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Cities of San Carlos, CA, and Renton, WA

Forward-Looking City Governments Turn to Autodesk Buzzsaw

The cities of San Carlos, located in the heart of California's booming Silicon Valley, and Renton, situated near Seattle in Washington, are leading the way in incorporating new technologies into the delivery of city services. For both cities, the Internet has proved valuable as a tool for communicating with the people they serve and as a means of getting essential work done while conserving public resources. According to Brian Moura, San Carlos's Assistant City Manager, "As a smaller city, our staff resources are limited, so our goal is to work smarter and more efficiently by using the right tools and technology." To accomplish this goal, both cities turned to Autodesk® Buzzsaw™ to help them provide services more effectively.



We're here to serve citizens. The Internet makes it easier to do that by streamlining communications with residents and making the way we deliver services more transparent.

Connie Dillard
IT Manager,
San Carlos, CA

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Bob MacOnie,
Mapping Supervisor,
Renton, WA

Exploring New Tools

When San Carlos decided to redesign the second floor of its City Hall building to make better use of the available space, city staff members were interested in continuing their tradition of embracing new technology by exploring online project management tools. As San Carlos's Information Technology Manager, Connie Dillard, points out, San Carlos has distinguished itself with its innovative use of the Internet: "We're among the first cities to exploit the potential of web-based permitting, which encourages residents to do the necessary research online and reduces walk-in traffic and phone volume. Through the city's website, residents can also send in service requests and comments 24 hours a day. Feedback has been very positive, and, when the architects proposed using Autodesk Buzzsaw, we were eager to exchange drawings and comments via that application."

In early 2000 the city staff of Renton, Washington, wanted the functionality of an online project management application to help them provide services more efficiently. Mapping Supervisor Bob MacOnie is using Autodesk Buzzsaw to share maps with residents and contractors who need them. He posts the latest versions of city maps on Autodesk Buzzsaw and gives users access to download what they need. The Utility Systems Division has used Autodesk Buzzsaw on more than ten projects, and, according to Water Utility Engineer J. D. Wilson, they have been pleased with it: "Autodesk Buzzsaw is easy for anyone with computer experience to use. We have been using it to post, track, and share different versions of drawings. In addition, we regularly post photos of construction sites, which has reduced travel time for our consultants. Personally, I have found the redlining and comment-posting capabilities particularly useful."

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An Optimistic Look Ahead

Connie Dillard of San Carlos sees the role of web-enabled technology in the delivery of government services growing significantly in the future. Dillard says, "We're here to serve citizens. The Internet makes it easier to do that by streamlining communications with residents and making the way we deliver services more transparent. In the future, online technology like Autodesk

Buzzsaw could allow us to share information with and receive input from residents on city projects. In addition, it could help us to work more closely with the construction industry and facility managers to facilitate plan inspection and other safety-oriented processes. Digital technology also has the potential to help cities conserve space in government buildings while storing and making available an unprecedented amount of information."

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