



**Accela Citizen Access  
October 2022**

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**Introduction**

The Department is testing a new online permit submittal process to help facilitate the numerous applications we receive.

We are still in the testing phase and have made some modifications thanks to your feedback.

We hope this guideline will provide some assistance in the interim.

## Section 1: Encroachment Permit Guide to Submitting an Online Permit Application

### Step 1:

Use **Chrome** browser for best results on the desktop.

<https://aca-prod.accela.com/smcgov/default.aspx>

In order to create an application, you must **register**.

Anyone can review a permit and pay fees. But you must register to submit applications, receive correspondence, and upload documents online.

The screenshot shows the Accela website home page. At the top, there is a navigation bar with links for Home, Building, Planning and Code Compliance, and Public Works. Below this is a secondary navigation bar with links for Dashboard, My Records, My Account, and Advanced Search. The main content area is divided into two columns. The left column contains a welcome message, a search bar, and a section titled 'What would you like to do today?' with sub-sections for Building, Planning and Code Compliance, and Public Works. The right column contains a 'Cart (0)' section. A red arrow points to the 'Create an Application' link under the Public Works section. A red box at the bottom right contains the text 'Select Public Works' and 'Create an Application', with a red arrow pointing to the 'Create an Application' link.

Recommended web browser: Chrome

Search...

Home Building Planning and Code Compliance Public Works

Dashboard My Records My Account Advanced Search

Welcome

You are now logged in.

What would you like to do today?  
To get started, select one of the services listed below:

**Building**  
Apply for a permit  
Search Applications  
Schedule an Inspection

**Planning and Code Compliance**  
Search Applications

**Public Works**  
Create an Application  
Search Applications

**Cart (0)**  
Your cart is empty.

Select Public Works  
Create an Application

## Step 2 – terms of use

Recommended web browser: Chrome

Search...

Home Building Planning and Code Compliance **Public Works**

Create an Application Search Applications

### Online Application

Welcome to San Mateo County's Online Permitting System. Using this system you can apply for a building permit and update information, pay fees, schedule inspections, track the status of your application, and print your final record all from the convenience of your home or office, 24 hours a day.

Please "Allow Pop-ups from This Site" before proceeding. You must accept the General Disclaimer below before beginning your application.

**General Disclaimer**  
While the Agency attempts to keep its Web information accurate and timely, the Agency neither warrants nor makes representations as to the functionality or condition of this Web site, its suitability for use, freedom from interruptions or from computer virus, or non-infringement of proprietary rights. Web materials have been compiled from a variety of sources and are subject to change without notice from the Agency as a result of updates and corrections.

I have read and accepted the above terms.

**Continue Application »**

Read the disclaimer.  
Accept the terms.  
Continue Application

Step 2a: Select Record type: Public Works for Encroachment Permits

The screenshot shows the County of San Mateo website interface. At the top left is the County of San Mateo logo and the text "COUNTY OF SAN MATEO ALL OF CALIFORNIA IN ONE COUNTY". The top right navigation bar includes "Logged in as:dianas", "Collections (0)", "Cart (0)", "Reports (2)", "Account Management", and "Logout". Below this is a search bar and a recommended browser notice for Chrome. A main navigation menu highlights "Public Works". Underneath, there are buttons for "Create an Application" and "Search Applications". The "Select a Record Type" section contains a search input field and a "Search" button. Below the search results, a "PublicWorks" category is expanded, showing a "Continue Application »" button. A blue arrow points from this button to a text box on the right.

Click here: select **Encroachment Permit or DPW Permit** for work in street

Then **Continue Application**

## Step 2b: Applicant information

Recommended web browser: Chrome

[Home](#) [Building](#) [Planning and Code Compliance](#) [Public Works](#)

[Create an Application](#) [Search Applications](#)

### Encroachment Permit

1 Application Detail	2 Property Detail	3 Project Information	4 Attachments	5 Review	6	7
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**Step 1: Application Detail > Applicant Info**

To identify yourself as the main contact for this permit, select *As Applicant*. Otherwise, select *Add New* to provide main contact information. The Applicant will receive all correspondence for this permit.

Applicant and Owner information is required for email correspondence. Please provide contact information including email details.

\* indicates a required field.

### Applicant

If you are the owner and assuming General Contractor responsibilities for this project, select *As Applicant*. Otherwise, select *continue Application*.

