

Accela Automation Permitting Software  
Public Works Citizen Portal  
User Guide

## Contents

Introduction: .....	3
Registering for a Public User Account:.....	3
Verification email.....	6
Activated Accounts .....	6
Public Works, Encroachment Permit & Application Status search:.....	7
Ways of Searching:.....	8
Record Type Search: .....	9
Blanket Master Permit Holders: .....	10
Creating Collections: .....	11
Permit and Application Status: .....	12
Task Status Definitions – CPC and RPC Records.....	13
Record Status Definitions – CPC and RPC Records .....	14
Record Detail:.....	15
Record Info:.....	15
Intake Review & Plan Review – Formal Review .....	16
Email Communication:.....	17
Payments: .....	17
Conditions: .....	18
Questions: .....	18

## Introduction:

The City of Sacramento Public Works Department utilizes Accela Automation Permitting software to review and approve applications to perform work in the public right-of-way. This software is web based and provides an opportunity for private citizens to search and view permitting information on these applications. The web interface for private citizen access is called the Citizen Portal. At present, the [Citizen Portal](http://aca.accela.com/Sacramento) (<http://aca.accela.com/Sacramento>) allows the public to search and view details and status for several City of Sacramento programs. This document provides guidance related to Public Works applications:

- ENC – minor encroachment applications
- CPC – major encroachment applications that do not require a parcel or final map
- RPC – major encroachment applications that require a parcel map or final map for the project
- TRP – transportation applications for heavy or wide loads

For information related to the other programs can be accessed by the following links:

Community Development Department – Planning Division	<a href="#">Land Use Approval and Entitlements</a>
Community Development Department – Building Division	<a href="#">Building permits</a>
Finance Department – Revenue Division	<a href="#">Mobile Food Vending</a>
City Manager’s Office – Cannabis	<a href="#">Office of Cannabis Management</a>

This guide provides you with basic instructions on how to:

1. Search for Public Works Application Records in the Citizen Portal
2. Create a Public User Account
3. Build Collections of Records within your Public User Account
4. Navigate within these located records to view the record status

## Registering for a Public User Account:

You must first register for a Public User Account via the following web page:

<http://aca.accela.com/sacramento>.

Select the **New Users: Register for an Account** link at the bottom of the login box and check the box to accept the terms of the disclaimer.

**Login**

User Name or E-mail:

Password:

**Login »**

Remember me on this computer  
[I've forgotten my password](#)

**New Users: Register for an Account**

For best results, use one of the following browsers: Internet Explorer 11, Google Chrome 42, Mozilla Firefox 37, or Safari 8.

**General Disclaimer**

Information presented on this website is collected, maintained, and provided for the convenience of the user. While every effort is made to keep such information accurate and up-to-date, the City of Sacramento does not certify the authenticity of any information that is provided on this website. Under no circumstances will the City of Sacramento be liable for any actions taken or omissions made from reliance on any information contained herein from whatever source nor will the

I have read and accepted the above terms.

**Continue Registration »**

**Account Registration Step 2:  
Enter/Confirm Your Account Information**

**Login Information**

\* User Name:

\* E-mail Address:

\* Password:

\* Type Password Again:

\* Select a Security Question:

\* Answer:

All fields with a red asterisk \* must be filled out


**Contact Information**

Choose how to fill in your contact information.

**Add New**

Click this button

Enter the words below



**Continue Registration >**

**Select Contact Type** [X]

\* Type: --Select--

**Continue**

- Select--
- Appellant
- Applicant
- Assigned Engineer
- Assigned Planner
- Association
- Billing Contact
- CIP Manager
- Complainant
- Confidential Applicant
- Consultant
- Designer
- Developer
- Environmental Planner
- Environmental SR Planner
- External Agency
- Foreman
- General Contact
- Hearing Body Member
- Individual
- Job Contact
- Operator
- Organization
- Other City Contact
- Owner Representative
- Primary Contact
- Project Manager
- Requestor
- Surety Company
- Tenant

Select contact type. Common roles or contact types are Applicant, Organization, and Job Contact

**Contact Information** ×

\*First:  Middle:  \*Last:

Name of Business:

\*Address:

\*City:  \*State:  \*Zip:

\*Mobile Phone:  Work Phone:  Home Phone:

E-mail:

**Continue** Clear Discard Changes

All fields with a red asterisk \* must be filled out

Once the above window has been filled out select the *Save and Close* button. Next, provide the security code by either typing or speaking (only if your computer is configured to accept speaking) the numbers, letters or characters into the box provided. The example shown would be 1152.

Enter the words below

1152

**Continue Registration >**

If you cannot decipher the code shown select the refresh button and the system will serve you another code. Once you have communicated the codes, select the *Continue Registration* button to complete the registration application process.

You should now see the following window, and a note which indicates that your account has been created, but that it is not yet active. The most important portion of this note is that you will receive further instructions via e-mail.

Your account has been created successfully but is NOT active yet. You will receive additional instructions by e-mail.

**Your account has been successfully created but is NOT active.**  
Once your account is verified, you will be able to log into the Citizen Portal.

