Regional License and Permit Program

MINUTES

**Regional License and Permit Program
Oversight Group Meeting
Tuesday, September 1, 2015 - 1:00 PM**

City of Reno, 7th Floor Caucus Room - One East First Street, Reno, NV

Oversight Committee

**Reno City Manager - Andrew Clinger
Sparks City Manager - Steve Driscoll
Washoe County Manager - John Slaughter
District Health Officer - Kevin Dick**

A. Roll Call

Attendee Name	Title	Status	Arrived
~~Andrew Clinger~~ PROXY - Bill Thomas PROXY - Alex Woodley	Reno City Manager	Present Absent @ 3:06	Proxy @ 3:06
Kevin Dick	District Health Officer	Present	
Steve Driscoll	Sparks City Manager	Present	
John Slaughter	Washoe County Manager	Absent	1:15 PM

The meeting was called to order at 1:07 PM

B. Public Comment

NO ACTION WAS TAKEN ON THIS ITEM

C. Approval of the Agenda - September 1, 2015

Proposed Motion: I move to approve with the change of moving Item F ahead of Item E.

RESULT: APPROVED [UNANIMOUS]

MOVER: Bill Thomas, Reno City Manager Proxy

SECONDER: Kevin Dick, District Health Officer

AYES: Dick, Driscoll, Slaughter, Thomas

D. Approval of the Minutes from the June 2, 2015 meeting

Proposed Motion: I move to approve.

RESULT: APPROVED [UNANIMOUS]

MOVER: Kevin Dick, District Health Officer

SECONDER: Bill Thomas, Reno City Manager Proxy

AYES: Dick, Driscoll, Slaughter, Thomas

F. Update and discussion on the status of possible adoption of the Regional Technology Fee by the City of Sparks, Washoe County, and the Washoe County Health District

Bob Webb, Washoe County, presented a PowerPoint slide for an update on the status of the proposed Regional Technology fee, along with two attachments entitled "Jurisdictional approaches to collecting the proposed fee" and "Agency Meetings and Public Workshops". Stakeholder outreach has been done with the Chambers, BANN, and AGC, and public hearings were held 06/30/15. Public notices were sent via mail and email totaling 11,839 contacts sent for the workshop date and launch of the website, hosted by Washoe County, with the information. In response, three letters and 15 emails were. Two of the letters and 11 of the emails were specific to the Regional Technology Fee and all were against any new fee. The responses received totaled for a 0.109% response rate. At the Chambers, BANN, and AGC good feedback was received from all with AGC additionally responding in writing. While most of this feedback was supportive, these groups did express questions and concerns regarding building fees being increased by 4%. Building Officials from all three jurisdictions were present at all meetings and were able to answer questions from the public and create the "Jurisdictional approaches to collecting the proposed fee" document for better understanding by all parties. City of Reno already approved a Technology Fee as part of their budget cycle, but will request that Reno City

Council review the Business Impact Statement and public comments. Other jurisdictions will also review the Business Impact Statement and then follow for approval of the fee as appropriate. The website for this process remains up and running.

Proposed Motion: I move to keep moving forward.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Bill Thomas, Reno City Manager Proxy
SECONDER:	Kevin Dick, District Health Officer
AYES:	Dick, Driscoll, Slaughter, Thomas

E. **Update, discussion and possible direction to staff on the Regional Business License and Permits Project**

Lori Piccinini, Regional Project Manager, presented PowerPoint slides regarding the Regional Business License and Permits Project. Highlights from the last meeting were reviewed. The proposed Oversight follow-up meeting on the phasing options was pulled due to limited details.

a. **Vision and Current Product Demonstration**

Lori Piccinini, Regional Project Manager, introduced PowerPoint Slides regarding the vision of the project. The vision from the RFP was reviewed including verbiage directly from the RFP, specifically A.14.30, A.4.11, A.4.23, and A.14.31. Accela's response to the RFP was also reviewed, specifically their similar implementations. Randy Farnes, Accela Project Manager, provided a demonstration of the Superagency Setup in Accela Citizen Access (ACA).

