Introduction

The Department is testing a new online permit submittal process to help facilitate the numerous applications we receive.

We are still in the testing phase and have made some modifications thanks to your feedback.

We hope this guideline will provide some assistance in the interim.
Section 1: Encroachment Permit Guide to Submitting an Online Permit Application

Step 1:  
Use Chrome browser for best results on the desktop.  

In order to create an application, you must register.

Anyone can review a permit and pay fees. But you must register to submit applications, receive correspondence, and upload documents online.

1. Select Public Works
   a. Click on Create an Application to create a Permit Application
Step 2 – terms of use

Recommended web browser: Chrome

Online Application

Welcome to San Mateo County’s Online Permitting System. Using this system you can apply for a building permit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please “Allow Pop-ups from This Site” before proceeding. You must accept the General Disclaimer below before beginning your application.

General Disclaimer

While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

☐ I have read and accepted the above terms.

Continue Application ➤
Step 2a: Enter Information for a DPW Permit

Click Add New and enter the information.

Click Add New and add the Contractor’s Information.

Then click Continue Application
Please enter all information as requested.

- **Applicant** = person filling out the form to answer questions and pay permit fees, owner of property, if applicable
- **Licensed Professional** = contractor person doing the work & scheduling the work.

We must have the owner of the property’s information as well as the licensed contractor.

We need this information so that we can contact you with questions about your application and payment. We also need to know who the contractor is so that we can contact them regarding inspection schedule and results. **Emails and phone numbers are required.**

Please check that the information is correct before continuing. **Emails are required for automated notifications.**

**Please check your spam folder for our emails to your server and modify permission to allow.**
Step 3 – Enter the site address where work is to be done
Use one application per site address if this is site specific. If not site specific, choose “No” and state why.

Recommended web browser: Chrome

Step 2: Property Detail > Property Detail

Site Information

LOCATION INFORMATION

* Does your site have a specific address?: ☐ Yes ☐ No

Address

* Street No.: Direction: * Street Name: Street Type:

Unit Type: Unit No.: City:

Search Clear

Parcel

* Parcel Number: Parcel Area:

Search Clear

Owner

Owner Name: Address Line 1: City: Tax:

Search Clear

Yes = site specific address

Fill in Street Number
Fill in Street Name
Click Search

If the computer cannot find the address, then check the spelling

If correct, the address may not be in San Mateo County, or it is a vacant lot.

If a vacant lot, enter parcel number – do not enter dash between the numbers.

Search to find correct parcel to confirm correct information.

Add owner address if different.
If you have a project which requires work on an entire street, or several streets AND you have **NO** specific address associated with your work enter the following information:

**Type in reason:**
- **0 Street Name** for single street
- **0 Various** for multiple streets - specific locations will be required on your application plans

Scroll down then click **Continue Application**

No specific address? Do not fill in this info.
Step 4 – Application Information

Short description of work to be done.

OR

Select the appropriate type of work required in the boxes below.

Optional: If you have a project number that you want is to cross reference to your organization, please add it here.
Step 4a – Uploading the Application

*Applications that do not contain all this information are considered incomplete*

ADD documents: application, plans, details, traffic control plans, insurance*,

*Applications that do not contain all this information are considered incomplete*
Select appropriate files and Add.

You may add more than one document at one time. You may also combine all your documents into one document. PDF format is preferred but other formats may be accepted as noted.

After ALL files have been uploaded 100%, SAVE and Continue to next step.
Step 5 – Select type of document uploaded

If you combined your package into one document, select Type **combined package**. Otherwise, select the type of document as appropriate.

When done, SAVE and Continue Application
Step 6 – Confirm application documents are properly uploaded

Check that all information is correct and that all required fields are filled in.

Confirm documents have been correctly uploaded. Add additional documents as needed.

Certify that the information is correct and continue.
Step 7 – Application Submitted. Reference Number assigned.

Reference Number to use for tracking your permits. This permit has not been issued. Do not start work.

Additional information and payment may be requested via separate notification prior to issuance of a permit.
If you have provided a proper email, then you should receive email notification regarding your permit status.

If you don’t hear from us in 5 working days, please check if your contact info online is correct. We may be trying to reach you. Or contact our office at dpwpermit@smcgov.org with the reference number so we can assist.
Section 2: Encroachment Permit Guide to Checking Status of Permit

Step 1:
Use Chrome browser for best results on the desktop.
To search for an application a registered account is not necessary but helpful.
**Step 2:**
Confirm data.

- Check if the data is correct and you have the correct record.

**Step 3:**
Check record history and review status

- Click on the **BLUE** down arrow to display record options.
- Select **Processing Status** to see status and comments about the permit.
- Select **Attachments** to add documents as requested.
Step 4
Check status and any instructions or comments

Step 5
If you receive notice of payment due. You may pay online with a credit card through a secured website.
Once you pay the full amount due, the system will alert our techs automatically.

When your permit is issued, you will receive an email notification.

**Step 6**

**Find copy of issued permit**

Click on the **BLUE** down arrow to display record options.

Select Attachments

Permit Issued will have a copy of the permit