



PLANNING AND DEVELOPMENT SERVICES

How to Check the Status of a Record Online:

EFFECTIVE: June 23rd, 2022

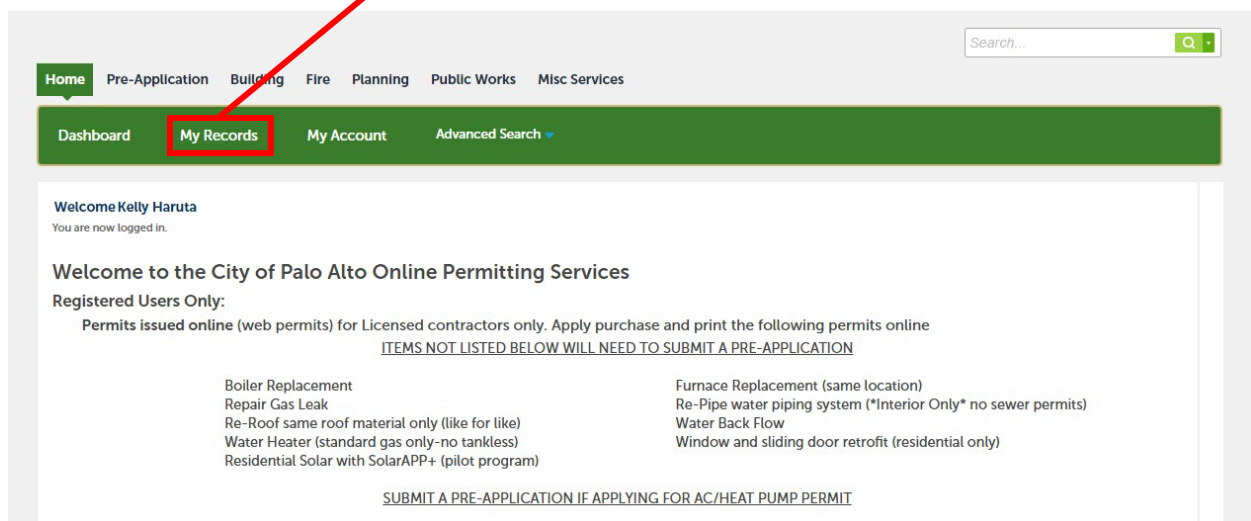
SCOPE: RESIDENTIAL AND COMMERCIAL

The information provided in this document is general and intended as a guide only. Each project is unique and additional requirements may be enforced as deemed appropriate.

To access the Palo Alto Online Permitting Service portal, visit: https://aca-prod.accela.com/PALOALTO/Default.aspx

Note: The status shown online is the most current, City staff uses the same system to provide status updates.

Login to view record status for permits you are the authorized applicant of (if you submitted the project online, then you are authorized to view status). If you did not submit project online, please send an email request to buildingpermits@cityofpaloalto.org (M-F 8:30 am to 4:30 pm), please allow for 24 hours to receive a response.



To find your permit, you may have to click on the arrowhead symbol to reveal your record type.

The screenshot shows the top navigation bar with 'Home', 'Pre-Application', 'Building', 'Fire', 'Planning', 'Public Works', and 'Misc Services'. Below this is a green bar with 'Dashboard', 'My Records', 'My Account', and 'Advanced Search'. A dropdown menu is open under 'Building', showing 'Pre-Application', 'Building', 'Fire', and 'Planning'. The 'Building' option is selected and highlighted with a red box. Below the dropdown, a table displays one record with the following details:

