

Accela Citizen Access	Current Functionality	Roadmap
1) Out of County or State business applies for permit to operate portable equipment in all 3 jurisdictions– no specific address (Would apply to the modules of: Health (Air Quality and Environmental Health permit) and the Business License module)	Yes	
2) Functionality of Validating the address – it will return the valid list but continue without validation, and flag on the back end.	Yes	
3) Apply for a Health restaurant permit and a business license for the same address	Shopping Cart Delivered 8.0.1	Shopping Cart Delivered 8.0.1
4) Apply for a mobile food permit from the Health District and Business licenses in both cities and the county for a property in one of the cities	Shopping Cart Delivered 8.0.1	Shopping Cart Delivered 8.0.1
5) Apply for multiple water heater permits with different city and county building departments (a contractor wants to apply for several water heater permits at one sitting from clients located in all three jurisdictions;	Shopping Cart Delivered 8.0.1	Shopping Cart Delivered 8.0.1
5.1) Contractor would like to schedule permit inspections for the water heater permits from all three agencies for a single day)	Yes	
6) File a complaint at the same address with multiple agencies and jurisdictions (Health, County Code Enforcement and Building)	Yes	
7) Apply for multiple health permits at the same address and owner	Yes	
8) Apply for swimming pool construction permits from Building dept and Health District for one address	Shopping Cart Delivered 8.0.1	Shopping Cart Delivered 8.0.1
9) Apply for any permit from any jurisdiction with an out of county business location. (contractor from Carson City applying for building permits in Washoe County)	Yes	

10) Contractor applies for a building, planning and engineering permit within the same jurisdiction for the same address	Shopping Cart Delivered 8.0.1	Shopping Cart Delivered 8.0.1
10) An out of County business owner applies for a multijurisdictional license, starting with one jurisdiction selected at random		
a. Multiple jurisdiction business license; business owner starts with jurisdiction in which the business office is located and applies for all three jurisdiction's business licenses; "home" jurisdiction reviews and approves its license, and licenses are automatically issued for the other two jurisdictions	N/A	N/A
11) Renewal scenarios – (higher volume for these -3000+ renewals- 1800 new for ex. For Reno)		
a. Costco , Walmart, Savmart, WCSD		
i. Out of state potential corporate mailing address	Yes	
ii. Different renewal cycles or periods	Yes	
iii. Different physical addresses in Reno, Sparks and Washoe	Yes	
iv. Would want to login and see all their licenses and permits in ACA would be the goal, email reminders	Yes	
v. Can they look cross modules to see ALL their activity for renewals (ongoing building permits, business license, health and cross agency	Shopping Cart Delivered 8.0.1	Shopping Cart Delivered 8.0.1
b. Typical renewal – get a notice, emailed prefably, come into ACA and renew. One time.	Yes	
13) Customer wants to file a complaint. Currently, this is a single record within the Enforcement module (currently only in Washoe). After entering the location and description of the complaint, the customer then chooses which Washoe agency receives the complaint, based on a "pop up" screen which shows different types of code violations and the agency associated with the violation. After selecting the agency, there is a "split" path:	Yes	
a. For health referrals, the customer is required to complete information about themselves (name, address, phone number, etc.). The customer then submits the complaint.	Yes	

b. For all other agencies, the customer is presented with the information screen but this information is optional if the customer elects to file an anonymous complaint (header information? Pop up screen?). The customer then submits the complaint.	Yes	
Existing Record Types in ACA that are live today for City of Reno currently using ACA self hosted: 1) Building Module: a. Water Heater Permit b. Re-Roof Permit c. Both requires contractor license and login d. No payment allowed online yet through ACA		
Main Use Case examples discussed during or after the Engage Conference August, 2015:		
1) Interior Designer doing business in all 3 agencies, lives in California or parent company address is out of state. No location based service. (multijurisdictional license). Goals are:		
a. paying once	Yes	
b. filling out key information ONCE, single intake	Yes	
c. Different fee structures but intake or app is primarily the same	Yes	
d. Needs to create 3 different backend AA records	Yes	
e. All 3 agencies are different merchant accounts; single OPC processor	Yes	
Explain how the superagency, one transaction multiple merchant accounts can work or not with the current functionality with the above use cases.		
Health Module Air Quality permits – BOA bank acct 123456789 Environmental Health Dept – Wells Fargo Bank Acct 93333333	No	Yes
Reno Building - Bank of America, Bank Account 3252875298572 Sparks Building - Wells Fargo Bank Acct xxxxxxxxxx Washoe Building = Nevada Bank – acct xxxxxxxxxx	Yes*	Yes