[Select from Account](#) [Add New](#) Owner, applicant, engineer, contact

### Licensed Professional

To add a new licensed professional, click the Select from Account or Add New button. To edit a licensed professional, click the Edit link. To find a licensed professional, click the Look Up button.

[Add New](#) [Look Up](#) Construction contractor

[Continue Application >](#) [Save and resume later](#)

Please enter all information as requested.

- Applicant = person filling out the form to answer questions and pay permit fees
- Licensed Professional = contractor person doing the work.

We need this information so that we can contact you with questions about your application and payment. We also need to know who the contractor is so that we can contact them regarding inspection schedule and results. **Emails and phone numbers are required.**

Please check that the information is correct before continuing. Emails are required for automated notifications.

Step 3 – Enter the site address where work is to be done

Use one application per site address if this is site specific. If not site specific choose “No” and state why.

Recommended web browser: Chrome

**Home Building Planning and Code Compliance Public Works**

Create an Application Search Applications

**Encroachment Permit**

1 Application Detail 2 Property Detail 3 Project Information 4 Attachments 5 Review 6 7

**Step 2: Property Detail > Property Detail** \* indicates a required field.

**Site Information**

**LOCATION INFORMATION**

\*Does your site have a specific address?:  Yes  No

**Address**

\*Street No.:  Direction:  \*Street Name:  Street Type:

Unit Type:  Unit No.:  City:

**Search Clear**

**Parcel**

\*Parcel Number:  Parcel Area:

**Search Clear**

**Owner**

Owner Name:  Address Line 1:  City:  Zip:

**Search Clear**

**Continue Application » Save and resume later**

Yes = site specific address

Fill in Street Number  
Fill in Street Name  
Click Search

If the computer cannot find the address then check the spelling  
If correct, the address may not be in San Mateo County or it is a vacant lot.

If a vacant lot, enter parcel number – do not enter dash between the numbers  
Search to find correct parcel to confirm correct information.

Add owner address if different.

\* indicates a required field.

### Site Information

#### LOCATION INFORMATION

Please enter as much information as possible and a reason for non-specific address in the fields below

\* Does your site have a specific address?:  Yes  No

Reason for non-specific address: \*

*examples include: entire street, no address yet, multiple streets*

~~Street No:~~

~~Direction:~~

~~Street Name:~~

~~Street Type:~~

~~City:~~

#### Address

\* Street No.:  Direction:  \* Street Name:

Unit Type:  Unit No.:  City:

If you have a project which requires work on an entire street or several streets AND you have **NO** specific address associated with your work enter the following information:

Type in reason:  
**0 Street Name** for single street  
Or  
**0 Various** for multiple streets - specific locations will be required on your application plans

Scroll down then click **Continue Application**

No specific address? Do not fill in this info.

## Step 4 – Application Information

Recommended web browser: Chrome

Search... 

[Home](#) [Building](#) [Planning and Code Compliance](#) [Public Works](#)

[Create an Application](#) [Search Applications](#)

### Encroachment Permit

1 Application Detail 2 Property Detail 3 Project Information 4 Attachments 5 Review 6 7

Step 3: Project Information > Project Information

\* indicates a required field.

### Application Information

Application Name:

General Description:

Detailed Description:

Short description of work to be done.  
OR  
Select the appropriate type of work required in the boxes below.

### Application Information

#### Encroachment Type

Please check all that apply

- Drainage Facility:
- Driveway:
- Landscaping/Fencing/Tree Removal:
- Sidewalk:
- Transportation:
- Traffic Control - Only:
- Utility Trench (Open Trench):
- Utility Trench (Trenchless):
- Storage Container/Debris Box:
- Special Events:
- Filming:
- Other Proposed Work in County Right of Way:

Optional: If you have a project number you want us to cross reference to your organization, please add it here.

#### Utility Information

Only required for Utility companies

Job Reference Number ( PM, JP, Job No, etc. )

[Continue Application >>](#)

[Save and resume later](#)

## Step 4a – Uploading the Application

Create an Application      Search Applications

### Encroachment Permit

1	2 Property Detail	3 Project Information	4 Attachments	5 Review	6 Pay Fees	7
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### Step 4: Attachments > Attachments

\* indicates a required field.

### Attachment

Required Application Documents to be uploaded as part of Combined Package or Individually  
Please submit in Acrobat PDF format: Word Documents, or as Photos.