**Account Information**

---

User Name: citizenqjohn  
E-mail: citizenqjohn@gmail.com  
Password: \*\*\*\*\*  
Security Question: make of first car

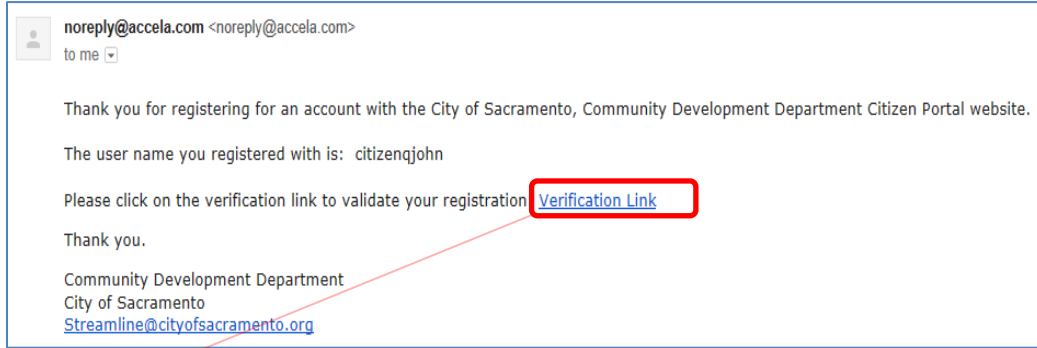
**Contact Information**

---

john citizen Home Phone:  
big business Work Phone:  
1234 broad stree Mobile Phone: 916-123-7891  
citizenqjohn@gmail.com

## Verification email

The following email is part of the verification process to activate your Public User Account.

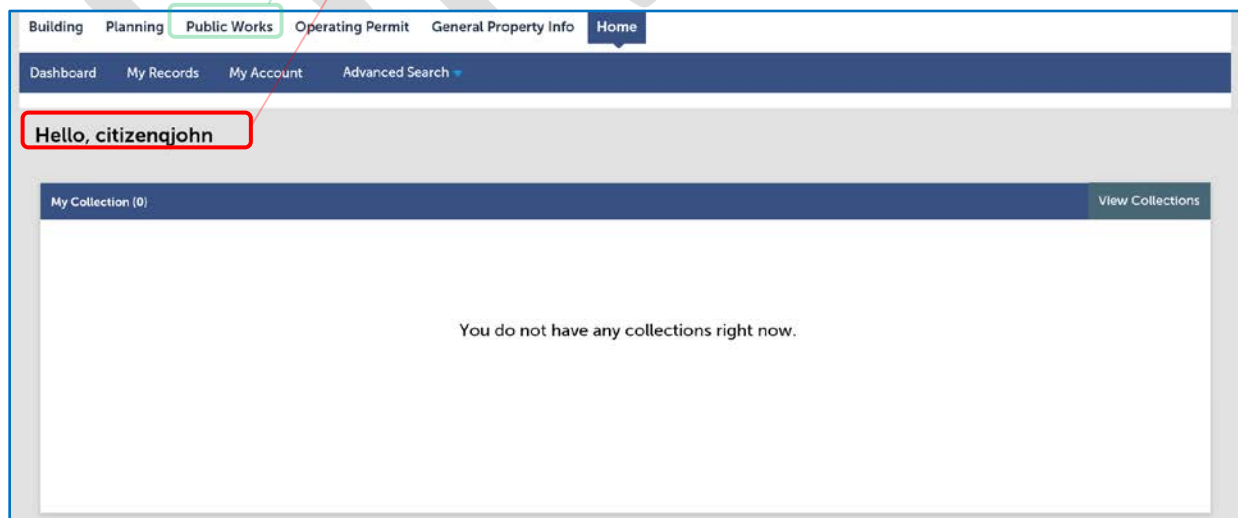


This [link](#) will redirect you to the Citizen Portal login box.

The screenshot shows the "Please Login" page. On the left, a message states: "Thank you for registering for a CDD Citizen Portal user account. Your account has been activated. You can now log in by entering your user name and password. If you are having trouble logging in or have received this e-mail in error, please contact streamline@cityofsacramento.org as soon as possible." On the right, there is a "Login" form with fields for "User Name or E-mail:" (containing "citizenqjohn") and "Password:" (containing "\*\*\*\*\*"). A blue "Login »" button is positioned below the password field. At the bottom of the form, there is a checkbox for "Remember me on this computer", a link for "I've forgotten my password", and a link for "New Users: Register for an Account".

## Activated Accounts

Following your successful login, you will be redirected to a page confirming that your account is active. Your account is activated if your [username](#) is visible on the screen as shown below. At this stage you have a *Public User Account*. With this *Public User Account*, you can search for records and view their status. Select the [Public Works](#) link.



# Public Works, Encroachment Permit & Application Status search:

Your login page will look like this. Enter your **User Name** or **Email address** and **Password** and select the **Login** button.

### Welcome to the City of Sacramento's Citizen Portal

This portal allows the general public to view the details and status of Community Development Department planning applications, building permit applications, and permits without registering for an account.

