

## MINUTES

### **Regional License and Permit Program Oversight Group Special Meeting December 21, 2016**

**City of Sparks  
Downstairs Training Room,  
431 Prater Way  
Sparks, NV 89432**

#### **Oversight Committee**

Reno Acting City Manager - Bill Thomas  
Sparks City Manager - Steve Driscoll  
Washoe County Manager - John Slaughter  
District Health Officer - Kevin Dick

*Before the meeting began Mr. Driscoll confirmed approval of the agenda with Legal Counsel from both Washoe County and City of Sparks and verified they had no concerns with the meeting proceeding.*

**A. Roll Call:** Bill Thomas – (Proxy Amber Drlik, Management Analyst)  
Steve Driscoll - Present  
John Slaughter – Present  
Kevin Dick - Present

**B. Public Comment:** None.

#### **C. Approval of the Agenda: December 21, 2016 (For Possible Action)**

**Proposed Motion:** Move to approve.  
**Mover:** John Slaughter, Washoe County Manager  
**Second:** Kevin Dick, District Health Officer  
**Ayes:** [Unanimous]

#### **D. Approval of Minutes: October 6, 2016 (Special Meeting) (For Possible Action)**

**Proposed Motion:** Move to approve the minutes as presented.  
**Mover:** Kevin Dick, District Health Officer  
**Second:** John Slaughter, Washoe County Manager  
**Ayes:** [Unanimous]

**E. Discussion and possible direction to staff regarding regional workflow synchronization and coordination between the Health District and the other three jurisdictions (For Possible Action).**

Lori Piccinini (Washoe County) gave an update on the status of the regional workflow collaboration. She said refinement and synchronization is needed to align the business processes between jurisdictions to reduce inconsistencies and eliminate duplicate data.

Kevin Dick (District Health Officer) said there were issues that remained unaddressed prior to the "going live." Staff from each jurisdiction is working cooperatively with the Health District to resolve.

Mr. Dick suggested establishment of a group from the Health District and each of the jurisdictions to continue to work together on workflow to ensure efficient standardization and processes.

Steve Driscoll (City of Sparks) said while there is need for numerous workflow analysis, we will start with Building Safety/Permitting, organize those workflows, and then use that process as a template for whatever is determined the next priority.

**Proposed Motion:** Direct the ARC Team to establish this workgroup and the approach of focusing on one area may work expediently and then roll that out into different areas, but leaving it to the discretion of the ARC Team and the workgroup as to how to optimize that process.

**Mover:** Kevin Dick (District Health Department)  
**Seconded:** John Slaughter (Washoe County)  
**Ayes:** [Unanimous]

**F. Presentation, discussion and possible direction to staff regarding status on Accela Regional Business License and Permit Platform post October 31, 2016 go live; to include a review of any outstanding contractual obligations regarding functionality and unresolved go-live issues which are Accela's responsibility. (For Possible Action).**

Lori Piccinini (Washoe County) gave an update on the overall Accela status and a review of unresolved issues:

- After going live on October 31, 2016, approximately 9500 permits and licenses have been processed.
- There has been no advertising or press release to date.
- The site is seeing daily usage.
- Prior to go-live, Accela agreed to complete 24 open problem items; we are now down to 12 active issues. These issues are the remaining deliverables shown as open and have not been signed off.
- Our EDR (Electronic Document Review) configuration will be handled in January with an hour of post go-live training.

Peri Halliwell (Accela) agreed that Accela was to have the issues resolved by the end of the month. The first five deliverables noted on the list require sign off, since we are now in production. That is the request of this meeting.

Kevin Dick (District Health Officer) asked if Deliverable #24 will be completed with training in January, and questioned why there would be sign-off before the training was completed.

Ms. Halliwell said since we are “in production” at this point, the earlier sign offs need to be completed. We are now in production support and the outstanding items to be completed will be accomplished within the production support deliverable.

