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Agenda

- Accela backgrounder
- Accela & State of MI
- Trends & Observations
 - Data & Democracy: Examples of Data driving better government
 - Regionalization/Shared Services
 - Lessons learned: User Experience

Accela Ecosystem



Customers

2000+

Governments



Partners

100+

Companies

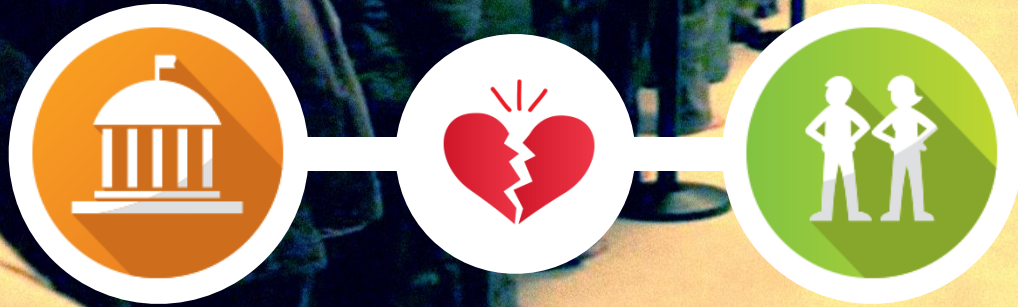


Developers

1200+

Using Accela
Construct APIs

How we govern is changing



Expectations of Citizens and businesses are evolving
and being shaped by consumer brands...



...and turning to Data to make decisions



We speak government
We speak citizen



A Platform with a Purpose



State of MI & Accela

Civic Platform in action across State of MI

- Bureau of Construction Codes
 - Challenge: early pioneer in online permitting; application silo's
 - Permits' Plus (COTS software package, version 5.5.16),
 - Elevator System (written in COBOL, running on a Unisys A17 Mainframe),
 - Complaint files (FileMaker Pro, version 5.5),
 - Inspection Data Collection (COTS software package, version 3.1.20.36),
 - Plan Review for Construction Codes system (Oracle)
 - Inspector Registration (written in FoxPro)
 - Civic Platform will consolidate all legacy applications; Fall 2015 go live

Civic Platform in action across State of MI

- Motor Carrier Division

- Challenge: single Access DB, no reporting
- Civic Platform enables online permitting and licensing; Fall 2015 go live

- MDARD

- Challenge: maintaining custom applications, double entry between field and back office
- Civic Platform objective to deploy Accela Mobile to enable real time inspections and opportunity for enhanced collaboration with County health departments; Fall 2015 go live

- Fire Prevention

- Challenge: silo'd applications to consolidate on Civic Platform; go live TBD

Data & Democracy:

Examples of Data enabling better Government services

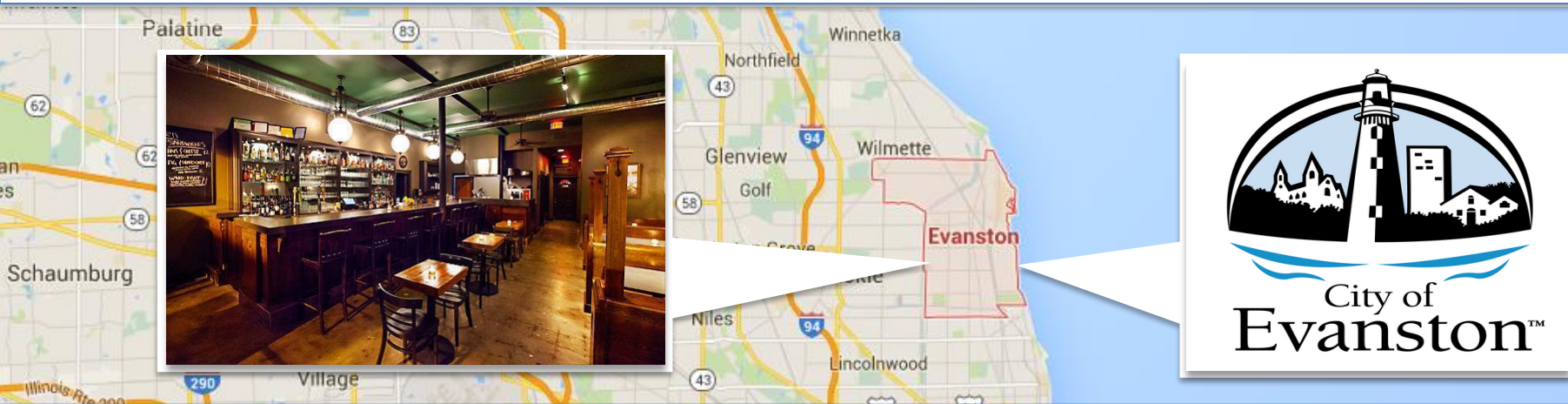
```
on enEdition()){
  Ne rien faire mode edit + preload +/
  ( encodeURIComponent(document.location).search(/%26preload%3D/) != -1 ) ?
  /&preload=/

  ( !vgPageName.match(/Discussion.*\./Traduction/) ) return;
  diff = new Array();
  str = document.location.search.substr(1);
  ***** Parser ***** +/
  params = document.location.search.substr(1, document.location.search.length).split('&');
  i = 0;
  tap; var names;
  while ( i < params.length )

    tap = params[i].split('=');
```

