ELECTRONIC SUBMISSION PROCESS

The City of Ontario Building Department requires electronic plans / documents submittal via the City's **_Citizen Portal Access_** at (https://automation.ontarioca.gov/OnlinePermits/Default.aspx) for permit applications.

Please note that the electronic submittal method must be consistent for the duration of the entire project. Paper plan submittals are not accepted.

For questions regarding the electronic submittal process, please email the Building Department at BuildingCounter@ontarioca.gov.

1. Initiate an Application

- Navigate to the City's **_Citizen Portal Access_** (https://automation.ontarioca.gov/OnlinePermits/Default.aspx) and create a user account.

- Once a user account is created, click 'Building' and 'Create an Application'.
  - Enter the requested project related information.
  - When prompted, select the appropriate 'Permit Type' that matches the scope of work (i.e. Accessory Dwelling Unit, Photovoltaic, etc.).
  - Plans and related supporting documents will need to be uploaded as an attachment before completing the submittal process.

- Attachment upload requirements:
  - All documents must be formatted as a PDF and have a clear file name (application, plans, soils report, structural calcs, etc.).
  - Each supplemental document (i.e. reports, studies, etc.) must be uploaded as a separate PDF.
  - Plans must be scaled and oriented correctly and cannot exceed 9,999 MB. Scanned plans and individual sheets submitted as separate PDF documents will **NOT** be accepted. Additional PDF formatting instructions are available in part two of this document.

- After submittal, a confirmation email including the pre-application number (e.g. BPA22-123) will be sent to the applicant from donotreply@ontarioca.gov (Note: This email may be delivered to the applicant's spam/junk email folder). Staff will then review and provide comments on the application / plans within two regular business days. If no correspondence has been received within three business days of submittal confirmation, email BuildingCounter@ontarioca.gov with details about the project (e.g. pre-application number and/or address) for assistance.

- Once staff confirms that all minimum filing requirements are provided, an email will be sent to the applicant with the total 'plan review' fees due for the project and instructions to make payment via credit card or e-check. To make payment, access the City of Ontario's Online Payment Portal at https://ontarioca.telleronline.net/, select permit fees, then enter the permit number.

2. Tracking Application Status

- Application status is accessible online 24/7 through the ***Citizen Portal Access*** by selecting the 'Record Info' tab, then clicking 'Record/Permit Status'. Please check online first prior to calling City Hall.

- When City staff has completed review, an email will be provided outlining whether corrections have been issued or the application has been deemed approved. If corrections are required, correction letters may be found by selecting the 'Record Info' tab, then clicking 'Attachments'.

- First review plan checks will be completed within approximately five weeks. Additional review plan checks will be completed within approximately four weeks.

- Note: a 'Consultant Approval' status does not designate a 'City Approval'. Plan checks reviewed by consultants will require a City quality control review before final approval.

3. Resubmittals (Corrections vs. Revisions):

- **Re-submittal:** Once plans are submitted for plan check for a new construction project, and once those plans are reviewed through the first round of plan check, all reviewing departments may find that changes need to be made to the plans for the project to meet minimum code requirements. Each department that determines corrections to the plans are necessary will create a Corrections List of the items that need to be changed. Once the plans are revised to reflect **ALL** department's Correction List comments, the plans will need to be re-submitted electronically (a new FULL SET of plans that includes the corrected sheets).

  If corrections are required, revised plans must be uploaded to the ***Citizen Portal Access*** by logging into your account and selecting 'Home' > 'Building' > select your record (i.e. B202201234) > click the 'Record Info' tab > click 'Attachments'. A complete set of any plans/drawings that were revised must be uploaded, with all corrections clearly marked. In addition, please upload a response list as a separate upload. Do **NOT** submit individual plan sheets as separate PDF documents.

  *** Resubmittals **WILL NOT** be accepted until all reviewing departments have completed their review and all Correction Lists have been made available to the applicant.

- **Revision:** Once the plan check process is complete and the plans are approved, a permit will be issued. After permit issuance, the applicant may either need or want to change what was originally approved. This type of review is called a revision, which requires the applicant to submit a new building permit application and revised plans to the ***Citizen Portal Access.*** A narrative is also required to be uploaded as a separate file that explains what changes are being made.

4. Approval

- Once all review activities are completed and the project has been approved, the applicant shall visit the Building Department at City Hall (303 East 'B' Street, Ontario CA 91764) to obtain an inspection card. At that time, a City-stamped digital set of plans will be emailed to the homeowner, licensed contractor or authorized designee. Applicants are responsible for printing a City-stamped set of plans for use in the field by contractors and inspectors.

PDF FORMATTING REQUIREMENTS

Portable Document Format (PDF) is the industry standard for electronic plans. The City of Ontario only accepts PDF files for plan review, which must be properly formatted as described below. Please read the following instructions carefully, as improperly formatted plans will delay the plan review process for your project.

