



PLANNING & DEVELOPMENT SERVICES

MAKING A PLANNING IMPACT FEE PAYMENT

EFFECTIVE: January 8, 2026

ONLINE REGISTRATION

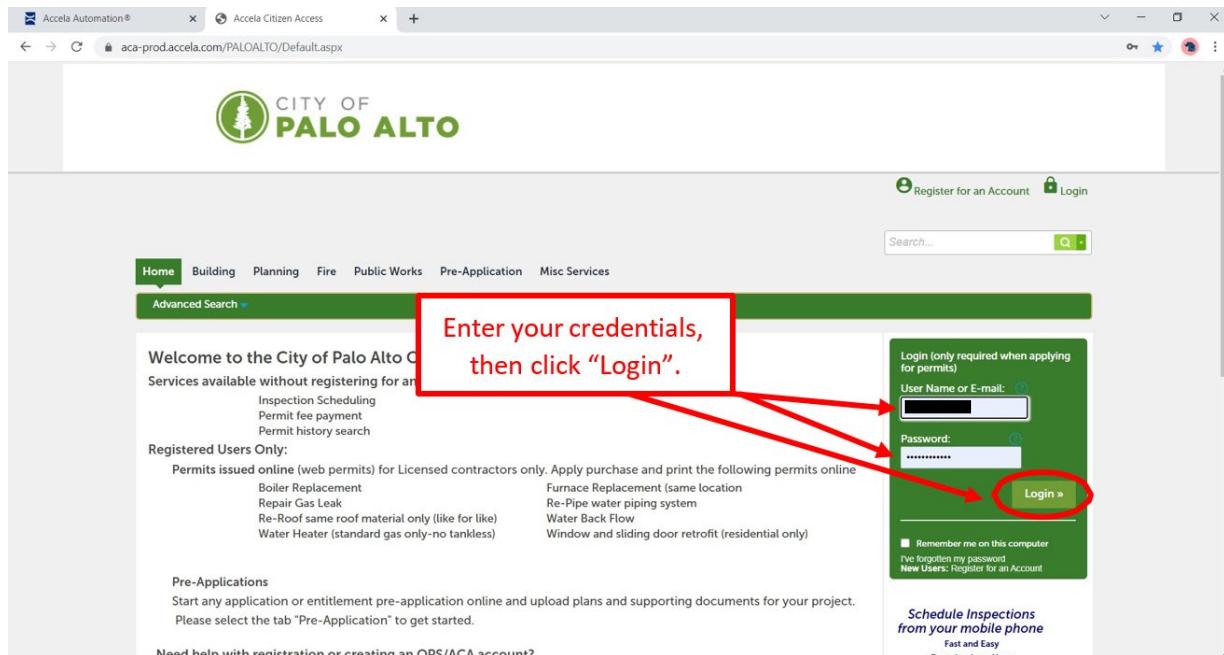
To make a payment for a Planning Impact Fee record, you must register for an Accela Citizen Access (ACA) account or have an existing account, and the account must be connected to the contact information section of the Planning Impact Fee record.

Register for an account online through Palo Alto's Accela Citizen Access (ACA) portal website at <https://aca.accela.com/PALOALTO>.

