

## PERMITS ON-LINE PROJECT

- The City of San Jose is making the permit process more efficient for the Construction Industry with the development of our innovative Permits On-Line Project.
- Using cutting edge technology for digital signatures, San Jose has cut red tape for customers getting routine construction permits. Permits may now be obtained on-line 24 hours a day, 7 days a week. This saves time, improves service, and reduces the costs for both homeowners and contractors.
- Contractors and homeowners can apply for, and be issued building permits via the Internet for 22 different types of building permits, where a technical plan review is not required, at [www.sjpermits.org](http://www.sjpermits.org). Last year, the City of San Jose issued 15,000 of these types of permits at the of the Permit Center counter. Customers can now complete permit applications online, sign applications using a digital signature, pay permit fees, and receive permits, all using a standard browser and printer from their home or office.
- San Jose is the first city to develop and issue building permits on-line using digital signatures. This service, introduced in May 2000, was used by customers to obtain 370 permits in the month of August, and continues to experience phenomenal growth.
- With the help of a consultant, Intergraph Corporation, the City has developed this new online application. The e-commerce component of the application uses CyberSource for processing credit cards in real time. In order to allow digital signing of the application, the City elected to use Internet forms software from PureEdge Inc. The City requires permit applicants to use digital signature certificates issued from Digital Signature Trust for digitally signing documents. Digital Signature Trust has improved the signature validation process by comparing customers with the California Contractors State Licensing Board's database.
- The City's online permit website was selected for a "Best of the Web" award in the sixth annual nationwide contest conducted by the Center for Digital Government and *Government Technology Magazine* ([www.govtech.net](http://www.govtech.net)), August 25, 2000.

Contact: Scott Troyer • City of San Jose • 801 North First Street, Room 200  
San Jose, CA 95110 • 408-277-5755 • Fax 408-277-2977 • [www.sjpermits.org](http://www.sjpermits.org)

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## City of San Jose Permits Online



Welcome to the City of San Jose [Permits Online Website](#). San Jose is actively developing an online, "one-stop permit center". Ultimately, it will be possible to apply for, obtain, and track all development permits issued by the City via the Internet. San Jose currently provides online application and issuance of permits for [a limited set of residential building permits](#). Please review the following Requirements and Instructions before attempting a permit application.

### Requirements:

- **[A Valid e-mail address](#)**  
A valid e-mail address to process permits via the Internet.
- **[A valid credit card](#)**  
A valid Visa, MasterCard or Discover Credit Card to pay for the costs associated with the permit.
- **[A capable web browser](#)**  
Internet Explorer Version 4.0 or higher or Netscape Version 4.0 or higher, running on Windows 95, Windows 98, Windows NT, or Windows 2000. ISP users (AOL, Earthlink, etc) please launch the browser as a separate standalone process after minimizing your ISP.
- **[Internet Form Viewer plug-in](#)**  
FREE Internet Form Viewer plug-in from PureEdge.com.
- **[A Digital Certificate](#)**  
Required for digitally signed permits or the applicant must print, sign, and mail the application. Please refer to application steps for more instructions.
- **[A Printer](#)**  
Permit must be printed and posted on the job site at the time of inspection.

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801 North First Street, San Jose CA 95110

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