

City of Lincoln, NE

Accela – Lincoln Summit

July 24-25, 2013

City of Lincoln, Nebraska



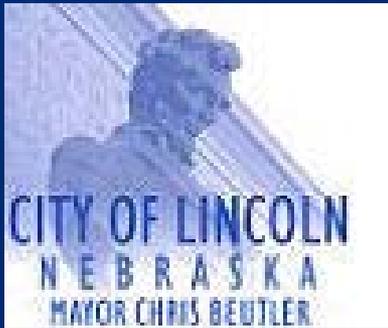
Agenda

Wednesday, July 24th

- 1:00 Greetings, DSC tour
- 1:30 Discussion - Sharing of Lincoln and Accela visions
- 2:15 Accela prepare/set-up for executive presentation
- 2:30 Executive presentation of a 1-2-3 year(s) plan to Mayor Chris Beutler (30 minutes)
- 3:00 Continued discussion of the executive presentation at a detailed level
- 4:30 Break
- 6:00 “The Great Accela Steak Out”
Informal, transportation provided
Social at 6:00 | Dinner at 7:00

Thursday, July 25th

- 8:00 Accela presentation - appreciation and thinking forward presentation to Building & Safety Chiefs
- 8:30 Accela presentation on the future of AMO to Building & Safety Chiefs and key staff – Code for America
- 9:00 Accela presentation on rebranding and new partnerships – How Lincoln can take advantage.
- 9:30 Accela Cloud opportunities (performance and stability discussion / achieving sub-second response time)
- 10:00 Lincoln/Accela Premier Partnership Discussion
 - BETA Programs
 - Reference Programs/On Site visitation
 - Partnering to implement the best of Accela automation and practices
 - Chamber of Commerce Involvement
 - Press Release/Mayor’s Legacy
- 11:00 Accela & 3rd party GIS Layer demo for Lincoln's Economic Development
- 11:30 Performance metrics and reporting discussion led by Mike Lang
- 11:45 Public reports, scripts, records and work flows & analysis for product enhancements
- 12:00 Successes/failures database and use for pre/post implementation review
- 12:15 Virtual Training System and Certification Programs
- 12:30 Lincoln’s next project – fall, 2013
- 12:45 Leave for Lazlo’s
- 1:00 Lazlo’s luncheon
- 2:00 Tour Pinnacle Bank Arena and entertainment district
- 3:00 Accela departs Lincoln



City of Lincoln, NE Summit July 24/25, 2013

Accela Team

Jerald Lo – Chief Technology Officer

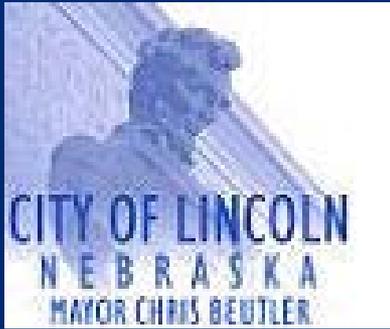
Lee Ann Slinkard – SVP Services

Angela Langston – VP Sales, Account Management

John Yezza – Senior Account Manager

Jason Plaisted – Solution Consultant





City of Lincoln, NE Summit July 24/25, 2013

24th 1:30 – Accela and Lincoln Vision



Vision and Goals

- **Civic Engagement and New Branding – *John***
- **Accela Corporate and Product Vision – *Jerald***
- **Lincoln Goals and Initiatives - *Lincoln***

Accela - Civic Engagement – *John*

- Accela provides software solutions to Government agencies of all sizes, Worldwide. We have incorporated into those solutions Civic Engagement and Cloud Technologies which enhances Transparency and Collaboration leading to an Open Government.
- **Where does Accela focus?** There are 3 main areas of Governments using software. The first two are Public Safety solutions (Police, Fire, EMS and 911 systems) and ERP systems which includes areas such as Financial and procurement solutions that run government operations.
- The third area is where Accela excels by providing efficient ways to handle permits and inspections, effortlessly applying for and renewing business licenses, managing the lifecycle of most government owned assets and allowing citizens to request services which improve and enhance the neighborhoods they reside. ...and all these transactions can be done anywhere at anytime.

Technology Roadmap - *Jerald*

- **Social, Mobile, Cloud**: The technology momentum continues
 - **Platform / API**: Enable boarder solutions for government and citizens
 - **Open Data**: Enables transparency and engagement through web and apps
 - **UX (Role based UI)**: Efficiency and delight for staff and citizens
 - **Tools**: Productivity in administration and development
 - **Packaged Solutions**: Efficient, rapid deployment
- 

Social – Mobile - Cloud



Social – Mobile - Cloud



The Power of Platform

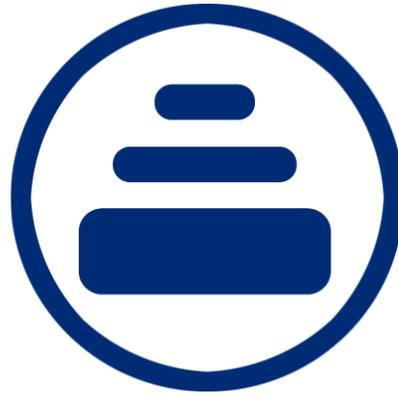
Workflow
Accessibility
Internationalization
Fees and Payments
Scheduling
Notifications

Core Services
Configuration Services
Information Services
Developer Services

Permitting and Inspection
Planning and Zoning
Code Enforcement
Service Request
Licensing
Public Works



