



# Achieving Civic Engagement *and* Success Through the Cloud

*Stu Craven, City of Omaha, NE*

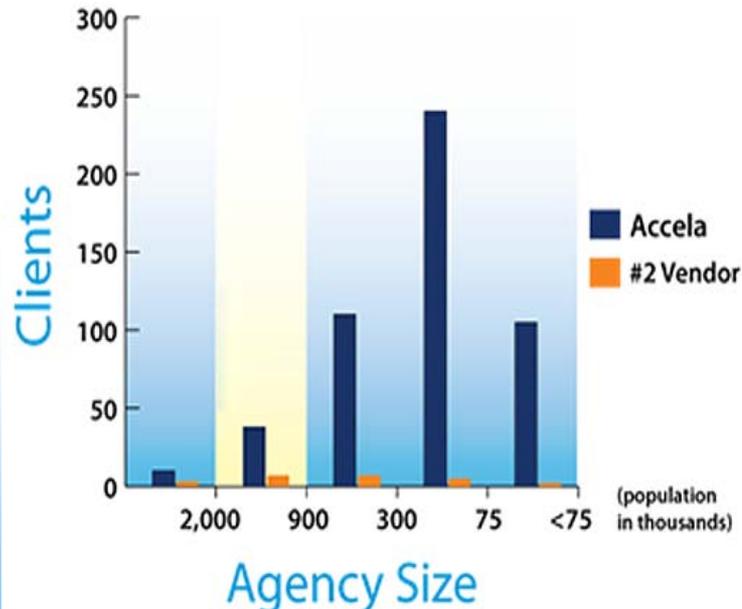
*John Yezza, Accela, Inc.*





# Accela

- *US company based in San Ramon, CA*
- *Industry leading vendor in providing Government efficiency applications and civic engagement*
- *30+ years in business*
- *500+ Clients w/95 Go-Lives in past 5 years*
- *More customers than any other vendor, in every Tier (Gartner)*



# Accela Partner Ecosystem



## VAR

(Value Added Resellers)



## Services



## TAP

(Technology Alliance Partners)



## SI

(Systems Integrators)





Accela Partner Ecosystem  
also includes our **Clients**

# The City of Omaha, NE





# Civic Engagement



# The **CITIZEN-CONSUMER** Has Emerged...

*...and as in the Private Sector*

*They're Demanding Superior Experiences*

Convenience  
Speed  
Accuracy

Durability  
Quality  
Usability

Affordability  
Communication  
Security

Branding  
Delight  
Engagement





## Is Government BROKEN?

**86%**

(up 8% since 2006)

**Yes, most Americans  
believe so.**

## Can Government Be FIXED?

**81%**

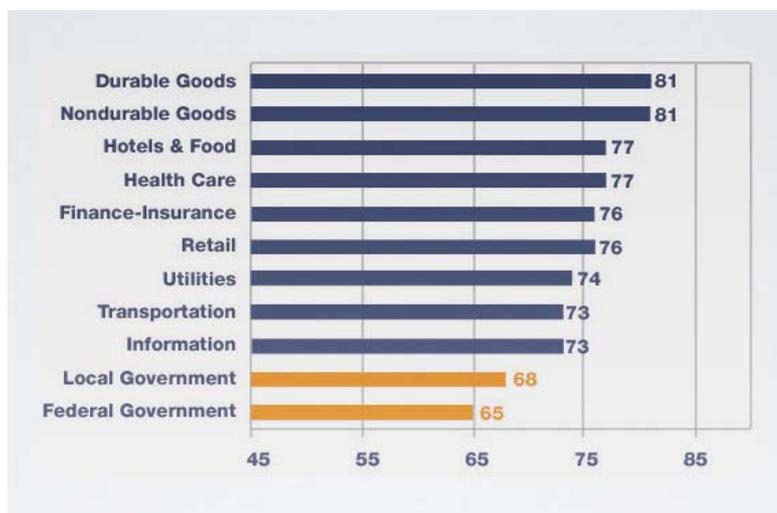
**Yes, it's not  
beyond repair.**



# How Do We Improve Citizen Satisfaction?

## Citizen Satisfaction Lags the Private Sector:

“... government performs less well [than the private sector] in offering clear and easily accessible information and in designing processes that are efficient and easy to complete.”



“Improvements in the delivery of information and the efficiency of processes would yield the greatest benefits with regard to increased citizen satisfaction.”

