

Clackamas County OR

Improving the Customer Experience



Clackamas County is a large county in the Portland OR metro area. With a population of over 400,000, it spans nearly 2,000 miles. Customer care has long been centric to the Clackamas County culture of citizen services. The County has used Accela's solutions since the mid 1990s and today has Accela Automation fully integrated with their permitting and inspection processes. The County has recently implemented ProjectDox from Avolve to automate plan review and improve their customers' experience even further.

“ We really care about our customers. Accela is our engine. It's right at the center. ProjectDox offered us a way to better manage our plan review process and take in applications from our customers, giving them a better experience. ”



674,000+ Annual Customer Interactions

The County hopes to continue to save their customers more costs over time with the new system by eliminating the need for trips to the physical counter, and paper applications and plan sets.

The County implemented a new online system integrating ProjectDox and Accela that now enables customers to apply for permits online, pay fees, and upload any necessary plans and documents which then provides centralized access by the entire County. The County's customers benefit by having 24/7 access to check project status and corrections at any point which enables them a faster path forward.

A key deciding factor for the County in selecting ProjectDox for plan review automation was the long-standing partnership and standard integrations Avolve offers with the Accela platform. Avolve's best-in-class workflows and standard Accela integration made for a quick implementation and a seamless new process for customers and County staff. The economic benefits are real and this progressive County no longer relies on physical counter transactions and paper plan sets.

“ ProjectDox works really well with other applications, specifically Accela. I would 100% recommend Avolve and Accela together. In tandem they work beautifully. ”

Louis Mansesi, IT Project Manager, Clackamas County



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