

PLANNING AND COMMUNITY DEVELOPMENT



Consultants, Builders and Developers

Notice #20171207

December 7, 2017

Submittals to the Development Services Center (DSC)

Topic: Submittals Required via Accela Citizen Access

Effective: January 1, 2018

The DSC began accepting on-line electronic submittals in October 2015 via Accela Citizen Access (ACA). This allows the customer to track the progress during review. We have allowed customers to submit a CD or thumb drive, in which case staff creates the record and uploads all documents to Accela and the customer cannot track the project.

Beginning January 1, 2018, all plans and supporting information, plats, legal documents, as-builts, etc. for DSC approval must be submitted by the customer through Accela Citizen Access (ACA) <https://citizenaccess.vbgov.com/>. CDs and thumb drives will not be accepted.

There are two typical exceptions to this requirement:

- Resubmittals of projects that were not initially submitted on-line via ACA – customers cannot access these records and staff must upload the documents
- Submittal of executed plats and legal documents approved for recordation – original signatures are required for recordation

Please note we are continuing to require one paper copy of the entire submittal package for every submittal at this time.

For assistance, please contact:

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