



City of Santa Barbara  
Public Works Department

## Memorandum

**DATE:** Revised February 2022

**SUBJECT:** Accela Citizen Access & Permit Counter Appointment Instructions

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The City has adopted Accela as its permit software. Public Works provides online access to **ALL "record types" (permits and water/sewer work orders)**. Online features include application creation, upload of application documents, making payments, and correction documents.

### Scheduling a Permit Counter Appointment

1. Go to [SantaBarbaraCA.gov/CounterCheckIn](https://SantaBarbaraCA.gov/CounterCheckIn) to schedule an appointment with the Public Works Permit Counter for over the counter permits e.g. Construction Permits (minor work in street), Encroachment Permits (minor temporary traffic control), On Street Parking Permits, Fire hydrant flow tests, construction water meters and sewer lateral permits; general questions or help with Citizen Access.
  2. Gather the required documents and upload them to either Accela or you can attach them to your appointment.
  3. **Schedule** the next available Public Works **appointment** type or given to you by staff:
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### Registering for an Account

1. Go to <https://landuse.santabarbaraca.gov/CitizenAccess/Welcome.aspx> on your internet browser.
2. Click on "Register for an Account" and follow the onscreen instructions.
3. If you are a Licensed Professional (e.g. Civil Engineer, Land Surveyor, or Contractor) go to "Account Management" to add a License.
4. If you are a Contractor, please go to "Attachments" and add a current [Certificate of Insurance](#) with the City of Santa Barbara as additionally insured.
5. Notify via e-mail [PWCounter@SantaBarbaraCA.gov](mailto:PWCounter@SantaBarbaraCA.gov) or assigned staff to complete your account registration including linking you to existing records.

### Searching for Applications and Check Processing Status

1. From the "Home" screen click "My Records". Your linked records are listed here.
2. You will only be able to see PBW records linked to your account. Please contact the **Public Works Counter, Tel.: (805) 564-5388; Email: [PWCounter@SantaBarbaraCA.gov](mailto:PWCounter@SantaBarbaraCA.gov)**, or assigned staff if you are having difficulties finding your record.
3. From the Record Info screen you can check processing status including the current workflow and task due date.
4. You can see records not linked to your account by going to Advanced Search/Search Records Applications/Public Works:

- a. You can search by either address, parcel number, record number, or record type. Record Type note: Records created prior to an application date of March 4, 2019 are listed as “Historic PublicWorks” and may have limited information.
- b. Attachments and certain application information is not available unless you are associated to the case.
- c. You can also print/view a summary document.

## Creating an Application

1. On the “Home” screen select “Public Works” from the top banner to create an application. The following record types are currently available:
  - a. **Utility Construction TTC** for Utility Companies for work in the right-of-way.
  - b. **Over-Height Vehicle and Haul Route Permits** for trucking companies and associated applicants.
  - c. **[Public Improvement C-1 Plans](#)** for Civil Engineers and associated applicants including a separate application for the construction contractor’s schedule and traffic control and associated permit. This is for public improvements including new sidewalks and public utility mains. Click on link above for more information.
  - d. **[Sewer Lateral Inspection Program \(SLIP\)](#)** for submittal of videos and the SLIP Form that are a condition of a Building Permit. Please submit via Forward Lateral at [goforwardlateral.com](http://goforwardlateral.com). You may also submit videos by emailing SLIP staff at [slip@santabarbaraca.gov](mailto:slip@santabarbaraca.gov).
  - e. **[Small Cell Facility](#)** for cellular site projects in the public right-of-way.
  - f. **Subdivision Map Act Documents** for [Parcel Map](#), [Final Map](#), [Lot-Line Adjustment](#), or Voluntary Lot Merger technical review/processing of agreements.
  - g. **Address Assignments** for property owners to request a new or change an address of buildings or lots/parcels.
  - h. **Construction Permit** for “minor” maintenance/repair work in the public right-of-way associated with onsite construction e.g. driveway apron, sidewalk repair, and associated traffic control. TTC is for temporary traffic control such as a lane shift. The Construction No TTC application is for small home owner projects in a residential zone (Muni Code 22.60.020 C.2.).
  - i. **Various Encroachment Permits** to include temporary traffic control, recorded [Minor Encroachment Permits](#) for private elements in public right-of-way, Outdoor Dining Licenses on public sidewalks – visit [here](#) for COVID related information including parklets, overhead pedestrian protection and sidewalk scaffolding, and staging in the street for construction purposes.
  - j. **Parking Restriction Waiver Permits** to reserve or otherwise restrict the public from parking on street for purposes of approved [Special Events](#), Construction, temporary deliveries, or [trash bins/rolloffs](#).
  - k. **Pre-applications** to get answers to your preliminary development or construction proposals from Public Works staff. May also be used to request documents needed as part of a pending application or for Real Property applications.
  - l. **Sewer Lateral Permits and [Connection Work Orders](#)** to perform maintenance/repair on private laterals (whether part of SLIP or not) in the public right-of-way. And to direct the replacement, abandonment, or new connections to public sewer mains by City’s contractor.

