

Regional Business License and Permits Program



WASHOE COUNTY
HEALTH DISTRICT
ENHANCING QUALITY OF LIFE

AGENDA

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

City of Reno
One East First Street
7th Floor Caucus Room
Reno, NV 89501

Oversight Group

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

Public Notice: This agenda has been physically posted in compliance with NRS 241.020(3) (notice of meetings) at Reno City Hall – One East 1st Street, Washoe County Administrative Office, 1001 East 9th Street, Reno, NV; Sparks City Hall, 431 Prater Way, Sparks, NV; Washoe County Health District, 1001 East 9th Street, Reno, NV; Washoe County Downtown Reno Library – 301 South Center Street, Evelyn Mount Northeast Community Center – 1301 Valley Road, McKinley Arts and Culture Center – 925 Riverside Drive, Reno Municipal Court – One South Sierra Street, and Reno-Sparks Convention and Visitors Authority – 4001 South Virginia Street, Suite G. In addition, this agenda has been electronically posted in compliance with NRS 241.020(3) at the following websites: www.washoecounty.us/technology; www.reno.gov; www.cityofsparks.us, and NRS 232.2175 at <https://notice.nv.gov/>. To obtain further documentation regarding posting, please contact Ashley Turney, City Clerk, One East 1st Street, Reno, NV 89505, (775) 334-2030; turneya@reno.gov.

Accommodations: Reasonable efforts will be made to assist and accommodate physically disabled persons attending the meeting. Please contact the City Clerk's Office at (775) 334-2030 in advance so that arrangements can be made.

Supporting Material: Staff reports and supporting material for the meeting are available at the City Clerk's Office, and on the following websites: www.washoecounty.us/technology; www.reno.gov; www.cityofsparks.us. Pursuant to NRS 241.020(6), supporting material is made available to the general public at the same time it is provided to the Oversight Group.

Order of Business: Discussion may be delayed on any item on this agenda, and items on this agenda may be taken out of order, combined with other items and discussed as a block, or removed from the agenda. Items scheduled to be heard at a specific time will be heard no earlier than the stated time, but may be heard later.

Public Comment: A person wishing to address the Oversight Group shall submit a "Request to Speak" form to the presiding officer. Public comment, whether on action items or general public comment, is limited to three (3) minutes per person. Unused time may not be reserved by the speaker, nor allocated to another speaker. No action may be taken on a matter raised under general public comment until the matter is included on an agenda as an item on which action may be taken. The presiding officer may prohibit comment if the content of the comments is a topic that is not relevant to, or within the authority of, the Oversight Group, or if the content is willfully disruptive of the meeting by being irrelevant, repetitious, slanderous, offensive, inflammatory, irrational or amounting to personal attacks or interfering with the rights of other speakers. Any person making willfully disruptive remarks while addressing the Oversight Group or while attending the Oversight Group meeting may be removed from the room by the presiding officer, and the person may be barred from further audience before the Oversight Group during that session of the Oversight Group meeting. See, Nevada Attorney General Opinion No. 00-047 (April 27, 2001); Nevada Open Meeting Law Manual, § 8.05.

In addition, any person willfully disrupting the meeting may be removed from the room by the presiding officer. See NRS 241.030(4)(a); RMC §§ 8.12.024, 8.12.027. Examples of disruptive conduct include, without limitation, yelling, stamping of feet, whistles, applause, heckling, name calling, use of profanity, personal attacks, physical intimidation, threatening use of physical force, assault, battery, or any other acts intended to impede the meeting or infringe on the rights of the Oversight Group, staff, or meeting participants.

- A. Roll Call**
- B. Public Comment** – Comments heard under this item will be limited to three (3) minutes per person and may pertain to matters both on and off the agenda. Each person addressing the Oversight Group shall give his name and shall limit the time of their presentation to three (3) minutes per NRS 241.020(2)(d)(7).
- C. Approval of the Agenda (For Possible Action) - September 1, 2015**
- D. Approval of the Minutes from the June 2, 2015 meeting (For Possible Action)**
- E. Update, discussion and possible direction to staff on the Regional Business License and Permits Project (For Possible Action)**
- a. Vision and Current Product Demonstration (For Possible Action).
 - b. Progress Report (For Possible Action)
 - c. Project Budget and Financial Report (For Possible Action)
- 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 (For Possible Action)**
- G. Announcements/Reports/Updates - Oversight Group member announcements/ reports/updates from members concerning the regional business license and permits project. Requests for information and any ideas and suggestions for the project.**
- a. **Accela Engage Conference Presentation (No Action)**
- H. Identification of future agenda items (For Possible Action)**
- I. Public Comment** – Comments heard under this item will be limited to three (3) minutes per person and may pertain to matters both on and off the agenda. Each person addressing the Oversight Group shall give his name and shall limit the time of their presentation to three (3) minutes per NRS 241.020(2)(d)(7).
- J. Adjournment (For Possible Action)**



WASHOE COUNTY
HEALTH DISTRICT
ENHANCING QUALITY OF LIFE



Regional License and Permits Program

Oversight Group Meeting

September 1, 2015



Agenda Items

A. Role Call

B. Public Comment

C. Approval of the Agenda – September 1, 2015

D. Approval of the Minutes – June 2, 2015

E. Update, discussion and possible direction on Project Status

Vision and Current Product Demonstration

Progress Report

Project Budget and Financial Report

F. Regional Technology Fee

G. Announcements | Reports | Updates

Accela Engage Conference Presentation

H. Identification of Future Agenda Items

I. Public Comment

J. Adjournment

Item C & D: Agenda, Minutes

- **Approval of 06/02/15 3rd Quarterly Oversight Meeting Agenda**
 - Highlights from the last meeting
 - Timelines and Impacts
 - 34% Complete
 - Complexities of the Regional project reviewed and high-level project plan
 - Timelines are approximately 3 to 5 months behind. The PM team is looking at options to compact the timelines
 - Accela Executive staff meeting will be held and Oversight follow-up meeting proposed on the phasing options. 18 issues were discussed in relation to timeline impacts and decisions needed to proceed
 - Accomplishments
 - Acknowledged the accomplishments of nearing configuration completion and bringing Truepoint on board in an advisory role and as a resource to help meet the timelines
 - Technology Fee
 - Approval to go forward to incorporate into program and obtain approval by stakeholders, Boards and Council
 - Oversight group action items for the Project and PM Team
 - Demonstration on how the timelines and percentage of project completion are determined (Kevin Dick)
 - Cost benefit analysis and impacts to the organizations of the present implementation approach (Kevin Dick)
 - Update on document storage solution - Accela ADS or AppXtender (Steve Driscoll)
 - Update on any additional potential change orders and issue documents
 - Report on consulting and implementation fees paid based on the contract milestones in the Scope of Work (Kevin Dick)
 - Review of public comment on Technology Fee (Joey Orduna-Hastings)
 - Request to receive and review additional backup materials at least one week prior the meeting

Item E: Vision and Demonstration

- **Vision from the RFP**
- **Accela Product Demonstration**
- **Approval of the Citizen Access Vision and Banner with Agency Logos**



Item E: Vision and Demonstration

■ Vision from the RFP:

- A.14.30: System's public-website shall have a "shopping cart" feature which will allow the citizens to make a single payment which includes all their fees. The "shopping cart" feature should allow the citizen to select multiple transactions to be paid with a single payment
- A.4.11: System shall provide the ability to capture all pertinent customer information once and then be able to access and reuse the captured data for all future activity related to that customer with a possible auto-fill feature (i.e. input once, accessed many times)
- A.4.23: System shall have the ability to duplicate part or all of the data from one record to another.
- A.14.31: System's public-website shall provide receipt verification for payments made on-line.

