



DRAFT MINUTES

Regional License and Permit Program Oversight Group Meeting Thursday, January 21, 2016

Washoe County - Mt Rose and Slide Mountain Conference Rooms
1001 E. Ninth Street, Bldg. A, 2nd Floor West End
Reno, NV 89512

Oversight Committee

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

John Slaughter, Washoe County Manager, chaired the meeting with a call to order with a note to be added that the Oversight Group is working off of the Amended Agenda properly noticed.

A. Roll Call

| Attendee Name | Title | Status | Arrived |
|-------------------------------|----------------------------|-------------------|---------|
| Andrew Clinger Bill Thomas | Reno City Manager Proxy | Absent Present | |
| Kevin Dick | District Health Officer | Present | |
| Steve Driscoll | Sparks City Manager | Present | |
| John Slaughter | Washoe County Manager | Present | |

B. Public Comment

No action was taken on this item.

C. Approval of Amended Agenda – January 21, 2016

Proposed Motion: Approval so moved.

Mover: Bill Thomas, Reno

Second: Steve Driscoll, Sparks

Result: Approved [Unanimous]

AYES: [Unanimous]

D. Approval of the Minutes from the December 1, 2015 meeting

Proposed Motion: Kevin Dick requested a change to page 7, in the fourth paragraph. Mr. Dick reported that the Health Department has legacy hardware that's being used for the existing legacy system and have new tablets in use with the new software. The new Accela software is not working on the old equipment.

Annette Van Der Wall, Washoe County, reported receipt of one additional change to the bottom paragraph of page 2, to remove the name Kim Bruce as the new Project Manager and correct it to Peri Halliwell.

Proposed Motion: Move to approve the minutes with the changes noted.

Mover: Kevin Dick, Health Department

Second: Steve Driscoll, Sparks

Result: Approved [Unanimous]

AYES: [Unanimous]

E. Update, discussion and possible actions

Lori Piccinini, Washoe County, provided a review of the possible actions listed below from the Amended Agenda and reported per attorney review that change order #4, presented by Accela, is required in order to continue with the project. Ms. Piccinini reported that the project team worked with Craig Betts, Washoe County, to assure deliverables could be met, not simply continue making payments without deliverables and that beginning with June payments, payments for work will align to deliverables. The first step was to finalize the solution foundation and developments by date.

Steve Driscoll, Sparks, requested that Accela specify the Accela project team staff names and titles to which Lori Piccinini replied that she would request that update and the members introduced themselves as listed below:

Christine Herb, Project Executive; Peri Halliwell, Project Manager; Emmett Wylam, Sr. Implementation Consultant; Brenda Barens, Implementation Consultant; Technical Consultants and Training Consultants will be assigned on as needed basis depending on the needs of the task.

Steve Driscoll, Sparks, called attention to page 3 of the payment schedule, indicating that he had the same concern about approving payments and pointed that the language, should be called “completion payments” not “progress payments” in Paragraph 2 on page 3.

Bill Thomas, Reno, indicated that he would only be comfortable with completion payments.

Craig Betts, Washoe County added that the change order is an agreement with a deliverable schedule based on when the deliverables are due as a compromise to a deliverable based change order, adding that if the project falls more than 5 days behind on either side, actions can be taken to withhold payment. Additional funding would be needed for a deliverable based change order.

Bill Thomas, Reno, asked what assurance of success could be provided that this project will be on time and on budget.

Christine Herb, Project Executive, replied that the ONE Project Plan is detailed and quickly open and transparent to any challenge. Ms. Herb opined that the project wasn't really synced before, but very wide open to slippage.

Steve Driscoll, Sparks asked who is the responsible for deciding if Accela invoices get paid.

Craig Betts, Washoe County, replied that the PM team would get together and discuss if tasks were not completed on time per the schedule.

Peri Halliwell, Project Manager, clarified deliveries by the months identified and secondly critical path tasks to which she opined the "absolutely critical on a specific date" critical path could indicate project slippage and other items could be scheduled at multiple times in the project. Ms. Halliwell explained that holding Accela to the critical path is just as important.

Christine Herb, Project Executive, explained that originally, the contract didn't have the deliverables in the path, therefore the project team added this definition. Ms. Herb added that not all of the items are on critical path that affects end date and that the Project Managers' role works with the key dates. Accela cannot miss critical dates and the Project Team can't either to meet the goal date.

Steve Driscoll, Sparks asked for the use of page 2 and 4 that define the payments if Accela will only tie the payments due to completion of a critical path.

