



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.

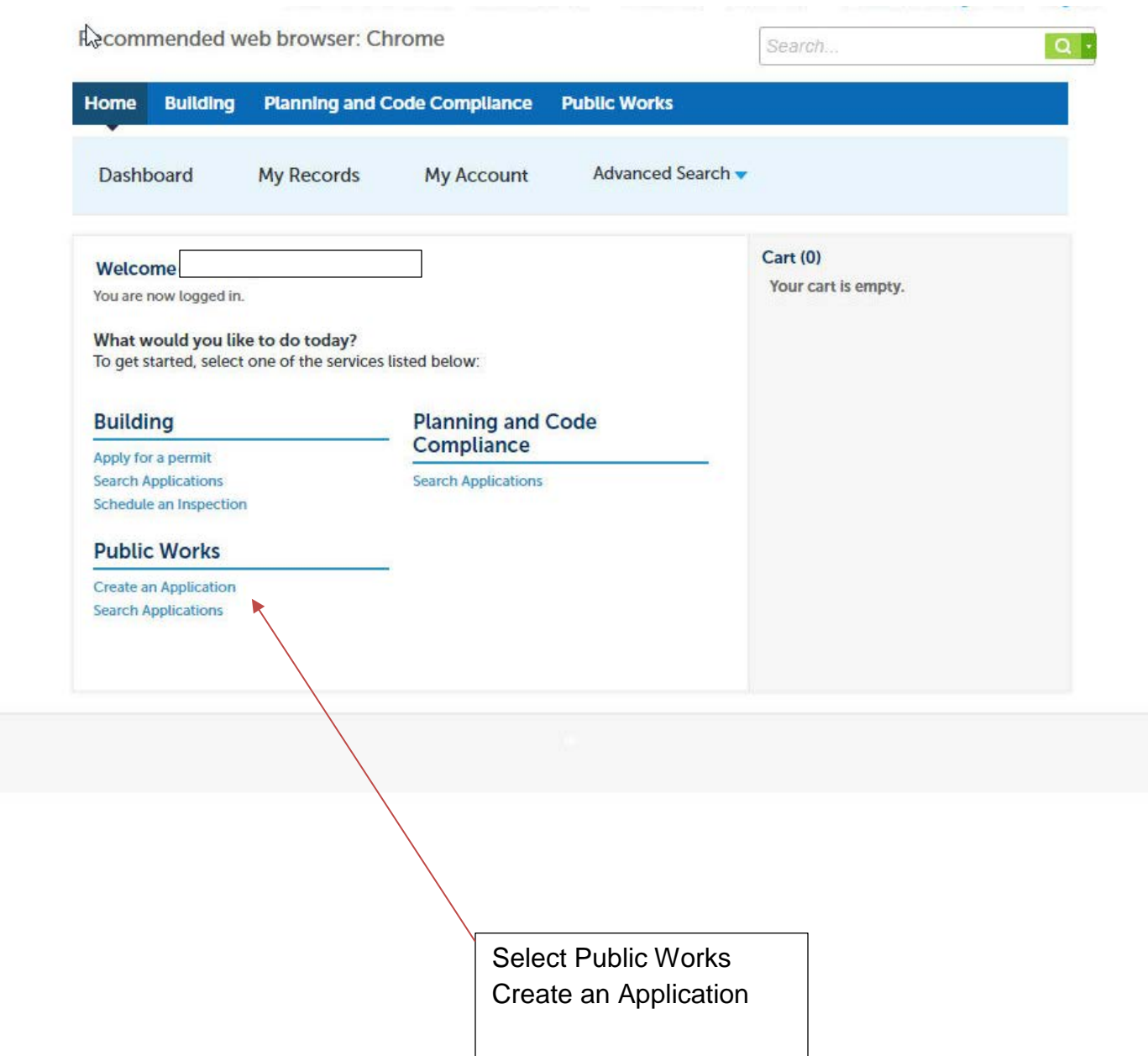
Section 1: Encroachment Permit Guide to Submitting an Online Permit Application

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.



Step 2 – terms of use

Recommended web browser: Chrome

Search...

HomeBuildingPlanning and Code CompliancePublic Works

Create an ApplicationSearch 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:

Works Application

1. Information 2. Review 3. Record Issuance

Select Contact Type

* Type:

Contact type: Select Applicant and Continue

Step 5 – confirm application documents are properly uploaded

The screenshot shows a 'File Upload' dialog box with a close button (X) in the top right corner. The dialog contains the following text: 'The maximum file size allowed is 100 MB.' and a list of disallowed file types: 'ade;adp;bat;chm;cmd;com;cpl;exe;hta;htm;html;ins;isp;jar;js;jse;lib;lnk;mde;n'. Below this, there is a table showing two uploaded files:

File Name	Progress
3315 Oak Knoll Enc. Application.pdf	100%
3315 Oak Knoll Site Plan.pdf	100%

At the bottom of the dialog, there are four buttons: 'Continue', 'Add', 'Remove All', and 'Cancel'. A red arrow points from the 'Add' button to a text box below the dialog.

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 AccountAdd New

✔ Contact added successfully.

Showing 1-1 of 1

Full Name	Business Name	Contact Type	Work Phone	Fax	E-mail	Action
		Applicant			.com	EditDelete

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

Add

Permit Information

ONLINE PERMIT

Permit Type:

General Public Works Appl

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.

Page 7 of 13

Step 7 – confirm application complete and temporary reference number assigned

Logged in as: admin@my... Collections (17) ... Cart (0) ... Reports (12) ... Account Management Logout

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

Temporary Reference Number to use for tracking

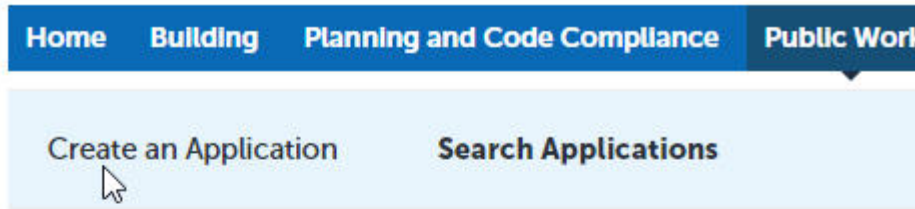
PW-ONLINE-21-000051

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: 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

Search

HomeBuildingPlanning and Code CompliancePublic Works

Search Applications

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

Record InfoPaymentsCustom Component

Work Location

0 MIRADA RD
UNKNOWN

Record Details

Project Description
sewer main replacement
for Granada Community
sewer main with 6
laterals, approximately
shown on attached
start and 50 feet of
Backfill Per County
be joint to joint, m
Caltans standards.
PLN2021-00214 as
responsibility to e
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

Search

HomeBuildingPlanning and Code CompliancePublic Works

Search Applications

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

Record InfoPaymentsCustom Component

Record Details

Processing Status

Related Records

Attachments

Inspections

Project Description:
sewer main replacement
for Granada Community Sanitary District, south to replace
sewer main
laterals, a
shown on
start and
Backfill P
be joint to
Caltans st
PLN2021-
responsib
complies
County of
2019 (CO
responsib
compliance

Print/View S

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.

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

Click on
arrow to
open
Status

Click on [-] to
review
comments

Step 5

Check if payment is 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](#)

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

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