



Accela Citizens Access
User Guide

Welcome!

Welcome to the Santa Barbara County, Planning & Development's Citizen Access Portal. We are pleased to offer our citizens, businesses and visitors access to government services online, 24 hours a day, 7 days a week.

To access the Citizens Access website, go to:

<https://aca.sbcountyplanning.org/CitizenAccess/>

The screenshot shows the Accela Citizens Access website interface. At the top right, there are links for "Register for an Account" and "Login", and a search box with the placeholder text "Search...". Below this is a navigation menu with "Home" (highlighted), "Building", "Planning", and "General Information". A secondary navigation bar contains "Advanced Search" with a dropdown arrow. The main content area is split into two columns. The left column features a "Welcome Message" section with a paragraph of text, a paragraph about e-government services, a note about microfiche images, and a link to the "Citizens Access User Guide". Below this is a list of "Additional services" including "Apply for a Permit", "Schedule an Inspection", and "Register as a User". At the bottom of the left column are three sections: "Building" with a "Search Applications" link, "Planning" with a "Search Applications" link, and "General Information" with a "Lookup Property Information" link. The right column is a "Login" section with input fields for "E-mail Address:" and "Password:", a "Login »" button, and links for "Remember me on this computer", "I've forgotten my password", and "New Users: Register for an Account".

Searches

The citizen's access portal allows you to search for current and historical building and planning applications using as many or as little information as you have available.

General Search

To search for a case, select the case type you are interested in (Building Cases or Planning Cases).

Once you get to the Search screen, you may search by any combination of the available fields (e.g. Zip Codes only, Zip Code and Address, Address name, etc). General searches can be run based on any or all of the fields you type in:

1. Permit Number: If you know the permit number of the application you are interested in, type in the permit number EXACTLY (with dashes) as it appears in documents (e.g. 08BDP-00000-00001).

If you do NOT know the permit number of the application, but have a general idea, you may use the “%” as your wild card search, such as “08BDP%”. This will retrieve all permit applications that begin with an “08BDP” prefix. The wild card may be placed at the beginning, middle, or end of your searches (e.g. “%BDP%” will bring up all permit applications that have a “BDP” prefix).
2. Permit Type: If there is a particular permit type that you are interested in, select that permit type from the drop-down menu (e.g. “Building/Building Permit/Residential/New”). Most users will not use this as a search parameter.
3. Project Name: If you know the application's project name, type that into the Project Name field exactly as it reads on documents (e.g. Rohzko Roof Revisions).

If you do NOT know the exact Project Name, but have a general idea, you may use the “%” as your wild card search (e.g. % Roof Revision). The wild card may be placed at the beginning, middle, or end of your searches (e.g. “%Roof%” will bring up applications that have “Roof” somewhere in the Project Name).
4. Start/End Date: If you have an idea when the application was filed, you may enter a start and end date as your search parameter. The default time frame is preset for five (5) years.

Search... 

Search Applications


Search for Planning Cases

Enter information below to search the County's Planning Case database. Planning Cases can be searched for by entering any of the following information:

- General Search
- Site Address
- Permit Information



Use the dropdown menu to change the Search type.

General Search

General Search 

Permit Number: **1**
Permit Type: **2**

Project Name: **3**

Start Date: **4**  End Date: 

Street No.: - Direction: Street Suffix:

Street Name:  Street Type:

Parcel No
(no dashes):

City: State: Zip:

Search by Address:

You may also elect to search for permit applications by full or partial addresses. The Address fields appear at the bottom section of the General Search screen.

