



**Accela Citizen Access
Updated February 2023**

Contents

Section 1: Encroachment Permit Guide to Submitting an Online Permit Application 2
Section 2: Encroachment Permit Guide to Checking Status of Permit 15

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

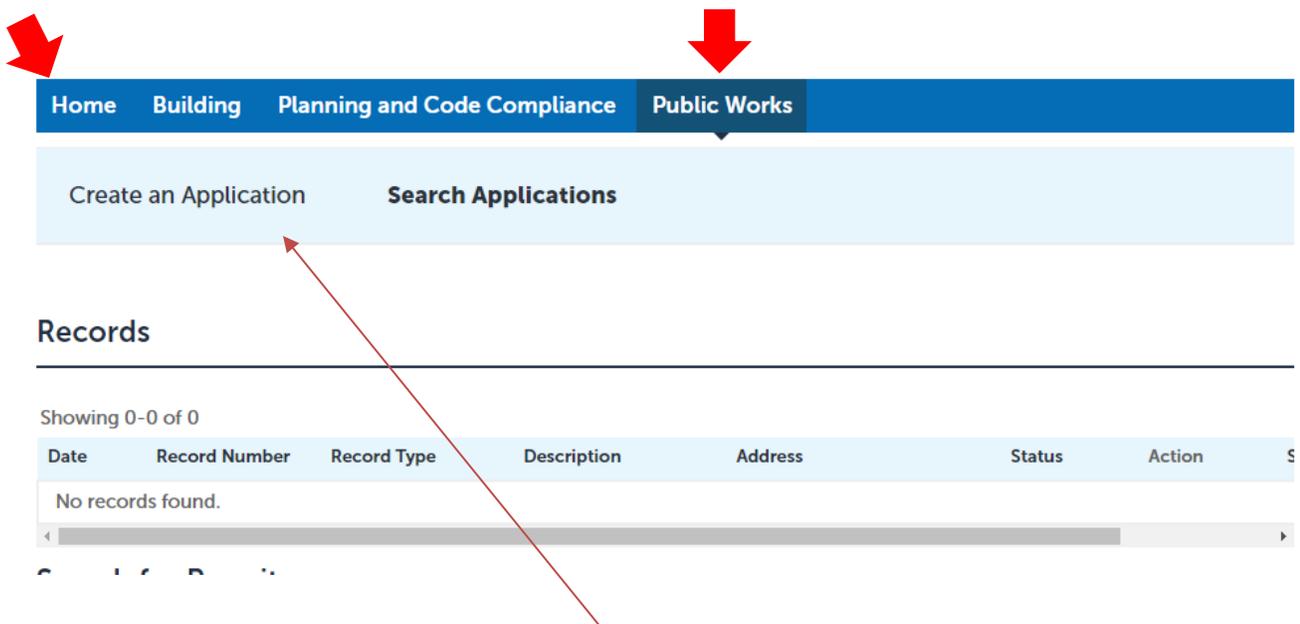
Step 1:

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.



1. Select Public Works
 - a. Click on *Create an Application* to create a Permit 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: Enter Information for a DPW Permit

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

Create an Application Search Applications

DPW Permit

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

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

Contractor / Professional

Click Add New and enter the information.

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

Save and resume later

Continue Application »

Click Add New and add the Contractor's Information.
Then click Continue Application

Recommended web browser: Chrome

Please note, the new 2022 California Building Standards took effect on January 1, 2023. Applications submitted on or after January 1, 2023 are being processed under the new building standards.

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

Create an Application Search Applications

DPW Permit

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

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](#)

Contractor / 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](#)

[Save and resume later](#)

[Continue Application »](#)

Please enter all information as requested.

- Applicant = person filling out the form to answer questions and pay permit fees, owner of property, if applicable
- Licensed Professional = contractor person doing the work & scheduling the work.

We must have the owner of the property's information as well as the licensed contractor.

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.

****Please check your spam folder for our emails to your server and modify permission to allow.**

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:

Parcel

*Parcel Number: Parcel Area:

Owner

Owner Name: Address Line 1: City: Zip:

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.

