# Index Table

Hold down (Ctrl+Click) To follow links below

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>How to create a New User Account</td>
<td>2</td>
</tr>
<tr>
<td>Performing a Permit Search</td>
<td>8</td>
</tr>
<tr>
<td>How to Use the Mapping Feature</td>
<td>11</td>
</tr>
<tr>
<td>How to Create a New Permit</td>
<td>15</td>
</tr>
<tr>
<td>How to Pay for an Invoice</td>
<td>25</td>
</tr>
<tr>
<td>How to Request and Monitor Inspections</td>
<td>30</td>
</tr>
<tr>
<td>How to Apply for a Hazmat, Fire &amp; Pretreatment Permit</td>
<td>37</td>
</tr>
<tr>
<td>Checking a Planning Permit Status</td>
<td>52</td>
</tr>
<tr>
<td>Submitting Applications for Planning Permits through City of Gilroy Self Service</td>
<td>52</td>
</tr>
<tr>
<td>Applying for a Planning Permit</td>
<td>52</td>
</tr>
<tr>
<td>Example: Applying for an Architectural &amp; Site Review – Staff Review</td>
<td>52</td>
</tr>
<tr>
<td>Add Project Addresses and/or Parcel Information</td>
<td>53</td>
</tr>
<tr>
<td>Provide a Project Description</td>
<td>53</td>
</tr>
<tr>
<td>Add Project Contacts</td>
<td>53</td>
</tr>
<tr>
<td>Add Project information and Plans</td>
<td>53</td>
</tr>
<tr>
<td>Sign the Application</td>
<td>54</td>
</tr>
<tr>
<td>Review the Application Prior to Submittal</td>
<td>54</td>
</tr>
<tr>
<td>Next Steps</td>
<td>54</td>
</tr>
</tbody>
</table>
How to create a New User Account

The following guide will help you get started using City of Gilroy’s Citizen Self-Service (CSS) portal – learn how to create a new account, schedule an inspection, perform a permit search, and use the mapping feature.


   ![CSS Portal Welcome Page](image)

   **NOTE** – You do not need to register for an account if you just want to pay for an open invoice, however if you would like to use any of the advanced features such as apply online, view permit status, request inspections, or view a personalized dashboard, you will need to register for an account. To register, please continue to use the instructions below.

2. Click the “Login or Register” link on the front page.

   ![Login or Register Button](image)

   **ATTENTION APPLE USERS** – Some users are experiencing a problem completing the registration process while using Safari on a Mac, iPad, or iPhone. Switching to either Chrome or Firefox has allowed them to complete the registration process successfully.
3. Click the “Sign up” button to create a New Account

4. If done correctly, you will receive a Verification Box.
5. The system will automatically send a confirmation email to the email address you entered to create the CSS Account – check your Inbox for an email by “Community Access Identity” or email subject “Welcome to your Community Access account”.

6. Click the “Activate account” link to continue with New Account creation.

NOTE – The “Activate account” Link will expire in 7 days!
7. On **Step 1 of 3**: Complete the Activation/Registration, click “**Continue**” to validate your user information, and create a profile.

```
Registration

Step 1 of 3: Acknowledgement

We have recently enhanced our security. Click on continue to validate your user information or create your profile with us.

Continue

Click “Continue”
```

8. In **Steps 2 of 3**: Verify or change your First Name and Last Name. You may Add a Company Name if applicable. You may choose your contact preference from the drop-down menu.

```
Registration

Step 2 of 3: Personal Info

First Name: Test
Middle Name:
Last Name: User
Company: ABC123 Contractor, Inc.
Contact Preference: [Select Contact Preference]
Email Address:

Additional Contact Information

* Email Address
Address
Business Phone
Email
Fax
Home Phone
Mobile Phone
Other Phone
```

**NOTE** – You may receive a “**Community Access Invalid Email**” Link if you fail to complete Steps 1 through 3 or click the back button too many times. **Please see, How to Reset, Recover, or Unlock Account.**
9. For **Steps 3 of 3**: Enter your Business or Contact Address.
10. Once Registration is complete, you will be directed to your Citizen Self Service “Dashboard” Tab where you can now:

✓ View your Permits
✓ Schedule Building Inspections and view the Building Inspection Schedule
✓ View the Map of Gilroy (with address/parcel search functions)
✓ Search for Permits, Planning Applications, Code Cases, Business/Professional Licenses
11. The system will automatically send a confirmation email to the email address you entered – check your Inbox for an email titled “Citizen Self Service New User Account Confirmation”.