<OPEN DATA>

Evanston, IL



Diverse, innovative and highly engaged community.
Lively scene with restaurants, microbreweries, arts, music and
Northwestern University.

Pop. 75,000; 8 Sq. Miles; Immediately north of Chicago

Civic Challenge

- Provide greater digital transparency to residents regarding inspections and health scores for local restaurants and food establishments
- Address City Council priority to share agency data with citizens

Tools

- LIVES dataset Standard
- CivicData Open Data Platform
- Accela Civic Platform

LIVES = an open data standard allowing municipalities to publish restaurant inspection info to Yelp or any other website providing restaurant listings

Health Score Examples

Ward Eight

★ ★ ★ ★ ★ 108 reviews

Details

Write a Review

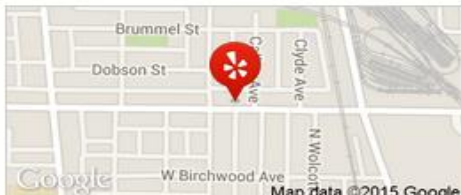
Add Photo

Tweets Near Here




Share

Bookmark

\$\$ · Cocktail Bars




629 Howard St
Evanston, IL 60202
b/t Winchester Ave & Clark St
[Get Directions](#)
Howard [More info](#)
(847) 420-7353
[Message the business](#)
[wardeight.com](#)




See all 69 photos


Charcuterie platter by Jane W.



"Thank you **Cody** for continuing to provide the far north side with classic cocktails done right." in 10 reviews



"Best I've been to in Chicagoland short of In **Fine Spirits**." in 4 reviews

 Today 5:00 pm - 12:00 am
Closed now

\$\$\$ Price range Moderate

100 Health score 100 out of 100

Health Score Examples

Ward Eight > Health Inspections

Ward Eight

December 13, 2013 — Followup Inspection

Violations

This inspection has no violations.

Previous Inspections

Date	Inspection Type	Violations	Score
December 5, 2013	Routine		
May 31, 2013	Routine	2	98

Violations: May 31, 2013

- Sugar container is not labeled. Label all food items not stored in original container.
- Provide thermometers in all coolers.

Health Score

100

out of 100

res

data directly from
t. Due to the local
inspection schedule as well
as the time it takes to pass that information on
to us, it is possible that we may not display the
most recent inspection data. Please report any
unreasonable delay and data inaccuracies to
your local health department via their [website](#)
or [email](#).

Outcomes

- Extra scrutiny on food establishments to strive for best possible health score
- Inspection scores improving !
- Demonstrates City of Evanston's commitment to safety and transparency for residents