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Layers:	**No multiple layers. Layers must be merged or flattened.**
Format:	**Vector preferred**
Resolution:	**300 pixels per inch (PPI)**
Color Depth:	**Monochrome (1-bit)**
File Size: **100 MB total**	**1 megabyte (MB) avg. per sheet.**
Grouping:	**Multiple-sheet PDF (single file with multiple sheets)**
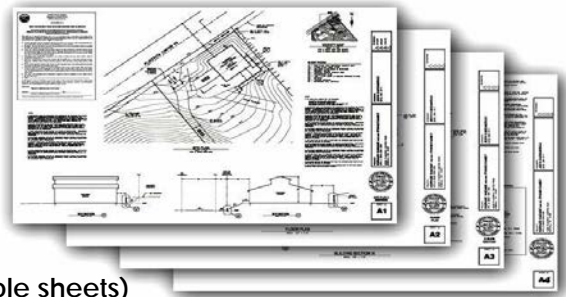
plans.pdf (multiple sheets)

✓Correct

See "Formatting Q&A" on page 3 for more information on formatting and tips on how to create, convert, and merge PDF files. Each sheet of the plans must be sealed and signed by the designer of record. The signature may be applied to the drawing electronically (CCR Title 16, Div. 5, Sec. 411e). All sheets must be consolidated into one plan set, up to a maximum size of 100 MB, and into the fewest number of files possible.
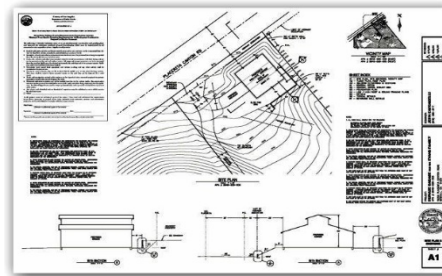
✓Correct
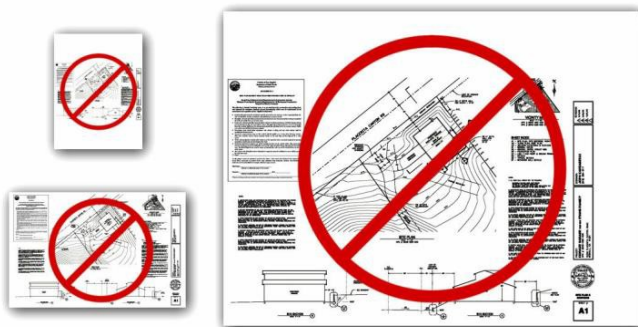
Incorrect sheet size, scale, or margins
will not be accepted

Unnecessary color plans
will not be accepted

Incorrect orientation
will not be accepted

FORMATTING Q&A:

Question: *Why does Ontario only accept PDF plans?*
Answer: Ontario is responsible for maintaining records of plans and providing the public with access to them. Files kept in our electronic database must be compatible with a wide range of computer software for storage, viewing, and printing. In addition, the file sizes must be manageable for transfer and for use by the public and City staff.

The PDF standard is constantly evolving and Ontario will continue to evaluate these standards as necessary.

Question: *Are raster-based PDF files acceptable?*
Answer: Yes; however, the City prefers vector-based files given the ability to scale these files. Raster-based files are accepted when vector-based files are either unavailable or too large to transmit (greater than 100 MB total).

Question: *How do I combine multiple PDFs into a single file?*
Answer: There are numerous PDF tools freely available on the Internet, which can be used to merge, rotate, and rearrange PDF files.

Question: **My PDF files are too big. What am I doing wrong?**
Answer: The industry standard software for working with PDF files is Adobe Acrobat; however, there are numerous PDF tools freely available on the Internet.

- Saving the plans as 8-bit (grayscale) or 24-bit (full-color) raster files will drastically increase the file size. Even if the images contain only black and white objects, 8-bit and 24-bit files still contain all of the shade and color data. Plans must be saved as 1-bit (monochrome).

- Uncompressed files are much larger than compressed files. Construction plans contain mostly white space. The data required to store this white space can be significantly reduced. When converting your PDFs to raster images, be sure to use a form of lossless compression (such as LZW). When creating or saving PDF files, remember to specify "compressed."

Question: **How do I convert a vector-based PDF to a raster-based PDF if my file size is too large?**
Answer: The industry standard software for working with PDF files is Adobe Acrobat; however, there are numerous PDF tools freely available on the Internet.

Step 1: Save the vector-based PDF files as raster images (TIF or PNG). The format of the raster images is important (300 ppi, monochrome). We recommend TIF files with LZW compression.

Step 2: Convert the raster images back to compressed PDF files.

Step 3: Merge the individual PDF files into a single multi-sheet PDF file.

Question: *Some raster images are loading slowly in the PDF reader. What am I doing wrong?*
Answer: Transparent raster images require considerable resources to display. Even though the source image is not transparent, your CAD software may be plotting it with transparency (white pixels plotted as see-thru). Be sure to set image transparency "off" before plotting.