Bill Thomas, Reno City Manager Proxy, asked about the regional name "One" and whether it would be confusing for customers in addition to the individual agency logos. Kevin Dick, District Health Officer, felt each jurisdiction's logo must be visible to create trust for customers.

Steve Driscoll, Sparks City Manager, asked why ACA does not auto-fill the information provided at account setup. Randy Farnes, Accela Project Manager, explained this was due to a new application being demonstrated.

Mike Telliano, City of Reno, offered a point of clarification that while a login is required to submit an application in Reno's live implementation, there is no login required for public users searching for available public information.

Bill Thomas, Reno City Manager Proxy, asked why the demonstration showed no verbiage for customers regarding the error received so customer know what the next steps are. Randy Farnes, Accela Project Manager, stated this will happen once the system is fully configured.

Steve Driscoll, Sparks City Manager, expressed his understanding is there will be some type of pay system and used PayPal as an example. He inquired whether if he has a PayPal account already set up, can it be used on ACA and if there would be a shopping cart alternative? Randy Farnes, Accela Project Manager, stated Accela does not touch the money and he could not answer this question so he deferred to the regional team. The regional team will follow up on this question.

Bill Thomas, Reno City Manager Proxy, asked if a customer could then print out a food license. Lori Piccinini, Regional Project Manager, explained that a customer will be able to do this as part of the final project once an application has been approved and paid for. Customers will also be able to search for records. Bill Thomas wanted to know if there needs to be some instructions for customers that they are not done at application submission and that there are additional steps that need to occur. Lori Piccinini explained the email ability the system has to communicate the various steps of the process.

Kevin Dick, District Health Officer, questioned whether the shopping cart feature demonstrated is available in the current version of Accela now or whether it will occur in a future version. Randy Farnes, Accela Project Manager, stated everything shown in today's demonstration is available now. Kevin Dick sought clarification if with the current shopping cart functionality has been resolved and is to the satisfaction of the regional team? Lori Piccinini, Regional Project Manager, expressed that there are a number of bullet points that are still outstanding regarding functionality which Accela will be responding to in the future. Functionality may occur in version 8.0 or 8.1. Functionality issues were outlined on Slide 8 of presentation including single point of entry, transactional versus shopping cart (keep shopping), and multi-merchant account. Randy Farnes stated that as long as all agencies have the same payment vendor, they can have individual merchant accounts. If separate vendors are wanted, that

would pose an issue. There is a difference in the definition of shopping cart - multiple items can be purchased in a single shopping cart, but any additional service not selected at the beginning cannot be included in shopping cart as demonstrated. If a customer chooses multiple services, they can be included, but a customer cannot go in and out of multiple applications and bring them all up for a single payment.

Kevin Dick, District Health Officer, gave an example of getting on the system, selecting three different permits, and being halfway through application when realizing that he does not have information that he needs. Will the system save everything he has completed at that point so that he can come back later? Randy Farnes, Accela Project Manager, stated there is a save and resume feature. Steve Driscoll, Sparks City Manager, asked a follow up question regarding initiating a session and remembering in the middle an additional permit is needed that had not been selected at the start. Would he need to complete the permits that he had started and then go back and start a new process for the additional permit? Randy Farnes confirmed this scenario is 100% correct.

Bill Thomas, Reno City Manager Proxy, requested additional information about how ACA is accessed. Would it be through Google search or through Reno's website? Randy Farnes, Accela Project Manager, stated this is a question for the regional team. Lori Piccinini, Regional Project Manager, stated that this has not been decided yet.

The demonstration was completed. Lori Piccinini, moved the discussion towards the banner and approval of the vision.

Steve Driscoll, Sparks City Manager, stated, as a user, his first instinct would be to click the jurisdiction's logo that he wishes to do business in and nothing would happen. Is it intended once ACA is up and running to make the agency logos a shortcut to get to where you need to go? Lori Piccinini, Regional Project Manager, stated that this has not been decided yet. Don Jeppson, Washoe County, discussed the sphere of influence and that customers may not know which jurisdiction they need to do business with. He envisioned customers would enter the address they are applying for and that will direct them to the proper jurisdiction. It is anticipated that the requested application information will be almost identical between jurisdictions. Steve Driscoll pointed out this is more than anticipated; it was the direction given in the RFP. Address will drive all activity as contracted. Don Jeppson clarified that he used the word anticipated because the functionality has not been demonstrated at this time. Randy Farnes,

Accela Project Manager, felt this was demonstrated and offered to demonstrate again. According to him, that functionality does exist - customers can either apply by services or by address.

