



2024 CSAC CHALLENGE AWARDS – EXECUTIVE SUMMARY

Solano County Digital Transformation: A Model for Modernization

Overview: Solano County’s Accela Citizen Portal Transformation project has modernized public service by consolidating fragmented portals into a unified platform, digitizing key workflows, and enhancing community services. This initiative has significantly improved accessibility, streamlined interactions, and set a new benchmark for civic engagement.

Challenge: Solano County’s primary challenge was its fragmented service delivery system, requiring constituents to navigate two separate portals based on their service needs. This fragmentation resulted in confusion, inefficiencies, and a disjointed user experience, significantly hindering the County’s ability to provide seamless and effective services.

Solution: To address these challenges, Solano County initiated a comprehensive consolidation project. This involved assessing the Accela platform and related systems, identifying gaps, and mapping user workflows. Collaborating with Accela and Gray Quarter (Managed Services), the County developed a unified platform that integrated systems and improved management. The project focused on digitizing and consolidating services, while minimizing disruption and maximizing efficiency. Rigorous testing, informed by stakeholder and user feedback, refined the solution. Key workflows, such as Code Violation Complaints and Residential Solar Permitting, were digitized, and ten new survey and eleven new Resource Management planning processes were introduced. Unified design guidelines and ongoing UX optimization ensured a consistent experience, while cross-device navigation and GIS data integration enhanced service delivery.

Innovation: The Solano County project is distinguished by its innovations, including consolidating service portals into a unified Accela platform for seamless delivery. It digitized critical workflows, expanded services, and optimized design and UX for a consistent, user-friendly experience. Integration of GIS data enhanced service delivery and decision-making. A collaborative governance board ensured effective oversight, while continuous improvements based on user feedback highlight the County’s commitment to service excellence.

Results: The transformation project has markedly improved service delivery and operational efficiency

by integrating multiple portals into the Accela Citizen Access platform. This integration has streamlined interactions and introduced a mobile service, enhancing field inspection efficiency. As a result, annual administrative overhead was reduced by \$189,178.00, while user experience improved, as evidenced by an 11% increase in resident engagement. The unified system has expedited response times, broadened service access, and boosted constituent satisfaction. Enhanced data integration has strengthened decision-making and policy development. Centralizing services has increased transparency and streamlined processes, reaffirming Solano County's commitment to modernizing public service.

Replicability: Solano County's approach serves as a valuable model for other jurisdictions. The consolidation of fragmented service portals into a unified platform provides a clear path for other counties to enhance efficiency and user experience. The successful digitization of key workflows, expansion of service offerings, and recognition by Accela and Gray Quarter as local government leader in digital transformation underscore the replicability of Solano County's strategy. This model offers practical insights and strategies for other counties aiming to modernize their service delivery and operational processes. Replicability artifacts, including the governance framework and detailed project documentation provided upon request. *"We are honored to have partnered with Solano County's Department of Information Technology on this significant and transformative initiative. By integrating Accela's technology with Gray Quarter's expertise, we have effectively digitized the Department of Resource Management, thereby enhancing both operational efficiency and public engagement. This substantial endeavor underscores the strength of our partnership and the profound impact of our joint efforts on advancing Solano County's IT objectives in transformative civic engagement initiatives."* Gray Quarter

In summary, Solano County's digital transformation program stands as a pioneering model of integration, innovation, and results. Its approach provides valuable insights and strategies for other counties seeking to enhance their public service delivery and operational efficiency through modernization efforts.

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Additional Materials: Citizen Portal <https://aca-prod.accela.com/SOLANOCO/Default.aspx>