



# Regional License and Permits Program

Quarterly Meeting of the  
Oversight Group Meeting  
December 4, 2018



# Oversight Agenda Item E

- **New Douglas County Oversight Member**  
— David Lundergreen

# Oversight Agenda Item F

- **Silverflume State Business License update**
  - Interface went live on November 8, 2018 for the Citizen and backoffice side
  - Secretary of State's (SOS) recent request for a two way interface, discussions to resume in December 2018 and discuss a new agreement.
  - No contingency funds were expended

# Oversight Agenda Item G

- **Fiscal Manager's November 29<sup>th</sup> Financial report**
  - Use of Credits and Contingency fund
  - Contingency of \$87,369.66 has not been used
  - Credits from 2016 hosted reports: \$3,524.56
  - Credits anticipated from 2017-18 hosted reports totaling: (approx. 4-5 credits)
  - Credits can be removed from total subscription cost before billing separate agencies
  - Oversight direction on financials



# Oversight Agenda Item H

- **FY 19-20 Accela Annual Subscription Fees Budget**
  - Last year's Oversight Forecasted budget amount/not to exceed approved amount \$460,000
    - 427 Accela Automation/ 159 Accela Mobile Licenses
  - **Actual: \$408,670.32. Final license count invoiced:**
    - **413 Accela Automation /122 Accela Mobile Licenses**
  - Forecasted 19/20 Subscription counts+3% increase:
    - **428 (+15)/133 Accela Mobile(+11) = \$434,861.01**
    - 3% maintenance increase \$13,045.83 = \$447,906.84
    - **Total forecasted budget: \$480,000**
  - **Payment expected by July 10, 2019 to Accela with 3% and increase in licenses**

# Oversight Agenda Item H (cont.,)

## Approval of the \$480,000 not to exceed Accela FY19/20

**Subscription Amounts** *To include the 3% contractual increase in year 5 of subscription; with the following agency contributions: \$48,000 for Douglas County, \$72,000 for Health, \$150,000 for City of Reno, \$90,000 for City of Sparks, \$120,000 for Washoe County- (For Possible Action)*

### FY19/20 Annual Costs per Agency

						TOTAL SUBSCRIPTION COST FY19/20	3% Maint. Increase	Total Ant. FY19/20 Sub.	TOTAL SUBSCRIPTION COST FY19/20
	FY19/20 AA	FY19/20 AMO	AA FY19/20	AMO FY19/20	ACA FY19/20	Per Agency			Forecasted Budget
Douglas	43	14	\$ 35,687.19	\$ 6,833.18	\$ 1,176.12	\$ 43,696.49	\$1,310.89	\$ 45,007.38	\$48,000.00
Health	59	14	\$ 48,966.14	\$ 6,833.18	N/A	\$ 55,799.32	\$1,673.98	\$ 57,473.30	\$72,000.00
Reno	136	48	\$ 112,871.10	\$ 23,428.04	\$ 7,338.36	\$ 143,637.50	\$4,309.13	\$ 147,946.63	\$150,000.00
Sparks	79	31	\$ 65,564.83	\$ 15,130.61	\$ 2,907.84	\$ 83,603.28	\$2,508.10	\$ 86,111.38	\$90,000.00
Washoe	111	26	\$ 92,122.74	\$ 12,690.19	\$ 3,311.49	\$ 108,124.42	\$3,243.73	\$ 111,368.15	\$120,000.00
	<b>428</b>	<b>133</b>	\$ 355,212.00	\$ 64,915.20	\$ 14,733.81	\$434,861.01	\$13,045.83	\$ 447,906.84	<b>\$480,000.00</b>

# Oversight Agenda Item I

- Credit Card fees and methodology for the Citizen Access Platform
- Currently the agencies are absorbing credit card fees since our go live Oct. 31, 2016
- The citizen access platform has taken in \$23.6 million in online payments.
  - \$19 million were by credit or debit card
  - At 2.24% that is approx. \$425,600 paid in credit card fees since go live.

