



Date: November 24, 2025

Honorable Mayor and Council Members:

Author and title: Jen Callaway, Town Manager

Title: **Permit Tracking Software Selection: Cloudpermit Contract Authorization**

Jen Callaway, Town Manager

Recommended Action: That Council authorize the Town Manager to execute a three-year contract with Cloudpermit for permit tracking software for a total three-year contract amount of \$158,475 plus a 15% contingency for a total not to exceed amount of \$182,246.

BACKGROUND:

In June 2025, the Town Council authorized a contract with AirDiamond Creative Consulting to support implementation of process-improvement recommendations across permitting workflows. As part of this effort, the Advisory Team for Action Priority (ATAP) was formed, including representation from the Contractors Association of Truckee Tahoe (CATT), the business community, and Town staff in Building, Planning, and Engineering. Collectively, ATAP affirmed the highest priority: improving the predictability, transparency, and efficiency of building permit processing—specifically through the implementation of a modern online permit portal.

AirDiamond facilitated expectation-setting sessions with staff across Building, Planning, Engineering, and Neighborhood Services and Sustainability. This resulted in more than 150 detailed software requirements, which were then refined into a demo evaluation scope. A condensed solicitation was issued, inviting five vendors to participate in an accelerated demonstration process aligned with the Town's goal of achieving a Phase 1 software launch by May 2026.

DISCUSSION:

Demo Days were held in October 2025, and five vendors were invited to participate – Tyler, Accela, OpenGov, CivicPlus and Cloudpermit (CivicPlus self-eliminated prior to demos). The demonstration process consisted of:

1. **Technical Demonstrations for IT**

Vendors were evaluated on configuration flexibility, security posture, and administration. All vendors proceeded to the next phase.

2. **Public “Demo Days”**

A two-day hybrid demonstration open to Town staff, Council, Planning Commission, CATT, and partner agencies. Demonstrations focused on the Town's 20 highest-priority functional attributes. Tyler was eliminated at this stage as it did not meet the functionality that the Town desired.

3. Workflow-Focused Functional Testing

Planning and Engineering staff conducted deeper workflow evaluations. Accela was eliminated due to usability, time-to-launch requirements and total cost of ownership.

Cloudpermit and OpenGov proceeded to a final round that included follow-up technical questions and sandbox testing. With this review, a final preferred vendor, Cloudpermit was identified.

Prior to elimination of Accela, CATT e-mailed members with Demo Session videos and received 11 comments in response to the e-mail. In addition, consultant Diamond presented Cloudpermit to the CATT Local Government Affairs Committee (LGAC) and completed 8 one-on-one contractor demos. Consultant Diamond also completed 10 vendor customer interviews to gain feedback from actual users of the system. Cloudpermit offers modern architecture with mobile friendly automation and Spanish language support. In addition, Cloudpermit offered the lowest licensure cost and shortest time to launch (May 2026) and offers the ability for the Town to self-manage the software.

Cloudpermit software is designed to empower communities with online and efficient land management with a stated mission to empower local government to digitalize and improve citizen experience. The Town staff is excited to begin working with Cloudpermit and bringing a technology forward solution to help streamline the permitting system.

Cloudpermit provided a comprehensive quote for modules that include building, code enforcement, planning, contractor registration, public works permits, mobile app for inspections, integration with Laserfiche, property database management, API access and integration with Bluebeam. On an annual basis these modules and subscriptions range from \$44,200 in year 1, \$45,968 in year two, and \$47,807 in year three of the contract. In addition, year one implementation, data import and ICC Code Connect is an additional \$20,500. This is a total three-year contract amount of \$158,475. Staff recommends a 15% contingency amount for a total amount not to exceed \$182,246.

CONCLUSIONS & NEXT STEPS:

Staff recommends that the Town Council authorize the Town Manager to execute a contract with Cloudpermit for a three-year term not to exceed \$182,246, funded in CIP C2616: CDD Software Implementation. Upon approval, staff will finalize contracting, initiate implementation, and begin configuration and data migration to meet the targeted May 2026 launch.

Priority:

☒	Enhanced Communication	☒	Climate and Greenhouse Gas Reduction	☒	Housing
☒	Infrastructure Investment	☒	Emergency and Wildfire Preparedness	☒	Core Service

Fiscal Impact: Capital Project C2616 included funding of \$250,000 for software acquisition. There is sufficient funds within the budget to support this purchase.

Public Communication: ATAP meetings, Contractor outreach

Attachments: