

## TAHOE REGIONAL PLANNING AGENCY

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# NEWS RELEASE

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**For Release Immediately**

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### **Tahoe Regional Planning Agency Launches New Electronic Permitting System and Ups Customer Service**

*Web-based system will improve land management workflow throughout the Lake Tahoe Basin*

**Lake Tahoe Basin, CA/NV – June 5, 2007** - Continuing its commitment to customer service, the Tahoe Regional Planning Agency (TRPA) recently launched a new permitting and land management solution tool - Accela Automation - designed to help modernize and streamline the Agency's existing permitting and land-use tracking procedures. The new tool also aids in centralizing data making information accessible to partner agencies around the Basin.

"Over two years ago I made a personal commitment to the public to improve customer service and streamline the permitting process and we're thrilled that Accela is going to help us achieve those goals," said TRPA's Executive Director, John Singlaub. "We're excited to be using the new Accela system and look forward to enhancing the agency's overall efficiency."

Since 2004, the TRPA has made substantial progress in its permitting process by working to reduce the number of project applications that have been in-house for more than 120 days. Now with the use of Accela, the Agency hopes to boost productivity, ultimately allowing staff to focus more on protecting Lake Tahoe and less on inefficient paperwork.

**-more-**

## **2-2-2 Accela**

TRPA has also selected additional Accela business tools that will improve customer service and efficiency by:

- Providing real-time, direct access via the Internet to the Agency's permit and land management activities to enable local and long-distance clients to go online to schedule inspections, apply for permits, and conduct research on parcels, 24 hours a day, 7 days a week.
- Streamlining the work of the Agency's site inspectors by allowing them to remotely input results from inspection sites using a mobile device.
- Allowing direct access to view geographic representations of all land-use and zoning information associated with a permit.

For more information on Accela, visit [www.accela.com](http://www.accela.com).

The Tahoe Regional Planning Agency leads the cooperative effort to preserve, restore, and enhance the unique natural and human environment of the Lake Tahoe Region. For additional information, visit [www.trpa.org](http://www.trpa.org).

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