official source for zoning maps and information
- Hansen 8, which will be a web-based replacement for Hansen 7, and will continue to support the
  department's development review and regulatory functions and will provide enhanced
  capabilities for users.

Program Indicators	FY08 Actual	FY09 Target	FY09 Actual as of 10/08	Comments/Issues
# of GIS website visits	5,697	6,250		Based on 1 year of Locator Wizard (1072) and 7 months of MCATLAS (4625). MCATLAS has not yet formally announced
% of current development plans stored in the DAIC at time of Board review	Not measured	95%		Plans are still scanned with support from IS team. Digital submissions should increase this value to 100%.
# of training sessions	28	26		Classes include: 7 Intro, 3 intermediate, 7 personalized, 3 IT Expo sessions, 8 user groups. FY09 assumes 10 user groups, 10 classes, and 6 advanced seminars.

Budgeted Resources	FY	FY08		FY09	
	WY	\$	WY	\$	
Personnel	6.55	\$610,331	6.50	\$670,900	
Professional Services		\$125,000		\$40,000	
Publications					
Other Operating Expenses		\$167,461		\$224,100	
Chargebacks					
Total		\$902,792		\$935,000	

## Website

#### description

The Web program supports both the Park and Planning Departments' communication activities. Web content is created and designed to provide information about the facilities, services, and activities of the agency; tools that allow access to files and the sorting of data; libraries of documents and data; the ability to make online purchases of services and products; and the ability to submit applications.

Lead Division: Act/Management Services Lead Staff: G. Goodwin

## goals

- Provide timely and detailed information available to visitors 24 hours a day.
- Increase the transparency of the Planning Board's activities, including preparation of master plans and review of private development.
- Increase public access to our park facilities and programs.
- Enable public participation through online surveys, blogs, and other mechanisms.

### performance measures

Objective	Measure
Create and design web content to provide the following: information about the facilities, services and activities of the agency; tools that allow access to files and the sorting of data; libraries of documents and data; the ability to make online purchases, and the ability to submit applications	Online visitor satisfaction survey that will determine the following:  Percent of online survey takers indicating that our Website is helpful  Percent of online survey takers indicating that the Website is easy to use

#### specific tasks/products for FY09

Completion of website redesign and inauguration of webcasts will allow web team to focus in FY08 on:

- Expanding use of web-based technology and tools to support the master planning process, development review, park planning, and park user experience.
- Adding website features that explain park and planning issues in more depth to make the process more easily understandable by the public.
- Expanding planning and other documents available on the website and develop more user-friendly tools for search and retrieval of information
- Deploy Web-based GIS tools now under development.

Program Indicators	FY08 Actual	FY09 Target	FY09 Actual as of 10/08	Comments/Issues
Amount of new content provided	3GB	N/A	5GB	FY09 targets are not applicable due to development of new performance measures.
Number of website visitors	2,052	N/A	2,400	FY09 targets are not applicable due to development of new performance measures.

Budgeted Resources	FY	FY08		Y09
	WY	\$	WY	\$
Personnel	3.00	\$279,541	4.00	\$412,800
Professional Services		\$10,000		
Publications				
Other Operating Expenses		\$76,884		\$155,500
Chargebacks				
Total		\$366,425		\$568,300

## **Information Services**

#### description

The Public Information and Publications Office serves walk-in and telephone customers seeking land use, park, zoning, subdivision, site plan, forest conservation plan, special exception, and master plan information for specific parcels, including all development cases pending decision by the Planning Board. Staff also inventories and sells relevant land use documents, assigns addresses and street names, and oversees the final stages of plat reproduction and recordation. The office also assists people submitting applications for development review, including checking applications for completeness, processing application fees, and entering information into the Hansen system. Additional public information staff in Transportation Planning provides information related to transportation issues.

Lead Division: Build/Development Review Division Lead Staff: L. Rorie

#### goals

- Disseminate up-to-date information regarding the County's and the Planning Board's land use
  policies, including changes to the zoning ordinance, subdivision regulations, forest conservation
  laws, and master plans.
- Process applications accurately and in a timely manner.
- Provide accurate land use information, essential in a growing and diverse county.

#### performance measures

Objective	Measure
Provide timely information to the public with respect to planning and zoning matters.	In FY08, the Information Services Counter served an average of 22 walk-in customers per day and uncounted telephone callers. The current average for FY09 is the same.

- Establish a customer service protocol.
- Ensure that each caller has been contacted within 24 hours.
- Ensure that personnel are explaining to the public how information can be retrieved through the Hansen Dynamic Portal.
- Work closely with the technology team to establish a file protocol.
- Establish a more secure file management system.

Program Indicators	FY08 Actual	FY09 Target	FY09 Actual as of 10/08	Comments/Issues
% of request responded to within 24 hours	92%	90%	89%	The percentage has declined due to the loss of staff.
# of general information presentations conducted (average per day)	12	10	9	

Budgeted Resources		FY08	FY09	
	WY	\$	WY	\$
Personnel	6.60	\$614,990	6.60	\$681,100
Professional Services				
Publications				
Other Operating Expenses		\$171,504		\$106,000
Chargebacks		(\$365,301)		(\$507,300)
Total		\$421,194		\$279,900

Chargeback to Development Review Special Revenue Fund

# **Management and Administration Program**

The Management and Administration Program provides the leadership and support resources for the effective and efficient coordination and direction of the Department. This program includes the technology resources and support for the Department.

