Build SA

Existing Hansen Application/Permits What is Changing?

Timeline

	November 2020	**December 2020**	**Jan-Apr 2021**	**May 2021**
Building and Fire Permits/ License Registration	Staff training **Customer Training** **GO LIVE Monday (11/30)**	Staff training continues **Customer Training Continues** (as needed) Hansen applications converted as permits issued	Back-log Updates to Software Hansen applications converted	Hansen Software Closed **Existing Active Permits Converted end of May**

Build SA

Agenda

- Shut down of Hansen – Data warehouse
- Hansen Applications already submitted
  - Resubmittals
  - Process to issue a permit in Accela
  - Conversion Timeline
- Hansen Permits already submitted
  - Process to convert a permit - end of May
- New Applications and New Permits
  - Creations of Portal Accounts and links to Licenses
  - Escrow Accounts Hansen vs Accela
  - Submitting the week of Thanksgiving
  - Printing of Approved electronic Plans (watermark) vs Paper Hansen Plans (triangular stamp)

Build SA

Hansen active for 6-months

- Closing Hansen after May 31, 2021
  - Data warehouse will be available
- Both Systems until end of May
- Reasons for 2-systems
  - Transition easier for customers and city
  - Allows time for training while continuing work
  - Data conversion errors reduced
  - Not everyone will be prepared if already under construction (stopping/slowing of work)

Build SA

EXISTING HANSEN APPLICATIONS

Hansen in Applications (Pre-Permit issuance stage)

- Will continue in Hansen through Plan Review

- Will Continue to receive Plan Review comments as before by e-mail

Build SA

Resubmittals to Plan Review in Hansen

- No Changes most records
- Paper submittals for Commercial
  - In person submittals
  - Dropoff to DSD
  - Mail

- Existing Electronic Residential
  - Portal closing
  - E-mail resubmittal documents as needed
  - Goal to reduce existing New Residential very quickly after November 30

Build SA

Permits ready to be Issued

- Hansen permit application will be converted to an Accela
- DSD staff will:
  - Create Accela application record
  - Insertion of Fees in Accela
  - Insertion of inspections
- Customer will pay permit fees in Accela (through portal or cashier)
- Accela permit will be issued

Build SA

Customer Responsibilities

- DSD staff will create the Accela permit and will require:
- Conversation – Interaction - with the applicant

- Permit information may be missing in Hansen to create Accela permit
- Portal Account ready
- Applicant claim of new record
- Payment of permit fees in Accela
- Customer training/help available

Build SA

Customer Responsibilities

- For Commercial and New Residential after the permit is issued:

- Customer will add the MEP contractors to the new Accela permit so that MEP inspections may be scheduled
- MEP contractors will schedule through Accela

Build SA

EXISTING HANSEN PERMITS AND INSPECTIONS

Hansen in Permits and Inspections

- Permits continue in Hansen until closed or until May 31, 2021

- Will continue to schedule and close out inspections as before
- Will continue to submit letters to close out permits as before

Build ⊕ SA

Process to Convert Permits

- Goal – All issued Hansen Permits in the process of inspections should try to be closed by May 31, 2021

- Larger Projects that can not meet this goal will be converted to Accela the end of May.

- Conversion will take time depending on the number of permits still active in Hansen

Build⊕SA

DSD and Customer Responsibilities May 2021

- During May DSD staff will create the Accela permit from the Hansen permit
- DSD will add all inspections not completed to the new Accela Permit including the MEP trades

- Conversation – Interaction - with the applicant for any information or needs
- Portal Account ready if needed
- Applicant claim of new permit in Accela
- Customer MEP contacts required
- Customer training/help available
- DSD scheduling of some inspections

Build SA

NEW APPLICATIONS

What to Expect Nov 23-30

- Hansen closed Wednesday evening November 25
- Existing Portal for electronic submittals closed November 25
- Hansen On-line Application closed

- Monday morning November 30 Accela application will be live.

Build SA

Process to Apply for a Permit

- November 30 – All New permit applications and issued permits will be in Accela

- New applications already available for some permits

- Creation of a Portal Account required for electronic plan review (EDR) of new applications

- Escrow Account creation (if applicable)

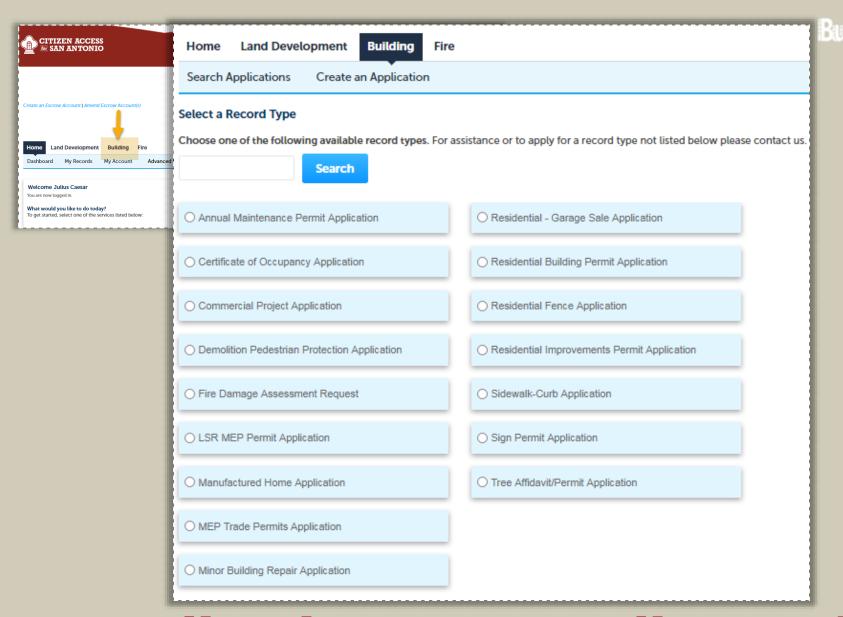- Printing of Plans - expectations

Build SA

ESCROW ACCOUNTS

- Hansen Escrow Accounts are active until end of May 2012
- Hansen Escrow may only be used for Hansen records
- Closing of Hansen Escrow Accounts with free refunds late spring 2021

