

**City of Chino Hills**  
**Development Services**  
**Engineering Permit and Application Guide**



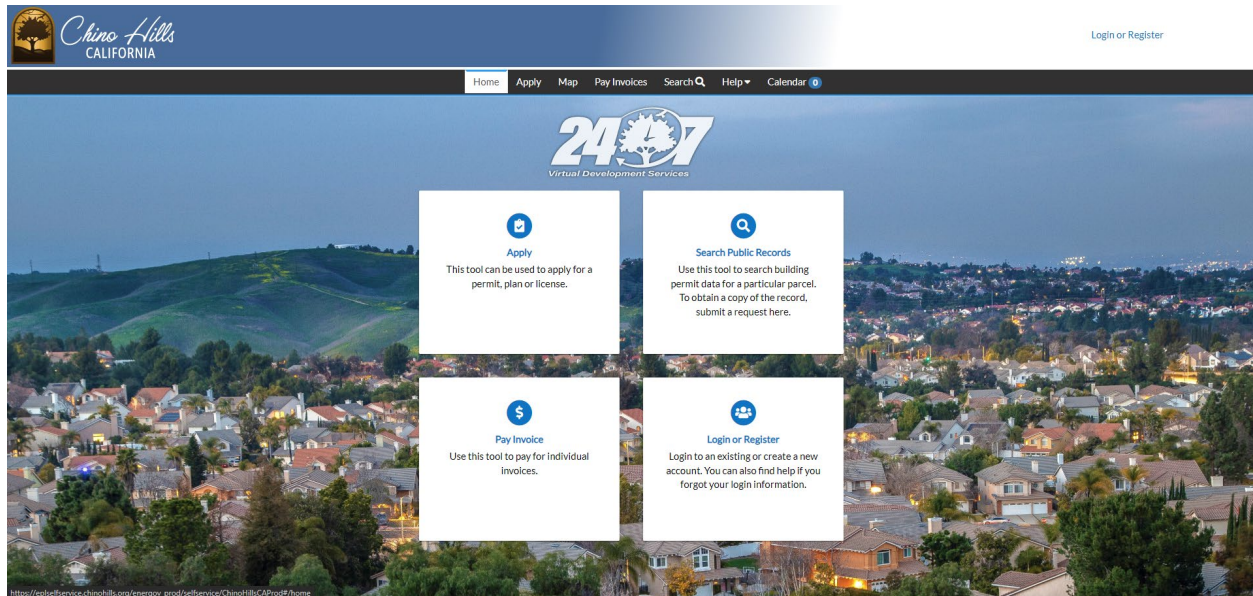
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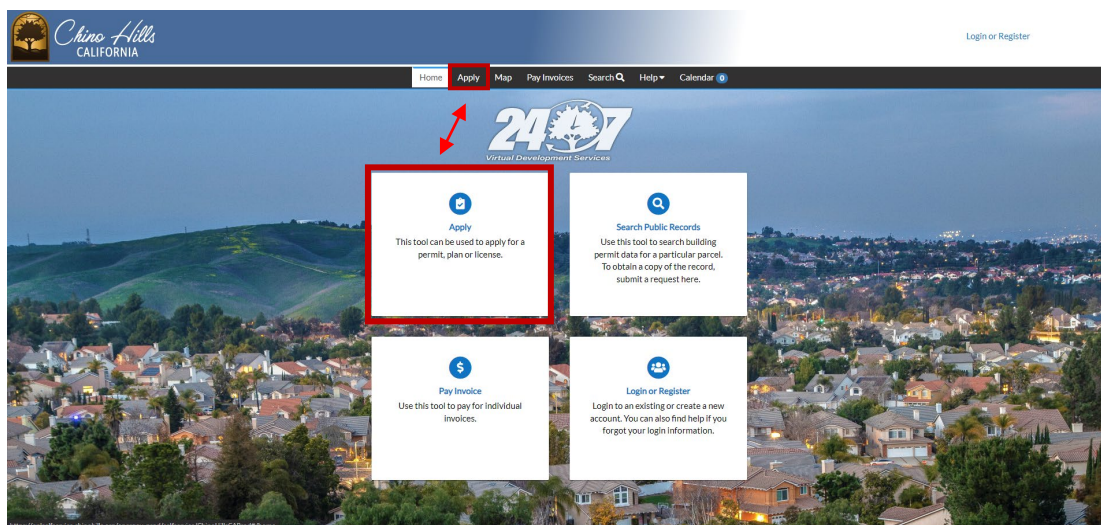


