City of Fort Worth – Accela Citizen Access – Online Permit Submittal Process

In order to Create an Application for submitting a permit request through ACA, your company must be registered as a Parkway/Utility Contractor who meets the Commercial & Utility Requirements called in the Utility Construction, $25,000 bond (street and storm drain) details at: https://www.fortworthtexas.gov/departments/development-services/permits/contractor-registration

To become registered or renew current registration go to Development Services site Request a City Service (motorolasolutions.com)

Step 1: Go the following link: Accela Citizen Access (fortworthtexas.gov)
Step 2: Login using the User Name/Password you created for yourself or your company.
Step 3: Click on Street Use tab, then select Create an Application

Step 4: Read through the General Disclaimer, Check the box and click Continue Application

Step 5: Select the Record Type of Street Use Franchise Utility Permit then click Continue Application.
**Step 6:** Provide the following information for the highlighted fields below under **Detail Information**:

1. **Application Name**: Enter your *Company Name – Utility Company*
2. **General Description**: Short description...not required.
3. **Detailed Description**:
   - Detailed description of work to take place and proposed method of construction.
   - List the *Name/Number of the Utility Company* representative overseeing the project (required).
   - List any *Project Name/Number* if available (optional).  
   - **DO NOT** call out the Project Locations in this field (see Step 13).

**Step 7:** Under the **Licensed Professional** section click **Look Up** (separate window will open). Select *Pkwy – Storm Drain* from the **License Type** drop-down box, then enter your company’s *CFW registration number* in the **CFW License (PW#)** then field then click **Look Up**. If you receive an error, contact Development Services 817-392-2222 and confirm your license is up-to-date and reflects the correct **Type**.

**Licensed Professional**

Please click “Look Up” and either type in the PW# provided by the City of Fort Worth in the License number field or type in the Business Name/Contracting company name and click “Look Up”. Once all of the information is correct, click “Save and Close”.
**NOTE:** If you enter the Look Up License correctly and search results come back as “No Records Found”, you will have to contact Development Services 817-392-2222 for assistance.

- 1 of 2 things may be happening. Either your License Type in Accela needs up-dated to Pkwy – Storm Drain from Commercial or your License/Registration or Certificate of Insurance has expired and needs renewed.

**Step 8:** Provide a 24 Hour Contact by clicking on Add New to enter information, then click Continue Application (a new window will open).

**Step 9:** Provide the following information for the highlighted fields under Contact Information then click Continue.

**Step 10:** After 24 Hour Contact has been added.

**Step 11:** Repeat the same process for Applicant, then review details, Edit or Remove before clicking Continue Application.
**NOTE:** You should now be on Step 1: Step 1 >> Page 2

Project Information

City Project Info

City Project #

FRANCHISE SUBTYPE

Utility: [--Select--]

Type: [--Select--]

MISCELLANEOUS INFORMATION

Subsidiary:

Expiration Date:

*Comments for Residential: [--Select--]

Project Locations

Please enter in the project locations:

A028

Showing 0-0 of 0

No records found.

Documents

Please upload your application and your site plans as a pdf document.

The maximum file size is 5000 MB.

Warning: files larger than 500 MB will not be accepted.

Add

Continue Application >>

Save and resume later
Step 12: Under Project Information:

- **DO NOT ENTER** anything in under *City Project Number* field. If proposed work is associated with a relocation on a City Project where existing facilities are in conflict with proposed City facilities, installing *pre-paving crossings* or *new facilities* for a new development currently under construction, list CPxxxxxx on the *permit application form* (Additional time required for review by TPW Construction Services).

- Select the **Utility** and **Type** from the drop-down list.
  - Another drop-down box will appear to either choose the best description that fits (example of “gas”).

Step 13: Under Miscellaneous Information, select either *Commercial* or *Residential* from the drop-down box.

Step 14: Provide the **Project Locations** that encompass where work is taking place by clicking **Add a Row** for adding 1 location at a time OR select from the list to **Add 2** up to **10 rows** at one time (no limit).
**Step 15:** Call out all of the **Project Locations** under **ADDR** by providing the Address Range (calling out the cross streets to encompass where work is taking place) OR if proposed work is all at a single address, list the Block Start, Street and Mapsco.

- If work takes place in an **Alley** or **Rear UE**, be sure to **check** the appropriate box.
- **MAPSCO** page number is required. Must be accurate. Enter only the 2 to 3 numbers and 1 letter that best cover the majority where work is taking place. **DO NOT add any spaces or hyphens** (Maximum of 4 character total).

**ADDRESS RANGE** (reference cross streets)

**SINGLE OR BLOCK RANGE** (referencing a single address or range of addresses on one street)

**NOTE:** Click, **Actions** and chose **Edit** or **Remove** from the drop-down box if needing to edit/remove a project location.
**Step 16:** **All Documents MUST be in ONE attachment in .PDF format (no exceptions).** Refer to the 6 steps below.

1. **Under Documents, click Add (another window will pop up)**

2. **Click Add to select a file from your computer to upload (another window will pop up)**

3. **Once the document has been located and selected, click Open**
4. Check the file name to make sure correct, once at 100%, click **Continue**

![File Upload](image)

5. Select a **Type** that best fits. Provide a brief **Description** of the documents loaded and click **Save**

**Documents**

Please upload your application and your site plans as one pdf document.

The maximum file size allowed is 3000 KB.

html, htm, htmx, asmx and disallowed file types to upload.

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
<th>Size</th>
<th>Latest Update</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Type:*

**application**

**File:**

FWDT027A-FWDT022A-FWDT035A-
FWDT016A-FWDT037A-ID.pdf

**Description**

Permit submitter for new fiber route.

![Save][Add] [Remove All] [Continue Application] [Save and resume later]

6. The following message will appear. Scroll down and click **Continue Application**

**The attachment(s) has/have been successfully uploaded.**

It may take a few minutes before changes are reflected.
**Step 17:** Review and Edit the information (click arrow to expand and view all details), then click Continue Application.

**Step 18:** You are finished...Print a copy of your Receipt for your records. The Record number is shown below:

**NOTE:** Permit Number is **NOT VALID** unless status on the permit face shows ISSUED.
**STEP 19:** After successfully submitting your application, **send an e-mail to the contacts below** to confirm your requests is ready to be reviewed.

- **Subject Line** must read: *UTxx-xxxxx Uploaded for Review*
  - Jeff Underhill [Jeffery.Underhill@fortworthtexas.gov](mailto:Jeffery.Underhill@fortworthtexas.gov)
  - Andy Howland [Andrew.Howland@fortworthtexas.gov](mailto:Andrew.Howland@fortworthtexas.gov)
  - Leslie Bagby [Leslie.Bagby@fortworthtexas.gov](mailto:Leslie.Bagby@fortworthtexas.gov)

**Useful links for reference information:**
- Mapsco page number lookup: [OneAddress | City of Fort Worth, Texas (fortworthtexas.gov)](http://www.fortworthtexas.gov)