

Accela COVID-19 Response Solution

Mobile Capabilities

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

Mobile Capabilities Overview

With many personnel working from home and field staff potentially unable to go into offices, agencies need the ability to perform inspections and collect often time-sensitive information in the field with minimal person-to-person interactions and reduced transfer of paper.

Accela's Mobile Capabilities during COVID-19 can help agencies quickly enable field workers with mobile solutions to perform critical inspections and identify and mitigate risks. Accela's capabilities include pre-built checklists developed using Accela's expertise working with building, fire, and environmental health departments.

Accela's Mobile Capabilities include:

- > Pre-built checklists for building, fire and environmental health inspections
- > Temporary Medical Facilities Assessment
- > Streamlined method to identify potential risks and collect information
- > Ability to upload pictures, audio and video
- > Access to map information

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.