**CAN’T FIND YOUR CONFIRMATION EMAIL?**

✓ Check your Spam and Junk Mail folders.

✓ Your email service may be inadvertently blocking the email. Ensure your account is set up to allow emails from “noreply@cityofgilroy.org”. Outlook and Microsoft 365 users can find helpful instructions for resolving the issue [here](#).

✓ Lastly, if you aren’t able to remedy the problem with either of the above steps, you can sign up with a non-work email (e.g.: Gmail, Att.net, Yahoo) and then change to your preferred email once you have completed registration.

---

**Performing a Permit Search**

**This functionality is only available to registered users.**

1. Go to [https://css.cityofgilroy.org](https://css.cityofgilroy.org) and click the “Home” tab.
NOTE – The Home Screen has four selections to choose from:

- **My Account**: Allows you to update and/or change contact information.
- **Apply**: Allows you to begin the application process through multiple departments, such as Building, Planning, Fire, Hazardous Material, Pre-Treatment, and Public Works.
- **Search Permit and Plan History**: Allows you to search Building, Planning, Code Enforcement, Fire, Fire, Hazardous Material, Pre-Treatment, and Public Works records.
- **City of Gilroy Website**: Send you to City of Gilroy’s webpage for additional search options, resources, and contacts.

2. From the **Home** screen click the “**Search Permit and Plan History**” box.
NOTE – Online records search covers from 1999 to current. All other records request will need to be made online at our City of Gilroy webpage at Request for Public Records.

3. Choose “Permit” from the drop-down menu of the “Search” field. Then enter the “permit number” in the “for” field. You may also search by address or keywords.
TIP – if using a permit number, you can enter the last 4 digits - BLDNR-2304-1234 or select “Advanced” search after choosing from the drop-down menu for more field entries. You can perform other searches for Planning projects, and Inspections.

4. Select your permit from the list.

NOTE – You may pay an invoice or schedule an inspection after clicking into the projects “Permit Number”. See “How to Pay an Invoice” or “How to Schedule a Building Inspection”.

How to Use the Mapping Feature

The City of Gilroy highly suggest searching your projects address prior to starting the application process to verify your project is within the city’s jurisdiction.

CSS map functionality to allow powerful searches, pinned results, case applications, EnerGov Enterprise Server data incorporation, GIS layers, and more.

1. Click on the “Map” tab.
2. Determine which method of searching:
   Using the “Address Parcel Search” field, choose “Address” or “Parcel”. Then type the address/parcel number into the search field or use the Drawing a point, Polyline, Polygon, Rectangle, or Circle. This means to Draw on the map to select one or more appropriate address(es). Which will allow the Application Processes to start for one or more addresses.

NOTE – Filter options are different for logged in users than for logged out users.
3. In this example: Select the drop-down arrow in the “Address & Parcel Search” field and choose “Address”. Enter the Address or partial address.

   Choose “Address” or “Parcels” from the drop-down menu
   Enter the address or a partial of an address
   Click the Search Icon 🔍 or press “Enter” on your keyboard

   **TIP** – you may use a partial address for your search. The system will list all possible addresses with the closest related texts.

4. Click your address from the list to view permit history.
5. Select “Case Number” hyperlink to open the associated record and view Application and Status.

6. You may also narrow your search by Permits or Plan (aka Planning Projects), by clicking the filter icon.

**NOTE** – Building Non-Residential or Residential Architectural Floor Plans are not available for online search. Please visit the City of Gilroy webpage to Request Public Records.
7. You may also export the Address list to create a report in Excel by Naming the New Document then clicking Export to open an Excel formatted Document.