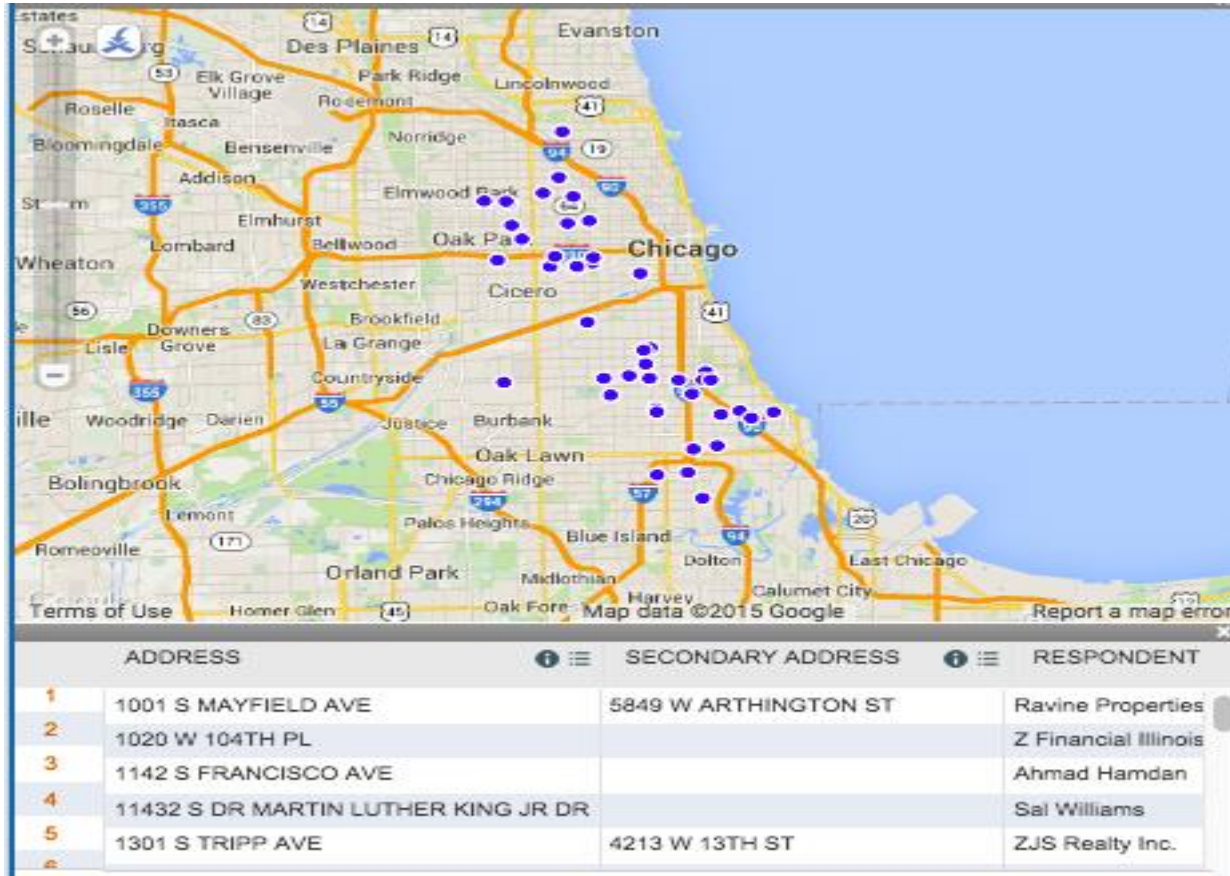
BLDS Standard

- Building and Land Development Specification
- Standard for building and construction permit data

