



**BOARD OF SUPERVISORS  
AGENDA LETTER**

**Agenda Number:**

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

**Department Name:** CEO  
General Services  
Planning &  
Development  
Public Health  
**Department No.:** 012/063/053/041  
**For Agenda Of:** July 12, 2022  
**Placement:** Administrative  
**Estimated Time:**  
**Continued Item:** No  
**If Yes, date from:**  
**Vote Required:** Majority

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**TO:** Board of Supervisors

**FROM:** Department Director(s) Mona Miyasato, County Executive Officer  
Janette Pell, General Services (805) 560-1011  
Lisa Plowman, Planning and Development (805) 568-2086  
Van Do-Reynoso, MPH, PhD, Public Health (805) 681-5100  
Contact Info: Mark Garcia (805) 568-2600

**SUBJECT:** Countywide Accela Inc Licensing; All Districts.

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**County Counsel Concurrence**

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

**Auditor-Controller Concurrence**

As to form: Yes

As to form: Yes

**Recommended Actions:**

That the Board of Supervisors:

- A. Approve and authorize the Chair to execute the first amendment to the Master Services Agreement with Accela, Inc., to add a non-appropriation of funds clause to the agreement; and
- B. Approve and authorize the County Executive Officer or designee to execute an Order Form subject to the County's Master Subscription Agreement with Accela, Inc. (Board Contract Number BC19-

110) for subscription services for CEO Cannabis licensing totaling 19 user licenses including user training in an order amount of \$65,399.71 for the period August 31, 2022 through August 30, 2023; and

- C. Approve, ratify, and authorize the Planning and Development Director or designee to execute an Order Form subject to the County's Master Subscription Agreement with Accela, Inc. (Board Contract Number BC19-110) for subscription services for Planning and Development totaling 165 user licenses including user training for a total contract amount not to exceed \$2,276,914.43 for a term of July 1, 2022 through June 30, 2026, subject to annual budget allocations; and
- D. Approve, ratify, and authorize the Public Health Director or designee to execute an Order Form subject to the County's Master Subscription Agreement with Accela, Inc. (Board Contract Number BC19-110) for subscription services for Environmental Health Services totaling 50 user licenses, enhanced reporting, and user training an amount not to exceed \$604,490.38 for July 1, 2022 through June 30, 2026, subject to annual budget allocations; and
- E. Determine that the above actions are government fiscal activities or funding mechanisms which do not involve any commitment to any specific project which may result in a potentially significant physical impact on the environment, and are therefore not a project under the California Environmental Quality Act (CEQA) pursuant to section 15378(b)(4) of the CEQA Guidelines.

**Summary Text:**

Accela is a software company that provides a cloud-based platform of government software solutions aimed at accelerating growth, efficiency, and transparency within governmental agencies. Its solutions allow citizens and businesses to request permits, licenses, and inspections via the web. The application also provides analytical dashboards for County executives to review work activity across multiple County departments in real time. Accela's Civic Platform provides opportunities to bring on additional County departments as needed, making this a truly enterprise solution that creates a consistency of experience for County constituents and staff.

The County currently has three different departments (County Executive Office – Cannabis Business Licensing, Public Health/Environmental Health Services, and Planning and Development) that use Accela software as part of their business needs. These different departments implemented their systems separately to address needs specific to their areas. The existing Accela cloud-based platform is an enterprise system that allows for much flexibility in data exchange and reporting. This platform allows the County to leverage their enterprise reporting and other capabilities with additional opportunities to add on other County departments such as County Fire and County Public Works.

Future planning includes:

1. Enhancing the Citizen Access portal for customer usability.
2. Evaluating potential for GIS integration.
3. Migrating other County departments such as County Fire and County Public Works.

**Background:**

The County Executive Office-Cannabis Business Licensing Unit obtained Board approval to execute a Master Services Agreement with Accela to attain and implement the cloud-based version of Accela and

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procure 15 licenses to use Accela's cannabis licensing application on August 14, 2018 (Attachment 1). Subsequent purchases for Accela's cannabis licensing went through the County Purchasing Agent. County Executive Office-Cannabis Business Licensing Unit requests that the Board approve and authorize year 3 of the Order Form (Attachment 2). The County Executive Office's existing licensed version of Accela leverages cloud-based technology and Accela staff expertise to engage with their customers via the Citizen Access portal.

Planning and Development and Public Health/Environmental Health Services met with the Executive Information Technology Council (EITC) to obtain their concurrence to modernize their versions of Accela and move it onto the County Executive Office's existing version. During their meeting of February 10, 2021, the EITC authorized both Planning and Development and Environmental Health Services to migrate Accela onto the County Executive Office's cloud-based platform. On June 22, 2021, the Board authorized both the departments of Planning and Development and Public Health/Environmental Health Services to procure services from Accela to migrate these departments' data into the Accela platform and to enter into license agreements with Accela. Staff are requesting that the Board authorize, ratify and approve years 2 through 5 of the Order Forms (Attachments 3 and 4).