1. Street No.: If you know the street number for the site address of the permit application, type in the street number (e.g. "123"). If you only know a portion of the street number, you may use the "%" as the wild card (e.g. "%12%"). The wild card may be placed at the beginning, middle, or end of your searches.
2. Direction: Enter the direction (N, S, E, W), if known.
3. Street Name: If you know the street name for the site address of the permit application, type in the street name (e.g. "Anapamu"). If you only know a portion of the street name, you may use the "%" as the wild card (e.g. "anap%"). The wild card may be placed at the beginning, middle, or end of your searches.
4. Parcel No.: If you know the parcel number for your applications of interest, type in the parcel number **WITHOUT ANY DASHES**. The search will return the addresses that match your search criteria. Click on the address to take you to the permit applications related to that address.
5. City/State/ZIP: If you know the City/State/ZIP for the site address of the permit application, type that information in. Again, you may choose to use the wild card for your search ("%"). The wild card may be placed at the beginning, middle, or end of your searches.

General Search
General Search ▾

Permit Number:

Permit Type:

Project Name:

Start Date:

End Date:

Street No.:

Direction:

Street Suffix:

Street Name:

Street Type:

Parcel No (no dashes):

City:

State:

Zip:

Country:

[▶ Search Additional Criteria](#)

Submitting Your Search:

You may search by as many parameters as you have available to you. The more data you fill into the search fields, the narrower your search will be and the fewer records will be returned from the search.



Once you have typed in all the fields you want to search by, click on the “Search” button to begin.

Results matching your search criteria will appear at the bottom of your screen. Click on the permit number to review the information relating to the permit application.

REVIEWING INFORMATION ON A PERMIT APPLICATION

Once you have accessed a particular permit application, the information you have available to you is separated into sections.

Details Section:

The details section will automatically display the work location (1), and project description (2).

The screenshot shows a web interface for reviewing permit applications. At the top right, there are links for "Register for an Account", "Reports (2)", and "Login". Below these is a search bar with the placeholder text "Search...". A navigation menu includes "Home", "Building" (which is highlighted), "Planning", and "General Information". Underneath the navigation is a "Search Applications" section. The main content area displays the following information:

- Permit 09BDP-00000-00370:**
- Building/Building Permit/Residential/Accessory Structure**
- Record Status: Expired**

Below this information is a tabbed interface with two tabs: "Record Info" (selected) and "Custom Component".

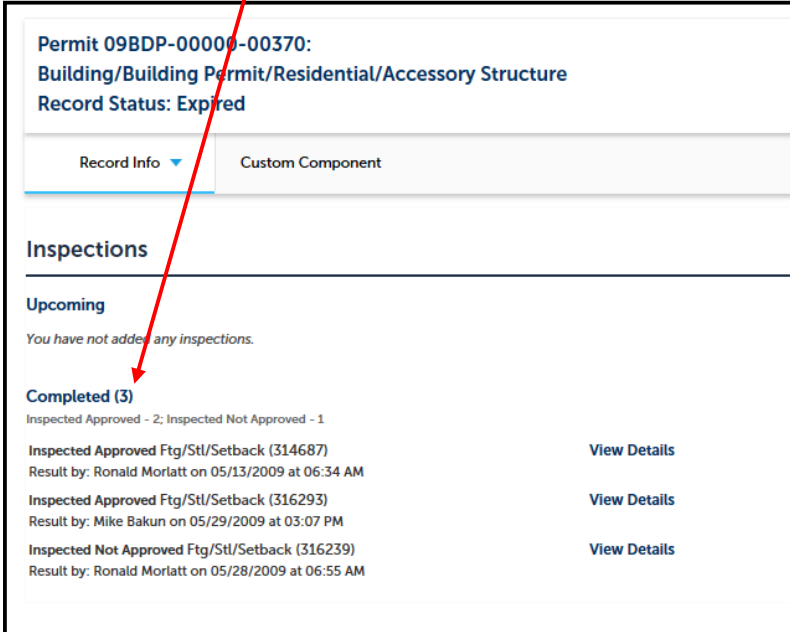
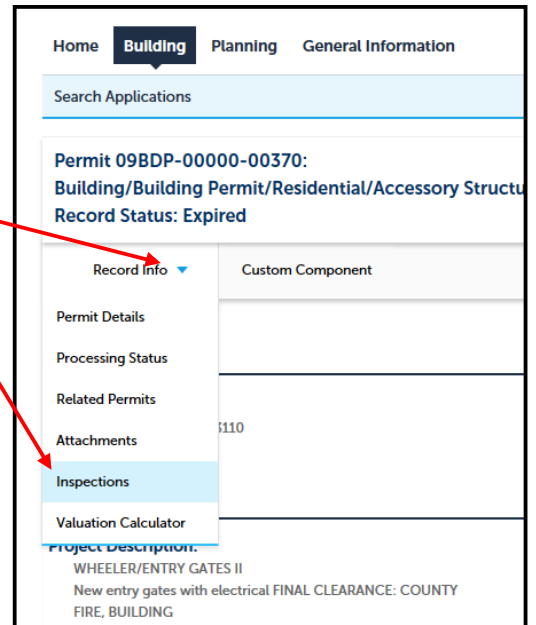
The page is divided into two main sections:

