ENGINEEERING DEPARTMENT ELECTRONIC SUBMITTAL PROCESS

The City of Ontario Engineering 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 Engineering Department at ENGPlanCheck@ontarioca.gov.

ELECTRONIC SUBMITTAL PROCESS

1. Register for an Account

- Access the City's Citizen Portal, click on "Register for an Account" or visit the Engineering Department's Main Page for more information: https://www.ontarioca.gov/Engineering.

2. Initiate an Engineering Pre-Application

- Once an account is created, click on the 'Engineering' tab and the 'Create a Record" tab.
- Open "Engineering Plan Check" and select the appropriate plan check type.
- Enter the requested information in the pre-application and upload documents/plans.
- After pre-application is submitted, a confirmation email including the assigned Engineering pre-application number (e.g. EPA2300001) 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 review the pre-application for completeness within two regular business days. If no correspondence has been received within three business days of the pre-application submittal, email ENGPlanCheck@ontarioca.gov with details about the project (e.g. pre-application number and/or address) for assistance.

3. Tracking Pre-Application status

- Pre-application status is accessible online 24/7 through the Citizen Portal Access by searching the "EPA#" and selecting the 'Record Info' tab, then clicking 'Processing Status'. (Note: Please check online first prior to calling City Hall).
- If the pre-application is incomplete, an email will be provided outlining the outstanding items.
- If the pre-application is complete, but review fees are due, an email will be sent to the applicant 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.
- If the pre-application is complete and no fees are due, an email confirming the documents/plans have been routed for review and due date will be sent to the applicant.

4. Tracking Document/Plan Review status

- Document/Plan status is accessible online 24/7 through the Citizen Portal Access by searching the "E#" and selecting the 'Record Info' tab, then clicking 'Record/Permit Status'. Please check online first prior to calling City Hall.

- If the document/plan review is complete, an email will be provided outlining the documents/plans with corrections or no further comments.

   (Note: This email may be delivered to the applicant's spam/junk email folder).

- Staff will then review the documents/plans within 5 weeks for 1st reviews and 4 weeks for subsequent reviews. If no correspondence has been received on the assigned due date, email ENGPlanCheck@ontarioca.gov with details about the project (e.g. Engineering number and/or address) for assistance.

- Further instructions will be provided for documents/plans that are recommended for acceptance.

5. Resubmittals

- See Step 2, applicants must submit a new Engineering Pre-Application (EPA) for ALL resubmittals.

- Do not upload any documents/plans to a previous EPA or other Engineering Records (E#).

STANDARD FILE NAMING FOR ELECTRONIC SUBMISSIONS:

New Submittals

"Project File No."	"Plan Check #" (PC#)	"Document, Map or Plan" (In Plan Check)	-	"Additional Details"
PDEV23-001	PC1	Sewer	-	Plan
PM-20000	PC1	Parcel Map	-	Map
B202300001	PC1	LLA	-	Legal & Plat

Example: *PDEV23-001 PC1 Sewer - Plan*

Revised Submittals

"Project File No."	"Plan Check #" (PC#)	"Document, Map or Plan" (In Plan Check)	-	"Additional Details"
PDEV23-001	PC2	Sewer	-	Revised Plan
PM-20000	PC2	Parcel Map	-	Revised Map
B202300001	PC3	LLA	-	Revised Legal & Plat

Example: *PDEV23-001 PC2 Sewer – REVISED Plan*

Markups, Comment Letters, etc.

"Project File No."	_	"Plan Checker" Corrections	"Plan Check #" (PC#)	"Document, Map or Plan" (In Plan Check)	-	"Additional Details"
PDEV23-001	_	UTL ENG Corrections	PC1	Sewer	-	Mark-Ups
PM-20000	_	KDM Corrections	PC2	Parcel Map	-	Comment Letter
B202300001	_	Harris Corrections	PC3	LLA	-	Sample

Example: *PDEV23-001_UTL ENG Corrections PC1 Sewer – Mark-Ups*

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.