



Accela Citizen Access

Contents

Section 1: Encroachment Permit Guide to Submitting an Online Permit Application	2
Section 2: Encroachment Permit Guide to Checking Status of Permit	10

Introduction

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

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.

The screenshot shows the Accela website dashboard. 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 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 login status, 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 from a text box at the bottom to the 'Create an Application' link under the 'Public Works' section.

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

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

Use one application per site address.

If an entire street – use 0 Street Name

Recommended web browser: Chrome 

Home Building Planning and Code Compliance Public Works

Create an Application Search Applications

General Public Works Application

1 Permit Information 2 Review 3 Record Issuance

Step 1: Permit Information > Permit Information * indicates a required field.

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**

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.

Step 4 – your contact information and application documents

Owner of property or facility goes in this space.

Owner

Owner Name: Address Line 1: City: Zip:

Contact List

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

Showing 0-0 of 0

Full Name	Business Name	Contact Type	Work Phone	Fax	E-mail	Action
No records found.						

Add contractor information. Add new contact if not already on list.

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;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
No records found.				

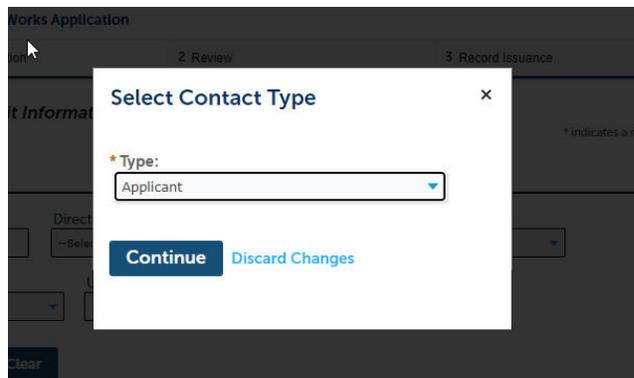
Attach the encroachment permit application and all requested information. Remember to SAVE

Permit Information

ONLINE PERMIT

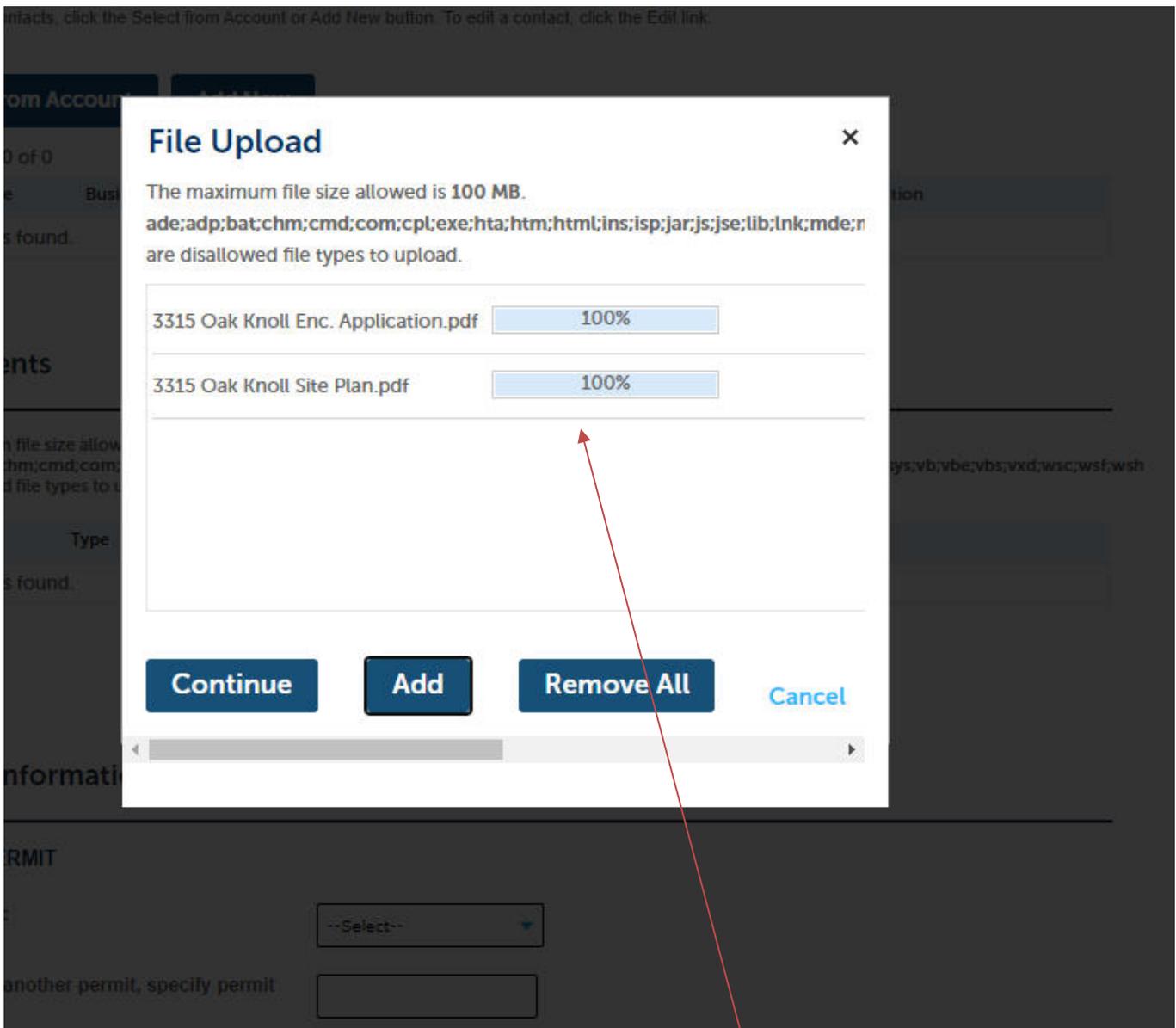
Permit Type:

