



# Accela Maintenance Contract Summary

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## Accela Overview

- Over 30 years of providing government software
- 2,100 local and state government customers
- 60% US citizens served by Accela solutions
- 9 civic tech company acquisitions in the past 24 months
- Accela software provides an enterprise software solution for plan review, permitting, licensing and inspection services seamlessly across departmental boundaries

## Business Challenges Prior to Launch of Accela:

- Utilized a customized, outdated legacy system called PILAR to track their workflow processes.
- Processes lacked efficiency, automation and transparency.
- Infrastructure was outdated and difficult to maintain.
- Increasing demand for an online solutions for our citizen
- Limited information on permit status or ability to submit permits on line, with a heavy reliance on paper transactions
- Inspections and condition assessments driven by paper, which is manually created in the field and scanned and filed upon return



# Project Objectives

- The project focused on business operations in the following areas: *Building, Fire, DS Project, Zoning, Floodplain, Addressing, PW Record, SUDP, SSPR, Landmark, Contractor Licensing, Land Use, CIP, Erosion Control*
- A solution that integrates permitting, licensing and inspection services seamlessly across departmental boundaries.
- Workflow management and workload balancing
- Increased transparency across departments
- Dashboard tracking of deliverables and key performance metrics
- Integrated mapping functionality (GIS Integration)
- Mobile connectivity (for bldg inspectors, fire dept, parks & rec, etc.)
- Online citizen access and self-service
- Online collaboration, storage and retrieval
- Online fee payment (integration with cashiering system)



# Project History Overview

- 2011 – RFP was awarded & contract executed
- 2012 - Project Initiated
- 2013
  - Amended Accela Contract from Time & Materials to Milestone Based & Revised SOW
  - Established a robust project team
  - Defined clear requirements, processes and standards
- June 30<sup>th</sup>, 2014 Excise & License, ROW Go live
- June 8<sup>th</sup>, 2015, Development Services Go Live
- 2016 Phase 3 – Citizen Self Service & Mobile

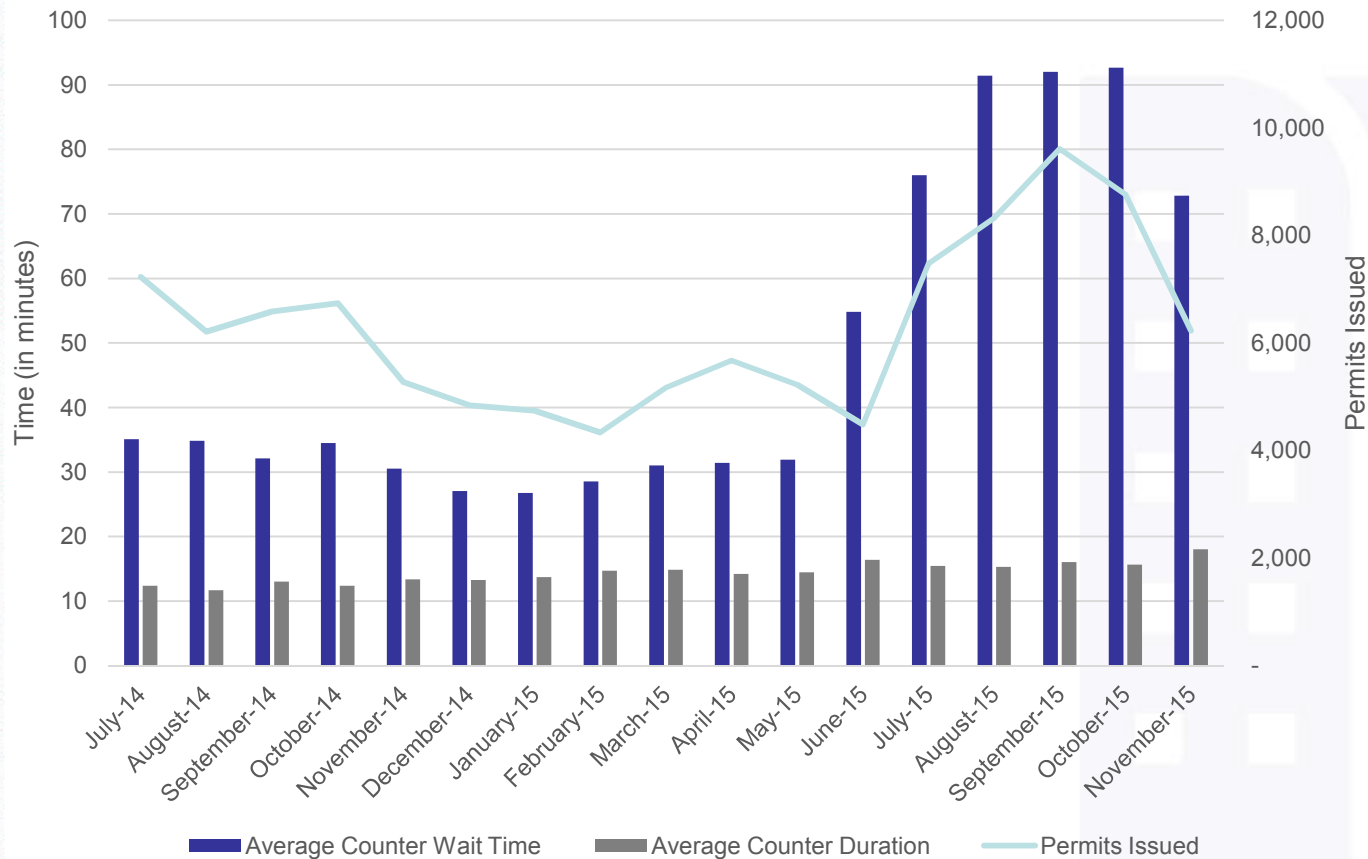
## Built the foundation through Accela Automation Accela Citizen Access (ACA)

- Moves some traditional counter services to the web, empowering citizens to apply for permits, licenses, schedule inspections, make payments and log complaints on their schedule.
- Potential reduction in overhead costs by streamlining complex permit and license applications and renewals, with corresponding reduction in counter demand and expansion of citizen engagement
- Provide a more Green electronic filing option for submissions which will significantly reduce or eliminate counter wait times and reduce needless paper copies.
- Allow customer access to status of submittals and significantly reduce email and phone call responses for staff

## Accela Mobile Office (AMO)

- Create inspections, investigations, service requests, work orders and code enforcement cases from the field, with clear denial reasons and records of approval instantaneously uploaded and available to the public via ACA <sup>6</sup>

Permits Issued vs. Counter Wait Times



**Key Points:**

- Counter Wait Times are correlated to Permit Volume
- Despite record permit volumes, average counter duration times remained relatively consistent with pre-Accela duration times.



# License & Maintenance Contract Overview

## **Original Contract Summary:**

- Contract Term: 02/01/11 – 12/31/15
- Contract Amount: \$896,389.78
- Includes Software Licenses & Maintenance

## **Amendment Contract Summary:**

- Contract Term: 02/01/11 – 12/31/18
- Amended Contract Amount: \$1,500,000
- Includes Software Licenses & Maintenance
- New Total Contract Amount: \$2,396,389.78



# QUESTIONS

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