Automation



Platform

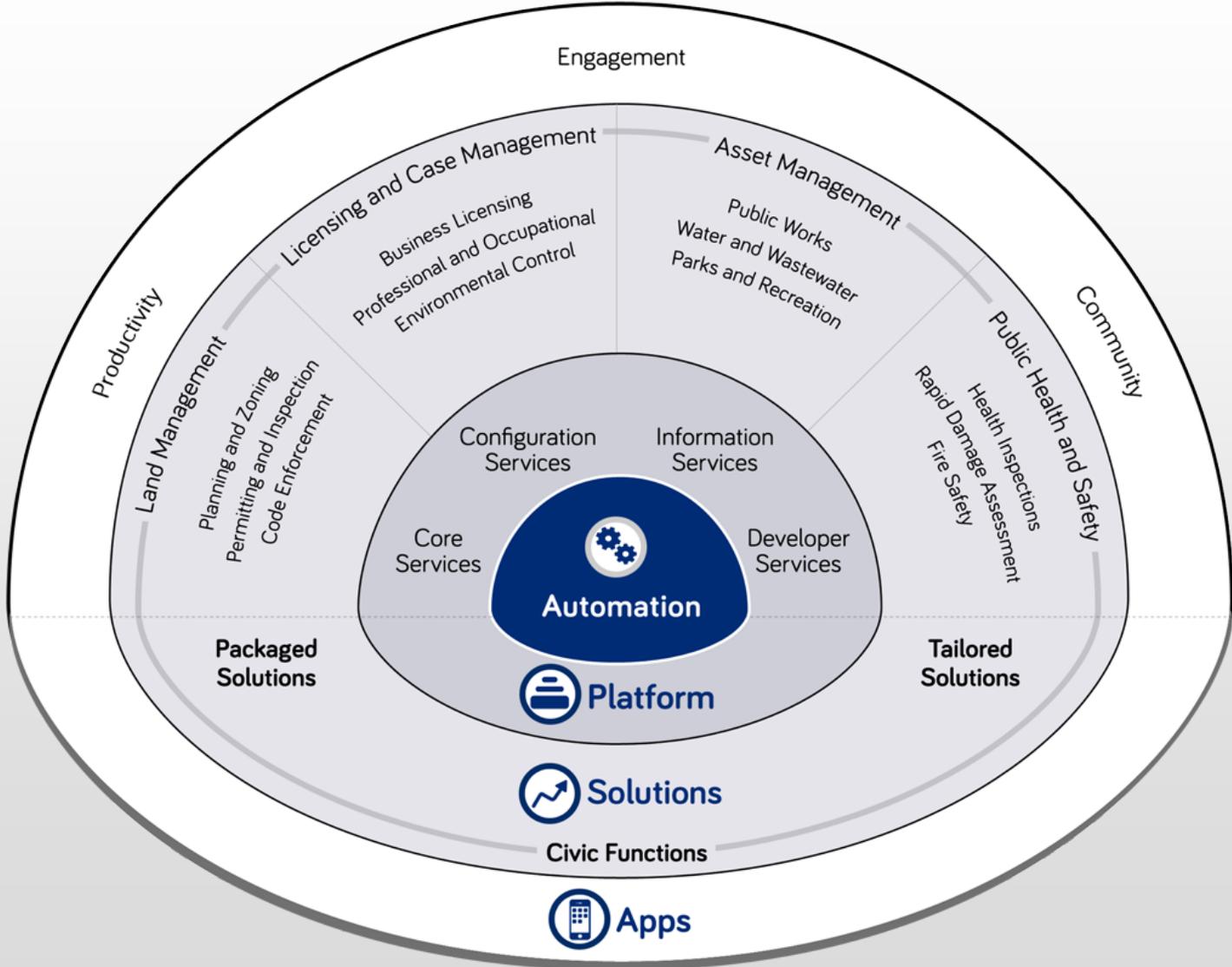


Solutions

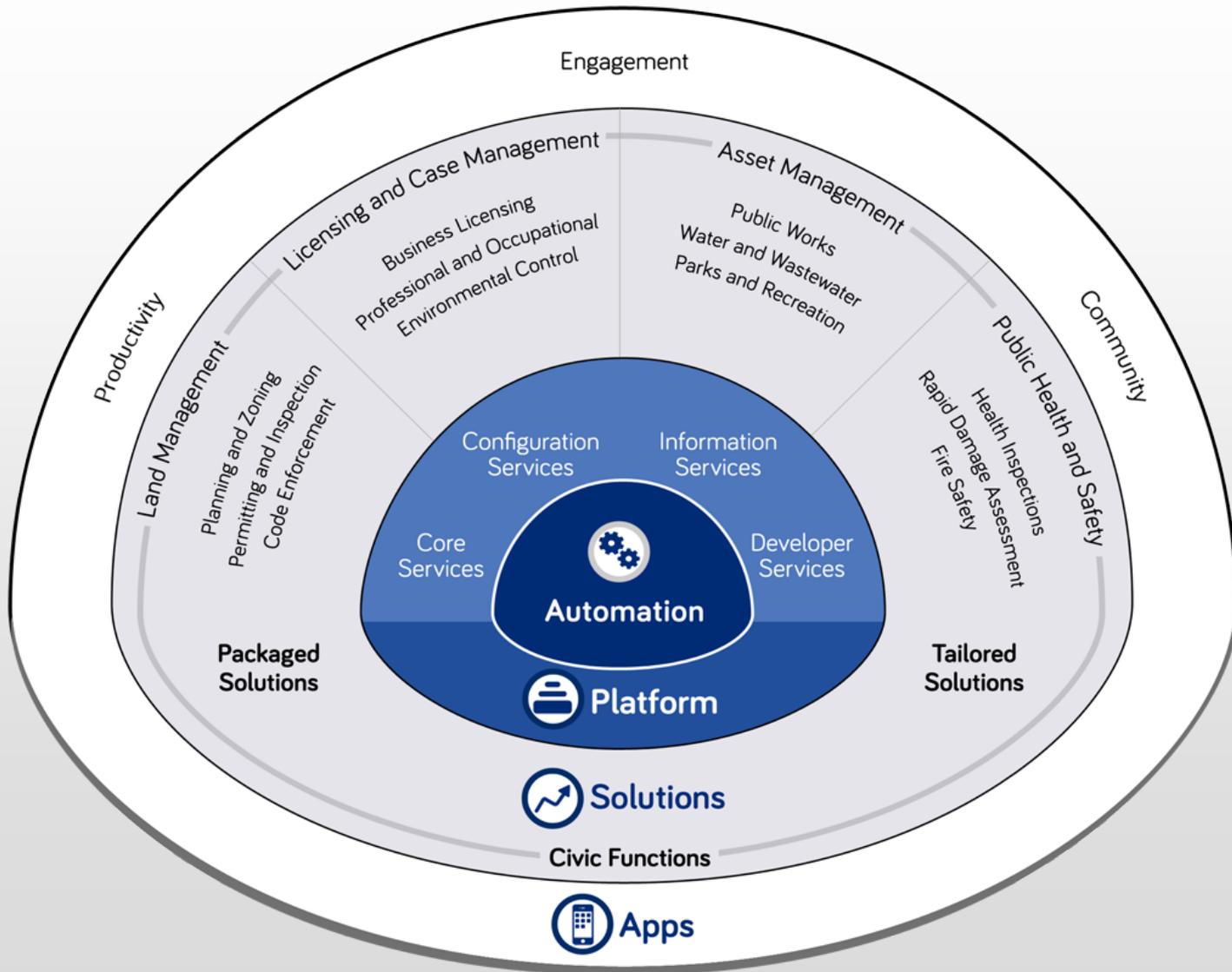


Apps

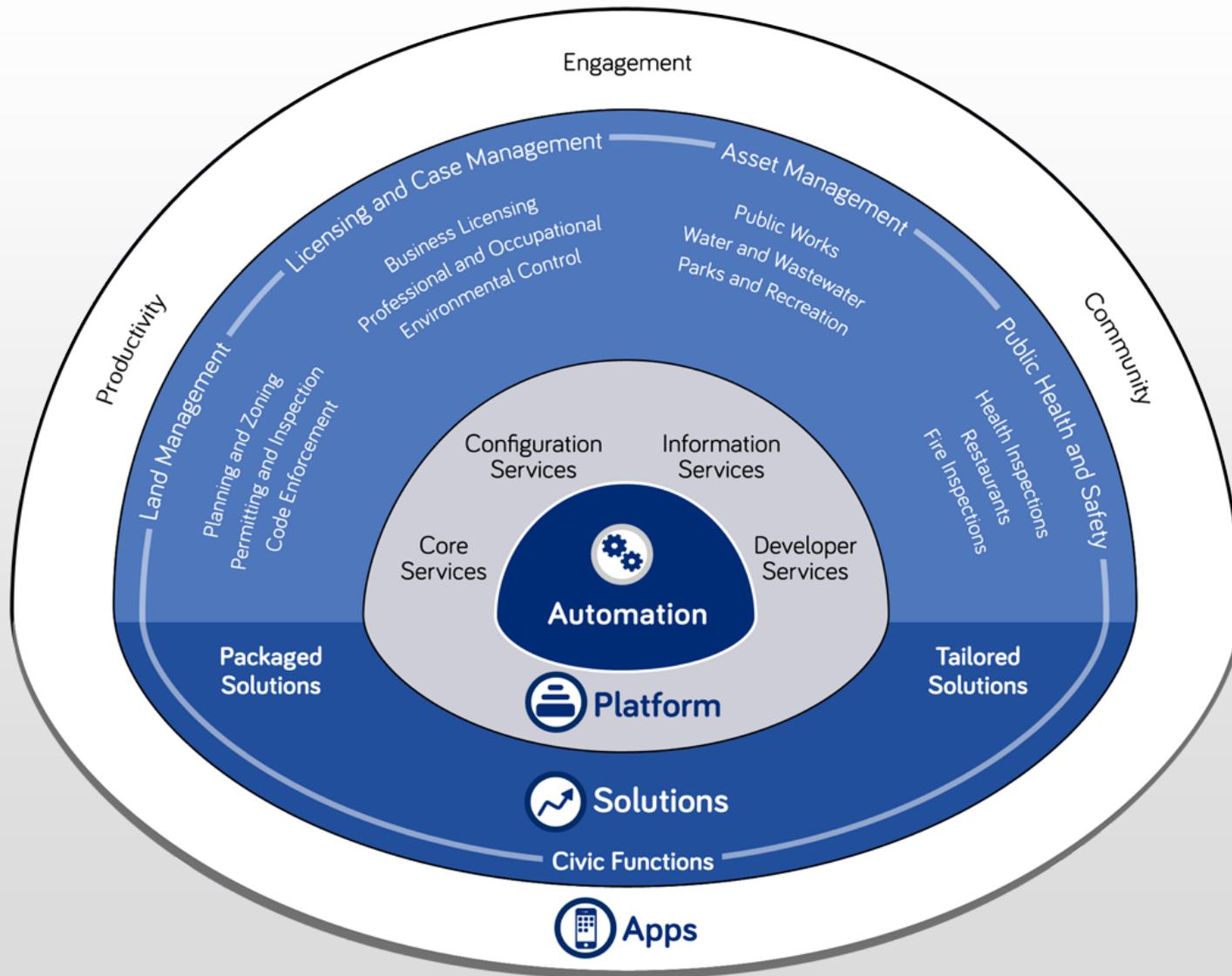
The Civic Cloud



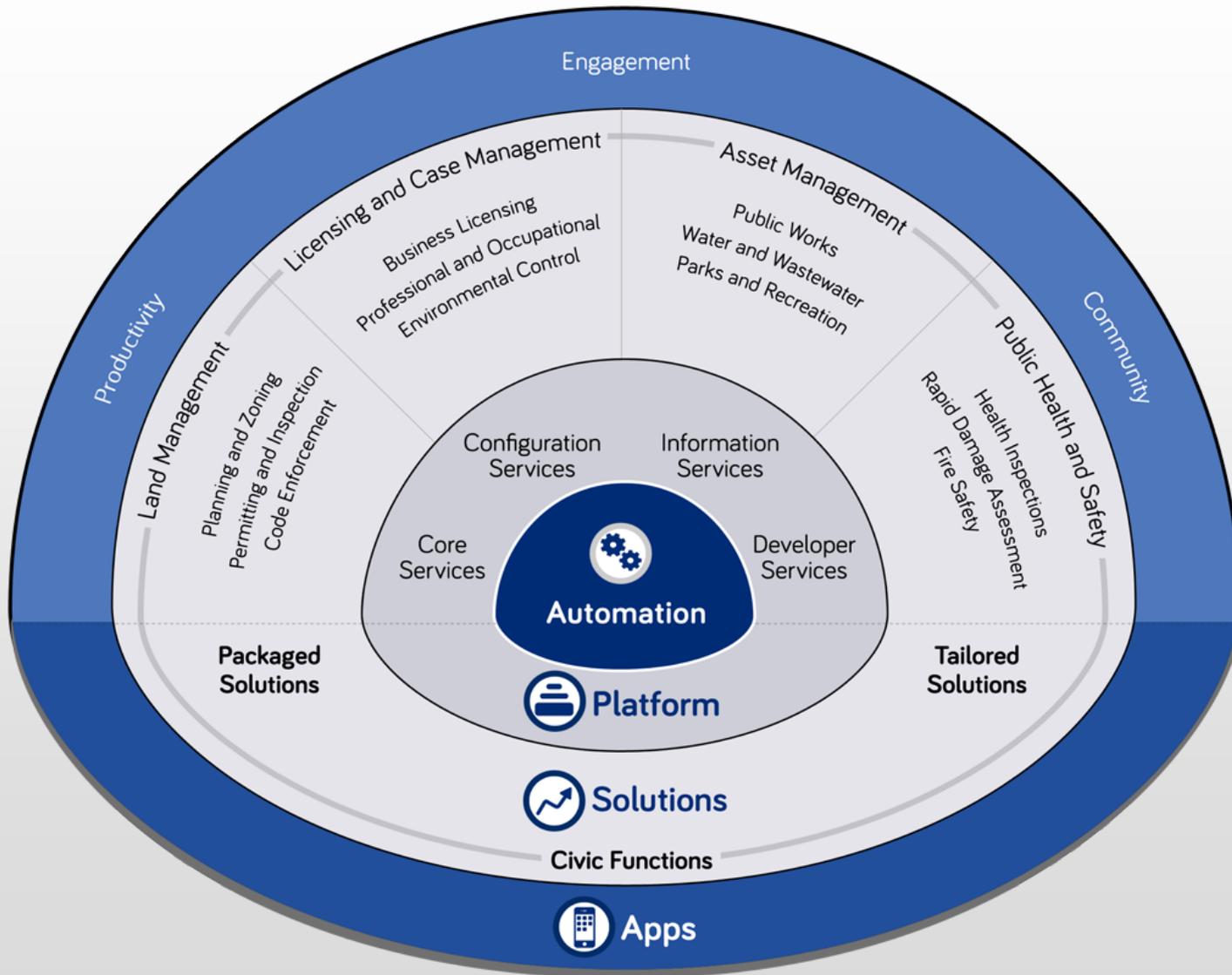
Platform



Solutions

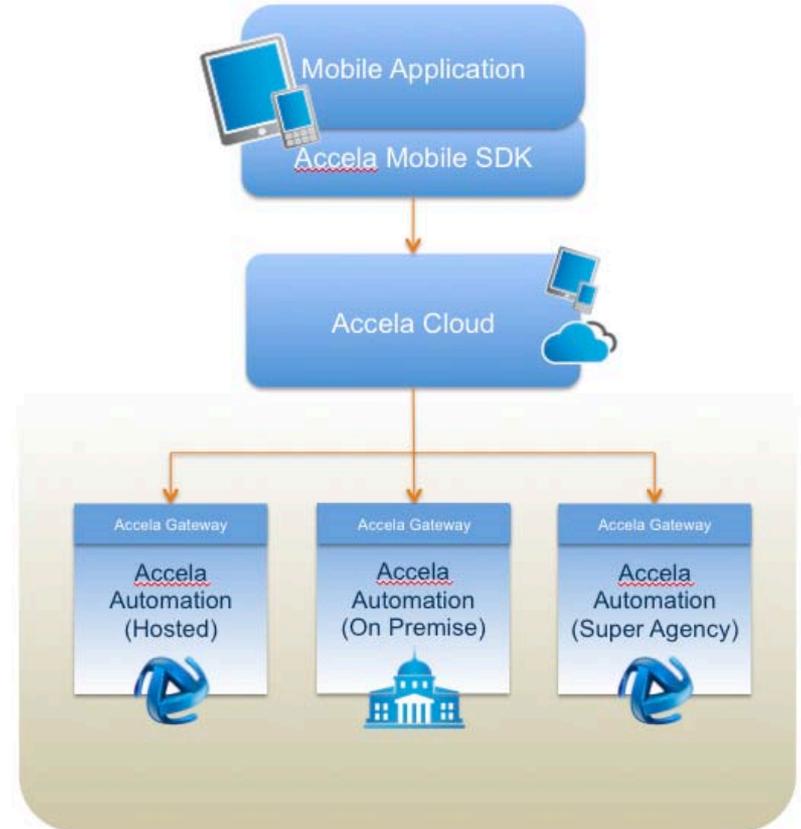


Apps



Civic Platform Architecture

- **Accela SDKs**
 - SDK for iOS ,Android, Windows Phone
 - Accela's Mobile Applications use the SDK
- **Accela Cloud**
 - REST API
 - Civic Store
 - Developer Portal
 - Agency Portals
 - Built-on Microsoft Azure
- **Accela Gateway**
 - Connectivity to Accela Automation at any location



Civic Store

Accela

Log in | Community | Support | CONTACT US | 888-7ACCELA

CIVIC CLOUD | PLATFORM | SOLUTIONS | APPS | SUPPORT | COMPANY

APPS

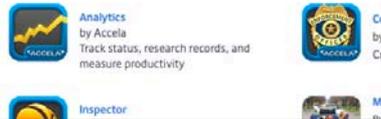
Civic Apps and Civic Store

Accela, developers and partners are working together to build apps that improve productivity for professionals, address community issues, and engage citizens with their governments.