PLATFORM  
4GOV

ACCELA  
Government Software



# It's All About Civic Engagement

**A meaningful interaction between citizens and their government**

**Meaningful interactions with government are:**

- ***Convenient***
- ***The Right Duration***
- ***Accurate***
- ***Affordable***
- ***Communicative***
- ***Secure***
- ***Of Lasting Effect***
- ***Quality***
- ***Understandable***
- ***Branded***
- ***Delightful***
- ***Engaging***



*The Bottom Line:*

**GIVE THE PEOPLE WHAT THEY WANT**



**Accela Focus:**

***Creating MEANINGFUL  
INTERACTIONS***

***Between People And Government***



# Experience in the Cloud

## ➤ Extensive experience

- *10+ years of experience hosting Accela Automation*
- *40+ hosted customers, 6000+ agency users, millions of citizen users*
- *Multi-tenant support was built into initial product architecture*
- *Rapid transfer of self-hosted customer to Accela hosting*

## ➤ Notable cloud customers:

- *Atlanta, GA*
- *San Francisco, CA*
- *Oakland, CA*
- *State of Oregon*
- *State of New York*



# Experience in the Cloud



**10 Million** *transactions*  
*in the Accela cloud.*



**\$100 Million** *in collections for*  
*our cloud customers.*

*Statistics as of 08/2012*



TM

# Accela Citizen Access



- **Improve customer service by providing 24-hour service via the Web or Smartphones**
- **Process applications in real-time and reduce errors on submissions and renewals**
- **Allow plan/document uploads, set up e-mail notifications, and link to GIS data**
- **Reduce call center volume and office visits**
- **Reduce Energy conducting business remotely**

PLATFORM  
4GOV

**ACCELA**  
Government Software

# Accela Press Release

*SAN RAMON, Calif., April 4, 2012*

***Accela Announces Accela Automation 7.2, First Civic Engagement Platform Integrating Mobile App Development, Social Media, and the Cloud***

**Innovation leader's groundbreaking release focuses on m-government, citizen service for agencies of all sizes**

*SAN RAMON, Calif., April 4, 2012— Accela, Inc. today launched Accela Automation® 7.2, the latest version of its market-leading software platform for government automation and civic engagement. The new release incorporates mobile application development tools, new social media features, and an expanded selection of deployment and licensing options—all designed to make the procurement, implementation, and daily use of online automated government services easier, faster and more accessible to agencies of all sizes and budgets.*



# Software Development Kit



***Accela Automation Platform for building mobile apps that can be used agency staff or by the public that they serve. Build apps that allow staff to create new records, search and lookup existing information, or seamlessly integrate these features into your existing apps.***

- Accela Automation Platform
- Developers can build Mobile Apps
- Accela Developer Portal
- Central Location for all the Tools and Resources
- <https://mobile.accela.com/Developer/>



# Accela Citizen Mobile Apps

- *Fisheries app built using Accela's SDK*
- *Salt Lake City 311 app built using Accela's SDK*
- *Developed by 3<sup>rd</sup> party application development company*
- *Citizen facing application*



# Social Media Civic Engagement

- **Auto Promote - *departmental activities***
- **On Demand - *staff postings***
- **Facebook App - *for customer self service***
  - ***Single Sign on Facebook Integration***
  - ***Full feature portal within Facebook experience***
  - ***Customer postings with comments***



# Accela Social - Facebook



The screenshot shows a Facebook page for 'Bridgeview Demo'. The page header features the text 'Making Government Easier, Faster, More Accessible' with three icons: a cloud for 'Easier', a laptop for 'Faster', and a speech bubble for 'More Accessible'. The profile picture is the City of Bridgeview logo. The page has 10 likes and 1 person talking about it. The bio identifies it as a Government Organization. The page includes sections for 'About', 'Photos', 'Citizen Access', and 'Likes'. There are two status updates from 'Bridgeview Demo' posted 11 and 20 hours ago, both mentioning permit issuance and pothole repairs with a link to a tinyurl.com page. The page is viewed in a browser window with the URL 'https://www.facebook.com/pages/Bridgeview-Demo/336981396359258'.

