



Why are you making changes to the program?

The Express Permit program is the last category of permit submittals which previously could not be submitted through eBuild. Making this change makes all construction permits digital which will continue to build on the efficiencies we have realized. Changes to approved drawings and deferred submittals can now be submitted digitally and tracked.

Up until this point, this service has been provided on a first-come, first-serve basis. Although the service was convenient, we were dissatisfied with the wait times that could come with it. This change will allow customers to make an appointment and significantly reduce the amount of time waiting to be seen. If time allows, the appointments will also give our staff the ability to view submittals prior to opening for business.

Will the design professional or person authorized to make changes to the plans still be required to be present?

Yes. Our goal is to work with you collaboratively to get your project reviewed and the permit(s) issued on the same day.

Will the qualification guidelines remain the same?

Yes! There will be no change to the qualification guidelines. Intake staff will review your application packet for completeness and to verify your project qualifies prior to your appointment time.

Will my only option be to apply through eBuild?

Yes, beginning February 19th, walk-in service will no longer be available.

I often like to work up until the last minute preparing the drawings. Will this prevent me for doing that?

You will be able to submit an application for express permits up until 3:00 pm the previous business day before and submit your application packet for the next day *if there is an appointment time available*. This allows Intake staff to review your application packet for completeness prior to arriving. We are excited about this additional time saver as well. Now, day of, you will no longer need to meet with the Intake staff and you will be able to see the reviewers as soon as they are available.

What appointment times will be available?

Commercial appointments will be available on Mondays and Wednesdays at 9:00 am, 10:30 am, and 12:00 pm.

Residential appointments will be available on Tuesdays and Thursdays at 9:00 am, 10:00 am, 11:00 am, and 12:00 pm.

Additional appointment times may become available if there is a high demand.

How far in advance can I schedule an appointment?

Appointments can be scheduled up to two weeks out.

Can I submit more than one project for an appointment time?

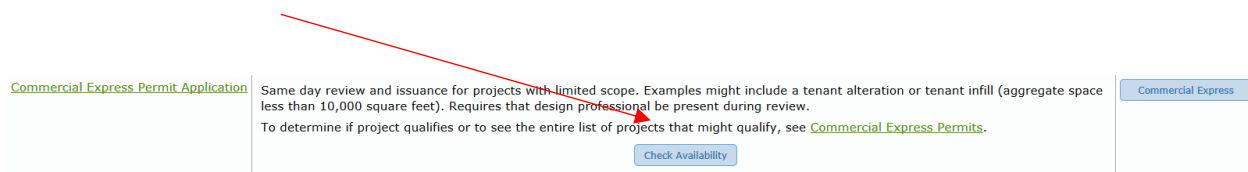
Unfortunately, no. The appointment times available are based on one project per appointment time in to allow us to best meet our commitment to serve each applicant at the scheduled appointment time.

Will I be able to cancel or reschedule my appointment online?

Yes! But please note, you will only be able to reschedule your appointment if another appointment time is available.

Is there a way to check what is available?

Yes! After you have chosen your project type in eBuild (Commercial or Residential) you can click on “Check Availability” for Express permits.



The screenshot shows a user interface for checking permit availability. On the left, there is a link for 'Commercial Express Permit Application'. The main content area contains text describing the permit type: 'Same day review and issuance for projects with limited scope. Examples might include a tenant alteration or tenant infill (aggregate space less than 10,000 square feet). Requires that design professional be present during review.' Below this text is a 'Check Availability' button. On the right side of the interface, there is a 'Commercial Express' button. A red arrow points from the 'Check Availability' button to the 'Commercial Express' button.

If no appointments are available, is it possible to get on a waiting list?

Unfortunately, there will not be a waitlist available; the best thing to do is check back to see when an appointment time becomes available.

Can I submit changes (Supplemental Information) for my project prior to my meeting time?

Absolutely! As soon as your project has been accepted for review you will have the option of submitting changes. Keep in mind, new submittals must follow [file naming standards](#), just as they do in the regular plan review process in eBuild.

How will I know if my project has been accepted and my appointment time has been confirmed?

You will receive a Notice of Accepted Application that will confirm your appointment time.

Will I know in advance who will be reviewing my project?

Reviewers will not be assigned to your project until the day of review.

If my application is not complete will I still be able to keep my appointment time?

Unfortunately, no. In the event your application is incomplete, you will receive a Notice of Incomplete Application and your appointment time will be canceled. You will have the option of scheduling a new appointment time once you respond to the notice.

What if my project is deemed ineligible for the express permit program?

If staff determines that your project is not eligible for the program, you will receive a Notice of Ineligibility for Express Permits. Your appointment time will be canceled and your project will automatically be converted to the regular plan review process.

Are there any other benefits to applying through eBuild?

Yes! There are a couple more great additions.

1. Payment can now be made after your appointment time, allowing flexibility for project payment.
2. You will also be able to submit changes to your project through eBuild, allowing you to track any outstanding deferred submittals, which was previously unavailable. Changes to your project will be reviewed and released as soon as they are approved.