Steve Driscoll (City of Sparks) asked Craig Betts (Washoe County Technology) if it makes sense to sign off on some of the individual pieces before the training takes place? He added that just because it is in “production” does not mean that it is satisfactory. Mr. Betts advised if the work is done we should sign off, and if it is not complete we should keep it open until it’s done.

Mr. Betts said the technical team is evaluating each deliverable and the corresponding sign-off on a one-on-one basis to determine whether the configuration is complete, and if anything else is required prior to sign off.

Kevin Dick (District Health Officer) stated his concern about the mobile application, developed for the support environment and to be used in the field. That app is now broken with no indication of when it will be functional. He questioned where the broken app lies within the deliverables, stating we are being charged a subscription fee for an app that does not work.

Peri Halliwell (Accela) and Lori Piccinini discussed this issue. Peri said the mobile apps were not part of the original statement of work. Mr. Dick responded that whether it’s part of the statement of work or not, we had a mobile app that worked and we had it in the support environment. We are now in production and it does not work, and that is not because of something we did, but rather because the product does not work.

Ms. Halliwell assured Mr. Dick his issues have been submitted, taken by the CRC as “actionable” and are being followed. Kim Bruce has kept up to date.

Kevin Dick (District Health Officer) also advised that the system seems to freeze up on occasion and they lose their place in the system. He believes this is a problem with the functionality.

Steve Driscoll confirmed with Lori Piccinini that this issue is on the to-do list.

Amber Drlik(City of Reno) said Reno would not be comfortable signing off on deliverables not yet received as they are still working on issues reported prior to go-live and after almost a month and a half of going live. They do not consider those items delivered at this point.

[Bill Thomas (City of Reno) joined the meeting.]

Steve Driscoll (City of Sparks) recapped the discussion for Mr. Thomas. He said the completed deliverables should be signed off by the appropriate technical source, and any of the deliverables that have something outstanding (not 100% complete) should not be signed off. Mr. Driscoll said we reserve the right to decide if it is production support or still in support of the original deliverable.

**Proposed Motion:** for those deliverables that are complete as to the deliverable, they should be signed off by the appropriate technical source, and any of the deliverables having something outstanding (not 100% complete) will not be signed off. Even though there may be pieces that would drop down to number 31 that are “production support” we reserve the right to decide if it is production support or still in support of the original deliverable.

**Mover:** Steve Driscoll  
**Seconded:** Bill Thomas  
**Ayes:** [Unanimous]

**G. Presentation, discussion and possible direction to staff regarding transition plan to Accela’s Customer Resource Center (CRC) (For Possible Action).**

Lori Piccinini (Washoe County) discussed negotiation of final dates for the post go-live support with Accela. The ARC Team, Regional Team and Accela met and discussed dates and reviewed issues to attempt to close out the implementation project. All issues remaining are anticipated to be resolved at the end of the month. Another meeting is set for Friday.

Kevin Dick (District Health Officer) address the deferred items. He said

- When we discussed moving to “go-live”, we acknowledged there would be work-arounds and it may be necessary to defer actions on other aspects of the system in order to go live to get the system up.
- It was understood those items were removed and put into the RFP to be addressed later.
- Are those items all taken care of through the other scope of work items, or are they with the deferred items? Where do they reside?

Lori Piccinini (Washoe County) said there was a parking lot, but most items were agency responsibility and anything not fully delivered became go-live issues. Ms. Halliwell said to the best of her knowledge, there were no other items in the parking lot listed as not yet delivered.

Bob Sack (District Health) said because of the lack of responsiveness, some issues were handled by the agencies themselves and so they are no longer issues.

Steve Driscoll (City of Sparks) asked if there was a reconcilable list created to address the work arounds vs. actual system solutions. Such a list would ensure the issues were either satisfied or still outstanding.

Lori Piccinini (Washoe County) said the action items can be reviewed from the parking lot and compared to those work-arounds.

Bob Sack (District Health) said he was not aware of any comprehensive list.