- Combined Package including all of the following "Required Application Documents"

Required Application Documents can also be individually uploaded

- Application
- Plans, profiles, and cross sections
- Details (please use county standard details)
- Traffic Control Plans
- Insurance Certificate (for project over \$30,000)
- Security Bonds for trenchless projects

The maximum file size allowed is 100 MB.

ade;adp;bat;chm;cmd;com;cpt;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf; are disallowed file types to upload.

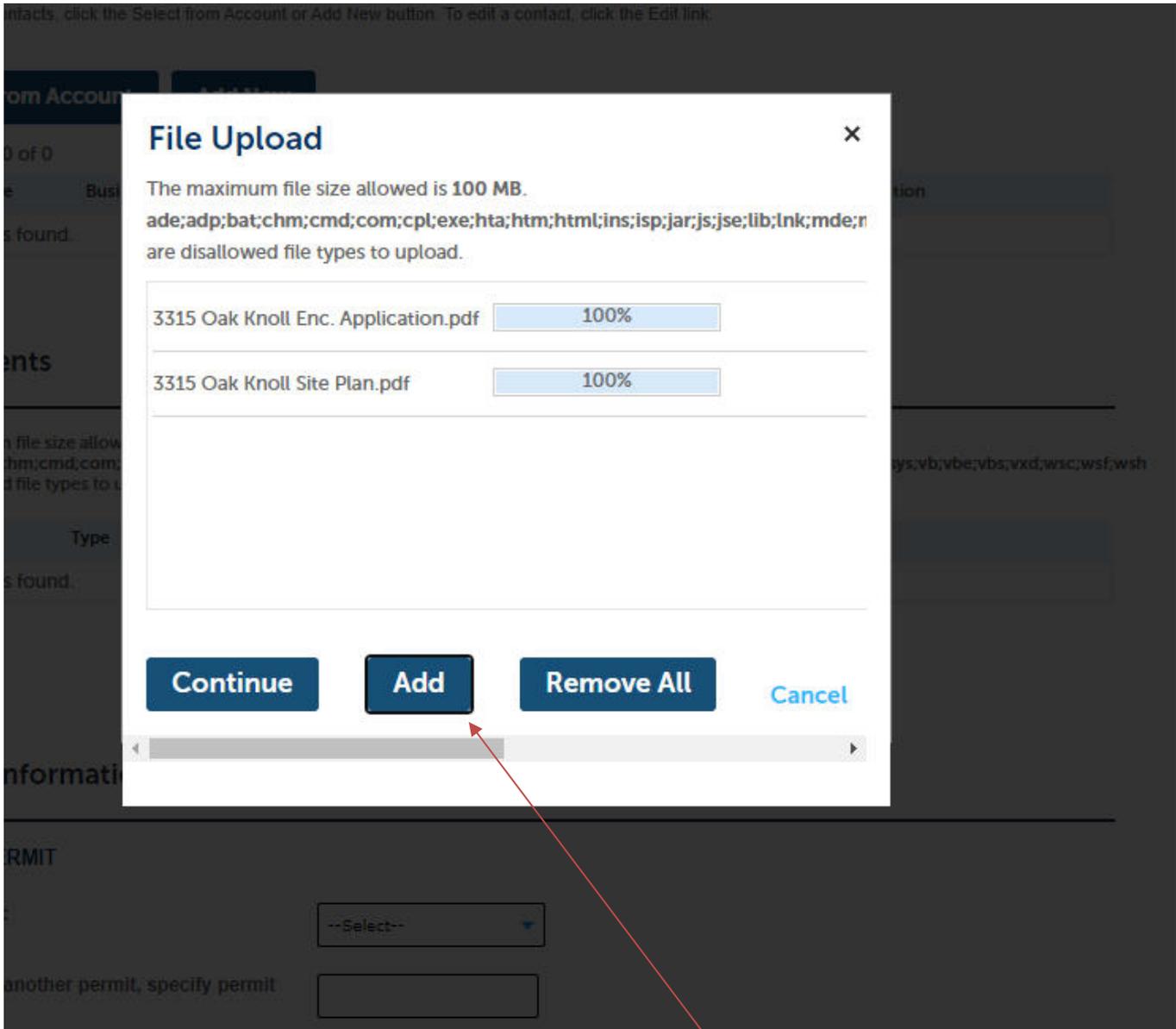
Name	Type	Size	Latest Update	Action
No records found.				