Item E: Vision and Demonstration

Accela RFP Response:

- ✓ Centralized, integrated permitting and licensing solution to connect information in the office, in the field of via the Web
- ✓ “One Stop Shop” services for greater efficiency, transparency and connectivity to citizens, contractors, licensees and stakeholders

“Accela has success implementing this type of solution and is currently seeing an ongoing national trend in implementing regional solutions with multiple agencies.

Examples of similar projects implementing our the Accela solution includes:

- *State of Oregon (35+ agencies)*
- *State of Montana (State implementation, adding cities on for Permitting and Licensing)*
- *Stanislaus County, CA and Cities“*



Item E: Product Demonstration

■ Superagency Setup Accela Citizen Access (ACA)

The screenshot shows the ONE Customer Portal home page. At the top, there is a banner with a deer and the ONE logo. Below the banner, the text "Customer Portal" is displayed. Logos for WASHOE COUNTY HEALTH DISTRICT, City of Sparks, and WASHOE COUNTY are visible. The user is logged in as Lori Piccinini. A search bar is present. Below the search bar, there are tabs for "Home" and "Services". The main content area includes a welcome message for Lori Piccinini and a section titled "What would you like to do today?" with a list of services: General Information, Planning, Health, Building, Services, Licenses, and Engineering.

The screenshot shows the ONE Customer Portal "Select Services" page. The user is logged in as Lori Piccinini. A search bar is present. Below the search bar, there is a list of services with checkboxes: Building (Washoe County - Commercial New, Add or Tenant Improvement Permit, City of Sparks - Electrical Permit), Engineering, Health (Washoe County - Food Permit, Washoe County - Air Quality Pollution Control), Licenses (City of Reno - Annual Business License Application, City of Sparks - Annual License, Washoe County - Annual License), and Planning. A red circle highlights the "Building" and "Health" sections.

Item E: Approval of the Vision

- Single point of entry
- Transactional versus shopping cart
- Banner with logos



License and Permits Portal



License and Permits Portal



Item E: Progress Report

- **Project accomplishments and timelines**
- **Demonstration on how the timelines and % completion are determined**
- **Cost benefit analysis**
- **Impacts of the implementation approach**
- **Document storage solutions**
- **Issues or potential change orders**
- **ePayment provider selection**

Item E: Accomplishments



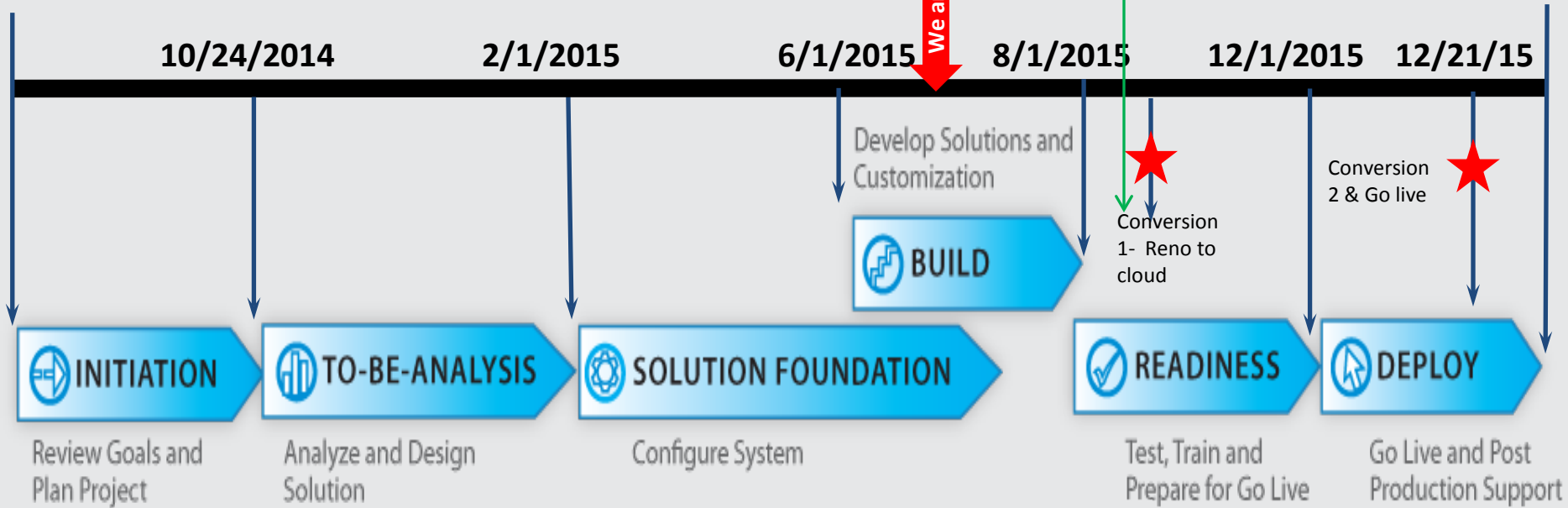
- ✔ Overall 60% - we have completed initiation, configuration and are 30% conversion mapping. **Sparks has a first round of conversion data!**
- ✔ Completed and signed off on Milestones 2, 3, and 4. Two no cost change orders. Signed off on the Regional GIS and addressing integration.
- ✔ Accomplished the BIS and Technology Fee deadlines along with public outreach and comment.
- ✔ We have researched and concluded our search for an ePayment vendor – ACI Worldwide, OPC is the recommended vendor.
- ✔ Executive on-site meeting with Accela’s executive staff and follow-up (Conference). Gained clarity on functionality for ADS, ACA, ePayment.
- ✔ Interfaces started - State Silverflume system. County Collection system. Reporting has begun. Interlocal progress with Silverflume. Truepoint assisting, Regional RTC record type
- ✔ Citizen Portal Banner Design and Portal. Reports server connectivity and regional sharing of Reno’s report database is underway.

Next steps: Finalization of Scripting, Reports Training, Reporting, Complete ACA Config, Conversion continues...

Item E: Project Timelines

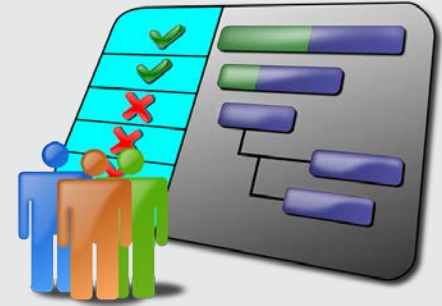
Target
Project
Completion
1/23/2016

Project
Start
9/2/2014



Item E: Project Timelines - % Comp

- Stage 1 – Project initiation - 100%
- Stage 2 – To Be Analysis - 94%
- Stage 3 – Solution Configuration - 90%
- Stage 4 – Build (Conversion|Scripting|Reporting|Interfaces) - 5%
- Stage 5 – Readiness - 4% (User Acceptance Testing)
- Stage 6 – Deploy - 0%



DEMONSTRATION – Accela

Item E: Project Timelines - Deploy

Latest Projected Go Live Dates:

Task Name	Duration	Start	Finish
Reno Migration	16 days	Thu 11/5/15	Thu 12/3/15
Migrate Reno's current reference and transactional data from self hosted to Accela hosted	5 days	Thu 11/5/15	Wed 11/11/15
UAT (Agency to validate both reference & transactional data was moved to hosted environment properly)	10 days	Thu 11/12/15	Wed 12/2/15
Agency Acceptance	1 day	Thu 12/3/15	Thu 12/3/15

