Planning Application Guide: “Sign Permit or Sign Program” (SGN) Application

Planning applications can be submitted online through Accela Citizen Access (ACA) found on the City website under the tab “Services” → “Licenses & Permits” → “Case Status Lookup”.

IMPORTANT NOTE: Use this procedure for BRAND NEW APPLICATIONS ONLY. Do not use this procedure if you are resubmitting an application or applying for different approval for the same project (e.g. the project requires both Architectural Board of Review and Planning Commission review. You’ve previously applied for the ABR review and have a record number of PLN2020-12345. Now you are applying for the PC review.) Use the Resubmittal Procedure Guide for those types of applications.

1. Log into the ACA website using your ACA user name and password. Click Login.
   (If you don’t have a user account, register by clicking on one of the links circled in blue below.)

2. Click on the Planning tab and then select Create an Application.
3. Read the “General Disclaimer” and, if you agree, click the check box next to “I have read and accepted the above terms.” and click Continue Application.

4. Select an application type. For a SGN case, click on the small triangle next to Planning Sign Permit or Sign Program to expand the selection and click the radio button (the small circle) next to “Sign Permit or Sign Program” to select it. Then click Continue Application.
5. **Step 1: Location Information:** Complete the **Street No.** and **Street Name** fields and click **Search.** When the parcel is found the full address and Parcel Number will fill in automatically (alternatively, search by the parcel number, and the address will fill in automatically). Click **Continue Application.** *(If entering the parcel number instead of the street address, be sure to enter the 9 digit number as shown and click “Search” below the parcel number.)*

![Planning Application Guide: “Sign Permit or Sign Program” (SGN) Application](image)

**Sign Permit or Sign Program**

**Street No:**

- **Street Name:**

![Search](image)

These fields fill in automatically when the street address is provided.

**Parcel Number:**

- **This field fills in automatically when the street address is provided.**

**Owner**

The **Owner Information** comes to the City from the County Assessor’s Office, and is not available for viewing until the record has been submitted.

Please note that if the Owner would like to access information about this record online, we recommend that you:

1. Stop this application process;
2. Register the Owner for an online account;
3. Restart the application process; and
4. Add the Owner as a contact for this request on the next page, using the “Lookup” option.

If you would like to add the Owner as a contact after the record has been created, please contact Planning Counter staff at (805) 564-5578.

![Continue Application](image)
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6. **Step 2: People Information**: Click **Select from Account** in the **Applicant** section to allow you to track and process the application. Follow the prompts to confirm your information. Every application must have an Applicant (who is not necessarily the property owner).

   You may add **Licensed Professionals** (or any contacts) using the **Look Up** button now (or **Add New** if they are not found via Look Up). You can add additional contacts after your application is submitted, as well.

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**Applicant**

The "Applicant" is primary contact for the application.

If you are the Applicant (multi point-of-contact for this project), use the "Select from Account" button to add your contact information.

If you are not the Applicant, use the "Look Up" button to find the Applicant. The Applicant must be a registered online user.

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**Licensed Professional List**

List licensed applicant team members, such as architects, engineers and contractors here. If they are already in the City's database, click "Look Up."

List all non-licensed team members in the contacts section below.

---

**Contact List**

You may enter multiple additional contacts.

If you are not the property owner, please enter the Owner as a contact.

Please note that email addresses are required, as email is the primary method of contact for applications.

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Save and resume later  Continue application
7. **Step 2: People Information:** Once you have completed adding your contacts, review to make sure the information is correct (if incorrect, update in your ACA account) and click **Continue Application**.

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**Applicant**

The "Applicant" is the primary contact for the application.

If you are the Applicant (main point of contact for the project), use the "Select from Account" button to add your contact information.

If you are not the Applicant, use the "Look Up" button to find the Applicant. The Applicant must be a registered online user.

- Contact added successfully. Please review your contact information. If it is incorrect, you can edit it here. We recommend that you click on the "Save and resume later" button with your account information, then update the application process.