Additional services are available with registration:

- **On-line Permits** - California licensed contractors can acquire building permits for many of the most common trade projects. Visit the [On-line Minor Permits](#) page for a detailed list of the types of permits available On-line. This service requires a free portal user account and the association of your license number with the account.
  - *Note: Each license is restricted to a single account. Download the [On-line Permitting Registration Guide](#) for instructions. Should you have any questions regarding this service please email [Streamline@cityofsacramento.org](mailto:Streamline@cityofsacramento.org).*
- **\*NEW\* Electronic Plan Check (EPC) Application Submittal** - An applicant with a project needing plan review approval can submit PDF files for review and avoid time consuming visits to the public counter submitting and resubmitting for each cycle. Visit the [Electronic Plan Check](#) page for more detailed information about assembling your submittal package.
- **Scheduling of Inspections** - If you have an issued Building Permit and are ready for a field inspection, you can schedule it through the Citizen Portal. You do have to establish a free basic portal user account but will not be required to associate a license with this account. The city offers several ways to schedule Building permit field inspections. Visit the [Schedule an Inspection](#) page to learn about them all.

Please note that archived files for building permits (1982-1997) and planning applications (1982-1999) display limited information. You may contact City Records at [records@cityofsacramento.org](mailto:records@cityofsacramento.org) to request additional details. Building permits prior to 1982 can be found on the City's Online Record Library at <http://www.records.cityofsacramento.org>.

Information on existing and closed code enforcement cases including open housing and dangerous building cases can be viewed through a [separate link](#).

Use [Development Tracker](#) to stay up-to-date on Planning Applications and Building Permits.

If you cannot find the information you are looking for, please call 311 or dial (916) 264-5011 outside the City limits.

Looking for more information? Please use the City's updated search tool at <http://search.cityofsacramento.org>

To get started, select one of the services listed below:

<b>Building</b>	<b>Planning</b>
<a href="#">Search Permits or Submittals / Pay Fees</a>	<a href="#">Search Planning Applications / Pay Fees</a>
<a href="#">Search to Schedule an Inspection</a>	
<b>Public Works</b>	<b>Operating Permit</b>
<a href="#">Search Public Works Applications</a>	<a href="#">Search for Operating Permits</a>
<b>General Property Info</b>	
<a href="#">Zoning &amp; Property Details</a>	

### Login

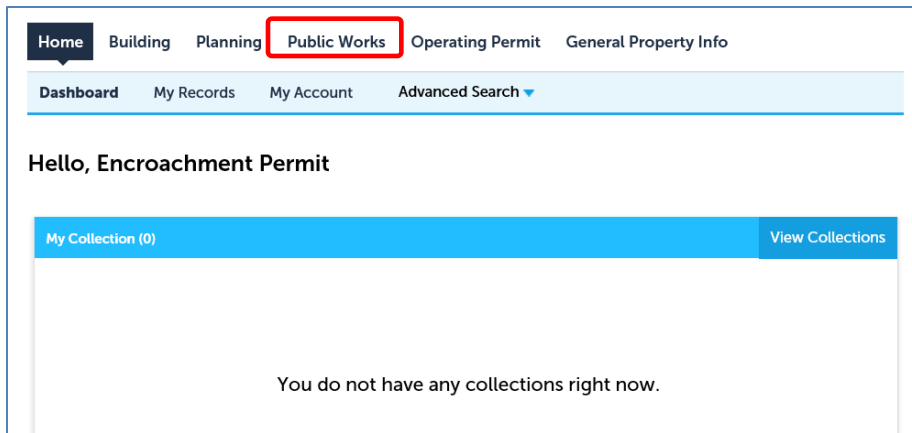
User Name or E-mail:

Password:

Remember me on this computer

[I've forgotten my password](#)  
[New Users: Register for an Account](#)

**For best results, use one of the following browsers: Internet Explorer 11, Google Chrome 42, Mozilla Firefox 37, or Safari 8.**



### Ways of Searching:

1. **Record number:** The record number is also referred to as the application number or permit number. During Application submission and review, it may be referred to as the application number. Once the permit becomes Issued this number may be referred to as a permit number.
2. **Record Type:** This is a drop down list which shows all the Record Types (sometimes called application types) which can be applied for. If you know the Record Type, you can narrow your search to just that Record population. More on this below under the heading **Record Type Search**.
3. **Street Address:** If your project is occurring at a specific street address and included on the application, you can search for your application or permit by entering the address. The **Unit No.** field is where you enter the numeric street address number. Use the **Street Name** to define the specific street associated with the street number. If you do not know the exact street number but only a range you can use the **Street No., From – To** boxes.

4. **Parcel Number:** If your project is occurring at a specific parcel and included on the application, you can search for your application or permit by entering the parcel number.
5. **Search Additional Criteria:** Some record types allow a customer “Job Number” on the permit application. If the record you are searching had this field on the application for permit, you may be able to search by your organization’s job number. Select the **Search Additional Criteria** link and find the field labeled **Utility Company Job Number** or **Applicant Work Order Number**.



