



City of Tracy
333 Civic Center Plaza
Tracy, CA 95376

DEVELOPMENT SERVICES DEPARTMENT

MAIN 209.831.6400
FAX 209.831.6439
www.cityoftracy.org

BUILDING SAFETY DIVISION
FREQUENTLY ASK QUESTIONS
RELATED TO CITY PROCESSES

Section I – Permit Processing:

1. What residential permits can I pull online?

Homeowners and Contractors can apply and pay for the following building permit types online:

- Water Heaters
- Water softeners
- Residential HVAC
- Sewer Lateral Repairs
- Temporary Power Poles
- Electric Service Change-Outs
- Residential Re-Roofs

Please see the step-by-step [eTrakit Online Permit Guide](#).

1. How do I submit photovoltaic plans?

Please see the [Electronic Photovoltaic Plan Review Submittal Requirements](#).

2. How do I submit all other plans, resubmittals, or revisions?

Please see the Building Safety Division new [Electronic Plan Check Submittal & Review Process](#).

3. How do I find out what my plan check fees will be?

Please call (209) 831-6400 or email plancheck@cityoftracy.org with project details and we will contact you with the plan check fees. We will be monitoring such emails and voicemails on a minimum of an hourly basis.

4. How do I pay my fees?

You may pay all fees online at <https://etrakit.cityoftracy.org/etrakit/>. Please see the step-by-step [eTrakit Online Permit Payment process](#).

5. How do I check the status of my permit?

You may access permit status at <https://etrakit.cityoftracy.org/etrakit/> by entering the address or permit number or logging on to your account.

6. I paid for my permit and my plans are approved, now what?

Upon payment of all fees, notify the building department via email at plancheck@cityoftracy.org and approved plans will be emailed to the contractor of record. If the homeowner is pulling the permit, we will email plans to the homeowner.

7. How do I request a Temporary Certificate of Occupancy (TCO) or Certificate of Occupancy (CofO)?

Please follow the directions in the [TCO and PTCO Instructions](#) and email buildingadmin@cityoftracy.org with your request. Please include a copy of your inspection card with every request. We will follow-up within one business day to confirm receipt.

8. My permit has expired or is due to expire, how do I request an extension?

Please email buildingadmin@cityoftracy.org with your permit number, address, and reason why an extension is being requested.

9. How do I request a copy of my house plans?

The City of Tracy does not have all plans for every property within Tracy. Due to Government Code section 6254 (k): (see definition below), the City is unable to release these documents without requesting approval from the owner of the plans and a signed [Affidavit](#) from the owner of the property. Please submit the signed form via email to buildingadmin@cityoftracy.org. Once the Affidavit has been received by the Building Division, please allow 30-45 days to complete the process, which includes the minimum 30-day response time from the plan owners. After the 30-45 timeframe, we will email a set of the requested plans to the homeowner. Customers can view plans in our office during regular business hours. When viewing plans in the office, customers are allowed to take notes however, photos are not allowed.

Government Code section 6254 (k): Documents are exempt from disclosure if they are “exempted or prohibited pursuant to federal or state law.” Federal law provides that architectural plans can be inspected, but not copied without permission of the owner; state law provides that building plans can be inspected, but not copied without written permission of the professional who signed the document and the original or current property owner. (17 U.S.C. § 101; California Health and Safety Code § 19851).

10. How do I request a refund for a cancelled permit?

Please email buildingadmin@cityoftracy.org to request a refund. Please include the permit number, project address and reason for refund request.

11. If I am not tech savvy or have questions, how can I get help from a live person?

Please feel free to contact us by calling (209) 831-6400 or email plancheck@cityoftracy.org Monday through Thursday 8am-6pm and every other Friday, 8am-5pm. We will be monitoring such emails and voicemails on a minimum of an hourly basis.

Section II - Plan Review Processing:

12. How do I check the status of my plan review?

You may access permit status at <https://etrakit.cityoftracy.org/etrakit/> by entering the address or permit number or logging on to your account.

13. I have technical questions regarding my project, whom can I speak to regarding this?

Please leave your questions at any time by telephone at (209) 831-6445 or by email at buildsafe@cityoftracy.org and a Plans Examiner will respond as soon as possible.

14. I have questions regarding code interpretation, who do I contact?

Please leave your questions at any time by telephone at (209) 831-6445 or by email at buildsafe@cityoftracy.org and a Plans Examiner will respond as soon as possible.

15. Do I need to submit electrical, plumbing, or mechanical plans?

If you have questions regarding which plans, if any, need to be submitted for your specific project please leave a voicemail at (209) 831-6445 or email us at buildsafe@cityoftracy.org and we will respond as soon as possible.

16. How can I discuss my correction letter with a Plans Examiner?

It is best to reach out to the individual who provided you with the corrections. All contact information, including name, phone# and email will be referenced in the correction letter. When sending an email or leaving a voicemail regarding your questions, please always ensure you provide the permit# and address for the project.

If you need a copy of your corrections, please email plancheck@cityoftracy.org and provide your permit# and/or address for the project with your request.

17. How do I speak or meet with a Plans Examiner directly?

It is best to make an appointment to ensure the individual you want to speak with is available. Please either call or email:

- By Phone: (209) 831-6445
- By email: buildsafe@cityoftracy.org

18. What if I have fire plan review questions, whom do I contact?

Questions regarding residential (one & two-family dwelling) fire sprinkler plan reviews may be directed to the Building Division plan reviewers by telephone at (209) 831-6445 or by email at buildsafe@cityoftracy.org. For all other fire protection system plan review questions, please contact South San Joaquin County Fire Authority at 209-831-6700.

19. If I am not tech savvy or I have questions, how can I get help from a live person?

Please feel free to contact us by calling (209) 831-6400 or email plancheck@cityoftracy.org Monday through Thursday 8am-6pm and every other Friday, 8am-5pm. We will be monitoring such emails and voicemails on a minimum of an hourly basis.

Section III - Inspection Processing:

20. How do I schedule inspections?

You may schedule all inspections online at <https://etrakit.cityoftracy.org/etrakit/> or by calling (209) 831-6400. If you have to leave a message, we will be monitoring such voicemail on a minimum of an hourly basis and someone will return your call as soon as possible. Please note, leaving a voicemail does not guarantee your inspection will be scheduled, you must speak to a live person.

To schedule online, please see the step-by-step [eTrakit Inspection Scheduling Guide](#).

21. How do I check my inspection time for today?

On the scheduled day of your inspection, please call us at (209) 831-6400 any time after 8:00 a.m.. Please have your permit# ready. We will provide you with the name and phone# of your Inspector. You may contact them to determine the timeframe for your inspection.

22. If I am not tech savvy or I have questions, how can I get help from a live person?

Please feel free to contact us at (209) 831-6400 or sending an email to us at plancheck@cityoftracy.org Monday through Thursday 8am-6pm and every other Friday, 8am-5pm. We will be monitoring such emails and voicemails on a minimum of an hourly basis.

For any other questions or concerns regarding Building Safety, please feel free to contact us at (209) 831-6400 or sending an email to plancheck@cityoftracy.org