

# Electronic Permitting Frequently Asked Questions



## **1** When will permits be submitted electronically?

All permits will be submitted electronically beginning Wednesday, March 15, 2017.

## **2** Will I still be able to drop off permits at Fire Administration?

Beginning on March 15, 2017, all permits must be submitted electronically. No permits will be accepted at our Fire Administration office.

## **3** Will the permitting process take longer?

While permits and new-construction related inspections will continue to be a priority, it may take a few days longer to process permits as fire permits will now be coming in with all building department permits. It is important to remember that there is a twelve day turn-around time allowed for processing permits. While we have managed to turn around permits within 24–36 hours quite regularly, it may take an additional 24–36 hours because of the new process. We will strive to continue to provide prompt turn around, but please take the new process into account and allow extra time when applying for permits.

## **4** When do I need a permit?

The Lakeland Fire Department requires a permit for any addition or modification to a system. So even if you are only adding one sprinkler head, moving one sprinkler head, or moving one fire alarm device a permit is required.

## **5** Do I need to submit drawings for small changes?

As in the past, if you are only changing one or two devices where the location can be specified in the scope of work, that will suffice. However, when submitting electronically, you must upload something to ProjectDox when you receive the invitation e-mail to upload drawings. Please upload a scope of work document at this time.

## **6** Does each page of drawings have to be named separately?

In order for ProjectDox to work correctly, each page has to be named and uploaded separately. If changes are made to a page, the same name will be used to upload corrections or changes. Items added in “documents” can be multiple pages, such as hydraulic calculations and suppression system manuals.

## **7** Do all permit types require plans to be uploaded into ProjectDox?

The Sparkler Sales, Tents, Fireworks/Pyrotechnics and Special Events permits are set up to have the entire submittal in eTRAKiT. Documents will need to be uploaded in the application. All other permit types will require the plans and documents to be uploaded once the invitation e-mail is received from ProjectDox.

**8** Can I apply for a fire permit prior to the issuance of the building permit on jobs that require both?

It is ideal to wait until the building permit is issued to ensure the drawings you are submitting reflect any changes required during the permitting process. While applying for the fire permit, there will be a place to list the associated building permit number. Including this will be helpful to our staff.

**9** Will I still have to apply for a low-voltage permit separately when obtaining a fire alarm permit?

The electronic permitting process has combined these two permits, so you will only have to apply for the fire alarm permit. If the scope of work does not involve any low-voltage work, it is best to state this in the scope of work. This will allow for the electrical reviews and inspections to be voided in the system, and keep your permit and project moving more efficiently.

**10** When will payment be due for permits?

Payments will not be due until the permit is ready. You will receive an e-mail that advises you of the amount due.

**11** How can I pay for my permit?

You can pay online with a credit card or in person with cash or check at the Building Department, 228 S Massachusetts Ave. There is a 2.5% processing fee for credit card payments. AMEX, Visa, MC, and Discover are accepted online. AMEX is not currently accepted in the office. Payments will not be accepted at the Lakeland Fire Department.

**12** Will I be required to have the permit and stamped plans on the job site?

It is the contractor's responsibility to print the approved permit and stamped plans and have them available on the job site. Inspectors will not complete inspections if the permit and stamped plans are not available to them on the job site.

**13** How will I get my permit and stamped plans to have available at the job site?

Once the permit has been paid for, you will receive an e-mail from the Building Department advising that the permit is now viewable in eTRAKiT. You will also get an e-mail from ProjectDox inviting you to download the approved plans. It is the contractor's responsibility to print both the permit and the approved plans and make them available on the job site.

**14** Who do I contact for help?

If you need assistance determining the need for a permit, type of permit, or general questions for the fire department, contact Fire Marshal Edwards at [cheryl.edwards@lakelandgov.net](mailto:cheryl.edwards@lakelandgov.net) or (863)834-8261. If you need assistance registering, filling out an application, or have questions about the process, contact the Permit Techs at [buildinginspection@lakelandgov.net](mailto:buildinginspection@lakelandgov.net) or (863)834-6012. If you are having problems uploading drawings or with Projectdox, email [eplanhelp@lakelandgov.net](mailto:eplanhelp@lakelandgov.net). If you are having technical difficulties with eTRAKiT contact Sara Follet at [sara.follet@lakelandgov.net](mailto:sara.follet@lakelandgov.net). E-mail is the preferred method of contact.