FIRE INDUSTRY BULLETIN 2018-004

SCOPE

This bulletin clarifies the new procedures for setting up an account, applying for and obtaining certain types of fire permits through Fresno’s Accelerated Application System to Track Electronic Reviews (FAASTER).

PURPOSE

This bulletin provides applicable stakeholders with instructions on how to apply for and pull permits using FAASTER. There are four (4) types of fire permits which can be obtained through this web based system:

- Under twenty (20) head fire sprinkler permits
- Five (5) year permits
- Monitoring permits
- Single family residential permits which have approved standard plans.

BACKGROUND

In April 2018, the City of Fresno launched a new online customer service portal that allows stakeholders to apply for, submit, pay for, and track the status of their permit applications online, 24 hours a day. This portal offers not only convenience but transparency.

INFORMATION

Step by step instructions are attached for setting up an account and pulling the permit types listed above. Thirty (30) days from this notice all stakeholders will be required to obtain the permit types listed above from the FAASTER portal only. The Fire Prevention Division will no longer accept these types of permit requests over the counter or via email.

REQUIREMENTS

An email account is required to use the FAASTER online system.

NOTE

This notice is effective December 3, 2018, until revoked.

“To protect and put service above all else.”
ACA FAASTER INSTRUCTION SHEET

Access the Accela Citizens Access (ACA) at: https://lmsaca.fresno.gov/CitizenAccess/

An email account is all you need to register. Click on “REGISTER FOR AN ACCOUNT”
Read and click on the “I HAVE READ AND ACCEPTED THE ABOVE TERMS” box. Then click the box “CONTINUE REGISTRATION”.

---

Page 2 of 48
Complete the Login information, and then click “Add New”.

---

 Account Registration Step 2: Enter/Confirm Your Account Information

**Login Information**

- **User Name:**
- **E-mail Address:**
- **Password:**
- **Type Password Again:**
- **Enter Security Question:**
- **Answer:**

**Contact Information**

Choose how to fill in your contact information.

- **Add New**
- **Continue Registration**
Select a Contact Type and click “CONTINUE”.

Select Contact Type

Type: [Select]
Complete the contact information and click “CONTINUE”.

![Contact Information Form](image-url)
Look for the message that “YOUR ACCOUNT IS SUCCESSFULLY REGISTERED”, and click on Login Now:
When you log in you will see this screen. Click on “FIRE”.

Hello, [Your name]
Click on “CREATE AN APPLICATION”
Read the General Disclaimer and click the box next to “I HAVE READ AND ACCEPTED THE ABOVE TERMS”. Then click “CONTINUE APPLICATION”.
Click on the applicable permit type, then “CONTINUE APPLICATION”
Enter the address that you are obtaining a permit for, then click “SEARCH”. You can type in part of the address as well to have the system search for the proper location.
When you enter a partial address you will be given all addresses with the criteria. The screen will do a search, scroll to the bottom of the screen and click “SELECT”.
## Address Search Result List

### DAKOTA AVE
- **1234 E BYRD AVE, G49, FRESNO CA 93706-6912, 1234 E BYRD AVE**
- **1234 E CHAMPLAIN DR, 101, CC6, FRESNO CA 937205086, 1234 E CHAMPLAIN DR**
- **1234 E CHAMPLAIN DR, 101+, CC6, FRESNO CA 937205086, 1234 E CHAMPLAIN DR**

### Associated Parcels

<table>
<thead>
<tr>
<th>Parcel Number</th>
<th>Lot</th>
<th>Block</th>
<th>Subdivision</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Parcel #</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Associated Owners

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Owner information</strong></td>
<td></td>
</tr>
</tbody>
</table>

[Select] [Cancel]
The system will automatically populate the Address, Parcel and Owner information. Click on “CONTINUE APPLICATION”.

Owner name and info will be populated in the cells
Click either “ADD NEW”, or “SELECT FROM ACCOUNT” to select the applicant. There will be nothing to select until you add the applicable contacts.
Once you have entered your information, scroll down to the bottom to click “CONTINUE”.
The contact information will populate.
If you click on “SELECT FROM ACCOUNT” you will be given the option of picking any associated contact already established.
Once you have clicked on applicant you will click “CONTINUE” and the information will populate.
Click on “ADD NEW” to add a new Licensed Professional.

Applicant

To add new contacts, click the Select from Account or Add New button. To edit a contact, click the Edit link.

✔️ Contact added successfully.