- Work Location 1**
4050 VIA LAGUNA
SANTA BARBARA CA 93110
- Permit Details 2**
Project Description:
WHEELER/ENTRY GATES II
New entry gates with electrical FINAL CLEARANCE: COUNTY
FIRE, BUILDING
[▶ More Details](#)

Inspections Section:



To access the Inspections section, select the drop down menu from the "Record Info" tab and select "Inspections"

The Inspections Section will detail what upcoming inspections have been scheduled and any inspections performed on this project. Any inspections performed will display the status of the inspection and the date and inspector who performed the inspection.

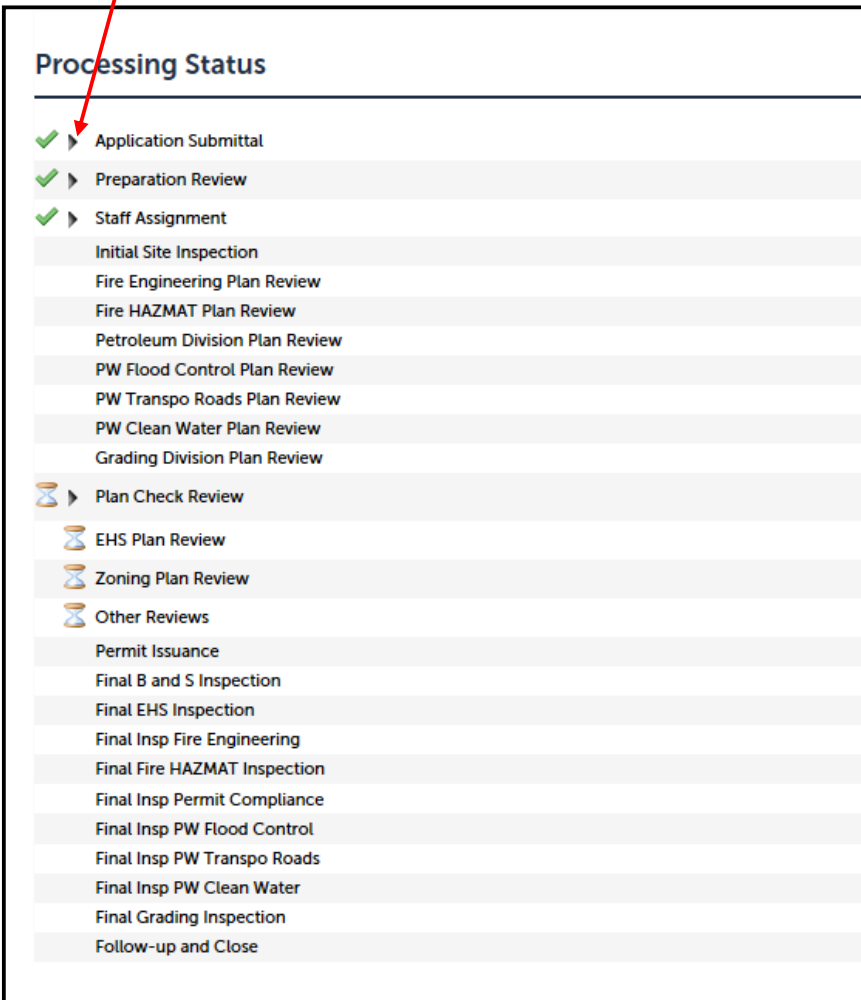
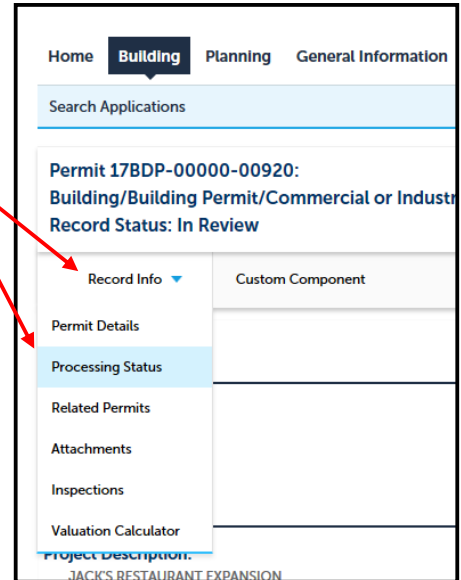


