

City of Detroit MI

A More Sustainable, Development-Ready Community with Avolve and Accela



The City of Detroit underwent a significant restructuring several years ago and needed a digital platform to spur growth and economic recovery. The City began by implementing OAS (Online Applicant Services) and ProjectDox electronic plan review from Avolve. The next step was launching and integrating with Accela's permitting solution and the results have helped transform not only the city's development process... but the city itself!

“ We thought by using this ProjectDox and Accela platform it was absolutely the correct solution for our citizens in making them proud of our Building Department here in Detroit. ”

The City of Detroit Processes 8,000+ Permits Annually

Following the game changing success in the Building Department, the City continues to invest in the ProjectDox/Accela platform and is currently looking at other ways to leverage the solutions across the enterprise including the Health Department, Public Works, and others.

The City now uses Accela for almost every activity within the Buildings Safety and Engineering Department for a variety of permit types including new buildings, alternations, temporaries, demolitions, down to signs and awnings. This includes inspections and business licensing as well. Paired with ProjectDox for plan review, the result is a very robust solution that is easy to use and easy to add new additional workflows for departments with plan review needs .

The evolution of the automotive industry has regenerated the City's economy with new focus on electric vehicles and autonomous technology, which has in turn spurred other IT development as well as residential, commercial and small business opportunity. The software solution provided by Avolve and Accela has enabled the City to provide its customers what is necessary to get them to the finish line with developing projects and revitalizing their thriving community.

“ The fact of the matter is that this is a product that we have a lot of confidence in, and it is something that the City of Detroit will continue to use. It's been nothing but a game-changer. ”

James Foster, Senior Manager Buildings Safety & Engineering Department, City of Detroit



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