- **Applicant Name**
- **Email**
- **Phone 1**
- **Phone 2**

- **Contact Addresses**
  - To add more addresses, click the add icon.

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**Licensed Professional List**

List licensed applicant team members, such as architects, engineers and contractors, here. If they are already in the City’s database, click "Look Up".

List all non-licensed team members in the contacts section below.

---

**Contact List**

You may enter multiple additional contacts.

If you are not the property owner, please enter the Owner as a contact.

Please note that email addresses are required, as email is the primary method of contact for applications.

---

[Continue Application]
8. **Step 3: Application Detail > Project Descriptions:** Enter the **Project Description** with as much detail as possible (see example) and click **Continue Application.**

```
Project Description
Please provide a detailed description of the proposed sign(s) below.
Example:
Proposal includes the removal and replacement of all existing signs on the building: two walk signs of 15.6 square feet each, two hanging signs of 4 square feet each, four glass-retaining signs of 1.35 square feet each, and a 7.55 square foot wall sign. Existing illumination for one wall sign would be retained. Total sign area will be 58.1 square feet. The allowable signage is 90.00 square feet. The project is located in the El Pueblo Vido Landmark District.
```

9. **Step 3: Application Detail > Sign Information:** Enter as much detail about the signage as possible here. You may add more detail in **Special Requests or Instructions.** Click **Continue Application.**

```
General Sign Information
Fill in the fields to the best of your knowledge. Staff will accept any entries.

**GENERAL**
- Type of Sign Review:
  - Sign Permit
  - Building
  - Freestanding
  - Ground Fixer
- Are you requesting an Exception to a sign regulation?:
  - Yes
  - No
- Is the property in the El Pueblo Vido Landmark district?:
  - Yes
  - No
- Existing, Approved Signage to Remain Unaltered (sq. ft.):
  - 0
- L1
- L2
- L3
- L4
- L5
- L6
- Notes, Special Requests or Special Instructions:
  - Special Instructions or Notes.
```

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10. **Step 3: Application Detail > Signs to Remain**: Click **Click Here to Add 1 Row** or the **dropdown arrow** next to it to add multiple rows. You will provide statistics in each row about each sign.

The following dialog box will open. Provide the requested information for each sign. (Note: the “Area (sq. ft.)” will calculate automatically once the height and length are provided.) Click **Submit**.
11. **Step 3: Application Detail > Signs to Remain**: Review the sign information. If you need to make a correction, click on Actions to the right and select Edit. Click **Continue Application** once you are done.

12. **Step 3: Application Detail > Proposed Signs**: Next, provide the same information for the new, proposed signs. Click **Click Here to Add 1 Row** or the dropdown arrow next to it to add multiple rows.

   The following dialog box will open. Provide the requested information for each sign. (Again: the “Area (sq. ft.)” will calculate automatically once the height and length are provided.) Click **Submit**.
Review the sign information. Again, if you need to make a correction, click on Actions to the right and select Edit. Click **Continue Application** once you are done.

13. **Step 3: Application Detail > Sign Program Info**: Complete this section only if your sign application is for a “program”: signage for a commercial or industrial complex with four or more tenants.
14. **Step 4: Documents > Upload**: Click **Add** to add your application documents as PDFs (even images). Please group all pages of each document in one PDF and not as individual pages!

**Note**: Be sure to name your files following the required naming convention **before** you upload them, as it is not possible to change the file name later!

15. **Click Add** again.

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**Attachment**

Please use separate, multi-page PDFs for each uploaded document. For example, all sheets of the plan set should be in a single, multi-page PDF, and all sheets of the applicant letter should be in a separate, multi-page PDF.

**Minimum document resolution**: 300 dpi x 300 dpi

**Useful Hyperlinks**:

**Sign Submittal Packet**

**Planning Handout Webpage**

**IMPORTANT**: Please re-name the documents on your system to match the naming convention (NEED DOCUMENT STANDARDS HYPERLINKED HERE) prior to uploading them, as you can't change the name once you're in the upload process.

