



## **Regional Business License and Permits Program**

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### **Regional License and Permit Program Oversight Group Quarterly Meeting December 5, 2017 ~ 2:30 p.m.**

**Washoe County Administrative Complex  
1001 E. Ninth St, Reno, Nevada  
Building A, Second Floor, Caucus Room  
Washoe County, NV**

#### **Oversight Group**

Reno City Manager – Sabra Newby  
Sparks City Manager – Steve Driscoll  
Douglas County Community Development – Mimi Moss  
Washoe County Manager – John Slaughter  
Washoe County District Health Officer – Kevin Dick

**A. Roll Call:** City of Reno, Bill Thomas  
City of Sparks, Steve Driscoll, City Manager  
Douglas County, Mimi Moss, Community Development Director  
Washoe County, Christine Vuletich, Assistant County Manager  
Washoe County District Health, Kevin Dick, District Health Officer

Also present:

City of Reno: Michael Chaump, Amber Drlik, Aric Jensen, Kim Jolly, Rishma Khimji, Jill Olsen, Mike Telliano, Julie Towler, Ashley Turney

City of Sparks: Shirle Eiting, Russell Elder, Lisa Hunderman, Neil Krutz, Mark Meranda

Washoe County: Leslie Admirand, Charlene Albee, Craig Betts, Paul Burr, Sara DeLozier, Steve Fisher, Stephan Hollandsworth, Lori Piccinini, Crystal Varnum, Bob Webb

**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).

There was no response to the call for public comment.

**C. Approval of the Agenda – December 5, 2017 (For Possible Action)**

Steve Driscoll, City of Sparks, requested that Item F1 be pulled from discussion and possible action due to the change in subscription fees.

**Proposed Motion:** Approve agenda as amended  
**Motion:** Steve Driscoll  
**Second:** Bill Thomas  
**Ayes:** [Unanimous]

**D. Approval of Minutes – September 5, 2017 (For Possible Action)**

Kevin Dick, District Health, asked that the minutes for item F be modified to clarify it is the group, rather than the Health District, which would be responsible for payment.

**Proposed Motion:** Move to approve as amended  
**Motion:** Christine Vuletich  
**Second:** Steve Driscoll  
**Ayes:** [Unanimous]

**E. Presentation, discussion, and possible direction** to staff on Accela updates, to include acquisition of Accela by Berkshire Partners, planned future platform improvements as provided by Accela, and Accela representative reassignment. (For Possible Action).

Lori Piccinini, Washoe County, reviewed Presentation Slide Two noting the changes to be positive overall including an emphasis on cloud-based support, improved customer service experience and more choices in upgrades and improvements.

Julie Tower, City of Reno, questioned whether Accela or Berkshire Partners would be the legal entity moving forward; Ms. Piccinini indicated she believed the contract would remain with Accela but would confirm.

Bill Thomas, City of Reno, questioned the operational strategy of the Berkshire Partners expressing concern about outstanding deliverables.

**F. Presentation, discussion and possible direction** to approve or recommend changes:

Please Note: Item F1 was removed as an item for discussion or action.

- [1. *To the estimated FY18-19 Budget Recommendations for Accela Automation, Mobile and Citizen Access Annual Subscription fees not to exceed: \$421,159.92; apportioned per agency as follows: Douglas \$39,990.68, Health \$65,977.33, Reno \$132,340.02, Sparks \$77,619.31, Washoe \$105,232.58 (For Possible Action); and,*
2. To the Regional Shopping Cart, to include the potential for seeking a new payment processor. (For Possible Action)

Lori Piccinini, Washoe County, reviewed the “Product Enhancement, Regional Improvements to Accela” document summarizing the citizen-focused and internal staff enhancement options.

Bill Thomas, City of Reno, asked what, if any, metrics had been established that might help identify where focus should be placed. Ms. Piccinini indicated no new measures had

been recently sought to allow staff to completing additional changes and improvements; approximately 20 of the 40 improvements identified have been implemented.

Steve Driscoll, City of Sparks; and Kevin Dick, Health District, were in favor of focusing on improving the customer experience. Mimi Moss, Douglas County, agreed and also expressed interest in considering the Right-of-Way module for improved internal tracking and processing.

Ms. Piccinini indicated there would not be a fee increase for the payment processor in the next year. With the three-year contract nearing completion, a committee would be created to begin reviewing vendor options.

Staff was requested to return to a future meeting with recommendations for enhancements and pricing. Additionally, it was requested that staff include details of the specific problem being solved by each of the enhancements and what, if anything, the solution would not address.

