City of FRESNO

Business-Friendly Fresno:
Planning & Building
PROCESS

Planning PROCESS

Building PROCESS

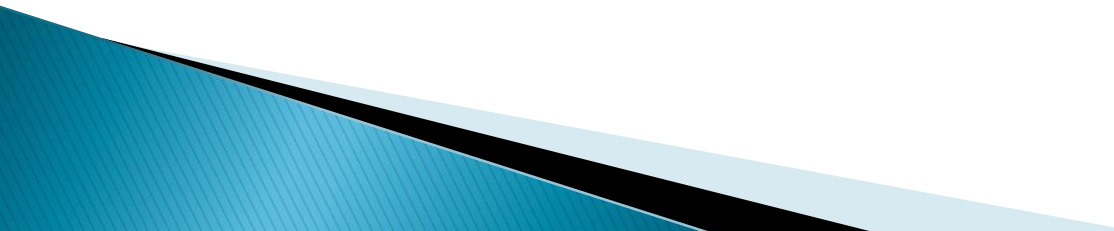**Technology Implementation**

Public Works

Public Utilities

Code Enforcement

Fire Department

Accela Civic Platform Land Management
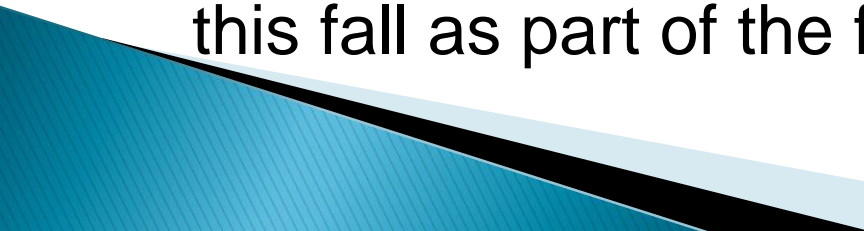
Issues and Challenges with Current System

- 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

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

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 knows 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/

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.

Agency Receives Plan

Collaboration

Provide Comments to Applicant

Repeat only if Revisions Required

Project Status

| INITIATION | TO–BE ANALYSIS | SOLUTION FOUNDATION | BUILD | READINESS | DEPLOY |

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

Questions and Answers