Accela COVID-19 Response Solution

Delivery Driver Registration

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

Essential Business Support

Delivery Driver Registration

Shelter-In-Place directives and recommendations for individuals to limit exposure to persons not in their immediate household have made it difficult to access essential items, such as food and medicine. At-risk individuals in particular are disadvantaged, as any trip outside the home places their health in jeopardy – yet not obtaining needed food or medicine also incurs severe negative health consequences.

Delivery services have sprung up almost overnight to assist those with limited mobility or shelter in place orders. Delivery services offer a way for residents to obtain food, medicine, or other needed services. As private transportation drivers – such as taxi, Uber, and Lyft – see drops in ridership due to travel restrictions, many are turning to provide delivery services instead. Drivers are adding personalized services such as shopping on behalf of elderly or at-risk individuals, delivering medicine and other medical supplies, or even serving as medical transport.

Accela's Delivery Driver Registration helps communities identify and locate available delivery resources while ensuring safety standards are met for drivers and vehicles.

Features in this solution include:

> Online driver registration
> Online vehicle registration
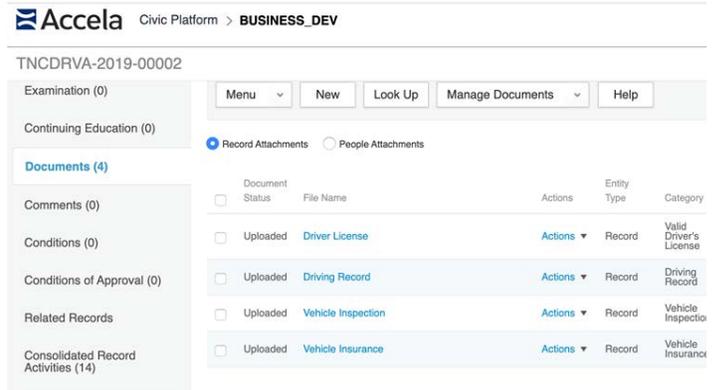> Electronic document upload
> Online fee payment
> Background checks

Facilitating Rapid Driver Registration

Online driver registration allows drivers to:

> Quickly register online, even from a mobile device
> Upload required documentation such as current driver's license, vehicle registration, insurance, and driving record
> Enter requested vehicle details, including accessibility information (wheelchair-accessible van, etc.)
> Pay any required fees online using standard payment services

Using the information supplied through the Delivery Driver Registration, agency staff can:

> Review and approve driver and vehicle registration information
> Verify a clean driving record and current insurance
> Communicate directly with individual delivery drivers or send pertinent information to all registered drivers
> Provide delivery driver information to community residents and organizations

Implementation

This solution is designed for 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.