Sample of Exported Records:

<table>
<thead>
<tr>
<th>Case Number</th>
<th>Apply Date</th>
<th>Case Type</th>
<th>Status</th>
<th>Address</th>
<th>Parcel</th>
<th>Record Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLDNR-2304-0112</td>
<td>4/18/2023</td>
<td>NR - Accessory Structure</td>
<td>Submitted - Online</td>
<td>7351 ROSANNA ST GILROY, CA 95020</td>
<td>799 17 066</td>
<td>Permit</td>
</tr>
<tr>
<td>BLDNR-2304-0113</td>
<td>4/18/2023</td>
<td>Fire Alarm NFPA 72</td>
<td>Submitted - Online</td>
<td>7351 ROSANNA ST GILROY, CA 95020</td>
<td>799 17 066</td>
<td>Permit</td>
</tr>
<tr>
<td>PAWLA-2204-0022</td>
<td>4/18/2023</td>
<td>Lot Line Adjustment</td>
<td>In Review</td>
<td>7351 ROSANNA ST GILROY, CA 95020</td>
<td>799 17 066</td>
<td>Plan</td>
</tr>
<tr>
<td>PAWLA-2204-0023</td>
<td>4/18/2023</td>
<td>Lot Line Adjustment</td>
<td>Submitted - Online</td>
<td>7351 ROSANNA ST GILROY, CA 95020</td>
<td>799 17 066</td>
<td>Plan</td>
</tr>
</tbody>
</table>

How to Create a New Permit

The following items need to be completed prior to starting the application process:

- Register for a CSS Portal Account, see How to Register. (You only need to do this once)
- Verify Address is in City of Gilroy Jurisdiction (See How to Use the Mapping Feature)

Getting Started:

1. Login to CSS Portal Account located at the upper right-hand corner of the welcome page using your login credentials.

   [Login or Register]
2. Click the “Apply” box in the body of the page or at the top menu bar.

3. This will give you options to choose from:
   a. **All**: All available application processes
   b. **Trending**: What permits are trending within the City of Gilroy
   c. **My History**: Your most recent applications/permits types
   d. **Permits**: City of Gilroy lists of Permits available for issuance
   e. **Plans**: Planning Department application processes

4. You may narrow your search by entering into the search field.

   - Type keywords to help search your Permit Type, click the from the drop-down related permit type, or click “Enter” from your keyboard or click 🔍
5. Click on the Apply button (right side) for the case/permit type you are applying for. If the Description does not match, you may try other keywords and search again.

![Application Assistant](image)

**NOTE** - Make sure to read the **Category Name** and **Description** to verify you are applying for the correct permit type.

6. On the first screen you will find:
   a. **Progress Bar**, which indicates your progress through the application process.
   b. **Helpful hints** for completing the application process.
   c. **Save Draft** button – If for any reason, you need to stop and come back to the application later, click the Save Draft button.
   d. **Create Template** – button to assist with duplication permit types
7. Click the plus sign to in the “Add Location” box to enter the project address.

8. Enter the project address in the search bar.

9. Select the correct project address from this list if multiple selections.
10. Your screen will return to the progress page. Click on the “Next” button to continue.

11. Enter a detailed scope of work for your project. Enter square feet of area being remodeled, for additions, see Permit Type: Additions. You may leave square feet field blank if it does not apply to your project. **You must enter a Construction Valuation!** This valuation is for Materials and Labor at fair market value.
1. Enter Property Owner Contact Information. **This is a required field!** The contact screen allows you to associate contacts such as the property owner, applicant, agent, etc. to the plan or permit.

![Contact screen](image)

**Note** – It is important to note that the individual submitting the online application, is automatically designated as the Applicant. The applicant is the **official billing contact** for the case. If you are not the billing contact, please add the appropriate person as a second applicant. We will correct the record later in the process. If you do not add a second Applicant, then it is assumed that you are the official billing contact.

12. You may search the Property Owners name or Enter it manually.
13. The next page will ask you for additional information regarding your permit request. Please fill these sections as best as possible to eliminate any delays in the process of your permit.

14. At the bottom of the page, click Next to continue with your Permit Application/Request.
15. For projects requiring plans, make sure to attach them to this permit application. Please visit our city webpage for Building Forms, Handouts and Policies to find helpful Guidelines on requirements for your submittal.

