



## APPROVED MINUTES

### **Regional License and Permit Program Oversight Group Special Meeting March 7, 2017**

**Washoe County, NV – Caucus Room,  
2nd Floor Building A  
Washoe County Administrative  
Complex  
1001 E. Ninth St, Reno**

#### **Oversight Group**

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

**A. Roll Call:** Bill Thomas, Reno, Acting City Manager  
Proxy Neil Krutz, Sparks, Assistant City Manager  
Proxy Christine Vuletich, Assistant County Manager  
Proxy Charlene Albee, Health District, Air Quality Management,  
Director

**B. Public Comment:** None.

#### **C. Approval of the Agenda: March 7, 2017 (For Possible Action)**

**Proposed Motion:** Move to approve.  
**Mover:** Bill Thomas, Reno  
**Second:** Neil Krutz, Sparks  
**Ayes:** [Unanimous]

**D. Approval of Minutes: December 21, 2016 (Special Meeting) (For Possible Action)**

**Proposed Motion:** Move to approve the minutes as presented with 2 spelling corrections, to Amber Drlik and Peri Halliwell.  
**Mover:** Bill Thomas, Reno  
**Second:** Charlene Albee, Health District  
**Ayes:** [Unanimous]

**E. 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 and transition plan **(For Possible Action)**.

Lori Piccinini reported that regional workflow collaborations have continued and new processes are being tested at Washoe and Sparks using Sparks' building and health workflow as a model. This process will be used to align the workflow into a final design for approval that will work with the 9.0 release coming out Friday. In order to accomplish regional collaboration some of the agencies business processes may need to change due to version 9.0, so this takes time to adjust these processes both technically and on the business process side. Next steps are a final meeting with CSD Management and to concur with Reno and Sparks that this re-design will work for all parties.

Bob Sack, Health District, commended Sparks for sharing their building and health workflow model.

Bill Thomas, Reno, asked if the remaining work is on "the business side". Ms. Piccinini replied yes, and reported that with completion of the final hour of Knowledge transfer and completion of all reports Accela was to complete for Reno, it brings down the count to 4 of the 32 deliverables (scripting, ACA,) remaining. In December it was reported that 24 pre-go live issues were open, and 28 go live issues remained. Remaining issues have been turned over to Accela support also known as CRC.

Lori Piccinini reported that staff began testing the Silverflume interface again after their upgrade was completed in December. The agencies' technical staff will take on the work of this remaining interface and no additional Accela costs will be incurred. Ms. Piccinini opined that technically, the project could most likely be signed off as Accela will not be doing the work.

Ms. Piccinini reported that the Accela 9.0 release was delayed due to reported issues after testing in their TEST environment. The latest schedule is for 9.0.3 to be released to production and ACA this Friday from 6pm-1am. There will be some downtime for the citizens, and Washoe's IT staff published this as an alert on the Accela Citizen site.

Bill Thomas, Reno, asked when the public will be notified that we have the regional business license, to which Ms. Piccinini replied that there had been a regional press release February 27, 2017, also posted on Washoe County's website with links to the citizen site and an additional citizen friendly information portal:

<https://www.washoecounty.us/outreach/2017/02/2017-02-27-one.php>

Kim Jolly, Reno, stated that right after the press release was issued by the City of Sparks, Ms. Jolly saw a KOLO 8 press release and past Monday, Michael Chaump, Reno, and Ms. Jolly spoke with a Business weekly reporter briefly on high level application “before-after” descriptions stating the interview would be published next week.

Charlene Albee, Health, indicated that Health was asked to talk to Business Weekly also and the intention is to schedule with Business Weekly when time becomes available.

Ms. Piccinini reported 22,350 permits and licenses for all agencies combined have been created in the new Accela system since go live with 643 conducted online and more payments online than applications.

Neal Krutz, Sparks, asked what to expect when there is a mature platform such as a forecast of future online transactions in percentages.

Lori Piccinini heard that licensing has a goal to process almost all of the business licenses online, however deferred to the ARC team.

