Pima County's Experience with Accela

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Overview

- Background
- Air Permitting
- Air Compliance
- Complaints
- Enforcement
- Next Steps

Background

- Pima County Public Works (PW) made up of Development Services, Flood Control, Transportation, Wastewater and DEQ

- Each Department utilized its own software for permitting and compliance tracking

- County Administrator directed all PW to utilize the same software/platform

- Accela selected as upgrade to Development Services Permit Plus (existing platform)

Background

- Project consisted of approximately:
  ◦ 1 year process mapping of all departments
  ◦ 1 year process improvements
    - Streamline multiple approvals for a single land development project
    - Develop a common complaint record
    - Develop a common enforcement record
  ◦ 3 Years software configuration, testing, and "go-live"
- Total Cost $5.3 Million for PW Project
- Current Annual Accela cost $181,000 for PW
- Requires 7 FTE for County IT Department for PW

Air Permitting

- Stationary source permits use "contact" approach and activity permits(dust & asbestos) use parcel approach

- Stationary source has 8 records and activity permits have 3 records

- Activity permits can be obtained 24/7 through Accela Citizen Access (ACA).

- Contact approach utilizes the "reference contact" to store all static permit data

- Utilization of asset module for equipment list

Air Compliance

- 1 Record for air compliance activities
- Drop down types of activities
  - **Testing** (*notification, protocol, report, other*)
  - **Report** (*compliance cert, O & M plan, deviation excess emission, monitoring, other*)
  - **Notification** (*start up, initial start up, compliance status report, other*)
  - **Inspection** (*surveillance, complaint*, full compliance, test observation, self report follow up, enforcement follow up, other*)

Complaints

- Complaint record utilized by all PW Departments
  - Fields for department, type of complaint, corrective action
  - Many fields department specific and not used in air (*riparian, zoning, Section 10 permit, etc*)
  - Close statuses – *enforcement, no violation, letter sent, compliance, de minimis, referred*
- When enforcement is selected, system auto creates a violation (enforcement) record

Enforcement

- Enforcement consists of a violation record utilized by all PW Departments
- Challenge in capturing the different legal process required by each department
- In addition to any complaint or compliance information carried over, additional fields exist for types of violations
- Many fields are department specific (different hearing boards – air, zoning, etc) and legal processes (civil complaint, TRO)

Next Steps

- **Modifications** – now using the system we have a better sense on what works and what doesn't – it sounded good at the time but now realize it is very cumbersome or not needed
- **Reporting** – we have and track a tremendous amount of data and need to programming to get the data
- **Blank fields** – developed many fields (I really need that data syndrome!) but don't consistently fill in fields
- **Projects** – new ways or approaches to using the system. Creating master records to combine multiple records. Interfaces to other software (finance software for example)

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