



Regional Business License and Permits Program

Minutes

Regional License and Permit Program Oversight Group Special Meeting August 21, 2019, 1:00 p.m.

**Washoe County Administrative Complex
1001 E. Ninth Street, Reno
Building A, Caucus Room
Washoe County, Nevada**

Oversight Group

Reno City Manager – Sabra Newby
Sparks City Manager – Doug Thornley
Douglas County Community Development – Tom Dallaire
Washoe County Manager – Christine Vuletich
Washoe County District Health Officer – Kevin Dick

A. Roll Call: City of Reno, Rishma Khimji
City of Sparks, Doug Thornley
Douglas County, Ann Damian (phone)
Washoe County, Craig Betts
Washoe County District Health, Kevin Dick

City of Reno: Michael Chaump, Kim Jolly, Michael Telliano, Calli Wilsey

City of Sparks: Shirle Eiting, Michelle Harper, Lisa Hunderman

Washoe County: Leslie Admirand, Charlene Albee, Paul Burr, Sara DeLozier, Kari Estrada, Chad Giesinger, Lori Piccinini, Crystal Varnum

Also present: Dania Relsi, WSDA

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 – August 21, 2019 (For Possible Action)

Proposed Motion: Approve agenda as written; to open and consider Items F, G, and H together)
Motion: Craig Betts
Second: Rishma Khimji
Ayes: Unanimous

D. Approval of Minutes – May 21, 2019 (For Possible Action)

Proposed Motion: Approve minutes as amended to correct Item D's proposed motion to read "Approve minutes as written"
Motion: Rishma Khimji
Second: Craig Betts
Ayes: Unanimous

E. Presentation, discussion, and possible action on the current status, next steps and proposed timelines of the Accela Regional ONE Epayment project and shopping cart onenv.us and interim solutions. (For Possible Action) (slides 2-4 of presentation)

Lori Piccinini, Washoe County, shared that Washoe County's RFP was cancelled and that Jetpay's legal team was not in favor of subcontracting with Gray Quarter. Rishma Khimji, City of Reno, shared Reno approved a software and services contract to Gray Quarter, Inc. for the Accela online payment processing integration and awarded a bid to NCR to provide online and over the counter credit card and eCheck processing for Accela. PayPal has been identified as an interim, \$30 per month, month-to-month solution for the time between the OPC contract expiration and implementing the new system. The PayPal solution would require the agencies to continue to absorb the fees (absorbed model) to use one shopping cart. Douglas County may have the option to use the PayPal solution and have the customer absorb the fees with a separate shopping cart. As an integrated solution with Accela, PayPal can be integrated within approximately one day. While the contracting part is somewhat lengthy, they have been very responsive and proactive to accomplish some of the legwork ahead of the signed contract.

Craig Betts, Washoe County, voiced concerns identified in a previous RFP, particularly with PayPal settling net (taking the fee out of the payments) and the reconciliation reporting not being detailed enough to meet the needs of the Accela solution. Ms. Khimji stated her understanding was the agencies would be billed by PayPal monthly. She could not speak to the reporting concern but shared the City of Reno was already spending three to four hours of staff time per day reconciling so they would be ok continuing that in the interim.

Ms. Piccinini reviewed the rates and anticipated next steps and timelines. Ms. Khimji emphasized that in addition to the 2% rate offered by NCR, the NCR-Gray Quarter combination provides a platform that is more effective and efficient for individual agencies, the regional model, allows for streamlining of payments and services, and for future growth. Gray Quarter will provide for processing multi-agency payments, approximately 3% of the \$36 million dollars accepted to date, using one shopping cart without requiring all agencies to have the same fee-payment model. Several options were provided as possible next steps (slide 4).

No action was taken on Item E of this agenda.

[Items F, G, and H were opened together.]

