

BERNALILLO COUNTY, NEW MEXICO

Bernalillo County, New Mexico, Upgrades from Kiva to Accela Civic Platform

The most populous county in New Mexico, Bernalillo County is home to Albuquerque and serves as a major economic and cultural crossroads in the American Southwest. The County consists of an area of nearly 1,200 square miles.

COUNTY TAKES CIVIC ENGAGEMENT TO NEXT LEVEL

Bernalillo County has a longstanding commitment to improving transparency and citizen engagement. The County introduced Kiva in 1998 to provide an online tool for land, permitting and request for service (RFS) information to its citizens and KivaNet in 2004. Planning and Development Technology Manager Rene Sedillo was on the team that originally selected Kiva. He and a business analyst were responsible for managing the system, including setting up all workflows, processes and record types. While the solution met the County's needs for many years, Rene was interested in offering additional capabilities.

"We were looking for a more up-to-date technology solution to help us provide more efficient services to our citizens, while enhancing productivity for employees in the office and in the field," says Rene. When he found an opportunity to enhance the level of service the County already provided with electronic plan review, GIS enhancements and remote work access for County inspectors, he decided to make the switch to the Accela Civic Platform.

HOW ACCELA EMPOWERS BERNALILLO COUNTY

Bernalillo County implemented Accela Land Management in 2013. The County can now offer a number of services online to benefit both residents and County employees, in turn enhancing communication with citizens, reducing County costs and streamlining key government processes. Builders, developers and citizens have 24/7 access to plan review comments, inspection history, land data and interactive GIS maps, and can easily generate reports of record permits and activities based on parameters selected by the user.

"The Accela Civic Platform gives us additional functionality to support document review and GIS capabilities in addition to mobile apps, and is aligned with our commitment to provide transparency and robust online services."

Rene Sedillo, Technology Manager, Planning and Development Services



Population
642,000

Challenge

Provide more efficient services to citizens while enhancing productivity for employees in the office and in the field

Solutions

Accela Land Management, Accela GIS, Accela Mobile Office, Citizen Access, Electronic Document Review

Results

Implemented four months ahead of schedule

Reduced time to Certificate of Occupancy with concurrent electronic plan review across departments

Improved staff productivity with remote mobile access for County inspectors



Enhancing productivity and transparency

By providing more self-service options, tasks that had previously taken days to complete now take just hours, or even minutes, leaving County staff more time to focus on other job functions and leaving contractors, business owners, homeowners and other members of the community more time to attend to the demands of their busy schedules.

“The Accela Civic Platform gives us additional functionality to support document review and GIS capabilities in addition to mobile apps, and is aligned with our commitment to provide transparency and robust online services for our constituents,” shares Rene. “Plus, we can easily add and deploy additional solutions in the future.”

DEDICATED TEAM, PROGRESS PAYMENTS STREAMLINE IMPLEMENTATION

Rene made a deliberate decision not to make any major changes to the County’s existing business processes prior to launch. His first priority was to convert all historical data to the new solution. He then focused his efforts on additional capabilities and aspects like customization, scripting reports and custom interfaces.

This level of prioritization dovetailed nicely with progress payments instead of payments tied to specific deliverables. All key stakeholders were involved in standard sign-offs on the initial configuration and Statement of Work. Then, instead of requiring approvals each time a milestone was met, the Finance department provided approvals on a monthly basis. This made the Finance team’s involvement more predictable.

The County required members of the core project team to work with the new solution for a minimum of four hours per week. As a result, staff members were engaged and committed to a successful launch. Rene also supported the upgrade across all Community Development departments, including Planning and Development Services, Public Works, Fire, Health and Social Services, Animal Care Services, and Parks and Recreation. “The complete success of this project was dependent on the support, not only from the Bernalillo County staff, but from the dedicated Accela team,” explains Rene.

THE BOTTOM LINE

Thanks to a dedicated project team with clear objectives, as well as a progress payments model that maintained project momentum with all parties, Bernalillo County upgraded from Kiva to the Accela Civic Platform on budget and four months ahead of schedule.

The County has been able to speed Certificate of Occupancy with real-time electronic document review across departments instead of manually reviewing paper plans. County inspectors, who in the past would come back to the office to enter results, can now enter results and take photos on their mobile devices, which then update the system in real time. They can also optimize their routes and workload for the day with GIS integration. The time saved improves productivity and ultimately helps bring in more revenue for the County.

About Accela

Accela provides cloud-based productivity and civic engagement solutions to more than 2,200 government agencies worldwide. The Accela Civic Platform includes solutions for asset management, citizen relationship management, environmental health, finance and administration, land management, legislative management, licensing and case management, recreation and resource management, right of way management, and utility billing. More than fifty percent of America’s largest cities use the Accela Civic Platform. The Company is headquartered in San Ramon, California, with offices in San Francisco, New York, Boston, Portland, Melbourne and Dubai.

Learn more

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