GO LIVE	1 day?	Tue 6/7/16	Wed 6/8/16
Reno Go Live (Business License)	1 day?	Tue 6/7/16	Wed 6/8/16
Sparks Go Live	1 day?	Tue 6/7/16	Wed 6/8/16
Washoe County Go Live	1 day?	Tue 6/7/16	Wed 6/8/16



Item E: Phasing Discussion

- **Cost benefit and issue document completed** (*See Issue Document 16*)
- **Accela costs: \$112,000**
- **Advantages: Meets the deadline, Beta approach**
- **Cons: Costs, High risk, Disjointed processes, Dual data entry, Duplications on staff time and processes, Citizen confusion.**

Item E: Document Storage Solutions

- **3 Options**

**1) Point to existing Agency Solutions
(AppXtender) \$27,075**

2) Use Accela's document storage (ADS)

**3) Use ADS for open permits and licenses, then
archive to AppXtender \$57,760**

















Only Option 2 requires no change order

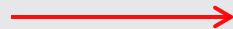
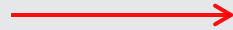
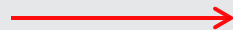
Item E: Update on Issues

18 issues identified last meeting

2 new issue

12 resolved or in process

-  Issue 1_ OG_Document Storage_Accela ADS or AppXtender.docx
-  Issue 2_ RESOLVED_Regional IVR or Standalone IVR Systems and Conversion -Integrated ...
-  Issue 3_ RESOLVED_Building Departments Regional Alignment of Inspection Codes.docx
-  Issue 4_Building Department Regional Alignment of Renewal Processes.docx
-  Issue 5_ RESOLVED_Health Department GIS Layers proper usage through ACA.docx
-  Issue 6_RTC RRIF Fees Collection Regional Process.docx
-  Issue 7_Public versus Non Public Information and Confidentiality Processes_NOIMPAC...
-  Issue 8_Moving Reno to the Cloud and Reno Reports.docx
-  Issue 9_ RESOLVED_Assessor Address Situs Changes Impacts to Regional Project and Pro...
-  Issue 10_ RESOLVED_Silverflume Interface scope changes Legislative bill and Clark Co S...
-  Issue 11_Accela Version 8 Impacts.docx
-  Issue 12_ OG_Regional EPayment Merchant Processor Selection and ACA Functionality...
-  Issue 13_Health Departments Replacement of WashoeEats Restaurant Inspection Interfa...
-  Issue 14_RESOLVED_Accela Mobile Office versus Accela Mobile Apps_NOIMP.docx
-  Issue 15_RESOLVED_Regional Alignment of Receipts or standalone.docx
-  Issue 16_ OG_Phasing of the Regional Project and Project Delays.docx
-  Issue 17_ARCGIS Server Token Security until 8.0.docx
-  Issue 18_Accela Support Organization and Maintenance of Accela Regional Systems on ...
-  Issue 19_ RESOLVED_Scripting version 2.0 versus 3.0.docx
-  Issue 20_ OG_Single Intake Form_Vision_ACA.docx



Item E: Update – ePayment Provider

- Accela confirmation of gateway processors
- OPC, PayPal, Virtual Merchant
- Reference checks, Functionality
- Proceeding with OPC
- 3 separate contracts
- Absorbed fee or Citizen service fee model

Item E: Project Financial Report

June 2014 - August 21, 2015

Accela Government Software Contract (includes all agencies)	
Year 1 Subscription	\$ 281,964.72
Year 2 Subscription	\$ 281,964.72
Consulting/Implementation	1,298,109.94
Contingency	87,369.66
Accela Total Contract Obligation	<u>\$ 1,949,409.04</u>

Accela Government Software Invoices - Paid/In-Process	
Year 1 Subscription	\$ 281,964.72
Year 2 Subscription	\$ 281,964.72
Consulting/Implementation Fees	960,601.35
No Pending Invoices - Current	
Total Paid to Accela by Washoe County	<u>\$ 1,524,530.79</u>

Note: Consulting & Implementation Fees paid to Accela do not include contingency

Washoe County & Health District	
Year 1 Subscription	\$ 129,492.71
Year 2 Subscription	\$ 129,492.71
Consulting/Implementation/Contingency Fees	454,927.91
Total	<u>\$ 713,913.33</u>

City of Sparks - Invoiced by Washoe County	
Year 1 Subscription	\$ 37,030.86
Year 2 Subscription	\$ 37,030.86
Consulting/Implementation/Contingency Fees	326,818.54
Total Invoiced	<u>\$ 400,880.26</u>

Total Paid to Washoe	<u>\$ 400,880.26</u>
Balance Due to Washoe	<u>\$ -</u>

City of Reno - Invoiced by Washoe County	
Year 1 Subscription	\$ 115,441.15
Year 2 Subscription	\$ 115,441.15
Consulting/Implementation/Contingency Fees	287,936.68
Total Invoiced (Includes Interest)	<u>\$ 518,818.98</u>

Total Paid to Washoe	<u>\$ 291,795.76</u>
Balance Due to Washoe utilizing Loan Option	<u>\$ 227,023.22</u>

Prepared by: Crystal Carter
 Comptroller's Office
 775-328-2564
 cacarter@washoecounty.us



Item E: Financial Report (cont.)

■ Contract Milestones in Scope of Work; Fees Paid

PAYMENT SCHEDULE:

Accela will perform the Services on a monthly payment basis, as provided in Exhibit C to the Agreement, and based on: the nature and scope of the Services and associated Deliverables outlined in Appendix E, the expected staffing requirements, project schedule, Accela's and Customer's roles and responsibilities and the other assumptions set forth in this SOW. Monthly progress is determined by the project plan. As part of the project plan development for each phase, Accela and the Agency will develop criteria for measuring deliverable progress. Should Accela fall more than 5% behind the plan and deliverable progress based on these criteria, the Agency may opt to withhold monthly payment until such a time as Accela has caught up on progress. Accela's total price, as also provided in Exhibit C to the Agreement, to perform the Services and provide the Deliverables described in Appendix E is \$1,298,109.94 inclusive of expenses (the "Fixed-Fee"). The Fixed-Fee price is based on the information available at the time of signing and the assumptions, dependencies and constraints, and roles and responsibilities of the Parties, as stated in this SOW. Invoices will be sent on the monthly anniversary of the contract signing until the contracted amount has been met.

Item E: Financial Report (cont.)

Payment #	Amount	Description
1	\$129,810.99	10% Due upon signing
2	\$69,232.53	Monthly Payment 1
3	\$69,232.53	Monthly Payment 2
4	\$69,232.53	Monthly Payment 3
5	\$69,232.53	Monthly Payment 4
6	\$69,232.53	Monthly Payment 5
7	\$69,232.53	Monthly Payment 6
8	\$69,232.53	Monthly Payment 7
9	\$69,232.53	Monthly Payment 8
10	\$69,232.53	Monthly Payment 9
11	\$69,232.53	Monthly Payment 10
12	\$69,232.53	Monthly Payment 11
13	\$69,232.53	Monthly Payment 12
14	\$69,232.53	Monthly Payment 13
15	\$69,232.53	Monthly Payment 14
16	\$69,232.53	Monthly Payment 15
17	\$129,810.99	10% Retention
	\$1,298,109.94	Total



SOW Payment Structure - Monthly payment 12 of 17 paid 8/12/15.
 Total remaining: \$337,508.58

Item F: Regional Technology Fee

- **Proposed Regional Technology fee status**
 - Stakeholder outreach (Chambers, BANN, AGC)
 - Public hearings held 6/30/15
 - Public comment; Feedback
 - Draft BIS in review by all 4 Jurisdictions, hearings scheduled
 - Website established
(www.washoecounty.us/techfee)

Item G: Announcements | Report | Updates

- **Announcements**
 - Accela Engage Conference Presentation
- **Reports**
- **Updates**

Item H: Future Agenda Items

- Updates on previous agenda items
- Items from the Oversight Group
- Next meeting Tuesday, December 1, 2015, 1pm, Washoe County



I. Public
Comment

J.
Adjournment

Item C.

