Established in 1965, our customer is a metropolitan planning organization that facilitates long-term regional planning for Southern California which includes six counties and 191 cities. The agency develops long-range regional transportation plans including sustainable communities' strategy and growth forecast components such as regional transportation improvement programs, regional housing needs allocations, and much more. The metropolitan planning organization used a public engagement system to gather suggestions and feedback on their long-term plans and proposed projects.

Existing System Creating Bottlenecks in Citizen Engagement

Every four years, the metropolitan planning organization updates its visionary plan for the region's future by collecting comments, feedback, and signed comment letters. This process is called Quadrennial Open Comment Period. The metropolitan planning organization drafts its plans based on the inputs by citizens. The strategies rolled out impact the livelihood and sustainability of Southern California citizens. All the citizen inputs are gathered through the existing public engagement system. However, the citizens faced various issues with the usability of the existing system.

During the Quadrennial Open Comment Period the system is used by thousands of citizens to provide inputs. This heavy traffic affected the availability of the system. There were usability issues with the forms and the citizens faced issues with uploading large files and attachments while raising their concerns or sending inputs. The public engagement system was vital cog in the organization's vision of collaborative governance. And hence, the system needed to be modernized at the earliest.

Consequently, the management were looking for a technology partner that can transform its public engagement system by enabling a robust backend infrastructure and modernize the app for better usability. The goal was to enable the citizens to post their comments and documents seamlessly and a back-end mechanism for the metropolitan planning organization's employees to access and analyze these comments.

"Our existing system had various back-end issues that were impacting public engagement, collecting feedback and attachments. We needed a technology partner who could help in enhancing the application within web platform while ensuring scalability."

- IT Project Manager,
  Metropolitan Planning Organization

AGREEYA®

Modernizing the System to Increase Up-time and Ensure Seamless Usability

As a Global Systems Integrator and Microsoft Solutions Partner, AgreeYa has been helping various public sector organizations modernize their applications and infrastructure to succeed with their citizen services. We had helped the metropolitan planning organization with various technology implementations in the past. And based on our envious track-record and superior value delivered in earlier engagements, AgreeYa was chosen the technology partner for the project.

Upon engagement, our experts held in-depth discussions with the key stakeholders and assessed technology challenges affecting the performance of the existing public engagement system. Based on inferences gained, we analyzed the customer's requirements as following:

Enhancing the Number of Comments: The organization wanted to receive more comments from the citizens to ensure better and citizen-focused planning. The customer wanted a mechanism to ensure users can post more comments in a single session.

Enabling Better System Availability: During the Quadrennial Open Comment Period, the system faced significant down-time due to significant traffic surge. The customer wanted to ensure seamless availability of the system.

Secure Upload of Large Files and Attachments: The back-end of the system lacked the functionality to upload large files and attachments securely. Towards this end, the organization sought a better storage mechanism.

AgreeYa team helped the metropolitan planning organization with various technology implementations to modernize the system. These included:

Leveraging Azure Front Door to ensure high availability and 100% uptime, directing traffic between Active and Standby Regions.

Implementing Blob Storage and SharePoint Online for secured and efficient storage of large files and attachments.

Setting up hybrid connections to two on-premises WCF service to facilitate seamless integration with the existing infrastructure.

Integrating Mailchimp with the system to enable real-time notification feature.

Implementing New Relic for real-time monitoring and error handling.

Integrating Microsoft Dynamics with the customer's existing back-end infrastructure for easy storage and retrieval of comments and attachments.

AGREEYA®

The AgreeYa team used Scrum for Agile development methodologies. Initial sprints set up infrastructure and the development pipeline, while later sprints focused on front-end development and feature integration. The solution uniquely deployed Microsoft Azure to create a high-availability, secure system. All the modern technology were implemented on iFrame to integrate seamlessly with the customer's existing website, minimizing disruption.

Streamlining and Enhancing the System for Better Collaboration with Citizens

AgreeYa team of experts addressed the unique challenges and streamlined the public engagement system with multi-faceted architecture using a mix of leading-edge Microsoft technologies. We delivered an end-to-end system that met the customer's need for a dependable, secure, and user-friendly public comment platform. We ensured 100% uptime with Azure Front Door and handled large, secure file uploads via Blob Storage. Browser caching-maintained session data, and we expanded comment submission capabilities to improve public engagement. Project benefits includes:

100% up-time ensuring uninterrupted availability during high traffic.

Achieved secure and efficient file uploads, reducing the risk of malware contamination.

Expanded comment submission to 25 capabilities leading to increased public participation.

1.5X increase in public engagement.

Enabled real-time monitoring to ensure proactive issue resolutions.

Quicker and better retrieval of comments by integrating full stack Microsoft Dynamics.

"AgreeYa is a trusted partner! Their expertise and agile approach revitalized our public engagement system enhancing comment collection and accessibility."

- IT Project Manager, Metropolitan Planning Organization

AGREEYA®

Technology Stack

Microsoft Azure   new relic.   mailchimp   SharePoint

About AgreeYa

AgreeYa Solutions is a leading technology service and consulting company at the forefront of developing innovative solutions to meet the intricate demands of our clients' digital transformation journeys. We excel in diverse domains such as data and AI, automation, engineering, cybersecurity, modern workplace solutions, decision science, intelligent automation, cloud transformation, quality engineering, mobility, and talent management. Since our establishment in 1999, with headquarters in Folsom, California, AgreeYa Solutions has grown to become a formidable team of over 2200 dedicated professionals. We serve clients across the United States, India, EMEA, and Mexico, ensuring the delivery of top-tier solutions and services that make a positive impact on a global scale. At AgreeYa Solutions, we prioritize excellence in quality, reliability, and customer service. Our notable achievements include prestigious certifications such as Microsoft Solutions Partner and Cloud Solutions Provider, AICPA SOC 2 Type 2, SEI CMMI, and ISO 9001:2015. We have also received esteemed awards, including recognition as "Best Company To Work For," "Champions of DEI," and numerous others. AgreeYa Solutions remains committed to forging enduring partnerships and driving success in the ever-evolving world of technology and business.

AGREEYA®

Global Headquarters

605 Coolidge Dr., Folsom, CA 95630 USA

Phone : +1 916 294 0075, Toll Free: +1 800 AGREEYA, Fax : +1 866 886 1555

Email : sales_americas@agreeya.com   **Web :** www.agreeya.com

USA | India | EMEA | Mexico