Productivity

Connect and equip agency field workers using the right mobile device for the job.



Accela

Log in | Community | Support | CONTACT US | 888-7ACCELA

CIVIC CLOUD | PLATFORM | SOLUTIONS | APPS | SUPPORT | COMPANY

APPS

Permit Application Tracker

by CityGovApp and Razavi



Location based mobile app for tracking permits and licenses

Key Features:

- Issued permits and licenses by geographic area and by time frame
- In process applications for permits and licenses

Available on iOS, Android, and Windows

Visit www.permitapplicationtracking.com to learn more.

About the Developers:
CityGovApp



No development costs
Full support for upgrades and updates
Wide range of city-branded apps ready to go
One low monthly fee

Contact Information:
Phone: 888.711.3589
Email: info@citygovapp.com

Company Website:
www.citygovapp.com

Razavi Application Developers



The image shows two screenshots of the PAT app. The left screenshot is a search form with a dropdown for 'Select Jurisdiction' (set to 'San Jose'), a text input for 'Permit' (with the placeholder 'Enter application no.'), and a 'Find' button. Below the form is a 'Search History' list with three entries: '24865-24879-1', '21478-65478-6', and '21487-96587-2'. The right screenshot shows a map view of a city street grid with several yellow location pins.

MOVE UP TO the Civic Cloud TODAY

For existing Kiva, 'PERMITS' Plus and Tolmark customers, take advantage of the opportunity to upgrade.

[LEARN MORE](#)

GET STARTED WITH the Civic Cloud TODAY

If you are new to Accela, we are excited to extend the limited time offer to your agency.

[LEARN MORE](#)

DATASHEETS

- Accela Asset Management
- Accela Automation Overview
- Accela Best Practice Templates
- Accela Code Officer
- Accela Electronic Document Review
- Accela Inspector
- Accela IVR
- Accela Land Management
- Accela Mobile Citizen Access
- Accela Mobile Office
- Accela Public Health & Safety
- Accela Work Crew

WEBINARS

SUCCESS STORIES

DEMOS

Accela Civic Apps

Engagement

Enable people and businesses to directly participate and engage in their communities.

Productivity

Connect and equip agency field workers using the right mobile device for the job.



Analytics
by Accela
Track status, research records, and measure productivity



Code Officer
by Accela
Create and manage cases from the field



Inspector
by Accela
Schedule, route and perform onsite inspections



Manhole Inspection
By CityGovApp
Manage and easily enter manhole inspection data in the field



Mobile Office
by Accela
Extend processing capabilities to the field for inspections, code enforcement, and work orders



Rental Property Inspection
by CityGovApp
Manage and easily enter rental property inspection data on site



Work Crew
by Accela
Schedule and manage work orders and repairs



Civic Hero
by Accela
The easiest way to report community issues such as potholes and graffiti to your local government



Garage Sale
by CityGovApp
Apply for a permit, list items for sale, and promote your event



See Click Fix
by See Click Fix
Report neighborhood issues and see them get fixed



311
by CityGovApp
Provide your citizens the ability to submit service requests from the convenience of their mobile devices

Community

Make it easy to do business and address key community issues.



Animal Services
by CityGovApp
Obtain licenses for you pet registrations



Civic Insight
by Civic Industries
Civic Insight is a web app that connects directly to a government agency's existing workflow systems to make important government data available.



Garbage Collection
by CityGovApp
Schedule and manage garbage collection activities



PAT (Permit Application Tracker)
by CityGovApp and Razavi
Location based mobile app for tracking permits and licenses

Developer Portal

<https://developer.accela.com>

- Step 1 - Setup a Developer account
- Step 2 – Login to gain access to:
 - SDK Downloads
 - iOS
 - Android
 - Windows 8
 - Quick Start Guides
 - API Reference Guides
 - Sample Applications
- Management of Applications
- Accela Automation Test Site
- Test Data Sets
- GO SIGN UP NOW

The screenshot shows the Accela Developer Portal interface. At the top left is the Accela logo with the tagline "Government Software" and the text "DEVELOPER PORTAL". At the top right, it says "Welcome to the Accela Developer Portal" and "Hello, Kris Trujillo | Sign out". Below the header is a navigation bar with three tabs: "Resources", "My Apps", and "Profile". The main content area is divided into two columns. The left column contains sections for "iOS Resources", "Android Resources", "REST API Resources", and "Test Sites", each with links to "Getting Started", "Download Accela SDK", "Download Sample Applications", and "Reference Library". The right column contains sections for "The Accela Automation Platform", "Developer Resources", "iOS Resources", "Android Resources", and "REST API Reference", each with a brief description and links to "Getting Started", "Download Accela SDK", "Download Sample Applications", "Inspection Viewer", and "Test".

Open Data

Belmar - La Gallinita Meat Market
36 reviews Rating Details
Categories: Mexican, Meat Shops, Caterers [Edit]
2989 24th St
(between Alabama St & Harrison St)
San Francisco, CA 94116
Neighborhood: Mission
(415) 826-4600

Health Score: 64 out of 100
Hours:
Mon-Fri 8 am - 6 pm
Sat 8 am - 5 pm
Sun 8 am - 2 pm
Good for Kids: Yes
Parking: Street
Attire: Casual
Good for Groups: No

Price Range: \$
Takes Reservations: No
Delivery: No
Take-out: Yes
Waiter Service: No
Outdoor Seating: No
Wi-Fi: No

Good For: Lunch, Dinner
Alcohol: No
Noise Level: Average
Has TV: No

Belmar - La Gallinita Meat Market > Health Inspections

Belmar - La Gallinita Meat Market

April 3, 2013 — Routine Inspection

Violations

- Improper cooling methods [date violation corrected: 4/5/2013]
- Inadequate food safety knowledge or lack of certified food safety manager [date violation corrected:]
- High risk vermin infestation [date violation corrected: 4/5/2013]
- Contaminated or adulterated food [date violation corrected: 4/3/2013]
- Unclean hands or improper use of gloves [date violation corrected: 4/5/2013]
- Foods not protected from contamination [date violation corrected:]

Previous Inspections

Date	Inspection Type	Violations	Score
March 28, 2012	Routine	10	61
July 18, 2011	Routine	6	84
October 14, 2010	Routine	4	90

Sort by: **Yelp Sort** | Date | Rating | Elites* | Facebook Friends*

36 reviews in English

Elite '13
224
247
Valeria R.
San Francisco, CA

Updated - 7/25/2011

I've been back to Belmar-La Gallinita a couple of experiences on these visits have been so positive that I'm upgrading to maximum stars.

On the first of these occasions, I didn't realize that I was walking in as they were closing. When I got to the counter and saw the butchers cleaning up, I panicked a little. The same man who is always there cheerfully told me not to worry and asked me what I wanted. On the

ever bought in a store."

Taqueria Vallarta
424 reviews
Hands down my favorite place to get

LIVES
Open Data Standard
For Food Inspections

Role-based User Interfaces

The screenshot displays the San Francisco Department of Permitting web application. At the top left is the department's logo and name. The top right shows the user is logged in as Nick Cage. Below the header, there are navigation links for 'View as Single Page' and 'Discard changes', along with 'Save' and 'Submit' buttons. The main content area is titled 'Application Name' and includes a search bar for 'Address, Parcel or Owner'. A sidebar on the left lists navigation options: Location, Applicant, Professionals, Additional Information, General, Site, and Zoning. The search bar has a dropdown menu set to 'Address' and a search icon. Below the search bar are two buttons: 'Choose from map' with a map icon and 'Create New' with a plus icon. A tooltip message reads 'Tooltip? Help text? Here's some space for you!'. At the bottom right of the main content area, it says 'Next: Applicant'. The footer contains the Accela logo and copyright information: '© 2013 Accela Contact Company More'.