Regional License and Permit Program



MINUTES

Regional License and Permit Program Oversight Group Meeting Tuesday, June 2, 2015 - 1:30 PM

City of Sparks Downtown Training Room - 431 Prater Way, Sparks, 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	Reno City Manager	Absent	1:36 PM
Kevin Dick	District Health Officer	Present	
Steve Driscoll	Sparks City Manager	Present	
John Slaughter PROXY - Joey Orduna Hastings	Washoe County Manager	Present	

The meeting was called to order at 1:31 PM

B. Public Comment

NO ACTION WAS TAKEN ON THIS ITEM

C. Approval of the Agenda

Proposed Motion: I move to approve.

RESULT: APPROVED [UNANIMOUS]

MOVER: Kevin Dick, District Health Officer
SECONDER: Joey Orduna Hastings, Washoe County Manager Proxy
AYES: Clinger, Dick, Driscoll, Orduna Hastings

D. Approval of the Minutes from the March 3, 2015 Meeting

- Oversight Group Meeting - March 3, 2015 1:30 PM

Proposed Motion: I move to approve the minutes from the March 3, 2015 meeting.

RESULT: APPROVED [UNANIMOUS]
MOVER: Kevin Dick, District Health Officer
SECONDER: Joey Orduna Hastings, Washoe County Manager Proxy
AYES: Clinger, Dick, Driscoll, Orduna Hastings

E. Update, discussion and possible direction on the Project status to include Accomplishments, Project Timelines, Impacts, Budget and Financial Report of the Regional Business License and Permits Project

Lori Piccinini, Regional Project Manager, presented PowerPoint slides reviewing the accomplishments, project timelines, impacts, budget and financial report of the Regional Business License and Permits Project to date. She first reviewed the highlights from the 03/03/15 meeting including the technology fee, merchant processor and regional 311 components.

Crystal Carter (Washoe County) presented the financial report through 05/27/15.

Kevin Dick, District Health Officer, inquired about consulting and implementation fees paid to date and whether they are based on a schedule. Lori Piccinini, Regional Project Manager, explained that they are monthly payments detailed within the Statement of Work. Paul Burr (Washoe County) added that the payments are about \$70,000 monthly based upon milestones which are also in the Statement of Work.

Lori Piccinini, Regional Project Manager, continued her presentation with accomplishments, next steps and a preview of the Regional One Portal for the citizen access side. Regarding the project timeline, there is a 3 month lag from the expected timeline at this point. Phasing the project to remain on target for the 12/21/15 go live date is being discussed.

Kevin Dick, District Health Officer, requested additional detail regarding how the timeline and percentage of project complete are being determined. Randy Farnes, Accela Project Manager, explained that the project plan dictates these numbers which Accela creates, but that the project team does have access to the project plan for review.

Lori Piccinini, Regional Project Management, reviewed the impact of the project timeline with the group including issue management. Specifically, Issue #16 (Phasing of the Regional Project and Project Delays) and Issue #18 (Accela Support Organization and Maintenance of Accela Regional Systems on go line) were highlighted.

Steve Driscoll, Sparks City Manager, explained regarding Issue #1 (Document Storage - Accela ADS or AppXtender) that Sparks uses AppXtender throughout many departments and has received a quote for a Sparks-only interface for document storage. He inquired what type of approval process will be handling these issues which may be agency specific while not delaying the process for the regional project. Lori Piccinini stated there is a shared contingency fund and the Oversight Group will review all formal change order requests. Randy Farnes, Accela Project Manager, stated that either is simply an electronic document management system (EDMS) and this is not a significant choice. He acknowledged that the group needs to pick just one EDMS, not two. Steve Driscoll, Sparks City Manager, reiterated that Sparks needs AppXtender so he requests the next steps for a change order occur. Lori Piccinini, Regional Project Manager, expressed concerns about the additional licensing needs that come along with AppXtender.

Joey Orduna Hastings, Washoe County Manager Proxy, asked if a July meeting was a reasonable expectation to review these issues and phasing. Lori Piccinini, Regional Project Manager, stated that 07/21/15 is reasonable. Due to scheduling conflicts, the Oversight Group is tentatively scheduled to meet 07/24/15 at 1:30 PM at Washoe County.

Lori Piccinini, Regional Project Manager, provided additional information pertaining to the complexity of a regional project of this size. Staffing continues to be an issue for this project, specifically regarding subject matter experts who are not able to work on the project on a full-time basis. This will be reviewed again with the Oversight Group in July.

NO ACTION WAS TAKEN ON THIS ITEM

F. Update and discussion on the Regional Technology fee

Michael Chaump, Reno Project Manager, presented a PowerPoint slide for an update on the status of the proposed Regional Technology fee. Public notice and stakeholder outreach have started. Reno has already adopted the fee into the upcoming FY15-16 budget. The proposed fee will not be charged until the system is live and will be \$4 for annual business licenses, \$2 for quarterly business licenses and 4% on building permits. Each agency will manage its own funds generated from this fee and schedule their own Business Impact Statement in front of their elective bodies. Accela is configuring the system to include the Regional Technology fee, but this can be turned off if an agency does not implement the fee.

NO ACTION WAS TAKEN ON THIS ITEM

G. Follow-up on Asset Management, CRM as requested from last meeting

a. Accela CRM project startup

Lori Piccinini, Regional Project Manager, presented a PowerPoint slide for follow-up on Asset Management and CRM. Accela has purchased Public Stuff as a CRM vendor.

Steve Driscoll, Sparks City Manager, acknowledged that City of Sparks is a customer of Public Stuff now and questioned whether it will continue to be supported now that it is under the Accela umbrella. Randy Farnes, Accela Project Manager, stated that Public Stuff will continue.

Lori Piccinini, Regional Project Manager, added that Government Outreach was also acquired by Accela and is now fully integrated.

NO ACTION WAS TAKEN ON THIS ITEM

H. Announcements/Reports/Updates

NO ACTION WAS TAKEN ON THIS ITEM

I. Identification of future agenda items

- Updated on previous agenda items

- Items from the Oversight Group
 - Joey Orduna Hastings, Washoe County Manager Proxy, requested a summary of public response regarding the Regional Technology fee at the September meeting.
- Special meeting on phasing, timelines and support organization - 07/24/15 at 1:30 PM at Washoe County (Caucus Room)
 - Kevin Dick, District Health Officer, requested that to the extent possible \the Oversight Group be provided with information before the meeting. Specifically, a cost-benefit analysis & impacts to the organizations of the presented approaches. Steve Driscoll, Sparks City Manager, expressed disappointment in receiving the information on the same day as the meeting and therefore losing the ability to discuss items with his staff. He requested to receive information as early as possible, but no less than one week prior to future meetings. Lori Piccinini, Regional Project Manager, stated that her goal will be to distribute information two weeks prior.
- Next Meeting - 09/01/15 @ 1:00 PM in Reno

J. Public Comment

NO ACTION WAS TAKEN ON THIS ITEM

K. Adjournment

Proposed Motion: I move to adjourn.