### Record Type Search:

Selecting a specific record type in the Record Type field will narrow the records which are included in a search. Record types correlate to the type of permit you applied for. Information can be found on the following web pages:

[DE-501---Guidelines-Major-vs-Minor-Encroachment.pdf](#)

[DE-500---Guidelines-Encroachment-Permits.pdf](#)

The record types circled below are covered by this guideline document and the above reference PDFs. For clarification:

**ENC Blanket Master** (BM) record type is assigned to utility companies and small cell companies that generate a large volume of projects. It is considered the parent project number. Each individual project is assigned as a child project to the ENC Blanket Master record.

**ENC Blanket-Maintenance** records are always child projects to the ENC Blanket Master.

**ENC Construction** record type is assigned for projects requiring Development Engineering review and processing. Work that falls in this category can be by an individual, a developer, or utility companies which have an ENC Blanket Master record.

If you are not sure of the record type, do not narrow your search using this field.

The screenshot displays the 'General Search' interface. On the right side, there is a checkbox labeled 'Search my records only'. Below this, the 'Record Number:' and 'Parcel No.:' fields are empty. The 'Start Date:' is set to 11/15/2016 and 'End Date:' is 11/12/2016. The 'Street No.:' field has 'From' and 'To' sub-fields, and the 'Direction:' is set to '--Select--'. A 'Search Additional Criteria' link is visible. At the bottom are 'Search' and 'Clear' buttons. The 'Record Type:' dropdown menu is open, showing a list of options. A red box highlights the first four options: '--Select--', 'ENC Blanket Master', 'ENC Blanket-Maintenance', 'ENC Construction', and 'ENC Street Use'. A blue box highlights 'PublicWorks/Commercial Plan Check/NA/new'. A green box highlights 'PublicWorks/Residential Plan Check/NA/new'. Other options include 'PublicWorks/Assessment/Alley/Oak Park', 'PublicWorks/Certificate of Compliance/Administrative/new', 'PublicWorks/Certificate of Compliance/Lot Line Adjustment/Planning Pre-Approved', 'PublicWorks/Certificate of Compliance/Lot Line Adjustment/Standalone', 'PublicWorks/Certificate of Compliance/Lot Mergers/Planning Pre-Approved', 'PublicWorks/Certificate of Compliance/Lot Mergers/Standalone', 'PublicWorks/Certificate of Compliance/Lot Splits/new', 'PublicWorks/Certificate of Correction/NA/new', 'PublicWorks/Driveway/NA/new', 'PublicWorks/Easements/NA/new', 'PublicWorks/Final-Parcel Map/NA/new', 'PublicWorks/Grading/NA/HCP', 'PublicWorks/Grading/NA/Private', 'PublicWorks/Grading/NA/Rough', 'PublicWorks/Grant Deeds/NA/new', 'PublicWorks/Irrevocable Offer Dedication/Easement/new', 'PublicWorks/Irrevocable Offer Dedication/Fee/new', 'PublicWorks/Minor Encroachment/NA/new', 'PublicWorks/Parking/Ministerial Permits/Surface Parking Lot', 'PublicWorks/Plan Log/NA/new', 'PublicWorks/Revocable/NA/Bicycle Rack', and 'PublicWorks/Revocable/NA/Bus Shelter'.

**Blanket Master Permit Holders:**

If the organization, you work for/with has a **Blanket Master (BM)** Permit, you can quickly view all child **ENC** permits which are being reviewed or may have been issued under the BM record. To do this, enter your **Blanket Master** record number into the **Record Number** field and select search. If unsure of your Blanket Master record number, call 916-808-6810.

The screenshot shows a 'General Search' form. A red box highlights the 'Record Number' input field containing 'bm-0xx'. Another red box highlights the 'Search' button. A red arrow points from the 'Record Number' field to the 'Search' button. Other fields include 'Record Type' (dropdown), 'Parcel No.', 'Project Name', 'Name of Business', 'Start Date' (11/02/2016), 'End Date' (10/30/2019), 'Street No.', 'Direction', 'Street Name', 'Street Type', 'Unit Type', and 'Unit No.'. There is also a 'Search my records only' checkbox and a 'Search Additional Criteria' link.

Once the **Blanket Master** record comes up select the **Record Info** tab and then **Related Records**.

The screenshot shows the 'Record Info' page for 'Record BM-015: ENC Blanket Master'. The record status is 'Applied'. A red box highlights the 'Record Info' dropdown menu, and another red box highlights the 'Related Records' tab within that menu. A red arrow points from the 'Record Info' dropdown to the 'Related Records' tab. The page also shows a 'Payments' dropdown, 'Record Details', 'Processing Status', 'Attachments', and a 'Project Description' section for 'Sacto Suburban Water District'. There is an 'Add to collection' link and a 'More Details' link.

This will bring back a list of all child **Blanket Maintenance** records issued under that Master permit.

