



Accela Citizen Access

Updated July 2026

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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>

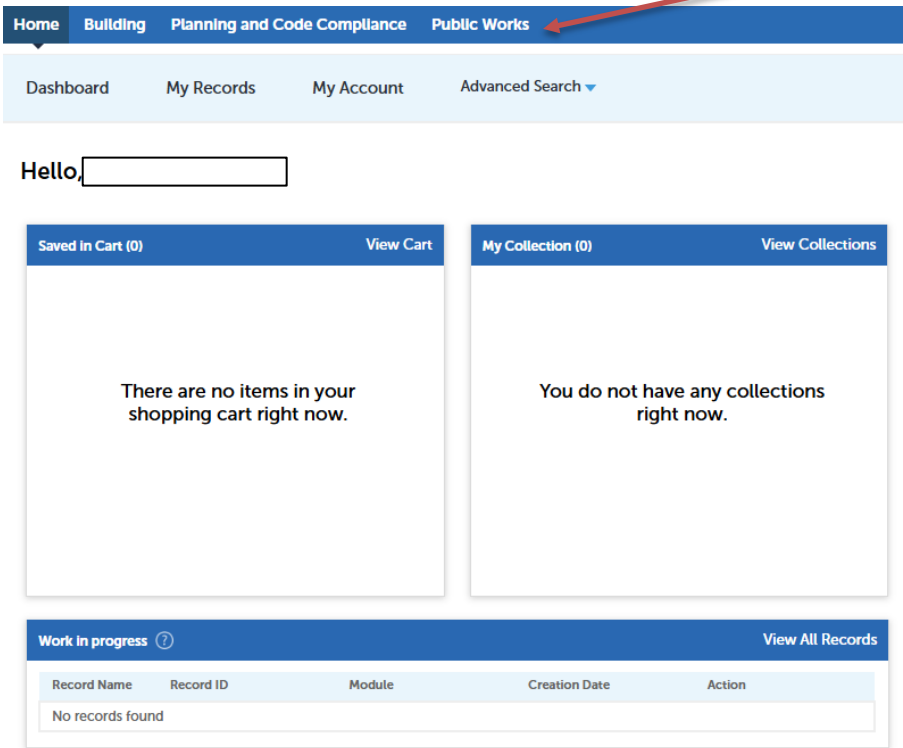
To **create** an application, you must **register**.

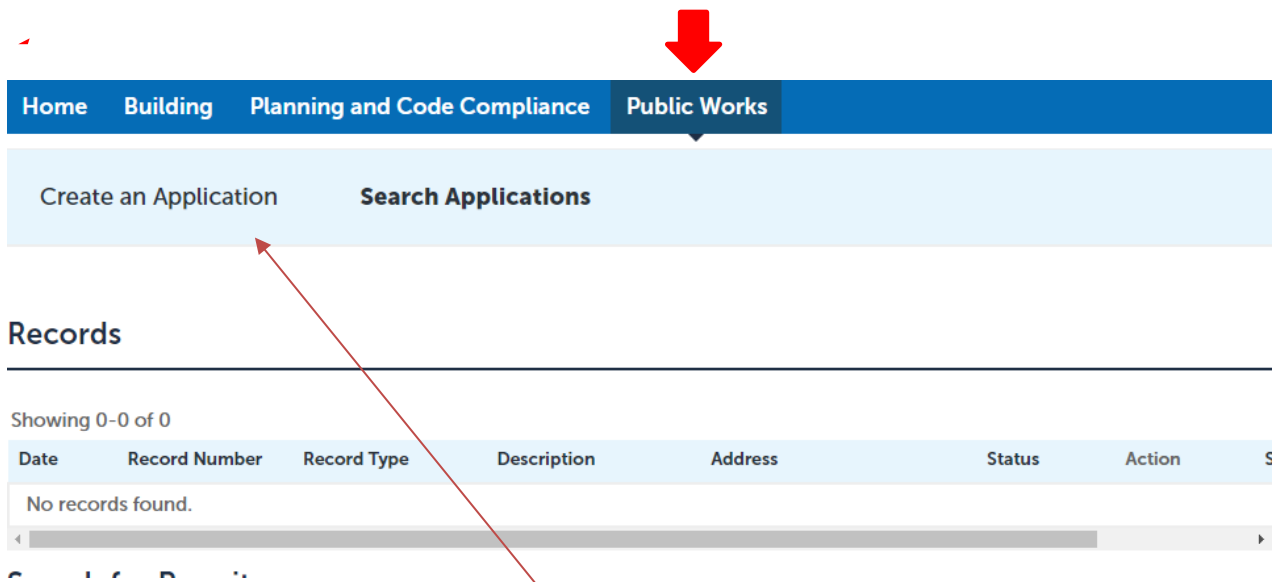
Anyone can review a permit and pay fees. But you must register and create an account to submit applications, receive correspondence, and upload documents online.

Step 1: Create an Account

Click on *Public Works* tab

Once you create an account and login, this is the first page you will see.