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

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

Create an Application Search Applications

DPW 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

General Description:

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:

Utility Information

Only required for Utility companies

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

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

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

Save and resume later

[Continue Application »](#)

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
---	-------------------	-----------------------	---------------	----------	------------	---

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.				

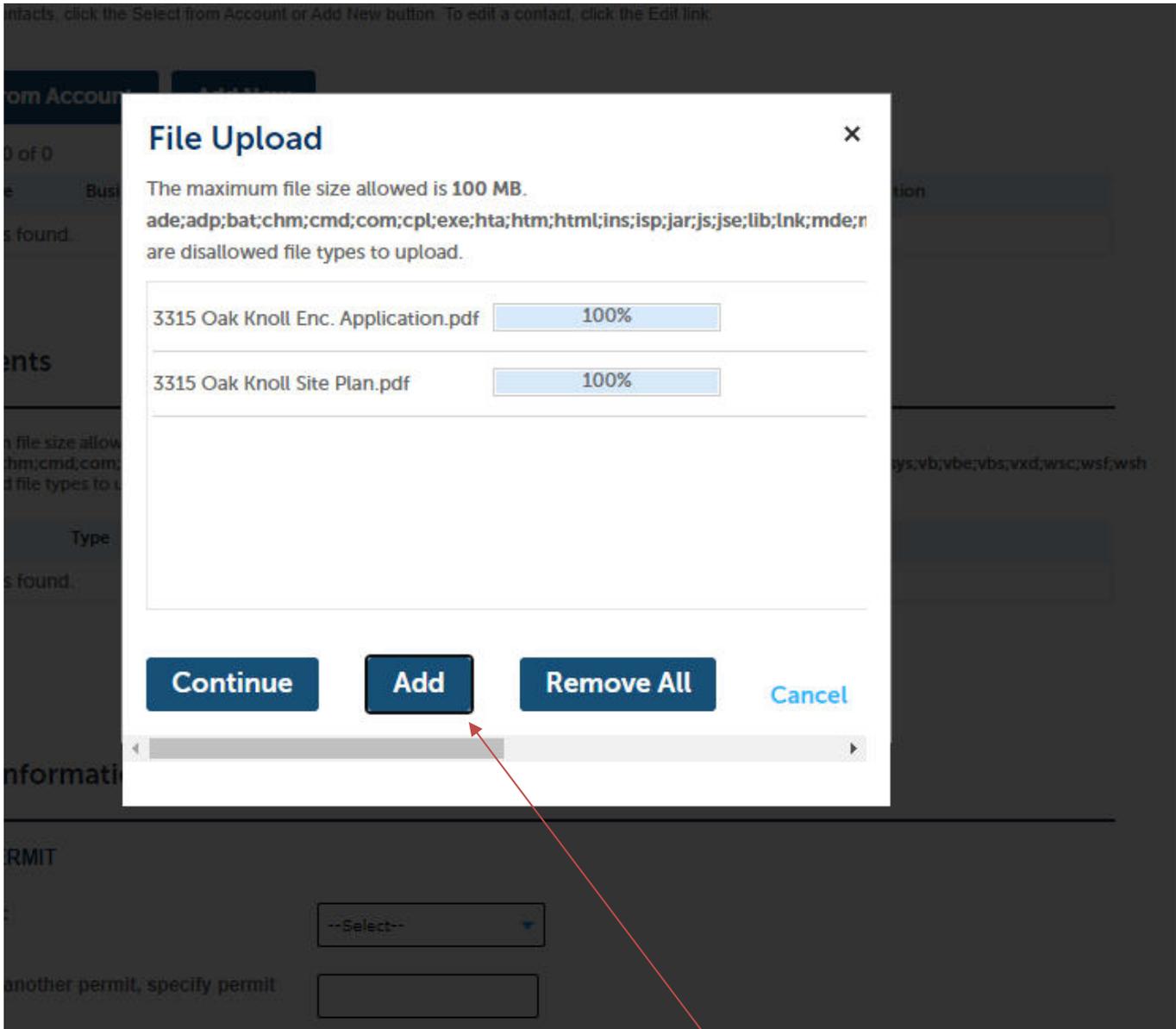
Add

Continue Application »

Save and resume later

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

Applications that do not contain all this information are considered incomplete



Select appropriate files and Add.