San Francisco Department of Permitting

Logged in as Nick Cage

New: Building/Commercial/Roofing/NA

View as Single Page Discard changes

Application Name

Application descriptions help all users identify permits...

Save Submit

Location >

Applicant

Professionals

Additional Information

General

Site

Zoning

Search for Address, Parcel or Owner

Address Search by keyword

Advanced search

Choose from map

Create New

Tooltip? Help text? Here's some space for you!

Saved 2 minutes ago 10:32am Next save in 3 minutes

Next: Applicant

Accela © 2013 Accela Contact Company More

Role-based User Interfaces

 San Francisco Department of Permitting  Logged in as Nick Cage ⋮

New: Building/Commercial/Roofing/NA [View as Single Page](#) [Discard changes](#)

Application Name Application descriptions help all users identify permits... 

Saved 2 minutes ago 10:32am Next save in 3 minutes

Location >

Applicant

Professionals

Additional Information

General

Site

Zoning

Search for Address, Parcel or Owner

Address 2100 Fell St

Advanced search

Select all 2 Results found. You can also [browse the map](#) or [create a new listing](#).



2100 Fell St
San Francisco, CA 94568
05/15/2013

Parcel **5769B** (+ 7 more) ⋮

Owner [Clark Kent](#)
[Lois Lane](#)

Unit A Unit B Unit C
 Unit D Unit E Unit F

[Hide](#)



2100 Fell Ave
San Francisco, CA 94568
05/15/2013

Lock placed on this address
on 5/28/2013. [Learn more.](#)

Owner [Clark Kent](#)
[Lois Lane](#)



2100 Fell Ave
San Francisco, CA 94568
05/15/2013

Parcel **5769B** (+ 2 more)

Owner [Clark Kent](#)
[Lois Lane](#)

Next: Applicant

 © 2013 Accela [Contact](#) [Company](#) [More](#) ⌵

Role-based User Interfaces

The screenshot displays a web application interface for the San Francisco Department of Permitting. The header includes the department logo and name, the user's login status (Nick Cage), and navigation options like 'View as Single Page' and 'Discard changes'. The main content area is titled 'Application Name' and features a search bar for applicants. Below the search bar is a button to 'Add a person'. A section titled 'Saved Applicants' lists a user named Mark Miller with contact information and a role. The interface also shows a sidebar with navigation links and a footer with the Accela logo and copyright information.

San Francisco Department of Permitting

Logged in as Nick Cage

New: Building/Commercial/Roofing/NA

View as Single Page Discard changes

Application Name Application descriptions help all users identify permits...

Save Submit

Location
2100 Fell St. San Francisco, CA

Applicant

Professionals

Additional Information

General

Site

Zoning

Search for Applicant

Enter any part of a name to search

Add a person

Saved Applicants

Select all

Mark Miller
32 Rocky Bluffs Drive
Pinedale, CA 62523
USA

E-Mail: mark@miller.com
Role: [XYZ Contact](#)
[ABC Contact](#)

Add Roles

Remove selected

Previous: Location Next: Professionals

Accela © 2013 Accela Contact Company More

Business Center

Accela Business Center My Account Log out

Account Overview

ABC Property Management
Ray Martinez
123 Main St.
Walnut Creek, CA

abc@abcproperty.com
www.abcproperty.com
[edit contact info](#)

My Projects

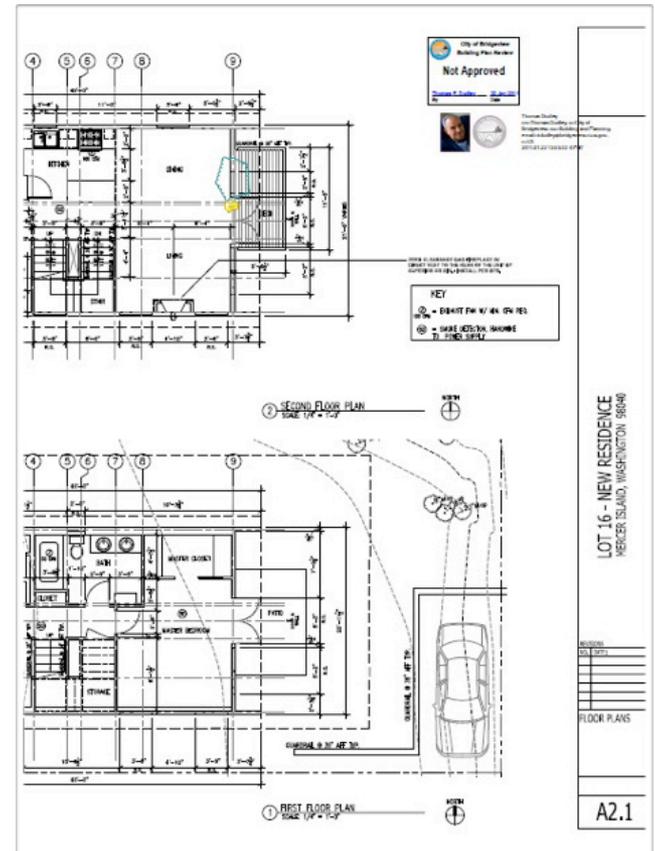
Find out which licenses and permits you need, and track the status of all your applications right here. Start a New Project ¹

The Corner Flower Shop 123 Main Street Alameda, CA 94501	14 applications 7 approved 5 pending	View Details ²
14th Street Apartment Building 1001 14th Street Alameda, CA 94501	26 applications 16 approved 12 pending	View Details ³



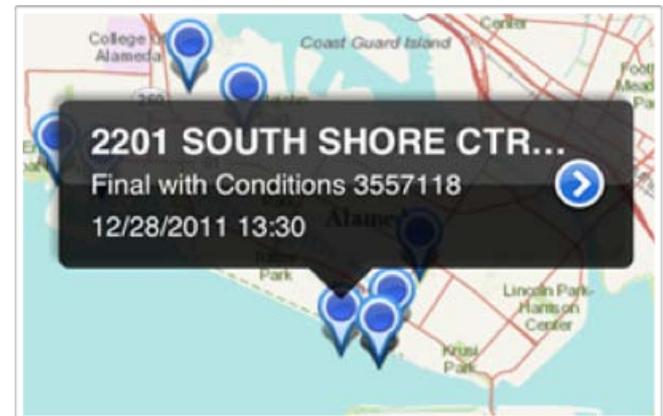
Packaged Solutions: Planning and Zoning

- Manage designated land use
- Track zone changes, variances and easements
- Parallel review for multiple departments



Packaged Solutions: Permitting and Inspection

- Provide online application processing and payment
- Manage activities for Building Code compliance
- Inspectors interact with complete case information
- Route staff optimally



Packaged Solutions: Code Enforcement

- Create and manage cases using mobile devices
- Snap a picture to embed in a report



Role-Based Mobile Apps



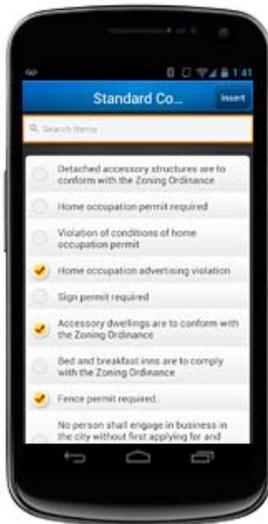
Accela
Inspector

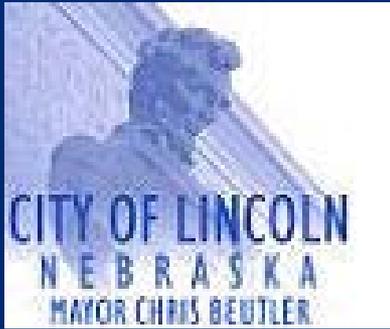


Accela
Code Officer



Accela
Work Crew





City of Lincoln, NE Summit July 24/25, 2013

24th 2:30 – Mayor Beutler



Accela Themes

- **Civic Engagement -**
 - *Transparency and Collaboration*
- **Increased Efficiencies –**
 - *Eliminate Redundancy*
- **Value of an Enterprise Solution –**
 - *Single Platform housing all Solutions*

Mayor Beutler Presentation

Why Accela



Mayor Beutler Presentation

Civic Engagement - Citizens are looking for around-the-clock access to government officials and the services they offer wherever and whenever it is convenient for them.

