

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

When entering in the **Project Locations** in under **ADDR** and you receive the “**Invalid**” error message, this may be triggered by one of the following:

1. The **Street Name** is misspelt
2. If there is a “**space**” at the end of the last word entered in the **Street, From** or **To Field**.
3. If these are new **Street Names** inside a new sub-division, good chance the street names are not yet entered into our mapping system and the error message will appear.
  - o When you have **5 or MORE** street names showing up as “**Invalid**” as shown in **Snip 1** below, **refer to the next page**.
  - o When you have **5 or LESS** street names not showing up, check **1 & 2** above. If still showing “**Invalid**”, clear out that **Field** and continue with the submittal, as long as you listed the **Project Locations** correctly on the permit application form as shown in **Snip 1** below.

Example of how the **Project Locations** should be listed on the permit application form (**Snip 1**):

**Project Location(s):**

Cherryridge - Village Pkwy to end	/	Glen Crossings - Village Pkwy to end
Elderbrook - end to end	/	Winship - Cherryridge to Glen Crossings
Torrance - Cherryridge - Glen Crossings		
Village Pkwy - Southeast Loop 820 to Stonegate		

Example of the “**Invalid**” error message (**Snip 2**)

✘ An error has occurred.  
Invalid: Cherryridge ;Glen Crossings ;Winship ;Cherryridge ;Glen Crossings ;Torrance ;Cherryridge ;Glen Crossings ;Stonegate ;Elderbrook ;

**Street Use Franchise Utility Permit**

1 Step 1
2 Review
3 Record Issuance

**Step 1: Step 1 > Page 2** \* Indicates a required field.

**Project Information**

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**City Project Info**

City Project #:

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**FRANCHISE SUBTYPE**

Utility:

Type:

Gas:

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**MISCELLANEOUS INFORMATION**

Suite/Unit:

Expiration Date:

\* Commercial/Residential:

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**Project Locations**

Please enter in the project locations.

**ADDR**

Showing 1-6 of 6

<input type="checkbox"/>	Block Start	Block End	Dir	Street	Suffix	Alley	Rear UE	Dir-2	From	Suffix-2	Dir-3	To	Suffix-3	MAPSCO	ICNI
<input type="checkbox"/>				Cherryridge		No	No		Village			Dead End		90Z	No A
<input type="checkbox"/>				Glen Crossings		No	No		Village			Dead End		90Z	No A
<input type="checkbox"/>				Winship		No	No		Cherryridge			Glen Crossings		90Z	No A
<input type="checkbox"/>				Torrance		No	No		Cherryridge			Glen Crossings		90Z	No A
<input type="checkbox"/>				Village		No	No	SE	Loop 820			Stonegate		90Z	No A
<input type="checkbox"/>				Elderbrook		No	No	E	Dead End		W	Dead End		90Z	No A

For new sub-divisions/requests where **5 or More** street names are showing up as **“Invalid”** do the following:

1. Leave the *Street Names* as they are, do not clear the fields.
2. Click on the **Save and resume later** button (highlighted in **Snip 1**).
  - A notice message will appear calling out the **2XTMP-XXXXX** number as shown in **Snip 2** below.
  - Note: be sure you have uploaded your documents for review.
3. Send an Email to our group (contacts at bottom)
  - **Subject Line** of the email should read: **2XTMP-XXXXX Submitted for Validation**
4. Someone from our group will go in and **“Validate”** the *Street Names*, then **Submit** the request.
  - Once we have submitted your request, we will replay back to your email informing you of the **UT2X-XXXXX** number and we will review/process your request as normal.

Vide of the Project Locations section with invalid street names left entered and button to *Click on (Snip 1)*:

Project Locations

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Please enter in the project locations.

**ADDR**

Showing 1-6 of 6

<input type="checkbox"/>	Block Start	Block End	Dir	Street	Suffix	Alley	Rear UE	Dir-2	From	Suffix-2	Dir-3	To	Suffix-3	MAPSCO	ICNI
<input type="checkbox"/>				Cherryridge		No	No		Village			Dead End		90Z	No
<input type="checkbox"/>				Glen Crossings		No	No		Village			Dead End		90Z	No
<input type="checkbox"/>				Winship		No	No		Cherryridge			Glen Crossings		90Z	No
<input type="checkbox"/>				Torrence		No	No		Cherryridge			Glen Crossings		90Z	No
<input type="checkbox"/>				Village		No	No	SE	Loop 820			Stohegate		90Z	No
<input type="checkbox"/>				Elderbrook		No	No	E	Dead End		W	Dead End		90Z	No

[Add a Row](#) | [Edit Selected](#) | [Delete Selected](#)

**Documents**

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

The maximum file size allowed is 3000 MB.  
.html;.htm;.mhtml;.mhtml are disallowed file types to upload.

Name	Type	Size	Latest Update	Action
WATERSBEND SOUTH 1C.pdf	Application	632.87 KB	11/23/2022	<a href="#">Actions</a>

[Add](#)

[Continue Application »](#) [Save and resume later](#)

Notice message of the number to reference in your email to our group (**Snip 2**):

Create an Application   Search Applications   Schedule an Inspection

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**Your partial application (22TMP-122524) has been successfully saved.**  
To resume the application(s), go to the Records section and click the Resume Application link.

Records

--Select--

Contacts to email:

- Jeff Underhill [Jeffery.Underhill@fortworthtexas.gov](mailto:Jeffery.Underhill@fortworthtexas.gov)
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