Christine Herb, Project Executive, reported that the progress based change order matches the existing contract, i.e.: what it takes to progress and how long divided into monthly payments; anticipation of monthly accomplishments, but added that every month on a regular basis is a progress payment. Along this continuum the project teams are both managing to these items and mitigation on the 5 day leeway. Ms. Herb added that she sees the potential of the business side adding costs later.

Kevin Dick, Health Department asked staff to clarify the change order and confirm that it means that if Accela does not accomplish the critical path items by the end of each month, payment may be withheld and ask staff if confident that we can achieve the critical path items by the go live day.

Lori Piccinini, Washoe County, answered yes, the Project Team is confident that the tasks will be completed by the revised go-live date and reported that ongoing tasks are accurate.

Kevin Dick, Health Department asked to explore a scenario of what would happen if Accela falls behind on meeting the critical path tasks causing delays and our business side did, and we go beyond the month of August due to the slippage. Mr. Dick added that there is a small 10% holdback, but when we come to the end of August will Accela walk away or guarantee to finish the project?

Christine Herb, Project Executive, stated that Accela would continue to work on the project and that fact would not take away from the work or the promise.

Amber Drlik, Reno, stated that Reno has an initial prototype outstanding since November, with 23 issues to address and opined that she doesn't feel comfortable with being able to complete the project on

time. Ms. Drlik also reported that the “100% completed Reno Business License” status is incorrect on the task list.

Peri Halliwell, Project Manager, indicated that each week, a task list is sent out to each agency and the tasks are updated; Accela updates on the Accela side; and the project team updates their information for review.

Bill Thomas, Reno, opined that the project should stop costing funds and progress is contrary to a Regional Solution - 69% complete and 93% paid. Mr. Thomas opined that there is not much choice but to keep going with fund allocations from Reno, Sparks & Washoe County. Mr. Thomas added his willingness to take forward Reno’s \$36K change order funding with the understanding that Accela will not get paid until work is completed.

Kevin Dick, Health, agreed with Mr. Thomas’ assessment and stated that letting down the community with project stoppage would be worse than funding completion. Mr. Dick opined that project staff needs to take a hard look at the past, present and future and agree to move forward. Mr. Dick added that he is encouraged with significant project management and implementation prospects for moving forward.

Discussion followed and John Slaughter, Chair, read items 1-5 into the record:

Update, discussion and possible:

- 1. Action to accept Project Change Order Number 4 and approve the project plan for August 22, 2016 go live with Accela in the total amount of \$148,000 and direct staff to make the necessary payments based on the jurisdictional split of payments outlined in the Interlocal Agreement or to make the necessary payments based on a different jurisdictional split of payments as decided by the Oversight Group (For Possible Action); AND*
- 2. Discussion and possible direction to staff to include phasing options for an implementation earlier than go live for City of Reno, City of Sparks and/or Washoe County and to bring those phasing options and associated costs back to the Oversight Group for review and possible approval. (For Possible Action) (Amended item); OR*
- 3. Direction to staff to prepare staff reports for possible board and council presentations for elected official review and possible approval of Project Change Order Number 4 with Accela in the total amount of \$148,000; AND/OR the total amount of \$148,000 plus any of the phasing options requested as noted in item 2 (For Possible Action); AND/OR*
- 4. Direction to staff to proceed with Item 3 as noted above and to utilize contingency funding for the first month of payment totaling \$16,650 to Accela, to allow the project to continue until board or council approval of larger dollar amount or appropriation of funding can be determined (For Possible Action); OR*
- 5. Direction to staff to negotiate with Accela for modifications to Project Change Order*

Number 4 and/or to reject Project Change Order Number 4 with or without proposals to complete the contract work with Accela (For Possible Action).

Items 1, 3 & 4:

Proposed Motion: Recalled by Kevin Dick, Health, to add further definition after discussion below.

Mover: Kevin Dick, Health

Recalled by: Kevin Dick, Health

Steve Driscoll, Sparks, asked if there would be any other funding requests outside of the change order that his jurisdiction would be asked to pay for by before the August completion date as he intends to bring all funding to his council at the same time. Mr. Driscoll saw additional training, and conversion work that would bring Sparks' additional costs closer to \$70,000, than \$44,000.

Chris Stevenson, Sparks indicated that going ahead with Sparks' plan would include the ADS (Accela Data Storage) portion of the plan not included in the original or change order plans, \$12,000 quoted for the additional cost related phasing if needed and ADS costs.

Christine Herb, Project Executive, reported additional options and interfaces for the imaging system are still under discussion, however there is a solution incorporated into the system.

Steve Driscoll, Sparks, asked if Accela would provide the additional amount to him within the next two weeks to enable him to request the additional funding.