## Introduction

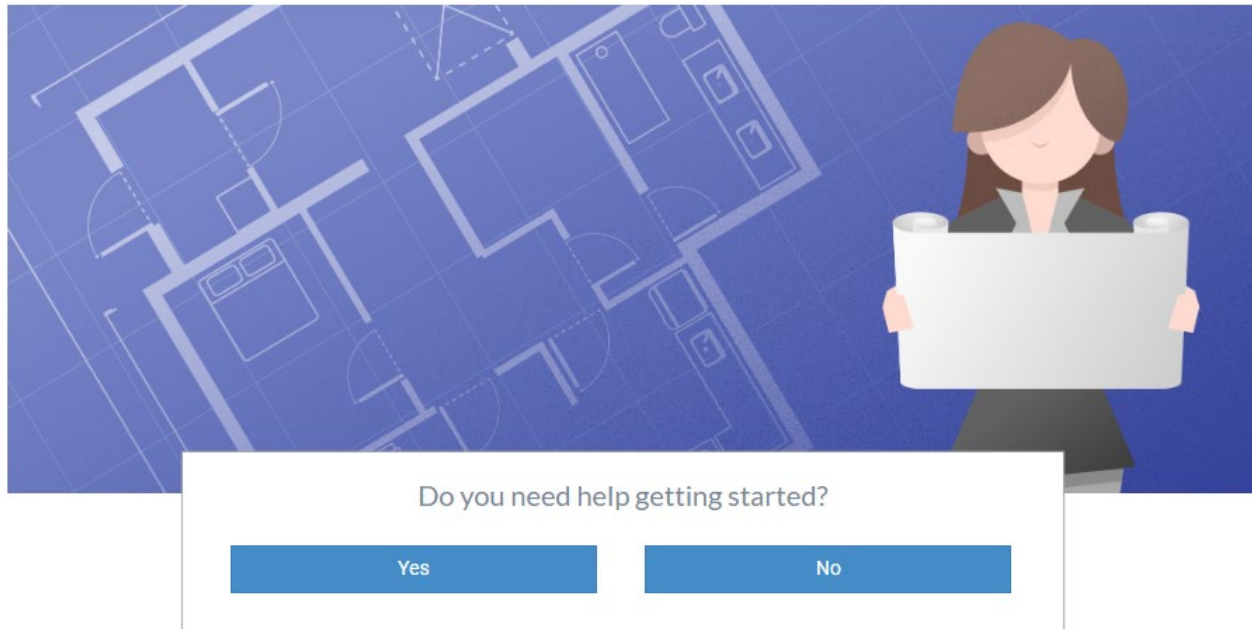
Welcome to the City of Chino Hills Customer Self Service Application guide. We will begin with a snapshot of the homepage, which can be found [here](#):