Processing Section:












To access the Processing Status section, select the drop down menu from the "Record Info" tab and select Processing Status.

The Processing Section gives you a glance at all the tasks required to obtain approval (or denial). Green check marks  indicate that the particular task has been completed. Hourglasses  indicate that the task is currently active and not yet complete. Those tasks that have yet to be worked on are listed under the active tasks. A task that is not required as part of this particular application's review process will not have a status indicator to the left.

Click on the black arrow to see the status history of each task.



The screenshot shows the 'Processing Status' section with a list of tasks. A red arrow points from the text above to the right-pointing arrow icon next to the 'Application Submittal' task. The tasks are categorized into four groups: Completed, Not Required, In Review, and Not yet active.

Category	Task
Completed	  Application Submittal
	  Preparation Review
	  Staff Assignment
Not Required	Initial Site Inspection
	Fire Engineering Plan Review
	Fire HAZMAT Plan Review
	Petroleum Division Plan Review
	PW Flood Control Plan Review
	PW Transpo Roads Plan Review
	PW Clean Water Plan Review
Grading Division Plan Review	
In Review	  Plan Check Review
	 EHS Plan Review
	 Zoning Plan Review
	 Other Reviews
Not yet active	Permit Issuance
	Final B and S Inspection
	Final EHS Inspection
	Final Insp Fire Engineering
	Final Fire HAZMAT Inspection
	Final Insp Permit Compliance
	Final Insp PW Flood Control
	Final Insp PW Transpo Roads
	Final Insp PW Clean Water
	Final Grading Inspection
Follow-up and Close	

Processing Section (Tasks):

Most tasks in the Processing Section are spelled out as much as possible to ensure that the public understands what the task is for. However, some tasks are abbreviated slightly since the system sets character limits on what can be displayed. Below is a list of tasks and the full (unabbreviated) name of each task. The task name displayed in Citizens Access under “Processing Status” section is listed on the left hand side in alphabetical order for ease of reference.

