

## NEW PERMIT IN-TAKE PROCESS

**On September 18, 2006, Pierce County Planning and Land Services Development Center will launch a new process for taking in applications for permit.**

**The new permit in-take process will separate the pre-review of the application material from the processing of the application:**

### **Pre-review**

- The Customer completes a triage checklist and includes it with their permit application package. (Checklist attached. Also available online at [www.piercecountywa.org/pals](http://www.piercecountywa.org/pals).)
- The Customer then comes into the Development Center and checks in at the Receptionist's Counter.
- The Permit Technician calls the Customer, reviews the package for completeness and may bring in technical staff if needed. (**Note – if the application package is incomplete, the Permit Technician will prepare a submittal standard of needed items and request that the Customer return.**)
- The Permit Technician collects fees and takes in the application package. The Customer is finished at this point and can leave.

### **Processing**

- The application package is forwarded to processing and a permit application is created within one working day (five working days for multiple submittals.)
- The Customer returns to pick up the completed permit application or may pay outstanding fees online and have the application mailed.

Separating the initial review step from the processing step will significantly reduce the customer's wait time in the Development Center.

*triage workshop details*