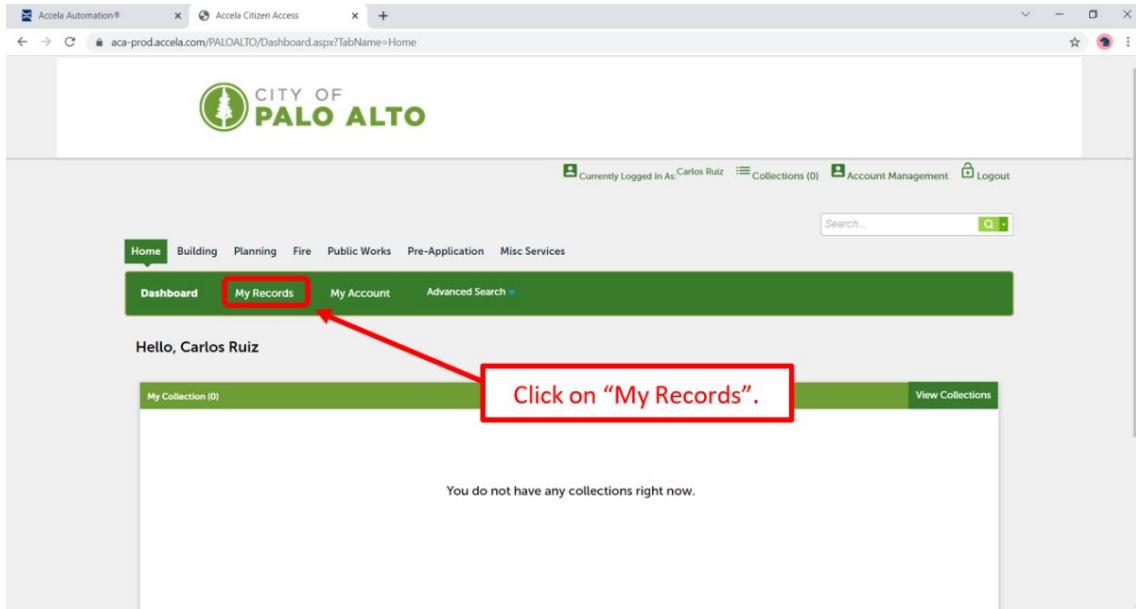
INTRODUCTION

Prior to making your Planning Impact Fee payment, please contact your Project Planner to connect your Accela Citizen Access account to the PIF record.

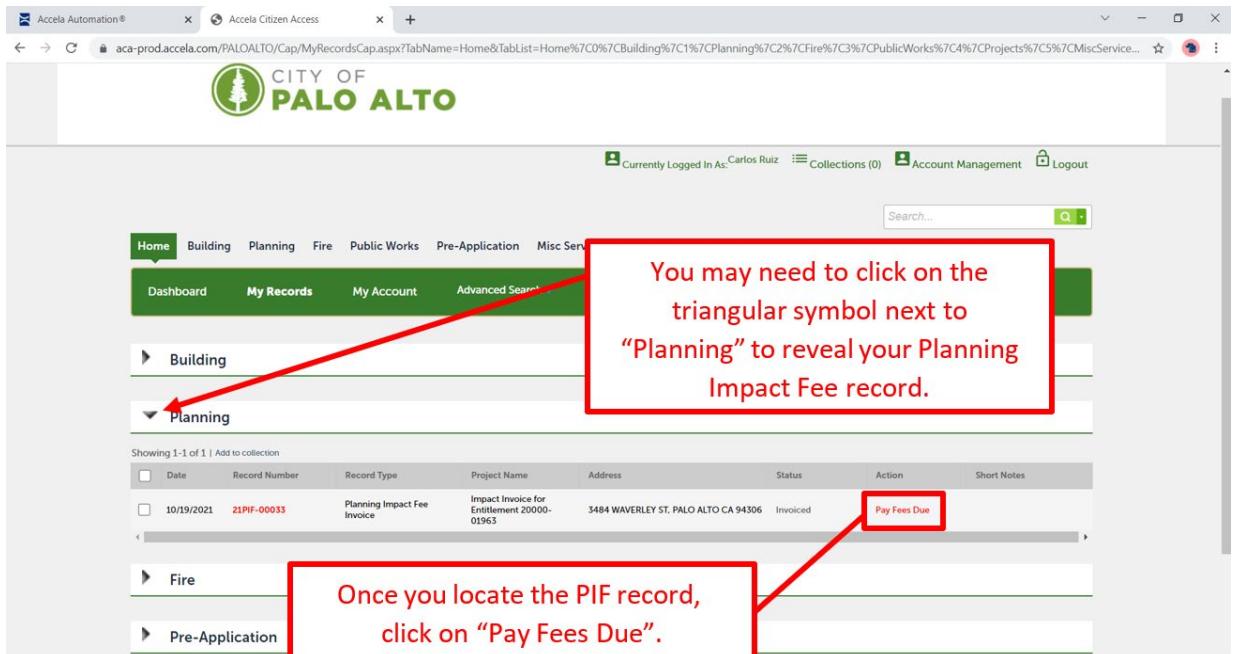
1. Enter your credentials and log in to your Palo Alto OPS account.



