Instructional Guide for Accela Citizen Access Site Plan Review Application
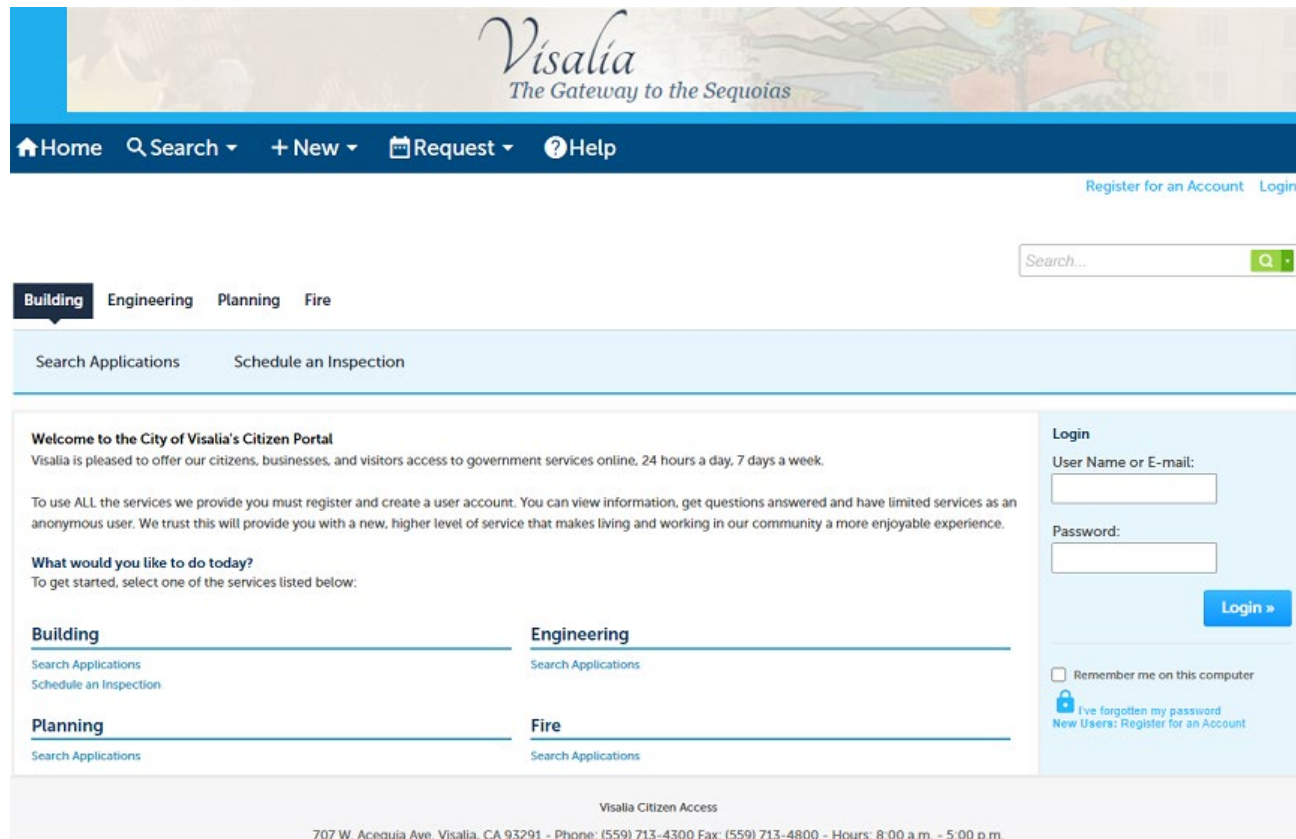
Accela Citizen Access – Site Plan Review

Revised by JH/FB @ City of Visalia 06/2023

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What is the Accela Citizen Access (ACA) portal?

The City of Visalia is pleased to offer our citizens, businesses, and visitors an improved way to access Community Development services online, 24 hours a day, 7 days a week.

While we will be adding more services in the near future, this guide is particular to creating Site Plan Review (SPR) applications via ACA.

