



July 8, 2020  
Online E-Permitting and  
Electronic City Services

<https://cwols.escondido.org/portal>

## Cityworks – Your One Stop For Online Service

Interested parties,

Traditionally, many interactions between a citizen or a business and the City of Escondido took place in City Hall. However, with emerging technology it is now possible to move government service into a modern, “customer facing” web portal for online services and payments.

**We are pleased to announce that electronic application submittal and electronic plan review are available for development services starting on July 1, 2020.** Many things you can do in-person at development services can now be done online through your own personal Cityworks dashboard. Examples include submitting applications for permits and/or business licenses, making online payments, submitting files and information, checking the status of a permit application, downloading plan review comments and approved plans, and scheduling inspections.

Moving forward, certain types of permits must be made via the Cityworks online portal. The portal will allow applicants to submit plans and documents electronically as the City is no longer accepting paper documents for the following types of applications.

### Online E-Permitting and Electronic City Services

#### Planning

- Temporary banner permits
- Sign permits
- Temporary use permits

#### Building

- Commercial solar PV
- Residential solar PV

#### Engineering

- Encroachment permits
- Lien releases
- Quit claims
- Street dedications/vacations

At this time, other planning, building, and engineering permit applications must still be submitted in-person at the appropriate development services counter. However, depending on the type of application, you may also need to upload application materials to the Cityworks online portal after intake. Please consult with City staff for directions on how to move forward with your application.

<https://cwols.escondido.org/portal> is your one-stop shop for online e-permitting and electronic city services. The goal of this site is to make your busy life less hectic by giving you the choice of doing business or getting information online. The web portal will allow for faster turnaround times, more self-service options, document exchange, and more services that will come online over time. Thank you for your patience as we transition into our all digital permitting process! We hope that your experience using the portal saves you time and money. And check back with us soon as the types of planning, building, and engineering permit applications available for processing will continue to grow in 2020 and 2021.

# Cityworks – Online Electronic Submittal

The following step-by-step guidance includes the City of Escondido's file preparation and intake standards for electronic submittals through the Cityworks online portal.

## **STEP 1. Learn the City's permitting requirements.**

Verify the application type needed based on the scope of the project. Visit the respective department website or contact City staff to verify all anticipated permitting requirements.

## **STEP 2. Develop your application.**

Refer to the submittal requirement checklist for each plan type or document in the respective City department webpage or submittal application handout. You will need to save all the required files related to your project (such as documents, plans, supporting material, etc.) in a PDF file format.

## **STEP 3. Submit your application through <https://cwols.escondido.org/portal>**

First time users will need to register for an account by submitting the applicable registration through the Cityworks online portal. After your account is activated, submit an application as described within the development application instructions. Please make sure that all required forms, plans, and supporting documents are submitted at the same time.

## **STEP 4. Pay the invoiced fee online.**

As part of the submittal process, you may be notified with an invoice and a link to process payment. An application submitted is not finalized, and the plan review time frame does not start, until the City receives the required payment. The fact that the portal will create a case number does not mean that the submitted information constitutes a submitted application until all fees are paid and staff verifies that the submitted documents constitute a valid application.

## **STEP 5. Document receipt.**

You may receive a signed "Receipt of Documents," which only certifies that materials were submitted on a specific date and accepted by this portal. This "Receipt" is not an indication of the "completeness" of submitted materials, or that the documents submitted constitute a valid application.

A permit technician will verify that the documents submitted constitute a valid application and that all applicable fees are paid. Upon this verification, the application will be considered formally submitted. Please note that incomplete submittals will be rejected and you will be required to resubmit all plans and supporting documents as a complete package.

## **STEP 6. City and referral department review.**

All required City departments review your plans concurrently for efficiency. If corrections are requested, you will be notified via email on how to proceed. Once a plan review is complete, you will receive an email or phone call with notifications of the next steps to take (if necessary).