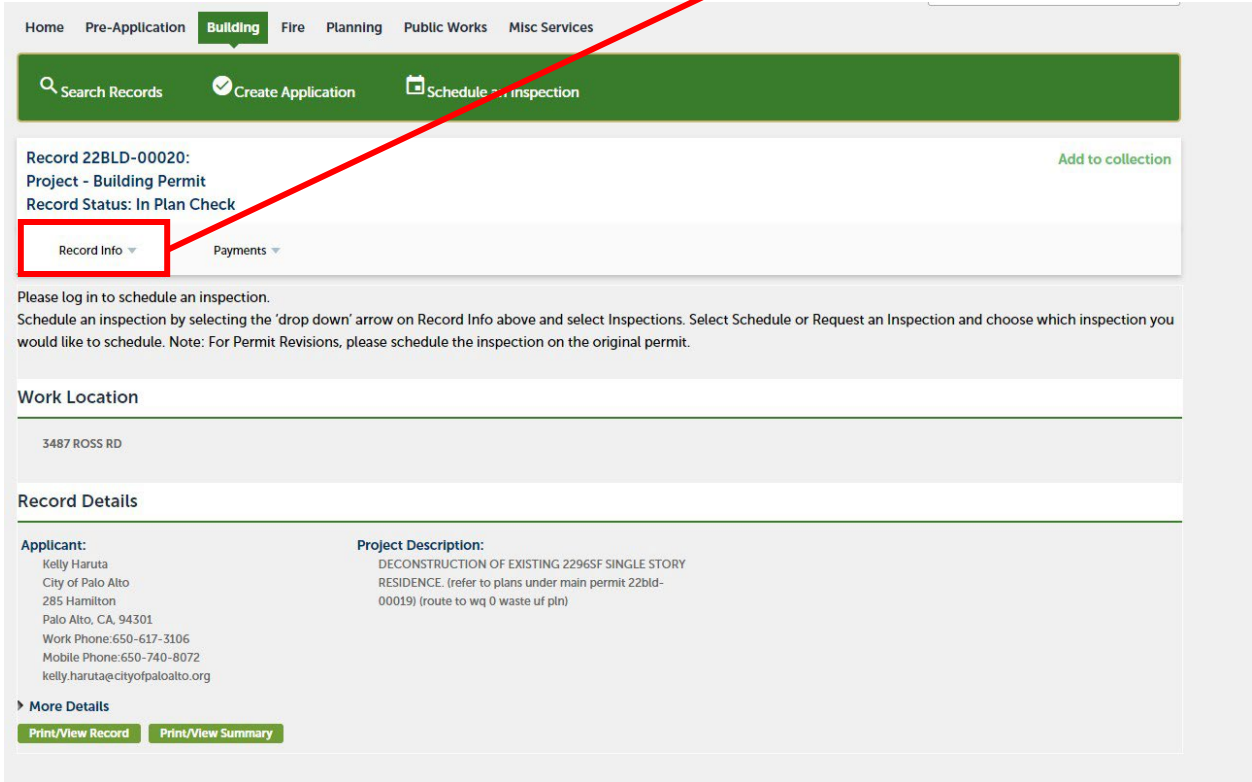
Date	Permit Number	Record Type	Address	Status	Action	Description	Short Notes
01/05/2022	22BLD-00020	Project - Building Permit	3487 ROSS RD, PALO ALTO CA 94303	Permit Issued		DECONSTRUCTION OF EXISTING 2296SF SINGLE STORY RESIDENCE. (refer to plans under main permit 22bid-00019)	DECONSTRUCTION OF EXISTING 2296SF SINGLE STORY RESIDENCE. (refer to plans under main permit 22bid-00019) Project_Manager:ORSHI CORPOS-650-329-2234- Email:orshi.corpos@cityofpaloalto.org

Click the red application number of the permit record you wish to view the status of.

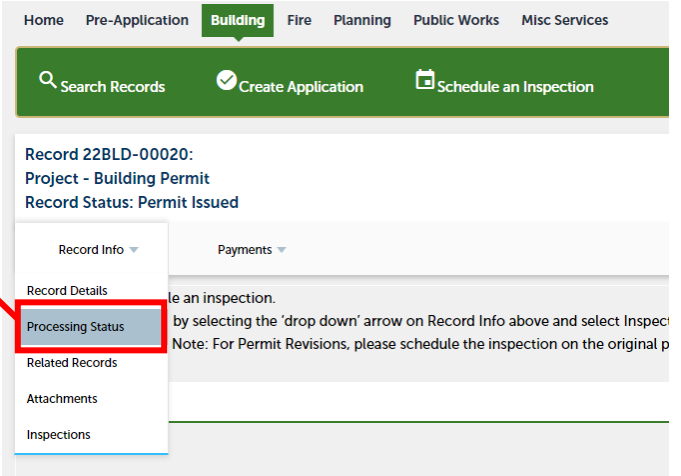
This screenshot is similar to the first one, but the 'Building' dropdown menu is closed. The table below shows the same record, but the status is 'In Plan Check'. The permit number '22BLD-00020' is highlighted with a red box, and a red arrow points from this box to the text above.

Date	Permit Number	Record Type	Address	Status	Action	Description	Short Notes
01/05/2022	22BLD-00020	Project - Building Permit	3487 ROSS RD, PALO ALTO CA 94303	In Plan Check		DECONSTRUCTION OF EXISTING 2296SF SINGLE STORY RESIDENCE. (refer to plans under main permit 22bid-00019) (route to wq 0 waste of pln)	DECONSTRUCTION OF EXISTING 2296SF SINGLE STORY RESIDENCE. (refer to plans under main permit 22bid-00019) (route to wq 0 waste of pln) Project_Manager:ORSHI CORPOS-650-329-2234- Email:orshi.corpos@cityofpaloalto.org

Click on "Record Info", this will reveal a drop-down menu.



Once the drop-down menu appears, click on "Processing Status".



Click on the department review arrowhead symbol to view details of the most recent status update.

Processing Status

- ▶ Application Submittal
- Building Review
- Fire Review
- Public Works Eng. Review
- Water Quality Review
- Landscape Review
- Transportation Review
- ▶ PWD Zero Water Review
- ▼ **Elect Utilities Review**

Due on 02/04/2022, assigned to KELLY HARUTA 650-617-3106
Marked as Routed on 01/06/2022 by ORSHI CORPOS-650-329-2234

Due on 02/04/2022, assigned to KELLY HARUTA 650-617-3106
Marked as Not Approved on 02/03/2022 by KELLY HARUTA 650-617-3106

Due on TBD, assigned to KELLY HARUTA 650-617-3106
Marked as Routed on 04/22/2022 by ORSHI CORPOS-650-329-2234

Due on 05/06/2022, assigned to KELLY HARUTA 650-617-3106
Marked as Approved on 04/28/2022 by KELLY HARUTA 650-617-3106

Comment: ELECTRIC SERVICE HAS BEEN REMOVED. THE GAS SERVICE HAS NOT BEEN REMOVED AS OF 04/28/22 9:28AM.

Finally, you will now be able to see the latest review status for your permit or application.

Please note: See “Marked as” and dates for latest status. Comments are placed here for the customer to clarify current status.