



PLANNING AND LAND SERVICES DEVELOPMENT CENTER

Self Help Kiosk

On August 1, 2008, we implemented the Self Help Kiosk. This is an expedited permit intake process that has been designed to assist **you** in submitting an application for permit without having to wait in the Development Center lobby.

HOW IT WORKS: A portion of the Development Center lobby has been transformed into a self-help area consisting of two computers with unique software to guide you in the first steps to submitting for a building permit without waiting.

YOUR PART: After you have entered your information into the Self Help Kiosk computer, a transmittal sheet with a tracking number will print. You attach the transmittal sheet to your submittal package and place it in the cart nearby. A Permit Technician is located close by to assist you if there are questions. That's all you do, there is no fee collected, you are now free to leave.

PERMIT TECHNICIAN'S: After you've left, the Permit Technician will review your submittal package, checking to see that all the necessary documents/forms are there. If there are documents/forms missing, the Permit Technician will contact you by email to alert you to what more is needed.

TECHNICAL SUPPORT TRIAGE TEAM: The following morning, a team of Technical Support reviewers from each reviewing department will meet together along with the Permit Technician to triage your submittal package.

You will receive an email advising you that your submittal package is on it's way to processing once you pay minimum fees necessary to begin review. You can pay these fees online with your Visa or Mastercard or come into the Development Center. If your package is missing a necessary component, it will be noted in the email.

This process is another step toward developing an electronic submittal of your building permit application, with the goal to serve our customers in a timely manner.



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Frequently Asked Questions - Kiosk

1. Does my project qualify for the *Self Help Kiosk*?

Your project will qualify for using Self Help Kiosk if it is a residential project located in a plat that has been approved within the last five (5) years. Examples include a new home, accessory structure such as garage, shed or other accessory outbuilding, room or deck addition.

2. What information is needed to apply using the *Self Help Kiosk*?

The same information that is required to apply for building permit is needed when using Self Help Kiosk:

- 2 construction drawings or 2 base plan worksheets
- 8 site plans
- energy form (not required for base plans)
- completed building application form
- completed Triage form
- septic application/design information if on septic
- 2 engineering plans if required
- Bulletin 55

3. Do I have to have email in order to use the Self Help Kiosk?

Yes, an email address is required. After submitting your application using Self Help Kiosk, a confirmation email will be sent to you.

4. How do I pay using the *Self Help Kiosk*?

No fee is required at the time of using the Self Help Kiosk. Fees will be assessed during processing and are required to be paid before an application is created. It is strongly encouraged to pay fees electronically.

5. How will I know if my submittal was received when using the *Self Help Kiosk*?

A receipt with a tracking number and the Pierce County website address is provided at the time of submittal. You will also receive an email message confirming receipt and you will be able to track the process of your submittal at any time.

6. I'd prefer to come in and wait in the Development Center for assistance in submitting my application. Is it mandatory that I use the *Self Help Kiosk*?

Use of the Self Help Kiosk will not be mandatory until September 1, 2008.

The Self Help Kiosk has been designed to assist you in submitting an application for permit without having to wait in the Development Center lobby. Additionally, Planning and Land Services has a mandate to provide service to walk-in customers within 20 minutes. An expedited intake process is one service that can help achieve this goal. The Self Help Kiosk is a step toward a fully automated process that will allow you to apply for permit without leaving your home or office.

Beginning August 1, 2008, the Self Help Kiosk will be in place. One month later, September 1, 2008, use of the Self Help Kiosk will be mandatory when submitting for a residential building permit located in a plat that has been approved within the last five (5) years.

7. Who can I contact with questions?

Contact the Permit Information Line at 253-798-3739, for more information about the Self Help Kiosk or any question relating to the permit intake process.

8. Will it take longer to process my application for building permit using the Self Help Kiosk?

No, the review process remains the same. Currently, when you come into the Development Center to apply for permit, Permit Technicians and Technical Support staff from up to eight reviewing divisions may rotate through the lobby to look at your project while you wait. The Self Help Kiosk will bring all divisions together each morning to look at your project as a group and enter comments into a "submittal standard". The submittal standard will then be sent to you electronically the same day.