Record BM- 0xx:  
ENC Blanket Master  
Record Status: Applied

[Add to collection](#)

Record Info ▾ Payments ▾

### Related Records

[View Entire Tree »](#)

Record Number	Record Type	Project Name	Date	View
BM-015	ENC Blanket Master	Sacto Suburban Water District	12/21/2018	
ENC19- XYZZ	ENC Blanket-Maintenance	Auburn Blvd & Marconi cir - Sac Suburban - NOT PROVIDED	06/05/2019	<a href="#">View</a>
ENC19- XYZZ	ENC Construction	SSWD - Auburn Blvd, Marconi Ave, Naomi Wy - 202438	08/06/2019	<a href="#">View</a>
ENC19- XYZZ	ENC Construction	Auburn Blvd, Marconi Ave, Naomi Wy (Potholing) - SSWD - 202438	10/15/2019	<a href="#">View</a>
ENC19- XYZZ	ENC Blanket-Maintenance	5701 71st St SASD / Biondi Paving 1976080	10/17/2019	<a href="#">View</a>

### Creating Collections:

If you have numerous records, you are tracking it may be helpful to organize them into **Collections**. Collections allow you to organize multiple records into a group. Each collection acts as a folder. To begin building a collection first get one of the records you want in the collection selected as the active record in the Citizen Portal. The record which is selected appears in upper left-hand area of the screen. With this record selected click on the **Add a Collection** link. This will open the **Create a New Collection** box. Fill in the **Name** box and **Description** box and select the **Add** button.

**Create a New Collection**

\*Name:  
 ✕

Description:

[Add](#) [Cancel](#)

To access the collection, you just created select the Collections link.

[Announcements](#)
[Logged in as:Encroachment Permit](#)
[Collections \(0\)](#)
[Account Management](#)
[Logout](#)

For best results, use one of the following browsers: Internet Explorer 11, Google Chrome 42, Mozilla Firefox 37, or Safari 8.

🔍

[Home](#)
[Building](#)
[Planning](#)
[Public Works](#)
[Operating Permit](#)
[General Property Info](#)

Selecting this link will initiate the change from (0) collects to (1) collection.

[Announcements](#)
[Logged in as:Encroachment Permit](#)
[Collections \(1\)](#)
[Account Management](#)
[Logout](#)

For best results, use one of the following browsers: Internet Explorer 11, Google Chrome 42, Mozilla Firefox 37, or Safari 8.

🔍

[Home](#)
[Building](#)
[Planning](#)
[Public Works](#)
[Operating Permit](#)
[General Property Info](#)

[Dashboard](#)
[My Records](#)
[My Account](#)
[Advanced Search ▾](#)

### Collections

This is a list of your collections. To manage a collection, click the link next to the collection name.

Showing 1-1 of 1

Date Modified	Name	Description	Number of Records	
11/04/2019	<a href="#">Important Projects</a>		1	<a href="#">Delete</a>

If you want to add additional records to this same collection search as described above until you have located another record you want to add to the collection. Select the **Add to Collection** as before. This time you will notice that there is an additional choice **Add to Existing Collection**. You can select the collection you just created, and this will add this newly located record to that same **Collection**.

## Permit and Application Status:

Below is a table that shows the possible status of the application record and task.

Task Name	Task Status	Record or Application Status
Initialization	Done	Routing
	Note	
Submittal and Routing	Distribute (provides subtask activation boxes)	Review (this task currently does not change during plan review)
	Note	
	Rejected	Canceled
Electrical	Cycle xx Begin Cycle xx Correction Cycle xx Approved No Review Required	Review (This status remains static during all the back and forth commenting and re-submission which might occur. When looking at the record there is no overt status telling the viewer if the city is currently reviewing or waiting for correction comment response or if review as even begun as the due date is not calculated until cycle x begin is selected. Also, the currently the summary screen displays all potential review disciplines making it more visually difficult to tell the disciplines which are active and relevant to the record.)
Landscape		
Utilities		
Development Engineering		
DOT-Traffic Engineering		
Parks		
Structural		
Fire		
PW-Street Maint. TS		
PW-Street Maint. Pavement		
PW-Urban Forest Services		
Notice to Proceed	Default	Default
	Done	Notice to Proceed
	Note	
Notice of Revision	Default	Default
	Done	Notice to Proceed
	Note	
	Revision 1-7	Notice of Revision
Notice of Completion	Done	Notice of Completion
	Note	

