

Accela COVID-19 Response Solution

Non-Essential Business Enforcement

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

Non-Essential Business Enforcement

All businesses deemed “non-essential” should not be open to prevent congregation, and open businesses must operate under safety guidelines. Citizens may want to file complaints or want an agency to check on a business to ensure it is following appropriate shelter-in-place mandates.

Also, businesses which are allowed to be open must follow guidelines for specific hours, protection for workers, and rules about engagement with customers.

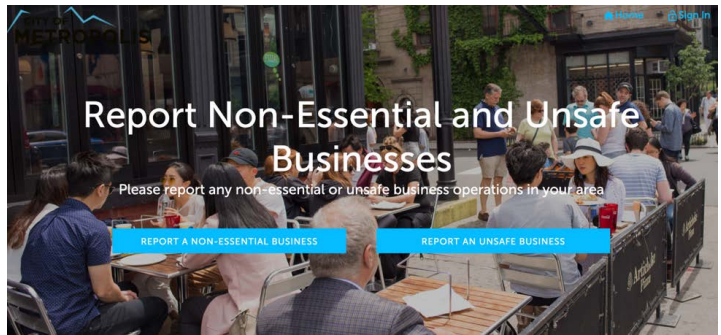
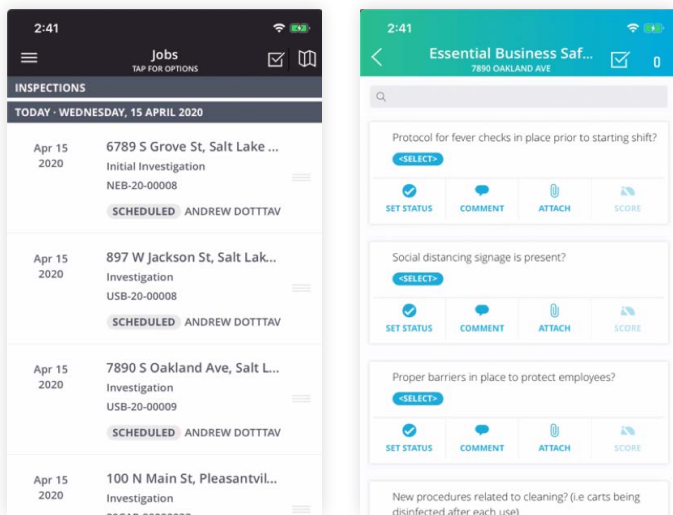
The Non-Essential Business Enforcement solution provides an interface for citizens to file complaints and for agencies to conduct inspections and issue citations if necessary. Solution includes:

- > Citizen Online/Phone complaint filing
- > Non-Essential Business Complaints
- > Unsafe Essential Business Complaints
- > Complaint Workflow and Tracking
- > Complaint Investigation (field/mobile)
- > Violations (field/mobile)
- > Follow-up Communication

The Non-Essential Business Enforcement solution has a predefined configurable workflow, with tools for tracking and managing the submissions from citizens. It can also schedule and result the inspections required to respond to the non-essential business complaints.

The Field Inspector/Officer can leverage a mobile device to review the list of scheduled investigations and provide result status, supporting documentation, and comments from the mobile device.

For the citizen, the solution is responsive to the device being used to support the expected use case of citizens reporting these types of items from their mobile device.



Implementation

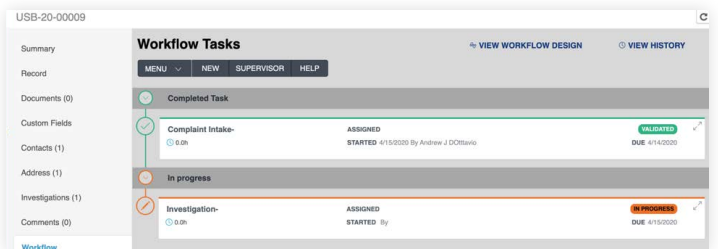
This solution is designed rapid implementation, to help you better engage with citizens during shelter-in-place mandates as quickly as possible. An example of a standardized implementation is the following:

STEP 1 – WEEK 1

- > Discovery and solution detail
- > Setting up of citizen portal with logo and contact information, including information describing the specific definitions of non-essential businesses

STEP 2 – WEEK 2

- > Set up mobile devices if in use for inspectors and other system configuration
- > System testing
- > User training



Conclusion

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.

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