Benefits:

- **Improve services for citizens and professionals** - automate services to submit and review plans, Apply and pay permits – Apply and renew licenses and Schedule inspections.....**All Online.....Anytime**
- **Focus on revenue generating activities** – streamline complex permits and scheduling inspections thus improving processing time
- **Drive agency efficiency** - share real time information and reduce redundancy
- **Reduce call volume and response time** – for service requests via email, calendar and contact management
- **Engage citizens and businesses** - with government via mobile and social applications

Mayor Beutler Presentation

Value of an Enterprise Solution

- Single software package to support, upgrade, monitor, etc.
- Common User Interface across departments
- Common mobile platform across departments
- IT only has to learn the administration of a single software package, creating reports, writing scripts, etc. is consolidated and made more efficient
- Ability to enforce cross departmental and cross discipline business rules.
- No fee to integrate to a 3rd party product that would have a different upgrade path.
- Reference data can be shared between modules, Addresses, Parcels, Owners, Assets, User Profiles, etc.
- Executive dashboards can be created and managed in a single tool.

Mayor Beutler Presentation

Present Configuration

- Land Management
- Public Health
- Mobile
- GIS
- ACA

Future Growth

- **Contractor Licensing** – online applications and renewals, track registration pertaining to permits
 - **Service Request** – works orders are created by citizens online or via an app and sent to appropriate city personnel for service.
 - **Asset Management** – track and manage the lifecycle of city owned assets
 - **Apps** – See Chart
- 

Accele Civic Apps

Engagement

Enable people and businesses to directly participate and engage in their communities.

Productivity

Connect and equip agency field workers using the right mobile device for the job.



Analytics

by Accele

Track status, research records, and measure productivity



Code Officer

by Accele

Create and manage cases from the field



Civic Hero

by Accele

The easiest way to report community issues such as potholes and graffiti to your local government



Garage Sale

by CityGovApp

Apply for a permit, list items for sale, and promote your event



Inspector

by Accele

Schedule, route and perform onsite inspections



Manhole Inspection

By CityGovApp

Manage and easily enter manhole inspection data in the field



See Click Fix

by See Click Fix

Report neighborhood issues and see them get fixed



311

by CityGovApp

Provide your citizens the ability to submit service requests from the convenience of their mobile devices



Mobile Office

by Accele

Extend processing capabilities to the field for inspections, code enforcement, and work orders



Rental Property Inspection

by CityGovApp

Manage and easily enter rental property inspection data on site



Animal Services

by CityGovApp

Obtain licenses for you pet registrations



Civic Insight

by Civic Industries

Civic Insight is a web app that connects directly to a government agency's existing workflow systems to make important government data available.



Work Crew

by Accele

Schedule and manage work orders and repairs



Garbage Collection

by CityGovApp

Schedule and manage garbage collection activities



PAT (Permit Application Tracker)

by CityGovApp and Razavi

Location based mobile app for tracking permits and licenses

Role-Based Mobile Apps



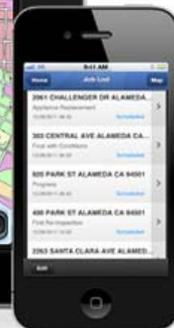
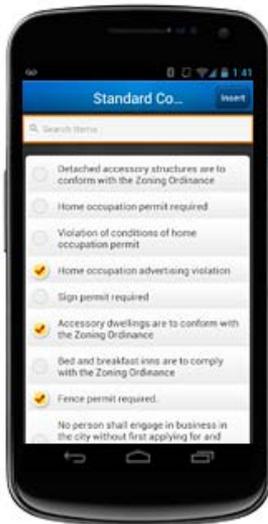
Accela
Inspector

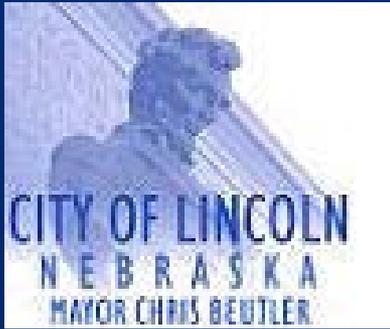


Accela
Code Officer



Accela
Work Crew





City of Lincoln, NE Summit July 24/25, 2013

24th 3:00 – Executive Presentation



Executive Presentation

- Continuation of Vision Sharing...
- Citizens usage of statistical reports via ACA - *Jason*
- How to drive more traffic to the website – what are best practices used by other clients - *John*
- Innovations – i.e. At a big box store (Menards) can they have buyer of a water heater request permit while at the store. - *Lincoln*
- Facebook and Twitter - *Jason*

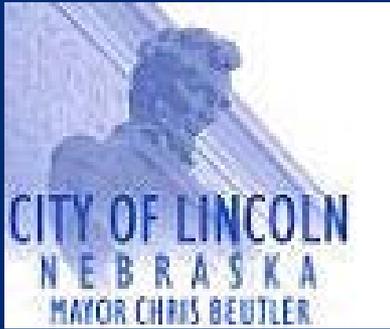


City of Lincoln, NE Summit July 24/25, 2013

24th 4:30 – Break to Hotel

*“The Great Accela Steak Out”
Informal, transportation provided
Social at 6:00 | Dinner at 7:00*





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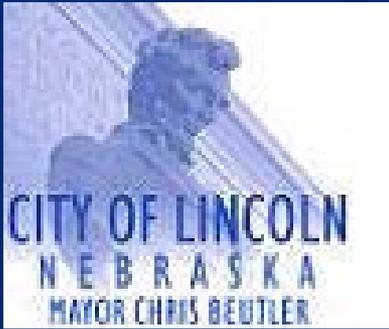
25th 8:00 – Presentation to Chiefs



Accela to Building Chiefs – *Lee Ann*

- The Implementation Successes
- The Transition from Services to CRC
- Accela Commitment to Excellence
- Critics are Becoming Believers
- General Discussion on our Client Commitment –
Lee Ann, Angela and John

City of Lincoln, NE Summit July 24/25, 2013

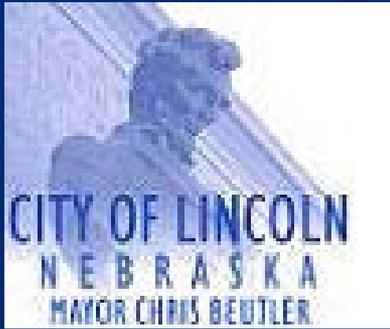


25th 8:30 – Future AMO and APPS



Future AMO/APPS – *Jerald*

- Mobile Strategy and Direction
- Demo AMO and APPS – *Jason to demo*
- Civic Hero – *Jason to demo*



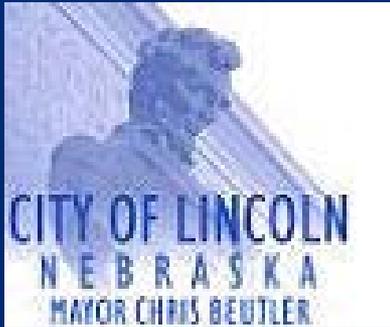
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25th 9:00 – Accela Re-Branding



Accela Re-Branding - *Jerald*

- Platform for Government to Civic Cloud
- What this will mean for Lincoln.



