



SOLUTION OVERVIEW

Accela Civic Application™ for Disaster Recovery

Streamlined and efficient solutions to support disaster preparedness, response, and rebuilding efforts.



Reducing the impacts of natural disasters

Natural disasters often strike unexpectedly, leaving communities in a state of shock and disarray. Whether it's a flood, fire, earthquake, hurricane, or other calamity, disasters can cause significant damage to properties and infrastructure.

It's crucial that state and local agencies have a solid disaster recovery plan in place. Accela® solutions serve many agencies in three ways, to reduce the impacts of natural disasters.

Benefits



Reduced time and cost

Automation of the permit application and review processes reduces time and costs for both residents and agencies.



Improved productivity

Being able to conduct damage assessments on mobile devices allows inspectors to stay 100% in the field, improving overall productivity.



Quicker recovery cycles

As more inspections get completed faster, funding processing is jump started, shortening overall recovery and rebuild periods.



Increased public safety

Data centralization and automated reports enable effective communication channels and accelerated cleanup efforts that increase the safety of residents.

Disaster Preparedness: We help agencies regulate proper zoning, structural engineering, and code enforcement to reduce the impacts of damage caused by natural disasters.

Disaster Response: We have a packaged solution for Rapid Damage Assessment, so agencies can react immediately with data collection of damaged areas.

Cleanup and Rebuilding: Post-disaster, Accela facilitates rapid plan reviews, approvals, and permitting for efficient and rapid rebuilding.

Preparing Your Community for the Unexpected

Disaster preparedness is something all communities strive to achieve, but it can be a challenge. It involves many code enforcement functions, including ongoing structural permitting, fire safety procedures, and proper storage of hazardous materials. Examples of this include proactively inspecting areas ahead of a storm to identify those at higher risk. In addition, hazardous materials need to be stored properly to avoid fire or water contamination during a flood. And fire inspections should be done for weed abatement or to determine defensible space to protect homes.

Accela solutions help ensure communities have done what they can to reduce damage due to natural disasters with our pre-built and packaged Civic Applications. Each solution is workflow-driven, designed to enable automation of the planning and code enforcement processes that maintain a community's development.

Accela solutions for disaster preparedness:

- Accela Civic Application for Building
- Accela Civic Application for Planning
- Accela Civic Application for Fire Prevention
- Accela Civic Application for Environmental Health

Disaster Response

A critical phase of disaster recovery is how a community responds immediately after a disaster. Agencies must quantify damages to determine where there may be unsafe structures, and to build reports for FEMA aid and insurance purposes.

Rapid Damage Assessment with Accela

Accela's Rapid Damage Assessment (RDA) solution enables inspectors to complete the necessary damage assessments after a disaster. These assessments, done

using mobile devices and often referred to as windshield survey inspections, allow inspectors to gather the necessary data to report on the extent of a disaster's impact.

Using RDA, inspectors can determine whether a community has been destroyed or if damage varies house-by-house. Property ratings of Affected, Minor, Major, and Destroyed are assigned to each property and stored in Accela's centralized data management system. This data is then fed into reports that are sent to FEMA to analyze whether the community is eligible for financial aid.

RDA is pre-configured for rapid implementation, includes GIS integration, and can be used online or offline (critical in a natural disaster) to capture pictures, video, and other needed assessment data.

Another critical aspect of disaster response is ensuring residents have a way to report damage. The Accela Civic Application for Service Requests enables residents to report damage through 311 reporting of flooding, unsafe structures, fallen trees, etc. This is especially valuable when damage is extensive and resources are strained.

Accela solutions for disaster response:

- Rapid Damage Assessment (RDA) Solution, which can be added to any Accela Civic Application
- Accela Civic Application for Service Request Management (SRM)

Efficient Cleanup and Rebuilding

For agencies, our rebuilding solutions are designed to shorten the time to review and approve plans and permit applications, inspect sites, and get rebuilding construction underway as fast as possible. Accela customers report a dramatic decrease in time to approve permits for builders, and in fact some have implemented "same day" permitting programs for certain types of permits.

This speed is enabled through fully digital applications for permits/inspections, real-time plan and engineering reviews, automated application processing, and the ability to manage physical or virtual inspections. Residents are provided with a secure online portal for submitting permit applications, uploading relevant documents, and scheduling inspections. They can access the portal from any device, 24/7, and track their application status, fees due, and online payments.

Accela solutions for cleanup and rebuilding:

- Accela Civic Application for Building
- Accela Civic Application for Planning
- Accela Public Portal™ online portal

Accela Mobile™

A core component across all solutions is Accela Mobile. It allows an agency to access and update records, result inspection checklists, and run reports, without having to set foot in the office.

Accela Mobile plays its most critical role during the response phase. It is the primary tool for Rapid Damage Assessment immediately after an event, and can be used for inspections, reporting, and comprehensive assessment of damage of all types.

It is available for Apple, Android, and Windows devices, and leverages the GPS, camera, and communication tools on the mobile device so inspectors can efficiently complete their work whenever and wherever they need to.

The importance of GIS

Accela integrates with an agency's Esri GIS data in the back office and in the field. This enables exact damage locations to be captured, giving teams a tool for understanding which areas are most impacted. Property assessment information for each parcel can be overlaid on hot spot maps to provide an estimate of the dollar amount of damage.

Leveraging GIS via Accela Mobile supports location-based planning and workflows, providing the ability to automate inspection and cleanup assignments based on geographic region, areas of need, and/or staff and volunteer availability.

Streamlined FEMA Relief Reporting

As information is gathered, data is fed into a single centralized data management system, facilitating analytics and reporting. Accela Insights, an interactive data visualization tool, empowers agency employees to build dashboards that summarize damage amounts and document rebuild expenses, including equipment and materials costs, all of which must be submitted when applying for FEMA public assistance grant funding.

Features



Advanced geographical information system (GIS) capabilities allow for precise location-based data capture and analysis



An easy-to-use mobile app offers pre-built checklists, offline mode, the ability to view past inspection data while in the field and options for tracking inventory and other specialized inspection types



Automated tasks and functions needed for permit and license processing



Platform-wide APIs, SDKs, and open data, allowing developers to integrate with existing software solutions to meet the unique needs of any community



Powerful analytics and reporting to track department goals on inspection coverage, staffing levels and generally how departments are performing across districts and programs



Tailored record categories designed specifically for logging and tracking various damage assessments



Enables users to attach photos, videos, and even drone footage directly to the assessment record



Convenient online payment with full tracking and auditing