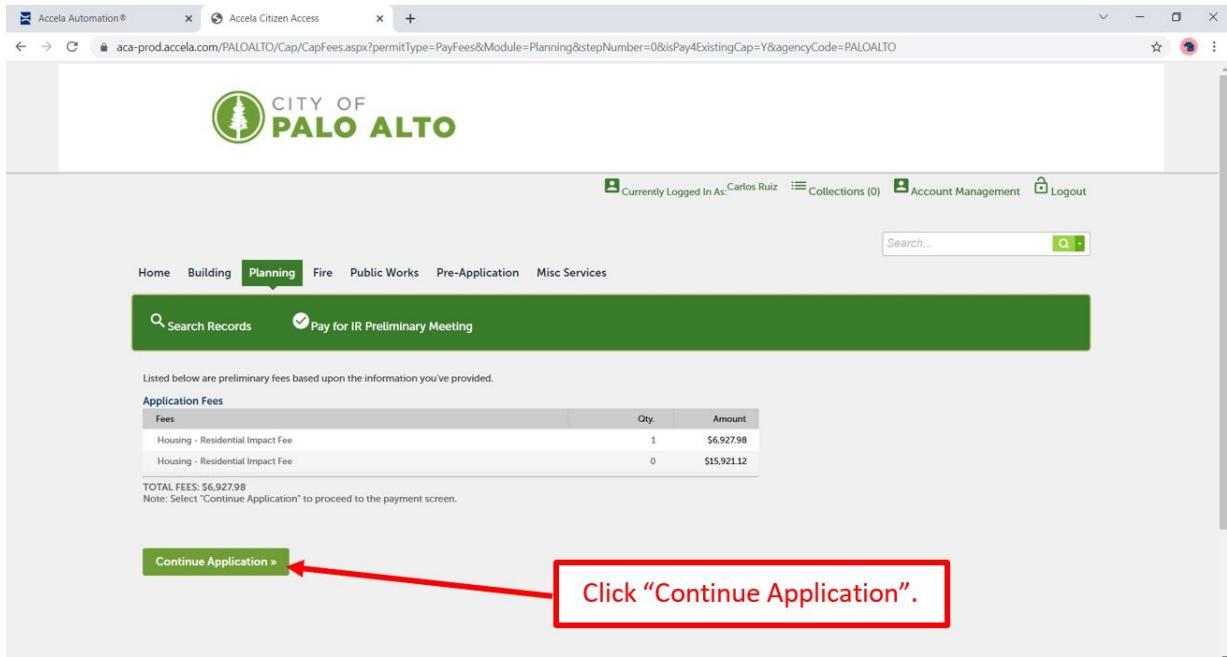
2. Click on the “My Records” button.



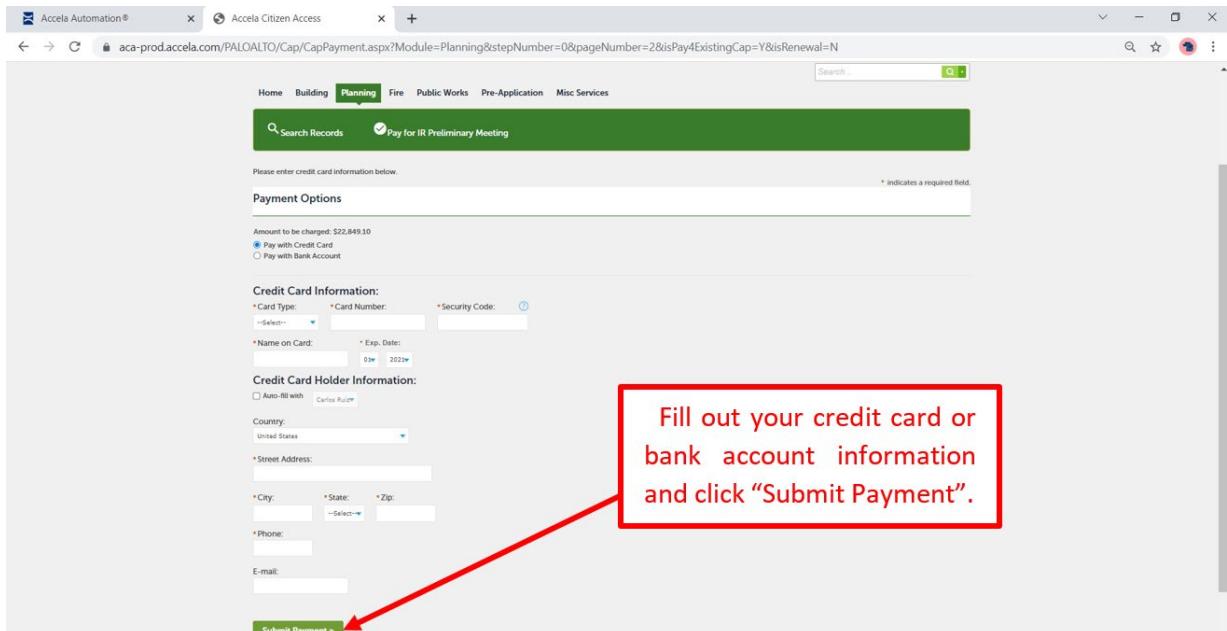
3. Locate and click on your Planning Impact Fee (PIF) record. If you do not initially see the PIF, you may have to click on the triangular symbol next to “Planning” to reveal additional records. Then click on the red “Pay Fees Due” button.



4. Verify your fee total when the summary loads, then click "Continue Application".



5. Finally, choose to pay with your credit card or bank account by clicking either option, provide the relevant information, then click the "Submit Payment" button.



After clicking submit, you should receive confirmation that your payment has been accepted. Thank you for using the Palo Alto OPS system!