



# Planning Association of Washington

"Good Planning Doesn't Just Happen"

## 2022 LAND USE BOOT CAMP

### Customer Service at the Permit Counter

**Friday, November 18, 2022**

**Burien City Hall**

#### **Audience:**

PAW Land Use Boot Camp events are skill-based courses for planning, administrative, and legal professionals focusing on timely issues related to land use law and practice updates. AICP CM credits pending.

Attendees at this boot camp will learn about all aspects of customer service at both the in-person and virtual permitting counter. Presenters will help you set the stage to welcome developers of all types. Attendees will work through frequent problem-solving scenarios, hear about the back end of permit processing from building department services staff, and learn about code writing from a customer service perspective.

**Cost: \$80 for PAW members**

**\$110 for non-members**

**PAW Membership:** To become a 2023 PAW member, please click [here](#).

**Registration:** To register for this event, please click [here](#).

**Event Info:** more details at PAW boot camp event webpage [here](#).

**Directions and Parking:** Click [here](#) for directions. Limited parking at city hall north side parking lot.

#### **Sponsored by:**



**WCIA members** are eligible for one reimbursed registration per member. WCIA members must register and **pay PAW first**. Reimbursement can be requested post-event by going to this [link](#) prior to December 14, 2022.

**RMSA Scholarship Program:** The Risk Management Service Agency (RMSA) provides scholarships to help its members attend pre-approved workshops and trainings. RMSA Scholarships are only available to current members of the RMSA. Members must submit an application, prior to attending an event, for consideration of scholarship approval by RMSA staff. RMSA Scholarships provide reimbursement of registration costs only for trainings intended to improve risk management skills or reduce liability and property risk exposures and are available on a first-come-first-serve basis. To find out if your city or town is eligible, please contact [rmsa@awcnet.org](mailto:rmsa@awcnet.org), (360) 753-4137.

**Save the Date:** 2023 PAW Annual Conference Chelan: **April 26-28, 2022** at Campbell's Resort.



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Customer Service at the Permit Counter  
Friday, November 18, 2022 9 AM – 4 PM  
Burien City Hall

### Agenda:

- 9:00 - 9:15 a.m.: **Registration**
- 9:15 - 9:30 a.m.: **Introductions and overview of the day**  
Mike Beck, AICP Skamania County Community Development / PAW Board Member
- 9:30 – 10:30 a.m.: **Tacoma: Why we assign designated staff to help projects through permitting**
- 10:30 – 10:45 a.m. **BREAK**
- 10:45 – 11:45 a.m.: **Bellevue: Best practices, lesson learned**
- 11:45 – 12:45 p.m.: **LUNCH (PROVIDED by BELLA LUNA) \$15 donation**
- 12:45 – 1:15 **Permit Counter role-playing scenarios**
- 1:15 – 2:15 p.m.: **Olympia: Excellent service at the Counter**
- 12:45 – 1:15 p.m. **Small group scenarios - “A Hard Day at the Permit Counter” (for who?)**
- 2:15 – 3:15 **Poulsbo: Code writing as customer service**
- 3:15 – 4:00 p.m.: **Panel Discussion “Permit Counter: the Good, the Bad, and the Ugly”**
- 4:00 p.m. **Adjourn**
- 4:15 p.m. **Adjourn to Happy Hour: Elliot Bay Brewing *Burien*. 255 SW 152nd St. *Burien*, WA 98166 (206) 246-4211 - <https://elliottbaybrewing.com/locations/burien/>**

