

## From Tent City to Tech Savvy

*Oklahoma City Gets Connected, Goes Mobile*

Oklahoma City was founded in a single day during the Oklahoma Land Run of 1889. Today, the one-time tent city sprawls across four counties, is home to a burgeoning population of more than 540,000, and at 622 square miles is one of the largest cities in land area in the United States.

Keeping pace with the City's growth requires its government agencies to cover a lot of ground – literally and figuratively. According to Stan Reichert, IT project manager, re-evaluating the City's technology needs held the key to not just keeping up, but being able to move ahead. "Oklahoma City needed to find a Web-based, enterprise solution that was flexible enough to manage all of our building, planning, and licensing activities."

### THE CHALLENGE

Like most local governments, Oklahoma City's different departments operated independently. By replacing legacy hardware that was difficult and expensive to maintain with newer, Web-based technology, the City hoped to consolidate several separate databases and support three primary goals:

**Integrate multiple departments.** Multiple departments dealing with various projects should have access to the same information. In Oklahoma City, the Public Works, Finance, Water/Wastewater Utilities, Planning, and Fire departments all utilize the same information for permitting, inspection, and planning activities.

**Improve service to citizens.** To increase productivity, save time for constituents, and spur economic vitality, Oklahoma City wanted to make its permitting and licensing processes more efficient in serving local businesses and the development community.

**Reduce inspection turnaround time.** Using a paper-based system to manage an average of 15,000 inspections a month translated to 775 work hours a month just for manual inspection data entry—a total of 9,300 hours a year! Staff could become overwhelmed, and data could be as much as 27 hours old by the time it was put into the system.

### THE SOLUTION

After reviewing many options, Oklahoma City decided on a two-pronged approach to meeting its goals:

First, it selected a full suite of Web-based software solutions from Accela to streamline its planning, permitting, and licensing activities, and to make government services more easily accessible to citizens.

Second, it enhanced the functionality of its Accela solutions with a strong, integrated mobile component that could make a direct and immediate impact on inspection management.

### Customer



Oklahoma City, Oklahoma

### Population

541,500

### Location

Mid-state, falling within the counties of Oklahoma, Cleveland, Canadian, and Pottawatomie

### Quote

"Accela Automation allows the City to connect all of our departments under a common database, improve our ability to deliver government services to the community, and provide online access to more information."

Stan Reichert  
IT Project Manager

## On-line Permitting Provides State's Contractors with 24-hour Access

**Better service.** The choice of Accela Automation solutions and add-on products provides a centralized database of all land use information, allowing employees across multiple departments to be interconnected and operate more efficiently. Regardless of their role in the department, the flexibility of the system's user interface allows all employees to access the information they need to do their jobs.

**Unlimited integration.** Because the system is Web-based, departments in different locations can connect to it. The system also enables the City to add additional departments without the need to purchase additional systems. The only equipment needed to operate a solution is a PC with a browser and a connection to the City's network.

**Improved inspection times.** Inspectors utilizing Accela Wireless™—Accela's mobile software application—now have the ability to move their office work out to the field for inspections and investigations.

Supporting the process is the City's ability to leverage a Tropos network that was initially deployed for use by public safety officers. Inspectors can input inspection results from the field and immediately update the Accela Automation database as they gain connectivity through any of the Tropos wireless mesh hot spots around the 622 square mile footprint of the city. Now, inspection data can be input 22 hours sooner on average, resulting in same-day results in many cases.

Just as importantly, by being able to reduce the 9,300 hours spent annually on manual data entry, the City is realizing return-on-investment of approximately \$230,000 per year on its purchase of Accela Wireless alone.

**Convenience. Cost savings.** Accela GIS™ also supports the inspection process. By seamlessly integrating with Accela Automation, it gives staff direct access to view geographic representations of all land-use, zoning, and infrastructure data associated with a parcel, permit, inspection, or plan, reducing time in the field and lowering associated costs through map analysis.

### THE BOTTOM LINE

Now fully operational and delivering great results in its Public Works, Finance, and Water/Wastewater Utilities departments, Oklahoma City is poised to bring its Planning and Fire departments online with Accela Automation. Also on the horizon is implementation of other Accela solutions that will enable citizens to access permitting activities via the Internet and by phone, and that will support improvements in licensing activities and processes related to public health and safety.

### ABOUT ACCELA

Accela is a leading developer of software and Internet applications for state and local government. With Accela, jurisdictions of all sizes will reduce workload, increase efficiency and automate processes while providing citizens and businesses with more convenient access to government services.

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