



# Doing Things!

**Accela Civic Platform Technology Project**  
**April 25, 2017**



# Pinellas County's Strategic Plan: *Doing Things to Serve the Public*

**Mission:** Pinellas County Government is committed to progressive public policy, superior public service, courteous public contact, judicious exercise of authority, and responsible management of public resources to meet the needs and concerns of our citizens today and tomorrow.

## Deliver First Class Services to the Public and Our Customers



- 5.1 Maximize partner relationships and public outreach
- 5.2 Be responsible stewards of the public's resources
- 5.3 Ensure effective and efficient delivery of county services and support
- 5.4 Strive to exceed customer expectations



## Ensure Public Health, Safety, and Welfare

- 2.1 Provide planning, coordination, prevention, and protective services to ensure a safe and secure community
- 2.2 Be a facilitator, convener, and purchaser of services for those in need
- 2.3 Provide comprehensive services to connect our veterans and dependents to the benefits they have earned
- 2.4 Support programs that seek to prevent and remedy the causes of homelessness and move individuals and families from homelessness to permanent housing
- 2.5 Enhance pedestrian and bicycle safety



## Practice Superior Environmental Stewardship

- 3.1 Implement green technologies and practices where practical
- 3.2 Preserve and manage environmental lands, beaches, parks, and historical assets
- 3.3 Protect and improve the quality of our water, air, and other natural resources
- 3.4 Reduce/reuse/recycle resources including energy, water, and solid waste



## Foster Continual Economic Growth and Vitality

- 4.1 Proactively attract and retain businesses with targeted jobs to the county and the region
- 4.2 Invest in communities that need the most
- 4.3 Catalyze redevelopment through planning and regulatory programs
- 4.4 Invest in infrastructure to meet current and future needs
- 4.5 Provide safe and effective transportation systems to support the efficient flow of motorists, commerce, and regional connectivity
- 4.6 Support a vibrant community with recreation, arts, and culture to attract residents and visitors



## Create a Quality Workforce in a Positive, Supportive Organization

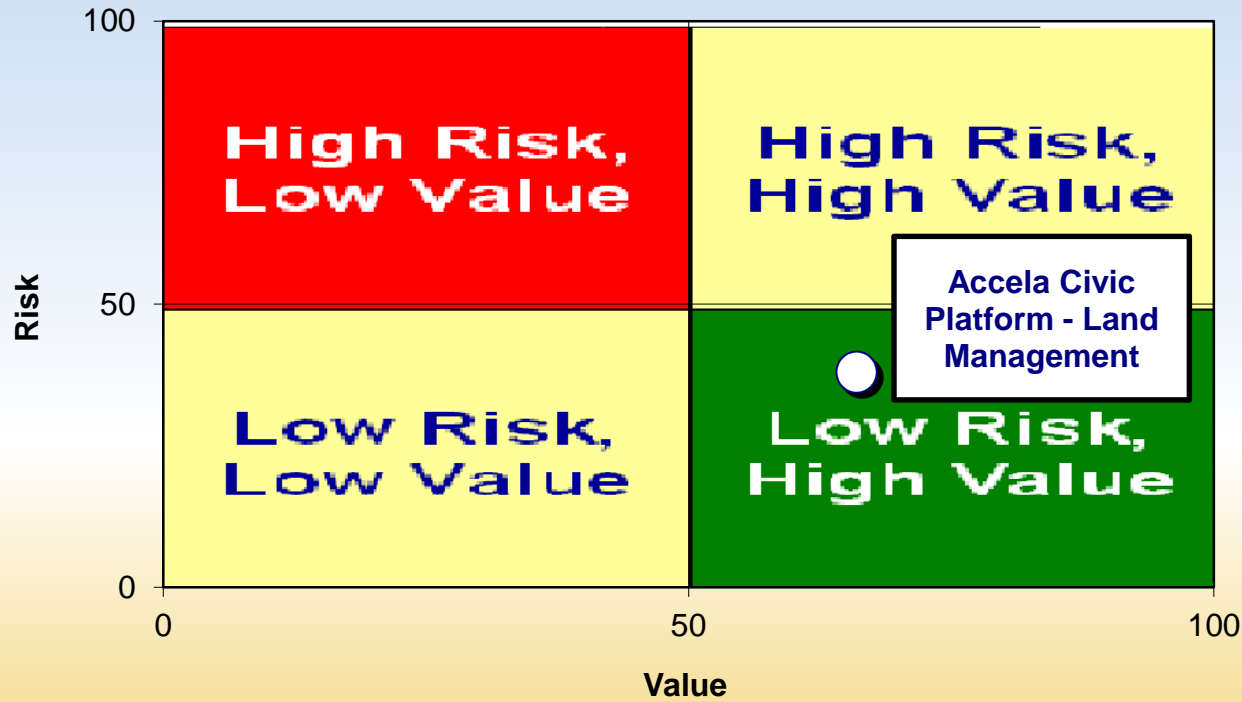
- 1.1 Recruit, select, and retain the most diverse and talented workforce
- 1.2 Leverage, promote, and expand opportunities for workforce growth and development
- 1.3 Make workforce safety and wellness a priority
- 1.4 Maintain a fair and competitive compensation package

