



CITY OF ONTARIO
BUILDING DEPARTMENT
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INFORMATION
BULLETIN
109
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Digital Plan Check Requirements

Starting July 1st, 2023, all permit applications for the Building Department will be required to be submitted digitally through Citizen Portal Access - <https://automation.ontarioca.gov/OnlinePermits/Default.aspx>. Please follow the requirements below.

1. Prepare documents to be submitted
 - a. Fill out the Building Permit Application
 - It is important that an email address is provided for the Contact Person
 - b. Combine Plans into a single PDF file. Provide separate PDF files for Title 24 calcs, Truss calcs and layout, structural calcs, and index accordingly.
 - c. Gather any required reference documents such as Permit Application, Geotech report, City Approved Set Plans, etc. as their own PDF file and index file accordingly.
 - d. If resubmitting, create a *separate* Response Letter for each department which has "Corrections Required".
2. How to submit digital plans
 - a. Log into Citizens Portal Access and submit permit application - <https://automation.ontarioca.gov/OnlinePermits/Default.aspx>
 - b. A Permit Tech will then review the documents submitted and respond within 2 business days if the documents can be accepted for review or if additional items are required.
 - c. Once accepted for review an invoice will be created and sent to applicant. Fees can be paid online at <https://ontarioca.telleronline.net/>
 - d. Plans will not be processed for review until paid fees can be verified.
3. How responses will be provided
 - a. If "Corrections Required" the comment letter is going to be sent to the Contact Person.
 - Note! Resubmittals will not be accepted until all reviewing department have completed their review and resulted in Accela.
 - b. If "Approved" the Contact Person will receive an email stating that The Building Department has approved the plans.
 - Note! All reviewing departments must approve in Accela prior to the Permit being issued.
 - Pulling the permit is done in person at the Building Counter.
 - School Fees and Pad Certifications are required for New Construction.
 - Approved Documents will be sent out via email after all invoices have been paid and inspection cards will be handed out at this time.
 - Please print the approved documents, have (1) copy at the job site for field inspections.

Please track the status of your permit by visiting the following website links: <https://automation.ontarioca.gov/onlinePermits/> or visit <http://www.ontarioca.gov/building>, then click on the City of Ontario Citizen Portal Access link.