If related to another permit, specify permit number:



Contact type: Select Applicant and Continue

Step 5 – confirm application documents are properly uploaded



Select appropriate files and Add.
Select document type: Application
Add description: Application, plan, details, traffic control, etc.
After files have been uploaded 100%, Continue to next step

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	Edit Delete

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;pif;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	Actions ▼
3315 Oak Knoll Site Plan.pdf	Application	204.83 KB	09/14/2021	Actions ▼

[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.
Select Permit Type – General Public Works Application
Add BLD case or PLN case as appropriate
Continue or save for later.

Step 7 – confirm application complete and temporary reference number assigned

Logged in as: [username] Collections [1] [2] [3] [4] [5] [6] [7] [8] [9] [10] [11] [12] [13] [14] [15] [16] [17] [18] [19] [20] [21] [22] [23] [24] [25] [26] [27] [28] [29] [30] [31] [32] [33] [34] [35] [36] [37] [38] [39] [40] [41] [42] [43] [44] [45] [46] [47] [48] [49] [50] [51] [52] [53] [54] [55] [56] [57] [58] [59] [60] [61] [62] [63] [64] [65] [66] [67] [68] [69] [70] [71] [72] [73] [74] [75] [76] [77] [78] [79] [80] [81] [82] [83] [84] [85] [86] [87] [88] [89] [90] [91] [92] [93] [94] [95] [96] [97] [98] [99] [100] [101] [102] [103] [104] [105] [106] [107] [108] [109] [110] [111] [112] [113] [114] [115] [116] [117] [118] [119] [120] [121] [122] [123] [124] [125] [126] [127] [128] [129] [130] [131] [132] [133] [134] [135] [136] [137] [138] [139] [140] [141] [142] [143] [144] [145] [146] [147] [148] [149] [150] [151] [152] [153] [154] [155] [156] [157] [158] [159] [160] [161] [162] [163] [164] [165] [166] [167] [168] [169] [170] [171] [172] [173] [174] [175] [176] [177] [178] [179] [180] [181] [182] [183] [184] [185] [186] [187] [188] [189] [190] [191] [192] [193] [194] [195] [196] [197] [198] [199] [200] [201] [202] [203] [204] [205] [206] [207] [208] [209] [210] [211] [212] [213] [214] [215] [216] [217] [218] [219] [220] [221] [222] [223] [224] [225] [226] [227] [228] [229] [230] [231] [232] [233] [234] [235] [236] [237] [238] [239] [240] [241] [242] [243] [244] [245] [246] [247] [248] [249] [250] [251] [252] [253] [254] [255] [256] [257] [258] [259] [260] [261] [262] [263] [264] [265] [266] [267] [268] [269] [270] [271] [272] [273] [274] [275] [276] [277] [278] [279] [280] [281] [282] [283] [284] [285] [286] [287] [288] [289] [290] [291] [292] [293] [294] [295] [296] [297] [298] [299] [300] [301] [302] [303] [304] [305] [306] [307] [308] [309] [310] [311] [312] [313] [314] [315] [316] [317] [318] [319] [320] [321] [322] [323] [324] [325] [326] [327] [328] [329] [330] [331] [332] [333] [334] [335] [336] [337] [338] [339] [340] [341] [342] [343] [344] [345] [346] [347] [348] [349] [350] [351] [352] [353] [354] [355] [356] [357] [358] [359] [360] [361] [362] [363] [364] [365] [366] [367] [368] [369] [370] [371] [372] [373] [374] [375] [376] [377] [378] [379] [380] [381] [382] [383] [384] [385] [386] [387] [388] [389] [390] [391] [392] [393] [394] [395] [396] [397] [398] [399] [400] [401] [402] [403] [404] [405] [406] [407] [408] [409] [410] [411] [412] [413] [414] [415] [416] [417] [418] [419] [420] [421] [422] [423] [424] [425] [426] [427] [428] [429] [430] [431] [432] [433] [434] [435] [436] [437] [438] [439] [440] [441] [442] [443] [444] [445] [446] [447] [448] [449] [450] [451] [452] [453] [454] [455] [456] [457] [458] [459] [460] [461] [462] [463] [464] [465] [466] [467] [468] [469] [470] [471] [472] [473] [474] [475] [476] [477] [478] [479] [480] [481] [482] [483] [484] [485] [486] [487] [488] [489] [490] [491] [492] [493] [494] [495] [496] [497] [498] [499] [500] [501] [502] [503] [504] [505] [506] [507] [508] [509] [510] [511] [512] [513] [514] [515] [516] [517] [518] [519] [520] [521] [522] [523] [524] [525] [526] [527] [528] [529] [530] [531] [532] [533] [534] [535] [536] [537] [538] [539] [540] [541] [542] [543] [544] [545] [546] [547] [548] [549] [550] [551] [552] [553] [554] [555] [556] [557] [558] [559] [560] [561] [562] [563] [564] [565] [566] [567] [568] [569] [570] [571] [572] [573] [574] [575] [576] [577] [578] [579] [580] [581] [582] [583] [584] [585] [586] [587] [588] [589] [590] [591] [592] [593] [594] [595] [596] [597] [598] [599] [600] [601] [602] [603] [604] [605] [606] [607] [608] [609] [610] [611] [612] [613] [614] [615] [616] [617] [618] [619] [620] [621] [622] [623] [624] [625] [626] [627] [628] [629] [630] [631] [632] [633] [634] [635] [636] [637] [638] [639] [640] [641] [642] [643] [644] [645] [646] [647] [648] [649] [650] [651] [652] [653] [654] [655] [656] [657] [658] [659] [660] [661] [662] [663] [664] [665] [666] [667] [668] [669] [670] [671] [672] [673] [674] [675] [676] [677] [678] [679] [680] [681] [682] [683] [684] [685] [686] [687] [688] [689] [690] [691] [692] [693] [694] [695] [696] [697] [698] [699] [700] [701] [702] [703] [704] [705] [706] [707] [708] [709] [710] [711] [712] [713] [714] [715] [716] [717] [718] [719] [720] [721] [722] [723] [724] [725] [726] [727] [728] [729] [730] [731] [732] [733] [734] [735] [736] [737] [738] [739] [740] [741] [742] [743] [744] [745] [746] [747] [748] [749] [750] [751] [752] [753] [754] [755] [756] [757] [758] [759] [760] [761] [762] [763] [764] [765] [766] [767] [768] [769] [770] [771] [772] [773] [774] [775] [776] [777] [778] [779] [780] [781] [782] [783] [784] [785] [786] [787] [788] [789] [790] [791] [792] [793] [794] [795] [796] [797] [798] [799] [800] [801] [802] [803] [804] [805] [806] [807] [808] [809] [810] [811] [812] [813] [814] [815] [816] [817] [818] [819] [820] [821] [822] [823] [824] [825] [826] [827] [828] [829] [830] [831] [832] [833] [834] [835] [836] [837] [838] [839] [840] [841] [842] [843] [844] [845] [846] [847] [848] [849] [850] [851] [852] [853] [854] [855] [856] [857] [858] [859] [860] [861] [862] [863] [864] [865] [866] [867] [868] [869] [870] [871] [872] [873] [874] [875] [876] [877] [878] [879] [880] [881] [882] [883] [884] [885] [886] [887] [888] [889] [890] [891] [892] [893] [894] [895] [896] [897] [898] [899] [900] [901] [902] [903] [904] [905] [906] [907] [908] [909] [910] [911] [912] [913] [914] [915] [916] [917] [918] [919] [920] [921] [922] [923] [924] [925] [926] [927] [928] [929] [930] [931] [932] [933] [934] [935] [936] [937] [938] [939] [940] [941] [942] [943] [944] [945] [946] [947] [948] [949] [950] [951] [952] [953] [954] [955] [956] [957] [958] [959] [960] [961] [962] [963] [964] [965] [966] [967] [968] [969] [970] [971] [972] [973] [974] [975] [976] [977] [978] [979] [980] [981] [982] [983] [984] [985] [986] [987] [988] [989] [990] [991] [992] [993] [994] [995] [996] [997] [998] [999] [1000]

