



SOLUTION OVERVIEW

Accela Civic Application™ for Planning

Growing strong, safe, and viable communities.



Planning today

Planning departments have a big job. With continuously increasing community development, planners must:

- Ensure communities are safe, appealing and suitable for a wide variety of residents.
- Develop balanced and consistent land use and zoning policies, solidify community infrastructure and provide services to support the needs of the public.
- Oversee public and private developments, so land and structures are safe and in compliance with master plans and are reviewed and approved in a way that promotes growth.

Benefits



Promotes economic growth
Accela® Planning reduces much of the manual and labor-intensive work of enforcing and regulating local codes and ordinances to maintain compliance with a community's master plan. The solution speeds up plan reviews, zoning changes, variance requests, and more, enabling faster development in growing communities.



Increased agency productivity
The solution automates the workflows associated with plan review and approvals, allowing agency employees to process more reviews, code enforcement officers to perform more inspections, and employees to spend less time searching for plans or information.



Improves builder efficiency
Getting plans reviewed faster, online, and with less work means developers can keep their projects on schedule and on budget. The increase of planning information managed in Accela Planning means less confusion, faster approvals, and the ability to always know where plans are in the process, so builders, contractors, and residents can manage their time and resources more productively.



Improves resident satisfaction
With an online resident portal, agencies can respond faster to resident requests while providing complete transparency throughout the process.

With the expected expansion of urban areas, the need for sustainable growth, smart cities, and a renewed focus on social values and communal resources, planners need to work hard to develop or transform communities to meet rapidly changing demands.

Planning challenges

Challenges in planning often stem from manual processes, which typically add time to plan reviews and approvals, increase the likelihood of data errors due to employees manually capturing and rekeying information, and require code officers to make multiple trips to the office. In addition, planners face:

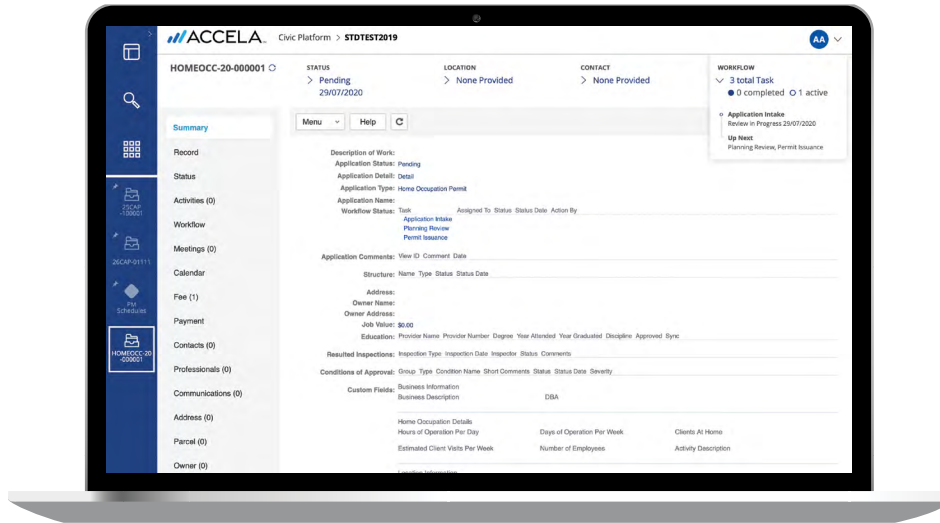
- Inefficiencies in enforcing local code, regulation and ordinances that are in compliance with master plans.
- A looseness and ambiguity in planning with many moving parts, which requires close case management.
- Long waits and extremely high costs for developers and contractors in getting proposals reviewed and approved, slowing development times and driving up costs for project owners.
- Manual communications and data sharing with Building Departments for plan reviews, conditional use permits and variance requests. Inspection files must include code information and approvals, so inspectors have what they need to inspect building sites.
- Time and money for collecting and handling planning fees in agency offices.



Accela Civic Application™ for Planning

Accela Planning helps communities build and grow safely with rezoning, site plan reviews and approvals, issuing land use entitlements, complaint management, and code enforcement automation. It provides a way for planners to be strategic, collaborate across teams, capture multiple types of information, visualize planning data with mapping tools, and maintain zoning and code data within a searchable database. This automation improves the speed, effectiveness, and accuracy of the analysis, processing, and ongoing management of community planning.

Accela Planning is built on a full-featured platform and is designed to optimize and accelerate community development processes. The solution is SaaS-based and hosted on Microsoft Azure infrastructure to enhance security and performance. The system is flexible and configurable to accommodate the unique needs of any agency. Plus, it was also designed for ease of use for residents. Accela Planning comes with a pre-built set of solution components to speed implementation and lower overall costs. These include workflows, user interfaces, record types (specific data fields), and reports and notifications. The pre-built components were created through numerous engagements with Planning Departments across various agencies and incorporate planning best practices to provide value to Accela customers.



Features



A modern and intuitive user interface provides a seamless experience across all devices without the need to install an app



The Accela Public Portal™ online portal provides a one-stop shop to submit proposals, verify status updates, and pay outstanding fees



Powerful analytics and reporting



Convenient online payment with full tracking and auditing



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



GIS mapping to easily produce interactive maps and visualizations, making planning and code enforcement data easy to leverage and understand



Electronic document review with ePermitHub eliminates paper from the permitting process by enabling digital plan review and collaboration



Mobile-enabled for applicants and agency staff alike



Configurable workflows that match agency processes to assign tasks, track reviews, and associate documents and information to tasks.



Ensure public compliance with city code and regulation by managing complaints and violations to achieve resolution quickly and efficiently



Accela CivicAI brings secure, purpose built AI directly into the permitting process to help agencies work more efficiently without replacing human decision making