

Accelea: Accomplishments and What's Next

Why did we implement the various Accela initiatives?

- Increased productivity and efficiency for agency staff.
- Reduced paper.
- Ordinances.
- Moving some of the traditional Over The Counter (OTC) services to the web.
- Better citizen experience.
- To implement transformational capabilities pushing the City and County of Denver to be an example for other cities to follow.



Accela Automation/Mobile/Citizen Access

Accela Automation

- Created numerous ordinances for E&L
 - Medical Marijuana Testing Facility & Amendments.
 - Retail Marijuana Testing Facility & Amendments.
 - MJ/Liquor/Combined Amendments
 - MJ Transporter & Amendments.
 - MJ Offsite & Amendments.
 - Cannabis Establishment.
- Major upgrade from 7.3 to 9.0.3
- Inspector Matrix

Mobile

- Implemented the ability to perform inspections on iPads/phones with Accela Inspector App for:
 - CPD
 - E&L
 - Fire
 - ROW
 - ZNIS
- Implementation, including new checklist, for ZNIS to create proactive cases in the field, using iPads/phones.
 - Utilizing Accela Code Officer
 - 311/Salesforce integration.

Citizen Access (CA)

- Short Term Rental (STR) implemented.
 - Additional implementation of new skin due to partnership with Accela & Airbnb.
- Ability to search on the status of applications, schedule inspections, and search on the status of contractor licensing released.
- CPD Quick Permits implemented:
 - Roofing & Siding
 - Mechanical
 - Electrical
 - Plumbing
 - Boiler/AC
 - 311/Salesforce integration.

Measures of Success

Accela Automation

- 9.0.3 – now on the latest major supported version.
- Inspection Matrix functionality – able to result inspections across agencies, view status, and follow outlined workflow using Accela (part of Mobile rollout).
- Collaboration between GIS & Accela - MapIt GIS Layers based off of Accela Data for Open ZNIS Service Orders and Vacant Properties (ZNIS) – increased efficiency and real time data (daily).

Mobile

- ROW/CPD/E&L/ZNIS – approximately 99% of their inspections are resulted in the field via the mobile app.

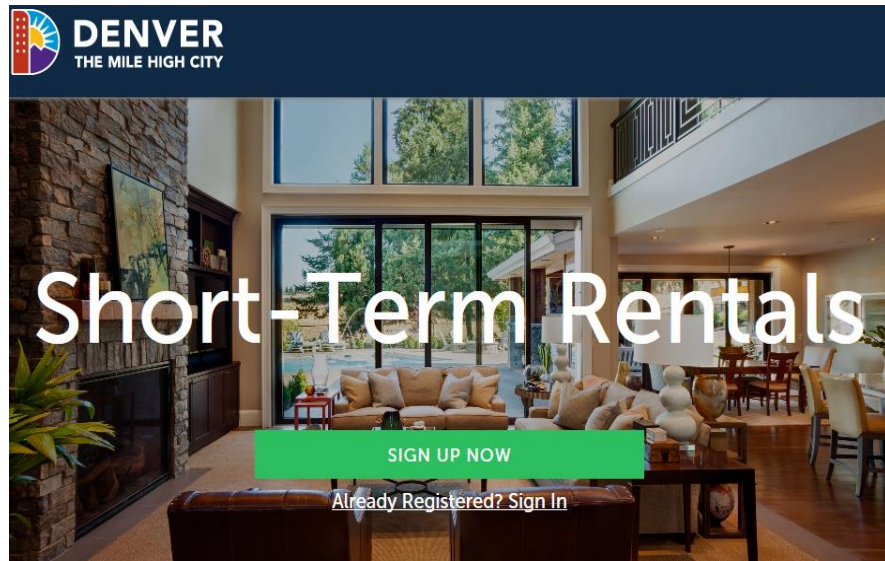
Measures of Success

Mobile

- CPD
 - Approximately 600-900 inspections are performed via mobile daily.
 - 15% increase in building inspector productivity year over year, which mobile has helped contribute to.
- ZNIS
 - 1100 proactive cases created via Code Officer.
 - 20% increase in ZNIS proactive cases created year over year, which mobile has helped contribute to.
 - Mobile printers included as part of implementation to allow on the spot violations documented and provided to the citizen.



Measures of Success



Citizen Access(CA)

- Currently has 3294 registered public users that are either using CA or STR.
- Short Term Rental(STR) – 1942 Active STR licenses issued, all done via the STR portal.
- Scheduling inspections – Approximately 150 inspections being scheduled via CA for CPD. This has led to a reduction in calls to the IVR to schedule inspections.

Measures of Success

Quick Permits

- Issuing 150-200 permits daily through CA.
- Reducing Quick Permit Counter wait times from an hour to 30 minutes or less.
- Customer satisfaction rating of 90% with online process.
- Issuing around 50% of quick permit volume via CA.
- Paul Kresser (Chief Performance Management Officer, CPD) to present Quick Permits dashboard. [Quick Permits Dashboard](#)



Remaining Work 2017

- Cannabis Consumption Establishment Renewals, Manager Registration, Amendments and Special Events, Manager Registration – Targeted Go Live 9/6
- CA
 - Contractor Licensing (all initial applications and renewals) – Targeted Go Live 9/13
 - Right of Way (Public Works Permit, Address Assignment, Street Furniture, Vending) – targeted Go Live late October.
 - E&L TBD
- Electronic Document Review(EDR) for CPD and ROW.
- Merchant Guard New Ordinance.
- Accela Automation New UI.
- Reviewing options for making payments via CA without full CA and ECS shopping cart functionality.
- Collaboration between GIS & Accela - MapIt GIS Layers based off of Accela Data for Public Works – Street Occupancy Closures (Major & Minor) and SUDP – Active Sewer Use and Drainage Projects. Reduced calls to 311.

Possible Future Initiatives



- Improving efficiency through further Automation - Parks & Rec & DEH implementation into Accela.
- Creating an incredible customer experience – all remaining licenses and records for E&L, CPD, and ROW implemented online in CA.
- Strengthening enforcement tools – Implementation of Code Officer for Parks & Rec, DEH, Fire, E&L, Public Works, and Building Inspectors (Construction).