

Applicant Support Services

Division of Planning and Permitting

Ashley Reed, Small Business Navigator
Staci Rosenberger, Planning & Permitting Ombudsman

Our Vision:

~ Why We Do What We Do



Key Foundational
Documents

- The Transition Report and Livable Frederick Master Plan direct our efforts to better serve our community, providing a strong focus on customer service.

Who We Serve:

~ Our Key Stakeholders



Assistance to Businesses

Supported over 100 businesses



Aid to Agricultural Applicants

Helped multiple agricultural applicants



Support our Homeowners

Numerous homeowners supported

Our Services:

~ What We Offer and How We Add Value

Applicant Support

- Providing guidance to applicants
- Assisting with Planning and Permitting

Outreach Efforts

- Strategies to engage small businesses
- Methods to increase awareness of services

Communication

- Improving information dissemination
- Enhancing feedback mechanisms

What We Do:

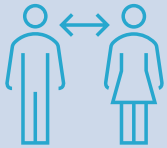
~ Overview of Our Core Functions



Small Business Support



Provide Software Training



**Personalized Services Based
on Assistance Needed**



**Leadership Steering
Committee for School Projects**



**Onsite Meetings with
Applicants**



**Infographics and Instructional
Guides**

Infographics

Frederick County Permitting Process





Outreach

- **Commercial Realtors and RealSHARE**
- **Municipalities/Main Street Managers**
- **EmPOWER Networking Events**
- **Small Business Development Center**
- **MD Women's Business Center**
- **SOUL Street Panel**
- **Investing in Workers and Workplaces**
- **Business Appreciation Week**
- **United Way Day of Action**
- **Farm Credit Event: Young, Beginning and Small Farmers**
- **Office of Economic Development**
- **Office of Agriculture**

What Customers Say About Working With Us

SMALL BUSINESS TESTIMONIAL



“I would encourage anyone starting a new business to use resources from the Small Business Navigator and Ombudsman. Their clear communication took out the guesswork and made all the difference in opening my bike shop.”

Eirik Harteis

Brunswick Business Owner
Bridgeway Bikes

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AGRICULTURAL TESTIMONIAL



Interdivisional Referrals Connect Us With Applicants



“I was referred to Applicant Support by the Office of Agriculture. They helped me navigate the online portal, reviewed my plans, provided feedback, and responded to calls and emails quickly. I was amazed at how fast I got through the process thanks to the help I received.”

Ben Saylor

Walkersville Business Owner
Pleasant Hill Produce

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Our Services in Action

SMALL BUSINESS TESTIMONIAL



“Ashley and Staci in Applicant Support made it possible for us to navigate the Permit Application process seamlessly. Their help and guidance has helped make our new restaurant become a reality.”

Joana Tsinonis

Middletown Business Owner
Alekos Village Café

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Communications Strategies



Printed Materials Distribution



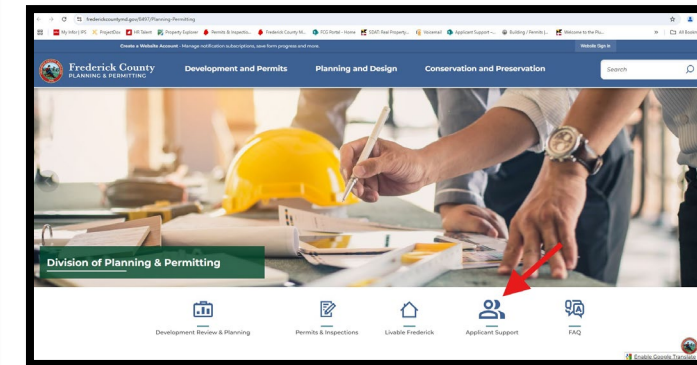
Radio Interview



Social Media Presence



Website Presence



Why It Matters:

~ The Impact of Our Work



Enhanced Customer Service

Better customer satisfaction
Improved response times



Streamlined Processes

Increased efficiency
Improved resources



Stronger Community Relationships

More community engagement
Improved public perception

DPP Applicant Support Services

