



# 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