COUNTY OF SAN LUIS OBISPO
Department of Public Works - DEVELOPMENT SERVICES
Citizens Connect Permit Payment Portal

The following is a detailed process on making a payment or viewing permit information through the Citizens Connect portal. Click here to access the webpage citizens connect portal

When making a payment via Citizens Connect for your Encroachment or Transportation permit, you will need to complete the following steps. **Step 1:** Create an account via the sign in/ register located at the top right of the screen (an account is required to make payments). **Step 2:** Have an assigned Encroachment or Transportation permit number. **Step 3:** Locate the Search for Permit/ Pay for Permit information box (see below) then click to search: **Step 4:** Enter in the permit number or search by address then hit the search button. **Step 5:** Your search results will appear under the search boxes. Click the appropriate permit number under the ID header. **Step 6:** This will take you to your permit page where you can **Pay your Permit Fee and view all the associated permit information**:

Step 3: To search for a permit, just click to search

SEARCH FOR PERMIT / PAY FOR PERMIT

SEARCH FOR PERMIT allows you to view the status of current and previously issued permits. You may find information by searching by Permit Number or Address. This search will also allow you to make payments for permits. To pay for an Encroachment or Transportation permit, you will need to create an account by selecting the **sign in/ register** quick link located at the upper right corner of this page.

Click to Search

Step 4: You will see the following search boxes appear where you will need to fill in the information in either one of the search windows then click search or search by address.

SEARCH FOR PERMIT

Search

Example:TRN20210290

SEARCH BY ADDRESS

Search By Address

Example: 100 MAIN

Citizens Connect Permit Payment

Step 5: You will then see your search results below the search boxes (in this example two results were returned). Click on the permit number under the ID header to be directed to the permit page.

SEARCH FOR PERMIT	SEARCH BY ADDRESS
[Search] Example:TRN20210272	[Search By Address] Example: 100 MAIN

ID	DESCRIPTION	SUB TYPE	STATUS	ADDRESS	APPLIED	FINAL
ENC20210037	ENCROACHMENT	UTILITY BLANKET	ISSUED		07/20/2020	
TRN20210037	TRANSPORTATION	ONE TRIP	APPROVED		07/17/2020	

Step 6: You should now be able to view all the associated permit information with this permit number (please verify that it is the correct permit number). Here, you will be able make payment for the permit by clicking on the pay permit fee box. Follow the instructions in the payment portion by entering in the credit card or debit card information. **Again, please verify that you are on the correct permit page prior to making any payments or viewing permit information. Lastly, please make sure that all of the payment information is correctly entered before processing any credit card or debit payments**

PROCESSING FEE NOTICE: There is a 2.35% convenience fee ($1.49 minimum charge) that will be added to all credit card or debit card transactions.