- *Facebook Page*
- *Automated Facebook Posts from Accela Automation*
- *Access Accela Citizen Access from Facebook*



# Accela Social - Twitter



- ***Establish a Twitter Presence***
- ***Automated Tweets from Accela Automation***
- ***Drives Civic Engagement through Social Networking***

The screenshot shows a web browser window displaying the Twitter profile for 'Bridgeview Demo' (@BridgeviewDemo). The browser's address bar shows the URL 'https://twitter.com/#1/BridgeviewDemo'. The profile header includes the account name, handle, a 'Following' button, and statistics: 157 tweets, 1 following, and 10 followers. The main content area is titled 'Tweets' and displays a list of five tweets. Each tweet follows a similar pattern: 'At your service - your city issued [number] permits today and completed [number] pothole repairs!' followed by a link to a tinyurl and the hashtag #fb. The tweets are dated from 11h to 18 May. The left sidebar contains navigation links for Tweets, Following, Followers, Favorites, and Lists, along with the Twitter logo and copyright information for 2012.





# Omaha Nebraska

Omaha was founded in 1854 and is the largest city in the state of Nebraska. Omaha is the nation's 42nd largest city with a population of 427,872. The City of Omaha operates under a Mayor-Council form of government. The mayor and the seven City Council members are elected to four year terms.

- **TYPE:** City
- **POPULATION:** 427,872 (600,000 in ETJ)
- **GEOGRAPHY:** Middle of America
- **# ACCELA USERS:** 100+
- **PRODUCTS USED:** Accela Automation, Mobile Office, Accela Wireless, Accela GIS, Accela Citizen Access
- **ACTIVITY:** 9,000 permits/qtr. 16,000 inspections/qtr.





# A Peek Into Reality

- **Online services almost nonexistent**
  - *Paper system*
- **Budget for improvements?**
- **The needs of everyone continue to change**
- **False expectations**
- **Economy = budget cuts = personnel cuts = more work for less people**





# Goals

- **Registration of public users using Citizen Access**
  - *1800 Registered users*
- **Online Inspection Scheduling**
  - *Over 10,000 YTD*
- **Online Permitting**
  - *11,000 Permits pulled since October of 2011*
- **Online Plan Review**
  - *Configuration in Progress*
- **Switch to Mobile Office and Mobile Inspector**





# Online Plan Review and Document Submission with Code integration



# Energy Related Documents



## REScheck Software Version 4.1.0 Compliance Certificate

Project Title: Model 123  
Report Date: 05/01/07  
Data Filename: Unlited.nk

Energy Code: 2006 IECC  
Location: Hickman, Kentucky  
Construction Type: Single Family  
Conditioned Floor Area: 409 sq ft  
Glazing Area Percentage: 10%  
Heating Degree Days: 4904  
Climate Zone: 4

Construction Site: \_\_\_\_\_ Owner/Agent: \_\_\_\_\_ Designer/Contractor: ABC Construction  
Permit # 123abc \_\_\_\_\_ Hickman, KY  
Permit Date: 4/8/2007 \_\_\_\_\_

Compliance: Passes on UA  
Maximum UA: 115 Your Home UA: 110 = 4.3% Better Than Code

Assembly	Gross Area or Perimeter	Cavity R-Value	Cost R-Value	Glazing or Door U-Factor	UA
Ceiling 1: Flat Ceiling or Soffit Truss	400	30.0	0.0		14
Wall 1: Wood Frame, 10" e.s.	640	13.0	0.0		48
Window 1: Vinyl Frame Double Pane SHGC: 0.40	64			0.300	19
Door 1: Solid	20			0.900	12
Floor 1: All-Wood Joist/Truss Over Unconditioned Space	400	19.0	0.0		10

Compliance Statement: The proposed building design described here is consistent with the building plans, specifications, and other applications submitted with the permit application. The proposed building has been designed to meet the 2006 IECC requirements in REScheck Version 4.1.0 and to comply with the mandatory requirements listed in the REScheck Inspection Checklist.

