

Location

Midwest

Agency Type

City

Population

265,404

Number of Users

175

Accela Products Used

- Accela Automation for Planning and Zoning, Permitting and Inspections, Business Licensing, and Public Health and Safety
- Accela Citizen Access
- Accela GIS
- Accela Mobile Office

Activity

88,000 permits in 2012



Lincoln, Nebraska



The Challenge

- The Mayor wanted to respond to the building community to improve application, review and inspection times
- Replace legacy 'PERMITS Plus' system that had been outgrown and streamline processes with new technology
- Repair internal disconnects between Development Services Center-related department personnel and processes

The Solution

- Implementation of Accela Automation to streamline and automate planning, permitting and business licensing
- Give the workers a better toolset by implementing Accela Automation, Mobile Office, Citizen Access and GIS, enabling field staff and construction industry professionals

The Result

- Construction community involvement with beta testing
- Project implementation completed \$100k under budget
- No additional FTEs required
- Strengthened relationship with contractor community
- Mayor's objectives met

The City of Lincoln, Nebraska, has earned a reputation as one of the Midwest's most beloved cities, and ranked #4 in 24/7 Wall St.'s "Best Run Cities in America" in 2013. Home to fine culinary and artistic treasures; a budding live music scene; breathtaking parks, golf courses and trails; and a friendly Midwestern attitude, Lincoln offers the exhilaration of a big city and the serenity of the countryside all in one place.

"We have contractors out in the field. They can be out on a job site, and they can check with a smart device or an iPad. We have a number of contractors out there, and they have no paper—they're all electronic. Everything is in their trucks. That's how they do business. So, the big benefit is they get to stay out and do their work."

Jim Walkenhorst, IS Project Supervisor
Lincoln Development Services Center