



# Customer Information Meeting

You pick the staff | You pick the service provided | You pick the timing

CUSTOMER MEETING MENU			
Design Your Meeting	Fee	Scheduling	Products Delivered
<b>Choose Staff</b> You <b>must</b> choose at least one staff <input checked="" type="checkbox"/>	\$100 each	Target: <b>5 working days</b>	<ul style="list-style-type: none"> <li>• Verbal information at the meeting</li> <li>• PALS+ Submittal Standard with project information</li> <li>• GIS map</li> <li>• Contact person for follow-up questions</li> </ul>
Planner <input type="checkbox"/>			
Biologist <input type="checkbox"/>			
Engineer <input type="checkbox"/>			
Building <input type="checkbox"/>			
Fire <input type="checkbox"/>			
Sewer <input type="checkbox"/>			
Health <input type="checkbox"/>			
Some staff you choose are available to provide additional services:			
<b>Visit your Site</b> <input checked="" type="checkbox"/>	\$300 each	Target: <b>10 working days</b>	<ul style="list-style-type: none"> <li>• Field Visit feedback at the meeting and in PALS+</li> </ul>
Planner <input type="checkbox"/>			
Biologist <input type="checkbox"/>			
Engineer <input type="checkbox"/>			
Fire <input type="checkbox"/>			
<b>Write you a Memo</b> <input checked="" type="checkbox"/>	\$300	Target: <b>20 working days</b>	<ul style="list-style-type: none"> <li>• Memo presented at the meeting with sewer requirements</li> </ul>
Sewer <input type="checkbox"/>			
<b>Visit your Site &amp; Write you a Formal Letter</b> <input checked="" type="checkbox"/>	\$500 each	Target: <b>20 working days</b>	<ul style="list-style-type: none"> <li>• Formal letter presented at the meeting with details about regulations and permits required</li> </ul>
Planner <input type="checkbox"/>			
Engineer <input type="checkbox"/>			
<b>Total Cost of Meeting</b>		<b>Fee Credit.</b> If applications identified through the meeting are applied for within a year of the meeting, the fees paid for each discipline are applied toward the application fees for that department. See Pierce County Code, 2.05.040 C.9.d.	

## Who does what?

- **Planner:** zoning, setbacks, use allowance, number of lots you can create
- **Biologist:** wetlands and buffers, fish & wildlife habitat
- **Engineer:** grading, clearing, stormwater, driveway, steep slopes, erosion hazard areas
- **Building:** building construction, remodel, addition
- **Fire:** fire suppression, fire alarm, water for fire flow, emergency vehicle access
- **Sewer:** capping, sewer line extension
- **Health:** drainfield, septic, drinking water, capping

Learn about your property for **FREE** by visiting our [About My Property](#) page!

All you need is your tax parcel number or site address.

**Need more HELP figuring out how to design your meeting?**

Contact a Permit Technician at (253) 798-3739 or [Ask the Development Center](#) or [Chat](#) online.

<b>Customer Information Meeting</b>	
<p><b>Application Checklist*</b></p> <p>Submittals must be electronic through our online portal, <a href="#">PALS Online Permits</a>, or on a flash drive/CD at the Development Center.</p>	<b>RECEIVED</b>
<p><b>Customer Meeting Menu</b></p> <p>You pick the staff   You pick the service provided   You pick the timing</p>	
<p><b>Cover Letter</b>   What do you want to learn at your meeting? Include information such as:</p> <ul style="list-style-type: none"> <li>• Issues and topics you want to discuss</li> <li>• Description of your proposal and Use Type**</li> <li>• Estimated traffic volumes</li> <li>• Type of dirt/earth movement and vegetation disturbance</li> <li>• Square footage of structures, building occupancy classifications, and type of building construction</li> <li>• Utilities (sanitary sewer, stormwater, potable water)</li> <li>• Estimated water usage (domestic and process)</li> </ul>	
<p><b>Provide the following items as they may apply to your project:</b></p>	
<p><b>Conceptual Site Plan</b></p> <p>Drawn to engineers scale, to include:</p> <ul style="list-style-type: none"> <li>• North arrow</li> <li>• Property corners with property dimensions noted,</li> <li>• Proposed, and existing, structures including tanks, fences, etc.</li> <li>• Surrounding road(s) and approaches</li> <li>• Easements and utilities</li> <li>• Draft sewer plan with connection point location, sewer pipes, manholes, pump station, etc.)</li> </ul>	
<p><b>Water Availability</b></p> <p>Certificate of Water Availability form with fire flow information and a water vicinity map from the water purveyor</p>	
<p><b>Conceptual Floor Plan and Building Elevation Detail</b></p> <p>Identify all existing and proposed uses, and include the height of the proposed structures</p>	
<p><b>Master Application</b></p> <p>For Commercial or Industrial projects, complete the <a href="#">Master Application</a> to provide staff additional information and make the most of your meeting.</p>	
<p>* This application checklist is the Submittal Standard Checklist referenced in PCC 18.40.020 A. Form and Content ** Commercial &amp; Industrial uses may find the flowchart <a href="#">What Type of Industrial User Are You?</a> helpful</p>	