16. It will ask you to locate your plans on your computer. Verify the file name is correct then click “Next” or you may include additional plan types following same directions as above.
17. You will now be at the signature page. Type your name and sign below. You may choose to use your mouse to sign or slide the blue bar to the right Enable Type Signature.

18. Please review and submit your permit application after confirming the entered information is correct. You will find the “Submit” button located at the top and bottom of the page for your convenience.
19. Your Application will be considered submitted. Click “Continue to permit” for Permit overview.

NOTE – It may take a few minutes for your attachments to upload. Please also allow 3 to 5 Business Days for staff to review your application for completeness. Once we have verified that the application is complete and have assessed all application fees or plan check fees, we will notify you that you can move forward with an online payment.

20. You will now arrive at the Permit Summary Page. You have completed the permit application process!
How to Pay for an Invoice

The following guide will help you complete a payment for an outstanding invoice using the City of Gilroy’s Citizen Self-Service (CSS) portal. Follow the steps below.

1. Log into your CSS account.

2. From the home page, click on “Dashboard”.

3. Click on the “Attention” tile. You can also click on the “My Work” tab.
4. Click on the invoice number link. This will open the invoice and show you fees by line item.

![Invoice Screen]

**Click Here to see invoice before paying**

- To pay for multiple, select invoices by checking them and click “Add To Cart”

**Note** – You can also pay for multiple invoices at the same time by selecting multiple invoices and adding to your cart.

5. Click on the Pay Now Button on the top right corner.

![Pay Invoice Screen]

**Click Here**

- **Print**

**Note** – To print a copy of the invoice you can click the print icon next to it.
6. Select the payment type Credit Card or E-Check.

7. Enter your information in the appropriate fields and click on “Pay Now”
8. Once the payment goes through, click on “Continue to site”

![Image of invoice](image)

9. Success! Your transaction has been processed. You will receive your receipt via email.

![Image of email confirmation](image)

**CAN’T FIND YOUR CONFIRMATION EMAIL?**

- Check your Spam and Junk Mail folders.
- Your email service may be inadvertently blocking the email. Ensure your account is set up to allow emails from "noreply@cityofgilroy.org". Outlook and Microsoft 365 users can find helpful instructions for resolving the issue [here](#).
- Lastly, if you aren't able to remedy the problem with either of the above steps, you can sign up with a non-work email (e.g.: Gmail, Att.net, Yahoo) and then change to your preferred email once you have completed registration.
10. Example receipt

![Example Receipt Image]

<table>
<thead>
<tr>
<th>Reference Number</th>
<th>Fee Name</th>
<th>Transaction Type</th>
<th>Payment Method</th>
<th>Amount Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>BLDNR-2303-0104</td>
<td>BO - Building Permit Fee</td>
<td>Fee Payment</td>
<td>Credit Card</td>
<td>$1,143.07</td>
</tr>
<tr>
<td></td>
<td>BO - Building Plan Check Fee</td>
<td>Fee Payment</td>
<td>Credit Card</td>
<td>$857.30</td>
</tr>
<tr>
<td></td>
<td>BO - CA Strong Motion Instrumentation</td>
<td>Fee Payment</td>
<td>Credit Card</td>
<td>$21.00</td>
</tr>
<tr>
<td></td>
<td>Program - NR</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>BO - General Plan Fee</td>
<td>Fee Payment</td>
<td>Credit Card</td>
<td>$148.60</td>
</tr>
<tr>
<td></td>
<td>BO - Standards Admin Special Revolving</td>
<td>Fee Payment</td>
<td>Credit Card</td>
<td>$3.00</td>
</tr>
<tr>
<td></td>
<td>Fund</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>BO - Technology Fee</td>
<td>Fee Payment</td>
<td>Credit Card</td>
<td>$57.15</td>
</tr>
<tr>
<td></td>
<td>FR - Fire Prevention Inspection</td>
<td>Fee Payment</td>
<td>Credit Card</td>
<td>$155.00</td>
</tr>
<tr>
<td></td>
<td>PL - Planning Inspection Fee</td>
<td>Fee Payment</td>
<td>Credit Card</td>
<td>$76.00</td>
</tr>
<tr>
<td></td>
<td>PL - Planning Plan Review Fee - 1st Half</td>
<td>Fee Payment</td>
<td>Credit Card</td>
<td>$155.00</td>
</tr>
<tr>
<td></td>
<td>Hour</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>PT - Pretreatment Plan Check Fee</td>
<td>Fee Payment</td>
<td>Credit Card</td>
<td></td>
</tr>
</tbody>
</table>

6805 SILACCI WY GILROY, CA 95020

**SUB TOTAL** $2,692.12

**TOTAL** $2,692.12
How to Request and Monitor Inspections

The following guide will help you request and manage inspections using the City of Gilroy’s online Citizen Self-Service (CSS) portal. Follow the steps below.