How to Access City of Visalia ACA

Please visit https://cd.visalia.city/CitizenAccess and enjoy a higher level of service that makes living and working in our community a more enjoyable experience. At this time, you can create Site Plan Review applications through the Citizen Access portal, look for additional building permit related features in the future. Major PC based web browsers are supported (IE, MS Edge, Google Chrome, Firefox).

In order to create and apply for ALL services available now and in the near future, you must register and create a user account. Without a user account, you can only view information, get questions answered and have limited services as an anonymous user.
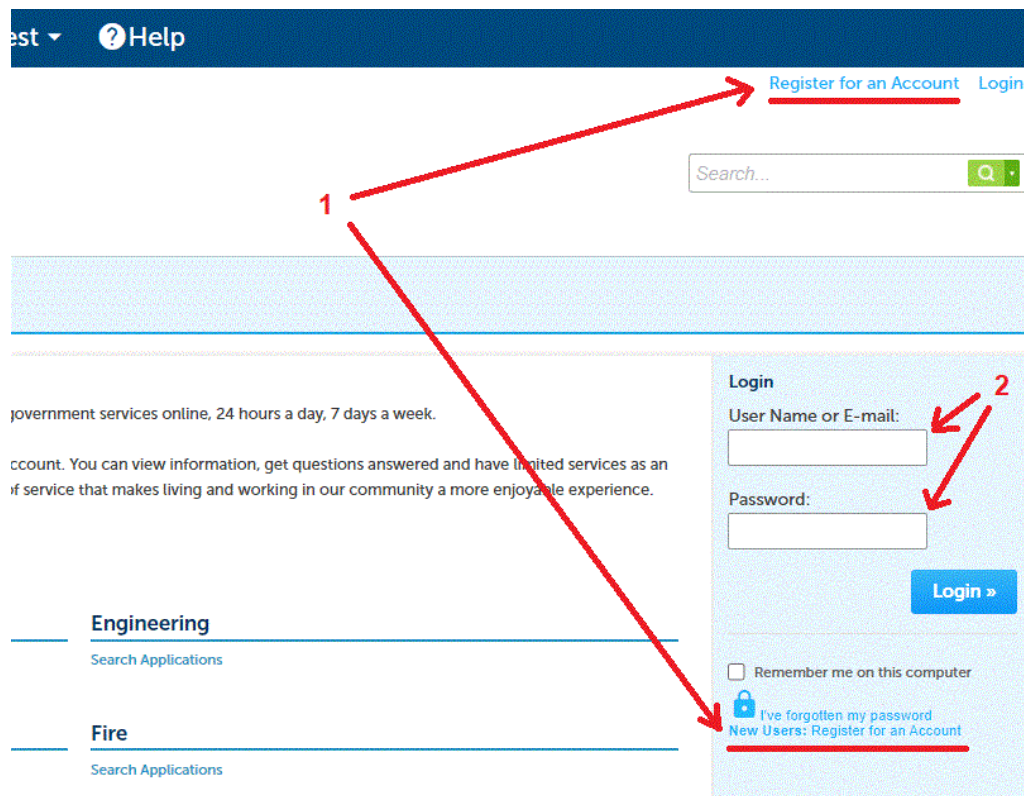
To get started, register for an account by clicking on either of the two links for this purpose (1). Once you have created your username and password, you can login by entering your credentials in the main page (2), then click on the "Login" button.

Account Registration

(1)   Read and accept registration terms by checking box and clicking on Continue Registration button.

(2)   Select a user name, email, password, security question. Add contact information. Check box confirming you are not a robot.

General Overview of ACA

Once you login, you will be presented with:

① Main Navigation menu: On the top of every page, you will see options to go to Home, Search for a record, create a New record, Request inspections, or get Help.

② User info: Under the Main Navigation menu, you will see information about your login and options to manage your account or log out.

③ Divisions menu: You can click on any of the different divisions that provide online services, such as search for applications, schedule inspections, or create applications.

④ User Collections: This area will list all records you have grouped in collections.

⑤ Work in progress: This is a list of the last 10 records created by you.