Steve Driscoll, Sparks City Manager, opened the floor for any additional questions. There were no additional questions.

Lori Piccinini, Regional Project Manager, sought approval of the vision and approval of the banner with the logos pending any agency logo updates. There will only be one banner or a project change order would be incurred.

John Slaughter, Washoe County Manager, questioned the agency logos and whether their representations were being voted or whether changes to those may occur in the future. Steve Driscoll, sought clarification on whether they were discussing the order of the logos or if an agency logo may change in the future. John Slaughter desired to discuss both issues, specifically that the Washoe County logo shown was their seal rather than their logo and needed to be their logo. Additionally, he felt a graphic artist should determine the best order of the logos for customer consumption. Kevin Dick, District Health Officer, supported the motion, adding that logos be updated to current, but that the Group not be locking anything in regarding the order of the logos.

Proposed Motion: I move to use the banner with the "ONE" logo and the background of the business elements of the valley versus the environmental elements, using the most current logos for the four entities, and that there will be some determination regarding logo placement, then that the banner be returned to the Group before putting it into production.

RESULT: APPROVED [UNANIMOUS]

MOVER: Bill Thomas, Reno City Manager Proxy

SECONDER: Kevin Dick, District Health Officer

AYES: Dick, Driscoll, Slaughter, Thomas

Lori Piccinini, Regional Project Manager, sought approval of the vision as demonstrated including the shopping cart, services selection, location selection, but without the keep shopping feature being available to go live with.

Kevin Dick, District Health Officer, expressed concern with the demonstration as presented. He does not wish to accept a revised vision when a vision is included in the original RFP and does not want to make changes to our understanding of the RFP. However, if this is what is available now, it is something to be considered without changing the vision of a shopping cart function that allows a customer to go back and add something similar to Amazon. Steve Driscoll, Sparks City Manager, expressed a similar issue with what he perceives as a change of the vision. A lot of time was spent in the RFP discussing what the expectation was of the system and its single purpose to allow a customer to come in and do what they need including allowing multiple jurisdictions to be touched. The portal was to be as customer friendly as possible and as alike in nature between jurisdictions as feasible, while knowing that different types of transactions may require differences. Overall, as like in touch and feel as technically possible based on the business restrictions not the technical restrictions. His vision has not waivered and what is expected by his elected officials has not changed regarding what the system is going to look and act like. He is not comfortable changing the vision.

Lori Piccinini, Regional Project Manager, clarified the question is whether we can continue without the keep shopping approach as it is not available functionality at this time, but with location or services-based options for customers. Randy Farnes, Accela Project Manager, defended that, as demonstrated, customers can select multiple transactions and pay with a single payment and he feels the system works as Accela interprets the RFP. Accela feels they have responded to the RFP as they interpret it. However, there are other versions of the software that is coming out, 8.1 and 8.2, which are moving in the direction of allowing the vision to happen. He does not have a date yet, but it is likely within the calendar year. The functions being requested are very near.

Steve Driscoll, Sparks City Manager, requested clarification from the Regional Project Manager. Does she feel that the current version meets what we originally thought we were going to get when we did the RFP? Is she asking us now to select the current technological solution? Lori Piccinini, Regional Project Manager, does not know whether it satisfies the RFP, but is looking for approval on whether we are meeting the vision and whether there is a gap still to go that is expected to be completed in the future.

Kevin Dick, District Health Officer, states in his mind, we are not meeting the vision. He is not aware of any websites that have shopping cart function, but do not have keep shopping functions, and that was the expectation of the shopping cart in the RFP. He does not think the vision needs to be sacrificed to make the decision to move forward with the current approach, if we can transition as the new software versions come to reach a true shopping cart functionality. Group can make the decision without giving up the vision.