Name - Title \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Project Notes:  
Orchard Hills Subdivision



## Building Analysis Entire House Home InSight

Phone: 404-916-6321 Email: EcheckHomeDS@homeinsight.com Web: www.GMBuildingEnergy.com

Job: 3 Jun 11  
Date: 3 Jun 11  
By: Sam Young

### Project Information

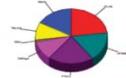
For:

### Design Conditions

Location:	Indoor:	Heating:	Cooling:
Columbus Metropolitan AP, GA, US	Indoor temperature (°F)	41	75
Elevation: 334	Design TD (°F)	41	75
Latitude: 33°N	Relative humidity (%)	50	50
Dry bulb (°F)	Moisture difference (grains)	36.9	35.4
Daily range (°F)	Infiltration:	Method:	Blower door
Wet bulb (°F)	Shielding / stories	Pressure / AVF	3 (partial) / 1
Wind speed (mph)			50 Pa / 2396 cfm

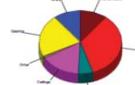
### Heating

Component	Btu/h/°F	Btu/h	% of load
Walls	4.0	8350	16.8
Glazing	20.3	5130	10.3
Floors	13.8	360	1.1
Ceilings	2.1	548	1.1
Floors	3.8	10160	20.5
Infiltration	4.2	8413	17.0
Ducts		11449	23.1
Pumps		0	0
Humidification		0	0
Ventilation		0	0
Adjustments		0	0
<b>Total</b>		<b>49619</b>	<b>100.0</b>



### Cooling

Component	Btu/h/°F	Btu/h	% of load
Walls	2.0	4185	10.7
Glazing	33.4	8461	21.6
Doors	10.6	438	1.1
Ceilings	2.3	6172	15.8
Floors	1.9	2180	5.6
Infiltration		210	0.5
Ducts		13522	34.6
Internal gains		4120	10.5
Blower		0	0
Adjustments		0	0
<b>Total</b>		<b>39089</b>	<b>100.0</b>



Latent Cooling Load = 5512 Btu/h  
Overall U-value = 0.095 Btu/h/ft²·°F  
Data entries checked.



## 2006 IECC Energy Efficiency Certificate

### Insulation Rating R-Value

Ceiling / Roof	30.00
Wall	13.00
Floor / Foundation	19.00

Ductwork (unconditioned spaces): \_\_\_\_\_

### Glass & Door Rating U-Factor SHGC

Window	0.30	0.40
Door	0.60	NA

### Heating & Cooling Equipment Efficiency

Water Heater: \_\_\_\_\_

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Comments:



## Project Summary Entire House Home InSight

Job: 3 Jun 11  
Date: 3 Jun 11  
By: Sam Young

Phone: 404-916-6321 Email: EcheckHomeDS@homeinsight.com Web: www.GMBuildingEnergy.com

### Project Information

For:

Notes:

### Design Information

Weather: Columbus Metropolitan AP, GA, US

Winter Design Conditions	Summer Design Conditions
Outside db: 29 °F	Outside db: 94 °F
Inside db: 70 °F	Inside db: 75 °F
Design TD: 41 °F	Design TD: 19 °F
	Daily range: 44 °F
	Relative humidity: 50 %
	Moisture difference: 35 grains

Heating Summary	Sensible Cooling Equipment Load Sizing
Structure: 38170 Btu/h	Structure: 25567 Btu/h
Ducts: 11449 Btu/h	Ducts: 13522 Btu/h
Central vent (0 cfm): 0 Btu/h	Central vent (0 cfm): 0 Btu/h
Humidification: 0 Btu/h	Blower: 0 Btu/h
Piping: 0 Btu/h	
Equipment load: 49619 Btu/h	Use manufacturer's data: n
	Relating multiple: 0.89
	Equipment sensible load: 38737 Btu/h

Infiltration	Latent Cooling Equipment Load Sizing
Method: Blower door	Structure: 3306 Btu/h
Shielding / stories: 3 (partial) / 1	Ducts: 2206 Btu/h
Pressure / AVF: 50 Pa / 2396 cfm	Central vent (0 cfm): 0 Btu/h
	Equipment latent load: 5512 Btu/h
Area (ft²): 22183	Equipment total load: 44249 Btu/h
Volume (ft³): 22183	Req. total capacity at 0.70 SHR: 4.8 ton
Air changes/hour: 0.51	
Equip. AQP (cfm): 0.59	

Heating Equipment Summary	Cooling Equipment Summary
Make: _____	Make: _____
Trade: _____	Trade: _____
AHRI ref no.: _____	AHRI ref no.: _____
Efficiency: 80 AFUE	Efficiency: 0 SEER
Heating input: 0 Btu/h	Sensible cooling: 0 Btu/h
Volume output: 0 Btu/h	Latent cooling: 0 Btu/h
Temperature rise: 0 °F	Total cooling: 0 Btu/h
Actual air flow: 1616 cfm	Actual air flow: 1616 cfm





