



**Clerk of the Board of Supervisors**  
105 E. Anapamu Street, Suite 407  
Santa Barbara, CA 93101  
(805) 568-2240

## BOARD OF SUPERVISORS AGENDA LETTER

**Department Name:**

Information Technology

**Department Number:**

067

**Agenda Date:**

July 7, 2026

**Placement:**

Administrative Agenda

**Estimated Time:**

N/A

**Continued Item:**

No

**If Yes, date from:**

N/A

**Vote Required:**

Majority

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**TO:** Board of Supervisors

**FROM:** Department Director: Chris Chirgwin, Chief Information Officer (CIO)

DocuSigned by:  
*Chris Chirgwin*  
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**CONTACT:** Andre Monostori, Deputy CIO

**SUBJECT:** Five-Year Agreement with Accela, Inc., for Licensing

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**Concurrences:**

**County Counsel Concurrence:**

As to form: Yes

**Auditor-Controller Concurrence:**

As to form: Yes

**Other Concurrence: Risk Management**

As to form: Yes

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**Recommended Actions:**

- a) Approve, ratify, and authorize the Chair of the Board to execute a five-year Agreement (“Agreement”) with Accela, Inc. (“Accela”) for the procurement of Accela licenses and services in an aggregate amount not to exceed \$5,709,986.86 beginning July 1, 2026, and ending June 30, 2031; and
- b) Determine that the above recommended actions do not constitute a project subject to environmental review under the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines Section 15378(b)(2)&(5), finding that the actions consist of continuing administrative or maintenance activities, such as purchases for supplies and general policy and procedure making and organizational or administrative activities of governments that will not result in direct or indirect physical changes in the environment.

**Summary Text:**

Staff requests the Board approve a new five-year agreement with Accela not to exceed \$5,709,986.86 for the provision of licensing for continued use of the Accela’s cloud-based Civic Platform. This consolidates the services provided by Accela to multiple departments under one contract.

**Discussion:**

Accela’s cloud-based Civic Platform is used by Planning & Development, Public Works, County Fire, the CEO Cannabis Licensing Division, and County Health to allow citizens and businesses to request permits, licenses, and inspections electronically via the web. It enables the County to continue meeting the needs of its constituents through continuous improvements to and modernization of business processes and online offerings available through the Civic Platform. Approval of this agreement will allow the County to continue to provide these services to the public.

The proposed agreement also adds new licensing for Accela’s OpenCounter platform, which is designed to streamline the permitting and licensing application process. OpenCounter is included in the subscription at no cost for year one, with subscription payments commencing in year two (\$36K in FY 2027-28 and \$152K over the term of the agreement). Additional services not provided for in this contract will be needed to implement OpenCounter. Staff will return to the Board with a professional services contract for implementation in FY 2026-27.

A comprehensive update on the Accela platform is planned for the Board as a separate Departmental item for the first quarter of FY 2026-27.

**Background:**

Since 2002, the following departments have used different, separate instances of Accela which make it difficult to share information countywide:

- County Health’s Environmental Health Services: Implemented a self-hosted Envision system in 2002, with data stored locally within County Health’s infrastructure. This was considered a legacy Accela product and Environmental Health Services migrated this system to the cloud-hosted Accela Civic Platform in 2023. While this data is stored on the cloud, hosted by Accela’s infrastructure, it is nevertheless a separate environment that is not connected with any other County Accela infrastructure.

- **Planning & Development:** The County’s first department to purchase and implement a self-hosted Accela system in 2008. At that time, the data was stored locally within Planning & Development’s infrastructure. In 2022, following Board approval and direction, Planning & Development completed migration to the cloud from this locally stored infrastructure to Accela’s cloud-hosted version, sharing the same environment with the County Executive Office – Cannabis Regulation & Licensing Unit.
- **The County Executive Office – Cannabis Regulation & Licensing Unit:** The County’s first department to implement Accela's cloud-based platform in 2018.
- **The County's Board of Supervisors** granted approval in July of 2021 to enhance and expand use of the Accela Platform to help County departments accelerate growth, efficiency, and transparency. The 2021 board letter promised to migrate Planning & Development to Accela's cloud-hosted platform, expand the use on the Accela platform to other departments and allow them to implement their business process, increase customer usability through Accela's Citizen Access portal, and create an opportunity to integrate with the County's enterprise GIS.