Bill Thomas, Reno City Manager Proxy, requested confirmation that the technology does not allow the keep shopping functionality currently. Randy Farnes, Accela Project Manager, confirmed. Bill Thomas asked if there will be a fee to add it on when it becomes available. Randy Farnes said it will be imbedded in the project without an additional cost. Bill Thomas was confident it was okay to get the missing functionality later as long as there is no charge to do so while continuing forward.

Steve Driscoll, Sparks City Manager, asked if adding the functionality makes this is phased project and if an up-charge would occur for this. Randy Farnes, Accela Project Manager, stated that that it would be imbedded in the product and the agencies would be paying maintenance so they would simply see the upgrade. An example was given that the keep shopping feature is a component that will be added in version 8.02. There would not be an additional charge and it is imbedded in the maintenance fee. Steve Driscoll expressed concern that upgrades will be needed to get the full functionality that was expected when the RFP response led the Group to believe the system was already functional. He expressed understanding that there is a technical deficiency today, but that the keep shopping function will be available to us at a later date at no cost and that while he could be okay with that, he was not comfortable. Neil Krutz, City of Sparks, stated that he was not comfortable with this issue and that this is not what we thought we were buying. He had concerned that if ACA does not work for customers, they will cancel attempted applications and not complete any part of their order. Accela was bought to make things easier for our customers and, if a substandard product is rolled out, then we have stepped on our own toes. He stated that he does not think we should go forward with a product that requires that one transaction must be completed before the customer must go back and remember that an additional permit is needed.

John Slaughter, Washoe County Manager, requested that the verbiage read from the RFP be reviewed again. Bill Thomas, Reno City Manager

Proxy, asked what the delay would be if the Group decided they did not want to wait for the functionality. Randy Farnes, Accela Project Manager, said that he would be unable to provide a solid date – perhaps 2016. Lori Piccinini, Regional Project Manager, added that the project is almost 60% complete at this point. Don Jeppson, Washoe County, questioned if that percentage complete includes the record types that the jurisdictions are creating themselves or just those that Accela is working on. Lori Piccinini stated the percentage complete is the Accela portion of work only.

Mike Telliano, City of Reno, explained that additional functionality being added to the system may not be implemented easily. The current version of software is being implemented with some functions being out of scope and therefore not used. Realizing some features at no cost is not the same as a feature being made available at no cost, but needing a contract to be implemented. The Oversight Group needs to be aware of this. There is a large amount of functionality within the product, but it is not realized unless it is implemented and there may be a cost to implement.

Bill Thomas, Reno City Manager Proxy, restated that it is not acceptable for customers to have to complete the records they have started without having the ability to add additional permits or licenses. Steve Driscoll, Sparks City Manager, summarized that Accela's shopping cart function as presented today does not meet the expectation of the typical customer and that it is possibly that functionality in the future may or may not allow the keep shopping function. He asked what the agencies felt about his. Bill Thomas stated he was okay with this deficiency as long as it is a single occurrence, but not if there were going to be multiple other items that would have gaps. Without knowing the end product, he is reluctant to say it is okay. Kevin Dick, District Health Officer, concurred, but added that it is something that should be considered versus delaying the product. Currently, the public has nothing; there is potential lost revenue and there are costs during the implementation so there needs to be a cost-benefit analysis. For his agency, he believes the cost is greater to not continue forward. John Slaughter, Washoe County Manager, also agreed there is a cost to not moving forward and concerns about additional deficits that may present themselves. He recommends moving forward. Bill Thomas expressed a concern regarding credibility loss if go-live is not sooner rather than later. If the project languishes for a long time, the public and elected officials will give up on it.

Lori Piccinini, Regional Projection Manager, explained that while the project can continue, additional changes to configuration may be required

later. While she believes moving forward is in the best interest of the group today, when new functionality becomes available the entire system will have to be re-tested for compatibility which will extend the timelines.

Proposed Motion: I move to set this aside and continue to move forward without changing the vision.

