**Product Enhancements, Regional Improvements to Accela**

Accela and the Regional team have found some potential Enhancements.

What areas of Accela does the Oversight members feel would be the most beneficial to expand on, and allocate additional resources to, or provide additional optional budget estimates for:

1. Citizen Focused or Internal staff focused enhancements? All items mentioned could have additional annual or one time costs.
2. Internal enhancements:
   1. CivicInsight App - would allow for management and staff to see statistics in a dashboard like format for permits and licenses, where they are at in the process, etc.
   2. Right of way module – Currently some utility permits and engineering permits do not have a good way to properly track these permits as the parcel assigned by the Assessors office is not used in this fashion.
   3. Additional training for internal staff and training procedures. Walkme product can also be used for internal staff in the AA side of Accela to help guide staff or new staff on how to use Accela.
3. Citizen focused:
   1. OpenCounter wizard like front end for Citizen Access. More pictoral, but would require significant interfaces to Accela and adds higher cost.
   2. Walkme also a wizard like process to help guide citizens through the process, sits on top of Accela, and also allows for help tips to be shown in the Accela screens and steps on processes to help guide citizens through the processes on the Citizen Access portal.
   3. ACA additional improvements or an additional PO to assist with ACA improvements to improve ease of use.