RESULT: APPROVED [UNANIMOUS]

MOVER: Andrew Clinger, Reno City Manager

SECONDER: Kevin Dick, District Health Officer

AYES: Clinger, Dick, Driscoll, Orduna Hastings

The meeting was adjourned at 2:19 PM.



Agency:	Washoe County Regional Permits and Licensing Project	CO #: 1
Project Code:	WASHOECOU004	Date: 7/22/15
Contract ID:	WASHOECOU004	
Initiating Department:	Services	
Initiated By:	Randy Farnes	

A. PROJECT CHANGE DESCRIPTION/TASK SUMMARY:

1. Summary:
 - a. The Washoe County, Reno, and Sparks Nevada SOW, DELIVERABLE 3: UPDATES TO BEST PRACTICE CONFIGURATION reads as:
 "Accela resources will provide consulting assistance to update the delivered of 10 Accela Best Practice Templates for the Agency specific business processes where needed."
 Being that very few of the Best Practice Templates were being used by the agencies, it was agreed that Accela would spend the time allotted for this deliverable by holding WebEx sessions between the Accela Consultants and Agency Staff to aid in the understanding of the To-Be Analysis documents combined with over the shoulder configuration sessions.
2. Changes Requested:
 - a. Accela consultants will spend 10 hours in WebEx sessions with Agency staff in an effort to further explain the To-Be Analysis documents and detailed procedures to achieve the desired configuration based on the accepted To-Be Analysis documents.
3. Acceptance Criteria:
 - a. Accela will have spent 10 hours in WebEx sessions with agency staff reviewing To-Be Analysis documents and their resulting configurations.
4. Cost and Impact
 - a. No cost to either party.
5. Total Project Cost Impact:
 - a. Total configuration Fixed Fee Cost **\$0**
6. BILLING TERMS:
 - a. No invoicing required
7. EXPIRATION:
 - a. N/A

Change Order



Signature and Acceptance

The above Services will be performed in accordance with this Change Order/Work Authorization and the provisions of the Contract for the purchase, modification, and maintenance of the Accela systems. The approval of this Change Order will act as a Work Authorization for Accela and/or Agency to perform work in accordance with this Change Order, including any new payment terms identified in this Change Order. This Change Order takes precedent and supersedes all other documents and discussions regarding this subject matter.

Accepted By: Washoe County Regional Permit & License Rep.	Accepted By: Accela, Inc.
By: <i>[Signature]</i>	By:
Print Name: <i>LORI PIGNINI</i>	Print Name: Lee Ann Slinkard
Title: <i>AGENCY P.M.</i>	Title: Sr. Vice President of Services
Date: <i>8/13/15</i>	Date:
By:	
Print Name:	
Title:	
Date:	

Agency:	Washoe County Regional Permits and Licensing Project	CO #: 2
Project Code:	WASHOECOU004	Date: 7/22/15
Contract ID:	WASHOECOU004	
Initiating Department:	Services	
Initiated By:	Randy Farnes	

A. PROJECT CHANGE DESCRIPTION/TASK SUMMARY:

1. Summary:

a. The Washoe County, Reno, and Sparks Nevada SOW reads as:

"A total of 36 Business Processes/Record types are in scope for this project (8 high complexity, 15 medium complexity and 13 low complexity). The 36 Record types will be configured based on the analysis of the Agency's needs, which is detailed in Deliverable 4 and 5. 10 Record types from the Accela Best Practice Library will be selected by the Agency for configuration which is detailed in Deliverable 3. Due to the nature of this project, Accela expects that the individual Agency's will seek to standardize business processes across the region.

However, after 55 total analysis sessions were completed and 36 record types were configured by Accela, the Washoe County Building Department decided to have another vendor (TruePoint) complete the configuration of three (3) record types. The goal of this no cost change order is to document that the total number of record types to be delivered to the Agencies from Accela should be reduced from thirty-six (36) to thirty-three (33).

2. Changes Requested:

a. Reduce the total number of record types to be delivered to the agencies by Accela from 36 to 33.

3. Acceptance Criteria:

a. Accela will develop 33 record type configurations to the agencies based on the approved To-Be Analysis documents.

4. Cost and Impact

a. No cost to either party.

5. Total Project Cost Impact:

a. Total configuration Fixed Fee Cost **\$0**

6. BILLING TERMS:

a. No invoicing required

7. EXPIRATION:

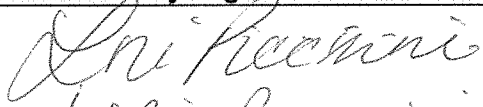
a. N/A

Change Order



Signature and Acceptance

The above Services will be performed in accordance with this Change Order/Work Authorization and the provisions of the Contract for the purchase, modification, and maintenance of the Accela systems. The approval of this Change Order will act as a Work Authorization for Accela and/or Agency to perform work in accordance with this Change Order, including any new payment terms identified in this Change Order. This Change Order takes precedent and supersedes all other documents and discussions regarding this subject matter.

Accepted By: Washoe County Regional Permit & License Rep.	Accepted By: Accela, Inc.
 By: <i>Lori Piccinini</i>	By:
Print Name:	Print Name: Lee Ann Slinkard
Title: <i>AGENCY PROJECT MANAGER</i>	Title: Sr. Vice President of Services
Date: <i>8/13/15</i>	Date:
By:	
Print Name:	
Title:	
Date:	

Item E. Regional License/ Permits Project



PROJECT ISSUE RESOLUTION AND CHANGE FORM

Title: Phasing of the Regional Project and Project Delays
Initiating Department: City of Reno, Washoe County, Tech Services Date: 5/26/15
Initiated By: Michael Chaump, Lori Piccinini
Category: Issue Product Contract Maintenance

Area Affected

Modules: (E.g: Building, Planning, Licensing, Engineering, Code Enforcement, Health)
All modules, Project Wide
Priority: Critical Important Desirable

Description of Issue or Proposed Change

The Regional Business License and Permits Project is showing delays of between two and four months for go live, missing the target date of December 21, 2015.

City of Reno requested that we review a phased approach, where the project can make up traction. It would also allow the City to move ahead and go live within the slated timeframe since they are already on the newer AA platform and Business License record types have the least amount of record types to complete.

The slim contract is one of the main sources of the issue. The agencies originally requested an 18 month project plan and the ending contract was a 16 month plan. The project was geared to be an Accela best practice templates contract or 'stay vanilla' contract which does not lend itself to more complicated regional processes, and assumed the region would utilize very lightly coded record types giving up years of functionality that the agencies already had in place.

The project does not have full time resources assigned to the project team 100% on the Agencies side nor Accela side and both maintained extremely heavy work loads in most phases of the project. Some of the delays are on the County and City side with staff turnovers, staff out of office times and staff not fully allocated or backfilled to the project, however there are missed timelines on Accela's part as well and on Accela's methodology which is very difficult for end user staff to follow with limited training.

Washoe's PM team requested a phased approach in early 2015 and Accela responded on 5/15 and 5/26/15 with the revised project plan and quote. During this timeframe, Accela had staff turnover of Executive Management and key Management resources that could address the issues. Accela has also announced their 8.0 version could potentially cause ACA configuration delays, training delays and some regional functionality may be required in this version.

