

NOTICE

Issued by:

Office of Planning & Zoning

Notice #:

OPZ-21-04-Rev

Release Date:

Original: 7/9/21

Revised: 11/1/21

Contact:

Please use the
Contact Us form
found on
aacounty.org/opz

Phone #:

410-222-7450

Reopening and Revised Service Operations

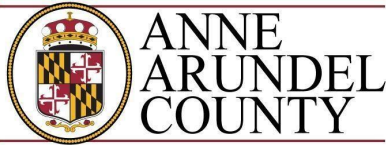
Per [guidance from the County Executive](#) released on June 1, 2021, all County buildings are to reopen to the public on July 19, 2021.

The Office of Planning and Zoning (OPZ) maintained and enhanced operations during pandemic restrictions; implementation of virtual procedures resulted in new standards for increased efficiencies and improved customer service. As a result, the department is modifying customer service operations based on best practices garnered from employment of advanced technologies and communications during the pandemic; coordination will continue via OPZ email addresses and phone numbers, with the option to arrange virtual meetings, as necessary. OPZ staff will maintain availability for inquiries by phone, email, and standard mail.

Steve Kaii-Ziegler, AICP

*Planning & Zoning
Officer*





M A R Y L A N D

Office of Planning and Zoning

Steve Kaii-Ziegler, AICP, Planning and Zoning Officer

MEMORANDUM

TO: MBIA, Review Agencies, and the General Public

FROM: Steve Kaii-Ziegler, AICP, Planning and Zoning Officer *SKZ*

SUBJECT: Reopening and Revised Service Operations

DATE: July 9, 2021

The Anne Arundel County Office of Planning and Zoning (OPZ) will adhere to the following policies for reopening to the public.

Office of Planning and Zoning staff understand that, while County offices are reopening, inherent risk of COVID-19 exposure still exists. Our priority is to protect the health of staff and customers; we developed these guidelines to increase efficiencies, improve customer service, and maintain a safe office environment. Please reach out to OPZ with any questions regarding this guidance.

Appointments Only

OPZ will no longer accept walk-up appointments from the public. Customers are encouraged to contact OPZ by phone or the Contact Us form on the department website:

| Contact Information by Section <i>If point of contact unknown, please use general email or phone number.</i> | | |
|--|--------------|-------------------------------|
| Section | Phone | Email |
| Administration / General | 410-222-7450 | Contact Us |
| Cultural Resources | 410-222-7432 | Contact Us |
| Development / Critical Area | 410-222-7960 | CriticalAreaTeam@aacounty.org |
| Development / Regional | 410-222-7485 | Contact Us |
| Development / Residential | 410-222-7458 | Contact Us |
| Development / Transportation | 410-222-7485 | Contact Us |

| Contact Information by Section | | |
|---|------------------------------|--|
| <i>If point of contact unknown, please use general email or phone number.</i> | | |
| GIS Map Room | 410-222-7463 410-222-7464 | OPZMapRoom@aacounty.org |
| Long Range Planning | 410-222-7432 | lrp-opz@aacounty.org |
| Zoning Administration | 410-222-7437 | Contact Us |
| Zoning Enforcement | 410-222-7446 | General questions: Contact Us Submit a complaint: zoningcomplaints@aacounty.org |

Office of Planning and Zoning staff will be available to assist customers as needed. If a question cannot be resolved via an email or phone call, please contact OPZ to set up a virtual appointment.

Customer Express Station

Customers who complete business in the Inspections and Permits office with questions for OPZ will have access to an OPZ Customer Express Station to contact the department via email or by phone. Please follow directional signage in the building. This area will also include Certificate of Use forms; directions on how to process a Certificate of Use; and, a drop box for plans, applications, and forms. Hand sanitizer, masks, and gloves will be available in consideration of public health.

Aerial Maps and Signs

Please coordinate with the GIS Map Room to schedule pickup of aerial maps and signs.

- Aerial maps: Appointments will be available on weekdays between 8:00 AM and 3:00 PM.
- Signs: Map Room staff will notify customers by phone and/or email to arrange pickup.

In-Person Meetings

An in-person appointment can be arranged upon request. Vaccinated persons are not required to wear masks during in-person meetings. Masks will be provided for those who are unvaccinated or would prefer to wear a mask. All in-person meetings will be limited to eight people in OPZ offices. Logistics for safe convening of commissions, task forces, and work groups will be determined by OPZ and group chairpersons.