Steve Driscoll (City of Sparks) suggested the technical group could work on listing the items still outstanding and those resolved.

Mr. Driscoll said he is concerned with Item G, which suggests making the transfer to the CRC from the technical project team with so many outstanding issues and critical fixes still to be completed. Based on the current situation, he is not comfortable with going to CRC at the end of January.

Craig Betts (Washoe County Technology) said we are in production and still have system issues. Those issues are being addressed with CRC and Accela to fix. The question is are we going to lose the knowledge of the implementation team who complete the technical work. Also, how will new issues be addressed with the CRC staff? He said this would be a "soft transition."

Steve Driscoll (City of Sparks) asked how we will manage the soft transition knowing that Accela is looking to move to the CRC because they have people that need to do other things. He asked how, in the current agreement, can we manage the soft transition and do we have any say as to when the transition actually takes place.

Craig Betts (Washoe County Technology) said there is a list of issues being worked on by the implementation team and new issues will be resolved through the CRC.

Steve Driscoll (City of Sparks) asked if this issue will require oversight attention during the next quarter, or can the technical team take direction from an oversight group and manage it properly.

Craig Betts (Washoe County Technology) said there was clear direction to decline signoff of deliverables when outstanding issues exist. He said he believed the transition to CRC could not be complete until outstanding issues were fixed.

Bill Thomas (City of Reno) said someone needs to specify which side the CRC and implementation falls on. He said there may be a disagreement with Accela and as with most projects, there is some gray area. He requested the technical team clarify which side of the line these things fall on.

Steve Driscoll (City of Sparks) recapped:

- Based on Item F, with the deliverables and outstanding issues and the direction this oversight committee gave the technical team, the CRC will be managed by the technical team.
- The technical may return to this oversight committee if there are difficulties or if new direction is needed.

Peri Halliwell (Accela) agreed.

**Proposed Motion:** We are going to tie in to what we agreed to on F [above] and while there is a transition to the CRC, the policies under F will be taken by our staff and allow for that transition there – and if things are not completed, they won't transition, and if more direction is needed from a policy standpoint, that will be subject to a future meeting of the policy board.

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

**H. Presentation and possible direction to staff of the timeline illustrating the functionality aspects of the Accela project for the remainder of Fiscal Year 16-17. (For Possible Action).**

Lori Piccinini (Washoe County) reported:

- October 31 was the actual go live date.
- The ARC Team and Accela Regional administrators will continue the project management and administrative roles as discussed.
- The change control team currently meets every Tuesday, and will continue to meet for a while. The change control is even more important right now as we are live in production. The teams get together and review and approve any critical changes to the Regional ONE Agency.
- As we transition into the first support upgrade, we are looking to test our first support hack.
- It's important for the administrators to note anything they turn on for their agency so we can review and test our appropriate areas.
- This role won't be decreasing, and more regional collaboration and additional meetings will occur.
- We are down to nine post-go-live issues, and twelve go-live issues.
- This was the first week of meetings regarding actual prep for moving to CRC. The move to CRC will follow.
- We planned to launch the soft communication on January 9, but deferred to after the January 12th meeting. We want to hold off advertising and media release until we get some of those issues completely resolved.

Bob Webb (Washoe County) said they are completing the OneNevada.Info page, which includes the Help and FAQ resources. They are aiming for a mid-February soft rollout.

Bill Thomas (City of Reno) said although he believes the system should be in a good position when we go public, the elected may lose the value of making a big splash if we don't have a hard rollout date.

Kevin Dick (District Health Officer) said he agreed in not pushing back too far to roll out this project, but was concerned about the January 9th date because he felt we were not ready. He prefers a soft target date and getting through the first system upgrade.

Lori Piccinini (Washoe County) said they hope to begin working with the state this January; regional meetings and GIS meetings will also begin in January.

Lori Piccinini (Washoe County) asked for an acceptance of the project plan, and if the Oversight Group had additional considerations.

Bill Thomas (City of Reno) suggested accepting the plan as presented, and also for setting a target date for February.

