Accela COVID-19 Response Solution

Virtual Inspections

In these unprecedented times, we know state and local government agencies must continue to provide critical services to citizens during the COVID-19 pandemic response.

Accela's **COVID-19 Response Solutions** program is designed to help agencies deal with high volumes of needed services during stay-at-home directives for citizens and employees. The program includes the following:

> Pre-packaged solutions specific for COVID-19 response scenarios

> Rapid implementation, from 1–14 days

> Training assets at no cost

> Special consideration for agencies with resource constraints

The solutions are designed to support the unique challenges agencies face in the response to COVID-19, and include:

Business Continuity Solutions

> Online Citizen Services

> Mobile Capabilities for Agency Staff

> Virtual Inspections (with video, pictures, video chat tools)

Essential Business Support

> Temporary Structure/Medical Facility Inspections

> Temporary Childcare Facilities

> Delivery Driver Registration

> Health Professional and Volunteer Management

> Citizen Hub

> Employee Hub

> Non-Essential Business Enforcement

> Business Re-Opening Management

Temporary and Immediate Impact Occupancy

> Temporary Occupancy

> Unauthorized Occupancy

Business Continuity Solutions

Virtual Inspections

Traditionally, government agencies could only get so far in permitting processes before requiring in-person visits and contact in the field. This can be challenging in times of shelter, shutdown and lockdown and forces cities to look for creative ways to remove physical barriers in their operations.

Accela can help agencies by offering digital services to the public to aid in permitting processes. Construction projects requiring inspections can now overcome physical barriers through "virtual inspections." This ensures building and inspector safety. Contractors, builders and project owners can document projects with video, pictures and other required data. And Accela can help agencies enact these virtual inspection programs through an online citizen-facing portal.

Features in this solution include:

> Citizen access

> Video, picture and data upload to projects and permits

> Virtual inspection request and scheduling

> Virtual inspections via online meeting tools such as Microsoft Teams, Zoom, GoToMeeting, and more

How Citizens and Agency Employees Engage

This service provides a rich system for citizens requesting inspections via:

> Online public-facing portal

> Interactive voice response (IVR) system

> Phone calls

In the back-office, agency inspectors can leverage Accela to:

> Utilize web conferencing software through:
  - Accela mobile solutions
  - Accela Civic Platform back-office

> Fill out an inspection checklist while participating in a conference call

> Result inspections and provide comments

> Take pictures and markup for project owners to make corrections
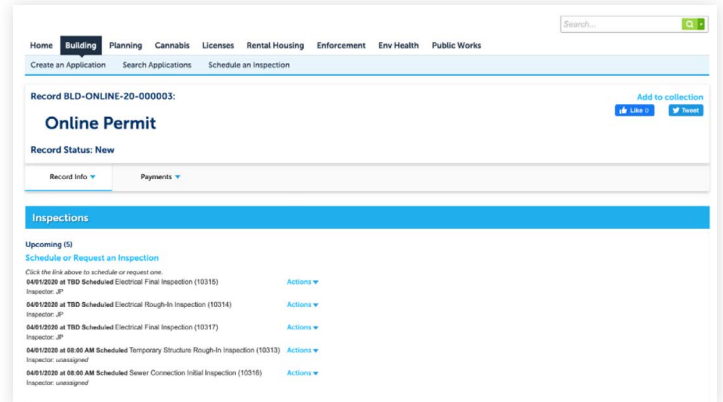
Implementation

This solution is designed with rapid implementation to help you better engage with citizens during shelter-in-place mandates as quickly as possible. Here is an example of a standardized implementation:

STEP 1 – WEEK 1

> Discovery and solution detail

> Send list of permit/license types

> Provide payment provider information (standard payment providers only)

> Provide logo and contact information

STEP 2 – WEEK 2

> Install Adobe Acrobat ready on users' machines (if needed)

> Install Accela Electronic Document Review (EDR) on users' machines (if needed)

> User training

STEP 3 – WEEK 3

> Training and go live

Conclusion

Accela stands with its government partners to keep civic services running and communities safe during this challenging time. We know your primary responsibility is to protect the safety and health of residents in your community, and we are here to support you in leveraging technology to lift some of the burden.

For more information about our COVID-19 Response Solutions, please visit accela.com/covid.