



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/>.

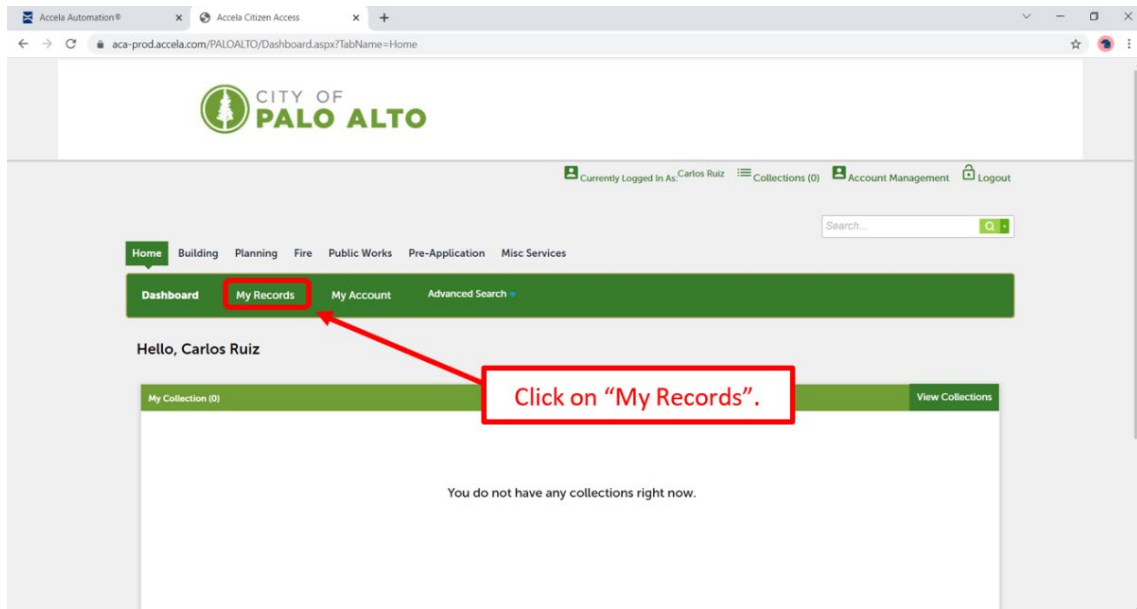
INTRODUCTION

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

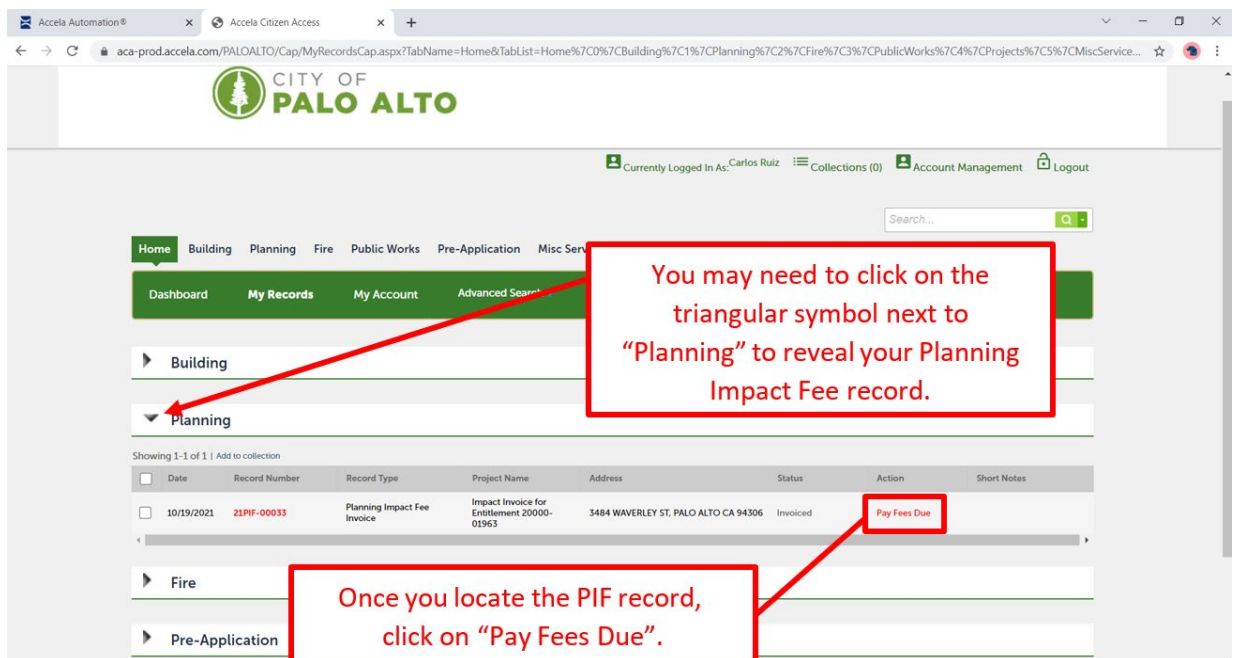
1. Enter your credentials and log in to your Palo Alto OPS account.

