



## ATTENTION!

### THINGS ARE ABOUT TO CHANGE AT THE OCFA!

#### What's new?

The Orange County Fire Authority is preparing to launch a new records management system. The system will enable us to better serve you with online options including customer accounts for your project management and communication needs. With a few temporary exceptions, your business needs can now be handled remotely. The system will be live on Monday June 10, 2024.

#### What are the exceptions to online services?

We are collaborating with our partner cities to allow all OCFA plan submittals to come directly through our new system rather than processing through the city system before or after OCFA plan review. Until we work through the details, we will continue to take in USB thumb drives over our Front Counter for the following cities:

**Buena Park, Garden Grove, Laguna Niguel, San Clemente, San Juan Capistrano, Seal Beach, Tustin, Westminster.** Irvine requirements can be found at:

<https://www.ocfa.org/AboutUs/Departments/CommunityRiskReductionDirectory/PlanningAndDevelopment.aspx>.

The remaining cities will allow electronic filing directly through your OCFA customer account. There will be no need to submit over the counter at OCFA.

#### How to Create Your Customer Account?

On or after June 10, you can follow the instructions on the attached flyer to create an account. Once your account is established you will be able to log in to order Service Requests (SR), upload plans and documents and pay fees.

#### How do couriers and permit processors submit plans over the counter?

Our Front Counter staff will provide direction. There will be kiosk stations that will enable them to create accounts. Please see the attached information worksheet to provide them with all the necessary information to open an account on your behalf.

If they are unable or unwilling due to lack of information, we will take in the project, assign a Service Request number, and process the payment. You will not be able to view the submittal and plan progress unless the courier is able to provide your email. Once your company creates an account all related SR numbers will be visible to you.

#### What can you expect when you create an account, order a Service Request, upload plans and documents and pay fees?

Upon completion of these activities the system will direct the project to the Planning and Development team for processing. The assigned Analyst will post progress that will be visible to you through your account. Once the plans are approved, the related inspections will be generated and forwarded to the New Construction scheduling office. You will schedule inspections and purchase additional inspections via a phone call request as you do now. There may be future development of online scheduling.

OCFA will go completely paperless and discontinue thumb drive use over the next year. As of June 10, 2024, all customers will be asked to create an account. Soon accounts will be required to do plan review business with the OCFA. We appreciate your support and patience as we navigate our new system.