Recommended web browser: Chrome

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](#)

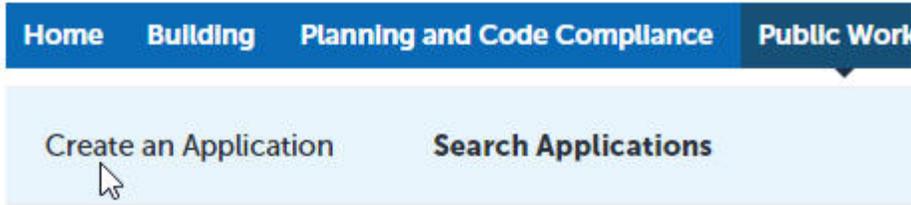
Temporary Reference Number to use for tracking

PW-ONLINE-21-000051 [View Summary](#)

[Print/View Summary](#)

Step 8 – PW Online is only the application – it is NOT a permit to do work.

Recommended web browser: Chrome



Records

Showing 1-4 of 4 | [Download results](#) | [Add to collection](#) | [Add to cart](#)

<input type="checkbox"/>	Date	Record Number	Record Type	Description
<input type="checkbox"/>	09/14/2021	PW-ONLINE-21-000051	General Public Works Application	
<input type="checkbox"/>	09/08/2021	PW-ONLINE-21-000044	General Public Works Application	
<input type="checkbox"/>	06/01/2021	PW-ONLINE-21-000027	General Public Works Application	
<input type="checkbox"/>	07/21/2020	PW-ONLINE-20-000009	General Public Works Application	

Search for Permits

Enter information below to search for permits.

- Site Address - For best results enter street number and street name only (or
- Contractor License Information
- Parcel Number
- Permit Number

The PW Online is a temporary reference number for internal use. Once a submittal is complete, then a DPW number will be assigned to your application. Allow a few days for processing if application is complete. If incomplete, see notes online for requests for additional information.

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

COUNTY OF SAN MATEO
ALL OF CALIFORNIA IN ONE COUNTY

Register for an Account Reports (2) Login

Recommended web browser: Chrome

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: End Date:

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

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 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

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

Check if payment is due

Click on BLUE down arrow to check fees due

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](#)

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

Remember to email – dpwpermit@smcgov.org with DPW permit number after you pay the fees online.

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