# Oversight Agenda Item I (cont.,)

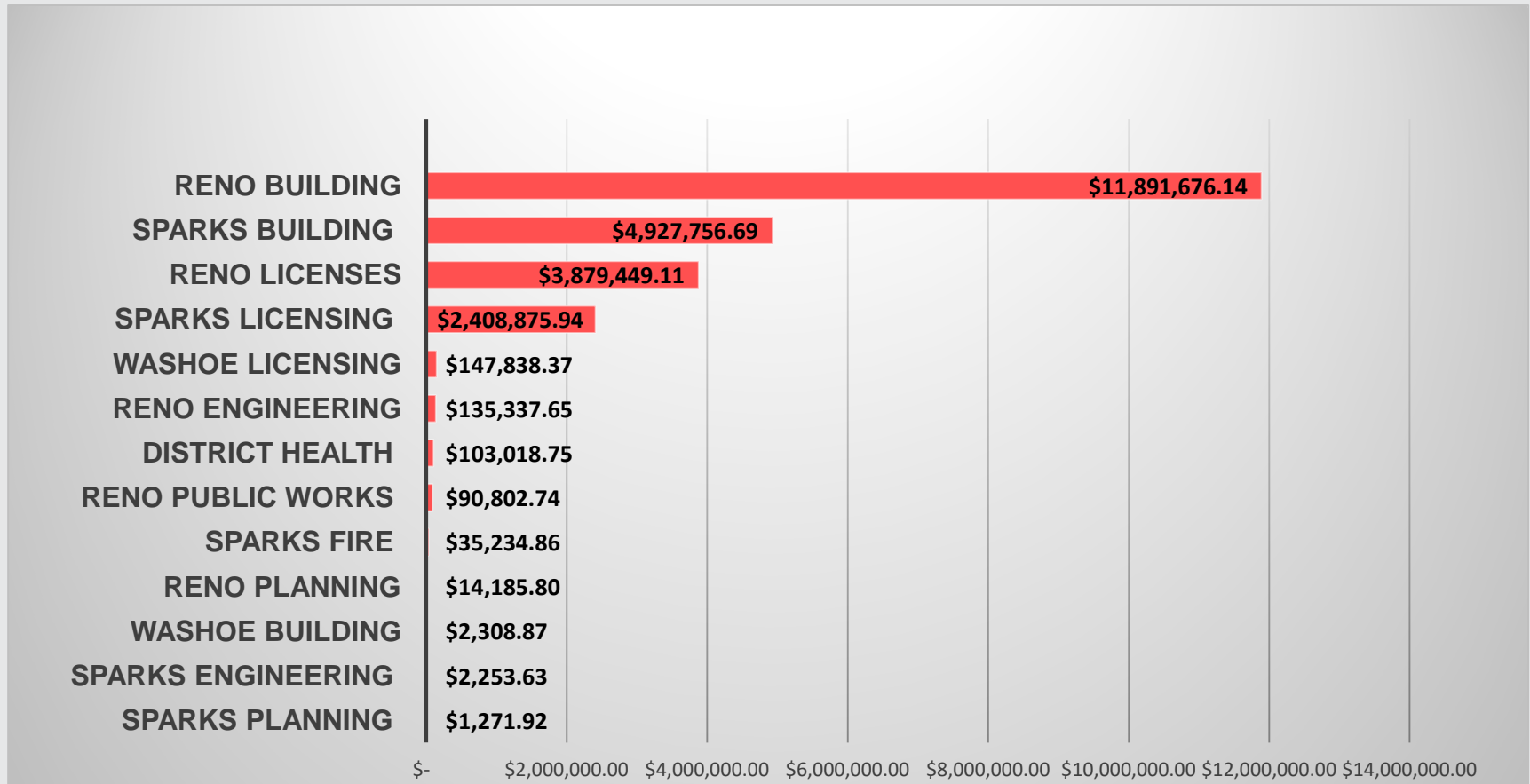
## Total Accela online payment volume

<b>Reno</b>	\$	16,011,451.00
<b>Sparks</b>	\$	7,371,504.49
<b>Washoe &amp; District Health</b>	\$	253,166.00
	\$	<b>23,636,121.49</b>



# Oversight Agenda Item I (cont.,)

## ■ Accela Online Payments by Department to date



# Oversight Agenda Item I (cont.,)

- NRS 603A.215, NRS 354-760-790 allows for recouping of an agency's credit card fees as long as the cost does not exceed the fees due to the processing companies.
- ACI/OPC is our vendor for epayments and the contract will expire Nov. 2019. Douglas County would like to pursue epayments on the ONE site, but cannot absorb the fees.
- (For Possible Action) Do we continue to absorb credit card fees or move to a citizen paid or partial citizen paid method? or
- Increase agency fees to cover the cost of credit card fees per NRS to not exceed what is charged in processing costs?

# Oversight Agenda Item I (cont.,)

- **Based on research from ARC, and the epayments team, other agencies are not absorbing the fee (Clark County permits, Douglas County, Washoe Treasurer's office, Courts.)**
  - Mixed model used at some agencies and departments
  - Washoe Treasurer and Clark County, NV absorbs echeck fees (.15-.65 a transaction) ; citizen pays credit card fees
- **Any other additional information needed?**







# Item J: Updates from the Accela Regional Coordinating Team

## Updates from the Accela Regional Coordinating team:

- 1. Accela Conference October 2018
- 2. Version 10.0 released 11/15/18; centered around performance enhancements
- 3. Douglas County addition to ACA (new images loaded)
- 4. Future roadmap and direction
  - Douglas ACA and epayment implementation
  - Epayment RFI
  - Move ONE Project to Microsoft Azure cloud
  - Silverflume 2 way interface

# Item J: Updates from the Accela Regional Coordinating Team (Cont.,)

## 5. Accela use and regional on-line payment statistics- (June 1-Nov 2018)

Agency	Total Permits or Licenses December Report AA/ACA	Total Permits or Licenses June Report AA/ACA	ACA Intake Mar- May 2017
	26,266/ 1,779	12,827/ 838	561
	Online: \$5.4M	\$2.23 M	\$1.6M
 WASHOE COUNTY HEALTH DISTRICT ENHANCING QUALITY OF LIFE	14,619/ 616	7,727/ 358	94
	Online: \$101k	\$47k	\$10k
 City of Sparks Nevada	9,054/ 3,051	4,088/ 949	668
	Online: \$2.29 M	\$1.6M	\$916k
 DOUGLAS COUNTY SMART PEOPLE • SMART PLACES	(Since 5/7/18) 1,267 Over \$382k collected	(Since 5/7/18) 157 Over \$320k collected	N/A

# Item K & L: Announcement/Reports/Updates & Future Agenda Items

- **Any Announcements/Reports/Updates?**
- **Next Quarterly Meeting date of the Oversight Group**
  - Tues. March 6, 2019 - 2:30 pm Washoe County
  - Future agenda items and ongoing meeting schedule



M. Public  
Comment

N.  
Adjournment