A screenshot of the Accela Citizen Access (ACA) portal website for the City of Palo Alto. The browser address bar shows "aca-prod.accela.com/PALOALTO/Default.aspx". The website header includes the City of Palo Alto logo and navigation links: Home, Building, Planning, Fire, Public Works, Pre-Application, and Misc Services. A search bar is located in the top right. The main content area is titled "Welcome to the City of Palo Alto" and lists services available without registering (Inspection Scheduling, Permit fee payment, Permit history search) and services for registered users only (Permits issued online, Boiler Replacement, Repair Gas Leak, Re-Roof same roof material only, Water Heater, Furnace Replacement, Re-Pipe water piping system, Water Back Flow, Window and sliding door retrofit). A red box highlights the "Login" button in the top right corner, with a red arrow pointing to it from a text box that says "Enter your credentials, then click 'Login'". The login form itself is titled "Login (only required when applying for permits)" and contains fields for "User Name or E-mail:" and "Password:". Below the password field is a "Remember me on this computer" checkbox and a "Forgot my password" link. A "New Users: Register for an Account" link is also present. At the bottom right, there is a section for "Schedule Inspections from your mobile phone" with a "Download our App" link.

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 you fee total when the summary loads, then click “Continue Application”.

The screenshot shows the 'CITY OF PALO ALTO' website. The user is logged in as Carlos Ruiz. The 'Planning' tab is selected in the navigation menu. Below the navigation bar, there is a green button labeled 'Pay for IR Preliminary Meeting'. Below this, a table lists 'Application Fees' with columns for 'Fees', 'Qty.', and 'Amount'. The table shows two rows: 'Housing - Residential Impact Fee' with a quantity of 1 and an amount of \$6,927.98, and 'Housing - Residential Impact Fee' with a quantity of 0 and an amount of \$15,921.12. The total fees are \$6,927.98. A note states: 'Note: Select "Continue Application" to proceed to the payment screen.' A red arrow points from a red box containing the text 'Click "Continue Application".' to the 'Continue Application' button.

Fees	Qty.	Amount
Housing - Residential Impact Fee	1	\$6,927.98
Housing - Residential Impact Fee	0	\$15,921.12

TOTAL FEES: \$6,927.98
Note: Select "Continue Application" to proceed to the payment screen.

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.

The screenshot shows the 'CITY OF PALO ALTO' website. The user is logged in as Carlos Ruiz. The 'Planning' tab is selected in the navigation menu. Below the navigation bar, there is a green button labeled 'Pay for IR Preliminary Meeting'. Below this, a section titled 'Payment Options' shows the amount to be charged: \$22,849.10. There are two radio buttons: 'Pay with Credit Card' (selected) and 'Pay with Bank Account'. Below this, there is a section titled 'Credit Card Information' with fields for 'Card Type', 'Card Number', 'Security Code', 'Name on Card', and 'Exp. Date'. Below this, there is a section titled 'Credit Card Holder Information' with fields for 'Country', 'Street Address', 'City', 'State', 'Zip', 'Phone', and 'E-mail'. A red arrow points from a red box containing the text 'Fill out your credit card or bank account information and click "Submit Payment".' to the 'Submit Payment' button.

Amount to be charged: \$22,849.10
☒ Pay with Credit Card
☐ Pay with Bank Account

Credit Card Information:
* Card Type: --Select-- * Card Number: * Security Code: *
* Name on Card: * Exp. Date: 01/2021 01/2021

Credit Card Holder Information:
☐ Auto-fill with Carlos Ruiz
Country: United States
* Street Address:
* City: * State: --Select-- * Zip:
* Phone:
E-mail:

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