

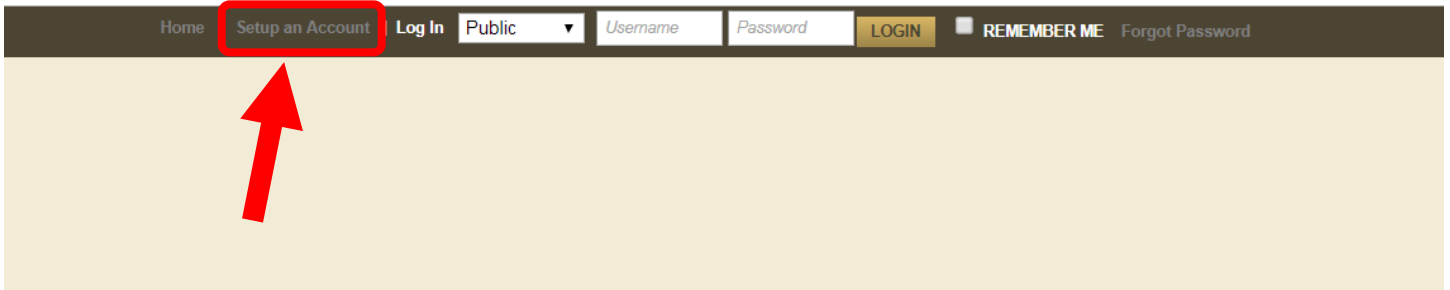


DEPARTMENT OF PUBLIC WORKS

ACCOUNT SETUP

NEW USERS - PROPERTY OWNERS ONLY

Enter into your browser: <https://epermits.cityofsanrafael.org/etrakit3>. Next click on “Setup an Account” (see image below).



You will now be on the “Create New Public User Account” page and will be asked to provide your contact information (see image below). Please enter your mailing address. Your password must be at least 6 to 15 characters long using only letters/numbers. All fields must be entered before clicking “CREATE ACCOUNT.”

Create New Public User Account
* Required fields

Profile

* First Name:

* Last Name:

* Address:

* City:

* State:

* Zip: -

* Email:

* Phone: () - -

Ext

Username and Password

* Log-in Name:
(letters/numbers only)

* Password:
(6 to 15 letters/numbers only)

* Confirm Password:

CREATE ACCOUNT

Once you've created your account, you will be redirected to the main services page, proceed to [Step One](#).

EXISTING ACCOUNT MEMBER

If you already have an existing account, you may login with your previously entered information. When logging into your existing account you please set the login type to "Public" (see image below). After doing so you may enter your username and password. Proceed to [Step One](#).



Home | Setup an Account | **Log In** Public | Username | Password | LOGIN | REMEMBER ME | Forgot Password

Welcome to the City of San Rafael Building, Fire Prevention and Public Works Permits and Records Site

NOTE: To view attachments, right click and choose "Save link / target as ..." to save it to your computer.

APPLYING FOR AN ENCROACHMENT PERMIT

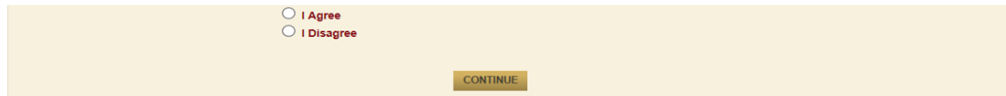
STEP ONE: HOW TO GET TO THE APPLICATION PAGE

To **Apply** for an encroachment permit, click on "Apply" under Permits (see image below):



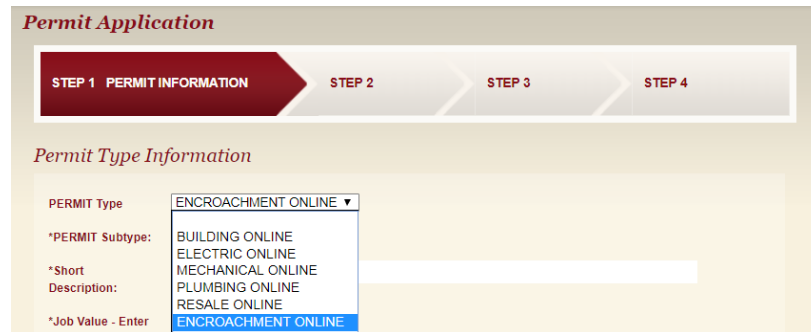
STEP TWO: INDEMNIFICATION AND DISCLAIMER

Next, read the indemnification and disclaimer. If you agree, click "I Agree" to the disclosure. If you click on "I Disagree" it will take you back to the beginning.