Creating a SPR Application

(1)   Click on the Engineering division menu, if you have created any records in the past they will be displayed under "Records"

(2)   Click on "Create an Application" option under the Engineering division menu

Creating a SPR Application (continued)

(1)   Read the General Disclaimer and click on the checkbox acknowledging you accept the terms

(2)   Click on "Continue Application"

Creating a SPR Application (continued)

(1)   Expand "Site Plan Review" and click on the "Site Plan Review" radio button

(2)   Click on "Continue Application"

Step 1: Project Location Information / Address or Assessor Parcel Number

You can either search by Address or Assessor Parcel Number, selecting one will pull information for the other. (Fields marked with an asterisk are required.) For example, for Address enter the Street No, Direction (if any), Street Name and Street Type:

Or enter the project's Assessor Parcel Number (APN) instead:

In either case, click on the "Search" button and select the correct address or parcel from the list provided by our system, once selected it will populate the other field. If your search does not return an address or APN, please check the information you entered for the project. All projects must have a valid City address or APN number (no dashes or hyphens).
If you are searching by APN and your project encompasses multiple APN numbers, you only need to enter one of them.

Step 1: Applicant and Contact Information

At a minimum, you must enter the Applicant information. You can "Select from Account" to enter your own info, or "Add New" for a different applicant.
Optionally, you can also enter additional Contact information in the same fashion as above. Applicants and contacts will receive all project correspondence.

Applicant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

Select from Account **Add New**

Contact

Please complete if the applicant is not the primary contact.

Select from Account **Add New**

Continue Application »   **Save and resume later**

Once Applicant and Contact info have been entered, click on "Continue Application".

(Note that you can also click on "Save and resume later", which will allow you to continue your application next time you log in, without losing the info you have already entered. These incomplete applications will be kept for **1 month**, then deleted.)

Step 1: Applicant and Contact Information (continued)

If you add a new Applicant or Contact, you must enter First / Last name, Address, City, State, Zip, Phone and Email. All correspondence from the City concerning your application will be sent via email. Please ensure proper email addresses are provided for applicants and contacts.

Contact Information

*First: Middle: *Last:

Name of Business:

*Address Line 1:

*City: *State: *Zip:

*Home Phone: Work Phone: Mobile Phone:

Fax: *E-mail:

Continue   **Clear**   **Discard Changes**

Step 2: Site Plan Details / Detail Information

Enter a Detailed Description for your Site Plan Review project:

Site Plan Review

1 Location Information	2 Site Plan Details	3 Site Plan Documents

Step 2: Site Plan Details > Site Plan Info

Detail Information

* Detailed Description:

This is a test

Be as descriptive as possible, as this will help to locate your record in our system.

Step 2: Site Plan Details / Site Plan Questions

The following information is necessary for your project review. (Fields marked with an asterisk are required.) If the project is being resubmitted for Site Plan Review please be sure to check the appropriate box indicating this.

Site Plan Questions

SITE PLAN REVIEW INFO

* Is this a resubmission?: ○ Yes ● No

* Sub Type: Residential

* Bldg Sq Ft: 1200

* Site Area: 0.5 Acres

* Estimated Project Cost: 1000

Proposed Building Modifications:

* Existing Building Use: res

* Proposed Building Use: res

* Proposed Hours of Operation: all day

Seven days a week: ☐
Monday: ☐
In Operation Tuesday: ☐
In Operation Wednesday: ☐
In Operation Thursday: ☐
In Operation Friday: ☐
In Operation Saturday: ☐
In Operation Sunday: ☐

Number of Employees per Day existing:

Number of Employees per Day proposed:

Describe Any Truck Delivery Schedule and Operations:

Predicted Peak Operation Hours:

Unique or Specific Traffic Patterns:

Describe Any Special Events Planned:

Location:

Continue Application »

Click "Continue Application":

Step 3: Site Plan Documents / Attachment

In this section you must upload a Site Plan document. You can also upload an Operational Statement and any other supporting documents you consider necessary to ensure the City has all necessary information. Click on "Add".
We recommend using PDF files if possible. Other preferred file formats are Word, Excel, JPG, GIF, TIF.
Each file can't exceed more than 195MB.

