

# Building & Safety Process





## **‘ We Work For You’ Culture.**

The City of Fresno’s Building and Safety Division has “Rolled Out the Red Carpet” by streamlining processes, eliminating roadblocks, and implementing an easy to follow, customer-focused approval process. Applications may be submitted 24/7 through the City of Fresno’s Accela Citizens Access (ACA) online portal by scanning the QR code on the back of this brochure or schedule an in-person appointment at City Hall, Room 3043, Monday-Friday, 8:00a.m. to 5:00 p.m. by scanning the QR code for QLess on the back of this brochure.

A straightforward approach identifies projects based on their complexity. There are four project levels, each with an optimized process. This brochure outlines the process, so there are no surprises. Simple projects result in faster reviews, some even approved the same day through the online ACA portal. For more complex projects, the applicant can meet with the Development Review Committee (DRC) comprised of key reviewing departments, to collaboratively discuss the application and receive concise and thorough preliminary feedback.

The City of Fresno has established accountability, clear protocols, and authority for decision-making that align with the General Plan, Development Code, and pre-zoning. Improved technology, customer service, and continuous improvements through training and staff development will help keep the commitment to high standards, honor the public’s time, budgets, and to work together to **“Get to Yes.”**

### **Contact Information:**

**Building & Safety Division**

**559.621.8084**

**DARM.building@fresno.gov**

**Monday-Friday, 8:00 am to 5:00 pm**

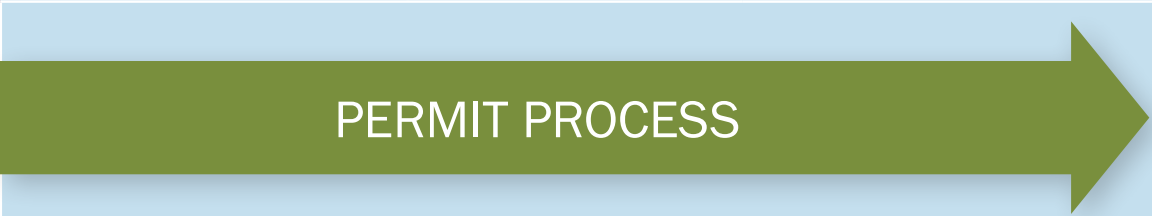
# BUILDING PROJECT LEVELS

Project Levels	Example Projects	Completeness Review Timeframe	Review Timeline
LEVEL 1	<ul style="list-style-type: none"> <li>• Electrical-Main Panels, Mechanical-Heating Ventilation and Air Cond., Plumbing-Water Heater, &amp; Re-Roofs</li> <li>• Residential Solar Photovoltaic</li> <li>• Residential City of Fresno “COF” Standard Patios.</li> <li>• Standard Sign Applications</li> <li>• Kitchen Hood Fire Suppression</li> </ul>	2-3 business days	Up to 3 business days
LEVEL 2	<ul style="list-style-type: none"> <li>• Residential Additions/ Alterations</li> <li>• Repairs requiring plans (including Fire Damage Repairs)</li> <li>• “COF” Standard Template ADU’s</li> <li>• Demolition Permits</li> <li>• Commercial Tenant Improvements</li> <li>• Commercial Solar Photovoltaic</li> <li>• Storage Racks or Cell Towers</li> <li>• Plan Addendum &amp; Resubmittals</li> <li>• Mobile &amp; Manufactured Homes</li> <li>• Landscape &amp; Irrigation Plans</li> <li>• Site Utilities</li> <li>• Grading</li> <li>• Event Permits</li> <li>• Pools/ Spas</li> </ul>		Up to 14 business days
LEVEL 3	<ul style="list-style-type: none"> <li>• New Custom Single Family Residence</li> <li>• New Projects (i.e., apartments, commercial, religious, restaurants, hotels/motels, parking garages, medical)</li> <li>• Change of Occupancy</li> <li>• New Standard Tract Home Templates</li> <li>• Custom ADU’S, Multi-family, and Commercial Templates</li> </ul>		Up to 21 business days
LEVEL 4	<ul style="list-style-type: none"> <li>• Complex Industrial Projects</li> <li>• Public Utility Capital Improvement Projects</li> <li>• Multi-Story High-Rise Buildings</li> <li>• Health Care Facilities</li> </ul>		Up to 28 business days

