

Location

Midwest

Agency Type

County

Population

Approx. 1,000,000

Number of Users

360+

Accela Products Used

- Accela Land Management
- Accela Licensing and Case Management
- Accela GIS
- Accela Mobile Office
- Citizen Access

Activity

1,500 permits and 500 code cases per month



St. Louis County, Missouri



Saint Louis County has a unique demographic. Surrounding the city of Saint Louis, we are separate government entities. This is found in only one other location in the United States. We contract with 89 municipalities, unincorporated areas, fire departments and independent fire districts.

The Challenge

- Allow 100 inspectors to be mobile in the field
- Maintain multiple groups
- Find one device for inspectors
- Decrease reliance on paper
- Increase productivity
- Train users who have never used PC
- Decrease leased buildings

The Solution

- Testing process to find suitable device
- Proper training, time to ease into device and continuous feedback
- Electronic Code Books
- Start from home procedures
- Lead Inspectors to assist coworkers in the field

The Result

- 1.5 hours of production saved daily
- \$1.4 million in savings over 5 years
- Citizens receive almost instant results, ability to track permits throughout the day
- Accountability for management
- Catching up with technology

“We have 89 jurisdictions that we contract with on a regular basis, which means a lot of users to maintain at any time. We not only save them money, but we also make it easier for customers so they have a consistent experience.”

Daniel Sampson, Enterprise Permit System Manager
St. Louis County, Missouri