



## FOR IMMEDIATE RELEASE

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### **City's Citizen Access Portal Now Available**

**New Braunfels, Texas** — The City of New Braunfels has announced the development of the Accela Citizen Access Portal. Accela is the software the City uses to manage building permits and inspections, code compliance, plats, zoning and other development functions.

This public access service is being rolled out in several phases. During the first phase contractors, developers and citizens can check on the status of these activities and get information regarding applications. This data will be accessible to anyone. As the database expands, other details, such as comments on an application or permit, will become available but will only be visible to the actual applicant/owner/contractor(s) involved.

The second phase will allow individuals to create an account and request services through the website including; building permits, creating a planning case, initiating a code complaint, and paying fees through PayPal.

The final phase will provide full functionality including application for complex building permits, scheduling inspections, and pertinent information on topics such as food handler training. Full roll out of all three phases is scheduled to occur in 2014.

“We are pleased to offer our citizens, businesses, and visitors access to these government services online, 24 hours a day, 7 days a week,” said Planning Director, Shannon Mattingly. “We are delivering powerful e-government services and access to valuable community information while making interactions with us more efficient and convenient in these areas.”

Links to the Citizen Portal are found on the following City website home pages: Planning and Community Development, Building, Code Enforcement, Planning and Zoning and the Open Government/Transparency tab on the City's home page. It may also be accessed directly at [www.nbtexas.org/service](http://www.nbtexas.org/service).

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