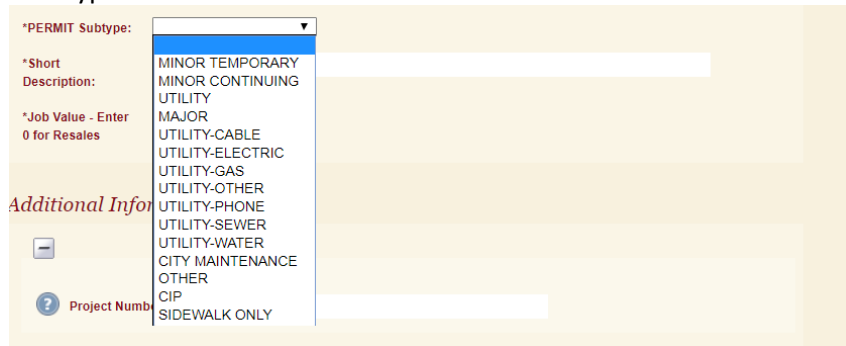


STEP THREE: PERMIT INFORMATION

Next, choose the PERMIT Type: In this case it will be an encroachment permit.



Next, choose the PERMIT Subtype:



Contractors and residents should select from one of the following permit subtypes only:

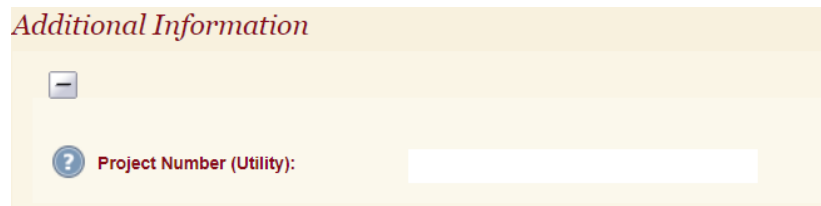
- **Minor Temporary Encroachment Permit-** A minor temporary encroachment permit is intended for work with a specified, limited period of time including debris boxes, temporary construction, scaffolding, and tree trimming.
- **Minor Continuing Encroachment Permit-** An encroachment which is intended and permitted to continue for an indefinite period of time, but which by its nature is limited in size, scale or use so that the encroachment will have little or no impact on the public health, safety or welfare like, flat or low level landscaping, bike racks, newspaper racks, and signs/architectural features extending more than four feet (4') into the public-right-of-way.
- **Major Encroachment Permit-** A major encroachment application would be needed for encroachments intended to continue for an indefinite period of time like, fences or walls higher than three feet (3') above natural grade, abutments for driveways and stairs, groundwater monitoring wells.
- **Sidewalk Only Encroachment Permit-** A permit for sidewalk, gutter, and curb work with no fee associated. All requirements of a minor temporary encroachment permit apply except the fee. See diagram below for details on work associated with a no fee encroachment permit.

Utility Companies must select a Utility subtype:

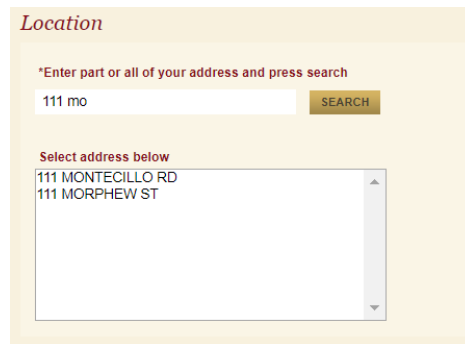
Utility Encroachment Permit- Utility encroachment applications are for encroachments by a utility or special district (water, cable, sewer, gas, etc.)

Type in a “Short Description” of the what the work is and enter the estimated “Job Valuation.”

Enter a project number. This is used for your reference only.



For “Location,” you only need to enter the first few characters of the address, and then hit the SEARCH button. Choose the correct job address in the “Select address below” box. For linear projects or projects with multiple locations, pick an address closest to the start of your work.



Note: If the address is not in the box, it could mean that the property is not in the City jurisdiction. You may need to pull the permit with another local jurisdiction.

Add all necessary attachments which include, but are not limited to, site plan, Detail plan, and traffic control plans.

Click “Next Step”

STEP FOUR: CONTACT INFORMATION

The next page shows your contact information. If necessary, please edit the fields and click “Next Step” button. **Note:** All fields are required to continue to the next step.

STEP FIVE: REVIEW, SUBMIT, AND PAY

You will now be asked to review the information that you have submitted prior to submitting. If needed, click on the "EDIT" button to fix an area, if needed. Clicking "Next Step" will take you to the Check Out Summary page, you must for the permit now by clicking the "Pay Now" button. Fill out all required information and **only click on "Pay Now" button once**. Please be patient, **clicking "Pay Now" more than once may incur multiple charges**. You must provide payment to submit the application.

