



Regional Business License and Permits Program

Regional License and Permit Program Oversight Group Quarterly Meeting June 5, 2018 ~ 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, Neil Krutz, Assistant City Manager
Douglas County, Mimi Moss, Community Development Director
Washoe County, Craig Betts, Chief Information Officer
Washoe County District Health, Kevin Dick, District Health Officer

Also present:

City of Reno: Amber Drlik, Kim Jolly, Rishma Khimji, Michael Telliano, Julie Towler, Calli Wilsey

City of Sparks: Russell Elder, Michelle Harper, Lisa Hunderman, Mark Meranda

Washoe County: Leslie Admirand, Charlene Albee, Paul Burr, Sara DeLozier, Kari Estrada, 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).

Leslie Admirand, Washoe County, noted that the draft minutes of the March meeting were available by contacting Washoe County Technology Services. There was no further response to the call for public comment.

C. Approval of the Agenda – June 5, 2018 (For Possible Action) (no Item “H”)

Proposed Motion: Approve agenda as written
Motion: Neil Krutz
Second: Craig Betts
Ayes: [Unanimous]

D. Announcement and Congratulations to Douglas County, NV on their Accela go-live Monday, May 7, 2018.

Mimi Moss, Douglas County, shared the first month of go-live had been positive and it was anticipated that the public portal would be opened soon.

E. Presentation, discussion and possible direction to the Fiscal Manager (Washoe County) based on the Fiscal Manager’s June 5th financial report to include the Outstanding Accela contractual item: Administrative Enforcement and final payment of the holdback not to exceed \$129,811.00. (For Possible Action)

Crystal Varnum, Washoe County, reviewed her financial report dated June 5, 2018. The contingency funds and change order charges were discussed; Mr. Thomas suggested the contingency funds be returned to the agencies. Downtime credits had been received for December 2016 with two additional credits expected. Performance issues continue to be of concern; staff will confirm the timing of anticipated system enhancements to improve performance. Mr. Thomas expressed interest in establishing more well-defined performance and response-time standards.

Staff noted the contract with the e-payments provider would expire in early 2019 providing the option to consider other vendors. Should a new vendor be selected, funding would be necessary for the integration of the new system. Consideration of quotes and the funding for integration, if necessary, will be added to the September agenda.

The Silverflume interface has been completed on the Accela side; the Committee had provided approval to pay the ten percent holdback pending completion of all the deliverables.

F. Update of the December Oversight FY18-19 Accela Subscription fees approval amount of the not to exceed \$460,000 to compare to the actual Accela Trueup Report dated May 31, 2018.

Lori Piccinini, Washoe County, reviewed slides three through five of the presentation noting the revised estimate was underbudget at \$399,778.32. She reviewed the true-up process noting the benefits of moving to an enterprise licensing model. Each entity will receive an invoice after Washoe County has received and paid the FY19 Accela invoice. Ms. Varnum noted the Committee had previously directed staff to hold the credited funds in reserve for future purchases rather than apply them to the annual payment.

G. Update regarding the interface agreement between the Nevada Secretary of State’s Nevada Business Portal (Silverflume) and the Oversight Group Members

Ms. Piccinini, Washoe County, indicated the interface had been redone, code had been delivered and was in use in the test environment with successful connectivity with the State. Once testing is complete, it will be moved into the production environment which will allow for real-time data verification. July has been targeted for go-live of the citizen access portal and

the back-office piece. Mr. Thomas expressed concern with the amount of time and expense expended to accomplish this. It was clarified that there were issues on both sides and that issues were caught before go-live; the environment has since been stabilized.

I. Updates from the Accela Regional Coordinating team:

1. Accela use and regional on-line payment statistics;
2. Washoe County Assessor's new system (GSA);
3. Legal confidentiality of data as reflected in Accela,
4. E-Payments through Accela Citizen Access (ACA); and
5. Regional coordination efforts for July 1 Fee schedules:
 - a) Washoe County Health District's fees in Accela; and
 - b) Regional Road Impact Fees Increase.

Ms. Piccinini, Washoe County, reviewed the online payment statistics provided on slide seven of the presentation noting the number of live modules per agency varies. There was consideration of embarking upon a marketing campaign to increase customer awareness to perhaps increase the usage. Staff was exploring the options to improve the process of linking and updating address and parcel data. She reviewed slide eight of the presentation with additional updates.

J. 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.

None

K. Identification of future agenda items for the next quarterly meeting of the Oversight Group on September 4, 2018, at 2:30 p.m.

- Discussion and possible action to return contingency funds to contributing agencies
- Discussion and possible direction for use of downtime credits
- Silverflume update with a summary of work done, if not yet in production

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There was no response to the call for public comment.

M. Adjournment. The meeting adjourned at 3:32 p.m.