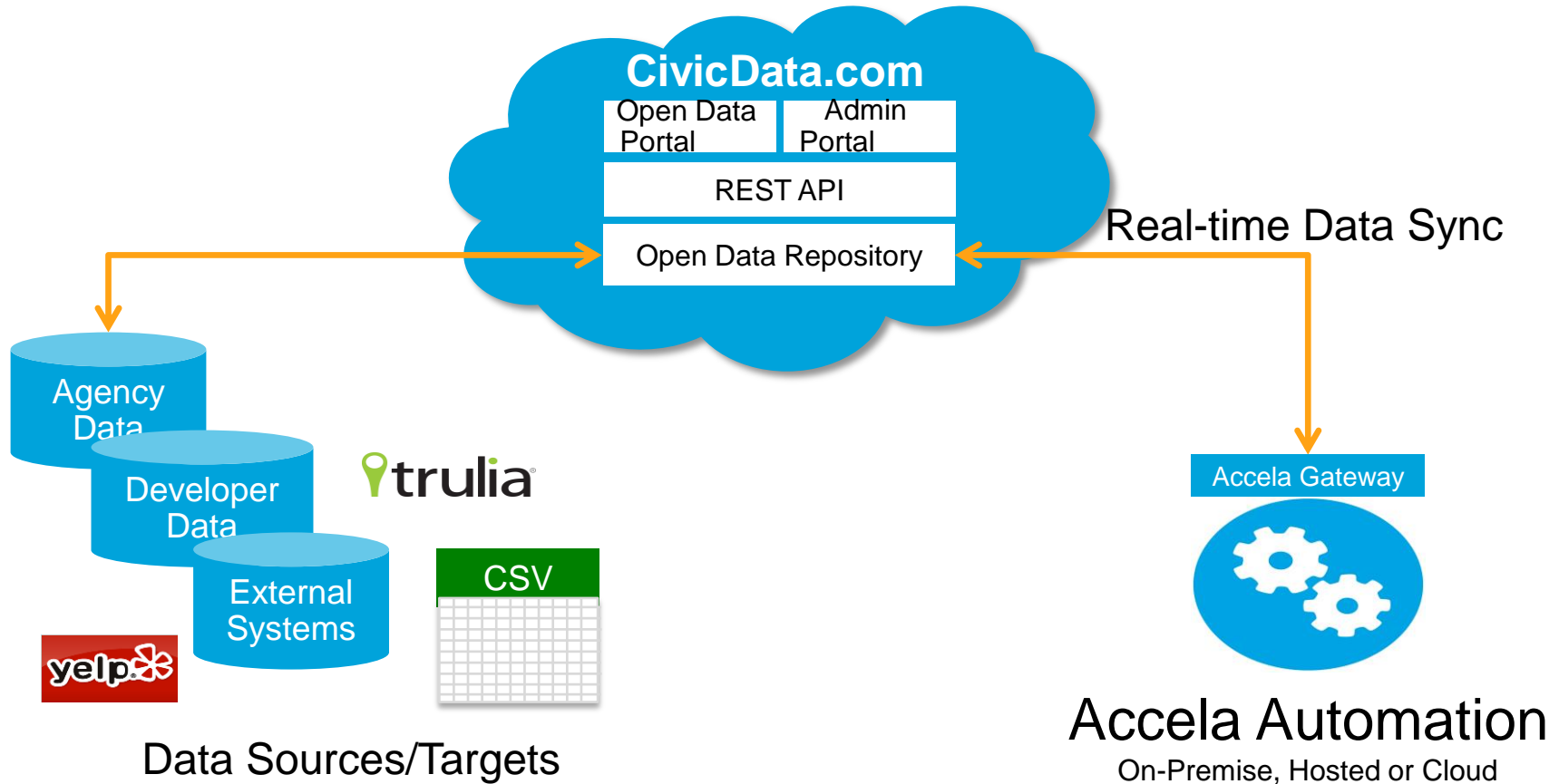
Leveraging BLDS



Chicago Building Scofflaw List



CivicData.com Architecture



Regionalization & Shared Services

State of Oregon Program

Challenge	Solution	Results
<ul style="list-style-type: none">. Public demand for easy to use government services provided via the internet. Contractor demand for web-based permit oversight and inspections control.. 134 unique city and county building departments with administrative control of their activities.. Reduction of agency staff and resources due to reduced building activity.	<ul style="list-style-type: none">. Create a statewide ePermitting system that allows businesses and individuals to conduct a wide range of building department-related business online, 24/7, with any of the 134 building departments in the state.. Utilize the standard interface provided by Accela Citizen Access to represent individual agencies configurations.. Create easily implemented configurations that allow for new agencies to join the system quickly and at low cost.	<ul style="list-style-type: none">. 34 “Basic Service” agencies using Accela Citizen Access to offer over the counter permits online.. 35 “Full Service” agencies using Citizen Access, Automation, Mobile, etc. to provide a full range a building activities.. Over 130 new contractors joining monthly with thousands of registered public users.

State of Oregon Program

- Two options for Agencies
 - Basic Services for Citizen Access only
 - Full Services with full back office permitting and more
- Funded via State-wide Surcharge
 - Contractor paid
 - Building Department, Full Service
 - Additional departments at additional costs and partner delivery
- State Delivered Services and Support
 - Implementation, Tier 1 support, System Maintenance
 - Implementation in four months, sometimes four weeks
 - Staff of six that grew to ten

State of Oregon Program Cont.