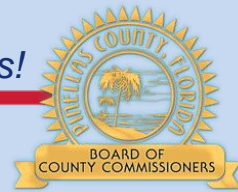
## Accele Civic Platform

- A Land Management technology software solution.
- Commercial Off The Shelf (COTS) Solution
  - Configuration Not Customization
- Investing in a solution which centers on land use, customers and process
- Estimated 250 staff & 6,000 professional/contractor users of the system
- Available to external citizens or businesses

# Accela Civic Platform

Decision Square: "Windows of Opportunity"





# Benefits of Accela Civic Platform

- Web Access
- Electronic Document Submission and Retention
- Simultaneous Electronic Plan Review by all required Agencies (Estimated 75% reduction in response time).
- Interface with County Databases: ESRI GIS, Property Appraiser, Construction Licensing Board, See-Click-Fix
- Data Conversions to consolidate all historical data to a central database.

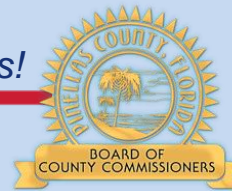
# Benefits Accela Civic Platform

- Database can be configured/reconfigured by BTS
- Wireless Application for Inspectors and Code Officers
  - GPS routing and driving directions.
  - Provides real-time inspection results reporting.

(Will result in about a 20% Increase in productivity)
- Accela Tablet & Smartphone Apps
  - Inspector, Code Officer and Contractor
- Automated E-mail and text notifications.
  - Customers will be informed when a process is complete such as plan reviews or inspections.
  - Staff is alerted when they have a task scheduled.

# Accele Civic Platform Additional Benefits

- Paperless
- Enterprise solution: Construction Licensing Board, Animal Services, Justice and Consumer Affairs, etc.
- Can be partitioned: enables partnering with municipalities.
- Cost savings for the citizens
- Similarity of operations for the development and construction industries.



# Accele Civic Platform Business Case

Quantitative Benefits Summary							
	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5	Total
<b>Total BTS Costs</b>	2,240,948	1,806,877	759,358	783,049	906,160	770,327	7,266,719
<b>Total Business Costs</b>	516,810	693,522	44,400	44,400	44,400	44,400	1,387,931
<b>Management Reserve</b>	100,000	100,000	0	0	0	0	200,000
<b>Total Project Cost</b>							<b>8,854,650</b>
<b>Total Project Benefits</b>	0	390,880	1,395,613	1,395,613	1,395,613	1,395,613	5,973,332
<b>Net Project Benefit</b>	-2,857,757	-2,209,519	591,855	568,164	445,053	580,886	-2,881,318

<b>Internal Rate of Return(IRR)</b>	<b>-23.3%</b>
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<b>Project Benefits as % of Total Project Costs</b>	<b>67.5%</b>
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- The \$1.4M yearly Project Benefits will continue and will make the project cost neutral at the end of Year 7.
- Future Costs for Year 6 and 7 have not been determined as a move from self hosted to Cloud hosted to comply with BTS strategic plan will be determined at that time.