Leslie Forshey
leslie.forshey@fresno.gov
Home phone:
Mobile Phone:
Work Phone:
Fax:
Edit Remove

Licensed Professional

To add a new licensed professional, click the Add New button. Select Contractor as the License type and enter the License Number. The license will be retrieved from the California Contractors State License Board.

✔️ Licensed professional removed successfully.

Add New

Continue Application »

Save and resume later
Select “CONTRACTOR” under the License Type then enter your state license number. Hit the enter key on your keyboard **do not hit save and close at this point.** If the license number is valid with the State of California the contractor information will automatically populate. You will also get a message above State License Number box that will say “License entered is good”. Click “SAVE AND CLOSE”.

![Screenshot of the Licensed Professional Information form](image)

- **License Type:** Contractor
- **State License Number:** License entered is good.
- **Name of Business:**
- **Address Line 1:**
- **Address Line 2:**
- **City:**
- **State:** CA
- **Zip:**

**Buttons:**
- **Save and Close**
- **Clear**
- **Discard Changes**
Step 1: The contractor information will automatically populate. Then click “CONTINUE APPLICATION”
All records will have two free-form boxes to enter more detailed information. Keep the general description basic and add more detail into the detailed description. For example a general description could be “Five Year Permit”. The detailed description could be an address range or the tenant of the building for the permit.
Below the Detail Information are the custom fields. The custom fields will be different for each permit type you apply for. Every field with a red asterisk (*) is required information.

There are four (4) types of fire permits which can be obtained through the “FAASTER” portal:

- Under twenty (20) head fire sprinkler permits
- Five (5) year permits
- Monitoring permits
- Single family residential permits which have approved standard plans.

Custom fields for under 20 heads:
Custom fields for 5 years permits:

## Custom Fields

### GENERAL INFORMATION

- **Application Type:**
  --Select--

- **Fire Department Connections:**

- **Risers:**

- **Fire Pump Test:**

- **Standpipe:**

- **Drypipe Valve Trip Test:**
Custom fields for monitoring permits:

<table>
<thead>
<tr>
<th>General Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Type:</td>
</tr>
<tr>
<td>Permit Type:</td>
</tr>
<tr>
<td>Building Square Footage:</td>
</tr>
<tr>
<td>Property Square Footage:</td>
</tr>
<tr>
<td>Number of Structures:</td>
</tr>
<tr>
<td>Basement:</td>
</tr>
<tr>
<td>Type of Construction:</td>
</tr>
<tr>
<td>Occupancy Classification:</td>
</tr>
</tbody>
</table>

| Occupancy Load:             |

- **Application Type:**
- **Permit Type:**
- **Building Square Footage:**
- **Property Square Footage:**
- **Number of Structures:**
- **Basement:**
- **Type of Construction:**
- **Occupancy Classification:**

- **Occupancy Load:**
Custom fields for Single Family residence with approved standard plans:

### Custom Fields

**GENERAL INFORMATION**

- **Application Type:** Residential
- **Permit Type:** New

*Applications for more than 20 Sprinkler Heads needs to be made in person at the Fresno Fire Department, unless there is an approved Standard Plan*

- **Are there 20 sprinkler heads or less?**
  - Yes
  - No

- **Permit Type Subtype:**
  - [Select]

- **Building Square Footage:**
  - [Input Field]

- **Property Square Footage:**
  - [Input Field]

- **Number of Structures:**
  - [Input Field]

- **Basement:**
  - Yes
  - No

- **Type of Construction:**
  - [Select]

- **Occupancy Classification:**
  - [Select]

- **Occupancy Load:**
  - [Input Field]

- **Number of Sprinkler Heads:**
  - [Input Field]

- **Standard Plan Number:**
  - [Input Field]

**Continue Application**

Once you have completed the entry of the custom fields click on “CONTINUE APPLICATION”
Step 2: The next screen is the Attachment screen. This will allow you to add attachments if you would like. If you have nothing to add “CONTINUE APPLICATION”.

Step 2: Record Details > Attachments

Attachment

The maximum file size allowed is 50 MB. htm,html,css,js files are 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>No records found.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Step 3 is the review screen. If all information is correct scroll to the bottom of the screen.
Read and click on the box at the bottom that states “BY CHECKING THIS BOX, I AGREE TO THE ABOVE CERTIFICATION”, then “CONTINUE APPLICATION.”
You will get a message that states “YOUR APPLICATION HAS BEEN SUCCESSFULLY SUBMITTED”. Below the location address will be your record number. The record number will show below the address:

The address will appear here

f18-01549

Record number
Click “CHECK OUT”

Fire Sprinkler Permit

Step 4: Pay Fees

Listed below are preliminary fees based upon the information you’ve entered. Some fees are based on the quantity of work items installed or repaired. Enter quantities where applicable. The following screen will display your total fees.