1. Log into your CSS account.
2. From the home page, click on “Dashboard”. Across the page different tiles will appear, which you can use to navigate CSS.
3. Click on the “Active” tile. This will take you to your active permits.

**Note** – Only permits which have been issued will show up.
4. Click on the permit number of the permit for which you want to request an inspection. The Permit Details Page will open.

5. To request **multiple** inspection types: Click on “Inspections”.  
   To request a **single** inspection type: Click “Request” in the Available Actions box if it is available.

**Note** – Inspection types in the Available Actions box are highlighted for clarity.
6. A list of inspections will show up at the bottom of the Permit Details page. Select the inspection(s) you would like to request.

7. After selecting the desired inspections you would like to request, click on “Request Inspection”. This will open the Request Inspections Page.

Note – Some inspections have prerequisites, so you will not be able to request those inspections until prior inspections (based on priority) are completed.

8. Enter the name and phone number of the contact person for the inspection

9. Select the date and time using the calendar icon

10. Select a time frame preference AM (8:30-12:00) or PM (1:00-4:30)
11. Check off the two boxes below the first inspection to use the same contact, date, and time information for remaining inspections

12. Once all information has been entered click “Submit”

**Note** – You must click “Submit” for each inspection type.
13. The inspection information and a green checkmark will pop up for each requested inspection if successfully requested.

14. The inspection is now in Requested state, see the status in the workflow box in permit details page.

15. Navigate back to the permit details page. Once the inspection(s) are assigned to an inspector, the status will change from “Requested” to “Scheduled”.

![Image of permit details page with inspection status and workflow]

![Image of workflow status with inspection milestones]
16. To see inspection details, click on “Inspections” from the Permit Details page.

17. For additional details, including scheduled time frame, click on the inspection number. The permit details page will open.
18. Once the inspection has been completed and the inspector has resulted, the status will change from “Scheduled” to the result of the inspection e.g. “Passed”, “Re-inspection Required” etc. to see the results follow the steps below.

✓ Navigate to the Permit Details page.
✓ Click on inspection tab

![Permit Details](image.png)
How to Apply for a Hazmat, Fire & Pretreatment Permit

The following guide will help you complete a permit application using the City of Gilroy’s Self-Service portal. Follow the steps below:

1. Log into your account, click or copy this URL in your web browser. [https://gilroyca-energovweb.tylerhost.net/apps/selfservice#/home](https://gilroyca-energovweb.tylerhost.net/apps/selfservice#/home)

   To go straight to the Home page click or copy this URL in your web browser: [https://gilroyca-energovweb.tylerhost.net/apps/selfservice#/home](https://gilroyca-energovweb.tylerhost.net/apps/selfservice#/home)

   From the home page, click on “Apply”.

   ![Application Process](Image)
2. You can search for a type of permit using the Application Assistant. Type in a key word associated to the type of permit. Example: Fire Alarm. The word **fire** will bring up various permits that have the word Fire. If you do not find the permit in the dropdown menu, try different words.

3. Click on the permit name from the list, then select Apply. **See page 13 for a list of the permits available for Fire prevention, Hazardous Materials and Wastewater.**
4. The permit module contains the following steps across the top of the screen in sequence from left to right: 1) Location, 2) Type, 3) Contacts, 4) More Info, 5) Attachments, 6) Signature 7) Review and Submit.

5. Location: Click on the + sign “Add Location” to continue.
6. You can search for the site address or enter the address manually.

