

## ONLINE PERMITTING QUESTIONNAIRE

	Santa Clara	Danville	West Sacramento	Livermore	Vacaville	Rocklin	Sunnyvale
Online permitting	Yes	Yes	In process	In Process	Yes	Yes	Yes
What types of permits are issued online?	All projects can be submitted online	Roofs, water heaters, HVAC, gas shut-off devices	HVAC, Water Heaters, re-roofs	Water Heaters, Plumbing , HVAC, re-roofs, small residential remodels such as kitchen, bath window replacement.	Water heaters, re-roofs, solar	HVAC, Water Heaters, Re-roofing, Electrical Panel change-out.	18 types of minor permits
How are the forms collected?	submitted online	Forms are collected at final inspection		Applicant will have print, sign and upload forms.	Permit is not officially issued until the inspector collects the forms at the first inspection		Forms are collected at rough or final inspection
Are applicants required to establish accounts?	Yes	Yes		Yes	Yes	Yes	either establish an account or not
Of the types of permits allowed to be issued online What percentage use the service?		5% - 10%			70%		20% of all permits are issued online
Extra charge for the service?		No		No	No		No
Do the staff members consider the service positive?		Yes	Not yet		All applicants like it, some staff members do not.		Very much
Notes	The challenge is to get staff to from other depts. to buy into performing online reviews	Working to expand the service to include gas lines, kitchen and bath remodels, and minor tenant improvements	Fraught with problems, from reporting errors to writeable PDF forms. Too complicated for applicants. Been trying for a year.	Biggest issue is signing the permit	It is a paradigm shift for many who have been in the business for a long time.	Efforts to expand services have been met with an exponential increase in complexity.	No issues, willing to discuss the program