



COCONINO COUNTY ARIZONA

COMMUNITY DEVELOPMENT DEPARTMENT

Jay Christelman, Director

EFFECTIVE DATE: June 29, 2020

POLICY NAME: Administratively Incomplete Submittal

POLICY NO: EQ-2020-001

PURPOSE:

To clarify the administrative review process in Coconino County particularly with the update to digital submittals and tracking of permits using the SmartGov software by Dude Solutions.

BACKGROUND:

ADEQ rule, R18-1-503 establishes the requirements for the Administrative Completeness Review Timeframe Operation. It was adopted and became effective in 1999. It was amended in 2007. At the time permit submittals were processed by the submitting paper copies of the application, site plan, design report and other required documentation to Coconino County. Table 10 in that ADEQ rule provides licensing time frames for the General Aquifer Protection permits delegated to Coconino County. It provides 42 business days for administrative review.

(It provides 31 to 94 business days for substantive review depending on the complexity of the submittal. There is an additional 8 days for each A312G submittal included in the submittal package. Coconino County has a guideline for an initial review to be completed within 15 business days of a complete submittal including payment of permit fee. The guideline for resubmittals is 5 business days unless it is a substantive change from the original submittal rather than simply a response to specific items in a request for additional information.)

In 2015 Coconino County Community Development implemented a computer database, SmartGov by Dude Solutions, to help process permits including Environmental Quality Division permits. Most of the data entry was performed by Coconino County Community Development Permit Technicians that took the information provided by customers on completed paper applications with various attachments including construction plans and design reports. In the last year CCCD has implemented digital submittals to plansubmittals@coconino.az.gov to quicken the processing of permits and to move away from paper files to digitized files. That process is continuing with the implementation of portal submittals where the customer fills out the "application" online and submits documents by attaching them to the applicable submittal item in the portal.

It is an internal CCCD policy to begin the review of a submittal if it is substantially complete and regardless of the fee being paid. That is determined by the Permit Technicians who are not trained to actually review the submittal. Once that determination is made a 15 business day (21 calendar day) clock is started which will generate notifications to various staff with workflow duties that

they are due. No permit may be issued without payment of fees. This internal policy may be changed at any time without notice or modification of this substantive policy.

CCCD EQ division is beginning to use the database to track and manage permit processing. Also ADEQ has implemented an internal processing policy that permits should be issued within 45 calendar days of submittal or a justification provided as to why. ADEQ is in the process of modifying county delegation agreements to implement that internal process. Therefore, the past practice of essentially leaving permits “on hold” while a customer decides how to proceed needs to be revised and that is the purpose of this substantive policy.

POLICY:

Site Investigations:

A site investigation permit does not include a submittal, so it essentially issued immediately upon application and payment of the fee. Once the permit is issued an inspection can be requested.

If a submittal is made but the fee is not paid, then the permit will be cancelled after 2 weeks. The applicant will have to file for a new permit when they are ready to proceed with a site investigation.

If a submittal is made and the fee is paid, then the permit will be cancelled if an inspection is not called for within 30 calendar days. The applicant can contact the EQ division staff member responsible for inspections in that area who will re-activate the permit and schedule the inspection. Alternatively, the applicant may request a refund by emailing the EQ Engineering Supervisor who will forward the request to the CD Business Manager with a recommendation to refund if no work has been performed.

Onsite Wastewater Permits:

An Onsite Wastewater permit does include submittals in addition to payment of the fee. If the submittal does not appear to contain all the required submittal components, then the CCCD permit technician will request the component or clarification that it is not applicable to this specific submittal.

(It would be prudent for an applicant to simply address all components in the submittal either in a transmittal or by adding notes in the portal to avoid the back and forth communication and quicken the submittal advancing to the technical review.)

If an incomplete submittal is made and the fee is not paid, then the permit will be cancelled after 2 weeks. The applicant will have to file for a new permit when they are ready to proceed with an onsite wastewater system permit.

If an incomplete submittal is made and the fee is paid, then the permit will be cancelled after 30 calendar days. The applicant can contact the EQ division staff member listed as project lead who will re-activate the permit to allow a complete submittal to be made.

Alternatively, the applicant may request a refund by emailing the EQ Engineering Supervisor who will forward the request to the CD Business Manager with a recommendation to refund if no work has been performed.

If a substantially complete submittal is made and the fee is not paid, then the permit technician will forward the permit to EQ division for review. The project lead will be assigned in the normal course of processing. The EQ project lead may perform a review or may issue a request for additional information / deficiency letter indicating the submittal is administratively incomplete. That letter will provide the applicant with 30 calendar days to remedy administrative deficiencies and after that the permit will be cancelled. The applicant will have to file for a new permit when they are ready to proceed with an onsite wastewater system permit.

ACCESS:

This substantive policy statement is available for inspection at the Community Development office or on the Coconino County website: www.coconino.az.gov.

APPROVED BY:



Jay Christelman
Director, Coconino County Community Development Director

6.29.20
Date