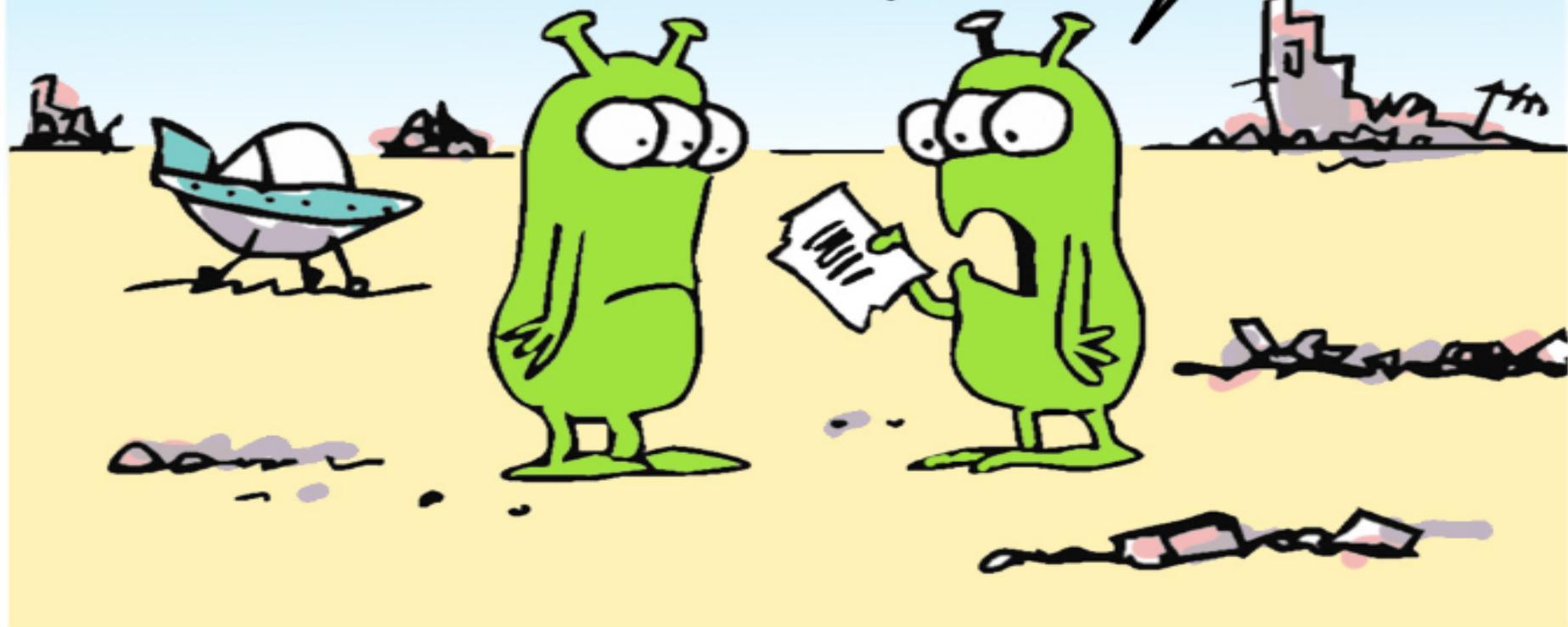
City of Lincoln, NE Summit July 24/25, 2013

25th 9:30 – The Cloud

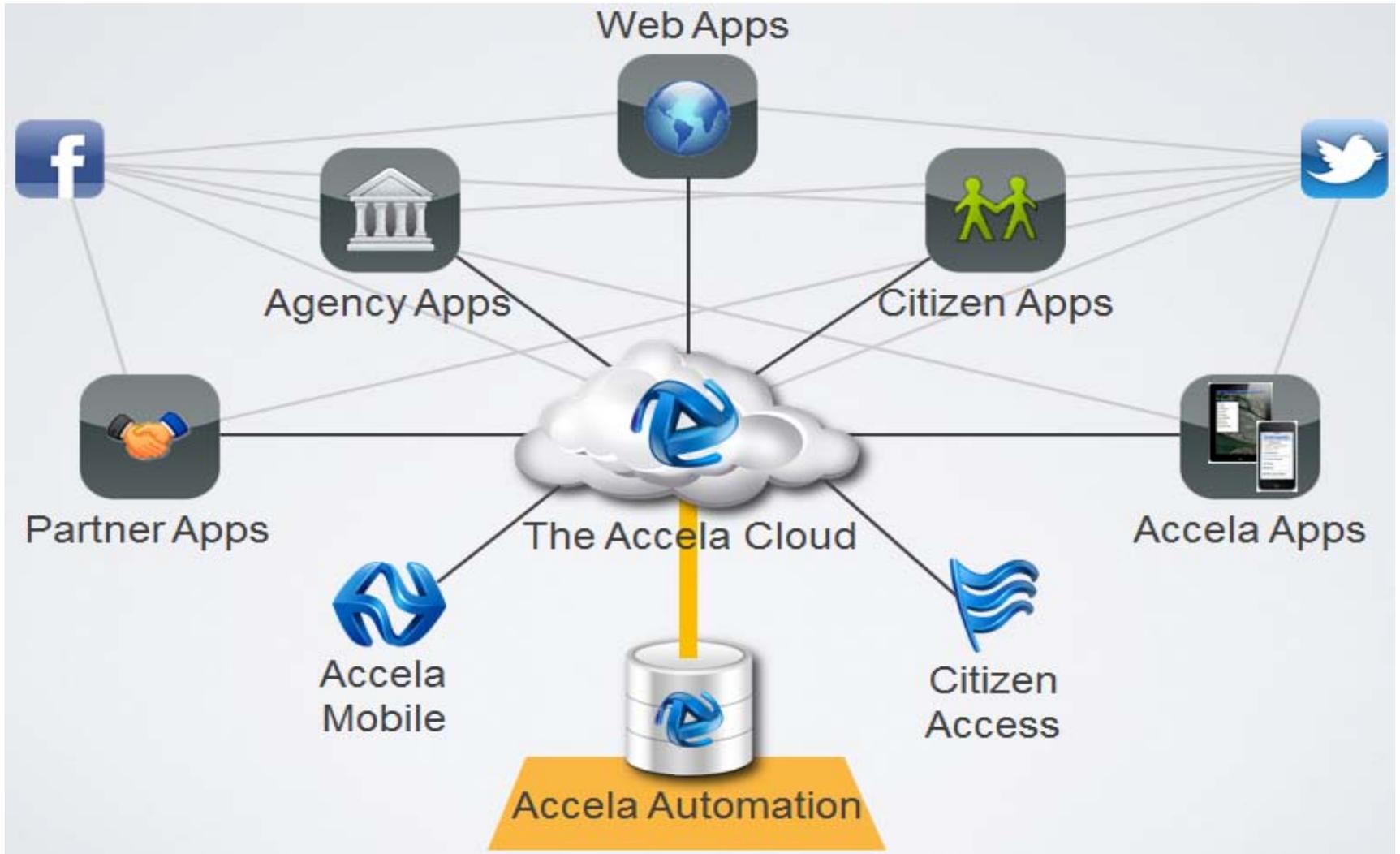


ACCORDING TO THIS,
THE PLANET EARTH WAS
ONCE POPULATED BY
HUMANS, THEN IN
2012...

...THEY ALL
MOVED TO THE
CLOUD.