Add

Continue Application »

Save and resume later

ADD documents: application, plans, details, traffic control plans, insurance,



Select appropriate files and Add.  
You may add more than one document at one time. Or if you combined your documents into one document that is acceptable also. PDF format is preferred but other formats may be accepted as noted.  
.  
After ALL files have been **uploaded 100%**, SAVE and Continue to next step.

Step 5 – Select type of document uploaded

The screenshot shows a web form for uploading documents. It features two main sections. The top section is for a file named '4.pdf', which is shown as 100% uploaded. It has a dropdown menu for 'Type' currently set to '--Select--'. A callout box points to this dropdown with the text: 'If you combined your package into one document, select Type **combined package**. Otherwise, select the type of document as appropriate.' Below the 'Type' dropdown is a text area for 'Description', with a callout box pointing to it that says 'Your file's name'. The bottom section is for a file named '5.pdf', also shown as 100% uploaded, with a 'Type' dropdown set to '--Select--' and a 'Remove' button to its right.

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When done, SAVE and Continue Application

## Step 6 – Confirm application documents are properly uploaded

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

[Select from Account](#) [Add New](#)

✔ Contact added successfully.

Showing 1-1 of 1

Full Name	Business Name	Contact Type	Work Phone	Fax	E-mail	Action
		Applicant			.com	<a href="#">Edit</a> <a href="#">Delete</a>

### Documents

The maximum file size allowed is 100 MB.  
ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;mht;mhtml;msc;msp;mst;php;piif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
3315 Oak Knoll Enc. Application.pdf	Application	62.14 KB	09/14/2021	<a href="#">Actions</a> ▼
3315 Oak Knoll Site Plan.pdf	Application	204.83 KB	09/14/2021	<a href="#">Actions</a> ▼

[Add](#)

### Permit Information

#### ONLINE PERMIT

Permit Type:

If related to another permit, specify permit number:

[Continue Application >](#)

[Save and resume later](#)

Check that all information is correct.  
Confirm documents have been correctly uploaded.  
Add additional documents as needed.

**Certify** that the information is correct and **continue**.

Step 7 – Application Submitted. Reference Number assigned.

Recommended web browser: Chrome

Search...



Home Building Planning and Code Compliance **Public Works**

Create an Application

Search Applications

1 Select item to pay

2 Payment information

3 **Receipt/Record issuance**

**Step 3: Receipt/Record issuance**

Receipt



Your application(s) has been successfully submitted.  
Please print your record(s) and retain a copy for your records.

[Print/View Summary](#)

No Address

DPW2022-00291

[View Summary](#)

[Print/View Summary](#)

Reference Number to use for tracking your permits. This permit has not been issued. Do not start work.

Additional information and payment may be requested via separate notification prior to issuance of a permit.

If you have provided a proper email, then you should receive email notification regarding your permit status.

If you don't hear from us in 5 working days, please check if your contact info online is correct. We may be trying to reach you. Or contact our office at [dpwpermit@smcgov.org](mailto:dpwpermit@smcgov.org) with the reference number so we can assist.

## Section 2: Encroachment Permit Guide to Checking Status of Permit

### Step 1:

Use Chrome browser for best results on the desktop.

<https://aca-prod.accela.com/smcgov/default.aspx>

To search for an application a registered account is not necessary but helpful.

Select Public Works

The screenshot shows the County of San Mateo Accela website. At the top, there is a blue header with the county logo and the text "COUNTY OF SAN MATEO ALL OF CALIFORNIA IN ONE COUNTY". Below the header, there are navigation links: "Register for an Account", "Reports (2)", and "Login". A search bar is located in the top right corner. Below the header, there is a navigation menu with tabs for "Home", "Building", "Planning and Code Compliance", and "Public Works". The "Public Works" tab is selected. Below the navigation menu, there is a "Search Applications" section. The main content area is titled "Search for Permits" and contains instructions for entering search criteria. A box labeled "Enter Permit Number OR Street number" has an arrow pointing to the "Permit Number:" input field. Below the instructions, there is a "General Search" section with various input fields: "Permit Number:", "Parcel No.:", "Start Date:" (with a calendar icon), "End Date:" (with a calendar icon), "Street No.:" (with "From" and "To" sub-inputs), "Direction:" (with a dropdown menu), "Street Name:" (with a help icon), "Street Type:" (with a dropdown menu), and "City:". There is also a "State License Number:" input field. A checkbox labeled "Search All Records" is located to the right of the "End Date:" field. Below the input fields, there is a "Search Additional Criteria" link. At the bottom of the search section, there are two buttons: "Search" and "Clear". A box labeled "Search" has an arrow pointing to the "Search" button.