The screenshot shows a web application interface. At the top, there is a navigation bar with the following items: Home, Building, Planning and Code Compliance, and Public Works. A red arrow points down to the 'Public Works' item. Below the navigation bar, there is a light blue section with two buttons: 'Create an Application' and 'Search Applications'. A red arrow points from the 'Create an Application' button to a text box below. Below this section, there is a 'Records' section with a table. The table has columns: Date, Record Number, Record Type, Description, Address, Status, and Action. The table is empty, showing 'Showing 0-0 of 0' and 'No records found.'.

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

Create an Application Search Applications

Records

Showing 0-0 of 0

Date	Record Number	Record Type	Description	Address	Status	Action
No records found.						

1. After selecting Public Works, click on *Create an application* to create a case

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

DPW 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 *Add New*.

Select from Account

1. Click *Select from account* to input your information. You can edit the contact information once you select it from the account

Contractor / Professional

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

Add New

Save and resume later

Applicant = Property Owner, Engineer or Main Contact

2. Click *Add New* and add the Construction Contractor's information.

Continue Application »

Step 2a: Enter Information for a DPW Permit - 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. All contractors **must** have a **valid** license (Class A, C-12, C-34, C-42 or C-8 (concrete work only) to work in the County right of way.

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, phone numbers and the wet signature from both parties 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 address if this is site specific. If not site specific, choose “No” and state why.

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 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*
Fill in *City*
Click *Search*

If the computer cannot find the address, then check the spelling.

If correct, the address may not be in the County of San Mateo, or it is a vacant lot.

If it is a vacant lot, enter the parcel number – do not enter dashes between the numbers

Add Owner's information, if applicable.

Step 2: Property Detail > Property Detail

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:

Street Type:

Unit Type:

Unit No.:

City:

Search

Clear

* indicates a required field

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:

Instead, type:

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

DPW Permit

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

Save and resume later

[Continue Application »](#)

Short description of work to be done.

Select the appropriate type of work required in the boxes below.

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

Step 5 – Uploading the Application

In this step, you **must** submit the following documents:

- a) Encroachment Permit Application**
- b) Site plan and details**
- c) Traffic control plan (must comply with the CA MUTCD)**
- d) Sewer permit (if applicable)**
- e) Surety bond is required for all mainline and trenchless construction (if applicable)**

Applications that do not contain all this information are considered incomplete

[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;cpl;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.				

