

MDARD

Department-Wide Inspection/Licensing System Accela Solutions Update

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MDARD

- **5 regulatory divisions**
 - ✓ **Animal Industry**
 - ✓ **Environmental Stewardship**
 - ✓ **Food and Dairy**
 - ✓ **Laboratory (Consumer Protection Section)**
 - ✓ **Pesticide and Plant Pest Management**
- **43 license types; over 125,000 active licenses/registrations**
- **82 inspection types; over 80,000 annual inspection reports**

MDARD

- **Chronology**

- **2006: License consolidation process improvement completed**
- **2007: Action teams work to implement plan; Central Licensing Unit (CLU) established**
- **2008: Cost estimates/requirements for licensing system developed by Dewpoint; Michigan Business One Stop development starts in July. MDARD license system requirements modified in December to include One Stop integration**
- **2009: Michigan Business One Stop launches in March; MDARD begins efforts to create central licensing system with IBM**
- **2010: DTMB efforts to create an enterprise-wide licensing system commence through System Automation (vendor)**

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- **Chronology *continued***
 - **2012:** Transformational change submitted to create a single MDARD inspection system; attempts to create an enterprise-wide licensing system cease; MDARD inspection system process improvement completed
 - **2013:**
 - ✓ Decision made to explore opportunity to leverage LARA contract with Accela; decision to merge licensing and inspection system development
 - ✓ Pre-implementation workshop held in November with Accela to provide information for development of Statement of Work (for scope and pricing)
 - ✓ Draft Statement of Work (SOW) received from Accela on December 6
 - ✓ In December, MDARD reaches 12,650 applications submitted through One Stop (less than 8% of potential licensees)

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- **Chronology *continued***
 - **2014: Steering committee reviewing SOW; evaluating pricing options**

About Accela Automation

Accela Automation is a Web-based application that helps agencies create a more citizen-centric, performance-based government. It provides a complete solution for automating mission-critical tasks associated with permitting, code enforcement, community development and planning, inspections and investigations, licensing and case management, asset and resource management, emergency response, and more. Accela Automation utilizes a centralized database that allows information to be shared across departments and improves communication between agency, field staff, citizens, and businesses.

About Accela

Civic Excellence

Accela powers thousands of services and millions of transactions for more than 500 public agencies worldwide, enabling governments to connect with citizens and streamline processes related to land management, asset management, licensing, and public health & safety.

Accela addresses a broad range of agency, business and citizen needs, and includes built-in payment, scheduling, compliance and information transparency. Together with our partners, Accela can custom-tailor solutions based on precise agency specifications, or deploy packaged solutions based on best practice templates and pre-defined services in a matter of a few weeks.

About Accela

At Accela, we feel that governments benefit from improving citizen engagement by:

Making it easier to do government business. By enabling people and businesses to effectively participate in and manage key civic functions, when, where and how they want.

Improving transparency, accuracy and accountability. By providing open access to data and core functions like permitting and licensing.

LARA* Experience with Accela

*Department of Licensing and Regulatory Affairs

Since November 2002:

- ✓ 33,339 permits have been issued by BCC through Accela to contractors and homeowners
- ✓ Over 20,000 license renewals have been issued by BCC through Accela to licensees
- ✓ LARA staff have been pleased with the product

THE SOLUTION

Deploying Accela's on-line portal, VelocityHall®, the BCC has provided 24-hour access to services to apply for, receive, and check the status of permits. The Web site, located at www.michigan.gov/bccpermits, is available for electrical, mechanical, and plumbing permits in the state of Michigan. The system automatically detects errors, ensuring that the initial

Permit Manager

Welcome to State of Michigan



Department of Licensing and Regulatory Affairs, Bureau of Construction Codes

The Bureau of Construction Codes is responsible for the administration of the Stille-DeRossett-Hale Single State Construction Code Act, the Building Officials Registration Act, the Mobile Home Commission Act, the Electrical Administrative Act, the Forbes Mechanical Contractors Act, the State Plumbing Act, the Boiler Act, the Elevator Licensing Act, and the Elevator Safety Board Act, the Land Division Act, the State Survey and Remonumentation Act, the State Boundary Commission Act, the Utilization of Public Facilities by Physically Limited Act, as well as the related rule sets and codes, and oversees 9 industry-related boards or commissions.

Electrical, Mechanical, and Plumbing permits are currently available for issuance online. Payment must be made with Visa or MasterCard. The cost will be the permit fee plus \$5.00 plus 10% of the permit fee.

About Permit Manager

Learn more about Permit Manager including:

[Common Questions](#)
[Helpful Tips](#)
[Usage Fees](#)
[Getting Started](#)

[My Permit Manager](#)

Technical Support

Support@accela.com
1-888-722-2352 ext 5

For additional information on all our permits and fee schedules, visit us at www.michigan.gov/bcc.

Is this a state permit? - You can verify this information by linking to the [Statewide Jurisdiction List](#).

When entering your State Contractor License, please enter only numbers, DO NOT USE DASHES. For example, 6200000 or 8100000.

Contact Information



[Pay Permit Invoices, Check/Research Permits](#)

Pay Building, Electrical, Mechanical, and Plumbing permit invoice balances online with Visa or MasterCard. Payment includes the invoice balance plus \$5.00 plus 10% of permit invoice balance. PRINT [Directions for Paying Permit Invoice Online](#) for step-by-step instructions.

Check on all existing permits (except Elevator) issued by the Bureau of Construction Codes or get information on pending projects, projects under construction, or completed projects.