Item E. Regional License/ Permits Project



Benefits/Reason for Discussion or Change

The Advantages for going with the phased Approach are:

- Allows the project to still meet the deadlines and gives it a beta type approach
- Regional Business License is a good candidate since there are less processes to go live (each agency has approximately 5-6 record types) and they are the most regionally aligned
- Change Management and selling to the citizens one core area may be easier and more simplistic'
- Note – this approach will only work if Reno's 5 business licenses are completed and on track.

The Disadvantages for going with the phased Approach are:

- Many processes are intertwined today in multiple areas of Building, Health and Business License that would negatively affect the agencies by going with the phased approach:
 - Dual data entry into two systems would take extra staff time and increase errors
 - Switching between both systems will be inevitable; duplication of effort
 - Health Departments' processes would be impacted
- There is the potential for confusion for the citizens and disjointed processes
- Additional costs would be incurred per Accela. Having to politically hit the deadline may outweigh the perceived benefits (City and County of Stanislaus example)
- Additional risk of putting off other pieces of the project too far and getting too far behind causing more delays of second go live
- Other hidden costs: Extra staff time is needed for maintaining and following dual project plans, duplication of effort in duplicate processes to repeat conversion, User Acceptance Training and, and end user training
- Budget. We do not have this large of a contingency budget for the phased approach.
- Since the Business license team staff do not really have impacts on the other areas, the other project staff could get stagnant and pulled into other projects.

The Risks:

- If we go with this approach now, and any other timelines slip, we cannot turn back or more delays will result in the second go live. The lack of momentum for portions of the project would cause a difficult restart for phase 2.
- City of Reno has to be ready to move to the cloud at the same time or additional costs would apply
- Reno Reports would need to be revised to go with the phased approach and need to be ready.
- The Silverflume interface would need to be completed as well within this timeframe
- There will be risk with performing a second conversion for the remaining data to move into an already production/live environment for the second go live.

Item E. Regional License/ Permits Project



Project Team Staff Investigated/Researched by and Actions taken:

Assigned to:	Washoe Management, Accela Randy Farnes	Date: 5/15/15
Comments: On 5/14/2015 the county Received a quote in the \$111,635 range to phase the project. The quote was primarily for duplicated processes (two conversions, two UAT, two trainings). The quote took into considerations of extra staff time for a second go live and on 5/26 the County received the phased project plan. The Revised phased Project plan still allows for parallel processes in the ACA configuration, Reports, Scripting and EDR configuration (so some other areas of the project will continue to gain momentum) but the focus is on the core reports for go live, conversion of those core first phase processes, scripting and configuration, then duplication is needed for phase 2 in the above processes.		

Impact Analysis

On: Budget, resources, project days/schedule, other modules, etc.	
There would be significant impacts to all areas of the project. In order to phase the project: the extra cost is \$111,635 plus additional staff time as the project would be extended. The Risks outweigh the Advantages and the Project Team has come to the consensus that phasing is not an option and will take this back to the Oversight Group.	
PM Status: <input type="checkbox"/> Approved <input type="checkbox"/> Deferred <input checked="" type="checkbox"/> Rejected <input type="checkbox"/> Closed	Date:

Approval for Implementation, Deferral, Rejection

Project Management: Lori Piccinini	Date: 9/1/15
Comments: This issue will be taken to the Executive Oversight Committee 9/1.	
Executive Committee:	Date:
Comments:	

If the above work results in a change order:

The above Services will be performed in accordance with this Change Order/Work Authorization and the provisions of the Contract for the purchase, modification, and maintenance of the Accela systems. The approval of this Change

Item E. Regional License/ Permits Project



Order will act as a Work Authorization for Accela and/or Agency to perform work in accordance with this Change Order, including any new payment terms identified in this Change Order. This Change Order takes precedent and supercedes all other documents and discussions regarding this subject matter.

Accepted By: Agency	Accepted By: Accela, Inc.
By:	By:
Print Name:	Print Name:
Project Manager:	Title: Director
Date:	Date:

Accepted By: Agency	Accepted By: Accela, Inc.
BY:	By:
Print Name:	Print Name:
Title:	Title: Sr. VP of Services
Date:	Date:



Deliverable Acceptance

Please acknowledge acceptance by:

A

Signing and faxing this document to:

Accela, Inc.
Randy Farnes
Project Manager
Tel: (415) 300-5208

B

Emailing this signed document as an attachment to:

rfarnes@accela.com

OR

Date:	6/9/2015
Agency Name:	Washoe County, NV
Approving Agency Manager:	Lori Piccinini
Accela Manager:	Randy Farnes
Project Name / Code:	Washoe County, PP - AA (WASH3AAAUP)
Contract / Agreement #:	1005643

Agency agrees that Accela has successfully completed the following Deliverables:

Deliverable #	Source / Reference Details	Amount Billable
DELIVERABLE 2: ACCELA AUTOMATION SETUP – ACCELA CLOUD	Scope of Work	\$0.00

Agency agrees that Accela has successfully completed the Deliverables described above in accordance with the terms of the related Contract/Agreement.

APPROVALS:

Washoe County, NV

Agency Name

Signature

Title Technology Services Project Coordinator, Regional PM

Date 7/15/15

*Note: *The deliverables were delivered by Accela however only the Development Environment has been reviewed and tested so far, and in scope is the setting up of three environments (DEV, TEST and PRD). Moving Reno to the cloud has not been completed yet but is in a test state. Agency has not seen the complete vision by the cloud setup to date for the regional platform with a single shopping cart through ACA. XAPO and AGIS usage between the delegate's agencies has not been tested for proof of concept through ACA for a regional address however. A final note, is the speed concerns and sporadic downtime of SUPP. We are signing this document in good faith these issues and any new found will be resolved and we will have full functionality in all environments upon go live.*

Please acknowledge acceptance by:

A

Signing and faxing this document to:

Accela, Inc.
Randy Farnes
Project Manager
Tel: (415) 300-5208

B

Emailing this signed document as an attachment to:

rfarnes@accela.com

OR

Date:	6/9/2015
Agency Name:	Washoe County, NV
Approving Agency Manager:	Lori Piccinini
Accela Manager:	Randy Farnes
Project Name / Code:	Washoe County, PP - AA (WASH3AAAUP)
Contract / Agreement #:	1005643

Agency agrees that Accela has successfully completed the following Deliverables:

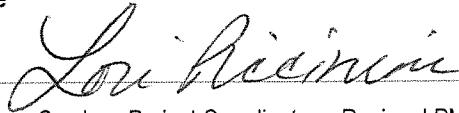
Deliverable #	Source / Reference Details	Amount Billable
DELIVERABLE 3: UPDATES TO BEST PRACTICE CONFIGURATION	Scope of Work	\$0.00

Agency agrees that Accela has successfully completed the Deliverables described above in accordance with the terms of the related Contract/Agreement.

