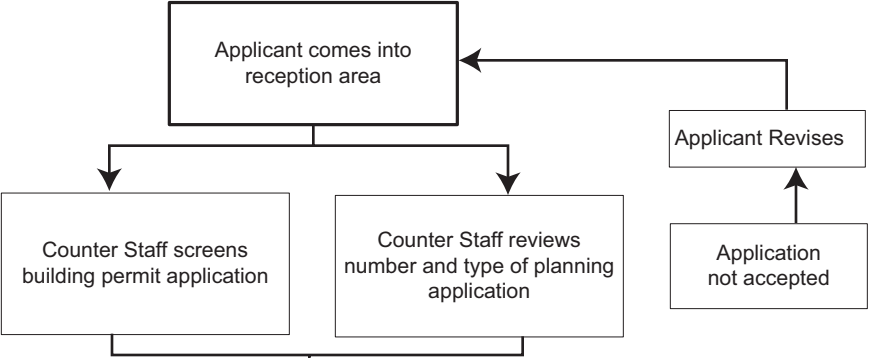


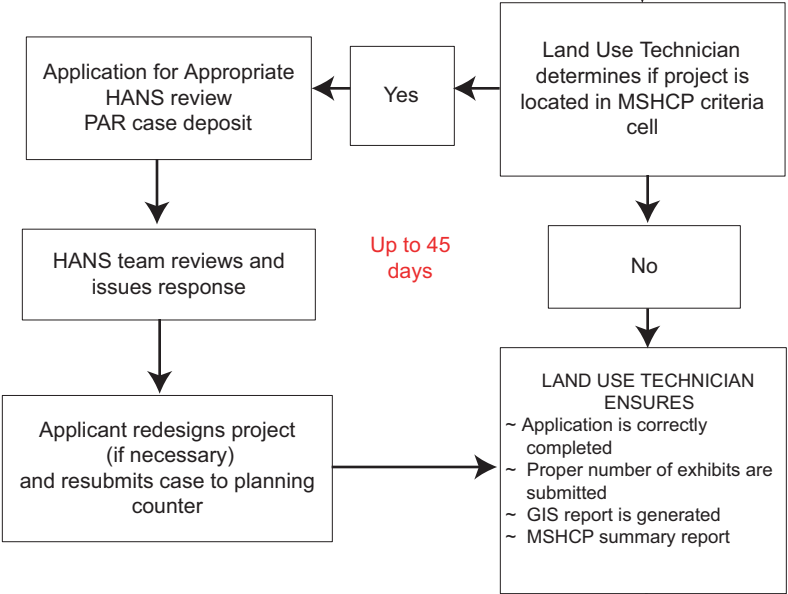
Public Information/Case Intake

Applicants queue up at the Pod to sign in for service and meet with a Planning Technician. The Planning Technician will:

- (1) Screen the customer and determine customer needs,
- (2) Determine if the proper applications have been obtained,
- (3) Through a cursory inspection determine if application has been completely filled out,
- (4) Direct customers who need to meet with Transportation, Survey, Environmental Health, or Fire to the appropriate counter for service, and
- (5) Have customers who are submitting applications take a seat until they are directed to a Land Use Technician for service.



When a customer meets with a Land Use Technician for case submittal, the Land Use Technician shall initially determine whether the project falls within a MSHCP Criteria Cell. If the project falls within a cell the applicant will be required to submit a Pre-application Review (PAR) application and go through the HANS I review process before their application may be submitted. This may take up to 45 days. When the HANS I process is concluded the applicant may make any necessary site plan revisions and continue the case intake process.



The Land Use Technician is responsible for:

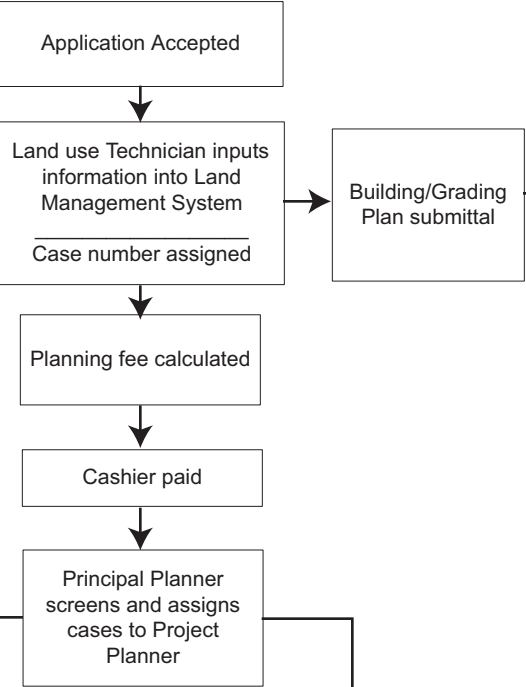
- (1) Discussing the nature of information required or type of case submitted,
- (2) Reviewing the case applications with the customer to insure that the information is accurate and that all items required for submission are present
- (3) That the customer has a pdf file of the exhibit on a CD for Planning Case Submittals within Entitlement Process Nos. 1,2, and 3, and
- (4) If there are missing or inaccurate components for the case package, politely inform the customer that corrections will be required and that until corrections are completed the case may not be taken in.

For Planning cases that are acceptable the Land Use Technician will:

- (1) Enter the case information into the Land Management System (LMS),
- (2) Generate a case number, and
- (3) send the customer to the Cashier for fee payment.

For Grading and Building Cases the Land Use Technician will:

- (1) Enter the case information into the LMS,
- (2) Direct the customer back to the POD to join the queue waiting for service at the Building and Safety Counter. When called, the customer will meet with a Building Inspector, and if the plans are suitable, the Building Inspector will complete entry into LMS, and direct the customer to the Cashier for fee payment.



Once a Planning case has been accepted at the public counter, the Principal Planner will determine where and by whom the case will be handled. Minor Permit cases will be processed by the Planning Staff working the public counters. All other cases will be assigned to the appropriate staff in the regional offices in Murrieta, Indio, or on the 9th floor in Riverside.