Bob Sack, Health, reported that when talking to applicants, generally larger facilities and corporations want to process online, but smaller shops are hard to estimate. Mr. Sack envisions possibly 50% of applications online at first, probably increasing yearly.

Lori Piccinini agreed that it’s hard to tell right now, but staff is hoping for more online renewals and full function transactions.

Kim Jolly, Reno, indicated that Reno wants to push more of the easy building permits online and is pushing forward for 80% of commercial transactions online, indicating that commercial entities prefer online transactions.

Lori Piccinini reported that Douglas County and Carson City have been following the regional go-live and requested a demo for the regional platform. The demo will be held 3/13 (rescheduled) and they will be talking to Accela sales staff to see if they can get into the discounted rates for July 1, even more savings for them than after the new subscription rates.

Bill Thomas, Reno, asked if the Oversight Group has decision making authority on whether to include more entities on the system. Ms. Piccinini indicated that the Oversight Group would be asked to approve any additional participants. Mr. Thomas added that he would be inclined to say, that although we want to be helpful to other entities, we should finalize a successful system before we encourage others to get into the mix, possibly making it harder to complete implementation by pulling Accela resources away from the end goal. He requested that during the demonstration, staff

should inform Douglas and Carson City that we are very supportive of their request to join in the system, but intend to wait adding additional agencies until Washoe County is successful with implementation. Ms. Piccinini acknowledged Mr. Thomas' request.

Lori Piccinini, reported that in December the Oversight committee approved the subscription amounts and true-up of licenses for the next fiscal year. All agencies have been working with budget staff to refine license counts internally for each agency and Washoe is working with Accela to determine the process for annual subscription renewal and timing.

A Contract Amendment document was created by Accela that may be brought forward for approval after attorney review at the June 6 meeting.

Kim Bruce, Accela, joined in by phone to indicate the Amendment will be brought to the June Oversight meeting after attorney review. Ms. Bruce stated it is a fluid document that will be rid of gray areas and memorialize the negotiated process for true-up of licenses.

Charlene Albee, Health, indicated she was asked by Kevin Dick, Health, to record that Health is looking forward to sitting down to discuss the revised numbers and based on initial predictions, Health's cost increased from \$58K to almost \$100K with no appreciative change in their user count. Mr. Dick requests information on how costs are being distributed to the agencies.

Bill Thomas, Reno, recalled that the project initially began with many estimates and actual counts were off by about half, opining that there should be a proper method of tracking and scrubbing the user lists in order to remove licenses that are no longer active.

Lori Piccinini acknowledged that the December estimate was a high, worst case scenario and all agencies have been working with budget staff to refine license counts internally for each agency for a better count presented in the June Amendment.

Kim Jolly, Reno reported that Reno's self-hosted system did not have a fee per user method of payment and moving to the per-user system changed the way Reno needed to track users. Reno finished cleanup of their user list within the past week and if need be, will bring the list to the June meeting.

Bill Thomas, Reno asked Kim Bruce to address Health's concern, cost going up with less people, and asked when there will be an audit of all entities to review to enable them to set aside costs for Fiscal Year 2018 budgets and possible growth for another fiscal year.

Kim Bruce, Accela, replied that the license agreement includes a tiered user/cost method. Prior to April 1, Accela will be working with the ARC team to solidify the license

count, and on April 1, Accela will audit the licenses and provide their findings for agreement to invoice for July 1, 2017 to June 30, 2018 fees.

Neil Krutz, Sparks, recalled that from the previous meeting (item J), Sparks did not anticipate a whole lot of change in their budget, but acknowledging Health's concern, he is pleased that the ARC is working on solidifying standardization of methodology behind calculating user attributable license costs.