APPROVALS:

Agency Name

Signature



Title Technology Services Project Coordinator – Regional PM

Date 7/15/15

**Note - This will be signed off based on the no cost change order performed to modify these hours to cover the 'over the shoulder configuration sessions'. The sessions were performed, but to note only 1 out of 10 of the Best Practice Templates was utilized by the agencies as they were found to be either contain not enough detail or too much detail to utilize as is for the agencies without creating a new record type. These record types were used more in a training fashion as to where to start to build a record type.*

Please acknowledge acceptance by:

A

Signing and faxing this document to:

Accela, Inc.
Randy Farnes
Project Manager
Tel: (415) 300-5208

B

Emailing this signed document as an attachment to:

rfarnes@accela.com

OR

Date:	6/9/2015
Agency Name:	Washoe County, NV
Approving Agency Manager:	Lori Piccinini
Accela Manager:	Randy Farnes
Project Name / Code:	Washoe County, PP - AA (WASH3AAAUP)
Contract / Agreement #:	1005643

Agency agrees that Accela has successfully completed the following Deliverables:

Deliverable #	Source / Reference Details	Amount Billable
DELIVERABLE 4: TO-BE ANALYSIS SESSIONS	Scope of Work	\$0.00

Agency agrees that Accela has successfully completed the Deliverables described above in accordance with the terms of the related Contract/Agreement.

APPROVALS:

Agency Name

Signature



Title Technology Services Project Coordinator – Agency Regional PM

Date 7/15/15

**Note – The Onsite To-Be Analysis sessions were held on time from September through November, 2014. Additional follow-up sessions continued into early December with webex's to resolve some questions on sessions.*



REGIONAL TECHNOLOGY FEE

Jurisdictional approaches to collecting the proposed fee

CITY OF RENO

Building: Charge the 4% regional technology fee for all non-exempted building permits. The technology fee will be offset by an overall permits fees reduction of 4%.

Business License: Charge \$4 on all annual license renewals and \$2 on all quarterly license renewals; except for gaming, utility and temporary license renewals.

Engineering: Charge the 4% regional technology fee on all engineering applications.

Planning: Charge the 4% regional technology fee on all planning applications.

CITY OF SPARKS

Building: Request Council approval for the fee and set it at 0%.

Business License: Charge \$4 on all annual licenses and \$2 on quarterly license, except for gaming license and utility agreements.

Engineering: Request Council approval for the fee and set it at 0%.

Planning: Request Council approval for the fee and set it at 0%.

HEALTH DISTRICT, ENVIRONMENTAL SERVICES

Charge the 4% regional technology fee for all permits.

HEALTH DISTRICT, AIR QUALITY

Charge the 4% regional technology fee for all permits except Federal PSD/Title V permits.

WASHOE COUNTY

Building: Charge the 4% regional technology fee, and may reduce the permit fee by an equal amount.

Business License: Charge the \$4 annual and \$2 quarterly fees, except for gaming licenses and for electric energy service and telecommunication service licenses

Engineering: Charge the 4% regional technology fee on all engineering applications.

Planning: Charge the 4% regional technology fee on all planning applications.

Item F.

Regional License/ Permit Platform



Agency Meetings and Public Workshops

Chamber	June 9, 2015
AGC	June 18, 2015
BANN	June 23, 2015
Public Workshops	June 30, 2015 (Noon to 1 pm) June 30, 2015 (5:30 to 6:30 pm)
BEFAC	Reno – October 2015 Sparks – August 4, 2015 Washoe County – September 2015

Time Frames

BIS required comment period (done before staff report due)		
	Notices mailed	End of comment period
Sparks	June 17	June 30
Washoe County	June 1	June 30
Reno	n/a	June 30
District Health	n/a	June 30

Business Impact Statement Approval		
	Staff report	Meeting date
Sparks	October 13	October 26
Washoe County	September 16	October 13
Reno (presentation for information only)	October 21	November 4
District Health	October 2	October 22

Regional Technology Fee adoption		
	Staff report	Meeting date
Sparks	October 27	November 9
Washoe County	October 2	October 27
Reno	n/a	n/a
District Health	October 30	November 19



Regional Business License and Permitting Program

ENGAGE






Introductions



Introductions

Presenters:

- Lori Piccinini, PMP; Technology Services Project Coordinator, Agency Project Manager 
- Michael Chaump, Business License Relations Manager, City of Reno, NV 
- Jessica Easler, Customer Service Manager, City of Sparks, NV 

Project Team Structure



Project Team Structure

- Executive Oversight Group
- Project Sponsors
- Project Management Team
- Subject Matter Experts
- Technical Administrators



Why a Regional Project?



Why a Regional Project?

- Improve customer service and communications
- Antiquated systems
- Potential cost savings and shared resources
- State legislation request - Shared Services Committee
- Platform foundation – *One Region, One Stop Shop for Permits and Licenses*



Timelines



TASK 1
TASK 2
TASK 3
TASK 4



Timelines

- Regional Executive Team created - April 2012
- Request for Proposal (RFP) - May 2012
- Selected Accela, Inc. - April 2013
- Contract Executed - June 2014
- Project Kickoff - Sept 2015
- Anticipated Go Live - Dec 21 2015



Our Vision



Our Vision

- One Regional Portal for citizens
- Customer-centric practices
- Integrated regional database and platform
- Cost savings
- Regional collaboration



Project

Scope



Project Scope

- Super Agency Installation
- Civic Platform - Accela Automation (AA)
- Accela Mobile Apps
- Accela GIS (AGIS) - Regional Shared GIS XAPO
- Accela Citizen Access (ACA)
- Interfaces

Project Scope – Superagency Setup

The screenshot displays the Accela Automation web application interface within a Windows Internet Explorer browser window. The browser's address bar shows the URL <https://av.supp.accela.com/jetspeed/portal>. The application header includes the user name "Lori Piccinini" and the role "PermitsAdmin" for "WASHOE County". A red circle highlights the user profile dropdown menu, which lists "RENO SPARKS WASHOE", "Lori Piccinini", "Accela Admin", and "Sign Out".

The main content area is titled "Record" and contains a table of records. The table has columns for Record #, Status, Record Type, Application Name, Opened Date, Street #, Dir, Street Name, Type, Unit #, Related Records, First Name, Last Name, Business Name, Created By, and Short Notes. The first record is selected and highlighted in blue.

Record #	Status	Record Type	Application Name	Opened Date	Street #	Dir	Street Name	Type	Unit #	Related Records	First Name	Last Name	Business Name	Created By	Short Notes
RE15-000003		REMOVE TEST BTO Residential New Single Family	Residential New Single Family	03/23/2015	328		WHEELER AVE	AVE		View			Berens Corp	SWALTEMYER	
RE15-000002		REMOVE SK Test Residential New Single Family	Hello Kitty Test	02/02/2015	180		ROSE	CIR		View	Kelly	Osbourne		SKAMAL	
RE15-000001		REMOVE SK Test Residential New Single Family	SK Test Single Family	02/02/2015	659		BOOTH			View	Allen	Booth		SKAMAL	
PMT15-000006	Submitted	Pool/Spa - Residential	Brenda's Pool	05/26/2015	35		MARTIN ST	ST		View				ADMIN	
PMT15-000005	Submitted	Pool/Spa - Residential	Brenda's Pool	04/21/2015	180		ROSE	CIR		View	J	W		ADMIN	

Below the table, the "Record ID: RE15-000003" is displayed. The "Go To" menu includes options for Summary, Record, Activities (0), Activity Summary (3), Address (1), Addtl Info, App Specific Info, App Specific Info Tables (0), Calendar, Comments (0), Flags (0), Requirements (0), and Consolidated Record Activities (1).