RESULT: APPROVED [UNANIMOUS]

MOVER: Bill Thomas, Reno City Manager Proxy

SECONDER: Kevin Dick, District Health Officer

AYES: Dick, Driscoll, Slaughter, Thomas

b. **Progress Report**

Lori Piccinini, Regional Project Manager, presented PowerPoint slides reviewing the progress of the project, including accomplishments, project timelines, phasing, document storage solutions, update on issues, and ePayment provider.

Steve Driscoll, Sparks City Manager, asked to clarify if the State has developed a process to issue the NV number after all of their requirements have been met rather than at the beginning of their process. Bob Webb, Washoe County, stated that a representative from the Secretary of State's office says the number will not be issued until that portion has been submitted and that it is no longer a State Business License, but is now a State Business Registration. The other required checks may still be outstanding, but this portion has been resolved. Additional information will be determined as the interface is developed. Lori Piccinini, Regional Project Manager, has determined that there is a status field which will be a critical part of the integration. Bill Thomas, Reno City Manager Proxy, asked if the interface will allow the system to populate data from the State's software. Lori Piccinini said it can be developed any way, but she believes the State ID will be used to query and obtain the information. Randy Farnes, Accela Project Manager, explained that the interface is currently being developed and any requests should be made to the regional project team as soon as possible so that they may be included. Steve Driscoll, asked if an agreement had been reached with the State regarding what is confidential information. Specifically, whether the State

will allow the interface to populate all fields or only those that they deem public. Bob Webb, Washoe County, discussed that changes were made during the most recent legislature that made those confidentiality requirements specific to the State only. Information sent to local jurisdictions fall under the individual agency's public records requirements. Steve Driscoll, Sparks City Manager, specified that the agreement with the State needs to be signed by elected officials rather than the Oversight Group.

Kevin Dick, District Health Officer, reviewed the time and the anticipated July 1, 2016 go-live presented along with the 4-to-6 month delay anticipated. While some configured records are nearing completeness, some have not even been started. Lori Piccinini, Regional Project Manager, feels some of the delay is due to a scope of work designed more for a single agency and the implementation methodology of Accela. Kevin Dick, District Health Officer, expressed frustration that an out-of-the-box software was desired and that Accela's experience does not seem to match our project. We are not getting what we thought we were buying. Randy Farnes, Accela Project Manager, feels the superagency setup is responsible for the majority of delays. Accela is trying to answer requests mid-configuration stage and this is costing additional time. Steve Driscoll, Sparks City Manager, added that it is bothersome that solutions are having to be developed for superagency configuration when Accela represented they had experience in this before. He is disappointed and doesn't like being caught off guard. The project is suffering from delays that are not the agencies fault. Randy Farnes offered to show a prior demonstration of ACA to compare to his demonstration today to show how much Accela is working to meet the needs of the group, as the prior demonstration was rejected by the regional team. Steve Driscoll indicated he could get information from the Sparks components of the regional team if historical reference is needed. Randy Farnes, feels that items that are being described as deficiencies meet Accela expectations. Bill Thomas, Reno City Manager Proxy, added that there is an expectation of how the relationship between the agencies and Accela will move forward; we are a customer and wish to be treated as such. There is no desire to hear that delays are our fault or that misunderstanding of expectations are our fault – we feel we have been very clear. We hired a firm who knew what they were doing because we are not experts so Accela should not be saying that the agencies did not give Accela enough information. The customer is to be treated like the customer. Lori Piccinini stated that while Accela does have superagency setups, they are single service providers and we are treading on new ground here.

Kevin Dick, District Health Officer, is happy to hear that solutions are being worked on and conversations are occurring to move the go-live date up. A July date is not satisfactory. That is a particularly bad time of year due to peak permit activity during that time period. Lori Piccinini, Regional Project Manager, says all options are being reviewed. A phasing approach was discussed, but there a substantial additional costs as work must be duplicated. Additionally, risk is increased.

Randy Farnes, Accela Project Manager, added the intent is still to get Reno's self-hosted system migrated by Christmas. Steve Driscoll, Sparks City Manager, expressed confusion over why this is a four month process. There will be additional discussion regarding dates. Bill Thomas, Reno Project Manager, says he has heard training is occurring when staff cannot put that training into use immediately. Lori Piccinini, acknowledged this will be addressed. Kevin Dick, District Health Officer, believes a non-phased approach is still the best path.