### Task Status Definitions – CPC and RPC Records

1. **Initialization** – The application has been accepted as a complete application. The Accela record is in the process of being created for plan review.
2. **Submittal and Routing** – The DE intake counter has reviewed the scope of the project and selected which work groups need to be targeted as reviewers for the project. Work groups include but are not limited to:
  - Development Engineering (DE)
  - PW-Electrical
  - PW-Traffic
  - PW-Street Maintenance
  - PW-Urban Forestry
  - Landscaping/Parks
  - Department of Utilities
  - Fire
  - Structural
  - The project may also be routed to outside agencies (by the project applicant) such as RT or SASD if the project impacts their facilities
3. **Processing** – All review disciplines have approved the project. The project is waiting on the following documents to be completed before a Notice to Proceed for construction can be issued: **(This task has not been programmed into Accela yet)**
  - Approved mylar plans 22"x34" in size signed by the design engineers and any agency outside of the city of Sacramento (i.e. SASD, RD1000, RT, Sacramento County, etc)
  - Fully executed agreement (Subdivision Improvement Agreement [SIA] or Public Improvement Agreement [PIA])
  - Security as required by the agreement (payment/performance bonds, letter of credit, cashier's check)
  - Contractor's Class A license & contact information, construction schedule and project bid/cost
  - Contractor's insurance listing City of Sacramento as additional insured, with an additional insured certificate
  - Payment of construction inspection deposit invoice (calculated by fee deposit schedule based on contractor's bid or engineer's estimate)
4. **Notice to Proceed (NTP)** – The project is ready to proceed with construction pending a preconstruction meeting which will be set up by the assigned City Inspector
  - DE will send a project approval letter via email and mail to the developer and applicant.
  - DE will sign the NTP form and send to the City Inspector. This will be given to the Contractor at the pre-construction meeting along with copies of the approved construction drawings.
  - Project will stay in the NTP status throughout construction unless there is an approved change in design. The change is documented as a Notice of Revision.
5. **Notice of Revision (NOR)** – This status indicates that a design change has occurred after the issuance of the NTP and approved construction plans. Multiple changes are documented as NOR1, NOR2, etc. However, the NOR task status remains in effect until construction is complete.
6. **Notice of Completion (NOC)** – Once project construction is complete, the closure process culminates in this task. A project will not be changed to this status until all of the following are complete:

- The City Inspector initiates the “green slip” which is the construction completion report. Once all disciplines will sign off on the report, DE will begin the close out process.
  - The design engineer will need to sign the mylars for pad elevation certification for new residential subdivisions.
  - Wet utility information must be filled out by the Contractor and City Inspector on the mylar plans.
  - Any redlines/ field changes on the job copy plans needs to transferred by the design engineer onto the mylar plans at the DE office located at 300 Richards Blvd, 2<sup>nd</sup> Floor.
  - DE will review the accounting report for the project and provide the developer with an additional invoice if the project balance is negative. This must be paid in order to close out the project.
  - The sureties provided with the agreement will be released once all of the above items are completed and the developer has provided a 1 year warranty bond in the amount of 10% of the original bonding amount.
  - A Notice of Completion letter is signed by DE and sent to the developer once the NOC process is complete.
7. **Default** – This status is used when project construction is not completed per the executed agreement which is typically 730 days. The time of completion can be extended if requested however, the City can utilize the security provided with the agreement to complete the construction of the improvements per the approved plans.

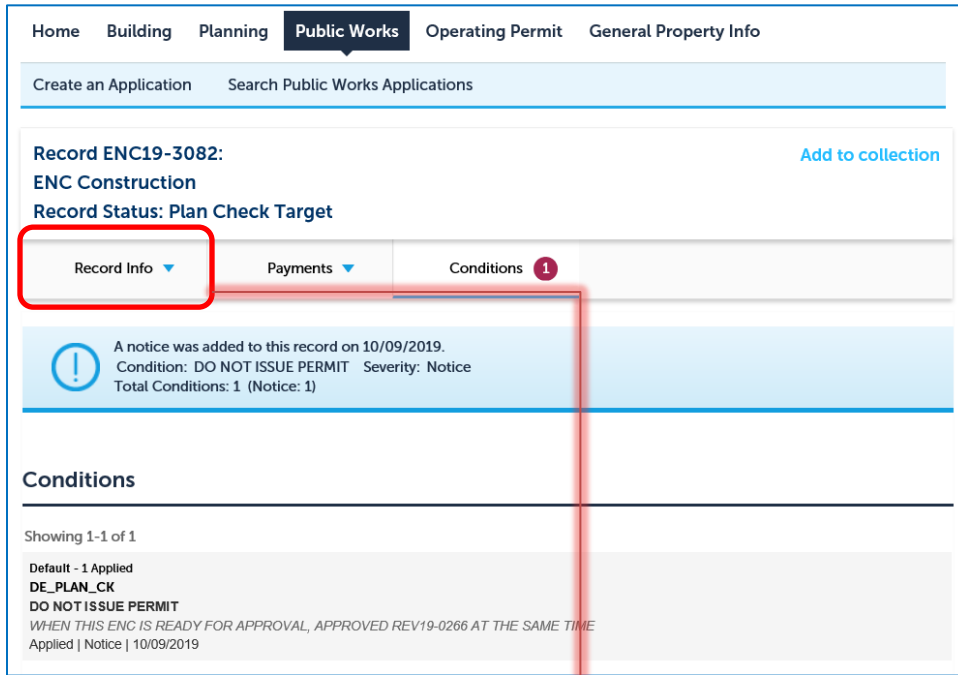
#### Record Status Definitions – CPC and RPC Records

1. **Routing** – The application has been accepted as a complete application. The Accela record is in the process of being created for plan review.
2. **Review** – The DE intake counter has reviewed the scope of the project and selected which work groups need to be targeted as reviewers for the project. All targeted disciplines will need to provide a result at the end of their review. Once they have provided a result, this is considered the completion of that cycle review. The following task statuses are available per cycle review:
  - Cycle 1 Begin – initiates the review period with a due date
  - Cycle 1 Correction – indicates that the reviewer has redline comments that need to be addressed by updating the plans and resubmitting them to DE for the next review cycle.
  - Cycle 1 Approved – indicates that there are no further changes needed to the plans for that discipline.
  - The cycle numbers continue until all disciplines have Cycle X Approved status.
  - No Review Required – this status is only used when a target discipline determines that there is no scope of work included in the project that requires their approval.
3. **NTP** – Project is under construction
4. **NOR** – Project is under construction but has an approved change to the original approved construction plans.
5. **NOC** – Project construction is complete and project has been closed out.
6. **Cancelled** – Project never went into construction. Typically, this status indicates that the applicant never resubmitted the plans while the record was still in Review status.