Permit Application

STEP 1 STEP 2 **STEP 3 REVIEW AND SUBMIT** STEP 4

Application for a ENCROACHMENT ONLINE Permit

Permit Information EDIT	Location EDIT
Type: ENCROACHMENT ONLINE Subtype: MINOR CONTINUING Description: test Job Value: 500	111 MORPHEW ST SAN RAFAEL, CA 94901
Contacts EDIT	Fee Information
Applicant Information THOMAS AHRENS (415) 485-3357 1400 5TH AVE thomas.ahrens@cityofsanrafael.org SAN RAFAEL, CA 94901	Type: MINOR ENCROACHMENT - CONTINUING Amount: \$368.00 Total Fees: \$368.00
Owner Information THOMAS AHRENS (415) 485-3357 1400 5TH AVE thomas.ahrens@cityofsanrafael.org SAN RAFAEL, CA 94901	Attachments Alchemy Search User Guide.pdf Test document upload DELETE To upload additional attachments click Here
Contractor Information THOMAS AHRENS (415) 485-3357 1400 5TH AVE thomas.ahrens@cityofsanrafael.org SAN RAFAEL, CA 94901	

Review the information prior to submitting.

CANCEL PREVIOUS STEP NEXT STEP


Order Information

* Required Fields
Invoice Number: 20190215083717

Description:

Total: \$368.00 (USD)

Payment Information



Card Number: * (enter number without spaces or dashes)
Expiration Date: * (mmyy)

Billing Information

First Name: * Last Name: *
Company:
Address: *
City: *
State/Province: * Zip/Postal Code: *
Country:
Email: *
Phone: *
Fax:

Pay Now

STEP SIX: APPROVAL PROCESS

Please note that after purchasing the permit it does not mean the permit has been approved. Once our staff has reviewed the permit they will reach out to you via the contact information that you provided early

SEARCHING FOR PERMITS

If you do not see the permit you are looking for, you can use the "Permit Search" function to search for it. There are various search options available by using the drop-down menu (see image below). Enter in the information that you are searching for.

Permit Search

Search By: SEARCH

- Address
- Permit Number
- Address**
- Parcel Number (no dashes)
- Issue Date
- Status
- Description

PAY A PERMIT THAT YOU ALREADY APPLIED FOR

STEP ONE: SEARCHING FOR PERMIT

Go to [Searching for Permit Section](#).

STEP TWO: ADDING TO CART

Once you have found the permit you would like to pay more, click **"Add to Cart"** (see image below). If you have multiple addresses, repeat [steps one to four](#) for each address. When you have added the necessary payments to your cart proceed to step five.

Search Results

Permit #EP1812-008

Permit Number: B0105-038

Buttons: Add To Cart, Inspections

Navigation: Permit Info, Site Info, Contacts (3), Fees \$6,194.00, Inspections(1), Ch

STEP THREE: CHECK OUT

Next you will be prompted to look at the information again (see image below). Please verify the "Site Address" and "Amount." If correct, click on "Proceed to Check Out."

Shopping Cart

	Item	Type	Site Address	Amount
<input checked="" type="checkbox"/>	PERMIT (EP1812-008)	ENCROACHMENT PERMIT	111 MORPHEW ST	\$6,194.00
				Total: \$6,194.00

Buttons: REMOVE SELECTED ITEMS, BACK TO DASHBOARD, VIEW PAID ITEMS, PROCEED TO CHECKOUT

STEP FOUR: CHECK OUT SUMMARY


You will get one last confirmation page (see image below) before proceeding to payment.

<i>Checkout Summary</i>	
PERMIT (EP1812-008)	111 MORPHEW ST
	SIDEWALK REPAIR PROPERTY OWNER COST
	\$6,194.00
<hr/>	
Total Fees:	\$6,194.00
<hr/>	
Total:	\$6,194.00
<hr/>	
BACK TO SHOPPING CART	PROCEED TO PAYMENT

Once all information has been verified, click "Proceed to Payment" tab.

STEP FIVE: MAKING PAYMENT

You will now have the ability to enter in payment information (see image below). Please enter all required information and click the "Pay Now" tab **once**. Please be patient, **clicking "Pay Now" more than once may incur multiple charges.**

Order Information	* Required Fields
Invoice Number: 20190215083214	
Description:	
Total: \$6194.00 (USD)	
Payment Information	
	
Card Number:	<input type="text"/> * (enter number without spaces or dashes)
Expiration Date:	<input type="text"/> * (mmyy)
Billing Information	
First Name:	<input type="text"/> *
Last Name:	<input type="text"/> *
Company:	<input type="text"/>
Address:	<input type="text"/> *
City:	<input type="text"/> *
State/Province:	<input type="text"/> *
Zip/Postal Code:	<input type="text"/> *
Country:	<input type="text"/>
Email:	<input type="text"/> *
Phone:	<input type="text"/> *
Fax:	<input type="text"/>
<hr/>	
Pay Now	