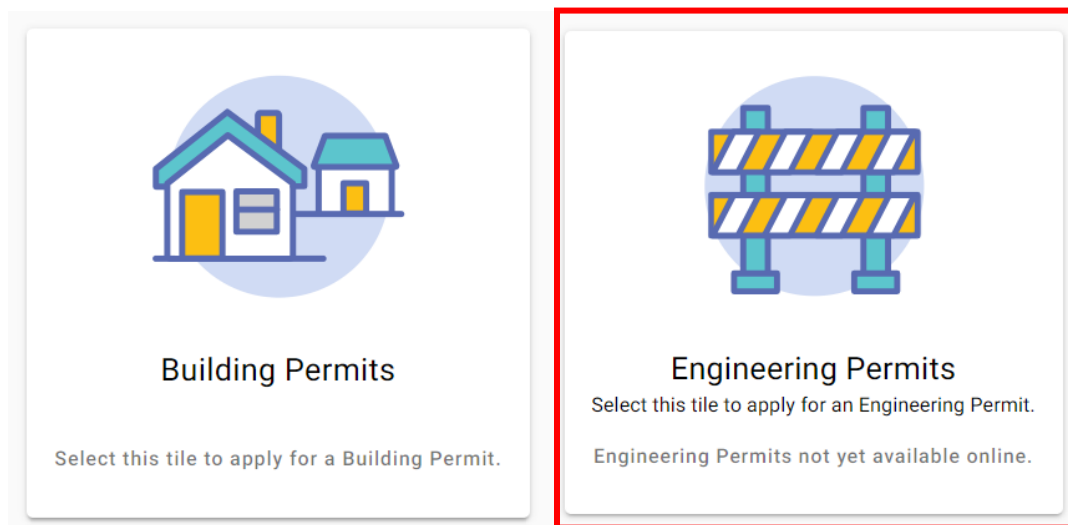
To apply for a Permit, select Apply on the ribbon, or by selecting the Apply button on the main screen.



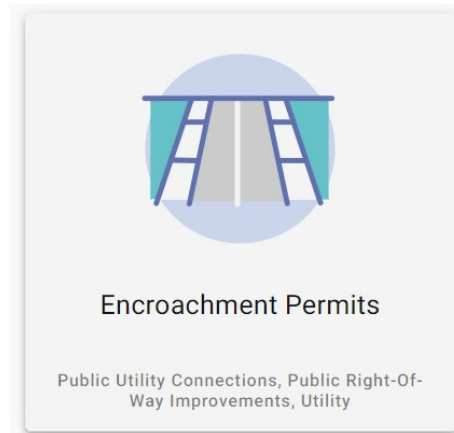
If this is your first time selecting Apply from the main screen, you will be asked if you need any help getting started.



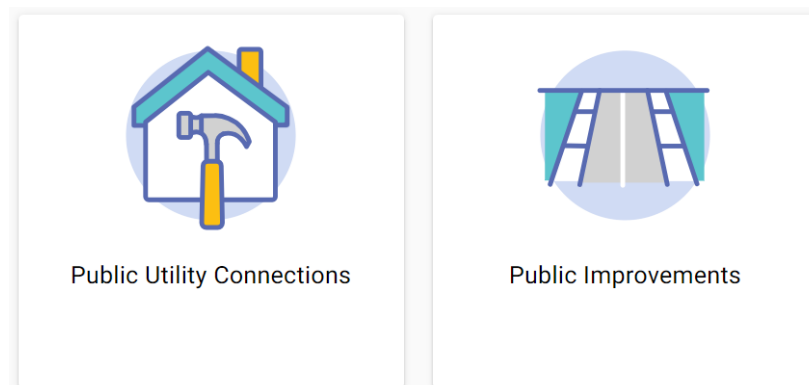
If you select “Yes”, you will be able to choose between a Building Permit or an Engineering Permit. For this guide, we will choose Engineering Permit.



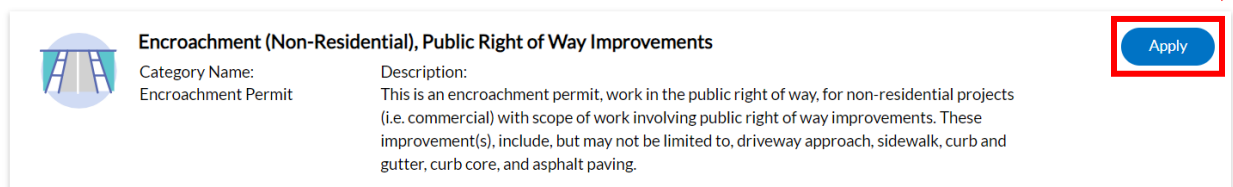
On the next screen, please select “Encroachment Permits”.



