



**Grant County
Building/Fire Marshal Division**

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October 21, 2014

Application Process Enhancement
2nd and Final Notification

Greetings,

This is the second and last notification of our updates on process improvements that we will be implementing in the next few weeks. Our target date for full implementation is December 1.

Here are some things that you can expect beginning November 3, 2014:

New Full Time Employee “Plans Examiner Technician”

The Plans Examiner Technician will be our front office specialist who will conduct “technically complete” reviews at the counter together with a Permit Technician to make sure that each submittal is complete – both application documents and plan requirements - and ready to be placed in line for a full-fledged plan review. Among other related duties, this person will also assist the public by answering code questions and helping to determine permit requirements. Interviews have now been completed and our new team member will be joining us on November 3rd.

Application Process

In the past, our goal was to determine whether or not a set of plans were complete within 5 days of submittal. Delays resulted from plans being incomplete which would make the application go into a “pending” status while waiting for the missing plans. Once the missing plans were received, it would then go back into line to be deemed technically complete. Once the plans were deemed technically complete, our goal was to complete the plan review within 3-4 weeks (provided the plans submitted were correct).

With our new Plans Examiner Technician, there will be a “technically complete” review done at the time of submittal thereby completely eliminating that initial 5 day time period during which we would deem the plans technically complete in our previous process.

Acceptance of only “complete” application submittals

It is very evident that with our current practice of accepting incomplete applications (application and plans), we spend a lot of precious time and energy following up with applicants who submit incomplete applications and plans to chase for what was missing thus taking our attention away from conducting actual plan reviews so that customers can stay on their project schedules.

Bottom line: incomplete submittals create interruptions, non-standard work, longer waiting times and actually penalizes applicants who submit a well-prepared, complete application. Instead of being able to run like a “well-oiled machine” and focus on completing reviews, incomplete submittals require time spent writing letters, making a multitude of phone calls and making corrections.

We have decided to change to a “complete submittals only” policy. This benefits everyone: efficiency is increased, interruptions are reduced, our focus is increased and placed where it needs to be – on plan reviews, time is reduced for both the County and for our customers and at the end of the day, it ensures fairness for all applicants.

What does all this mean and how does it affect you?

What this means for our applicants is that whether the application is mailed or brought to our office, if the application information required is not complete and/or if the plans are incomplete, the application will not be accepted and will be returned to the submitter to bring back when complete.

When you come to our office to submit an application, you can expect to be helped by both our Permit Technician and our Plans Examiner Technician at the counter to go through your application documents, information and plans thoroughly to determine whether or not the application packet is deemed “technically complete” and can be accepted.

To help you adjust to this new process and to help make your application experience as quick and easy as possible, you will need to make sure that you have all the documents, information and plans required to submit prior to bringing it or mailing it to our office. We encourage applicants to contact us ahead of time to fully understand what the requirements are and with due diligence, acquire all the necessary information and plans that are indicated on the forms prior to submittal.

As always, it is better to ask questions before you have plans prepared or attempt a submittal. You are welcome to call or email our office with your questions at any time.

Improved Forms and Handouts

To support our “complete submittals only” policy, we have revised our forms and handouts to facilitate complete submittals. These forms will be made available beginning November 3rd for everyone to update their files and switch out old forms. Targeting November 3, 2014, we will begin using new forms and handouts and may do the “technically complete” review at the counter. Applicants submitting incomplete applications will be informed that their application is incomplete and be educated on what needs to be done to make their application complete. Incomplete applications will continue to be accepted during this November 3 – December 1 timeframe while we help everyone learn and ease into the new process. Beginning December 1 however, incomplete applications will not be accepted.

Workshops

We will be offering two workshops on **Wednesday, November 19** at the Grant County Public Works Department located at 124 Enterprise St. SE, Ephrata, WA 98823.

The first workshop will be in the morning from **10:00am – 11:00am** and second will be in the afternoon, from **2:00pm – 3:00pm**.

During these workshops, we will go through and explain the new process and forms, we will review a couple of scenarios that best illustrate the new process and there will be opportunity to ask questions.

All are welcome to attend, but we would like to have some idea of how many people to expect.

We would appreciate if you would kindly RSVP by email or phone to let us know what workshop you will be attending.

Full Implementation

Full implementation date will be Monday, December 1. All residential applications will be on new forms and the technically complete review will be done at the counter. An application must be complete as described or it will not be accepted.

Remember the dates:

- ✓ New Forms: Monday, November 3
- ✓ Workshops: Wednesday, November 19
- ✓ Full implementation - Complete Applications Only: December 1

If you have any questions, please contact our office and speak to someone regarding the changes to understand how it will affect you, your customer and any future projects you have lined up.

Thank you.