- m. [Water Service Applications](#) to request various changes or new water service to include: Water service commitment aka “can and will serve” letter, enlarge existing water meter, [fire line service](#), fire hydrant flow testing, move water meter, set water meter, hydrant and [recycled water truck meter](#) for construction water, new and recycled water meter services, [reduce existing water meter](#), and abandoning water meters. Work is completed via a [work order](#) in which **Applicant’s contractor completes trenching and traffic control** for City crews to perform certain waterline work.
2. Follow the onscreen instructions. Be sure to “Select from Account” when given the option to make yourself the Applicant. You can save your progress here also.
  3. Use a separate PDF for each document attachment (i.e. traffic control vs construction drawing). Include the words “Initial” and “Submittal” in the filename prior to upload (“InitialPlanSubmittal.pdf”). PDF’s must be flattened with a minimum resolution of 300 dpi x 300 dpi. Identify the “Type” of document using the drop down list. Include all required documents before continuing.
  4. Retain a copy of your Record Number to help find the application in the future.

### **Making a Payment**

1. **Online fee payment is available** via either electronic check or credit card (subject to non-refundable 2.65% convenience charge). You will be notified if payment is required with the application or if you need to pay prior to issuance. City staff will notify/invoice you via E-mail. You may pay online, in person at 630 Garden Street Cashier, or using this [payment form](#). To pay online:
  - a. Sign into your Citizen Access account.
  - b. Go to Home and select Advanced Search - Search Records/Applications
  - c. Click Public Works and then on the Record/Permit # (blue link) to select your case.
  - d. Select Payments (Drop-down) and go to Fees.
  - e. Once you've paid, email [pwcounter@santabarbaraca.gov](mailto:pwcounter@santabarbaraca.gov) or assigned staff.
2. Keep a copy of your receipt as proof of payment.

### **Download Corrections to Documents**

1. If notified via email “Returned to Applicant for Corrections” or other communication from the City, then the City has completed their review.
2. Select you Record and click on “Record Info/Attachments”.
3. Locate a file titled “Corrections” or “Redlines”. These are the documents you previously submitted now including City staff’s mark-up.
4. For a list of corrections click on the document titled “Corrections List” .This document includes a summary of the document redlines and workflow comments by City staff.

### **Resubmitting Documents**

1. Select your Record and click on “Record Info/Attachments”.
2. Be sure to title the document with “Second” or “Third” in the filename prior to upload (“SecondPlanSubmittal.pdf”). Assign appropriate “Type” from the drop down list.
3. Be sure to include an “Applicant Response” to comments as an upload.
4. Email [PWCounter@SantaBarbaraCA.gov](mailto:PWCounter@SantaBarbaraCA.gov) and assigned staff when complete.

### **Permit Issuance and Final Documents**

You are required to sign the permit at issuance. Some items require delivering paperwork (i.e. wet signed/notarized documents). This requires a visit to 630 Garden Street or alternative document exchange directed by City staff (e.g. mailing of notarized documents, email, etc).

### **Scheduling an Inspection**

1. Contact the **Public Works Inspectors at Tel. 805-564-5396** to schedule a preconstruction meeting or specific inspection.