# Inspections

The screenshot shows a mobile application interface. On the left is a map with five purple location markers numbered 1 through 5. A pop-up window for marker 4 is open, displaying the following information:

- Final - Plumbing: COM-1000011
- Parcels: 007019019
- [Add to Job List](#)
- [Add to Route Manifest](#)
- [Create Inspection](#)
- [New Record / Work Order](#)
- [Remove](#)
- [Show Accela Record](#)
- [Show GIS Information](#)

On the right side of the screen, a panel titled 'Accela Records' lists the following items:

- 1 Final - Demolition: COM-1100005
- 2 Building Safety Inspection: COM-1000015
- 3 Rough - Mech.: 09BLD-00000-00004
- 4 Final - Plumbing: COM-1000011
- 5 Four 10C

Below the list, there are buttons for 'Add to Job List', 'Add to Route Manifest', and 'Buffer Selection'. At the bottom of the panel, there is an 'Action' button.

Passes Rebar Inspection?

**Score 5**

3" PVC Drain Pipe / or Gallery Box Used?

**Score 5**





# Inspections

**Record Detail - Accela Mobile Office**

HOME JOB LIST RECORDS SYNC MESSAGES SETTINGS HELP

**BLD-12-05248**  
COMMERCIAL NEW BUILDING  
1819 FARNAM ST  
OMAHA, NE 68102  
OMAHA DOUGLAS BLDG COMMISSION

**Attachments**

Last Update	Name	Type	Auto Download	Description	Entity Type	Location	Actions
10/15/2012 9:50:27 AM	RECheck	MISC	No		Record	Local	

**Summary**

- Conditions
- Location
- People
- Additional Information
- Inspections
- Fees
- Attachments**
- Comments
- Related Records
- Workflow and Activities

**ABR3B25.pdf - Adobe Acrobat Pro**

File Edit View Windows Help

Create [Icons] 62.7% Tools Comment Share

**2008 IECC Energy Efficiency Certificate**

**2008 IECC Compliance Certificate**

**2008 IECC Energy Efficiency Checklist**

PLATFORM  
4GOV

ACCELA  
Government Software



# Accela's Latest APP - "Civic Hero"



*An APP to allow citizens to report community issues such as graffiti, potholes, or damaged public property*

- **Simply select the type of issue**
- **Snap a quick Photo**
- **Add comments**
- **Send**

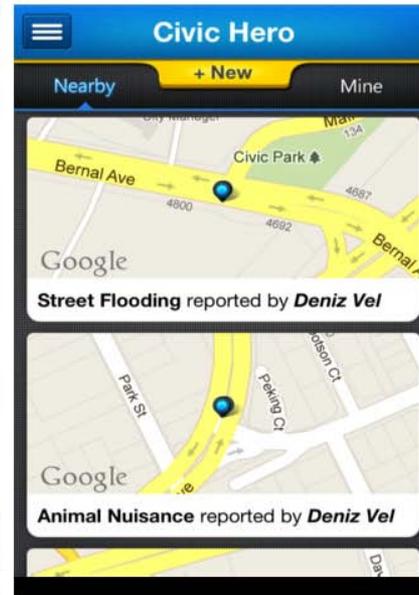
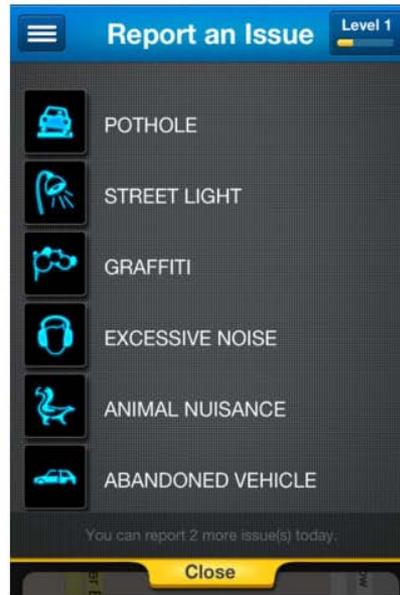
*The APP will send your report to the appropriate government agency and track the status on your behalf.*

PLATFORM  
4GOV

ACCELA.  
Government Software



# Accela "Civic Hero" APP



<https://itunes.apple.com/us/artist/accela-inc./id414281731>





# QUESTIONS