Peri Halliwell, Project Manager, stated that the whole project team will be accountable to make the ADS decision and she would work on getting that price for Sparks as several options are on the table.

Kevin Dick, Health Department, amended the original motion to include wording for Sparks concerns and include decision timing.

Proposed Motion restated after discussion and solidified:

I had moved to accept Project Change Order #4 and approved the Project Plan for August 22, 2016 go-live with Accela in the total amount of \$148,000 and direct staff to prepare staff reports for possible board and council presentations for elected official review and possible approval of project change order #4 with Accela in the total amount of \$148,000 and that \$148,000 would be cost distributed across the entities according to the handout today "Accela Regional Permits & License Program Projected Change Order for Amounts" which identifies the amount for Reno as \$36,260, the amount for Washoe County and the Health District as \$67,636, and the amount for Sparks as \$44,104. And I would direct staff to proceed to utilize contingency funding up to the first 2 months of payment under the change order totaling \$16,650 per month to Accela, to

allow the project to continue until board or council approval of a larger dollar amount and that once the \$148,000 amount is approved that the contingency fund be reimbursed.

Mover: Kevin Dick, Health

Second: Steve Driscoll, Sparks, seconded the restated motion

Result: Approved [Unanimous]

AYES: [Unanimous] Kevin Dick, Health Department; Steve Driscoll, Sparks; Bill Thomas, Reno; John Slaughter, Washoe County.

Item 2:

Steve Driscoll, Sparks, and Bill Thomas, Reno, expressed that their agencies will not request an effort to phase their systems live early in order to expedite the go-live and work with the August plan.

Proposed Motion: Closed for lack of motion.

Item 5: This item was covered in the motion of items 1, 3 & 4

- B. Presentation and discussion on the status of the Superagency Coordinating Team.** Team members will provide information on the scope, charter and goals of the Superagency Coordinating Team for Approval to continue per the proposed material. (For Possible Action) (copy on file)

Bob Webb, Washoe County, illustrated the Charter and Goals of the Superagency Coordination Team for approval.

Bill Thomas, Reno, indicated that he agreed with the idea of the Charter however he opined that the members should be four, 1 for each jurisdiction. This would require 3 votes to make a decision and if it makes a difference to Reno in a big way, Reno needs to know about it.

Kevin Dick, Health Department, would like to discuss this item further and prefers calling it a multi-agency team.

John Slaughter, Washoe County, would like to drop the word Superagency and prefers it be named the Coordinating Team.

Steve Driscoll, Sparks, indicated he is comfortable with the 4 team players assigned to work within the guidelines of the Oversight Group official policy.

Bill Thomas, Reno, reported that Reno's team member will be Amber Drlik.

Proposed Motion: none

C. 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.

Steve Driscoll, Sparks, commented that the members of this committee are very aware of the growth and development in our regional and this project is causing issues with this already opining that it's critical and more important that this project stay on time and on budget. Mr. Driscoll is looking forward to this group hitting deliverables and using all power to keep on task with our teams not afraid to ask for direction to keep it running and if something is critical, this board can get things done in 4 days. Mr. Driscoll stated his appreciate for the dedication he's seen.

Bill Thomas, Reno, agreed that time is of the essence.

John Slaughter, Washoe County, encouraged staff to prepare the 4 individual staff reports to 4 different bodies with the tasks ahead as a regional team and show regional solidarity at each of the 4 meetings.

Bill Thomas, Reno, asked if Accela could participate at each jurisdictional meeting and asked staff to talk to Accela.

Craig Betts, Washoe County replied that the team asked Acela to make several trips which were not part of their project cost plans, therefore he would like to attend the regional meetings to both represent the Project Team and answer questions about Accela.

Bill Thomas, Reno, indicated that perhaps his agency could make that recommendation.

D. Identification of future agenda items (For Possible Action)

Steve Driscoll, Sparks, would like to see a reconciliation of work done and how it gets done to explain in detail the status of the project.

Kevin Dick, Health Department, requested an update on the Accela 8.1 upgrade and improved shopping cart functionality including a shopping cart demonstration.

E. 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).

Don Jepson, Washoe County, announced that he brought in True Point to help develop permit types and Building and Safety will be increasing the purchase order from \$90,000 to \$120,000

with 36 Permit types not yet ready. Mr. Jepson indicated that he would have more to report at the next meeting on this aspect.

F. Adjournment (For Possible Action)

Proposed Motion: Motion to adjourn

Mover: Steve Driscoll, Sparks

Second: Bill Thomas, Reno,

Result: Approved [Unanimous]