



City of Spokane Accela Citizen Access (ACA) Parking Permits

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Department Contact Information

ACA Department	Department	Phone Number	Email Address
Parking	Development Services Center	509.625.6300	permitteam@spokanecity.org

Parking Permit Types

There are two types of Parking Permits issued through the Development Services Center

- Commercial Loading Zone (CLZ)
- Special Loading Zone (SLZ)
 - Available as daily, monthly, quarterly, and annual permits (with restrictions)

Commercial Loading Zone (CLZ)

Commercial Loading Zone decals are for vehicles engaged in the expeditious loading and unloading of commodities, only during business hours of 8:00 am-6:00 pm for a maximum of 30 minutes. CLZ permits/decals are to allow a specific vehicle to park in an otherwise restricted zone. Use in any other zones or in metered stalls is prohibited. Food trucks, taxis, and mobile vendors are NOT eligible for CLZ decals.

Special Loading Zone (SLZ)

Special Loading Zone (SLZ) bags are for vehicles engaged in services in conjunction with public utilities, construction and maintenance, and for use by clearly identified news media and charitable, nonprofit service organization vehicles. SLZ permits reserve a space for a vehicle to park on a specific date. Food trucks, taxis, and mobile vendors are NOT eligible for Special Loading Zone bags.

SLZ permits are available as daily, monthly, quarterly, or annual permits (with restrictions).

You must apply for a Daily SLZ permit three (3) business days prior to the reservation start date.

An application does not guarantee a reservation. Once your application is submitted, it will be reviewed by a Permit Technician. Once the review is complete, you will be contacted via the email on the application.

Annual SLZ permits are only available to News Media Outlets.

If someone has parked in the space you have reserved and you are unable to park there, please call 311 or 509.755.CITY (2489).

Parking Permit Fees and Expiration Dates

Permit	Fee prior to July 1st	On or after June 30th	Expiration
Commercial Loading Zone			
Per Vehicle	\$100.00	\$50.00	December 31st
Per vehicle for qualifying transfer or replacement	\$15.00	\$15.00	
Per vehicle for corrections to existing decals	\$15.00	\$15.00	
Per vehicle for state-initiated license plate changes	No charge	No charge	

Permit	Fee (per bag or meter)	Security Deposit	Expiration
Special Loading Zone			
Daily	\$15.00	Not applicable	End of last day of reservation
Monthly	\$125.00	\$25.00	End of last day of permit
Quarterly	\$350.00	\$25.00	End of last day of permit
Annual – For News Media ONLY	\$1,000.00	\$25.00	December 31 st
Annual – Additional permits	\$500.00	\$25.00 per bag	December 31st
Monthly – Charitable/Non-Profit	\$60.00	\$25.00	End of last day of permit
Monthly – Charitable/Non-Profit additional permits	\$60.00	\$25.00 per bag	End of last day of permit

Apply for a New Commercial Loading Zone (CLZ) Permit

1. Login to ACA with your username and password
2. Navigate to Parking
3. Click on **Apply for Permit**
4. Read the General Disclaimer
 - a. Check the box to acknowledge and accept the terms
5. Click **Continue Application**
6. Select Commercial Loading Zone Application
7. Click **Continue Application**
8. Under Applicant, click **Select from Account** to choose the appropriate applicant information
9. Under Agreement, click on the blue question mark to read the applicable Spokane Municipal Code (SMC)
10. Check the box to indicate that you agree to adhere to the SMC
11. Enter the City Business License number for the business/agency that will be displaying the decal on the vehicle
12. Under Vehicle Table, select **Add a vehicle**
 - a. If you're applying for decals for more than one vehicle, click on the dropdown and select how many vehicles you'd like to enter
13. Enter the License Plate Number and Year, Make, and Model of the vehicle(s)
14. Click **Submit**
15. Verify all of the information you entered is correct
 - a. If you need to edit a vehicle, check the box next to the vehicle(s) and select **Edit Selected**
 - b. If you need to delete a vehicle, check the box next to the vehicle(s) and select **Delete Selected**
16. Click **Continue Application**
17. Review all of the information
 - a. If an edit is needed, click on **Edit** next to the section that needs to be updated and you will be redirected back to that screen
18. Click **Check Out**
19. Click **Checkout**
20. Enter all required fields
 - a. Do not use spaces or dashes in the credit card number
 - i. Ex: 1234123412341234
21. Click **Submit Payment**

Renew a Commercial Loading Zone (CLZ) Permit

Important Information about CLZ Permit Renewals

All CLZ permits expire on December 31st each year. A renewal notice will be sent, via email, on or around November 1st allow for sufficient time to renew your permit before it expires. The Renew Application action will be available starting November 15th each year.