<u>Processing Status Task Names</u>	<u>Processing Status Full Task Names</u>
Agriculture Review	Agriculture Review
Appeal Period	Appeal Period
Applicant Follow-up	Applicant Follow-up
Application Review	Application Review
Application Submittal	Application Submittal
BOS Hearing	Board of Supervisors Hearing
Coastal Commission Hearing	Coastal Commission Hearing
COB Processing	Clerk of the Board Processing
Committee Reviews	Committee Reviews
Completeness Determination	Completeness Determination
Conceptual Review	Conceptual Review
Consistency Determination Hrg	Consistency Determination Hearing
Construct Cond Monitoring	Construction Conditions Monitoring
EHS Plan Review	Environmental Health Services Plan Review
EHS Review	Environmental Health Services Review
Environmental Review	Environmental Review
Facilitation Meeting	Facilitation Meeting
Feedback to Applicant	Feedback to Applicant
Final B and S Inspection	Final Building and Safety Inspection
Final Billing Decision	Final Billing Decision
Final Decision	Final Decision
Final EHS Inspection	Final Environmental Health Services Inspection
Final Fire HAZMAT Inspection	Final County Fire Hazardous Material Inspection
Final Grading Inspection	Final Grading Division Inspection
Final Insp Fire Engineering	Final County Fire Engineering Inspection
Final Insp Permit Compliance	Final Permit Compliance Inspection
Final Insp PW Clean Water	Final Public Works Clean Water Division Inspection
Final Insp PW Flood Control	Final Public Works Flood Control District Inspection
Final Insp PW Transpo Roads	Final Public Works Transportation Division Inspection
Final Review	Final Review
Fire Engineering Plan Review	County Fire Engineering Division Plan Review
Fire Engineering Review	County Fire Engineering Division Review
Fire HAZMAT Plan Review	County Fire Hazardous Materials Division Plan Review
Fire HAZMAT Review	County Fire Hazardous Materials Division Review
Fire Review	County Fire Department Review
Follow-up and Close	Follow-up and Close
Follow-up Mini Cond Monitoring	Follow-up Ministerial Conditions Monitoring
Grading Division Plan Review	Grading Division Plan Review

<u>Processing Status Task Names</u>	<u>Processing Status Full Task Names</u>
HCD Review	Housing & Community Development Review
Hearing or Workshop Attendance	Hearing or Workshop Attendance
Initial Contact Letter	Initial Contact Letter
Initial Planner Feedback	Initial Planner Feedback
Initial Site Inspection	Initial Site Inspection
Initial Study Preparation	Initial Study Preparation
Initiation	Initiation Hearing
Long Range Planning Review	Office of Long Range Planning Review
Long Term/Perp Monitoring	Long Term/Perpetual Conditions Monitoring
Map Clearance Cond Monitoring	Map Clearance Conditions Monitoring
Notice of Final Action	Notice of Final Action
Noticing	Noticing
Other Agency Reviews	Other Non-County Agency Reviews
Other Department Monitoring	Other Department Monitoring
Other Reviews	Other Non-County Agency Reviews
Parks Review	County Parks Review
Parks Review	Parks Review
PC Hearing	Planning Commission Hearing
Permit Expiration Monitoring	Permit Expiration Monitoring
Permit Issuance	Permit Issuance
Petroleum Division Plan Review	Petroleum Division Plan Review
Plan Check Review	Plan Check Review
Planner Review	Planner Review
Pre-Construct Cond Monitoring	Pre-Construction Conditions Monitoring
Preliminary Review	Preliminary Review
Preparation Review	Preparation Review
Process Case	Process Case
PW Clean Water Plan Review	Public Works Clean Water Plan Review
PW Clean Water Review	Public Works Clean Water Review
PW Flood Control Plan Review	Public Works Flood Control District Plan Review
PW Flood Control Review	Public Works Flood Control District Review
PW Roads Review	Public Works Roads Division Review
PW Surveyor Review	Public Works County Surveyor Review
PW Transpo Roads Plan Review	Public Works Transportation Plan Review
PW Transportation Review	Public Works Transportation Review
Response to Agency	Response to Agency
Review Authority Decision	Review Authority Decision
SCD Decision	SCD Decision
Staff Assignment	Staff Assignment
Staff Report Preparation	Staff Report Preparation
Surveyor Clearance Letter	Surveyor Clearance Letter
Zoning Plan Review	Zoning Division Plan Review