Accela

COVID-19:
How Accela is Partnering
with Customers

Helping Our Customers Provide Key Citizen Services During the COVID-19 Crisis

Accela stands with its government partners to keep civic services running and communities safe during this unprecedented 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.

Our Customer Support, Services, Success, Product, Engineering and Cloud teams are fully staffed and available to you. Our doors are open for business and questions, and we will continue to share any relevant company or product updates with you.

Keeping Transactions and Interactions Online

For many years, Accela has focused on enabling fully digital citizen engagement. Whether applying for a license or permit, or scheduling inspections and submitting plans, our fully online solutions can provide service continuation when people are not able to meet and conduct business in person.

Now with directives for work-from-home policies, Accela helps agencies support their employee functions as agency employees can often access their Accela work functions from home or remote locations.

How Civic Applications Help

As an Accela customer, you have technology that can help provide key citizen services during this event. Our solutions, called Civic Applications, can each play a role in protecting and serving citizens.

Building Communities

Building

Our Civic Application for Building allows agencies and the public to submit permit applications, route plans, perform plan reviews and approvals, schedule inspections, and send status updates on permits from a digital solution with no required in-person visits or interaction with agency staff. Even inspections can be conducted virtually or using photos, video and other media.

Planning

Accela Planning helps citizens easily submit planning proposals, zone change requests, requests for conditional use permits or variance, and more. In the back office, agency staff can route and conduct plan reviews and approvals, send status updates, issue land use entitlements and collaborate with other jurisdictions/departments digitally without in-person interaction.

Service Request Management (SRM)

Accela SRM enables agencies to engage with citizens online for non-emergency, 311-type assistance. This protects the public and agency staff in times of shelter, social distancing, and shutdowns by removing physical barriers that would traditionally impede the resolution of issues identified within a community. Citizens can easily pinpoint a problems location, share photos, and make comments on requests, while agencies can route work, track and manage requests, and send status updates, resulting in faster service request resolution. Accela SRM also allows agencies to push information to the public, keeping citizens informed on current situations within the community.

Growing Businesses

Alcoholic Beverage Control

Of all the businesses impacted by COVID-19, bars, clubs, restaurants and other locations that serve alcohol are being temporarily shut down and will be hit very hard. States and local government may want to alleviate the concern of business owners and individuals by postponing license renewal dates. The Civic Application for Alcoholic Beverage Control makes it easy for agencies to extend liquor license renewal deadlines for individual and business licenses until after the shutdown is lifted. Once businesses are open again and individuals are back to work, liquor licensing agencies can easily notify licensees of their new renewal deadline and provide a link for easy online renewal.

Business Licensing

With our Civic Application for Business Licensing, the entire licensing process from application to issuance and renewals are online and fully digital. With COVID-19, there is likely to be significant impact to certain businesses during the crisis, including service businesses, entertainment providers, and more, and communities can utilize Accela technology to provide relief to businesses impacted by shutdowns with postponement of license renewal date or payment collection. The automation with our Civic Application will also help ramp up quickly and better manage the potential backlog of requests and licensing activities once shelter-in-place mandates have been eliminated.

Cannabis Regulation

With the current isolation mandates, many individuals, especially high-risk citizens, are looking to delivery services to get them the food and medications they need. This is especially true in medical cannabis where certain individuals will not want to venture into a dispensary. The Civic Application for Cannabis Regulation has record types specific for cannabis delivery services and can license and bring those services online faster and more efficiently. And any quantity of new applications to provide those types of services can be quickly reviewed and approved by staff, even if they are working remotely.

Occupational Licensing

With the strain COVID-19 is putting on the national healthcare system, many localities are looking to bring as many healthcare workers back to active facilities as quickly as possible. Accela Occupational Licensing speeds the licensing of health professionals, making the process simple and easy in a time that is extremely hectic. For existing workers, agencies may choose to postpone license renewal dates to offer relief to overwhelmed healthcare professionals. Agencies can email licensed healthcare professionals to notify them of the extended renewal deadline and, once the crisis has calmed, provide notification of the renewal deadline with a link to renew online.

Short-term Rental Regulation

Online registration of short-term rental hosts provides many benefits to communities. In light of COVID-19, this Civic Application can be used to communicate with registered hosts and potentially issue guidelines on cleanliness and sanitation standards to minimize the spread of the virus. Also, cities can easily postpone license renewals as STR hosts are very likely to feeling the significant impact of the slowdown. Once the stay-at-home directives have passed, agencies can send property owners notifications of any changes in renewal deadlines or extensions with an online link for easy renewal.

Environmental Health

In times of crisis, EH is often at the frontline: sharing best practices for food safety when restaurants or other facilities must be shut down; helping with clean-up efforts; and guiding facilities on how to reopen safely. These activities across all health programs (pools, septic, food, etc.) can be tough to manage, not to mention working across agency lines with agencies like public health to ensure the information is current and accurate.

The Civic Application for Environmental Health helps agencies to manage the status and location of all impacted facilities in one system and share information with other agencies. It can be used to avoid sending inspectors to closed businesses, and can also be used to more efficiently restart normal operations with high volumes of inspections and re-permitting activities.

Fire Prevention

It is still early to tell how the COVID-19 crisis will affect fire departments and their fire prevention activities such as plan reviews, fire permitting, and inspections. In any case, Accela's Civic Application for Fire Prevention makes it easy for staff to track all regulatory activities for fire departments in times of crisis. It is extremely self-service and digital, so the system can accept applications and fee payments, and continue to manage inspections through the public portal even when staff is dealing with emergency response situations.

Conclusion

We are now living though a unique and dangerous global situation. And we realize our state and local government agency customers have a responsibility to their communities to ensure the safety of their citizens and employees, and to continue to conduct business as effectively as they can.

Accela wants to be your partner in this challenge. Our technologies can help deal with COVID-19 by allowing business to take place, without breaking any shelter-in-place directives for your citizens or employees, and work to keep businesses open, construction projects moving, public safety activities ongoing, and help us all lead reasonably normal lives given the circumstances.

About Accela

> Accela provides market-leading SaaS solutions that empower governments worldwide to build thriving communities, grow businesses and protect citizens. Powered by Microsoft Azure, Accela's open and flexible technology helps agencies accelerate efficiency and transparency today, while ensuring they are prepared for any emerging or complex challenge in the future.

Learn More

> Visit www.accela.com or call us at (888) 722-2352