If you have a CLZ permit that needs to be renewed and you don't see the Renew Application action, please contact [Development Services Center](#) before creating another application. We can ensure that the permit is connected to the appropriate ACA account. **Applying for a new permit when you have an existing permit will require unnecessary administrative involvement that will delay processing times.**

If you didn't apply for your original permit on ACA, you can Register for an Account and a Permit Technician will connect your permit and account so that you can renew your permit online. Send an e-mail to [Development Services Center](#) with your ACA User Name and your Permit Number. Please do not send your password.

Apply for a CLZ Permit Renewal

1. Login to ACA with your username and password
2. In the blue bar, click on **My Records**
3. Expand the Parking section by clicking on the **right-facing arrow**
4. In the Action column, click on **Renew Application**
5. Follow Steps 8 - 21 in [Apply for a New Commercial Loading Zone \(CLZ\) Permit](#)

Apply for a New Special Loading Zone (SLZ) Daily Permit

1. Login to ACA with your username and password
2. Navigate to Parking
3. Click on **Apply for Permit**
4. Read the General Disclaimer
 - a. Check the box to acknowledge and accept the terms
5. Click **Continue Application**
6. Select Special Loading Zone Daily Permit
7. Click **Continue Application**
8. Under Applicant, click **Select from Account** to choose the appropriate applicant information
 - a. If only one contact from account, it will auto-populate once you click the button
9. Under ASI, Enter the City Business License number for the business/agency that will be parking in the reserved spot
10. Under ASI Table, select **Add a Row**
 - a. You **MUST** know the Parking Meter Number of the space(s) you'd like to reserve
 - b. If you're applying for bags for more than one metered spot, click on the dropdown and select how many vehicles you'd like to enter
11. Enter the Meter ID, Start Date, and End Date for the reservation
12. Click **Submit**

13. Verify all of the information you entered is correct
 - a. If you need to edit a vehicle, check the box next to the vehicle(s) and select **Edit Selected**
 - b. If you need to delete a vehicle, check the box next to the vehicle(s) and select **Delete Selected**
14. Click **Continue Application**
15. Review all of the information
 - a. If an edit is needed, click on **Edit** next to the section that needs to be updated and you will be redirected back to that screen
16. Check the box to agree to the certification
17. Click **Continue Application**
18. Follow Steps 18 - 21 in *Apply for a New Commercial Loading Zone (CLZ) Permit*

Apply for a New Special Loading Zone (SLZ) Monthly or Quarterly Permit

1. Login to ACA with your username and password
2. Navigate to Parking
3. Click on **Apply for Permit**
4. Read the General Disclaimer
 - a. Check the box to acknowledge and accept the terms
5. Click **Continue Application**
6. Select Special Loading Zone Monthly Permit
7. Click **Continue Application**
8. Under Applicant, click **Select from Account** to choose the appropriate applicant information
 - a. If only one contact from account, it will auto-populate once you click the button
9. Under ASI:
 - a. Enter the Number of Bags
 - b. Enter the Number of Months (1 Month or 3 Months/Quarterly)
 - c. Enter the Starting Date of the Reservation
 - d. Enter the City Business License number for the business/agency that will be parking in the reserved spot
10. Click **Continue Application**
11. Follow Steps 18 - 21 in *Apply for a New Commercial Loading Zone (CLZ) Permit*

Renew a Special Loading Zone (SLZ) Permit

Important Information about SLZ Permit Renewals

If you have an SLZ permit that needs to be renewed and you don't see the Renew Application action, please contact [Development Services Center](#) before creating another application. We can ensure that the permit is connected to the appropriate ACA account. **Applying for a new permit when you have an existing permit will require unnecessary administrative involvement that will delay processing times.**

If you didn't apply for your original permit on ACA, you can Register for an Account and a Permit Technician will connect your permit and account so that you can renew your permit online. Send an e-mail to [Development Services Center](#) with your ACA User Name and your Permit Number. Please do not send your password.

Apply for an SLZ Permit Renewal

1. Login to ACA with your username and password
2. In the blue bar, click on **My Records**
3. Expand the Parking section by clicking on the **right-facing arrow**
4. In the Action column, click on **Renew Application**
5. Follow Steps 8 - 21 in *Apply for a New Commercial Loading Zone (CLZ) Permit*