Kevin Dick (District Health Officer) said he'd second for discussion.

- He agreed to setting a target date for February
- Wants the motion to give the ARC Team some direction to plan to move forward with a date in February they feel is appropriate for the functionality of the system, and to be able to do that without any further direction from this body.
- If any of the oversight group feels there is a critical concern, then they could go to the chair and we would then meet.

Bill Thomas (City of Reno) restated the motion.

**Proposed Motion:** Soft rollout sometime in February determined by ARC unless there is a problem, then it will come back to us.

**Mover:** Bill Thomas  
**Second:** Steve Driscoll  
**Ayes:** Unanimous

## **I. Comptroller / Washoe Technology Services**

1. Presentation for possible acceptance of Status of Payments to Accela and Accounting Report. **(For Possible Action).**

Lori Piccinini (Washoe County):

- Since going live, Washoe Tech services approved change order payments.
- There is a final invoice; withholding of \$129,811.00 from the original contract and our 10% (\$14,800.00) (unintelligible).
- The details are provided on the handout.

**Proposed Motion:** Motion to accept report as presented by Staff.

**Mover:** Bill Thomas  
**Second:** Kevin Dick  
**Ayes:** [Unanimous]

**J. Presentation and possible direction to Staff regarding the Accela Regional Business License and Permit Platform FY17/18 Budget for potential subscription increases for Washoe County not to exceed the amount of \$104,706.00, for the City of Reno \$126,252.00, and the City of Sparks not to exceed the amount of \$53,676.00 as depicted in the Budget handout. (For Possible Action).**

Lori Piccinini (Washoe County) reviewed the budget handout, overages and worst case scenarios, based on number of users. We will be billed April 1, with a due date of July 1.

Steve Driscoll (City of Sparks) asked for clarification about the “not-to-exceed” clause and addressed the need to clean up the true up.

Kim (Accela) confirmed if we do not go to those numbers we will only be billed for what we did use.

Kevin Dick (District Health Officer) asked for one more opportunity to address the mobile app. He expressed dismay that for three years, and now going on a fourth year, subscription costs have been expended for a mobile app that does not work. He said he would like to have a functional application.

**Proposed Motion:** Motion to accept the report and the dollars as presented in the report

**Mover:** Steve Driscoll  
**Second:** Kevin Dick  
**Ayes:** [Unanimous]

**K. Announcements/Reports/Updates – Oversight Group Member**  
announcements/reports/updates from members concerning the regional business license and permits project. Request for information and any ideas and suggestions for the project.

Lori Piccinini (Washoe County) announced the next quarterly meeting is tentatively scheduled for Tuesday, March 7. Washoe County will reserve the meeting room and will confirm date and time. She asked for any future agenda items.

Bill Thomas (City of Reno) said Kim Jolly is the new lead for the City of Reno's Accela program. Amber will remain involved.

Kevin Dick (District Health Officer) thanked everyone on the project team for their hard work. He said he was pleased to hear a staff member talk about all the potential and the power this software will provide.

John Slaughter agreed with Mr. Dick's comment on everyone's hard work and that it's nice to hear some positives.



**L. Identification of future agenda items for the quarterly meeting of the Oversight Group on March 7, 2017 (For Possible Action).**

Kevin Dick (District Health Officer) said he would like to see a future report about Accela's system uptime performance.

Steve Driscoll (City of Sparks) proposed an agenda item for staff reports to be available seven (7) calendar days before scheduled meetings, in order to provide ample time to review materials prior to the meeting. This time allotment would exceed the minimum legal standards set for in open meeting laws.

**M. 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 241I020(2)(d)(7).

NONE.

**N. Adjournment (For Possible Action).**

<b>Proposed Motion:</b>	Motion to adjourn
<b>Mover:</b>	Steve Driscoll, Sparks City Manager
<b>Second:</b>	Kevin Dick, District Health Officer
<b>Ayes:</b>	[Unanimous]