Step 2:  
Confirm data.

Recommended web browser: Chrome

Home Building Planning and Code Compliance Public Works

Search Applications

Record DPW2021-00707:  
Public Works Permit  
Record Status: Permit Issued

Record Info Payments Custom Component

Work Location

0 MIRADA RD  
UNKNOWN

Record Details

Project Description  
sewer main replacement for Granada Community Sanitary District, shown on attached start and 50 feet of Backfill Per County be joint to joint, m Caltans standards. PLN2021-00214 as responsibility to er complies with all c County of San Mat 2019 (COVID-19): responsibility for w compliance with a

Print/View Summary

Check if the data is correct and you have the correct record

Step 3  
Check record history and review status

Recommended web browser: Chrome

Home Building Planning and Code Compliance Public Works

Search Applications

Record DPW2021-00707:  
Public Works Permit  
Record Status: Permit Issued

Record Info Payments Custom Component

Record Details

Processing Status

Related Records

Attachments

Inspections

Project Description:  
sewer main replacement for Granada Community Sanitary District, shown on attached start and 50 feet of Backfill Per County be joint to joint, m Caltans standards. PLN2021-00214 as responsibility to er complies with all c County of San Mat 2019 (COVID-19): responsibility for w compliance with a

Print/View Summary

Click on the **BLUE** down arrow to display record options.

Select Status

Select **Attachments** to add documents as requested

### Step 4

Check status and any instructions or comments

**Record DPW2021-00707:**  
**Public Works Permit**  
**Record Status: Permit Issued**

Record Info ▾    Payments ▾    Custom Component

#### Processing Status

Click on the arrows to see more details like status and comments.  
If you would like a print out of the case activities, please select *Reports* at the top of the page.

Click on arrow to open Status

Click on [-] to review comments

🌟 ▾ Application Submitted

Due on 06/02/2021, assigned to TBD  
Marked as Notes on 06/02/2021 by RKL

Comment: 6-2-21 RKL-revise plans to show city/County boundary, utility crossing, provide TCP, CDX and payment

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Due on 06/02/2021, assigned to TBD  
Marked as Permit Issued on 06/09/2021 by RKL

Pre-Site Inspection  
Map or Plan Check  
🕒 ▶ Inspections  
Final Processing

### Step 5

If you receive notice of payment due. You may pay online with a credit card thru a secured website.

**Record DPW2021-01163:**  
**Public Works Permit**  
**Record Status: Received**

Record Info ▾    **Payments ▾**    Custom Component

Click on **BLUE** down arrow to check fees due

#### Fees

**Outstanding:**

Date	Invoice Number	Amount
08/24/2021	414084	\$380.00
<b>Total outstanding fees: \$380.00</b>		

[Pay Fees](#)

If payment due, click on this link to pay fees. If no link, then full amount has been paid or not yet invoiced

Once you pay the full amount due, the system will alert our technicians automatically.

When your permit is issued, you will receive an email notification.

## Step 6

### Find copy of issued permit

Recommended web browser: Chrome

Search...

Home Building Planning and Code Compliance Public Works

Search Applications

Record DPW2021-00707:  
Public Works Permit  
Record Status: Permit Issued

Record info Payments Custom Component

Record Details

Processing Status

Related Records

Attachments

Inspections

**Project Description:**  
sewer main replacement for Granada Community Services District: trench to replace sewer main with 6" sewer main, approximately 565LF and sewer laterals, approximately 150 LF, for a total of 715 LF and 2 MH's as shown on attached drawing. Compaction testing requires one at start and 50 feet on center the rest of the project, full depth. Backfill Per County Trenching Detail. Concrete restoration shall be joint to joint, monolithic. Striping restoration shall be per 2018 Caltrans standards. Use Traffic Control per CA MUTCD/Caltrans. PLN2021-00224 approved. "It is the permittee's obligation and responsibility to ensure that all work associated with this Permit complies with all current Orders of the Health Officer of the County of San Mateo related to the Novel Coronavirus Disease 2019 (COVID-19). The County of San Mateo assumes no responsibility for work performed by permittee that is not in compliance with all current Orders."

Print/View Summary

Click on the **BLUE** down arrow to display record options.

Select Attachments

Permit Issued will have a copy of the permit