

City of Milpitas Permit Center and Inspection Services Information

Updated January 7, 2021



Purpose

Based on the Order of the Health Officer of the County of Santa Clara issued on October 5, 2020 (the "[County Order](#)"), revised December 16, 2020, effective December 21, 2020, and the City's Pandemic Management Plan Stage 5 activation, protecting the community from COVID-19 requires taking additional steps to prioritize the safety of our Permit Center visitors and City staff by minimizing contact. Permit Center service options via website information, online services, email, telephone, or web conferencing will be provided to minimize the disruption of services and inconvenience to residents, businesses, and other customers as detailed below and to ensure public health. Inspection service details can be found in the subsequent section.

Building and Fire Inspection Services

Under the new County Order, construction activities must comply with the [Mandatory Health Officer Directives for Construction Projects](#).

Please note that even if you had previously submitted a site-specific health and safety plan for COVID-19 protocols to the County prior to October 11, 2020, you must complete the new online [social distancing protocol](#) form as referenced in the [Mandatory Health Officer Directives for Construction Projects](#).

Inspection request

- Please make sure that you have complied with the County Order.
- Note that if the inspector finds that the required safety protocols as given in the County Order have not been implemented on the job site, he or she has the right and responsibility to not conduct the inspection and reschedule to a time when the contractor has provided said protocols.
- For Building inspection request: [Online inspection scheduling](#) or Call 408-586-2797
- For Fire inspection request: Call 408-586-3380

Permit Center

The Permit Center is closed for all in-person services until further notice. The City continues to monitor the situation and will update the public on potential changes to this date. Customers are provided information on Permit Center services that are currently available online or via e-mail or telephone, including inquiry, permit applications, plan submittals, permit issuance, and other services. City staff strives to respond to all phone calls and emails as soon as possible. Your patience is much appreciated during the Permit Center closure period.

Permit Center service options:

- **Website general information**
 - [Building Safety and Housing](#)
 - [Planning](#)
 - [Engineering Land Development](#)
 - [Public Works Utility Engineering](#)
 - [Fire Prevention](#)
- **Permit Center services**
 - Service via email for Permit Center: BuildingPermitCenter@ci.milpitas.ca.gov
 - Service via telephone for Permit Center: 408-586-3240
- **Business License services**
 - [Business license application](#) may be submitted online, via email, or mail
 - Service via email for Finance Department: MilpitasBLCustomerService@ci.milpitas.ca.gov
 - Service via telephone for Finance Department: 408-586-3100
- **Building Safety and Housing services**
 - [Online permits](#)
 - [Electronic plan submittal](#)
 - [Online permit fee payment](#)
 - [Online plan review status](#)
 - Service via email for Building Safety and Housing: BuildingPermitCenter@ci.milpitas.ca.gov
 - Service via telephone for Building Safety and Housing: 408-586-3240
- **Planning services**
 - Online Permits: Currently Planning Department does not provide online permits. However, please email your queries to planningdepartment@ci.milpitas.ca.gov and the planner on duty will contact you. Please provide your contact information (Name, email address and phone number) and detailed information about the project (e.g. Project address, a detailed project description etc.)
 - [Planning and Zoning Application](#)
 - [Planning Fee Schedule](#)
 - [Check Your Zoning](#)
 - [Ordinance Information](#)
 - Service via email for Planning:
General inquiry: planningdepartment@ci.milpitas.ca.gov
[Planning staff contact list](#)
 - Service via telephone for Planning:
General inquiry: 408-586-3279
[Planning staff contact list](#)
- **Engineering Land Development services**
 - [Encroachment Permit Issuance/Work within City Street & Right of Way](#)
 - [Flood Insurance Inquiry](#) or Call 408-586-3329
 - Request Record Drawing/Improvement Plan Information: Call 408-586-3329
 - Service via email for Engineering Land Development:
Kenny Hoang (Engineering Aide): khoang@ci.milpitas.ca.gov
Kan Xu (Principal Land Development Engineer): kxu@ci.milpitas.ca.gov
 - Service via telephone for Engineering Land Development:
Kenny Hoang (Engineering Aide): 408-586-3329
Kan Xu (Principal Land Development Engineer): 408-586-3253

- **Public Works Utility Engineering services**
 - Service via [online](#)
 - Service via telephone: 408-586-2600

- **Fire Prevention services**
 - Fire Prevention Questions: 408-586-3365
 - [Fire Prevention permit application](#)
 - Fire Prevention credit card payment:
Please call 408-586-3365 for authorization form.
 - Fire Prevention permit submittals (submittals must include the fire permit application, payment and PDF formatted drawings). Please contact the Fire Prevention Office at 408-586-3365.
 - Service via email for Fire Prevention: FirePreventionOffice@ci.milpitas.ca.gov
 - Service via telephone for Fire Prevention: 408-586-3365

- **Service via teleconference or web conference**
 - Please call the department staff assigned to your project to schedule a conference call.