

## Location

Southwest

## Agency Type

City

## Population

20,948 (2011 Census)

## Number of Users

8

## Accela Products Used

- Accela Land Management
- Accela Mobile Office
- Citizen Access

## Future Solutions

Accela apps, including Accela Code Officer to enable interaction with the system from the field.

GIS integration to display information about building projects and code enforcement cases.



# Nogales, Arizona

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## The Challenge

- Replace paper-based processes to manage building plan reviews, permitting and code enforcement
- Digital system to track information was only available to personnel at front counter
- Citizens looking for status updates on applications had to call during business hours or wait at the counter to find the information in the system or in paper files

## The Solution

- Accela Land Management, hosted in the cloud

## The Result

- Cloud delivery costs agency only \$10,000 annually and removes need for servers or Oracle or SQL database
- Solution collects and manages data connected with planning, building and code enforcement and supports a portal for citizens to submit project plans and apply for building permits
- Remote access for inspectors to access information in the field, enter data, take photos, send notices to property owners and update project files from mobile devices



Nogales is located in Santa Cruz County and is Arizona's largest border town. Home to four international Ports of Entry, Nogales funnels approximately \$26 billion worth of international trade into the United States from Mexico in fresh produce and manufactured goods. This trade helps support tens of thousands of jobs and the local economy.

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“As a small city with limited budget resources but with a very active international port of entry and trade with Mexico, we selected the Civic Platform in the [cloud] because it eliminated the need for purchasing new computer hardware, software or servers in our IT Department.”

**Hector Tapia, Assistant Public Works Director**  
City of Nogales, Arizona