

STAKEHOLDERS

COUNTY

PUBLIC

APPLICANT

VDOT

CUSTOMER SERVICE INITIATIVE

MONTH 1

APPLICATION
SUBMITTED

CRITICAL
DEFICIENCIES
REVIEW

TENTATIVE AGENDA
DATE ESTABLISHED

SITE INSPECTED +
SIGN POSTED

AGENCY REVIEW

CUSTOMER SERVICE INITIATIVE
ROUTINE CASES

MONTH 2

REVIEW COMMENTS TO APPLICANT

MEETING WITH STAFF

AGENCY REVIEW

PLANS REVISED

REVIEW OF PROFFERS + PLAN FOR PC

PLANS REVISED + RESUBMITTED

HISTORICAL COMMISSION MEETING

21-DAY PROFFERS + PLAN SUBMITTED FOR PC

ARB MEETING

COMMUNITY MEETING

CUSTOMER SERVICE INITIATIVE
ROUTINE CASES

MONTH 3

FINAL PROFFER + PLAN
COMMENTS TO APPLICANT

14-DAY
PROFFERS + PLAN
SUBMITTED
FOR PC

STAFF REPORT

PC MEETING

NEWSPAPER AD RUNS

NOTIFY ADJACENT OWNERS

CUSTOMER SERVICE INITIATIVE
ROUTINE CASES

MONTH 4

21-DAY
PROFFERS + PLAN
SUBMITTED
FOR BOS

NEWSPAPER AD RUNS

STAFF REPORT

BOS MEETING

ACTION
LETTER

NOTIFY ADJACENT
OWNERS

CUSTOMER SERVICE INITIATIVE
ROUTINE CASES