The record details section shows the following information:

- File Date: 03/23/2015
- Application Status: [Not specified]
- Description of Work: [Not specified]
- Application Detail: Detail
- Application Type: REMOVE TEST BTO Residential New Single Family
- Address: 328 WHEELER AVE, RENO, 89502
- Owner Name: CORDON ENTERPRISES LLC
- Owner Address: 1484 SERENITY CT, SPARKS, NV, 89435
- Application Name: [Not specified]
- Parcel No: 013-013-21

Contact Information:

Contact Info	Name	Organization Name	Contact Type	Contact Primary Address	Status
	CORDON ENTERPRISES LLC		Applicant		Active
	CORDON ENTERPRISES LLC		Agent		Active
	Berens Corp	Berens Corp	Corporation		Active
	Jodie Moran		Attorney	Business 1200 Harris	Active

Licensed Professionals Info:

Primary	License Number	License Type	Name	Business Name
	44444	General Contractor	One Test	Test Account

Project Scope – Superagency Setup ACA

Customer Portal

WASHOE COUNTY HEALTH DISTRICT
ENHANCING QUALITY OF LIFE

City of Sparks

CITY OF WASHOE COUNTY
STATE OF NEVADA

RENO

Logged in as Lori Piccinini | Accessibility Support | [Collections \(0\)](#) | [Account Management](#) | [Logout](#)

Search

Home Services

Welcome Lori Piccinini
You are now logged in.

What would you like to do today?
To get started, select one of the services listed below:

General Information Lookup Property Information	Services Create an Application by Selecting Services Apply for a Permit Search Permit Records
Planning Search Applications	Licenses Search & Renew Licenses
Health Search Applications	Engineering Search Applications
Building Search Applications	

Customer Portal

WASHOE COUNTY HEALTH DISTRICT
ENHANCING QUALITY OF LIFE

City of Sparks

CITY OF WASHOE COUNTY
STATE OF NEVADA

RENO

Logged in as Lori Piccinini | [Collections \(0\)](#) | [Reports \(1\)](#) | [Account Management](#) | [Logout](#)

Search

Home Services

[Create an Application by Selecting Services](#) | [Apply for a Permit](#) | [Search Permit Records](#)

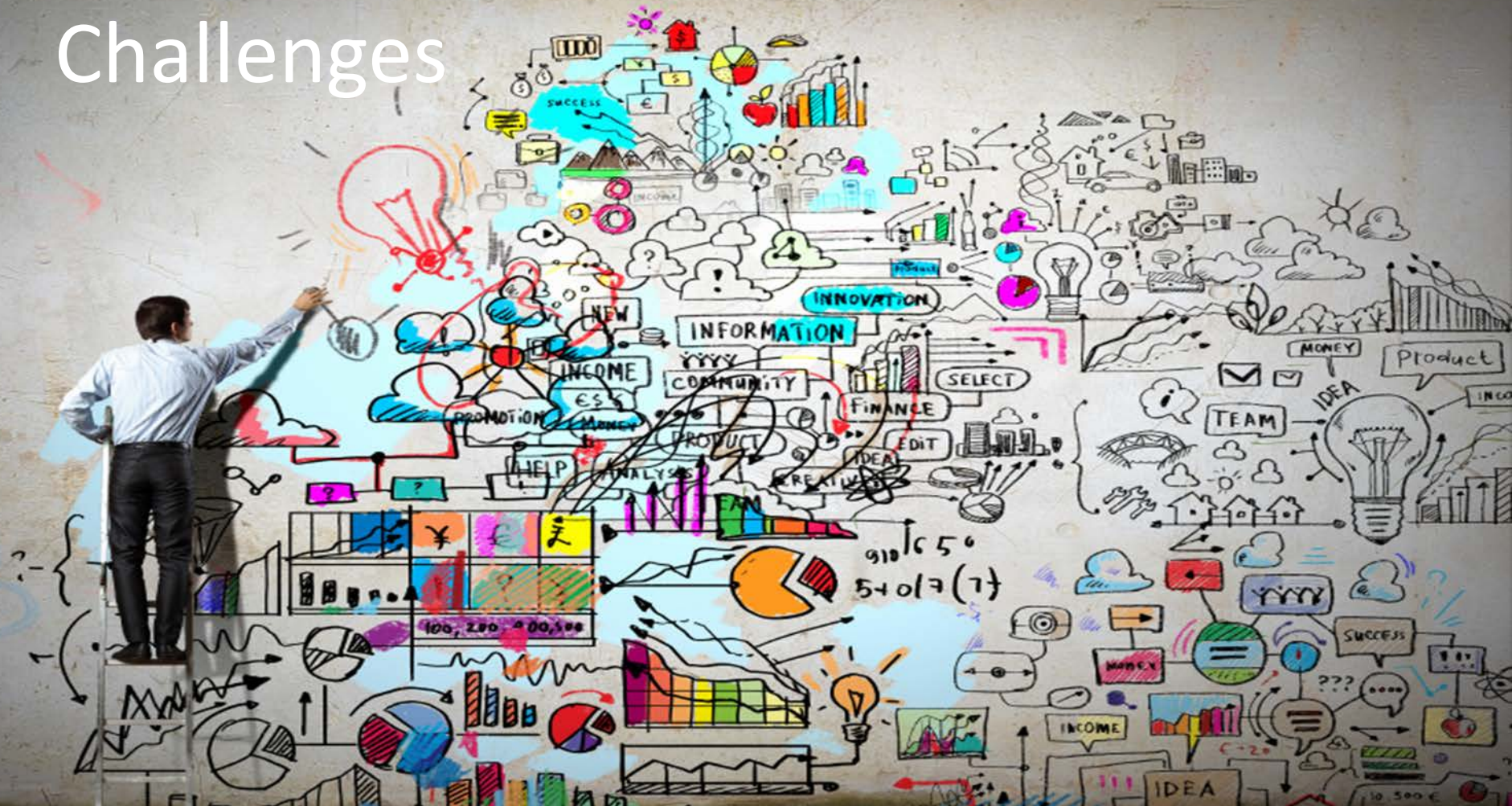
Select Services

Search

- ▼ Building
 - Washoe County - Commercial New, Add or Tenant Improvement Permit
 - City of Sparks - Electrical Permit
- ▶ Engineering
- ▼ Health
 - Washoe County - Food Permit
 - Washoe County - Air Quality Pollution Control
- ▼ Licenses
 - City of Reno - Annual Business License Application
 - City of Sparks - Annual License
 - Washoe County - Annual License
- ▶ Planning

Complete Application

Challenges



Challenges

- Buy-in and approval from elected officials
- Aligning processes and ordinances
- Best practice templates contract
- Hosted and superagency constraints
- Project management and staffing
- Single payment provider



What We Did Right!



What We Did Right!

- Regional Interlocal Agreement
- Citizen and stakeholder engagement
- Proposed technology fee and program value
- Regional GIS source completed prior to project start
- Engaged upper management

Benefits



Benefits

- Regional foundational platform for future growth
- Integrated regional database
- Shared licensing, subscription costs and logins
- Reduced duplication between jurisdictions
- Future cost savings - Scalable
- Leverages current technology - Cloud
- Citizen engagement - Online capabilities



Takeaways



Takeaways

- Determine the level of contract you need
- Determine governance structure in a multi-agency implementation
- Regional projects increase the complexity and timelines
- Understand to-be analysis and processes
- Backfill project staffing

Questions



Contact Information

Lori Piccinini, PMP; Washoe County, NV, Agency Project Manager

lpiccinini@washoecounty.us 775-328-2376



Michael Chaump, Business License Relations Manager, City of Reno, NV,

chaumpm@reno.gov 775-334-2090



Jessica Easler, Customer Service Manager, City of Sparks, NV

jeasler@cityofsparks.us 775-353-5555