**SEARCH:** Select from list of addresses in the dropdown menu.

**Select “ENTER MANUALLY” if you cannot find the address.**

**Enter address and click on the magnifying glass**

**After selecting the address, click “Add”**
ENTER MANUALLY: Enter address and Street name.

7. To add a Billing Address or Mailing Address select the "+" sign. Repeat #6 above.
8. **TYPE**: Fill in the required fields

   - **Required fields have a red asterisk**

   ![Diagram showing a form with required fields highlighted and an option to select "Next" to advance]

9. **CONTACTS**: Add required contacts. In this example the Owner is required. You may also add additional contacts by selecting the type of contact from the dropdown menu.

   ![Diagram showing a contact section with options to add an applicant or owner and an option to select "Next" to advance]
10. Adding a contact: Whether you select the “+” sign or select from the dropdown menu the process is the same. You can search an existing contact or enter a new one manually.

Entering a new contact manually:

Enter the required fields noted by an asterisk to advance.
11. MORE INFO: More Info modules will vary depending on the type of permit. Fill out as much information as possible. The fields with asterisk are required to advance.
12. ATTACHMENTS: Attachments with the word “REQUIRED” are required to advance to the next section. You may upload a complete set of plans with all the various plans from the different trades as applicable to the project, or you may choose to upload the different plans separately. Only supported file formats may be uploaded.

![Image of GoPermit portal showing attachment options]

To upload a document, select the type of document to upload from the dropdown menu.

Supported formats

Complete plans only support pdf format due to plan checks done with Bluebeam Software.

13. SIGNATURE: Type your name on the required field and sign in the box by enabling the blue toggle signature button or by signing on the X with your cursor.

![Image of GoPermit portal showing signature options]

Select the circle with the “i” for additional information.

Select “Next” to advance
13. REVIEW AND SUBMITT: Review the information in your application. If you need to edit you can click on the "Back" button to go to the section that needs editing. Select next to advance until you reach "Submit" and the application is submitted, then select "Continue to Permit" to advance to the Summary page.
14. SUMMARY: The summary page will provide the permit number and information on the completeness of your permit.

Permit Number. You can use the permit number to search for the permit on the Home Screen

Progress Chart
APPENDIX: List of permits for Fire Prevention, Hazardous Materials & Pretreatment/Wastewater

FIRE PREVENTION

Fire Code Regulated Construction & Equipment Misc
(NOTE: Use this permit as a default if no other permits exist for your project)

<table>
<thead>
<tr>
<th>Category Name:</th>
<th>Description:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Prevention</td>
<td>Permit is required by the California Fire Code or Fire Official (Includes Fire Alternative Materials &amp; Methods)</td>
</tr>
</tbody>
</table>

Outside Cooking Events/Food Trucks

<table>
<thead>
<tr>
<th>Category Name:</th>
<th>Description:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Prevention</td>
<td>Fire Code regulated operational permit, outside cooking with open flames and or food trucks</td>
</tr>
</tbody>
</table>

Emergency Generator Installs

<table>
<thead>
<tr>
<th>Category Name:</th>
<th>Description:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Prevention</td>
<td>Install, relocate or modify an Emergency Generator</td>
</tr>
</tbody>
</table>

Exhaust Hoods

<table>
<thead>
<tr>
<th>Category Name:</th>
<th>Description:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Prevention</td>
<td>Install, relocate or modify commercial kitchen Type I &amp; II hoods, Paint Booths, Laboratory Fume Hoods and Local Exhaust hoods</td>
</tr>
</tbody>
</table>

Fire Hydrant Flow Tests

<table>
<thead>
<tr>
<th>Category Name:</th>
<th>Description:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Prevention</td>
<td>Measure real world pressure and flow in the water system. Hydrant flow tests are required for fire sprinkler design and for water modeling purposes</td>
</tr>
</tbody>
</table>

Fire Suppression Systems

<table>
<thead>
<tr>
<th>Category Name:</th>
<th>Description:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Prevention</td>
<td>Any installation, alteration, or repair to a fire suppression system (i.e. Carbon Dioxide, Dry Chemical, Wet Chemical, Clean Agent)</td>
</tr>
</tbody>
</table>

Fire Underground NFPA 24
### Fireworks Distributor Permit
- **Category Name:** Fire Prevention
- **Description:** Fireworks Distributor Temporary Use Permit

### Pyrotechnics: Fireworks Display Permit
- **Category Name:** Fire Prevention
- **Description:** Operational Permit for Outdoor Public Display, Proximate Public Display, Motion Picture, Stage/Theatrical, and Special Effects.

