

One-Stop Arlington Customer Advisory Working Group

May 22, 2018
11:00 am – 12:30 pm

Agenda:

We would like you, the customers, to walk us through the steps for three different projects: a residential addition, a new commercial building, and a right-of-way for utilities. The group will be divided up into the projects most relevant to their knowledge and experience. This is an opportunity for us to better understand the customer experience at Arlington. We would like you to identify challenges or areas for improvement as well as areas of success that we can apply across Arlington.

- What applications or permits do you need for this project?
- What occurs during permit or application intake?
- What happens if there is a rejection at permit or application intake?
- What occurs during plan review?
- What happens if there is a rejection during plan review?
- What occurs during inspections?
- What happens if there is a rejection during inspections?
- What completes the process?