The increase in operational efficiency facilitates communication across County departments that currently have a stake in the permit review process. Additionally, the future addition of the enhanced Citizen Access portal will enable permit seekers to submit their applications online and communicate virtually with Cannabis, Planning and Development and Environmental Health Services staff.

Having the Planning and Development and Environmental Health Services licensing exist on the same platform as the County Executive Office - Business Cannabis Licensing creates an opportunity for the County to leverage an Enterprise-wide solution that will create more transparency for County executives and constituents alike. Other County departments such as Public Works and County Fire have already indicated an interest in joining this enterprise platform in order to leverage similar benefits. Potential future solutions for the County to leverage the Accela platform may include Fire and Public Safety, Service Request Management, or Short Term Rentals, and other Business licensing.

**Performance Measure:**

1. Software services will maintain 99% uptime.

**Fiscal and Facilities Impacts:**

Budgeted: Costs for Accela licensing are included in departmental budgets. Budgets are created each year for the following fiscal year and the Accela licenses are built into each upcoming budget.

**Fiscal Analysis:**

Dept	Funding Source	Description	FY 2022-2023
CEO	Cannabis Permit Revenue	19 Licenses & Training - Accela	\$ 65,400
P&D	P&D Permit Revenue	165 Licenses & Training - Accela	\$ 548,322
PH-EH	Public Health - Env. Svcs Permit Revenue	50 Licenses & Training - Accela	\$ 145,572
	<b>Total - Licensing &amp; Training FY 2022-2023</b>		<b>\$ 759,294</b>

Dept	Funding Source	Description	FY 2023-2024
CEO	Cannabis Permit Revenue	To Be Negotiated	
P&D	P&D Permit Revenue	165 Licenses & Training - Accela	562,029.75
PH-EH	Public Health - Env. Svcs Permit Revenue	50 Licenses & Training - Accela	\$ 149,211
	<b>Total - Licensing &amp; Training FY 2023-2024</b>		<b>\$ 711,241</b>

Dept	Funding Source	Description	FY 2024-2025
CEO	Cannabis Permit Revenue	To Be Negotiated	
P&D	P&D Permit Revenue	165 Licenses & Training - Accela	\$ 576,080
PH-EH	Public Health - Env. Svcs Permit Revenue	50 Licenses & Training - Accela	\$ 152,942
	<b>Total - Licensing &amp; Training FY 2024-2025</b>		<b>\$ 729,022</b>

Dept	Funding Source	Description	FY 2025-2026
CEO	Cannabis Permit Revenue	To Be Negotiated	
P&D	P&D Permit Revenue	165 Licenses & Training - Accela	\$ 590,482
PH-EH	Public Health - Env. Svcs Permit Revenue	50 Licenses & Training - Accela	\$ 156,765
	<b>Total - Licensing &amp; Training FY 2025-2026</b>		<b>\$ 747,248</b>

Dept	Total Contract Amount
CEO	\$ 65,400
P&D	\$ 2,276,915
PH-EH	\$ 604,491

**Narrative:**

The Accela licensing costs for each department are being paid with the user department's funds. The on-going costs for licensing are funded by the user department's permit revenue and if needed, other budgeted department funds.

**Key Contract Risks:**

The County has an existing relationship with Accela, Inc. and has had a positive experience with services and support needs being met. This renewal is seen as low risk as it does contain grounds for ending the contract upon Accela's breach or for non-appropriation of funds, should that become necessary.

**Staffing Impacts:**

**Legal Positions:**

0

**FTEs:**

0

**Special Instructions:**

1. Clerk of the Board please return two (2) copies of the fully executed First Amendment to the Agreement and one (1) copy of the minute order of the actions and to the General Services Department, attention: Mark Garcia, Project Portfolio Manager.
2. Clerk of the Board please return one (1) copy of the minute order of the actions to the Planning and Development Department, attention: Linda Liu, Project Manager.
3. Clerk of the Board please return one (1) copy of the minute order of the actions to the Public Health Department, attention: Rose Davis, Business Specialist.
4. Clerk of the Board please return one (1) copy of the minute order of the actions to the County Executive Office Department, attention: Steven Yee, Fiscal and Policy Analyst.

**Attachments:**

1. Existing Master Services Agreement (MSA) between County and Accela, Inc. signed 08/14/2018
2. First Amendment to Agreement between County and Accela, Inc.
3. Order Form for Accela Cannabis Licensing
4. Order Form for licenses and services for Planning and Development
5. Order Form for licenses and services for Environmental Health Services

**Authored by:**

Mark Garcia, Project Portfolio Manager, General Services

**cc:**

Elise Dale, Assistant Director, Planning and Development  
Linda Liu, Planning Process Analyst, Planning and Development  
Lars Seifert, Director, Environmental Health Services  
Scott McGolpin, Director, Public Works  
Julie Hagen, Deputy Director Finance and Administration, Public Works  
Larry Lowman, IT Manager, Public Works  
Teresa Martinez, Deputy County Counsel  
Mark Garcia, Project Portfolio Manager, General Services