Permit Review

1. Submittal: Items listed on checklist and called out in pre-app memos required. (Ex. 11)
2. Screening: Reviews for completeness and invoices if plan review fee is due (where value of work is $50,000 or more). (Ex. 12-13)
3. Distribute: Complete applications are routed to reviewers. If a revision is submitted, an automated email is sent to staff. (Ex. 14)
4. Review: Individual reviewers may call or email applicant directly if there are specific questions during review. (Ex. 15-19)
5. Consolidate: Permit Specialist uploads comment memo and redlined plans with revisions or approved plan set. (Ex. 20-21)
6. Pay Fees: After fees are invoiced, they can be paid online or in-person.
7. Pre-Con Meeting: A Pre-Construction meeting may be required (coordinated by reviewers) prior to the permit being issued.
8. Permit Issuance: Permits can be issued online through ACA or in-person. (Ex. 20-21)
9. Inspections: Inspection comments viewable online through ACA.
10. Certificate of Occupancy: After Final Inspection passes, CO is uploaded to ACA and hardcopy is mailed.
Inspections

- Submit Request via ACA, Phone, or Email
- Review List & Plan Route
- Inspect
- Record Results
- CO

Requests must be made by 3pm to be scheduled for the next day.

Inspector plans route for the day. Call between 7:30-8:30 the day of your inspection to coordinate a preferred time. (Ex. 22)

In-person communication often occurs during inspection process.

Inspector records results of inspections online. Email is sent if inspection result is "fail". (Ex. 23-24)

After Final Inspection passes, CO is uploaded to ACA and hardcopy is mailed.
Pre-Application Request

1. **Submit via ACA**
   - Conceptual Site Plan Required.
   - (Ex. 1-2)

2. **Screening**
   - Answers "easy" questions
   - Asks questions to clarify
   - Identifies big red flags
   - Schedules for Coaching if appropriate
   - (Ex. 3-5)

3. **Distribute**
   - Large scale and complex projects distributed to all reviewers.
   - (Ex. 6-8)

4. **Review**
   - Staff meets to discuss projects for coordinated response.

5. **Consolidate & Respond**
   - App. Services uploads review docs to ACA.
   - Applicant reviews comments and can request a meeting.
   - (Ex. 9-10)

6. **Meeting**
   - Meeting facilitated by App. Services, focusing on specific issues outlined in preliminary memo.

7. **Consolidate & Respond**
   - App. Services uploads review docs to ACA to reflect meeting outcome.
   - (Ex. 9-10 with revised memo)