City of Atascadero

WELCOME TO THE ONLINE PORTAL ETRAKIT

Use the Space Bar to move to the next slide
Welcome to the City of Atascadero’s Online Portal!
Please use these tutorials to familiarize yourself with the online options now available

• **Building Permits** (Slide 8)
  - Complete and submit application for specific permit types
  - Check status of a permit
  - View permit history

• **Projects** (Slide 19)
  - Check status of project
  - View project history

• **Registered Professionals** (Slide 22)
  - Search our bank of professionals by category or name

• **Properties** (Slide 25)
  - View property details
    - Zoning; Location (ie. within City Limits)

• **Inspections** (Slide 29)
  - Request an inspection
  - Cancel a requested inspection

• **Business Licenses** (Slide 32)
  - Download Application
  - Check Business License status
  - Search for a Business License

• **Issues & Questions** (Slide 34)
  - Submit a work request or issue
  - Don’t know who to ask? – submit a question
  - Check status of a submitted issue
How to get there:

Option 1:
www.Atascadero.org
Click the eTRAKiT link

Option 2:
Permits.Atascadero.org/etrakit/

The City of Atascadero, CA makes every effort to produce and publish the most current and accurate information possible. No warranties, expressed or implied, are provided for the information herein, its use, or its interpretation. Utilization of the website indicates understanding and acceptance of this statement.
Getting Started: Log In

Three options to use the portal:

**Anonymous User**: No log in or registration required; access to search functions only

**Public User**: Registration required upon first visit to establish account; can apply for specific permits as the owner of the property; can request inspections on issued permits; access to Issues & Questions

**Registered Professional**: Registration through Permit Center required (password will be provided); registration will only be granted to professionals that conduct construction/development business with the City on a regular basis (Development Projects, Building and Encroachment Permits)

**Note for ALL Users**: For the best results using the search functions, do not log in, use the Anonymous User option
Public User: Account Setup

Select “Setup an Account” in the top banner.

Public User Accounts are available to Residents, Homeowners, Property Owners, Business Owners, Public Record Researchers, and other members of the Public.

Note: An account is NOT required for searching records.

Company Name and License # are not required for Public User Accounts. All other fields are required. Information in these field will be used to auto-fill applications submitted through this portal.
Select a Username using only letters and/or numbers (special characters are not permitted). The username will not be used on any applications or submittals, only for login purposes.

Enter a Password adhering to the listed requirements and confirm the chosen Password.

Select a Security Question from the drop down list and enter the Answer; confirm the Answer and check the security box before clicking “Create Account”.

Select a Username using only letters and/or numbers (special characters are not permitted). The username will not be used on any applications or submittals, only for login purposes.

Enter a Password adhering to the listed requirements and confirm the chosen Password.

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Select a Security Question from the drop down list and enter the Answer; confirm the Answer and check the security box before clicking “Create Account”.

Select a Username using only letters and/or numbers (special characters are not permitted). The username will not be used on any applications or submittals, only for login purposes.

Enter a Password adhering to the listed requirements and confirm the chosen Password.
Requirements:
Registered Professional accounts must first be established by City staff. These accounts are only available to those that conduct regular business with Public Works and/or Community Development.

- Establish an account: send an email to PermitCenter@Atascadero.org; or search the already established accounts
- On the portal home screen, use the dropdown to select “Registered Professional” (#1)
- Use the next dropdown menu to select the Registered Professional Name (#2)
- Select “Forgot Password” (#3); a password to access the portal will be sent to the email on the account
- Upon first login, a new personalized password will be established

The email submitted for registration of the account is imperative to online activation; all portal submittals and correspondence will be conducted through this email!
Permits

BUILDING PERMITS
CONTACT DEPARTMENT: COMMUNITY DEVELOPMENT
805-466-5035 * PERMITCENTER@ATASCADERO.ORG
PERMIT COUNTER HOURS M-F 8:30 – 4:30 (CLOSED HOLIDAYS)

ENCROACHMENT PERMITS
CONTACT DEPARTMENT: PUBLIC WORKS/ENGINEERING
805-470-3456 * AVAILABLE BY APPOINTMENT ONLY
Permits

• Apply for specific types of permits
  • Residential Over the Counter
  • Residential Photovoltaic
  • Residential Stationary Battery Storage
  • Residential Demolition
  • Commercial Wall Signs
  • Standard Encroachments

• Fee Estimator
  • View costs associated with permits listed above
  • View standard building permit estimates for common projects

Search Permits
• Search by:
  • Site Address
  • Permit Number
  • Approved Date
  • Issued Date
  • Permit Type
  • Permit Status

Do not login for best search results

Log in required for access to these functions
The permit application can be completed and submitted online, but the Permit will **NOT** be valid until fees have been paid (cash/check only) and the permit card has been issued at the Permit Counter.

