

SAN DIEGO COUNTY, CALIFORNIA

San Diego County, California, Migrates to Accela Civic Platform to Improve Efficiency and Overall Customer Experience

Located in the southwestern corner of California, San Diego County is the second-most populous county in the State, and the fifth-most populous in the United States. Encompassing gentle foothills, agricultural farmland and mile-high mountains, San Diego County is more commonly known for its idyllic climate, 70 miles of pristine beaches, alluring family attractions and year-round outdoor recreation.

Multiple platforms, decentralized data, inefficient processes

San Diego County's Land Use and Environment Group (LUEG) comprises seven departments whose functions include building and maintaining county infrastructure, protecting the environment and public health and promoting agriculture and consumer protection. Each year, tens of thousands of inspections are conducted, permits are issued and customer requests and complaints are handled – creating a massive amount of data.

LUEG was using more than 40 permitting platforms with outdated databases to manage the workflow of the entire organization. Because systems were incompatible, data could not be shared and departments were forced to work independently and less efficiently. Customers did not have online access to submit requests; inspectors did not have access to data while in the field.

These issues ran counter to the Group's internal goal of becoming a best-in-class IT organization in government with optimized processes and internal resources, and a clear focus on the customer. Complicating matters further, LUEG processes are subject to the ever-changing, oftentimes unpredictable regulatory environment at the State and Federal levels. LUEG needed a system that could easily be reconfigured internally so that as government regulations changed, the group could quickly and easily adapt its processes.

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David Lindsay, Group IT Manager, Land Use and Environment Group



Population

3,263,431

Challenge

Gain fast, consolidated access to data across six departments with a single system and offer an exceptional customer experience

Solutions

Accela Land Management, Accela GIS, Accela Mobile Office, Citizen Access, CivicData

Results

Centralized data from 40 different permitting systems into one solution that can be shared across six departments

Increased operational efficiencies with easy configuration to meet individual departmental needs

Reduced in-person visits and phone calls while increasing customer confidence by offering convenient online service

Improved inspection turnaround times with mobile capabilities

Provide better customer service by fulfilling customer requests within required 10-day window with fast access to comprehensive data



Multiple departments powered by one configurable solution

Recognizing the need for change, LUEG had several priorities in mind: fast and full access to centralized data, greater digital functionality and an enhanced customer experience.

How Accela empowers San Diego County

LUEG chose Accela Land Management on the Civic Platform to improve efficiency by breaking down data silos and sharing information across departments. The solution provided fast access to all data, and it was easily configurable so departments within the broader group could make quick changes to meet their various needs. With different department priorities, customization was key. Group IT Manager David Lindsay explains, "Our departments understand that the Civic Platform is a kind of generic platform that can be customized and used with many different business processes. It's a platform they can change and continually use to improve their own business process."

Weights and Measures, for example, uses Accela Mobile Office for inspectors who need fast access to data in the field instead of having to return to the office to retrieve files and information. The department also uses the Civic Platform for its speed of configuration and customization. With 52,000 devices and 1,700 point-of-sale business locations to inspect each year, such time-saving measures are critical. "Accela has helped us be more efficient and reach our ultimate goal, which is consumer confidence," shares Claudia Verdugo, Supervising Agricultural Standards Inspector for Agriculture, Weights and Measures.

For the Air Pollution Control District, the Civic Platform has provided fast access to data and the ability to share it with others – generating transparency and efficiency. In addition, with Accela's Citizen Access, the department has been able to connect and engage with their customers in a whole new way by offering convenient online services. "If you have a customer who is happy, you're obviously going to be able to have a better relationship with stakeholders," says Mahiany Luther, Senior Engineer with the Air Pollution Control District.

The Vector Control Program (VCP) uses the solution to manage a database of 1,500 mosquito sites and 2,500 pesticide applications, in addition to 4,500 complaints and requests for service each year. According to the California Public Records Act, the agency has 10 days to fulfill a public record or inspection request. "With the Accela Civic Platform," says Vector Ecologist Brent Nelson, "we are able to meet that deadline and get information out exactly as the citizen has requested it."

The bottom line

Currently, LUEG has more than 900 users on Accela's Civic Platform and more than 5,500 online public users that use the platform on a daily basis. All information is in one system and can be shared across departments, providing better customer service. Looking ahead, David Lindsay says, "We are trying to improve the accessibility of all of our different permitting functions online, and improve the transparency of all of our processes."

About Accela

Accela provides cloud-based civic engagement solutions for government. Accela's Civic Platform, which includes open APIs and mobile apps, enables and improves core processes for city, county, state and federal governments. Accela's solutions uniquely address the diverse needs of their constituents by making publicly available information more accessible. The Accela Civic Platform includes solutions for land management, asset management, licensing and case management, legislative management and more. With more than 2,000 customers worldwide, Accela is headquartered in San Ramon, California, with offices in San Francisco, New York, Portland, Melbourne and Dubai.

Learn more

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