



Accela® Civic Application for Planning

Growing strong, safe and viable communities.

Planning today

Planning departments have a big job. With continuously increasing community development, planners must:

- Ensure communities are safe, appealing and suitable for a wide variety of citizens.
- Develop balanced and consistent land use and zoning policies, solidify community infrastructure and provide services to support the needs of the public.
- Oversee public and private developments, so land and structures are safe and in compliance with master plans, and are reviewed and approved in a way that promotes growth.

With the expected expansion of urban areas, the need for sustainable growth, smart cities, and a renewed focus on social values and communal resources, planners need to work hard to develop or transform communities to meet rapidly changing demands.

Benefits



Promotes economic growth — Reduces much of the manual and labor-intensive work of enforcing and regulating local codes and ordinances to maintain compliance with a community's masterplan. The solution speeds plan reviews, zoning changes, variance requests and more for faster development of growing communities. In addition, planners can share plan and code data with building department personnel to improve accuracy, speed, and security when sharing information.



Increased agency productivity — Automates the workflows associated with plan review and approvals, allowing agency employees to process more reviews, code enforcement officers to perform more inspections, and employees to spend less time searching for plans or information. This saves both time and money for the agency.



Improves builder efficiency — Getting plans reviewed faster, online, and with less work means developers can keep their projects on schedule and on budget. The increase of planning information managed in Accela Planning means less confusion, faster approvals, and the ability to always know where plans are in the process, so builders, contractors, and citizens can manage their time and resources more productively.



Improves citizen satisfaction — With an online citizen portal, agencies can respond faster to citizen requests, while providing complete transparency throughout the process. This in turn helps agencies meet the demands and needs of communities in unprecedented times where digital services are vital.

Planning Challenges

Challenges in planning are often the result of manual processes which typically add time to plan reviews and approvals, increases the likelihood of errors in data with employees manually capturing and rekeying information, and often require code officers to make multiple trips to the office. In addition, planners face:

- Inefficiencies in enforcing local code, regulation and ordinances that are in compliance with master plans.
- A looseness and ambiguity in planning with many moving parts, which requires close case management.
- Long waits and extremely high costs for developers and contractors in getting proposals reviewed and approved, slowing development times and driving up costs for project owners.
- Manual communications and data sharing with Building Departments for plan reviews, conditional use permits and variance requests. Inspection files must include code information and approvals, so inspectors have what they need to inspect building sites.
- Time and money for collecting and handling planning fees in agency offices.

Accela Civic Application for Planning

Accela Civic Application for Planning helps communities build and grow safely with rezoning, site plan reviews and approvals, issuing land use entitlements, complaint management, and code enforcement automation. It provides a way for planners to be strategic, collaborate across teams, capture multiple types of information, visualize planning data with mapping tools, and maintain zoning and code data within a searchable database. This automation improves the speed, effectiveness, and accuracy of the analysis, processing, and ongoing management of community planning.

Accela Civic Application for Planning is built on a full featured platform and is designed to optimize and accelerate community development processes. The solution is SaaS-based hosted on a Microsoft Azure infrastructure for increased security and performance. The system is flexible and configurable to accommodate the unique needs of any agency. Plus, it was also designed for ease-of-use for citizens. Accela Civic Application for Planning comes with a pre-built set of solution components to speed implementation and lower overall costs. These include workflows, user interfaces, record types (specific data fields), and reports and notifications. The pre-built components were created through numerous engagements with Planning Departments across various agencies and incorporate planning best practices to provide value to Accela customers.

Features



A Modern and Intuitive User Interface — Provides a seamless experience across all devices without the need to install an app.



Accela Citizen Access Portal — Provides a one-stop-shop to submit proposals, verify status updates, pay outstanding fees, reducing in-person visits, emails and phone inquiries, and improves the citizen experience.



Built-in Reporting — Give administrators, managers and planning commissions or boards the critical insight they need to manage agency productivity, uncover bottlenecks and highlight areas for process improvement.



Online Payment System — With credit card, ACH, and trust account capability to increase convenience for citizens and remove the manual payment processing work from agency employees.



Platform-wide integration capabilities — With APIs, SDKs, and open data, allowing developers to integrate with existing software solutions to meet the unique needs of any community.



Integration to GIS — GIS mapping to easily produce interactive maps and visualizations, making planning and code enforcement data easy to leverage and understand.



Electronic Document Review and Management — Ensure all relevant documents are searchable, secure, and that employees are always working with the correct versions.



Accela Mobile — Full-featured mobile platform with role-based apps to allow inspectors and code enforcement personnel to efficiently manage their inspection routing, access all needed documents and information in the field, and get more work done.



Workflow Management — Automate the tasks and functions needed for planning processes. The system can assign tasks, track reviews, associate documents and information to tasks, and keep the most complex processes running smoothly.



Code enforcement — Ensure public compliance with city code and regulation by managing complaints and violations to achieve resolution quickly and efficiently.

About Accela

Accela provides market-leading solutions that empower state and local governments to build thriving communities, grow businesses and protect citizens. Powered by Microsoft Azure, Accela's open and flexible technology helps agencies address specific needs today, while ensuring they are prepared for any emerging or complex challenges in the future. Accela is headquartered in San Ramon, California, with additional offices around the world.

Accela.com

(888) 722-2352