[Check / Research Inspections](#)

View Inspection history.



[Apply for a Permit](#)

Complete the online permit application, pay all applicable permit fees, and print out the final permit for immediate posting. PRINT [Directions for Using Online Permitting](#) for step-by-step instructions for first time or currently registered users.

[Directions for Using Online Demolition Permit](#)

This agency accepts:



[License Search / Renewals](#)

Search for Licenses and pay Renewal Fees online.

APPS

Inspector

by Accela



Accela Inspector provides permitting, licensing and code-enforcement professionals with functionality designed to perform an onsite inspection or investigation, using their smartphone or tablet. Integrated with Accela Automation, Accela Mobile Inspector connects mobile workers to their back-office accounts, enabling them to work from their desk, vehicle, or on site, using their preferred device. Users can perform a complete onsite process- from initial inspection to submittal- and also can view and update their inspection details including checklists, attachments and comments.

[BROCHURES](#)

[PRODUCT DEMOS](#)

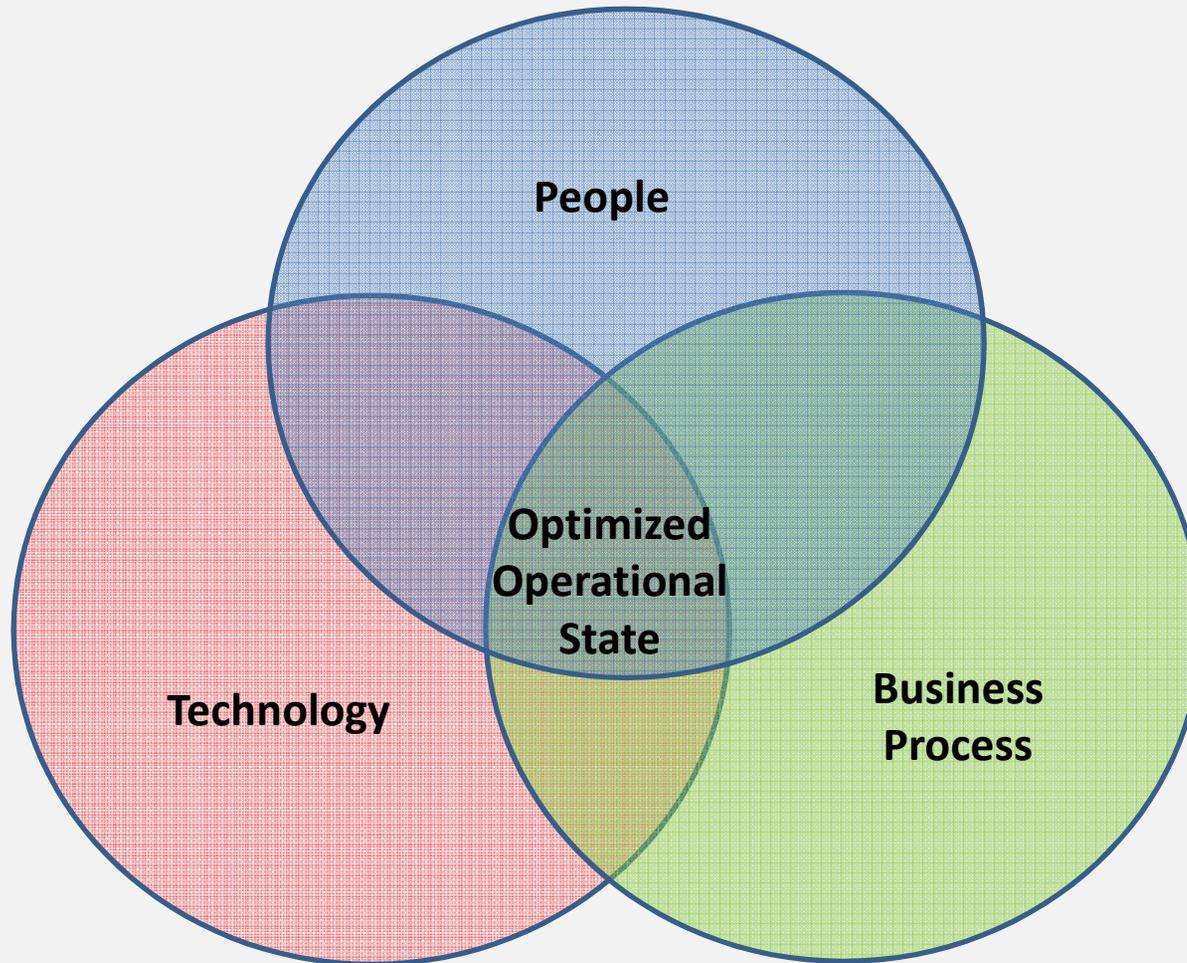
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Benefits

- Increased staff efficiency through reduction of paper handling and redundant data entry
- Replacement of legacy systems
- Single system makes maintenance/upgrades less costly
- Better access to data for field staff
- Online application process for most licenses
- Quicker license issuance
- Better citizen access to license information
- Better decisions based on data



Next Steps?

- Secure sufficient funding for project
- Finalize Statement of Work with Accela
- Complete DTMB procurement process
- Start project initiation!

Goal: Go live by March 15, 2015 with Phase 1

- ✓ Food establishment licensing and inspections
- ✓ MFQ (gas stations) licensing and inspections
- ✓ Nursery licensing and inspections