<b>For Office Use Only</b>	
App Type	
Fee Code	
Accepted as complete by	

# Customer Information Meeting Cover Letter

Date: \_\_\_\_\_

Parcel #(s): \_\_\_\_\_ Site Address: \_\_\_\_\_

Applicant: \_\_\_\_\_ Property Owner: \_\_\_\_\_

Email: \_\_\_\_\_ Phone Number: \_\_\_\_\_

1. Associated project name/numbers: \_\_\_\_\_

2. Describe the primary questions or issues you would like to discuss at the meeting:

3. Attach any additional information such as drawings, documentation, etc. which would assist staff in understanding issues. For Commercial or Industrial projects, complete the [Master Application](#) to provide staff additional information and make the most of your meeting.

## Scheduling

- Scheduling time is based on the number of working days staff need to prepare for your meeting.
- If we have a difficult time connecting with you to coordinate the date, this may cause delay in scheduling.
- The length of the meeting will depend on the complexity of the project and the number of staff attending.
- Meeting times available:
  - Monday through Friday from 8 AM to 9 AM
  - Monday, Wednesday, and Thursday from 2:30 PM to 3:30 PM
- For Health Consultation and Water Availability questions, contact them directly at (253) 798-6470 or [Tacoma-Pierce County Health Department](#).

## NOTE:

**Customer Meeting does not provide any vesting to regulations, procedures, or scope of work.**

## **Customer Information Meeting Products**

### **Verbal information**

At the meeting staff will explain site constraints and permit requirements. This information will be documented on the submittal standard.

### **Submittal Standard**

PALS+ is the electronic permit system used by the County. The Submittal Standard will include the detailed information shared with you at your meeting. This information will then be available later when you get ready to apply for permits.

### **GIS map**

We will provide you with an 8 ½ x 11 map with the most recent orthophoto and critical area layers. County View is the geographic information system (GIS) we use.

### **Site Visit**

Inspection of your site will be specific to the regulations that apply to your project for the discipline you have requested to inspect. For example, the Biologist would provide feedback on potential wetland, and fish and wildlife areas, and what requirements would need to be met for your project based on what they see on the property.

### **Formal Letter or Memo**

You will receive comments in writing when Written Comments or a Memo are requested. The letter or memo will provide detailed information about the site and permitting requirements for your specified project. Examples of information you can expect to receive includes but is not limited to: zoning, density, setbacks, lot size, height, applicable community plan and comprehensive plan policies, design standards, right of way needs, access, easement, and road improvements, hazard areas, parcel alerts, critical areas, forest practices, stormwater options, parcel alerts, violations, permits required, and fees.

### **Contact for Follow-up Questions**

You may have more questions about the particular project you came in to discuss. The staff person(s) who attended your meeting will be available after the meeting to answer these questions.

### **Fee References:**

Customer Information Meeting, \$200/2 staff, Pierce County Code (PCC) Table 2.05.040-16  
Field Visit, \$300, PCC Table 2.05.040-4  
Sewer Pre-Development Major Conference and Memo, \$300, PCC Table 13.04.090-5  
Site Specific Information Letter, \$500, PCC Table 2.05.040-15