You may add more than one document at one time. You may also combine all your documents into one document. 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

*Type:

--Select--

--Select--

- Application | PWAPP | 2
- Combined Package | PWCP | 0
- Details | PWDET | 4
- Insurance Certificate for Project Over \$30,000 | PWICP | 6
- Issued Permit | PWIP | 99
- Plans, Profiles, and Cross Sections | PWPPCS | 3
- Security Bonds for Trenchless Projects | PWSBTP | 7
- Traffic Control Plans | PWTCP | 5

Remove

Save and resume later

Continue Application »

If you combined your package into one document, select Type **combined package**. Otherwise, select the type of document as appropriate.

When done, SAVE and Continue Application

Step 6 – Confirm application documents are properly uploaded

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

Create an Application Search Applications

DPW Permit

1	2	3 Project Information	4 Attachments	5 Review	6 Pay Fees	7 Record Issuance
---	---	-----------------------	---------------	----------	------------	-------------------

Step 5: Review

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

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

DPW Permit

Applicant [Edit](#)

Contractor / Professional [Edit](#)

Site Information

Check that all information is correct and that all required fields are filled in.

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 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: "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: "Enter information below to search for permits." followed by a list of search criteria: "Site Address - For best results enter street number and street name only (omit all other fields).", "Contractor License Information", "Parcel Number", and "Permit Number". Below the instructions, there is a checkbox for "Search All Records". The "General Search" section contains several input fields: "Permit Number:", "Parcel No.:", "Start Date:" (with a calendar icon and the date "01/01/1970"), "End Date:" (with a calendar icon and the date "08/25/2021"), "Street No.:" (with "From" and "To" sub-fields), "Direction:" (with a dropdown menu), "Street Name:" (with a help icon), "Street Type:" (with a dropdown menu), and "City:". Below these fields is a "State License Number:" field and a "Search Additional Criteria" link. At the bottom of the search section, there are "Search" and "Clear" buttons. Annotations include a box labeled "Select Public Works" pointing to the "Public Works" tab, a box labeled "Enter Permit Number OR Street number" pointing to the "Permit Number:" field, and a box labeled "Search" pointing to the "Search" button.

Recommended web browser: Chrome

Register for an Account Reports (2) Login

Search...

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

Search Applications

Search for Permits

Enter information below to search for permits.

- Site Address - For best results enter street number and street name only (omit all other fields).
- Contractor License Information
- Parcel Number
- Permit Number

To include Building, Planning and Code Compliance permits in your search results, select *Search All Records*.

General Search

Search All Records ?

Permit Number: Parcel No.: Start Date: 01/01/1970 End Date: 08/25/2021

Street No.: Direction: Street Name: Street Type: City:

From To --Select-- --Select--

State License Number:

Search Additional Criteria

Search Clear

Search

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 Ser
sewer main with 6" sewer
laterals, approximately
shown on attached dra
start and 50 feet on ce
Backfill Per County Tre
be joint to joint, monol
Caltans standards. Use
PLN2021-00214 appro
responsibility to ensure
complies with all curre
County of San Mateo re
2019 (COVID-19). The
responsibility for work
compliance with all current Orders."

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 Ser
sewer main with 6" sewer
laterals, approximately 150 L
shown on attached drawing
start and 50 feet on center
Backfill Per County Trenchin
be joint to joint, monolithic.
Caltans standards. Use Traff
PLN2021-00214 approved. "r
responsibility to ensure that
complies with all current Or
County of San Mateo relat
2019 (COVID-19). The Coun
responsibility for work perfo
compliance with all current Orders."

Print/View Summary

Click on the BLUE down arrow to display record options.

Select Processing Status to see status and comments about the permit.

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

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 through 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
Total outstanding fees: \$380.00		

[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 techs 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.
PLN2021-00214 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