City of Fort Worth - Accela Citizen Access – “Invalid” Street Names

When entering in the Project Locations in under ADDR and you receive an “Invalid” error message, this may be the Street name is misspelled or too new of a street so not yet in the City’s mapping system connecting to ACA (see snip below).

Example of Project Locations listed on Permit Application form:

**Project Location(s):**
- Hudson Oaks Ln - Logans Way to Alta Vista Rd.
- Logans Way - Lodick Ln. to Naturewood Trl.
- Naturewood Trl. - Logans Way to Lostwood Trl.
- Junewood Trl. - Lodick Ln. to Naturewood Trl.
- Lostwood Trl. - Lodick Ln. to Dead End.
- Lodick Ln. - Lostwood Trl. to Alta Vista Rd.

Example of Error

![Example of Error](image.png)

- **Street Use Franchise Utility Permit**
  - **Step 1:** Step 1 > Page 2

- **Project Information**
  - **City Project Info**
    - City Project #: 
  - **FRANCHISE SUBTYPE**
    - Utility: Atmos
    - Type: Gas
    - Gas: New Subdivision

- **Project Locations**
  - Please enter the project locations.
  - **ADDR**
    - Showing 1-6 of 6
To fix in order to move forward, clear out the fields for the *Invalid* names only. Must leave a Mapsco number entered (see snip below).

### ALTERNATIVE SOLUTION

1. If still getting the *Invalid Error* message, be sure to enter all of the **Project Locations** (street names).
2. Click on “**SAVE AND RESUME LATER**” and you will receive a **22TMP-XXXX** number,
   a. Make sure you uploaded Documents for review as well as fill out all other required fields.
3. Email the **TMP#** number to everyone noted below.
4. One of us will "**Validate**" the locations and **SUBMIT** the request, then we’ll reply back with the **UT#** you will need to reference going forward.

If you have any questions regarding this or any issues when working in Accela Citizen Access, send an email to the following contacts below.

- **Subject Line** must read: **ACA Question**
  - Jeff Underhill [Jeffery.Underhill@fortworthtexas.gov](mailto:Jeffery.Underhill@fortworthtexas.gov)
  - Andrew Howland [Andrew.Howland@fortworthtexas.gov](mailto:Andrew.Howland@fortworthtexas.gov)
  - Leslie Bagby [Leslie.Bagby@fortworthtexas.gov](mailto:Leslie.Bagby@fortworthtexas.gov)
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