- Standard Configuration Models
 - State standard on fees and data items drives standard configuration models
- Unified Citizen Portal handles property, owner, license, and fees
 - Address based record searching
 - Separate agency configurations
 - Overlapping of agencies offerings by location

State of Oregon Benefits

- Reduced agency staff IT dependencies
- Reduced data input error and time
- Streamlined reporting of state taxes and permitting
- Consistency and predictability
 - Passed legislation for consistence forms and fees.
 - Jurisdictions are set up the same.
 - State testing ease
- Unified Citizen Portal
- State funding as a surcharge regardless of adoption

State of Oregon Lessons

- Keep a consistent model across jurisdictions
 - Push Back on Changes
 - Drive adoption of models
 - Minimal model changes
 - All changes go to all jurisdictions
 - Standardized agency variances
 - Consistent screens across roles and modules
 - Introduce model changes only when pattern
 - Smaller cities need to be educated

Grand Rapids & Detroit

- Leverages State of MI Uniform Construction Code
- Grand Rapids shared their Accela Land Management configuration with Detroit resulting in over \$500K savings for pro services (and implementation time)

Northern & Central California SunShot Solar Alliance

- PG&E, Solar City, Accela, City of Livermore competing for \$1M-\$3M in US Dept of Energy grants
- “Livermore is already one of the leading jurisdictions in Northern California in per capita rooftop solar installations and timely, effective processes for plan approval and project inspection. The SunShot Prize competition will allow our staff and partners to collaboratively leap forward to new levels in solar installation speed and efficiency in order to improve the customer experience and save resources,”
 - Marc Roberts, City Manager, City of Livermore.

User Experience

Project Initiation

Open New York Initiative:

On March 11, 2013 **Governor Cuomo** published an Executive Order to “**Enhance Citizen Engagement**” for all New York State Entities


NYS-DEC: Fishing and Wildlife Licensing

- **>90% of sales** for DEC licenses goes through agents
(Dick's, Wal-Mart)


NYS DEC 2.0 Citizen Sportsman Improvements

- Intuitive and friendly user interface
- NY.gov aligned look and feel
- Less pages & improved performance
- Personalized offerings based on user profile and holdings

Citizen Application Design



Shopping CartMessagesSign Out



Joe Smith Jr.
DEC ID: Albany, NY

3 Education & Eligibility Docs

0 Active Holdings

3 Harvest Reports

VIEW MY PROFILE

GET LICENSE & PRIVILEGES


REPORT A HARVEST

REQUEST DMV ID

MAKE A DONATION


SUBSCRIBE TO MAGAZINES

FISHING




Fresh Water

FREE



Marine Registry


\$460



Lifetime


HUNTING

\$22




2013 to 2014

\$22



2014 to 2015


\$535



Lifetime


TRAPPING

\$22




2013 to 2014

\$22



2014 to 2015

\$535



Lifetime

Donations and Subscriptions

Habitat / Access Stamp

\$5

Venison Donation

\$1 / deer

Conservation Fund

\$1 +

[Learn more](#) about Licenses and Privileges not available to you.

SHOPPING CART

No Items

DEC 2.0 Agent Summary



[Search Customer](#)

[Announcements](#) ¹

[Reports](#) ▾

[Account Management](#)

[Agent Center](#)

[Help](#)

[Logout](#)

Welcome

Whimble Kathleen

DOB: 03/18/1970
DEC ID: 340780001707
5184065423

Last Profile Update

10/27/2014 2:34PM

Certifications

- NY Resident ✓
- Land Owner ✓
- Hunting Education ✓
- Bowhunting Education ✓
- Military Disabled
- Native American
- Legally Blind
- Lifetime Adventure

Preference Points 0

Previous DMP Selection

Active Holdings

➤ **Edit Customer Profile**

✓ **License Sales**

SHOPPING CART

Year		Licenses and Privileges	Price
Hunting ⓘ			
Sep 2014-Aug 2015	Hunting License		ADD
	Muzzleloading Privilege		ADD
	Bowhunting Privilege		ADD
	Turkey Permit		ADD
	Deer Management Permit		ADD
Trapping ⓘ			
	Trapping License		ADD
Fishing and Marine ⓘ			

DEC 2.0 Agent Improvements

- Function over form
- Less pages, less clicks
- Reduce transaction time
- Simple, fast interface, easy to train and enable new agents

User-centered design

- Voice of the Customer Sessions
- Analyzed and Synthesized Data
- Created Hunter and Angler personas
- HTML 5
- Leverage the platform - Construct API integration



Connecting Citizens and Government