Adoption of Accela’s cloud-hosted Civic Platform has increased significantly across departments since 2021. As they modernized and moved away from an out-of-date legacy system, departments sought to offer more efficient and cost-effective solutions to their customers. Five county departments now use Accela to process permit and license applications, track plan reviews, schedule and complete inspections, and communicate relevant details with their customers. The Accela Civic Platform is a truly enterprise-wide solution that has allowed the County Executive Office Cannabis Regulation & Licensing Division (CEO), Fire, Planning & Development (P&D), Public Works (PW), and County Health Environmental Health Services (CHD) to create a consistent experience for County constituents and staff.

**Fiscal Analysis:**

	<b>FY 2026-27</b>	<b>FY 2027-28</b>	<b>FY 2028-29</b>	<b>FY 2029-30</b>	<b>FY 2030-31</b>	<b>Total</b>
<b>Funding - Shared (SBCO)</b>						
CEO	\$35,323.39	\$38,358.54	\$39,868.55	\$41,438.35	\$43,070.31	<b>\$198,059.14</b>
CHD	\$0	\$0	\$0	\$0	\$0	<b>\$0</b>
ITD	\$27,897.44	\$(27,897.44)	\$0	\$0	\$0	<b>\$0</b>
P&D	\$540,000.00	\$595,171.11	\$613,582.36	\$637,761.50	\$662,898.71	<b>\$3,049,413.68</b>
PW	\$199,250.00	\$240,222.90	\$237,341.26	\$246,700.23	\$256,430.19	<b>\$1,179,944.57</b>
Fire	\$58,897.00	\$76,818.58	\$73,240.15	\$76,129.85	\$79,134.14	<b>\$364,219.72</b>
<b>Funding – Health Only (SBCOEH)</b>						
CHD	\$164,743.00	\$181,143.62	\$183,387.73	\$190,723.23	\$198,352.17	<b>\$918,349.75</b>
<b>Total</b>	<b>\$1,026,110.83</b>	<b>\$1,103,817.30</b>	<b>\$1,147,420.05</b>	<b>\$1,192,753.16</b>	<b>\$1,239,885.52</b>	<b>\$5,709,986.86</b>

The above funding allocation across departments is based on the number of licensed users as shown in the table below. Sufficient appropriations were included in the FY 2026-27 Adopted Budget, and future year funding will continue to be included in each department’s requested budgets during the annual budget cycle. The FY 2026-27 amounts represent what was budgeted by departments based on preliminary license counts. Minor differences between what was budgeted and the actual cost share based on final license counts for FY 2026-27 will be absorbed by ITD in Year 1 then recovered

through charges in Year 2 (FY 2027-28). The costs for the OpenCounter add-on are included in the annual costs beginning FY 2027-28 through FY 2030-31.

SBCO Accela			
Department	License Count	Percentage Share of Total Cost	Products Covered
CEO	10	4.4%	9 licenses of Multi-solution SBCO, ERDB, and 1 license for ITD
CHD	8	0%	2 licenses of Multi-solution SBCO, and ERDB
P&D	146	64.6%	145 licenses of Multi-solution SBCO, ERDB, and 1 license for ITD
PW	54	23.9%	53 licenses of Multi-solution SBCO, ERDB, and 1 license for ITD
Fire	16	7.1%	15 licenses of Multi-solution SBCO, ERDB, and 1 license for ITD
<b>Total</b>	<b>234</b>	<b>100%</b>	

SBCO Accela--ePermitHub			
Department	License Count	Percentage Share of Total Cost	Products Covered
P&D	1	50%	1 shared license of ePermitHub
PW		15%	
Fire		35%	
<b>Total</b>	<b>1</b>	<b>100%</b>	

SBCOEH Accela			
Department	License Count	Percentage Share of Total Cost	Products Covered
CHD	48	100%	48 licenses of Multi-solution SBCOEH and ERDB

**Special Instructions:**

Please email a copy of the executed Agreement and minute order to Kyle Slattery (knslattery@countyofsb.org) and Jason Womack (jwomack@countyofsb.org) with the Information Technology Department.

**Attachments:**

**Attachment A** – Accela Agreement (Signature Required)

**Contact Information:**

Orlando Mora,  
Accela Analyst  
omora@countyofsb.org

**CC Information:**

Lisa Plowman, Director, Planning and Development - lplowman@countyofsb.org  
Chris Sneddon, Director, Public Works - csneddo@countyofsb.org  
Garrett Huff, Fire Chief, County Fire Department - ghuff@countyofsb.org  
Mouhanad Hammami, Director, Public Health - mhammami@sbcphd.org