The Management and Administration Program is organized into two Sub-Programs that contain 3 Program Elements. The FY09 Sub-Programs are:

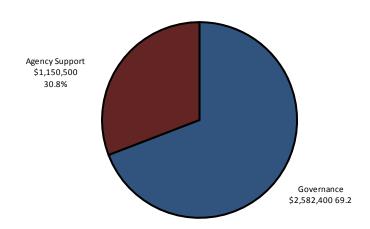
Sub-Programs	WY	Expenditure
1. Governance	22.00	\$2,582,400
Agency Support	5.00	\$1,150,500

Budget Resources:	FY08		FY09	
	WY	\$	WY	\$
Personnel	30.65		27.00	\$2,786,700
Professional Services				\$390,000
Publications				
Operating Expenses				\$556,200
Chargebacks				
Total		\$4,317,300		\$3,732,900

Revenue Source: Administration Fund

Expenditure Distribution for Management & Administration Program

by Sub-Program



# **Work Program Management**

#### description

Work Program Management provides for the development, implementation, and leadership of the Planning Department's adopted work program. It promotes continuous improvement in service delivery, customer services, human resource management, and fiscal management.

Lead Division: Director's Office Lead Staff: R. Stanley, A. Davis, R. Krasnow, R. George, J.Carter

#### goals

- Promote stakeholder satisfaction with the adopted work program.
- Ensure compliance with legal and regulatory requirements, adopted policy direction and guidance, and approved processes and procedures for the physical development of Montgomery County.

#### performance measures

Objective	Measure
Determine performance measures at the program element level for FY09.	Developed for all 48 program elements of the work program.
Create system for development of program outcome measures.	

- Develop work priorities for FY10.
- Develop outcome measures at programmatic level.

<b>Budgeted Resources</b>	FY08		FY09	
	WY	\$	WY	\$
Personnel Professional Services Publications	10.80	\$1,006,348	9.40	\$997,800
Other Operating Expenses Chargebacks		\$183,640		\$159,200
Total		\$1,189,988		\$1,157,000

# **Work Program Support**

## description

Work Program Support assists in the corporate operation of the Planning Department. It includes human resource administration, fiscal resource administration, document production, communication and outreach, facility operation, and other general administrative support activities.

Lead Division: Act/Management Services

Lead Staff: A. Davis

#### goal

• Promote continuous improvement, efficiency, and effectiveness in administrative activities and customer services practices.

#### performance measures

Objective	Measure		
Implement strategies to ensure efficiency and effectiveness of Planning Department operations through staff training and administrative process reviews.	<ul> <li>Developed protocol and publications standards</li> <li>Develop orientation program</li> <li>In FY08, employees attended Department and Commission-wide training sessions</li> </ul>		

- Implement publication standards and protocols
- Improve document management

Budgeted Resources	FY08		FY09	
	WY	\$	WY	\$
Personnel	14.85	\$1,383,728	12.60	\$1,337,700
Professional Services		\$225,000		
Publications		\$10,000		
Other Operating Expenses		\$227,971		\$249,400
Chargebacks		(\$26,100)		
Total		\$1,872,800		\$1,587,100

# **Information Technology**

## description

The Information Technology program provides all desktop, network, and telecommunications infrastructure, training, and ongoing support for all users in the Department. Major functional areas include wide-area network infrastructure, e-mail, internet connectivity, and e-commerce.

Lead Division: Explore/Research & Technology Center

Lead Staff: H. Mobayeni

#### goals

- Provide information technology to the Planning Department Staff so that they can achieve their work program initiatives.
- Provide internet-based access to the Planning Department's land-use data repository.
- Fully participate in interagency technology coordination.

### performance measures

Objective	Measure
Provide all network, desktop, and telecommunications infrastructure, training and ongoing support for all users in the Planning Department.	From January 1, 2008 to August 30, 2008, 519 help desk calls were processed. 467 callers received service on the same day they called.

- Maintain a high level of reliability of our installed networks.
- Keep pace with PC and other replacements, according to ITPCC-approved schedule.
- Continue to improve training and other support.
- Invest additional resources in IT security.

Program Indicators	FY08 Actual (%)	FY09 Target	FY09 Actual as of 10/08 (%)	Comments/Issues
%of Help Desk calls closed within one date (national rate is 65%)	90%	90%	N/A	FY08 percentage represents 1/1/08 to 8/30/08 figures.
% of uptime for networks	99.89%	99%	N/A	FY08 percentage represents 1/1/08 to 8/30/08 figures.

Budgeted Resources	FY08		FY09	
	WY	\$	WY	\$
Personnel	5.00	\$465,902	5.00	\$516,100
Professional Services Publications		\$305,000		\$390,000
Other Operating Expenses		\$545,640		\$244,400
Chargebacks		(\$62,000)		
Total		\$1,254,542		\$1,150,500