For this example, we are going to be applying for an encroachment permit and will choose “Public Improvements”. Please select the option that fits your desired permit.



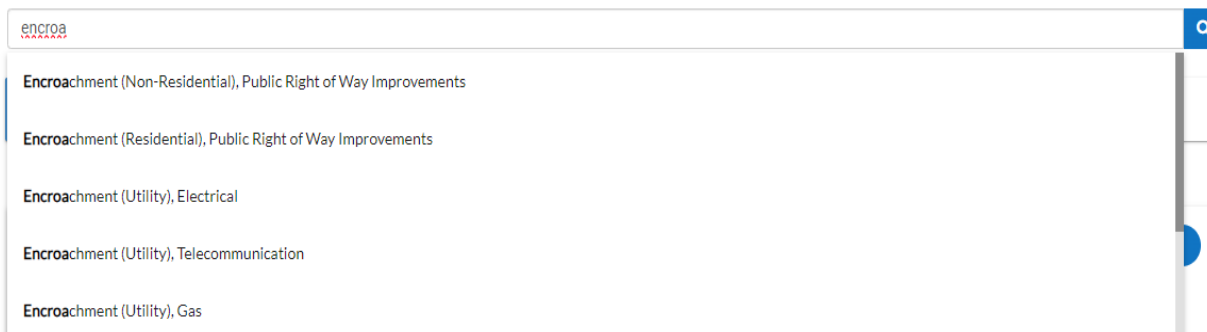
For this guide, we will then choose “Encroachment (Non-Residential), Public Right of Way Improvements” by selecting the “Apply” button. Once again, please choose the permit for which you are looking to apply.



If you chose “No” when the assistant page opened, you will need to search for the permit manually. As you begin typing in the name of your desired permit, permit options will begin to auto-populate. For this example, we are looking for an encroachment permit:

#### Application Assistant

[Help me choose](#)



The screenshot shows a search bar with the text 'encroa' entered. Below the search bar, a list of search results is displayed. The results are as follows:

| Search Results                                                   |
|------------------------------------------------------------------|
| Encroachment (Non-Residential), Public Right of Way Improvements |
| Encroachment (Residential), Public Right of Way Improvements     |
| Encroachment (Utility), Electrical                               |
| Encroachment (Utility), Telecommunication                        |
| Encroachment (Utility), Gas                                      |

If after searching for your desired application you are unable to find the application you are looking for, please reach out to the department associated with your application by phone, or by visiting [City Hall](#) at [14000 City Center Drive, Chino Hills, CA 91709](#)

- For the Engineering Division, please call (909) 364-2770
- For the Planning Division, please call (909) 364-2740

Once you see your desired permit, select that permit. For this example, we have chosen Encroachment (Non-Residential), Public Right of Way Improvements:

**Application Assistant** [Help me choose](#)

Encroachment (Non-Residential), Public Right of Way Improvements

[All](#) [Trending](#) [PERMITS](#) [PLANNING](#)

[Show Categories](#)



**Encroachment (Non-Residential), Public Right of Way Improvements**

Category Name:  
Encroachment Permit

Description:  
This is an encroachment permit, work in the public right of way, for non-residential projects (i.e. commercial) with scope of work involving public right of way improvements. These improvement(s), include, but may not be limited to, driveway approach, sidewalk, curb and gutter, curb core, and asphalt paving.

[Apply](#)

When your desired permit comes up, select “Apply”.