### Safe and Sane Fireworks Booth Sales
- **Category Name:** Fire Prevention
- **Description:** Nonprofit organization safe and sane fireworks booth sales permit

### Hazardous Materials Storage Facility Review
- **Category Name:** Fire Prevention
- **Description:** Review of Maximum Allowable Quantities (MAQ), General Hazmat Storage or Hazardous Materials Storage Regulated by Fire Code

### Temporary Above Ground Storage Tanks Containing Fuel
- **Category Name:** Fire Prevention
- **Description:** Temporary ASTs for motor vehicle fueling

### Temporary Hazmat Storage
- **Category Name:** Fire Prevention
- **Description:** Temporary Hazmat Storage During Special Events in Quantities That Require a Permit (Propane, Fuel Storage, Emergency Generator)

### Tents and Temporary Special Event Structures
- **Category Name:** Fire Prevention
- **Description:** Install Tents, Temporary Special Event Structures and Other Membrane Structures

### Fire Sprinkler - Single Family Home
- **Category Name:** Building Residential
- **Description:** Fire Sprinkler for residential Single Family Custom homes (NFPA 13D).

### Fire Sprinkler - Multi-Family
<table>
<thead>
<tr>
<th>Category Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Sprinkler - Multi-Family</td>
<td>Description: Permit for multi-family residences which include: apartment, town homes, and condominiums (NFPA 13R).</td>
</tr>
<tr>
<td>Fire Sprinkler - Commercial</td>
<td>Description: Fire Sprinkler Permit for Commercial Building (NFPA 13).</td>
</tr>
<tr>
<td>Hazmat Closure</td>
<td>Description: Demo of a Hazmat Systems and or Facility Closure: Any part of a systems regulated by CalARP, APSA, Hazardous Waste Regulations, Tiered permits or Fire Code</td>
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<td>Description: Systems regulated by CalARP, APSA, Tiered permits, Hazardous Waste, Fire Code or required by the Hazardous Materials / Fire Code Official due to storage, use hazardous materials or produce hazardous byproducts (battery storage, hydrogen, 3D printing, etc.)</td>
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<tr>
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### HAZARDOUS MATERIALS

#### Hazmat Closure

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#### Install of Above Ground Storage Tanks

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#### Install of a Hazardous Materials System

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#### UST Removal/Closure

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#### UST Repair/Modification
UST Repair/Modification
Category Name: Hazardous Materials
Description: Any component of the UST: sumps, piping, overfill, monitoring systems, cold starts, spill buckets, dispensers, turbines, fuel or contents change, etc...

Miscellaneous: Hazardous Materials Repair/Modification
Category Name: Hazardous Materials
Description: Not listed in subcategory; however, permit is required by Hazmat/Fire official or change in regulation

UST Installs
Category Name: Hazardous Materials
Description: Install of one or more Underground Storage Tanks

UST Temporary Closure
Category Name: Hazardous Materials
Description: Temporary Closure of one or more USTs

Pretreatment /Wastewater

Car Wash for Nonprofits
Category Name: Pretreatment (Wastewater)
Description: Car wash event permit for groups associated with nonprofit organizations

Grease Trap/Sand Oil Interceptor Install
Category Name: Pretreatment (Wastewater)
Description: Install of one or more grease traps or sand oil interceptors

Install of a Wastewater Pretreatment Systems Misc
Category Name: Pretreatment (Wastewater)
Description: Wastewater treatment systems regulated by State and Federal Regulations or the SCRWA ordinance (i.e., Amalgam Separators, pH Adjust, Chemical Precipitation, Chemical Coagulation, Chemical Oxidation, Chemical Stabilization, and Ion Exchange systems from food processing plants, plating shops, dental offices, etc.). Not listed in subcategory; however, permit is required by SCRWA official or change in regulation