- F. Presentation, discussion, and possible recommendation of the Oversight Group to each local government to join with the City of Reno's Contract with Gray Quarter, Inc. for software integration services for Accela online payment processing in accordance with NRS 332.195, in an amount not to exceed \$112,000 over the life of a five-year contract.**
(For Possible Action)
- G. Presentation, discussion, and possible recommendation of the Oversight Group to each local government to contract individually with Paypal for an interim solution, estimated below \$50k.** (For Possible Action)
- H. Presentation, discussion and possible recommendation of the Oversight Group to each local government to join with City of Reno Contract with NCR Payment Solutions, FL, LLC, RFP No. 2020-01, to provide online and over-the-counter credit card and eCheck payment processing for Accela online business for a price based on user fees, in accordance with NRS 332.195.** (Possible Action)

Lori Piccinini, Washoe County, reviewed slides five through seven of the presentation. Craig Betts, Washoe County, asked how the \$112,000 fee presented in Item F would be distributed. Rishma Khimji, City of Reno, explained Reno's contract was for \$53,000 with NCR providing a \$10,000 contribution. The per agency amount would depend on the number of agencies choosing to go with the Gray Quarter solution, potentially being divided equally amongst the five agencies upon go-live; this is a one-time cost.

There was discussion of the PayPal and NCR contract terms. It was clarified that the PayPal was the only vendor that would agree to a month-to-month term, the contract did not have a cancellation fee and could remain open which would allow for a long-term safety net. It was suggested that any action to move forward with recommending PayPal as a interim solution, if needed, be contingent on verification that the fees are paid monthly by the agencies and not taken from the payments processed.

Deputy District Attorney Leslie Admirand, Washoe County, clarified the Committee was being asked to provide a recommendation to each respective agency's governing body acknowledging the City of Reno has already made these decisions.

It was clarified that Accela integrated solutions, such as OPI and PayPal, were not *recommended* payment processors. They are vendors who have worked with Accela to standardize the interface which allows for a simpler integration with the Accela shopping cart and functionality specific to Accela.

Ann Damian, Douglas County, indicated a January or February implementation would work for Douglas County. Mr. Khimji, City of Reno, indicated she would abstain from voting on these items as the City of Reno is already in contract with its selected vendors.

Item F – Doug Thornley, City of Sparks, moved to recommend joinder with the City of Reno's contract with Gray Quarter; Ann Damian, Douglas County, provided the second. Upon a call for a vote, the motion carried four in favor, Rishma Khimji, City of Reno, abstaining.

Mr. Thornley, City of Sparks, questioned the need to make recommendations for Items G or H. There was discussion of the potential impacts of not taking action on the two items.

Item G – There was no action taken on Item G of this agenda.

Item H – There was no action taken on Item H of this agenda.

I. Update and possible approval of report on FY19/20 Regional Accela subscription amounts and credits and Washoe County Comptrollers Financial Report dated August 21, 2019.

Crystal Varnum, Washoe County Comptroller's Office, reviewed her report dated August 21, 2019. In response to a question about the downtime credits, Ms. Piccinini indicated there was a detailed list of the downtime and that the credits reflected downtime since go-live.

Ms. Khimji asked what work had been done to determine the costs to be budgeted after the end of the initial five-year contract term, what impacts that would have to the interlocal agreement, and if those numbers could be provided sooner than later to allow for the upcoming budget cycle. Ms. Piccinini indicated it was her understanding that there would a three percent increase. She also noted additional consideration was being given a different payment model than the complex yearly true-up process.

Item I – There was no action taken on Item I of this agenda.

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. (For Discussion Only)

Chad Giesinger as the new ARC member representing the Community Services Department. Doug Thornley was introduced as the new Oversight member representing the City of Sparks.

Kevin Dick, Washoe County District Health, spoke to the journey to get to the day's decisions and was grateful to the ability to move forward regionally.

K. Identification of future agenda items for the next quarterly meeting of the Oversight Group on Tuesday, December 3, 2019, at 2:30 p.m. (For Possible Action)

- Accela Regional Committee composition and charter
- Updates to the interlocal agreement

L. 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.

M. Adjournment. The meeting adjourned at 2:07 p.m.