Select “I Agree” to continue with online submission.

Selecting “I Disagree” will return to the home screen. Please visit the Permit Counter to submit.
Permits: Step 1
Permit Information

1. Select PERMIT Type from drop-down list
2. PERMIT Subtype from drop-down list
   (Subtype list will populate once Type has been selected)
3. Use Additional Details link to review details of additional items needed
4. Enter a simple description of the scope of work
   (examples of descriptions provided on following slides)
Permits: Step 1
Permit Information

Description examples:
“Like for like Water Heater replacement located in garage”
“Tear off & install Class A comp on main residence”
“Retrofit Window replace like for like only”
“Panel Upgrade 100 amp to 200 amp”

Description example:
“Installation of 3’ x 5’ aluminum sign on E wall facing El Camino Real for (Enter Business Name)”

Description example:
“Standard driveway approach”

Description examples:
“Installation of 3’ x 5’ aluminum sign on E wall facing El Camino Real for (Enter Business Name)”

Description examples:
“Roof mount PV system; 5.2 kW”
“Ground mount PV system; 7.8 kW”
“Battery storage system installed in garage”
(Stand alone battery storage systems only available for online application submittal by licensed Contractor)

Description examples:
“Removal of 1350 sf Single Family Residence”
“Removal of unpermitted 250 sf carport”
Permits: Step 1
Permit Information

Enter property address and click “search”; select from populated list.

Check box ONLY if you are the Licensed Contractor for the project. By checking the box, you are also agreeing to the responsibility statement.

Property Owner's pulling permits “Owner/Builder” will sign and submit a separate declarations and information page.
Permits: Step 1

Permit Information

- Attach all required supplemental items as required by Permit Type and Subtype (see checklists for required documents). This includes any Site Plans, Floor Plans, or Design Layouts.
- Property Owner’s applying for permits as Owner/Builder must complete both pages of the Owner Builder Form.
- **ALL** applicants are required to complete and sign the Limitations on Permit Form.
- Incomplete submittals will result in delay of Permit issuance.

Continue to Step 2 by clicking “Next Step”
Permits: Step 2
Contact Information

Applicant Information

<table>
<thead>
<tr>
<th>*Name</th>
<th>Jamie Stiegel</th>
<th>*Phone</th>
<th>(805) 470-3412</th>
</tr>
</thead>
<tbody>
<tr>
<td>*Address</td>
<td>6500 Palm Ave</td>
<td>*Email Address</td>
<td><a href="mailto:johnega@atascede.org">johnega@atascede.org</a></td>
</tr>
<tr>
<td>*City</td>
<td>Atascadero</td>
<td>*State</td>
<td>CA</td>
</tr>
<tr>
<td>*Zip</td>
<td>93422</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Contractor Information

<table>
<thead>
<tr>
<th>Name</th>
<th></th>
<th>Phone</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td></td>
<td>Email Address</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td></td>
<td>License or ID</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td></td>
<td>Zip</td>
<td></td>
</tr>
</tbody>
</table>

Primary Contact Information

<table>
<thead>
<tr>
<th>Name</th>
<th></th>
<th>Phone</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td></td>
<td>Email Address</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td></td>
<td>License or ID</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td></td>
<td>Zip</td>
<td></td>
</tr>
</tbody>
</table>

Applicant will auto-populate based on the account information used to log-in.

Contractor fields should auto-populate if logged in as a Registered Professional. Owner Builder Permits should enter the Property Owner’s information.

This is the person that will be contacted with any questions about the application and/or submittal documents. This is also the person that should be picking up the permit at issuance. An Authorized Agent form may be included for those representing the Property Owner or Licensed Contractor.

Be sure to include email contact information
Click “Next Step” to move onto Step 3
Permits: Step 3
Review & Submit

A breakdown of the fees due based on the Type and Subtype of Permit selected. Fees may change if the Building Official feels the scope of work exceeds the Type and Subtype of Permit selected. Payment must be cash/check only.

Verify all required Site Plans, Floor Plans, and supplemental documents are uploaded.

Owner Builder Forms signed and included if Property Owner is applying for permit.

ALL applicants must complete the Limitations Form.

Documents can be submitted in-person at the Permit Counter at Permit Issuance.