Swimming Pool/Spa Wastewater Discharge
Category Name: Pretreatment (Wastewater)
Description: Operational Permit to discharge waste water from a swimming pool or Spa into the sanitary sewer
Checking a Planning Permit Status

Follow These Steps to Check a Planning Permit Status

1. Select the “Login” tile.
2. Enter your login information and select the “Sign In” button.
3. On the top ribbon bar, select the “Dashboard” button.
   a. Select the topic area for which you want information (i.e. My Permits, My Plans, My Inspections or My Invoices)
   b. Select the button related to your inquiry (i.e. “View My Permits,” “View My Plans,” “View My Inspections,” or “View My Invoices”).
   c. Once you make your selection, you will be taken to a webpage that provides detailed information about the permits you have submitted or plan statuses. Click on the specific application number to view permit details.
4. If you want to view information about other permits or plans, select the “Dashboard” button on the top ribbon bar. This will return you to the Dashboard webpage.

Submitting Applications for Planning Permits through City of Gilroy Self Service

Applying for a Planning Permit

1. Select the “Apply” tile.
2. Select the “Plans” tile under the Application Assistant heading.
3. Select the desired application type.
4. The following example demonstrates the next steps to apply for Planning permits.

Example: Applying for an Architectural & Site Review – Staff Review

1. Go to the “Architectural & Site Review – Staff Review tile.
2. Select the link to the application submittal requirements. Be sure you have prepared all required application submittal materials and that you submit the materials when applying for a permit. Incomplete applications will not be accepted.
3. Select the link to the Uniform Application form. This form needs to be filled out and signed by the property owner. The form must be submitted when applying for a permit.
4. Select the “Apply” button on the “Architectural & Site Review – Staff Review tile. Selecting this tile will allow you to start the application process.

Add Project Addresses and/or Parcel Information

1. Select the “Add Location” tile.
2. Search for the project address or APN. You can also enter this information manually.
3. When you have identified or manually entered the correct project address, select the “Add” button.
4. Repeat this process until you have added all parcels associated with the project.
5. If this project has an associated billing or mailing address that differs from the project address, select the down arrow on the “Add Location” tile. Select either “Billing” or “Mailing,” as appropriate. If these addresses are located outside Gilroy, use the “Enter Manually” field to enter the information.
6. Once all addresses associated with the project have been entered, select the “Next” button.

Provide a Project Description

On the “Plan Details” screen, enter a description of the project in the “Description” box. Select the Next” button when this task has been completed.

Add Project Contacts

1. On the “Contacts” screen, enter all contacts associated with the project by selecting the type of contact on the “Add Contact” tile.
2. Enter all required information by either searching the database or entering the contact information manually.
3. Select the “Submit” button after entering the contact information or the “Back to Application” button to return to the “Contacts” screen.
4. Select the “Next” button on the “Contacts” screen after entering all the contact information.

Add Project information and Plans

1. On the “More Info” screen, select the type of development involved in the application (i.e. Commercial, Wireless, Miscellaneous - New Construction; Commercial, Wireless, Miscellaneous - Remodeling; Industrial – New Construction; Industrial – Remodeling; Residential – New Construction; Residential – New Hillside Lot; or Residential – Remodeling).
2. Enter applicable project information in the prompt boxes.
3. Select the “Next” button when all project information has been entered.
4. On the “Attachments” screen, upload all required application submittal material. The links to the Uniform Application Form and detailed application submittal requirements are included on the “Attachments” screen. Incomplete applications will not be accepted.
5. Select the “Next” button after you have uploaded all required application submittal material.

Sign the Application

1. On the “Signature” screen, type your name into the first prompt box.
2. Next, sign your name by writing it using your computer cursor or by turning on the “Enable Type Signature” feature and typing your name into the prompt box.
3. Select the “Next” button after you have signed the application.

Review the Application Prior to Submittal

1. Review this last screen prior to submitting the application.
2. If any information is incorrect, use the “Back” Button to go back to prior screens.
3. You can select the “Save Draft” button on the bottom of the screen if you want to save this application to submit later.
4. Once the application is correct and complete, select the “Submit” button.

Next Steps

A planning staff member will review your application to ensure the submittal is complete. We will contact you to let you know whether additional information is required and to provide you with an application invoice.