



# Accela Public Safety™

## Law Enforcement

An Accela  
Civic Solution

### The Importance of Public Safety

Law enforcement agencies provide many services aimed at protecting the public. They are essential players in helping regulate businesses and community events to ensure a safe and desirable place to live and do business. Like many other regulatory agencies, police departments must meet their goal of ensuring public safety without imposing unrealistic burdens on the community they serve.

In many jurisdictions, police departments are responsible for special event permitting, business licensing and code enforcement operations to identify potential threats to community safety. Police oversight in these areas helps identify illegal activities and prepare for emergency situations before they happen.

### The Challenge with Law Enforcement

Much like many other civil service agencies, police department workload is increasing, with finite or even reduced resources.

#### Wasted time

- > If a code enforcement complaint is made while officers are doing field investigations, they must wait until returning to the office to receive it, instead of choosing to add it their route that day.
- > Organizing, and planning enforcement sweep routes, pulling paper files needed for each code investigation, and forgotten paperwork at the office.

### Benefits

#### Protects Public Safety –

Accela Public Safety allows law enforcement agencies to address their regulatory obligations without taking resources away from crime prevention and response. With streamlined application processing, and automated workflows, police officers can spend more time working in the field.

#### Increases productivity –

Accela Public Safety increases law enforcement effectiveness in permit and business licensing processing, completion of inspections and overall capacity to do more with less. In office agency personal can handle more requests and process more plan reviews, licensing and permit applications in a shorter amount of time.

#### Generates more revenue –

Processing more permit applications in a shorter amount of time increases the fee revenues coming into the police department.

#### Improves citizen satisfaction –

Accela Public Safety makes it easier for citizens to interact with the government, which improves their satisfaction and promotes the growth of communities.

#### Improves data sharing –

Accela Public Safety enables police to be both rich in information and data, by introducing a streamlined method of reporting on and identifying licensing and permitting trends. Data can also be exported to letters, spreadsheets and graphics.

#### Existing processes

- > Legacy software and hardware are resource intensive and costly to maintain, fix, and replace.

#### Lack of Transparency

- > Citizens have little option to track the status of their application or code enforcement complaint.
- > Approvals from other agencies can be ambiguous and difficult to track, delaying approval processes.



## Accela Public Safety

Accela Public Safety is a cloud-based software solution that automates all aspects of the permitting, licensing and inspection process for law enforcement departments to ensure the security and safety of communities.

The solution moves all the functions online, removing paper, manual steps, and significantly streamlines the complexities of the code enforcement, business licensing and special event permitting process, so police officers can spend more time in the field, doing public safety outreach and crime prevention. With less time spent on fielding questions and phone calls, law enforcement officers can be more proactive, rather than reactionary.

With Accela Public Safety, police departments can receive and access complaints while in the field, process more permit and license applications to help identify potential negative impacts on a city before it is realized, all while providing more citizen transparency throughout their regulatory processes.

### Features



**Field work and permit processing in the cloud:** The system is hosted in the cloud, so police departments don't have to worry about setting up hardware and software infrastructure, or loading and maintaining application software. Accela manages the entire system for agency customers.



**Facilitates data sharing:** Accela Public Safety enables police departments to more easily share data and report on their permitting and licensing activities, helping to build public trust and giving them statistics to request more resources. Data can also be exported to letters, spreadsheets and graphics.



**Workflow management:** Automate the tasks and functions needed for permit processing, code enforcement investigations and follow up. The system can assign tasks, track reviews, associate documents and information to tasks, and keep processes running smoothly and on time. Officers can run reports against different districts within a jurisdiction's boundaries. Easy-to-use search options help locate data, and automated email alerts remind staff of outstanding code enforcement investigations.



**Online citizen portal:** Providing a one-stop-shop to apply, verify status, pay fees and gather information, reducing in-person visits and phone calls, and improving the citizen experience.



**Electronic Document Review:** Ensures all relevant documents are searchable, secure, and that employees are always working with the correct versions.



**Full-featured mobile platform:** Allows police officers to carry their "offices" with them. It provides all the functionality they need on their mobile tablet computers to manage their schedules, route their travel, view GIS information, download needed information from the agency systems, complete their investigation notes, upload data captured in the field, and submit code enforcement inspection reports electronically. Accela software also runs on iOS devices.



**Modern and intuitive user interface:** With HTML5 and responsive design providing a seamless experience for both agency staff and citizens on any device. Easy-to-use search options help locate data, and automated email alerts remind staff of outstanding regulatory activities.



**Platform-wide integration capabilities:** With APIs, SDKs, and open data, allowing developers to integrate with existing software solutions to meet the unique needs of any community.

### About Accela

Accela provides market-leading SaaS solutions that empower state and local governments to build thriving communities, grow businesses and protect citizens. Powered by Microsoft Azure, Accela's open and flexible technology helps agencies address specific needs today, while ensuring they are prepared for any emerging or complex challenge in the future. Accela is headquartered in San Ramon, California, with additional offices around the world.