Application Fees

<table>
<thead>
<tr>
<th>Fees</th>
<th>Qty</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Sprinkler System Heads</td>
<td>30</td>
<td>$123.50</td>
</tr>
<tr>
<td>Counter Fee</td>
<td>1</td>
<td>$20.00</td>
</tr>
</tbody>
</table>

TOTAL FEES: $143.50

Note: This does not include additional inspection fees which may be assessed later.

Check Out »
You have the option to “CHECKOUT”, “EDIT CART” OR “CONTINUE SHOPPING”.

---

**Step 1: Select item to pay**

Click on the arrow in front of a row to display additional information. Items can be saved for a future checkout by clicking on the Save for later link.

A 2.3% CONVENIENCE FEE WILL BE ADDED TO ALL CREDIT CARD CHARGES

**PAY NOW**

6318 E FEDORA AVE, FRESNO CA 93727
1 Application(s) | $143.50
Fire Sprinkler Permit
18TMP-000340

Total due: $143.50

Total amount to be paid: $143.50

Note: This does not include additional inspection fees which may be assessed later.

[Checkout ▶] [Edit Cart ▶] [Continue Shopping ▶]
Once the fees are paid you will be able to print your permit by going to your record and click on the “MY RECORDS”. You can select multiple records to pay at once by clicking the box next to the date and then “ADD TO CART”.

![Image of My Records screen with permit details]

- **Date**: Various dates ranging from 11/13/2018 to 01/24/2018
- **Record Number**: Various numbers, such as F18-00193 or 18TMP-000340
- **Record Type**: Fire Sprinkler Permit
- **Description**: Standard plan residential or Residential Tract home
- **Project Name**: Standard 111218 or Track 6131 Lot 113
- **Expiration Date**: Various dates
- **Status**: Pay, Res, etc.
- **Action**: Add to cart or download results

The screenshot shows a section of the dashboard with a list of permit records, allowing users to manage and pay for their permits efficiently.
To print your copy of the permit click on the blue record number

<table>
<thead>
<tr>
<th>Date</th>
<th>Record Number</th>
<th>Record Type</th>
<th>Description</th>
<th>Project Name</th>
<th>Expiration Date</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/15/2018</td>
<td>F18-00103</td>
<td>Fire Sprinkler Permit</td>
<td>Standard</td>
<td>11/12/18</td>
<td></td>
<td></td>
<td>Pay</td>
</tr>
<tr>
<td>11/15/2018</td>
<td>I8TMP-000340</td>
<td>Fire Sprinkler Permit</td>
<td>Residential Tract home</td>
<td></td>
<td></td>
<td></td>
<td>Res</td>
</tr>
<tr>
<td>11/05/2018</td>
<td>F18-00119</td>
<td>Fire Sprinkler Permit</td>
<td>Standard plan</td>
<td>1/5/18</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/01/2018</td>
<td>F18-00118</td>
<td>Fire Sprinkler Permit</td>
<td>Track 6131 Lot 113</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/01/2018</td>
<td>F18-00117</td>
<td>Fire Sprinkler Permit</td>
<td>Track 6131 Lot 113</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/01/2018</td>
<td>F18-00116</td>
<td>Fire Sprinkler Permit</td>
<td>Standard plan</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/31/2018</td>
<td>F18-00115</td>
<td>Fire Sprinkler Permit</td>
<td>Residential Standard</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/31/2018</td>
<td>F18-00114</td>
<td>Fire Sprinkler Permit</td>
<td>Standard permit</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10/31/2018</td>
<td>I8TMP-000300</td>
<td>Fire Sprinkler Permit</td>
<td>Five Year Permit</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/24/2018</td>
<td>F18-00039</td>
<td>Monitoring or Panel</td>
<td>Change-Out</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Click on “RECORD INFO”, and then “ATTACHMENTS”.
In attachments, click on the blue link.
Click on “OPEN” to open the attachment.
Fresno Fire Department
Fire Prevention Division

Application Number: F16-01526  
Date: 09/26/18
Property Address: 4308 W SHAW AVE
Assessor's Parcel Number
Property Use: Regional Mixed-Use
Property Zoning: RMX/UGM
Owner
Contractor