7. **Withdrawn** – Applicant notified DE that they no longer wish to pursue the project and would like to withdraw the application.
8. **Expired** – This status indicates the project has been inactive for xx years.

**Record Detail:**

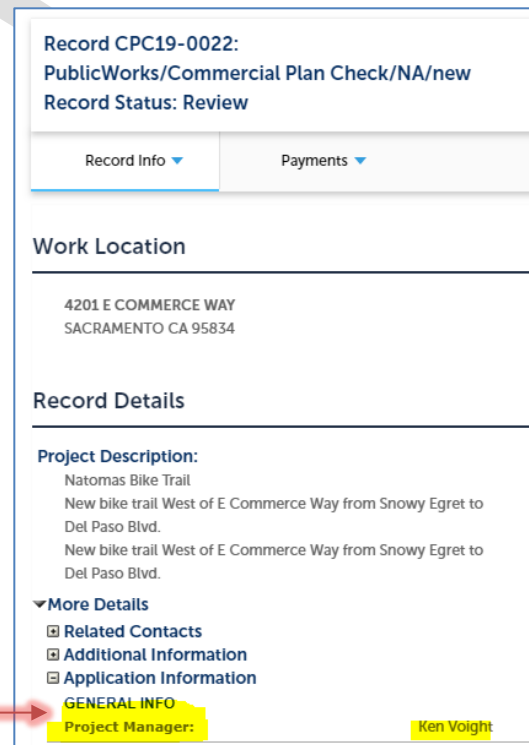
If you select the permit number or application number from the list discussed above or enter it directly at the initial *General Search* window you will be taken to the Record Detail page shown below. This page displays the basic project information, such as the Record number, type of permit, the Record Status, work location and any licensed professional. You will also notice that this page has three tabs: Record Info, Payments and Conditions.



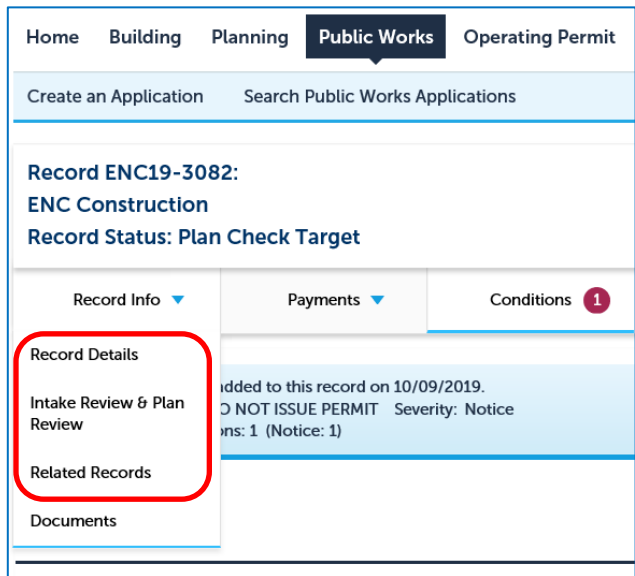
**Record Info:**

This tab contains record specific information regarding application Intake and Plan Review. When you expand the **Record Info** drop down menu, the following choices become available:

Residential and Commercial Plan Check (RPC & CPC) records have assigned **Project Managers**. The assigned Project Manager can be found under the More Details – Application Information shown here.

