

City of

**FRESNO**



Business-Friendly Fresno:  
**Planning & Building**

PROCESS

**Technology**

**Implementation**

**Planning**  
PROCESS

**Building**  
PROCESS

**Public  
Works**


**Code  
Enforcement**

**Fire  
Department**

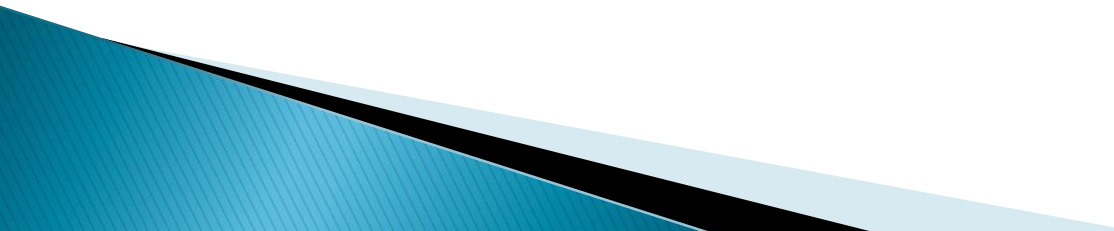
**Public  
Utilities**

# **Accela Civic Platform Land Management**

# Issues and Challenges with Current System

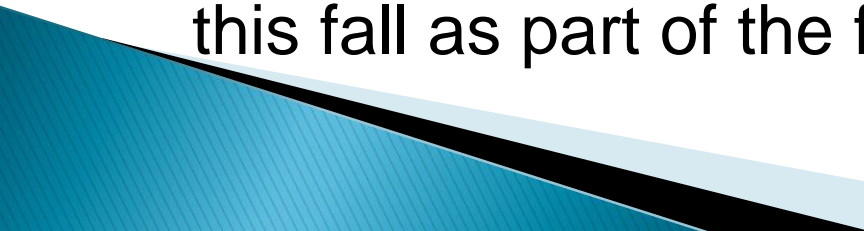
- ▶ Older “legacy” system that no longer meets the City’s needs for land management, enforcement and permitting.
  - ▶ Provides very little functionality or integration with newer software and data sets
  - ▶ City staff had to create middle ware and data maintenance solutions to extend the system's functionality
  - ▶ 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
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# 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/>

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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

**Public Works/Utilities**  
Search Applications

**Enforcement**  
Search Applications

**Building**  
Search Applications  
Schedule an Inspection

**Planning/Land Division**  
Search Applications

**Fire**  
Search Applications  
Schedule an Inspection

**Login**  
User Name or E-mail:  
  
Password:  
  
[Login »](#)

☐ Remember me on this computer  
[I've forgotten my password](#)  
[New Users: Register for an Account](#)

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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](#)

Tentative Map Tract 17TMP-000300 11/09/2017	\$22,482.00
Revised Exhibit Major - Condit... 17TMP-000307 10/09/2017	\$578.00
<b>Cart Total</b>	<b>\$23,060.00</b>

**My Collection (0)** [View Collections](#)

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 <a href="#">Resume Application</a>
Revised Exhibit Major - Conditional Use Perms	17TMP-000307	Planning 11/20/2017 12:00:00 AM <a href="#">Resume Application</a>
Tentative Map Parcel	17TMP-000304	Planning 11/20/2017 12:00:00 AM <a href="#">Resume Application</a>
Parcel Map	17TMP-000303	Planning 11/20/2017 12:00:00 AM <a href="#">Resume Application</a>
Signs	17TMP-000302	Planning 11/20/2017 12:00:00 AM <a href="#">Resume Application</a>
Map Pre-Application	17TMP-000301	Planning 11/20/2017 12:00:00 AM <a href="#">Resume Application</a>
Tentative Map Tract	17TMP-000300	Planning 11/20/2017 12:00:00 AM <a href="#">Resume Application</a>
Conditional Use Perms	17TMP-000289	Planning 11/13/2017 12:00:00 AM <a href="#">Resume Application</a>
Variance	17TMP-000288	Planning 11/13/2017 12:00:00 AM <a href="#">Resume Application</a>
Revised Exhibit Major - Development Perms	17TMP-000132	Planning 6/6/2017 12:00:00 AM <a href="#">Resume Application</a>

# 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