Click “Submit” when complete.
Permits: Step 4
Confirmation/Payment/Permit Issuance

- A confirmation email will be sent to the Project Contact and the Permit Center

- **Over the Counter Residential Permits**: Will be available for issue the next business morning when submitted before noon the prior business day

- **Demolition, Sign, Photovoltaic and Stand Alone Battery Storage Permits**: Will be routed for review. Project Contact will be notified by the Permit Center when review is complete.

- **Encroachment Permits**: Will be routed to Public Works. Public Works will provide the Project Contact with procedures for issuance.

Cash or Check ONLY! No cards accepted

Permit Center – City Hall
6500 Palma Avenue, Atascadero
Monday – Friday 8:30 – 4:30
(excluding holidays)
Need to Return to an Incomplete Application?

Login and access the account “Dashboard”
Choose “Continue” to proceed with application submittal or
“Delete” to remove the incomplete application from the system
A submitted application cannot be cancelled online
Contact the Permit Center for help withdrawing a completed application (some fees may still apply)
Projects

LARGE DEVELOPMENT
CONTACT DEPARTMENTS: PLANNING AND PUBLIC WORKS/ENGINEERING

TREE REMOVAL PERMITS, AUP, CUP, CEQA
CONTACT DEPARTMENT: PLANNING DEPARTMENT

PLANNING DEPARTMENT  805-466-5035
COUNTER HOURS M,W-F
8:30 – 12 (AS AVAILABLE)

PUBLIC WORKS/ENGINEERING  805-470-3456
AVAILABLE BY APPOINTMENT ONLY
Projects: Search

Search by Address or Project Number

• Search by address to see all project activities

• Select a Project to see the detail
  • Project Type and Subtype
  • Staff leading the Project
  • Current Status
  • Date application was accepted
  • Date project approved
  • Other files associated with the Project
# Projects

## Prefixes Defined

<table>
<thead>
<tr>
<th>Prefix</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADDR</td>
<td>Address</td>
</tr>
<tr>
<td>AGR</td>
<td>Agreements &amp; Bonds</td>
</tr>
<tr>
<td>REV</td>
<td>Revision or Amendment</td>
</tr>
<tr>
<td>APL</td>
<td>Appeal</td>
</tr>
<tr>
<td>ASD</td>
<td>Assessment District</td>
</tr>
<tr>
<td>CIP</td>
<td>Capital Improvement Project</td>
</tr>
<tr>
<td>COC</td>
<td>Certificate of Compliance</td>
</tr>
<tr>
<td>CF</td>
<td>Conformance Finding</td>
</tr>
<tr>
<td>CPP</td>
<td>Citywide Policy Plan</td>
</tr>
<tr>
<td>DEV</td>
<td>Development Plan</td>
</tr>
<tr>
<td>FCS</td>
<td>Front Counter Service</td>
</tr>
<tr>
<td>FMP</td>
<td>Final Map</td>
</tr>
<tr>
<td>GPA</td>
<td>General Plan Amendment</td>
</tr>
<tr>
<td>MS4</td>
<td>Stormwater MS4</td>
</tr>
<tr>
<td>PIP</td>
<td>Public Improvement Plan</td>
</tr>
<tr>
<td>DETR</td>
<td>Policy &amp; Determination</td>
</tr>
<tr>
<td>PRE</td>
<td>Preliminary Review</td>
</tr>
<tr>
<td>RAB</td>
<td>Road Abandonment</td>
</tr>
<tr>
<td>SBDV</td>
<td>Tentative Maps &amp; Lot Adjust</td>
</tr>
<tr>
<td>TEX</td>
<td>Time Extension</td>
</tr>
<tr>
<td>TRP</td>
<td>Tree Removal Permit</td>
</tr>
<tr>
<td>USE</td>
<td>Use Permit (Conditional/Administrative)</td>
</tr>
<tr>
<td>VAR</td>
<td>Variance</td>
</tr>
<tr>
<td>ZCH</td>
<td>Zone Change</td>
</tr>
<tr>
<td>PLN</td>
<td>PLANAPP Project (old Projects)</td>
</tr>
<tr>
<td>ANX</td>
<td>Annexation</td>
</tr>
</tbody>
</table>
Registered Professionals

CONTRACTORS, ARCHITECTS, ENGINEERS, DESIGNERS, ARBORISTS, AND OTHER PROFESSIONALS INVOLVED IN DEVELOPMENT THAT OFTEN DO WORK IN THE CITY OF ATASCADERO
Registered Professionals: Search

Search by:
* Company Name
* Professional Type (Category)
* State Contractor’s License Number (CSLB)
Registered Professionals: Search

For California State Licensed Contractors, this will be the registered CSLB number. Visit www.cslb.ca.gov for more information on a licensed contractor. All other professionals, it is only a record number.

