

JANUARY 2026 DEVELOPMENT SERVICES REPORT

Planning

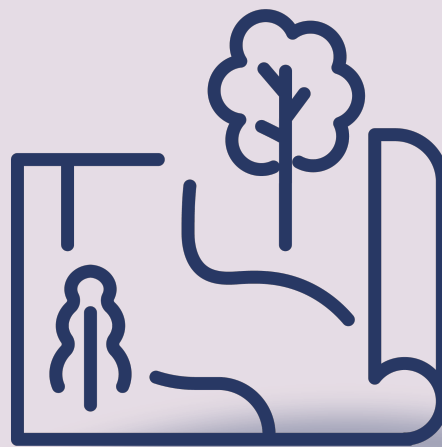


286

Applications Submitted

791

Completed Reviews



96%

Completed
On Time

Building



1,238

Plan Reviews

99%

Completed
On Time

1,029

Permits Issued

99%

Completed
On Time



Service

1,358

In-Person
Appointments

4.8 out of 5

Customer Service
Experience



Highlights



On March 1, 2026, Accela Citizens Access will be updated and renamed Citizen Portal. This enhancement will introduce a modern, user-friendly landing page with easier navigation and access to information.

Key improvements include:

- Simplified Password Reset: You'll now receive a password reset link via email —no need to answer security questions.

- Mobile-Friendly Design: The updated site will look and function better on mobile devices for a seamless experience on the go.

Thank you for your support as we make our services more accessible and convenient.

City of
FRESNO



FEBRUARY 2026 DEVELOPMENT SERVICES REPORT

Planning



296

Applications Submitted

964

Completed Reviews



93%

Completed
On Time

Building



1,597

Plan Reviews

99%

Completed
On Time

857

Permits Issued

98%

Completed
On Time



Service

1,115

In-Person
Appointments

4.8 out of 5

Customer Service
Experience



Highlights

New Building Refund Request Process

Building refund request applications are now processed electronically through the Accela Citizen Portal.

Email notifications will keep you informed of the refund request status, or you may log in to Citizen Portal at any time.

Questions? Contact us at Building.Refunds@fresno.gov.

City of
FRESNO



MARCH 2026 DEVELOPMENT SERVICES REPORT

Planning



357

Applications Submitted

979

Completed Reviews



97%

Completed
On Time

Building



1,146

Plan Reviews

99%

Completed
On Time

1,152

Permits Issued

99%

Completed
On Time



Service

1,586

In-Person
Appointments

4.8 out of 5

Customer Service
Experience



Highlights

New Building Refund Request Process

Building refund request applications are now processed electronically through the Accela Citizen Portal.

Email notifications will keep you informed of the refund request status, or you may log in to Citizen Portal at any time.

Questions? Contact us at Building.Refunds@fresno.gov.

City of
FRESNO