Regarding Document Storage, Randy Farnes, Accela Project Manager, says it would be $57,000 to develop the interface as outlined. Using in all agencies will add time and deployment costs because it must be integrated three times. Steve Driscoll, Sparks City Manager, requests that a final, vetted change order return to the Oversight Group in the future to include full costs and technology requirements. This should occur at the next meeting. Kevin Dick, District Health Officer, asked if all entities must choose the same option. Lori Piccinini, Regional Project Manager, says that this is not required.

Steve Driscoll, Sparks City Manager, believes the single point-of-entry in ACA should be added as an issue to be reviewed in the future. Craig Betts, Washoe County, explained that Accela's architects are working to imbed single-entry into the product. Functionality can be viewed as necessary at go-live versus after go-live. Conversations are ongoing with Accela executive management. Accela recognizes some of the functionality is not there and they are working on solutions. There is concern surrounding final payment being due to Accela soon. This is our only leverage. The Oversight Group can empower him to hold back payments prior to the next quarterly meeting, although strides are being made, because the timeline is in jeopardy.

Steve Driscoll, Sparks City Manager, sought clarification if Washoe County and the Washoe County Health District need separate contracts for the ePayment Provider. Lori Piccinini, Regional Project Manager, states they can use a single contract due to same banking.

Kevin Dick, District Health Officer, feels that their board consistently seeks full cost recovery, including with credit card fees. Bill Thomas, Reno City Manager Proxy, says if it can be added in rather than adding an additional fee line that will help with how fee recapturing is seen by customers. Neil Krutz, City of Sparks, says there may be a legal issue recapturing fees and it needs to be looked into. Lori Piccinini, Regional Project Manager, explained that there is a team looking into this which is made up of the Finance Department staff. This can be brought back at the next meeting. The four agencies should discuss with their Financial teams.

c. **Project Budget and Financial Report**

Crystal Carter, Washoe County, presented slides pertaining to the financial report.

Lori Piccinini, Regional Project Manager, reviewed the contract milestones in the Scope of Work.

Kevin Dick, District Health Officer, states that this resonated with him and he wholeheartedly believes payment should be withheld, and possibly that this should have been discussed previously. Steve Driscoll, Sparks City Manager, agreed. Payments need to be more in-line with where we are in the project. John Slaughter can receive reports from Craig Betts as necessary and relay the information to the Group as allowed or call a special meeting.

Proposed Motion: I move to empower Craig Betts the authority to negotiate and to withhold payment within his discretion to maintain leverage in the project.

RESULT: APPROVED [UNANIMOUS]

MOVER: Bill Thomas, Reno City Manager Proxy

SECONDER: Kevin Dick, District Health Officer

AYES: Dick, Driscoll, Slaughter, Thomas

G. Announcements/Reports/Updates

- Kevin Dick, District Health Officer, thanked Lori Piccinini for getting the meeting materials to them ahead of time. Steve Driscoll, Sparks City Manager, concurred.

   a. Accela Engage Conference Presentation
- Lori Piccinini, Regional Project Manager, announced that a team presented at the Accela Engage Conference. It was well received with lots of interest regarding governance.

H. Identification of future agenda items

- Updates on previous agenda items
- Items from the Oversight Group
   - Updates on payment process of the project (Driscoll)

Proposed Motion: I move to include an update on the payment process of the project on the next agenda.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Alex Woodley, Reno City Manager Proxy
SECONDER:	John Slaughter, Washoe County Manager
AYES:	Dick, Driscoll, Slaughter, Woodley

I. Public Comment

NO ACTION WAS TAKEN ON THIS ITEM

J. Adjournment

Proposed Motion: I move to adjourn.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Kevin Dick, District Health Officer
SECONDER:	John Slaughter, Washoe County Manager
AYES:	Dick, Driscoll, Slaughter, Woodley

The meeting was adjourned at 3:10 PM.