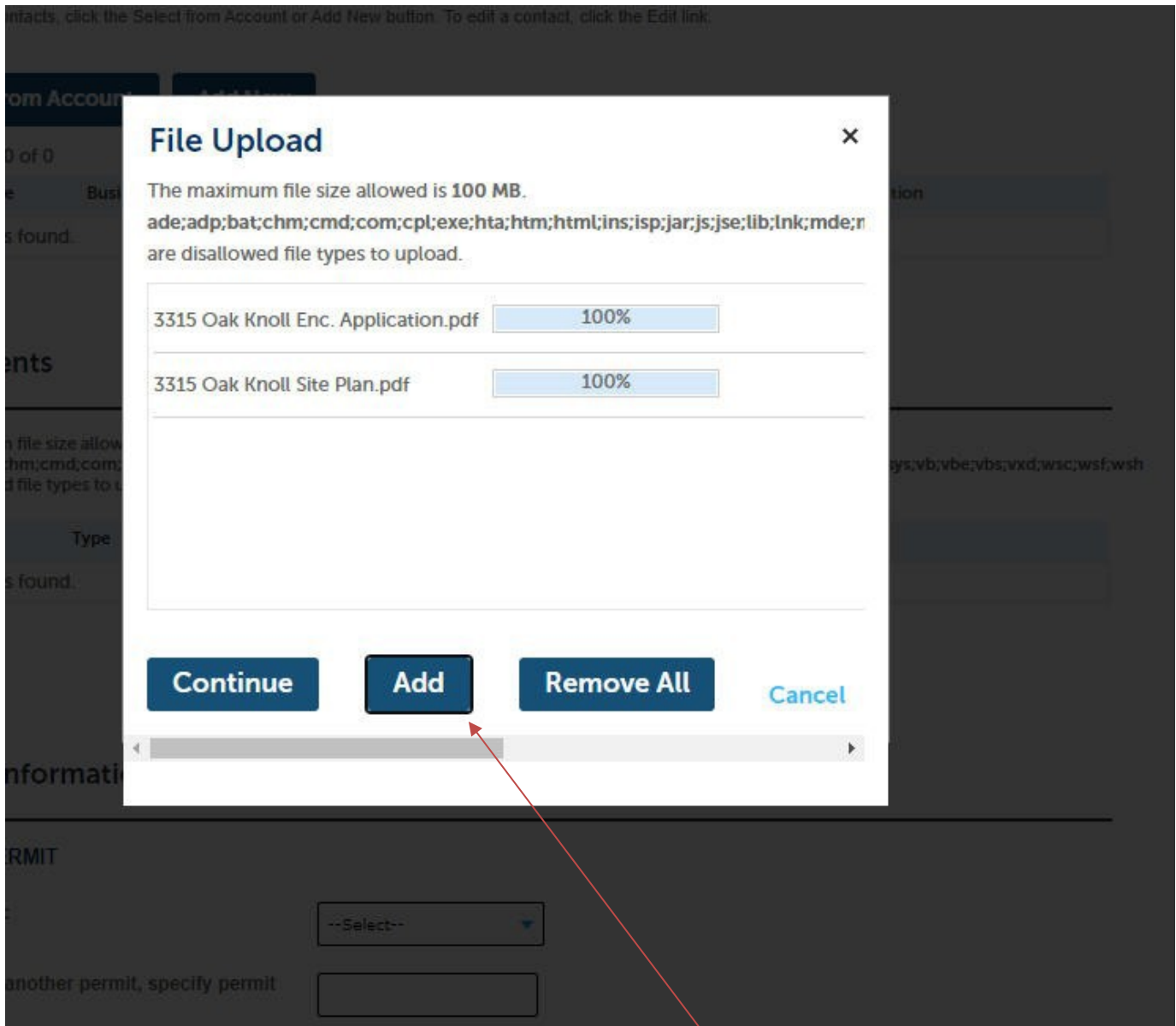
Add

Continue Application »

Save and resume later

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

Page 9 of 19



Click *Add* again. Select the appropriate files

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%**, Select *continue* to go the next step.

Step 5a – 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

Save and resume later

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

Remove

Continue Application »

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
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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 pay2 Payment information3 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

DPW2022-00291View Summary

Print/View Summary

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

If additional information is needed, our permit techs will email you via the email provided on your account.

Payment is not required upon submission of application. Once the permit is reviewed, an email will be sent out to the Applicant

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

Please allow a minimum of fifteen (15) business days to process, review and issue an encroachment permit if no revisions are required. No work shall be scheduled until the permit is issued. If 15 business days have passed, please ensure your contact information online is correct; we may be trying to reach you. You may also contact our office at dpwpermit@smcgov.org with your case number so we can assist you.

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. The header includes the County of San Mateo logo and the text "COUNTY OF SAN MATEO ALL OF CALIFORNIA IN ONE COUNTY". The navigation bar has links for "Home", "Building", "Planning and Code Compliance", and "Public Works". The "Public Works" link is highlighted. Below the navigation bar is a "Search Applications" section. The "Search for Permits" section provides instructions on how to search for permits, including site address, contractor license information, parcel number, and permit number. A "General Search" form is displayed with fields for Permit Number, Parcel No., Start Date, End Date, Street No., Direction, Street Name, Street Type, City, and State License Number. A "Search" button is located at the bottom of the form. A red arrow points from the "Search" button to a box labeled "Search". Another red arrow points from a box labeled "Enter Permit Number OR Street number" to the "Permit Number" field. A third red arrow points from a box labeled "Select Public Works" to the "Public Works" link in the navigation bar.

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:

State License Number:

Search Additional Criteria

Search Clear

Search

Enter Permit Number OR Street number

Select Public Works

Step 2:

Confirm data.

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

Work Location

0 MIRADA RD

UNKNOWN

Record Details

Project Description:

sewer main replacement
for Granada Community Services District: trench to replace
sewer main with 6" sewer main, approximately 565LF and 48
laterals, approximately 150 LF for a total of 715 LF and 2 MH
shown on attached drawing. Compaction testing requires of
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
Caltrans standards. Use Traffic Control per CA MUTCD/Caltrans
PLN2021-00214 approved. "It is the permittee's obligation a
responsibility to ensure that all work associated with this Per
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

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

If documents were requested by your reviewer, follow the steps below:

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 Ser
sewer main with 6" sewer m
laterals, approximately 150 l
shown on attached drawing
start and 50 feet on center t
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 related
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

How to make payments:

Record DPW2021-00707:

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

Record Info ▼ Payments ▼ Custom Component

Fees

Outstanding:

Date	Invoice Number	Amount
08/24/2021	414084	\$380.00

Total outstanding fees: \$380.00

[Pay Fees](#)

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Final Processing

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

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

If you received notice that payment was due, you may pay online with a credit card through a secured website. If you wish to pay with check, please make the check payable to the County of San Mateo and include your DPW#. You will need to drop the check off at our Grant Yard Office at 752 Chestnut St, Redwood City. Please note that payments paid with check will be processed the next day.

Once you pay the full amount due (credit card only), the system will alert our technicians automatically and will begin the process to issue your permit. Once the permit is issued, you will receive an email with your permit attached. You may also follow the steps on pg.18 to grab a copy of it from the Accela Citizen Access Portal.

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 545L; and sewer
laterals, approximately 150 L; for a total of 75 L; 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 C.A.M.U.T.C.Caltrans.
DI 2021-00214 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