- Accela Escrow Accounts available to be created and deposits made
- Accela Escrow Accounts only used for Accela records

Portal Account

- Required to do business on-line
- Required if applications require Plan Review
  - 24/7 access
  - Applications on-line
  - Upload documents – download approved plans
  - Applications and Permit status
- Adding of General and MEP contractors to permits
  - Payment of permit fees and MEP fees
  - Scheduling of inspections
- Submittals of Update designs
- Notices of inspection results – elimination of green and yellow tags
- Creation and maintenance of Escrow account

Build SA

Applications are On-line 24/7

Commercial and MEP

Combination Permits Require MEP inspections

Converted permits and MEP inspections from existing MEP Trade Permits

Electrical	Plumbing	Mechanical	Flatwork
Utility	Water Utility	General	Sidewalk
TOPS	Sewer Utility		Curb
TML	Irrigation		Approaches
General	Gas		
	Medical Gas		
	Backflow		
	General		

Release to CPS

- For Permits in Accela
  - Interface to CPS Energy systems for electric and gas releases
  - Link into the CPS workorder system

- For Permits in Hansen
  - Not automatic
  - DSD staff reviews inspections and initiates manually

Build SA

COO and LOC

- For Permits closed in Accela
  - Automatic COO provided by e-mail
  - COO is a separate record
  - All permits receive a COO or LOC

- For Permits closed in Hansen
  - Not automatic
  - DSD staff reviews inspections and initiates manually
  - Most Permits do not receive a LOC

Build SA

Training Strategy

- **Online Video training**

- **Self-paced pdf Guide and tutorials**

  - *BuildSA Training Portal*

- **Open houses via WebEx**

Build SA

CITY OF SAN ANTONIO

GET CONNECTED   RESIDENTS   VISITORS   BUSINESS   YOUR GOVERNMENT   ESPAÑOL

ENHANCED BY Google

DEVELOPMENT SERVICES

BUILDSA PROJECT

DEVELOPMENT SERVICES HOME

ABOUT ›

BOARDS AND COMMISSIONS ›

BUILDSA PROJECT

BUSINESS OWNERS ›

CONSTRUCTING IN SAN ANTONIO ›

CONTRACTOR REGISTRATION & LICENSING ›

CODE ENFORCEMENT ›

RESOURCES ›

ONLINE SERVICES ›

SA.GOV RELATED SITES

FIRE MARSHAL

OFFICE OF HISTORIC PRESERVATION

STORM WATER

MORE LINKS...

HELPFUL LINKS

BEXAR APPRAISAL (BCAD)

BEXAR COUNTY LAND DATA

CPS ENERGY

MORE LINKS...

OFFICE & LOCATION

Cliff Morton Development and Business Services Center
1901 South Alamo Street
San Antonio, TX 78204

Visit our Office
Includes visitor check in information and safety measures at DSD.

Phone:
210.207.1111

Hours:
7:45 am - 4:30 pm (Mon - Fri)
Closed on City Holidays

BUILDSA PROJECT OVERVIEW

We are excited to share BuildSA – Land Development Phase 1 launched on Oct. 1, 2018. What is BuildSA? BuildSA is the designated name of the project or software system that will either re-place or integrate with many of the systems we use today. The provider or vendor of the system is Accela. BuildSA will make doing business with Development Services and our partnering agencies easier, faster, and more efficient.

Since the Land Development launch in 2018, we have been working hard to deliver a new system for Code Enforcement and Building/Fire Permits and License Registration records. We are pleased to share Code Enforcement will go live on Sept. 21, 2020, and the Building/Fire Permits and License Registration is on track to launch on Nov. 30.

| NEW RELEASES | TRAINING | FAQS |

BUILDING DEVELOPMENT • **LAND DEVELOPMENT** • **CUSTOMER RESOURCES** • **STAFF RESOURCES**

Welcome to the BuildSA Online Training Resource Center!

This page features access to training resources that have been created for our customers. The training materials are meant to help you, the user, navigate BuildSA.

The *User Guide* and the *Online Training Modules* provide essential information about the functionality of BuildSA and use an easy-to-follow, step-by-step method.

By Creating an Online Portal Account, you will have the ability to submit applications online, real time access to your applications, ability to make payments online, search for application information, ability to submit documents electronically.

Note to Existing Customers:
All records in the status of "Approved," "Recorded" and "Under Review" have been migrated to our new BuildSA system. If you are an existing customer, please use the same contact information as shown in the List of Existing Records when creating your Citizen Access online portal account to gain instant access to your applications. Should the contact information not be current, or if it is invalid, follow the instructions found in Information Bulletin 300 to claim your record (s).

Escrow Accounts:
Escrow accounts are now available for Land Development customers. To learn more, review our new Escrow Account brochure today!

Customer Resources:

Online Citizen Access User Guide

Quick Guides

Citizen Access Application & Inspection Submittal

Citizen Access Creating an Online Portal Account

Training Modules

Citizen Access Delegate vs Contact

Claim Your Record PIN Number

Citizen Access Create an Account Lesson 1

Citizen Access Account Management Lesson 2

Citizen Access Delegate Management Lesson 3

Citizen Access Create an Application Lesson 4

Citizen Access Viewing Application Information Lesson 5

Build SA

Questions

BuildSAOCMTeam@sanantonio.gov