Site Plan Review

1 Location Information	2 Site Plan Details	3 Site Plan Documents

Step 3: Site Plan Documents > Documentation

Attachment

Plan(s) must be clear and legible to easily convey all necessary project information. A SEPARATE, DETAILED OPERATIONAL STATEMENT IS HIGHI
attached. Plan(s) must be clear and legible to easily convey all necessary project information. A separate, detailed operational statement is highly recc
application

The maximum file size allowed is **195 MB**.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;ins;isp;jar;js;jse;lib;lnk;mde;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disall
This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to sul
Site Plan

Name	Type	Size	Latest Update	Action
No records found.				

Add

Continue Application »

Step 3: Site Plan Documents / Attachment (continued)

Click on "Add". You will be presented with a new window "File Upload". Click on "Add" to select files from your computer (you can select multiple files at the same time).
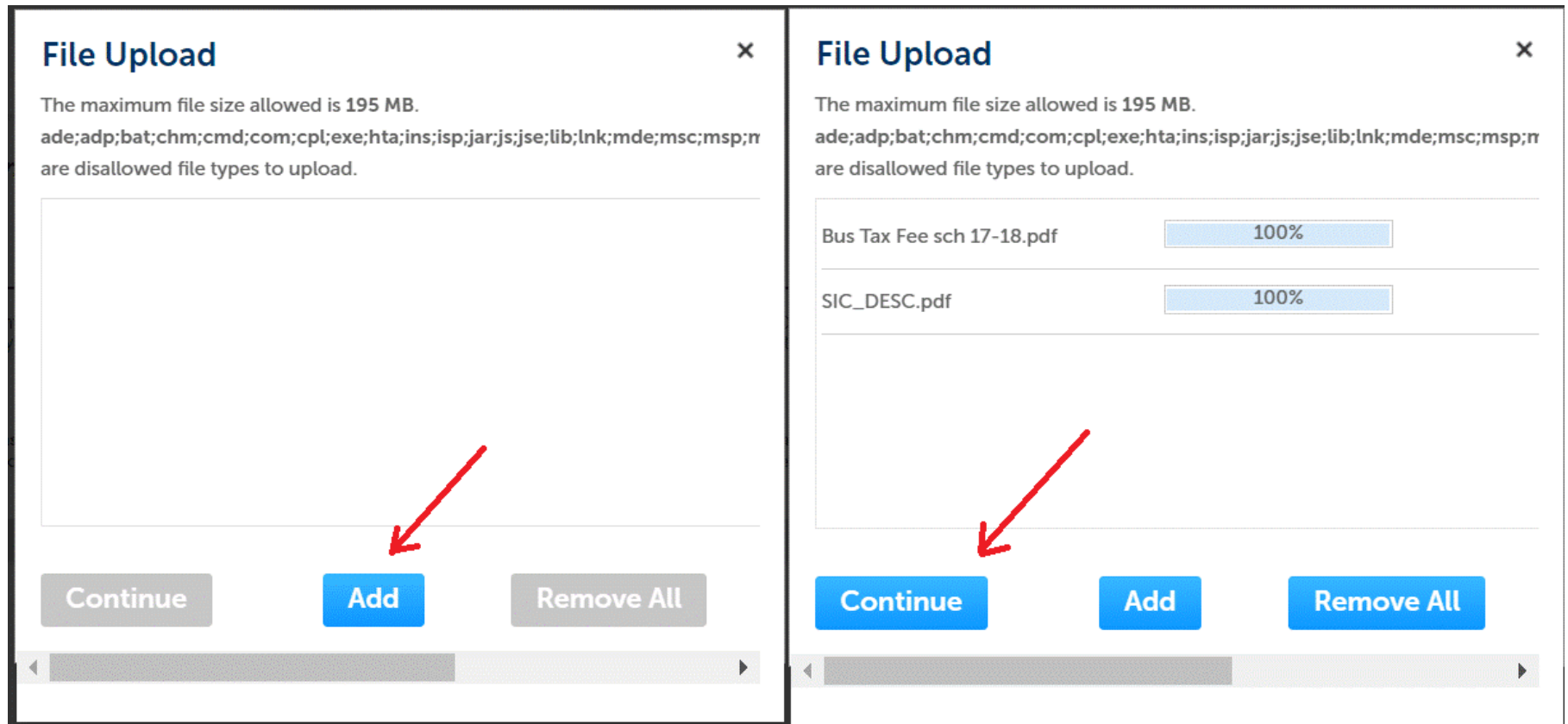
Once all files have completed uploading 100%, click on "Continue"