<b>Proposed Motion:</b>	Move to accept.
<b>Mover:</b>	Bill Thomas, Reno
<b>Second:</b>	Charlene Albee, Health District
<b>Ayes:</b>	[Unanimous]

**F. Presentation, discussion and possible direction to staff** regarding 1) the Accela contract requirements for the maintenance window, uptime specifications and performance requirements; and 2) Performance shortcomings and pursuit of resolution by the agencies. **(For Possible Action.)**

Lori Piccinini presented slide 6, Performance Log, Actions Taken and Pursuit of Resolution list. Washoe County Technology Services (TS) has been tracking performance issues and comparing them with Accela's self-admitted down time on a monthly basis. Per contract, if more than 4 hours per month of downtime is logged with the product, Accela is subject to providing a reduction of subscription rates. Ms. Piccinini described that the bulk of issues to be addressed, are slowness and "screens of death". Washoe network teams have been analyzing speed and errors and Craig Betts, Washoe, will be meeting with Kim Bruce, Accela, next week to discuss a possible refund. Ms. Piccinini noted that the hosted system creates a challenge and the report provided by Accela is for the entire West Coast data center.

Charlene Albee, Health, commended Washoe TS staff for putting forth effort to track down issues as they happen, repeating the process that causes the error and working with the network and programming team to narrow down what is happening during these glitches. TS is attempting to narrow errors down to origin in real-time.

Discussion and consensus was reached with all agencies to work together to track and share application performance issues for inclusion in Washoe's reports to Accela, which will assist regional staff in triage to enable a stable environment that will not frustrate citizens or staff. Washoe County has a Helpdesk tracking system where Accela program difficulties are noted in the system and are easily tracked. Specific highlights are below.

Craig Betts, Washoe, stated that staff reviewed Accela's downtime report and marked it up with the information staff will need for an efficient report providing detail of the different factors, amount of downtime, which instances actually went down so that we have an accounting of our instance of the posted site to have that conversation with Accela on Friday. Mr. Betts is hopeful that Accela will be able to provide the proper response.

Bill Thomas, Reno, asked for a more consistent method of Accela documentation for the local agencies, not the entire West Coast, and consistent method to triage the “screens of death”. Mr. Thomas asked to find out whether the slowdowns/downtime is a west coast, Accela or local issue with the hosted system and if the “screens of death” are an Accela problem or local problem.

Craig Betts, Washoe, stated that the “screen of death” instances are being seen during the series of network hops to the hosted site and within different areas of the application pages itself, therefore staff is communicating with Accela to determine if the network site hangs up, its page switching within the application, or if it’s downtime.

Bob Sack, Health, indicated that the front counter staff is not reporting every slowness time or reboot stating the issues are continuous as opposed to all down at the same time, causing reboot, or for staff to start a process all over again. Mr. Sack added that the issues are frequent, but not every person is affected at the same time.

Lori Piccinini reported that the global search index feature was identified as an issue and after that feature was redone, staff experienced improvement.

<b>Proposed Motion:</b>	<b>Move to accept the report, and at the next meeting report on the “white screen of death” and resolution of such.</b>
<b>Mover:</b>	Bill Thomas, Reno
<b>Second:</b>	Neil Krutz, Sparks
<b>Ayes:</b>	[Unanimous]

**G. 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.

Discussion and consensus to move the June meeting from the City of Reno to the Board of County Commissioners Caucus Room, 2nd Floor Building A, Washoe County Administrative Complex – day and time: June 6, 2017 2:30pm with all future meetings to occur at 2:30pm at Washoe County.

**H. Identification of future agenda items for the quarterly meeting of the Oversight Group on June 6, 2017 (For Possible Action).**

- Performance uptime review with report on white screen errors/resolution
- Refined subscription count and budgets for each agency
- Amendment to the License Agreement for the annual ongoing subscription process (as discussed under item E on page 4)
- Douglas and Carson City County updates

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

Craig Betts, Washoe, commented that within the Accela application, there is a GIS lookup transaction coming in-house through the GIS server at Washoe County and staff has the ability to post notices within the application. Staff is preparing a public notice alert for posting within the application to indicate that GIS services will not be working this Saturday morning from 6:00am – 10:00am while firewall maintenance is being performed.

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

<b>Proposed Motion:</b>	Motion to adjourn
<b>Mover:</b>	Bill Thomas, Reno
<b>Seconder:</b>	Neil Krutz, Sparks
<b>Ayes:</b>	[Unanimous]