**Application Assistant** [Help me choose](#)

Encroachment (Non-Residential), Public Right of Way Improvements

[All](#) [Trending](#) [PERMITS](#) [PLANNING](#)

[Show Categories](#)



**Encroachment (Non-Residential), Public Right of Way Improvements**

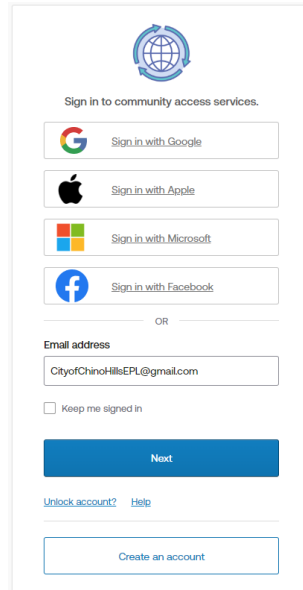
Category Name:  
Encroachment Permit

Description:  
This is an encroachment permit, work in the public right of way, for non-residential projects (i.e. commercial) with scope of work involving public right of way improvements. These improvement(s), include, but may not be limited to, driveway approach, sidewalk, curb and gutter, curb core, and asphalt paving.

[Apply](#)

If you have not done so already, you will need to either log in or register a new account to continue:

After selecting the Apply button, you will be prompted to either register a new account, or if you already have an account, to sign in to the website to complete your permit application process.



Sign in to community access services.

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

Email address

CityofChinoHillsEPL@gmail.com

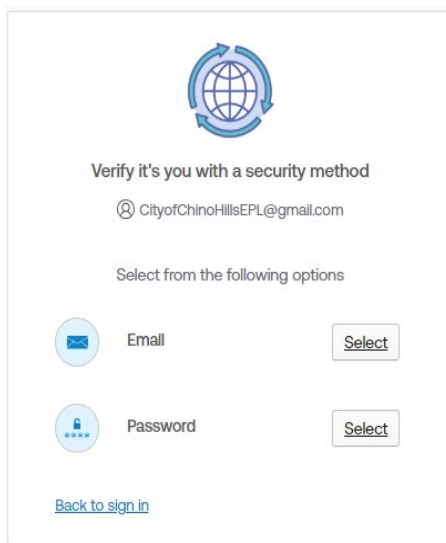
☐ Keep me signed in

Next

[Unlock account?](#) [Help](#)

Create an account

You can either sign in with your account password, or through a verification email sent from [noreply@identity.tylerportico.com](mailto:noreply@identity.tylerportico.com).



Verify it's you with a security method

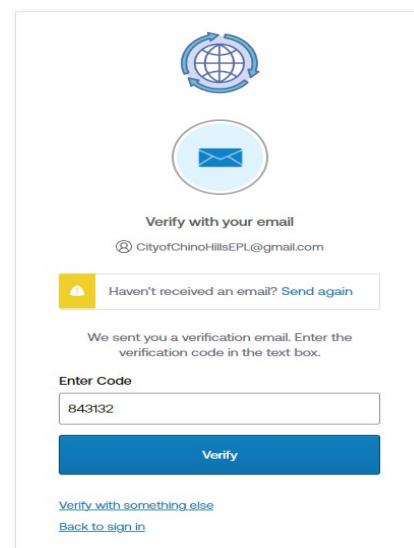
CityofChinoHillsEPL@gmail.com

Select from the following options

Email [Select](#)

Password [Select](#)

[Back to sign in](#)



Verify with your email

CityofChinoHillsEPL@gmail.com

Haven't received an email? [Send again](#)

We sent you a verification email. Enter the verification code in the text box.

Enter Code

843132

Verify

[Verify with something else](#)

[Back to sign in](#)



The first step to apply for a permit is to add a location. You can look up a location either by address or parcel number. Once the address has been added, it will populate like the example below:

The screenshot displays the 'Add Location' workflow. On the left is a blue sidebar with a 'Location' dropdown, an 'Add Location' button with a plus icon, and a 'REQUIRED' label. The main area shows 'Add Address As' set to 'Location', a 'Search' button, and 'Address Information'. A search input contains '14000 City Center Dr' with a magnifying glass icon, and a dropdown shows the selected address. To the right, a location card displays 'Type: Location', the full address '14000 CITY CENTER DR, Chino Hills, CA 91709', 'Main Address' and 'Main Parcel' checkboxes (both checked), the parcel number '102202140', and a 'Remove' button.

