

County of Monterey

Resource Management Agency

www.co.monterey.ca.us/rma
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Online Services

How to Apply Online for an Encroachment Permit

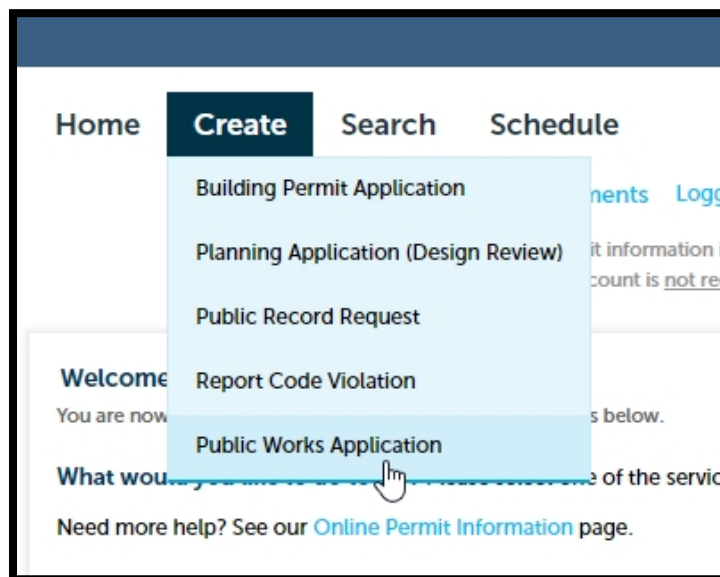
This document provides step-by-step instructions on how to apply for an encroachment permit via the Resource Management Agency’s citizen access portal. An encroachment permit is required for any construction or any work in the public right-of-way. Visit our [online services webpage](#) to see what other types of permits can be applied for online.

Preliminary Steps.....

- ✓ Go to <https://aca.accela.com/monterey/Default.aspx> (or just search for “Monterey County Citizen Access”) and register for a Citizen Access Account. Instructions for registering can be found in the document “[How to Register for a Citizen Access Account](#)”.

Once you’ve registered for an account you are ready to begin the actual application process.

- 1) Go to <https://aca.accela.com/monterey/Default.aspx> (or just search for “Monterey County Citizen Access”) and log into your Citizen Access account.
- 2) When you first login you will see a list of any permit “collections” you may have created and any unfinished applications that you started. To apply for a new permit, hover over the “Create” link and select “Public Works Application”:



3) During the application process, you will be prompted to step through several screens and provide the following information:

- **Accept a General Disclaimer.**
- **Select a Contractor's License** *(If you're a contractor you should have already associated your license with your Citizen Access account. If you haven't done so, instructions to can be found in the document "[How to Register for a Citizen Access Account](#)". If you are not a contractor, select "none applicable").*

- **Provide Contact information.** The primary contact associated with your Citizen Access account will be automatically added to your application. You can also select additional contacts associated with your account or you can manually enter new contact information by clicking the "Add New" button
 - **You must also provide contact information for the "Permittee"** (i.e the person or entity to which the permit is being granted). If you are the "Permittee", click the button "Select from Account". If someone else is the "Permittee", click the "Add New" button and complete the contact information for the "Permittee".

- **Location of Work:** Describe the location of the proposed work as precisely as possible. (e.g. Main St. between 1st St. and 2nd St). If available, include an address and Assessor's parcel number.

- **You will then be prompted for several pieces of information related specifically to the encroachment permit application:**
 - Project name (typically company or owner name with short address/street name)
 - Description of work to be performed
 - Cross streets
 - Mile post information
 - Permit type (Residential or Commercial)
 - Work start and end dates that you are requesting
 - Utility project number (if any)
 - Upload PDF document showing encroachment work and location. (Upload the document in PDF format by clicking the "Upload" button under the "Attachment" section.)

- 4) When you are sure the information you have entered is correct and accurate, click the “Continue Application” button at the bottom of the Review page. This will take you to a page listing fees due for the application:

Step 5: Pay Fees

Listed below are fees due now. Click the “Continue Application” button to proceed to the payment screen.

Application Fees

Fees	Qty.	Amount
Technology Fee (4%)-Building	1	\$10.80
Issuance-Simple Permit	1	\$90.00
Inspection-Simple Permit-Minor	1	\$180.00
California Bldg Standards Commission Surcharge	1	\$1.00
Strong Motion - Residential	1	\$0.65

TOTAL FEES: \$282.45

Review fees and click “Continue Application” when ready to pay

Continue Application »

You will then be taken to the “Payment Options” screen where you can select your method of payment.

Step 5: Pay Fees

Please select a payment method. You will be redirected to the payment form of the County’s online payment processor (Official Payments). The available payment methods are:

- Bank Account (\$.50 per transaction)
- Credit/Debit Card (2.25% service charge/minimum \$1.95)

Payment processing fees

* indicates a required field

Payment Options

Amount to be charged: \$282.45

Pay with Credit Card

Pay with Bank Account

Submit Payment »

Clicking “Submit Payment” button will transfer to “Official Payments”, Monterey County’s online payment processor.

- 5) After completing your payment via the “Official Payments” web site, you will receive 2 emails: 1) A notice from Official Payments indicating that your payment has been processed, and 2) a notice from RMA Permit Center providing you with your permit number. Remember this number for future correspondence.

What Happens After Application Submittal?

- A permit technician will review your application for compliance with the Building Code.
- You will receive an email from the electronic signature service DocuSign directing you to electronically sign several declarations and acknowledgements related to your permit.
- When the permit is ready to issue, you will receive an email notifying you that the permit/job card has been issued and uploaded to the “Attachments” section of the permit on Citizen Access.
- Once you receive this notification, you can log in to your Citizen Access account and print out the permit/job card. Make sure the permit/job card is available on the construction site. The inspector will need access to sign off on inspections.
- You can check the status of your application at any time by viewing the “Processing Status” section of your permit on the Citizen Access site.