The Cloud



The Cloud

Benefits of our Cloud solution include:

- A reliable and cost effective solution for mission-critical business needs handled in Accela Automation.
- Load-balanced web servers to handle the needs of all users
- Multiple middle tier application servers
- Two node Oracle Real Application Cluster database
- No single points of failure in any hardware device from the external firewalls through the backend database.
- Redundant database backups (database is backed up five times daily)
- Redundant archive log storage
- Synchronized disaster recover site in the event of a site wide outage

The Cloud

Transitioning from an Agency-Hosted Solution to the Accela Cloud

Moving to the Accela Cloud environment generally involves a dedicated project wherein the following actions and others not listed may occur. The timing and costs of these actions is always relevant to the scope of the individual project.

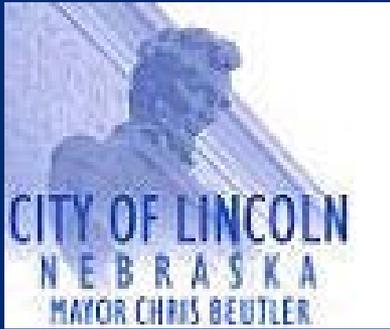
- Database export to Conversion team
- Conversion work as needed
- Report conversion work and testing
- Deployment of agency specific add-on products (e.g., Accela Citizen Access)
- VPN setup to support agency hosted interfaces
- Database integration to Support environment for agency review and validation
- Interface testing
- Database cutover to Production (stopping work at agency and ETL work to production)

The Cloud

Accela Cloud Service Level Agreement

Briefly, the overall service package under this option is as follows:

- Identical services and products as City-hosted option
- Accela and City cloud contract – not a third party cloud provider
- Hosted at a physically-secure and redundant Tier III data center
- Dedicated Accela cloud staff
- System administration and support duties for the application and the system database
- Provisioning of 99.9% application uptime each calendar month, excluding the events described in our attached hosting agreement
- Advanced notice of planned maintenance (performed late/early morning during off-business hours)
- Exclusive data ownership by the City



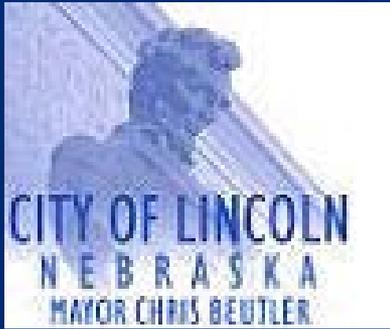
City of Lincoln, NE Summit July 24/25, 2013

25th 10:00 – Lincoln Partnership Ideas
Led by Lincoln



Lincoln Partnership Ideas

- **BETA Programs – they have a suggestion to implement a group of clients that will beta new releases or products.**
- **Reference Programs/On Site visitation**
- **Partnering to implement the best of Accela automation and practices**
- **Chamber of Commerce Involvement – I reached out to civic insights to possibly present economic dev aspects to their solutions**
- **Press Release/Mayor's Legacy -**



City of Lincoln, NE Summit July 24/25, 2013

25th 11:00 – Civic Insights Demonstration



Civic Insights



In the face of shrinking budgets and limited resources, government agencies need to think smarter and more creatively about the underutilized spaces in their communities.

Citizens, local businesses and non-profits are motivated to take action to turn these underused spaces back into thriving parts of the community, but without access to accurate, easy-to-understand information about the government processes that affect these properties, their ability to make a tangible impact is limited.

Civic Insight is a citizen-facing web app that connects directly to a government agency's existing workflow systems to make important government data about properties publicly available in an intuitive, citizen-friendly format.

By making this information publicly available and easy to understand, Civic Insight empowers agency staff, motivated citizens and local organizations to work together to make tangible improvements to their communities more quickly and effectively.

Civic Insights

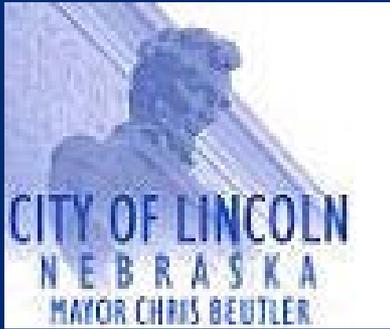


Benefits to government agencies:

- Identify trends and patterns using our interactive mapping and analysis tools to help drive data-driven decisions about planning, resource allocation, and performance improvement.
- With answers at a citizen's fingertips, agency staff can spend more of their time solving real problems and less time answering repeated questions from confused, frustrated citizens.
- By connecting directly to your existing workflow tools, Civic Insight always provides the most accurate, up-to-date data available without creating any extra work for your staff.

Benefits to citizens & local organizations:

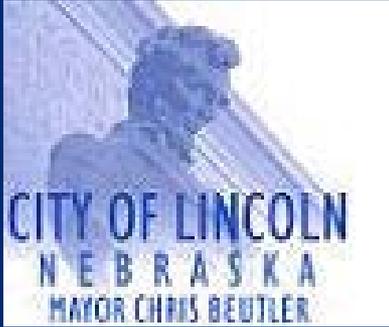
- Browse a map or search by address to find out exactly what's happening with a particular property you care about.
- Plain-english descriptions and simple visualizations make it easy to understand what's going on in your neighborhood.
- Subscribe to receive real-time email updates about the progress of properties you care about, so you'll never miss an important event like a hearing or property auction.
- Get the answers you need, right when you need them, without the fuss of lengthy phone calls or trips to City Hall.



City of Lincoln, NE Summit July 24/25, 2013

25th 11:30 – Reporting and Analytics
Mike Lang



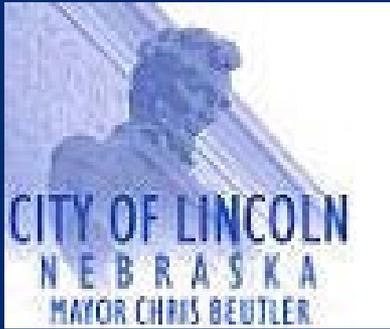


City of Lincoln, NE Summit July 24/25, 2013

25th 11:45 – Public reports, scripts, records and work flow with analysis for product enhancements

Led by Lincoln



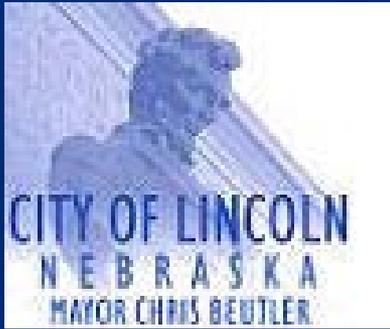


City of Lincoln, NE Summit July 24/25, 2013

**25th 12:00 – Success/Failures database and use
for pre/post implementation review**

Led by Lincoln





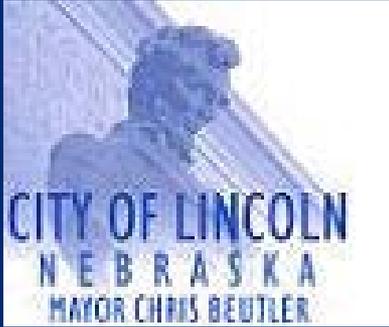
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25th 12:15 – Virtual Training/Certification
Led by Lincoln



Accela Virtual Training and Certification

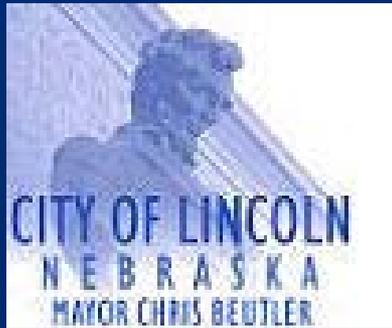
- Training Videos and Guides
- Self Paced Instruction on Community
- 100 + guides, e-lessons, and videos
- End user, admin and add on products.
- <http://community.accela.com/p/training.aspx>



City of Lincoln, NE Summit July 24/25, 2013

25th 12:30 – Lincolns Next Project – Fall 2013





City of Lincoln, NE Summit July 24/25, 2013

25th 12:45 – Lunch and Tour

