# CITIZEN PORTAL ACCESS
# ELECTRONIC DOCUMENT REVIEW (EDR)
# SUBMISSION REQUIREMENTS

The City of Ontario Planning Department accepts electronic plans / documents submittal via the City's ***Citizen Portal Access*** at (https://automation.ontarioca.gov/OnlinePermits/Default.aspx) for permit applications.

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

## ELECTRONIC SUBMISSION PROCESS

## 1. Initiate an Application

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

- Select the appropriate application that matches the permit being applying for by clicking "Planning" and "Create an Application". A list of record types will appear, such as Development Plans, Conditional Use Permits, Sign Permits, Tentative Tract or Parcel Maps, etc. Select all that apply.

- Complete the application fields and follow the instructions to upload plans under "Attachments." The documents must be labeled appropriately.

- **Attachment upload requirements**:

  o The plans must be submitted in a **single black and white PDF document**, excepting files requiring color illustrations (e.g. architectural elevations, landscape plans, and complex utility systems maps).

  o Plans must be scaled and oriented correctly and cannot exceed 100 MB. Scanned plans and individual sheets submitted as separate PDF documents will **NOT** be accepted.

  o For large plan sets that exceed the maximum file size, provide grouped PDF documents for different plan sections (e.g. architectural, civil, landscape, etc.), or large supplemental document types (e.g. calculations, specifications, reports, studies, etc.). Additional PDF formatting instructions are available in part two of this document.

- After submittal, a confirmation with a preliminary application permit number (e.g. PPA22-123) will be provided and staff will review and provide comments on the plans / drawings within three regular business days. If no correspondence has been received within four business days of submittal confirmation, email PlanningCounter@ontarioca.gov with details about the project (e.g. preliminary application permit number and address) for assistance.

- An email will be sent to the applicant that provides the total fees for the project with 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*** via the "record info" tab, where any available plans or documents can also be downloaded. Please check online first prior to calling City Hall.

- When City staff have completed review, an email will be provided outlining whether corrections have been issued or the application has been deemed approved.

## 3. Resubmittals

- If required, revised plans shall be uploaded to the ***Citizen Portal Access*** via the "Resubmit" link located in the "Attachment" section. A **complete set** of revised plans must be uploaded with all revisions clearly marked. Scanned plans and individual sheets submitted as separate PDF documents will **NOT** be accepted.

- If any resubmittal fees are due, as identified in the plan review comments or noted as "feesdue" online, these must be paid at the time of resubmittal.

## 4. Approval

- Once all review activities are completed and the project has been approved, the City-stamped set of entitlement plans and / or final entitlement approval package will be available in the Citizen Portal Access. Applicants are responsible for displaying approved conditions on-site where and as apply, and for transferring conditions of approval and approved plans from the entitlement files to the Building Department's plan check plans as apply.

## 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.

| | |
|---|---|
| **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:** | **1 megabyte (MB) avg. per sheet. 100 MB total** |
| **Grouping:** | **Multiple-sheet PDF (single file with multiple sheets)** |
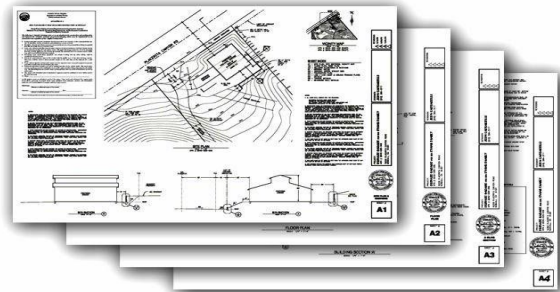


plans.pdf (multiple sheets)

✓**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.
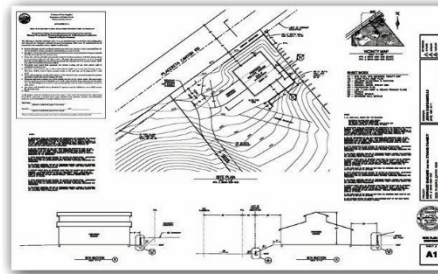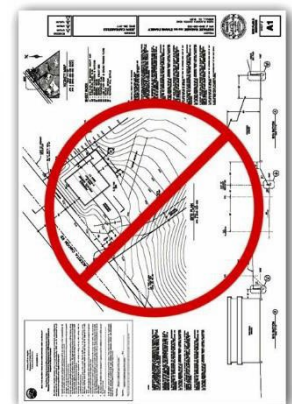


✓**Correct**
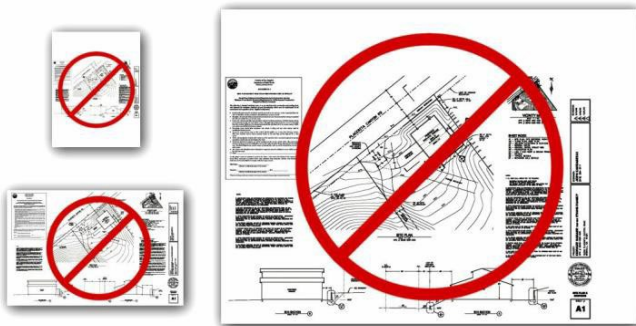


**Incorrect sheet size, scale, or margins will not be accepted**
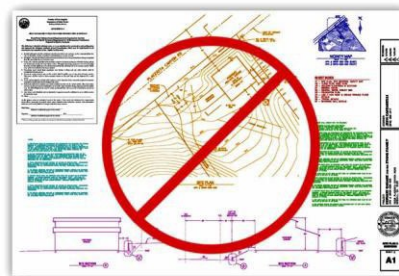
**Unnecessary color plans will not be accepted**

**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:** Properly formatted and compressed raster PDF files should not exceed 1MB per sheet.  If your files are larger, you may have made one of the following errors:

- 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.