Step 3: Site Plan Documents / Attachment (continued)

You must select a document Type for each of the uploaded files: Site Plan, Operational Statement or Supporting Documentation:

Once the types have been selected, enter a Description for each and click on "Save"

Step 3: Site Plan Documents / Attachment (continued)

Once all your documents have been uploaded and a Type assigned to each of them, click on "Continue Application":

Step 4: Review

Make sure all the information you entered is correct for all the different sections:

Site Plan Review

1 Location Information	2 Site Plan Details	3 Site Plan Documents	4 Review	5 Record Issuance

Step 4: Review

Continue Application »   **Save and resume later**

Please review all information below. Click the "Edit" buttons to make changes to sections or "Continue Application" to move on.

Record Type

_____

Site Plan Review

Address   **Edit**

_____

3905 W VINE AVE
Visalia CA 93291
Current

Parcel   **Edit**

_____

Step 4: Review (continued)

Once you have verified everything is correct, click on the checkbox to agree with the certification statement.
If you are ready to submit, click on "Continue Application". You also have the option to "Save and resume later":

Predicted Peak
Operation Hours:

Unique or Specific
Traffic Patterns:

Describe Any Special
Events Planned:

Location:

Attachment   Edit

The maximum file size allowed is **195 MB**.
ade;adp;bat;chm;cmd;com;cpl;exe;hta;ins;isp;jar;js;jse;lib;lnk;mde;msc;msp;mst;php;pif;scr;sct;shb;sys;vb;vbe;vbs;vxd;wsc;wsf;wsh are disallowed file types to upload.
This application type requires you to submit the following types of documents. Subject to the collected information, you may be required to submit additional documents prior to approval.
Site Plan

Name	Type	Size	Latest Update	Action
Bus Tax Fee sch 17-18.pdf	Site Plan	9.74 KB	09/19/2022	Actions ▼
SIC_DESC.pdf	Operational Statement	35.47 KB	09/19/2022	Actions ▼

I certify that I have read and understand the instructions that accompany this application and that the statements made as part 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.

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

Continue Application »   **Save and resume later**

Step 5: Record Issuance

Your application has been submitted. You are assigned a RECORD NUMBER, take note of this number.
You should also receive an email at the address entered for the Applicant and Contact, confirming your application has been received.
At this time there is no guarantee that your application will be validated. You will be contacted by our City SPR staff once the validation has taken place and you have been placed on the Site Plan Review Committee agenda.

Site Plan Review

1 Location Information	2 Site Plan Details	3 Site Plan Documents	4 Review	5 Record Issuance

Step 5: Record Issuance

✓ Your application has been successfully submitted.
Please print your record and retain a copy for your records.

Thank you for using our online services.
Your Record Number is SPR22159.

You will need this number to check the status of your application or to schedule/check results of inspections. Please print a copy of your record and post it in the work area.

A licensed professional is now authorized to proceed with work at the designated location.

Your record type requires a follow-up inspection once work is completed. You may schedule the inspection now or return to schedule the inspection upon completion of the work. Choose "View Record Details" to Schedule Inspections, check status, or make other updates.

View Record Details » (You must post the record in the work area.)

Resubmittals

In the event of a Resubmittal, login to ACA, then locate your SPR application under your list of records, then click on "Resubmit" under the "Action" column.

Alternatively, if you click on the record number and open it, click on "Create Amendment" at the bottom of the page.

Contact Information

City of Visalia Community Development SPR Hotline   PlanningDept@visalia.city   559-713-4440

Fitz Barrientos, Information Systems Analyst   fitz.barrientos@visalia.city   559-713-4108

https://www.visalia.city/depts/community_development/site_plan_review/default.asp