After a location has been added, you can continue by pressing “Next” or you can create a template for future use if you plan to use this address again for future projects.

After you choose your location, you will be asked for details about the type of permit you are looking to obtain.

## PERMIT DETAILS

Please fill required fields. (\*)

**\* Permit Type**

Encroachment (Non-Residential), Pub ▾

**Description**

A large, empty rectangular text area for providing a description of the permit, with a small edit icon in the bottom right corner.

In the next section, you can choose to add any additional contacts that will be involved in the project. Please be advised that only individuals with existing Citizen Self Service accounts can be added.

#### CONTACTS

A licensed contractor is required to be added to the record. A prospective contractor is required to have and retain a "General Engineering - A" or "Specialized C" consistent with scope of work and able to perform all aspects of work, including but not limited to, restoration.

Applicant



Chino Hills (You)

14000 City Center Drive,  
Chino Hills, CA, 91709

Contractor

Add Contact

+

REQUIRED

Select Type

Add Contact

+

On the next screen you will be asked to provide additional information. Required items will have a red asterisk \* next to them.

Contractor Information

Next Section | Top | Main Menu

\*Company Name

\*Representative Name

\*Contractor License Number

Contractor License Class

CONTRACTOR LICENSE MUST BE A CLASS "A" OR SPECIALIZED "C" CONSISTENT WITH THE TYPE OF WORK PERFORMED.

City Business License Number

City Business License Expiration Date

Workman's Compensation Company

|                                                 |                                                                                                          |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| Workman's Compensation Company                  | <input type="text"/>                                                                                     |
| Workman's Compensation Number                   | <input type="text"/>                                                                                     |
| Commercial General Liability<br>Expiration Date | <input type="text"/>  |
| Automotive Liability Expiration Date            | <input type="text"/>  |

THE CONTRACTOR IS REQUIRED TO PROVIDE A COPY OF CONTRACTOR'S CERTIFICATE OF LIABILITY INSURANCE (COI). TYPICALLY APPLICABLE MINIMUMS FOR MOST SCOPES OF WORK AS FOLLOWS: \$2,000,000 (GENERAL - EACH), \$4,000,000 (GENERAL - AGGREGATE), AND \$2,000,000 (AUTOMOTIVE - EACH), AN UMBRELLA OR EXCESS LIABILITY CAN BE CONSIDERED TO MEET LIMITS WITH CURRENT POLICIES. LIMITS ARE SUBJECT TO CHANGE PER CHMC 12.20.060.

Project Information

\*Field Contact Name

\*Field Contact Phone Number

\*Cross Street

[Previous Section](#) | [Top](#) | [Main Menu](#)

\*Type of Improvement (Public Right of Way)

☐ Driveway Approach (New)

☐ Driveway Approach (Replace)

☐ Sidewalk (New)

☐ Sidewalk (Replace)

☐ Curb and Gutter (New)

☐ Curb and Gutter (Replace)

☐ Curb Core (New)

☐ Curb Core (Replace)

☐ Asphalt Paving

☐ Other (Please Describe)

\*Scope of Work

\*Number of Working Day(s)

Estimated Start of Work



Engineer's Cost Estimate

Engineer's Cost Estimate

Project Valuation

SUBMITTED PLANS MUST CONFORM TO APPLICABLE CITY STANDARDS

[Chino Hills City Standards](#)

THE CITY OF CHINO HILLS PLACES A STREET CUT MORATORIUM ON ANY STREET THAT HAS BEEN RECENTLY RECONSTRUCTED OR RESURFACED. PLEASE REVIEW AND ACKNOWLEDGE CITY OF CHINO HILLS' MORATORIUM POLICY WITH BELOW LINK.