# BUILDING REVIEW PROCESS

				PRELIMINARY REVIEW		
				Applicant Applies For Permit Online	Completeness Review Process	Historical Preservation & Special Districts Considerations
PROCESS	City of Fresno on-line Accela Citizen Access (ACA) Portal.	All applications will have a completeness review prior to acceptance for plan check submittal.	For special districts, verification from Historic Preservation may be required prior to routing for review.			
	New Building permit applications are assigned a “B Record”.	<p>If the submittal set is deemed INCOMPLETE, the applicant will be contacted by staff with an “Additional Information is Required” status.</p> <p>The applicant must address and upload all requested information into the record on the ACA Online Portal AND notify staff prior to plans being routed for review.</p> <p>If submittal set is deemed COMPLETE, plans will be stamped “RECEIVED” and routed for review.</p>				
NOTES	Note: The project level may be different than the Planning Review Process project level.	Note: Plan Check fees invoiced at time of submittal MUST be paid prior to routing of the plans.	Note: Please contact <a href="mailto:Historic.Preservation@fresno.gov">Historic.Preservation@fresno.gov</a> for more information regarding Historic and special district designation.			

PROCESSING		
Routed for Plan Check Review	Building Division Review Completed	Applicant Revises Plans per Correction List & Comments



<p>Plans are reviewed by Building and Safety plan check staff and other outside departments and divisions.</p> <p>Typical Plan Check Reviewers by Department &amp; Discipline:</p> <ul style="list-style-type: none"> <li>• Fire Department</li> <li>• Planning</li> <li>• Building</li> <li>• Structural</li> <li>• Mechanical</li> <li>• Plumbing</li> <li>• Electrical</li> <li>• Title-24</li> <li>• Solar</li> <li>• Residential</li> <li>• Public Utilities</li> <li>• Public Works</li> </ul>	<p>Correction comments from each reviewer are compiled and a Plan check Correction List is published on the record, on-line.</p> <p>Applicant is contacted with instruction on how to submit revised plans and supporting documentation.</p>	<div data-bbox="739 598 1148 789" data-label="Image"> </div> <p>Applicant revises plans per plan check correction list and mark-ups.</p>
--	--	--

<p>Note: Plans are routed according to project scope. Reference “Building Project Levels” for timelines.</p>		
--	--	--

# BUILDING REVIEW PROCESS

		PROCESSING	
		Back Check Resubmittals and/or Addendums	Permit Tech Processes and Routes for Back Check Review
		PERMIT	
		REVISIONS	
PROCESS	<p>Applicant uploads revised plans, response letter, and other supporting documents, on the ACA Portal on-line. Permit Tech staff reviews for completeness. See “Completeness Review Process”.</p> <p>Addendums, Back Checks, and Re-Submittals are assigned an “AD Record”.</p>	<p>Permit Tech staff reviews application for completeness. See “Completeness Review Process” section for more information.</p> <p>If the submittal set is deemed <b>INCOMPLETE</b>, the applicant will be contacted by staff with an “Additional Information is Required” status.</p> <p>If submittal set is deemed <b>COMPLETE</b>, plans will be stamped and routed for review.</p>	
	NOTES	<p>Note: To avoid plans being re-routed to all previous disciplines, please slip-sheet only the sheets being revised into the previously stamped “RECEIVED” or “BACK CHECK” sets when re-submitting.</p>	<p>Note: Review time frames for “Back Check” are 10-business days.</p> <p>Review time frames for “Addendums/Field Revisions” are 14-business days.</p>

## COMPLIANCE AND APPROVAL

Application and Plans Approved

Approved Plans and Permit Issuance

PROCESS

## COMPLIANCE & APPROVAL

All comments on the Plan Check Correction List must be addressed and approved by all reviewers.

City staff assesses and invoices all fees.

Plans will be stamped "APPROVED" by staff and uploaded onto the ACA Portal.

Applicant submits required permit issuance documents.

City staff assesses and invoices all fees.

All permit fees must be paid prior to permit issuance and having access to "APPROVED" Stamped Plans.



## Accela Citizen Access (ACA) Online Services Available 24/7



Create, Submit, &  
Search  
Applications



Obtain Application  
Status, Comments, &  
Due Dates



Submit  
Backcheck &  
Addendums



Schedule an  
Inspection



Access Invoices &  
Pay Fees

SCAN THE QR CODE WITH YOUR PHONE  
TO SUBMIT AN  
**APPLICATION**  
THROUGH ACCELA CITIZEN ACCESS



## In-Person Services Provided

- General information relating to construction, inspections, permits, etc.
- Same day express permits for Electrical, Mechanical, & Plumbing
- Information regarding California Disabled Access/ ADA Requirements
- Application Process Inquiries
- Application Submittal Assistance & Public Document Review



SCAN THE QR  
CODE WITH  
YOUR PHONE  
TO MAKE AN  
APPOINTMENT  
WITH

