

Location

Midwest

Agency Type

City

Population

400,000

Number of Users

400 City Employees

Accela Products Used

- Accela Land Management
- Accela GIS
- Accela Mobile Office
- Citizen Access

Activity

55,000 new records annually



Cleveland, Ohio

The Challenge

- Having multiple tracking documents decreases data accuracy and the ability to track progress of demolitions
- Limited access to server-side Excel spreadsheets lends itself to less than current updates
- Using handwritten documents, MS Word docs and 3-ply carbons make it difficult to retain documents

The Solution

- Created a CAP, or record, type in Accela Land Management to consolidate all data and workflows for this process
- Use Application-Specific Information (ASI) fields and workflow steps to collect data and assign tasks
- Produce SQL Server Reporting Services (SSRS) reports for bid requests, proceed orders and a dynamic tracking report for stakeholders

The Result

- The entire department can now see the progress of demolitions
- Demolition process deficiencies are quickly identified and addressed creating a 70% increase in demo contracts awarded monthly
- Accurate reporting of progress and billing statuses



The City of Cleveland is an urban center located on Lake Erie. We are the second largest building department in the State. Formerly a manufacturing powerhouse, Cleveland has tens of thousands of 1, 2 and 3 family structures positioned around small pockets of industrial operations.

“The ability to collect all of the data and information in one location is priceless.”

Thomas Vanover, Commissioner
City of Cleveland