



City of Santa Barbara  
Public Works Department

## Memorandum

**DATE:** Revised April 2020

**SUBJECT:** Accela Citizen Access Instructions for Public Works Cases

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The City adopted its new permit software, Accela Civic Platform, in March 2019. Public Works will provide online access to **ALL "record types" (permits) on April 7, 2020**, as part of continued roll out of the new platform. Online features include application creation, upload of application documents, making payments, correction documents, and scheduling of inspections. See below for a summary of the options available:

### Registering for an Account

1. Go to <https://landuse.santabarbaraca.gov/> 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 Adam Hendel ([ahendel@santabarbaraca.gov](mailto:ahendel@santabarbaraca.gov)) or Stephanie Routhier ([srouthier@santabarbaraca.gov](mailto:srouthier@santabarbaraca.gov)) to complete your account registration.

### 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**, 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.

### 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.

- d. [Sewer Lateral Inspection Program \(SLIP\)](#) for submittal of videos and the SLIP Form that are a condition of a Building Permit. For City initiated cases (*program temporarily suspended until August 2020*) we already have a PBW number and you may submit videos online or in person. Coordinate with Dale Escobar at [descobar@santabarbaraca.gov](mailto:descobar@santabarbaraca.gov) as necessary.
  - 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.
  - i. **Various Encroachment Permits** to include recorded [Minor Encroachment Permits](#) for private elements in public right-of-way, [Outdoor Dining Licenses](#), temporary traffic control, 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.
  - l. **Sewer Lateral Permits and [Connection Work Orders](#)** to obtain permission to perform maintenance/repair on private laterals (whether part of SLIP or not) in the public right-of-way, primarily for inspection purposes. 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: service commitment “can and will serve” letter, enlarge existing water meter, [fire line service](#), fire hydrant flow testing, move water meter, set water meter, [portable hydrant](#) and [recycled water truck meter](#) for construction water, potable 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 now 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 can “pay later” at 630 Garden Street Cashier or online after initial application review or prior to issuance. City staff will notify/invoice you via E-mail including a Fee Sheet.
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 your Record and click on “Record Info/Attachments”.
3. Locate a file titled “Corrections” or “Redlines”. These are the documents you previously submitted with 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) when complete to initiate City review.

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

Some record types require delivering paperwork (i.e. wet signed, stamped, or notarized documents). All record types require signing for the permit at time of issuance. Both of these steps will require a visit to the Public Works Counter at 630 Garden Street or alternative document exchange directed by City staff (e.g. signed Utility permits may be uploaded to the record online or mailing of notarized documents to staff contact attention).

### **Scheduling an Inspection**

1. Select your Record and click on “Schedule an Inspection” (only for issued permits).
2. Click on “Schedule or Request an Inspection”, select a type of inspection, date/time, provide contact information and phone number for supervisor onsite.
3. The Public Works inspectors will call or email to confirm/change the date/time. You may also contact the **PW Inspectors at Tel. 805-564-5396** or see the results of your inspections online.