

# STAKEHOLDERS

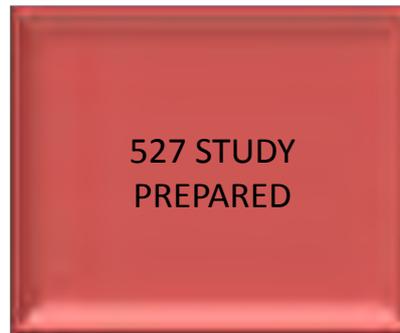
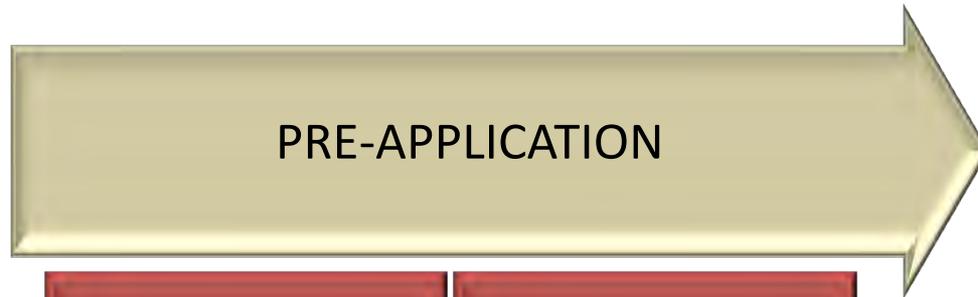
COUNTY

PUBLIC

APPLICANT

VDOT

# CUSTOMER SERVICE INITIATIVE



CUSTOMER SERVICE INITIATIVE  
COMPLEX CASES

MONTH 1

APPLICATION  
SUBMITTED

CRITICAL  
DEFICIENCIES  
REVIEW

527 STUDY  
SUBMITTED

TENTATIVE  
AGENDA DATE  
ESTABLISHED

SITE INSPECTED +  
SIGN POSTED

AGENCY REVIEW

CUSTOMER SERVICE INITIATIVE  
COMPLEX CASES

MONTH 2

REVIEW COMMENTS  
TO APPLICANT

MEETING WITH STAFF

HISTORICAL  
COMMISSION  
MEETING

45 - DAY  
527 COMMENTS  
OR MEETING  
REQUEST

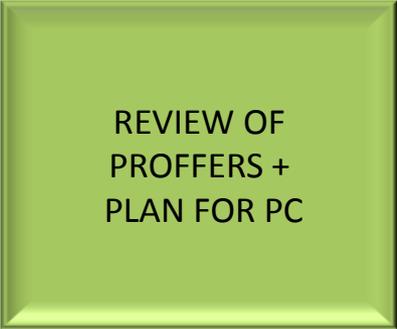
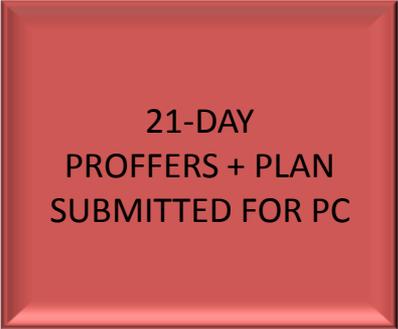
PLANS REVISED

ARB MEETING

CUSTOMER SERVICE INITIATIVE  
COMPLEX CASES



CUSTOMER SERVICE INITIATIVE  
COMPLEX CASES



CUSTOMER SERVICE INITIATIVE  
COMPLEX CASES



MONTH 5

NEWSPAPER AD  
RUNS

14-DAY  
PROFFERS +  
PLAN  
SUBMITTED FOR  
PC

STAFF REPORT

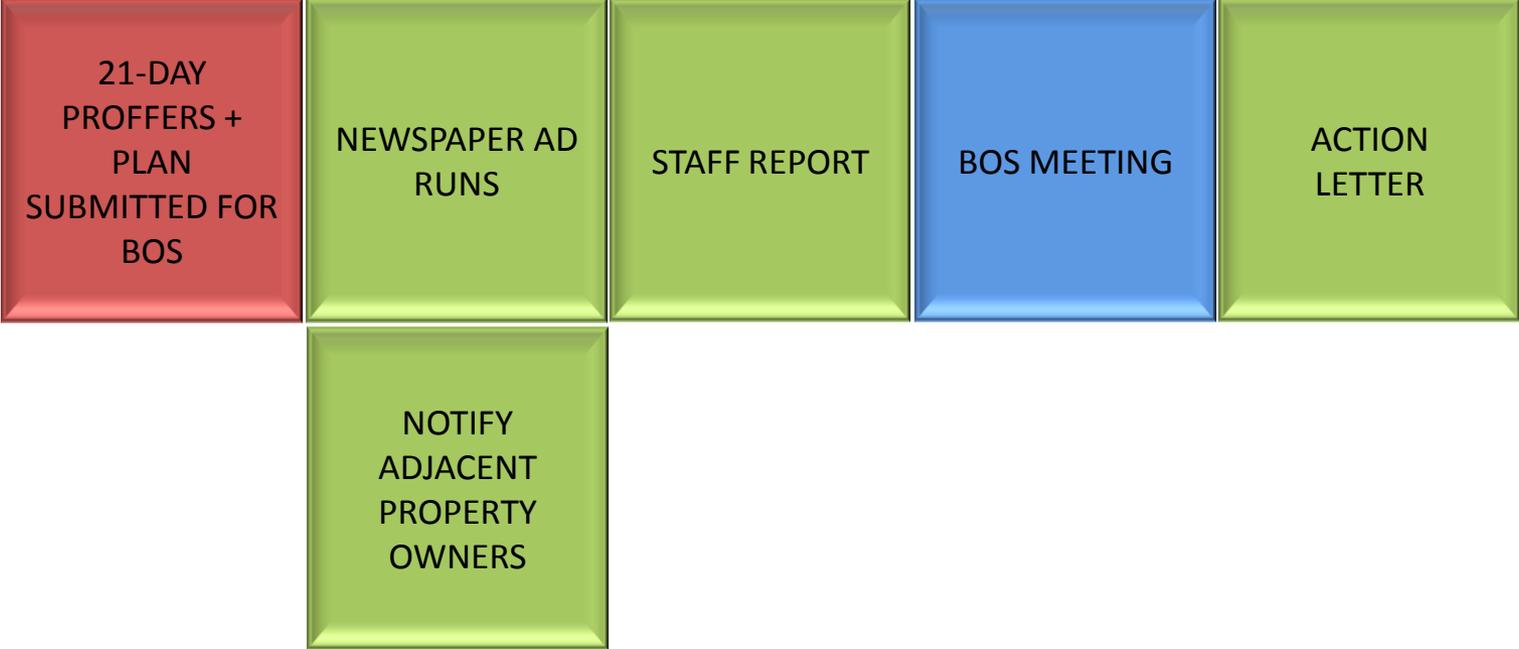
120 -DAY  
527  
COMMENTS

PC MEETING

NOTIFY  
ADJACENT  
PROPERTY  
OWNERS

FINAL PROFFER +  
PLAN  
COMMENTS TO  
APPLICANT

CUSTOMER SERVICE INITIATIVE  
COMPLEX CASES



CUSTOMER SERVICE INITIATIVE  
COMPLEX CASES