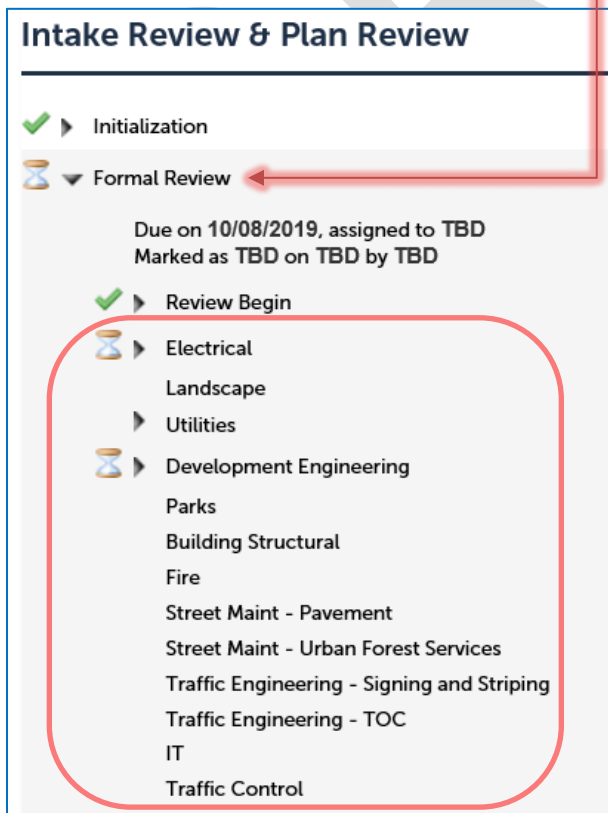


- **Record Details** – initial view of the basic building permit information such as Permit number, Type of Project, Record Status, Address.
- **Intake Review & Plan Review** – displays plan review information, such as disciplines requiring review, status of plan review; displays Impact Fee review requirements and impact fee assessment status, or outstanding impact fees payable to outside agencies.
- **Related Records** – displays other planning and permit applications that may be related to this permit record.



### Intake Review & Plan Review – Formal Review

This category will provide vital information on the progress being made. Select the arrow next to the **Formal Review** subcategory. This will expand the *Formal Review* to reveal all the plan review disciplines. Not all plan review disciplines are relevant to all permit activities. For example, if a project does not involve any structural work, then there is no need for a structural plan reviewer to review the plans.



In this example, all review disciplines are shown in the red box. The disciplines that have been targeted to review this project are Electrical and Development Engineering. This is indicated by the hourglass icon (🕒). The scope of your project dictates what plan review disciplines must ultimately approve your project and is determined by city staff. The following summarizes each icon's meaning:

- 🕒 = Targeted review discipline which has not yet reviewed your project.
- ✳️ = Review discipline has completed review and provided correction notice (review comments) on the project
- ✅ = Approved review discipline or completed task



Projects that go through the Formal Review process are completed in cycles. A cycle is complete once the plan review discipline has completed the review and either approved the discipline ✓ or provided a correction notice ✖. It is uncommon for projects to be approved by all disciplines at the end of Cycle 1 Review. It is more typical to have various plan review disciplines approve their discipline at the end of Cycle 3 or Cycle 4 depending on several factors including the quality of plans and the complexity of the project. All plan review disciplines must approve the project before the project can move to the next step.

### Email Communication:

Plan reviewer disciplines will either email correction comments directly to the *Project Contact* listed on the application or the Development Engineering project manager may collect all comments from the review disciplines and submit the correction notice for all disciplines at one time. For CPC and RPC records, the correction notice is also provided to the developer. Most correction notices are in the form of redlines made on the submitted plans but can also include a comments in a bulleted format. Anyone is now able to log into the Citizen Portal to review the status of the project and the each of the plan review disciplines.

### Payments:

The second tab on the Record Details page is **Payments** (shown below). Click on the drop-down arrow to display the **Fees** link. If there are any outstanding fees on a record, the total amount will be displayed here. By following the **Pay Fees** link on this tab, you can make on-line payments for outstanding fees.

Record ENC19-3082:  
ENC Construction  
Record Status: Plan Check Target

Record Info ▾ Payments ▾ Conditions 3

Fees

! A notice was added to this record on 10/12/2015.  
Condition: Electronic Plans/Documents Submitted Severity: Notice  
Total Conditions: 3 (Notice: 1, Required: 2) [View Condition](#)

**Fees**

**Outstanding:**

Date	Invoice Number	Amount
10/12/2015	443737	\$21,160.89
10/12/2015	443737	\$152.00

Total outstanding fees: \$21,312.89

[Pay Fees](#)

### Conditions:

The third tab labeled Conditions is where administrative conditions, requiring attention prior to permit issuance are shown.

Record ENC19-3082:  
ENC Construction  
Record Status: Plan Check Target

Record Info ▾    Payments ▾    **Conditions 2**

A notice was added to this record on 10/12/2015.  
Condition: Electronic Plans/Documents Submitted    Severity: Notice  
Total Conditions: 2 (Notice: 1, Required: 1)

### Conditions

Showing 1-3 of 3

**Building - 1 Applied, 1 Resolved**  
BLDG  
School Fees Proof of Payment  
*Proof of payment of school fees may be required. Please resolve this condition prior to issuance. Either indicate the receipt number or reason for exemption in your resolution comments.*  
**Applied | Required** 10/12/2015

**RegSan Proof of Payment**  
*Proof of payment of Regional Sanitation fees may be required. Please resolve this condition prior to issuance. Either indicate the receipt number or reason for exemption in your resolution comments.*  
**Resolved |** 10/12/2015

**General - 1 Applied**  
EP  
Electronic Plans/Documents Submitted  
*Electronic Plans/Documents have been submitted for this project.*  
**Applied | Notice |** 10/12/2015

- **Applied | Required** – This condition has not been resolved. Action is required to satisfy this condition
- **Resolved** – This condition has been satisfied and no further action is required.

### Questions:

Questions can be emailed to [DE@cityofsacramento.org](mailto:DE@cityofsacramento.org). If you are a utility company or represent a utility company, you can direct your inquiry to [Encroachments@cityofsacramento.org](mailto:Encroachments@cityofsacramento.org). Please be sure to include "Citizen Portal" in the subject line as well as the city's record (CPC/RPC/ENC) number.