

# ONTRACK CUSTOMER PORTAL

PLANNING AND BUILDING DEPARTMENT

## WHAT IS ONTRACK?

OnTrack is the online customer portal that enables Building, Planning, and Cannabis Permit customers to check permit status, download documents, schedule inspections, submit a plot plan for preliminary review, and view daily inspection routes.

## HOW IS ONTRACK ACCESSED?

Using a standard web browser, go to <http://humboldt.gov.org/183/OnTrack-Permits-Portal>

## ARE THERE ANY SPECIAL REQUIREMENTS?

Yes, a computer with an internet connection is required. OnTrack works best when using Microsoft Internet Explorer browser version 6.0 or higher, but other browsers such as Chrome, Firefox or Safari will also work.

## WHAT INFORMATION IS NEEDED?

For permit status, document download, and inspection scheduling, customers must have either:

- The full 12 digit Assessor Parcel Number (APN); or
- The five digit Building Application Number or Planning Application (APPS) Number; or
- (For Building Permits) The Permit number as it appears on the Building Permit document

When submitting a plot plan for preliminary review, customers will need to provide their parcel number.

No specific information is needed when viewing the daily inspection routes.

## WHAT ONLINE SERVICES ARE AVAILABLE?

There are several OnTrack services available for Building, Planning, and Cannabis Permit customers. Services include:

<b>Permit Status</b>	Customers can monitor the progress of their permit applications and review up to the minute status messages in chronological order.
<b>Documents</b>	For building permits, preliminary review application form, presite investigation form, permit document, plan check correction forms, receipts, and field reports can be downloaded in PDF format. In addition, the inspection record card can be viewed on screen. For planning and cannabis projects, project status sheet, incomplete/completeness letter, and receipts can be downloaded in PDF format.
<b>Inspections</b>	Inspections for building permit applications can be scheduled with OnTrack. Inspection requests must be received by 4:00 PM on the business day before the inspection date. Requests received after 4:00 PM will be processed the following business day.
<b>Inspection Routes</b>	All inspection routes are displayed no later than 10:00 AM each day. While it is impossible to provide a specific time for each inspection, customers can see how many inspections the inspector has and the sequence in which inspections are conducted.
<b>Plot Plan</b>	This service is intended for infrequent or first time customers. This free review gives customers the opportunity to receive feedback on their plot plan before visiting the Building Inspection Division. This review is not a substitute for the pre-site investigation that occurs after an application is received.
<b>Notices of Nuisance</b>	Customers may search for Notices of Nuisance or Notices of Subdivision Map Act Violation by the date they were recorded.



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