Company name. CSLB Contractors, will be the name registered to the contractor's license.
Properties

SEARCH PROPERTIES FOR VARIOUS DETAILS
ZONING, NET ACREAGE, SCHOOL DISTRICT

DEPARTMENT CONTACT: PLANNING DEPARTMENT
COUNTER HOURS M, W-F 8:30 – 12 (AS AVAILABLE)
805-461-5035
Most addresses will return with two results: Parcel (APN) and Address. Typically, the Parcel record will provide more information.

Tips and Hints:
Not all property characteristics are determined or available from City records. Easements will be described in the Title documents and recorded with the County. Lot lines will be determined by a surveyor. APNs beginning with 051 and 059 are outside of the City limits.
The Zoning Code and the General Plan will read “Unincorporated” for parcels located outside the City limits.
Properties: Zoning Codes

Residential Zoning
- A  Agriculture
- RS  Residential Suburban
- RSF  Residential Single Family
- LSF  Limited Single Family Residential
- RMF  Residential Multi-Family

Commercial Zoning
- CN  Commercial Neighborhood
- CP  Commercial Professional
- CR  Commercial Retail
- CS  Commercial Service
- CT  Commercial Tourist
- CPK  Commercial Park
- DC  Downtown Commercial
- DO  Downtown Office
  - IP  Industrial Park
  - I  Industrial
- L  Recreation
- LS  Special Recreation
- P  Public
- OS  Open Space
Inspections

REQUEST A BUILDING, PLANNING, OR PUBLIC WORKS INSPECTION
CONTACT: BUILDING & PLANNING 805-461-5035   PUBLIC WORKS 805-470-3456
INSPECTION HOTLINE (VOICEMAIL ONLY) 805-466-8099

FIRE INSPECTIONS: CALL 805-470-3300
Inspections: Building, Planning, and Public Works

Inspection requests must be received before 5 pm the work day prior.
Inspection requests can only be received up to three days in advance.

Once logged in, the inspections for active permits will appear on the account Dashboard.

My Active Inspections

<table>
<thead>
<tr>
<th>REC NO</th>
<th>REC TYPE</th>
<th>REC STATUS</th>
<th>INSPECTION</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>OTCR19-0660</td>
<td>PERMIT</td>
<td>ISSUED</td>
<td>FINAL**</td>
<td>9020 RAMAG...</td>
</tr>
<tr>
<td>OTCR19-0660</td>
<td>PERMIT</td>
<td>ISSUED</td>
<td>METER RELEASE</td>
<td>Schedule</td>
</tr>
</tbody>
</table>

Inspections must be completed in order. The next inspection cannot be requested until the prior required inspection has been passed.
Inspections: Requests

This information will auto-populate based on the permit and inspection selected.

Use drop down to select from available dates.

Select time:
Any – any time between 9 - 4 AM – 9 - 12 PM – 1 -4

Permit Card and Approved Plans (if applicable) are required to be onsite and available to the inspector for ALL inspections. Failure to do so will result in a Failed inspection.

Use the “Notes” field to:
• Add a gate code
• Request the inspector call 30 mins. before arrival
• Directions on where the permit card is located
• Special warnings i.e. dogs
Business Licenses

SEARCH FOR BUSINESSES
CHECK CURRENT STATUS OF CITY BUSINESS LICENSES

CONTACT DEPARTMENT: COMMUNITY DEVELOPMENT
805-461-5035
Business Licenses: Search

Information about the license

Information about the location

Search by:
• Company Name
• Site Address
• License Number

The application for a new business license is available for download but cannot be submitted online at this time.
Issues & Questions

REPORT AN ISSUE ON PUBLIC PROPERTY TO DISPATCH

HAVE A QUESTION, BUT NOT SURE WHICH DEPARTMENT TO ASK
Issues & Questions: Submitting a ticket

Log in or submit Anonymously. Anonymous submittals will not receive any reply.

Use the drop down to choose the category that best fits:

- Business License
- General Information
- Parks
- Property
- Recreation
- Renting a Park or City Facility
- Sidewalk
- Special Event
- Street or Right of Way

The City cannot assist with Civil Issues between neighbors or tenant/landlords or access private property to remove deceased animals.

If the issue is a violation of the Atascadero Municipal Code, contact Code Enforcement 805-470-3191

Your question and/or issue has been submitted and has been assigned tracking number 19-000004.
The End