Structure Information: 5-Year Inspection
Additional Description: Wet Sprinkler Inspection
Code Year: 2016
Application Accepted by

Permit: Five Year Permit
Issue Date
Expiration Date

Special Notes and Comments

Fee Summary

<table>
<thead>
<tr>
<th>Item Description</th>
<th>QTY</th>
<th>Charged</th>
<th>Paid</th>
<th>Credited</th>
<th>Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Year Test, Fire Dept. Connection Flush</td>
<td>1</td>
<td>$91.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$91.00</td>
</tr>
<tr>
<td>5 Year Test, Roof</td>
<td>1</td>
<td>$91.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$91.00</td>
</tr>
<tr>
<td>Grand Total</td>
<td>2</td>
<td>$182.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$182.00</td>
</tr>
</tbody>
</table>

INSPECTION REQUEST
☐ Obstruction Investigation  ☐ Back Flush  ☐ Fire Pump  ☐ Standpipes
Comments

☐ System Certified  ☐ Not Certified

Page 1 of 1  Date: 9/26/18
Your permit will open, and you will then print it. When you are ready for the inspection, you will need to call the front desk staff at 559-621-4181, or email an appointment request to Fire-Construction@fresno.gov.

**OTHER THINGS YOU CAN DO ON THE FAASTER PORTAL:**

ACA users can do the following:

<table>
<thead>
<tr>
<th>Operation</th>
<th>Code Enforcement</th>
<th>Fire</th>
<th>Planning</th>
<th>Building</th>
<th>DPU-DPW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search Records</td>
<td>Registered Users</td>
<td>Anyone</td>
<td>Anyone</td>
<td>Anyone</td>
<td>Anyone</td>
</tr>
<tr>
<td>Create Applications</td>
<td>No One</td>
<td>Registered Users</td>
<td>Registered Users</td>
<td>Registered Users</td>
<td>Registered Users</td>
</tr>
<tr>
<td>View Records</td>
<td>Registered Owners and Contacts, Limited</td>
<td>Registered Users</td>
<td>Registered Users</td>
<td>Registered Users</td>
<td>Registered Users</td>
</tr>
<tr>
<td>Add Documents</td>
<td>Contractors Only</td>
<td>Registered Users</td>
<td>Record Contacts Only</td>
<td>Registered Users</td>
<td>Registered Users</td>
</tr>
<tr>
<td>Pay Fees</td>
<td>Registered Owners and Contacts, Limited</td>
<td>Registered Users</td>
<td>Record Contacts Only</td>
<td>Registered Users</td>
<td>Registered Users</td>
</tr>
<tr>
<td>Schedule Inspections</td>
<td>No One</td>
<td>No One</td>
<td>No One</td>
<td>Registered Users</td>
<td>No One</td>
</tr>
<tr>
<td>View Workflow</td>
<td>No One</td>
<td>Registered Users</td>
<td>Record Contacts Only</td>
<td>Registered Users</td>
<td>Registered Users</td>
</tr>
</tbody>
</table>
All records are public information and any registered user can view the records and statuses of records. Choose a module.
When you click on a module it will display the records that are associated with your login. Anything in **BLUE** can be clicked on for more information.
If you scroll down you can search for a record as well. Be sure to change or delete the date range. There are many different ways to search for a record; once your criteria are entered, click search at the bottom.
Converted records from the previous permitting software (Naviline) can also be searched.
Once you have clicked on a record be sure to scroll to the right for additional information.

### Records

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
<th>Action</th>
<th>Short Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>039</td>
<td>Monitoring or Panel Change-Out</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Leslie Test</td>
<td></td>
</tr>
<tr>
<td>034</td>
<td>Fire Alarm System</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Leslie Test</td>
<td></td>
</tr>
<tr>
<td>000060</td>
<td>Fire Sprinkler Permit</td>
<td>20 heads or less</td>
<td>Resume Application</td>
</tr>
<tr>
<td></td>
<td>Sprinkler permit</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Search for Records
Click on Record info to view:

**Record Details:** Summary of record

**Processing Status:** Stage the record is in processing. Here you can see which department has reviewed a record and their comments.

**Related Records:** If there are any related records from other departments

**Attachments:** Any uploaded document. Letters or other documents may be uploaded here.
If you see a number next to “CONDITIONS” click on “Conditions” to see what the condition is. This will signify something that needs to be corrected.
By typing an address into the top search bar, citizens will have access to Global Search.