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**File Upload**

This minimum file size allowed is 1000 KB. Maximum file size allowed is 10000 KB (10MB).

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4/15/2020
Your computer’s file system will appear. Navigate to the documents that you wish to upload. You can highlight multiple documents, and they will upload simultaneously. Click **Open**. The file(s) that you chose in the previous step will upload.

16. Once you’ve selected your files (more than one can be added at once), click **Continue** to finish adding it to your application.
17. **Step 4: Documents > Upload**: Select the relevant **Document Type** from the dropdown menu. (When selecting a Document Type, pick the item that most closely matches your document. Check the GENERAL types before you use the specific types.) Write a brief **Description** and click **Save**. Click **Add** to add additional documents or **Continue Application** if you are done.

**Attachment**

Please use separate, multi-page PDFs for each uploaded document. For example, all sheets of the plan set should be in a single, multi-page PDF, and all sheets of the applicant letter should be in a separate, multi-page PDF.

Minimum document resolution: 300 dpi x 300 dpi.

Useful Hyperlinks:

**Sign Submittal Packet**

**Planning Handout Webpage**

**IMPORTANT**: Please re-name the documents on your system to match the naming convention ([NEED DOCUMENT STANDARDS HYPERLINKED HERE] prior to uploading them, as you can’t change the name once you’re in the upload process.

The maximum size allowed is 500 KB.

**File Name**: 

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Size</th>
<th>Description</th>
<th>Document Format</th>
<th>Document Date</th>
<th>Upload Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>File 1</td>
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<td>200 KB</td>
<td>Application Forms</td>
<td>PDF</td>
<td>2020-04-15</td>
<td>2020-04-15</td>
<td>Remove</td>
</tr>
</tbody>
</table>

*Please be advised that you will need to physically submit the actual material samples, in addition to any scanned or photographed material samples that you upload here.

*indicates a required field.
18. **Step 5: Review:** Review your application. You may click the **Edit** button in each section to change any part of the application (you will have to click back through all the sections to return to the Review screen). Once the application looks accurate, check the **Certification** box at the bottom of the screen and click **Continue Application** at either the top or bottom of the screen.

**Instructions and Warnings**

Click the “Edit” buttons to make changes now, or click the “Save and resume later” button.

Once you are satisfied with your data input, please check the box to agree to the certification at the bottom of the page, then click “Continue Application” to submit the application.

Please review your information carefully, as once you’ve submitted the application you cannot edit it.

**Sign Permit or Sign Program**

[Sign Permit or Sign Program content]

**Document Details**

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Size</th>
<th>Description</th>
<th>Document Status</th>
<th>Status Date</th>
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</tr>
</thead>
<tbody>
<tr>
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<td>General Application</td>
<td>150 KB</td>
<td>Main Application</td>
<td>Uploaded</td>
<td>04/10/2020</td>
<td>04/10/2020</td>
<td></td>
</tr>
</tbody>
</table>

**Certification**

I certify that I have read and understood the instructions that accompany this application and that the statements, plans, and other parts of this application are true, complete, and correct and that no material information has been omitted. By checking the box below, I understand and agree that I am electronically signing and filing this application.

**Agreement**

By checking this box, I agree to the above certification.

<table>
<thead>
<tr>
<th>Save and resume later</th>
<th>Continue Application</th>
</tr>
</thead>
</table>

4/15/2020
19. Congratulations, your application has been submitted! This screen provides your record number (circled in red, below). Staff will review your application, and invoice fees. Please save a copy of your application and payment summaries.

**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.

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**630 GARDEN St, SANTA BARBARA CA 93101**

- SGN2020.00334

- A notice was added to this record on 11/21/2020:
  - Condition: Demolition Review
  - Study Area: 5
  - Severity: Notice
  - Total Conditions: 8

- View additional details

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