[Moratorium Policy](#)

[Back](#) [Create Template](#) [Save Draft](#) [Next](#)

Once you have completed all additional information requested, please review the City of Chino Hills City Standards and Moratorium Policy by clicking on the links at the bottom of the page.

When you have reviewed the standards and policies, please select “Next”.

On the following screen you will be asked to attach any documents necessary for the processing of the permit. These documents include but are not limited to the Certificate of Liability Insurance and Construction Plans.

**Certificate of Liability Insurance**  
Add Attachment  
+  
Supported: .pdf  
REQUIRED

**Construction Plans**  
Add Attachment  
+  
Supported: .pdf  
REQUIRED

Select Type  
Add Attachment  
+  
Supported: .pdf, .jpg, .png, .jpeg, .gif, .tiff, .doc, .docx, .xls, .xlsx, .text, .dwg, .zip, .csv, .rtf, .dxf, ...

[Back](#) [Create Template](#) [Save Draft](#) [Next](#)

Next you will provide your electronic signature. You will be required to type your first and last name in the first box, and then either draw your signature into the second box, or, if you do not have a touch screen, you can toggle the “Enable Type Signature” switch and type your signature in again.

\* Please type your name as consent to electronically sign this application.

**Enable Type Signature** ☐

Chino Hills  
July, 08 2024

**X Draw Signature Here**

The final step is the Review and Submit page where you will need to review all the information you have provided for accuracy and then select the “Submit” button at the bottom of the page. If the permit application was submitted successfully, a new window will appear that states, “Your application was successfully submitted”.

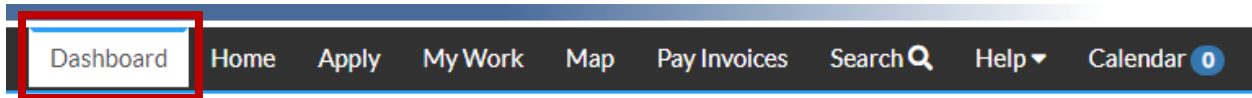
✔ **Your application was successfully submitted!**

Your application was successfully submitted! Thank you for your application! Your application will be processed in the order it is received. Please allow us 7 - 10 business day(s) to review your application and supporting documents for completeness. Staff will send an email with further instructions for payment or to request additional information, as needed.

[Continue to permit](#)



You will be able to check on the status of your application at any time after submission by signing into the Customer Self Service portal and selecting “Dashboard” from the bar at the top of the screen.



In the Dashboard, you can see your activity including permits or plans that need attention, are recent, active, or pending.

#### My Permits

| Attention                       | Pending                                         | Active | Recent                                                                    | Draft |
|---------------------------------|-------------------------------------------------|--------|---------------------------------------------------------------------------|-------|
| 1                               | 2                                               | 0      | 4                                                                         | 0     |
| Window/Door Cha... 1            | Accessory Dwelling... 1<br>Window/Door Cha... 1 |        | Special Event Permit 2<br>Accessory Dwelling... 1<br>Window/Door Cha... 1 |       |
| <a href="#">View My Permits</a> |                                                 |        |                                                                           |       |

#### My Plans

| Attention                     | Pending | Active | Recent | Draft |
|-------------------------------|---------|--------|--------|-------|
| 0                             | 0       | 0      | 0      | 0     |
| <a href="#">View My Plans</a> |         |        |        |       |

If you scroll further down the page, you will also be able to check your inspections and any invoices you may have open.

#### My Inspections

| Requested                           | Scheduled | Closed |
|-------------------------------------|-----------|--------|
| 0                                   | 0         | 0      |
| <a href="#">View My Inspections</a> |           |        |

#### My Invoices

|                                  |        |
|----------------------------------|--------|
| Current                          | \$0.00 |
| Past Due                         | \$0.00 |
| Total                            | \$0.00 |
| <a href="#">View My Invoices</a> |        |