TOPIC: Accela Citizen Access (How to Research Building Permit Inspection Information)

Accela Citizen Access (ACA) is the online tool the public can use to view information about inspections on building permits. This help guide explains how to find the estimated arrival timeframe for scheduled inspections and other inspection-related information.

Directions:

Step 1: Go to the Accela Citizen Access home page: https://publicservices.sdcounty.ca.gov/citizenaccess/

Step 2: In the PDS section of the, click Search Applications. You do not need to register for an account to use ACA.

This link takes the user to the General Search form.

Select one of the four types of search available, or just use the default ‘General Search’.

In the General Search form there are four types of searches available. Any of these can be used to find your permit, but the most accurate way to search is Search by Record Information.

You can also search by the address, by the licensed professional associated with the permit, or a General Search by filling in any of the available search fields with information available.

Step 3. Click the Search button near the bottom to execute the search. You can refine the search by changing, adding or removing search criteria until the search is successful.

Address search. If you are unsure of something, like the street type, leave the search field blank.

Note the date range. If the permit was issued more than two years ago, you will need to change the Start Date.

Address search. If you are unsure of something, like the street type, leave the search field blank.
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Step 4. A successful search will display the query results below the Search button. Click the Record ID link for details.

![Record Detail form](Image)

The Record Detail form is displayed in the PDS tab. Verify the address and permit number Record ID is correct.

Step 5. Scroll down to the Inspections section.

![Inspections section](Image)

Scheduled (“Upcoming”) and completed inspections for the permit are listed. Note the Estimated Arrival Timeframe displayed just below the Scheduled Date. The inspector originally assigned is also displayed. (Please note that the assigned inspector may change to meet load balancing needs.)

Some additional information can be viewed by clicking the icon next to Actions and then clicking View Details.

Information for completed inspections, if any exist, can be viewed by clicking the View Details link next to the inspection.
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More Information:

For information and directions on how to look up information specific to your record, including viewing conditions of approval, record specific information, contact information, paid and unpaid fees, inspections and inspection history, project workflow, documents attached to the record, related records, job valuation, and trust account information please see the Accela Citizen Access FAQ web page.

Help Contact:

If you have additional questions on how to check the status of your record via Accela Citizen Access please contact the department where your record originated.

Department of Environmental Health: (858) 505-6700
Department of Public Works: (858) 232-6837 (Kamilah James)
Planning & Development Services: (800) 411-0017
Agriculture Weights & Measures: (858) 694-2739
Air Pollution Control District: (858) 586-2600