May 18, 2020

Customers of Stanislaus County Planning Services,

Staff is available to assist you by phone, email, online, and, effective, May 18, 2020, limited in person assistance is available by appointment. While in-person appointments are available for certain transactions, customers are encouraged to continue to work with staff by phone and email and to submit applications online. Staff will assess each customer's needs by phone and/or email in order to determine if an in-person appointment is needed.

As always, you may continue to contact County Planning Services at:

- Phone: (209) 525-6330
- Email: planning@stancounty.com

Please see the processes outlined below for specific information on how to obtain Planning Services.

PHONE INQUIRES AND APPOINTMENTS BY PHONE OR INTERNET

Planners remain available to respond to inquiries by phone and email. You may contact a planner by calling (209) 525-6330 or by emailing planning@stancounty.com. If the planner on-call is not available, please leave your name and phone number and staff will return your call as soon as possible. Phone calls and emails are generally returned within 24 hours.

If you prefer to arrange for a specific time to talk to a planner, the following options for a phone appointment are available:

- Contact Planning staff at (209) 525-6330 and speak to the attendant to arrange for a specific meeting time. If an attendant is not available at the time you call, leave a message with your name, phone number, and, if available, email address, and someone will be in contact to confirm a phone meeting time and preference (phone or internet video conference).   Staff is available to assist by phone and internet from 8:30 a.m. to 4:30 p.m. Monday – Friday. Alterative times for assistance may be available upon request.

IN PERSON MEETINGS, BY APPOINTMENT ONLY

In person meetings, by appointment only, are available for certain transactions following an assessment of a customer's needs by a Planner. If determined to be needed, an appointment will be scheduled subject to the following:

1. Only one person per appointment. If a second person is needed to provide translation services or general assistance, please let the department know at the time the appointment is scheduled. Only those persons identified in the appointment will be allowed access to the 3rd floor to meet with staff.

2. Maximum allotted time per appointment is limited to no more than thirty (30) minutes and the appointment will be limited to County Planning Services. A separate appointment is needed to access County Building Services or any other service provided on the 3rd floor of 1010 Tenth Street.

3. A list of all documents needing to be provided at the time of the appointment will be provide by a Planner prior to the meeting.

4. Appointments will typically be scheduled between 8:30-Noon and 1-4; however, alternative meeting times may be available upon request.

Appointments need to be scheduled by 4 p.m. the day prior to the appointment.

EXISTING SUBMITTED APPLICATIONS

Staff will continue to process all applications that have been submitted. If you need to check the status of your application, please contact the Planning Services by using the phone or email options listed above.

To submit additional application information requested by the project planner, please utilize the new application submittal options listed below.

NEW APPLICATION SUBMITTAL

Planning Services is still accepting all application types for processing. All applications are available online at: www.stancounty.com/planning/applications.shtm. Included with each application are details on the required documents (attachments) needed for submittal of a complete application. The following options may be utilized to submit new applications:

Email Applications – Applications for pre-submittal review or submittal may be emailed to planning@stancounty.com

- All attachments to the application should be detailed in the submittal email. The County email system permits emails totaling 25 MB in size. As such, smaller sized documents shall be attached to the submittal email. Documents less than 25 MB in size may be attached to additional email(s). Documents larger than 25 MB in size may be uploaded to the County database once the application is received (see Project Database below), or dropped off within one business day of the application having been submitted. (See "Application Drop-Off" below for instructions on how to drop-off applications/documents.) Applications will be entered into the County's database; however, they cannot be deemed complete and processed until all required documents and application fees have been submitted.

- A Planner will contact the applicant to let them know that the application has been reviewed and determined to be complete or incomplete. Once the project is entered in the County's database the applicant will be able to upload documents greater than 25 MB and pay the application fees via credit card. (See "Project Database" below for instructions).   Application fees may also be dropped off (See "Application Drop-Off" below for instructions) or mailed to:

> Department of Planning and Community Development
> 1010 10th Street, Suite 3400
> Modesto CA 95354

- Original signatures (ink only, no photocopies, scans, or faxes) of all property owners and applicants are required for all applications. The signature page with original signatures may also be dropped off (See "Application Drop-Off" below for instructions) or mailed to:

> Department of Planning and Community Development
> 1010 10th Street, Suite 3400
> Modesto CA 95354

- Incomplete applications will not be processed and the applicant will be notified by email of the missing items and a procedure for submitting a complete application.

Mail Applications – Submit a complete application, with all required attachments along with original signatures (ink only, no photocopies, scans, or faxes), of all property owners and applicants, along with payment of application fees by check, to:

> Department of Planning and Community Development
> 1010 10th Street, Suite 3400
> Modesto CA 95354

Please make checks payable to Stanislaus County.

- Complete applications will be logged into the County's project database and an email containing the project number and the project receipt will be sent to the applicant. If an email is not available, the receipt will be sent via U.S. Mail.
- Incomplete applications will not be processed and the applicant will be notified by email or U.S. Mail of the missing items and a procedure for resubmitting a complete application.

Application Drop-off – Drop off complete applications, along with all attachments, original signature, and application fee payments, at the Security/Information counter located on the ground floor of the County/City building located at 1010 10th Street, Modesto, Monday-Friday 8:00 a.m. – 5:00 p.m.

- If this option is preferred, please contact our office at (209) 525-6330 to pre-arrange a drop-off time or contact our office as soon as the documents are dropped off.

- All applications shall include original signatures (ink only, no photocopies, scans, or faxes) of all property owners and applicants. All attachments, along with a check for payment of the application fees, should be placed in a single envelope addressed to: Stanislaus County Planning, Suite 3400. Please make checks payable to Stanislaus County.
- Complete applications will be logged into the County's project database and an email containing the project number and the project receipt will be sent via email or U.S. mail to the applicant.

- Incomplete applications will not be processed and the applicant will be notified by email or U.S. Mail of the missing items and a procedure for resubmitting a complete application.

PROJECT DATABASE

The Planning Department utilizes Accela to log in and track projects. Applicants may utilize this project database to review project information, pay by credit card, and upload documents (attachments) greater than 25 MB. The project database may be accessed online by visiting https://scplanning.org/CitizenAccess/. Use of the project database to make an online payment or to submit electronic attachments requires users to register for an account.

- **Project Status** – Applicants may use the project database to track the status of their project by visiting https://scplanning.org/CitizenAccess/ . Applicants needing to upload documents or pay via credit card will be required to register for an account.

- **Pay by Credit Card** – Planning staff, upon determining all required information has been submitted, will log the application into the database, invoice the fees, and contact the applicant via email or phone to let them know they can register for an account and pay online. Upon being contacted by staff to pay online, payments need to be made within one business day, excluding weekends and holidays.

- **Electronic Attachments –** Once an application is logged into the database, Planning staff will contact the applicant via email or phone to let them know application attachments sized between 25-500 MB may be uploaded to the account, if needed.

Note: Should any issues arise during use of the site, please contact us immediately at (209) 525-6330 or planning@stancounty.com and we will do our best to address the issue.