



# Walla Walla County Community Development Department

310 W. Poplar Street, Suite 200, Walla Walla, WA 99362 / 509-524-2610 Main

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PRESS RELEASE

March 20, 2020

## **EFFECTIVE MARCH 20, 2020, WALLA WALLA COUNTY COMMUNITY DEVELOPMENT DEPARTMENT MODIFIED OPERATIONS/ACCESS DURING REGULAR BUSINESS HOURS DUE TO COVID-19.**

From: Lauren A. Prentice, Director

The Walla Walla County Commissioners, acting as the Walla Walla County Board of Health, have approved modified operations/access to certain county departments to protect the employees and taxpayers from the spread of COVID-19; this includes the Community Development Department. Our office will be open **by appointment only** during our regular business hours (Monday – Friday, 10 AM to 3 PM). Our staff are still here to help you, although it may be by phone or email. In limited situations, in-person appointments may be scheduled, but only if deemed necessary and strict adherence to social distancing requirements can be met. County staff is committed to ensuring that customers experience minimal impacts with this temporary restriction of public access to our office.

**Payments and requests for service can be made online via our [Department website](#) and [eTRAKiT online portal](#), by email, or over the phone during our regular public office hours (10 AM to 3 PM).**

Most submittals to the Community Development Department can be made electronically and many services can be provided by the department electronically, examples include:

1. Building inspections can be requested online via eTRAKiT or by phone: 509-524-2611.
2. General land use and building permitting questions can be answered over the phone, contact our main line at 509-524-2610 between the hours of 10 AM and 3 PM.
3. Public comments on applications can be sent by email to [commdev@co.walla-walla.wa.us](mailto:commdev@co.walla-walla.wa.us).
4. New and revised application documents can be sent by email to [permits@co.walla-wa.wa.us](mailto:permits@co.walla-wa.wa.us).
5. Credit card payments can be made over the phone at 509-524-2610 or via eTRAKiT.
6. Daily Burn Decision available by phone: 509-524-2612.
7. Application forms and handouts are available on our Department website: [https://www.co.walla-walla.wa.us/residents/community\\_development/index.php](https://www.co.walla-walla.wa.us/residents/community_development/index.php).

**Please do not hesitate to give us a call if you're trying to submit something, find an application form, or get information on our website; we can walk-you through anything you need over the phone, or schedule an appointment for you.**

A drop box is currently available outside the Community Development Department lobby door on the second floor of 310 W Poplar Street for submittals and pick-ups, but we do encourage you to take advantage of our electronic/remote services. If the building is closed, you can contact us by phone 509-524-2610 to arrange to drop-off or pick-up documents curbside during our regular hours.

**Permit Applications Under Review**

If you have a permit application in process currently, you will continue to receive updates through standard processes including phone calls, emails with staff, and updates online through the eTRAKiT portal.

**Technical Review Committee (TRC) Meetings and Pre-application Consultations**

We will still be conducting pre-application meetings and consultations with customers by appointment. Depending on the project/inquiry, one-on-one meetings with staff may be scheduled, or we may ask you to participate via phone or online instead in a larger group meeting. Please send TRC meeting requests to [permits@co.walla-walla.wa.us](mailto:permits@co.walla-walla.wa.us) per usual and we will get in touch with you to make appropriate arrangements. If you have already scheduled a meeting, we will contact you directly to reschedule or make alternative arrangements.

**Building Inspections and Site Visits**

Building inspections will continue with social distancing measures and building inspectors will be utilizing judgement as to whether an inspection will be completed on the requested date or rescheduled. We may need to reschedule interior inspections of occupied structures for a later date if owners or occupants are sick or feeling ill. We ask that you please allow inspectors to maintain good social distance, at least 6 feet, between themselves and anyone on the job site.

Planning-related site visits will be conducted with the same social distancing measures as inspections.

**Code Enforcement Investigations and Inspections**

We will be prioritizing code enforcement investigations that relate to life safety violations at this time due to limited staff resources and our modified operations. We ask that you please allow our staff to maintain good social distance between themselves and others during scheduled site inspections.

New complaints/reports can be submitted via our [eTRAKiT online portal](#).

Contact our office to schedule re-inspections or request a voluntary compliance agreement by phone at 509-524-2610 or by email to [commdev@co.walla-walla.wa.us](mailto:commdev@co.walla-walla.wa.us).

**Public Meetings and Hearings**

We will be working under the direction of the Board of County Commissioners to modify meeting practices for the Planning Commission and the Hearing Examiner as appropriate. If public meetings or hearings are scheduled, information will be available via the Community Development Department website and via our regular notification procedures.

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