

NATIONAL COMMUNITY SURVEY

TAKE THE ONLINE SURVEY MAY 21 – JUNE 15, 2024

In April 2022, the City of Richland launched “The National Community Survey” (NCS) to gather input for strategic planning initiatives and to align goals around the community’s top priorities. The NCS was developed by the National Research Center (NRC) at Polco. The survey captured opinions on the economy, mobility, community design, utilities, safety, natural environment, inclusivity, engagement, and more. The results showed Richland’s strengths, areas of improvement, and what matters most to residents.

The City is again seeking the input from the Richland community for the next “National Community Survey”. The 2024 survey has been mailed to a statistically valid sample of households. Those residents who receive the postcards are strongly encouraged to participate. The City will also be able to see how its performance compares to similar communities across the country.

The survey is now open and available to all residents. The open participation survey is live May 21 – June 15, 2024. All Richland residents are encouraged to participate. Scan a QR code to access the online form. The survey is available in English and Spanish.



ENGLISH



SPANISH

More information can be found at www.ci.richland.wa.us/communitysurvey.

ALL-DIGITAL PERMITTING PROCESS

NEW PERMITTING PORTAL TO LAUNCH JUNE 2024

The City of Richland’s Permitting Office is moving to an all-digital permitting process beginning Monday, June 3, 2024. The self-service portal will allow applicants to apply for Building Permits, Planning Applications, Right-of-Way Permits and Fire Permits online via desktop, mobile, and other devices, making it a convenient way for applicants to complete and track permit activities.

The City’s implementation of a new permit management software system is designed to help the City improve efficiency, provide greater transparency into City processes, and deliver better customer service.

During the transition period, from Tuesday, May 28 through Friday, May 31, 2024, there will be a temporary closure of the Permitting Office as the City integrates the new system. The closure will impact new submittals, permit issuance, and inspections, so please plan all permit and inspection activities accordingly, bearing in mind that no permits or inspections will be processed during this time frame. It is anticipated that public access to the new system will be fully operational on Monday, June 3, 2024.

You can use the portal to:

- Submit Permit Applications & Plans (Building, Right-of-Way & Fire)
- Submit Planning Applications & Plans
- Check Status of Reviews
- Submit Corrections
- Receive Review Comments
- Receive Permit documents
- Receive approved plans
- Pay Fees
- Schedule Inspections

This portal will be used for building-related permits and inspections only. To continue to apply for non-building related permits, such as event and noise permits, please visit www.ci.richland.wa.us/customerservice.