

County of Santa Clara

Department of Planning and Development

"People Centered Services"

County Government Center, East Wing, 7th Floor

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DATE: September 25, 2025

TO: Applicants Roundtable

FROM: Jacqueline R. Onciano, Director
Department of Planning and Development

Signed by:

Jacqueline R. Onciano

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SUBJECT: New Department Office Hours and Improved Services

NOTICE OF NEW DEPARTMENT OFFICE HOURS AND IMPROVED SERVICES

Effective **Monday, September 29, 2025**, the Department of Planning and Development (Department) hours of operation will change, and the first phase of improved services will be implemented.

New Department office hours are as follows:

Monday – Thursday: 8:00 a.m. – 12:00 p.m., and 1:00 p.m. – 5:00 p.m.

Fridays: Building services only – Limited (Active Permits)
8:00 a.m. – 12:00 p.m., and 1:00 p.m. – 5:00 p.m.

Please note: The Department's cashier closes daily at 4:30 p.m.

Staff Representatives from the following departments: Department of Environmental Health, Roads and Airports Department, and the Fire Marshal's Office will be available:

Tuesdays and Thursdays: 8:00 a.m. – 12:00 p.m., and 1:00 p.m. – 5:00 p.m.

How Does This Impact You

The Department's online permitting portal will be available for Land Use Entitlements (Planning Permit) and Development Services applications (Building, Grading, and Drainage Permit) submittals:

Monday – Thursday: 6:00 a.m. – 6:00 p.m.

The application submission period for Application Request has changed as outlined below. All other permit types remain unaffected. Please see table below for more information.

Updated Submission Period by Application Type

Application Type	Submission Period	Used For
Application Request (changed)	Monday – Thursday, 6:00 a.m. – 6:00 p.m., excluding County holidays	New Land Use Entitlement, New Development (Plan Check)
Fire Permit (unchanged)	24 hours a day, 7 days a week	System Permits (sprinklers, fire alarm, etc.), Fire HazMat permit, Fire AMMR.
Minor Permits (unchanged)	24 hours a day, 7 days a week	Minor residential mechanical, electrical, plumbing and reroof permits. Only the listed project types are eligible for online permits.
PV – Roof Mount (unchanged)	24 hours a day, 7 days a week	Residential & Commercial roof mount photovoltaic applications.
SolarApp+ Permit (unchanged)	24 hours a day, 7 days a week	Solar applications that require a plan check approval ID through the SolarApp+ website. This is for state licensed contractors only.
Survey Review (unchanged)	24 hours a day, 7 days a week	Annexations, Corner Records and Records of Survey.

To view County holiday schedule, visit <https://www.santaclaracounty.gov/county-holidays>