



Business-Friendly Fresno:
Planning & Building
PROCESS
Technology
Implementation

Planning
PROCESS

Building
PROCESS

Public
Works


Public
Utilities

Code
Enforcement

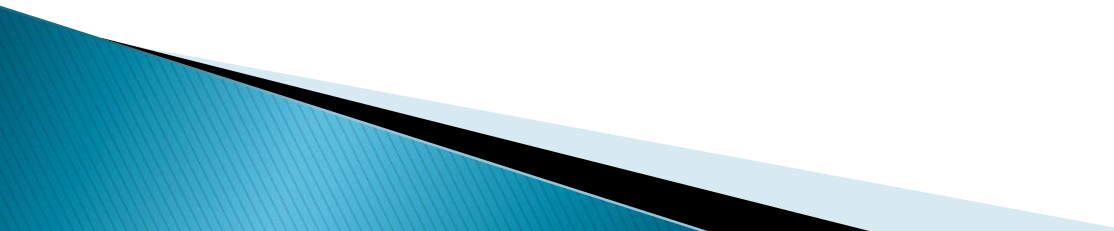
Fire
Department

Accela Civic Platform Land Management

Issues and Challenges with Current System

- ▶ Older “legacy” system that no longer meets the City’s needs for land management, enforcement and permitting.
 - ▶ Provides very little functionality or integration with newer software and data sets
 - ▶ City staff had to create middle ware and data maintenance solutions to extend the system's functionality
 - ▶ Cumbersome system makes it difficult to manage projects, timelines, or identify reasons for delays
 - ▶ Unable to accurately develop time standards and other performance measures/business analytics
 - ▶ Didn't put all processes in one system under one roof
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New System Requirements

- ▶ Provide enhanced functionality
 - ▶ Clearer, more detailed workflows
 - ▶ Reduced submission, review and approval times
 - ▶ Ability to create management reports, project maps and performance measures
 - ▶ Reduction on paper submissions/use
 - ▶ Ability to share data between users and customers
 - ▶ Needed to support the implementation of Business Friendly Fresno 2.0!
 - ▶ Mobile capabilities via smartphones and/or tablets
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City of Fresno

System Implementation

- ▶ City Council approved contract with Accela on June 2, 2016 for a total cost of 3.6 million
- ▶ Project Kickoff occurred on August 17, 2016
- ▶ Building, Planning, Code, Fire (new construction), Public Works/Land Division were initially the primary core team.
- ▶ Public Works/Traffic, DPU and Police were to be only involved intermittently and integrated as part of second phase
- ▶ DPU and PW/Traffic were subsequently brought in this fall as part of the first phase

What the New System Does

- Supports the goals of Business Friendly Fresno 2.0!
- Provides enhanced functionality needed to streamline business processes and reduce approval times
- Real time detailed workflows allowing customer and management to know status of a project
- Ability to identify where/why delays are occurring and take corrective steps
- Online services include, but not limited to:
 - Ability to issue permits, schedule inspections, pay for applications, access information about other projects in the area
- Greater transparency with more accurate and detailed information

Speed up the permitting process

Will improve turnaround times by:

- Moving traditional counter services online
- Plans submitted online and comments returned online
- <https://lmsdwww.fresno.gov/CitizenAccess/>

Welcome to City of Metropolis !!

Return to City of Metropolis

metropolis

Announcements Accessibility Support Register for an Account Login

Home Building Public Works/Utilities Planning/Land Division Enforcement Fire

Advanced Search

Welcome to the new Citizen Portal
We are pleased to offer our citizens, businesses, and visitors access to government services online, 24 hours a day, 7 days a week.

In partnership with Accela, Inc., we are fulfilling our promise to deliver powerful e-government services and provide valuable information about the community while making your interactions with us more efficient, convenient, and interactive. To use ALL the services we provide you must register and create a user account. You can view information, get questions answered and have limited services as an anonymous user. We trust this will provide you with a new, higher level of service that makes living and working in our community a more enjoyable experience.

What would you like to do today?
To get started, select one of the services listed below:

General Information
Lookup Property Information
Create an Application

Building
Search Applications
Schedule an Inspection

Public Works/Utilities
Search Applications

Enforcement
Search Applications

Planning/Land Division
Search Applications
Schedule an Inspection

Fire
Search Applications
Schedule an Inspection

Login
User Name or E-mail:
bonique.emerson@fr X
Password:
Remember me on this computer
I've forgotten my password
New Users: Register for an Account
Login »

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metropolis

Announcements Logged in as Bonique Emerson Collections (0) Cart (2) Account Management Logout

Home Building Public Works/Utilities Planning/Land Division Enforcement Fire

Dashboard My Records My Account Advanced Search

Hello, Bonique Emerson

Saved in Cart (2) View Cart My Collection (0) View Collections

Item	Amount
Tentative Map Tract 17TMP-000300 11/09/2017	\$22,482.00
Revised Exhibit Major - Condit... 17TMP-000307 11/09/2017	\$578.00
Cart Total	\$23,060.00

You do not have any collections right now.

Work in progress

Record ID	Module	Action
Revised Exhibit Minor - Conditional Use Perms 17TMP-000308	Planning	11/20/2017 12:00:00 AM Resume Application
Revised Exhibit Major - Conditional Use Perms 17TMP-000307	Planning	11/20/2017 12:00:00 AM Resume Application
Tentative Map Parcel 17TMP-000304	Planning	11/20/2017 12:00:00 AM Resume Application
Parcel Map 17TMP-000303	Planning	11/20/2017 12:00:00 AM Resume Application
Signs 17TMP-000302	Planning	11/20/2017 12:00:00 AM Resume Application
Map Pre-Application 17TMP-000301	Planning	11/20/2017 12:00:00 AM Resume Application
Tentative Map Tract 17TMP-000300	Planning	11/20/2017 12:00:00 AM Resume Application
Conditional Use Perms 17TMP-000289	Planning	11/13/2017 12:00:00 AM Resume Application
Variance 17TMP-000288	Planning	11/13/2017 12:00:00 AM Resume Application
Revised Exhibit Major - Development Perms 17TMP-000132	Planning	6/6/2017 12:00:00 AM Resume Application

Speed up the permitting process

Will reduce turnaround times by:

Incorporating electronic document review

Step by Step

- Plans Coordinator receives the plan electronically and distributes work
- Documents are reviewed and marked-up by each reviewer on one single set of plans
- Reviews are compiled and comments are sent back to the Applicant. Notifications come from Workflow
- If revisions required, then the above steps are repeated.



Project Status



- Phase I is 95% completed
- Currently scheduling User Acceptance and End User training
- Schedule calls for Spring, 2018 “Go-Live” date

Questions and Answers

