



3-29-2010

Dear Building Community,

As part of our ongoing effort to improve customer service, I am pleased to announce the addition of a new on-line service designed specifically for the development community in the City of Omaha. Starting March 15th 2010, the City of Omaha launched a new service allowing users to **register for a personal account and schedule inspections online using Accela Citizen Access.**

The city will continue to allow inspections to be faxed or called in, but for those of you planning on taking advantage of the online inspection scheduling, the City of Omaha will be providing four sessions of training: April 27th (2:00-3:30pm), 28th (10:00-11:30am) & (2:00-3:30pm) and April 29th from (2:00-3:30pm) in the Dotcomm training center on the 3rd floor of the Civic Center. All three sessions are identical so you only need to attend one. Seats are limited so contact Stu Craven at scraven@ci.omaha.ne.us if you are interested. If we have a large enough turnout additional training may be available.

The process of online registration and inspection scheduling is fast and easy—get started by visiting <http://accwls01.ci.omaha.ne.us/permitinfo/>. You will need a valid e-mail address and need to know your City of Omaha contractor identification number (assigned through Accela and available from the City) if you want to schedule inspections. This new service is available 24 hours a day, 7 days a week and the site is completely safe, secure and FREE.

We are very excited about implementing this new service and we hope that you will take advantage of its many benefits. Visit <http://accwls01.ci.omaha.ne.us/permitinfo/> or <http://www.cityofomaha.org/planning/permits/> for more information.

Regards,

Stuart Craven,
Applications Analyst
P&I, City of Omaha Planning
scraven@ci.omaha.ne.us