**G. Presentation, discussion and possible direction** to staff based on the Fiscal Manager's financial report regarding Items 1, 2, and 3 below.

Crystal Varnum, Washoe County, reviewed the financial report noting the only change since the last report was the paydown on the City of Reno's loan amount.

Ms. Piccinini reviewed Presentation Slide Eight and requested authorization to pay the holdback amount of \$129,811.00 once the administrative enforcement interface has been delivered; and, additionally authorization to pay the outstanding \$3,763 for unused Mobile Licenses.

1. Outstanding Accela contractual item: Administrative Enforcement and final payment of the holdback not to exceed \$129,811.00. (For Possible Action)

Bill Thomas, City of Reno, voiced concern with issuing payment when there are still outstanding issues with the product.

Christine Vuletich, Washoe County, voiced support for authorizing payment to preserve the credit and credibility of Washoe County. Steve Driscoll, City of Sparks, agreed to trust the technical staff to determine when the contractual items had been completed. Kevin Dick, Health District, indicated, though not satisfied with where things are with the product, he was in support of the payment given the limitations of the contract.

**Proposed Motion:** When Washoe County Technical staff believes all the outstanding issues related to the final payment [\$129,811.00] have been satisfied, they have the authority to make the final payment.

**Motion:** Steve Driscoll  
**Second:** Christine Vuletich  
**Ayes:** Four in favor, Bill Thomas opposed

2. Payment related to unused mobile licenses in the amount of \$3,763.  
(For Possible Action)

Contractually, payment for 113 licenses was due regardless of how many are being utilized; 109 of 113 licenses are being utilized. Mr. Thomas expressed frustration with the apparent lack of accountability on Accela's part.

**Proposed Motion:** Authorize payment [\$3,763.00] by Washoe County on behalf of the Health District for the mobile licenses

**Motion:** Christine Vuletich

**Second:** Mimi Moss

**Ayes:** [Unanimous]

3. Potential for an October credit memo. (Informational Only)

Ms. Piccinini indicated a credit memo would likely be issued due to below optimal performance in October, noting she had seen improvement in overall performance due to recent enhancements, and improved capacity to run reports.

**H. Update, discussion and possible direction** to staff based on the Accela Regional Coordinating team on:

1. Accela online use and payment regional statistics (Update Only)
2. Official Payments ACI/OPAY Payment processor (Update Only);
3. Douglas County implementation, scope and timelines (Update Only)

Ms. Piccinini reviewed Presentation Slide Nine referencing post-go-live and online payment regional statistics; and, Douglas County implementation updates.

4. Recently added, removed or planned modules and licenses for the Accela ONE platform.  
(For Possible Action)

Washoe County had been considering the Accela Assets module but has decided to continue with its current system. The City of Sparks was considering a fire module and the assets module; quotes would be forthcoming.

**I. Update and discussion** on Oversight Group Members announcements regarding the regional business license and permits project (Update Only).

Lori Piccinini, Washoe County, indicated the Health District would be moving forward with developing a statement of work with Byrne Software to address parcel genealogy issues. The Health District will be the primary beneficiary of the enhancement and, as such, would cover the cost; no contingency funds will be used.

Kevin Dick, Health District, indicated he was working with Washoe County staff to develop a sub-process that will enhance the building plan review process. The process is being designed with the intent to incorporate regionally.

**J. Identification of future agenda items** for the quarterly meeting of the Oversight Group on March 6, 2018, at 2:30 p.m. Suggestion for a May 2018 meeting for approval of the final subscription invoice. (For Possible Action)

Ms. Piccinini noted previous requests for items providing clarification of the Right-of-Way module and additional information relating to any other ACA modules under consideration. The committee discussed the scheduling options for a special meeting to address the budget item continued from this agenda.

**Proposed Motion:** Schedule special meeting of the Committee for December 18, 2017, 3:30 p.m. to finalize the budget.

**Motion:** Steve Driscoll  
**Second:** Bill Thomas  
**Ayes:** [Unanimous]

**Proposed Motion:** Schedule next regular meeting of the Committee for March 6, 2018, 2:30 p.m. with an option to cancel should the agenda not substantiate a meeting.

**Motion:** Steve Driscoll  
**Second:** Bill Thomas  
**Ayes:** [Unanimous]

- K. 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).

There was no response to the call for public comment.

- L. Adjournment.** The meeting adjourned at 3:34 p.m.

Approved in session March 13, 2018