



2024 NEW PERMITTING SOFTWARE BULLETIN

Building Department

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The City of Lathrop is excited to announce Lathrop Civic Access Portal (LCAP), a new permitting and licensing software platform. Lathrop Civic Access Portal (LCAP) is designed to offer a seamless and user-friendly experience. Please read all info below, as this will significantly change the current permitting process in between the transition.

🗓️ Go-Live Date: May 14, 2024 🚀

This cutting-edge system aims to transform how individuals and entities interact with the City. Here are some of things you can do with (LCAP):

- 1. Apply, Submit, and Pay online:**
 - Easily apply for business licenses and renewals.
 - Request Building & Land Management permits.
 - Initiate Planning and Land Development reviews.
- 2. Real-Time Application Tracking:**
 - Wondering about the status of your license, permit or plan review? (LCAP) provides real-time updates.
 - Stay informed every step of the way!
- 3. Expanded Inspection Options:**
 - Request building and engineering inspections.
 - Schedule pre-construction meetings.

During the transition, there will be a temporary service disruption:

- On May 3, 2024 the legacy portals “ePermit” and “DropBox” will be turned off.
- **Permitting** will be closed from **May 6th to May 14th at 12pm.**
 - New submittals will not be accepted between May 3rd at 4pm to May 14th, except for emergency permits like HVAC and water heater replacements.
 - Permit fees should also be made in our new system, on or after May 14th.
- **Inspections:**
 - Will still occur May 6th - 10th & 14th, however must be scheduled on [SmartSheet](#).
 - May 13th no inspections will occur.

What do you need to do:

1. Plan for the permit office closure.
 - a. Get your submittals in by May 3rd at 12pm if they are time sensitive.
 - b. If you have questions or concerns, please fill out this LCAP inquisition and we will do our best to respond promptly.
2. Create your new LCAP account on or later than May 14th.
 - a. We will send you the URL on May 14th, to avoid confusion.
3. Watch some of our training videos for tips & tricks on how to use the new system to its full advantage.

Regards,

Ed Short

Ed Short, P.E., CBO, CFM
Chief Building Official