### Learn More

Visit [www.accela.com](http://www.accela.com) or call us at (888) 722-2352



# Accela Public Safety™

## Fire Prevention

An Accela  
Civic Solution

### The Importance of Public Safety

A community's preparedness in the event of a disaster or fire can have ripple impacts on its livability and economic resiliency. It can be the difference between manageable property damage and large scale devastation or loss of life. The importance of fire department involvement in the plan review, inspection and permitting process of all buildings can't be understated.

### The Challenge with Fire Prevention

Despite the important role they play in protecting public safety, fire departments face challenges that can make it difficult to meet their goals. These challenges include:

- > Reduced resources in funding, training and staffing levels yet with a constant or increasing role in fire prevention education and outreach
- > Inspector workloads and scheduling can be difficult to manage for annual inspections of all commercial and some residential facilities in larger regions
- > Varying levels of complexity in facility types can result in a lack of standardized inspection processes
- > Plan review and permit processing lacks transparency for fire departments and property owners alike

### Benefits

**Protects Public Safety** – Accela Public Safety allows fire departments to address their regulatory obligations while freeing up more time and resources to devote to fire prevention education and training, and responding to disasters and fires.

**Tracks recurring activities** – Fire inspectors are notified of upcoming license expiration dates and can be more proactive in planning their inspection schedule with ease.

**Increases productivity** – Accela Public Safety increases fire department efficiency in plan review, inspections and permit processing activities, enabling fire departments to do more with less. Staff can handle more requests and inspectors can process more plan reviews, do more inspections and issue more licenses and permits in a less time.

**Generates more revenue** – Processing more applications in a shorter amount of time increases the fee revenues coming into the fire department.

**Improves ISO ratings** – More inspections and permit approvals means that fire departments can improve their PPC/ISO ratings and achieve a higher level of protection for their community and department in the case of a fire.

**Improves citizen satisfaction** – Accela Public Safety makes it easier for business owners to comply with fire codes and regulations without experiencing the frustrations from outdated processes, improving satisfaction and promoting community growth.

**Improves data sharing** – Accela Public Safety helps fire departments easily share reports and data on inspection and permitting trends with other agencies and the public. Data can also be exported to letters, spreadsheets and graphics.



## Accela Public Safety and Fire Prevention

Accela Public Safety is a cloud-based software solution that automates all aspects of the permitting, licensing and inspection process for fire departments. The solution moves all the functions online, removing paper, manual steps, and significantly streamlines the complexities of the plan review, inspection and permitting process so agencies can focus on fire prevention and public safety outreach.

Accela Public Safety saves time for citizens by moving traditional counter services online. Property owners can perform all the steps for application submittal from within a specialized web-based portal that allows them to input all information needed, including the applications, relevant documents, and other agency approvals from any location. Facility owners can also pay their fees online with a credit card or ACH transfer.

Accela Public Safety helps fire department staff automatically route and assign electronic case files with application details to the appropriate individuals or agencies for review with a few clicks of a button. There is no more handling of paper documents and plans, lost documents or files, or errors in data, and administrators get reporting which shows them how their processes are performing and if there are any backlogs or bottlenecks to address.

Accela Public Safety makes it easy for fire inspectors to perform onsite inspections from their mobile devices, allowing them to stay 100% in the field, saving time, reducing errors, and helping them to perform more strategic inspections in their work day.

### Features



**Workflow management system** that automates the tasks and functions needed for application processing, plan review, inspections and license issuance. The system assigns tasks, tracks reviews, associates documents and information to tasks, and keeps processes running smoothly.



**Online citizen portal** providing a one-stop-shop to apply, verify status, pay fees and gather information, reducing in-person visits and phone calls, and improving the citizen experience.



**Built-in reporting** to give administrators and managers the information they need to manage department productivity, uncovering any bottlenecks or process congestion, and highlighting areas for process optimization.



**Online payments system** with credit card, ACH, and trust account capability to increase convenience for citizens and remove the manual payment processing work from fire department staff.



**Inspections and permit processing in the cloud** help avoid setting up hardware and software infrastructure, or loading and maintaining application software. Accela manages the entire system for department customers.



**Integration to GIS** to produce interactive maps and visualizations, making inspection routes, nearby building inspection histories and data easier to digest.



**Electronic Document Review** removing the need for paper in the permitting process. Fire department staff can upload, comment on and markup digital documents, and ensure they have the information needed to complete their inspections and process permits.



**Full-featured mobile platform** with role-based apps to allow fire inspectors to efficiently manage their routing, access all needed documents and information in the field, and get more work done.



**Modern and intuitive user interface** with HTML5 and responsive design provides a seamless experience for both agency staff and citizens on any device. Easy-to-use search options help locate data, and automated email alerts remind staff of upcoming renewal permits and inspections.



**Platform-wide integration capabilities** with APIs, SDKs, and open data, allowing developers to integrate with existing software solutions to meet the unique needs of any community.

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