



Regional Business License and Permits Program

****Draft Meeting Minutes****

Regional Business License and Permits Program Oversight Group Quarterly Meeting

**Tuesday, December 7, 2021, 2:00 p.m.
Washoe County, NV**

Meeting held via teleconference.

Oversight Group Members

Oversight Group

City of Reno – Jackie Bryant
City of Sparks – Alyson McCormick
Washoe County – Behzad Zamanian
District Health – Kevin Dick
Douglas County – Tom Dallaire

Agenda Items

A. Call to Order, Roll Call (Non-action Item)

The meeting was called to order at 2:03 p.m.

Present

- | | |
|---------------------------------|------------------|
| • City of Reno | Daniela Monteiro |
| • City of Sparks | Alyson McCormick |
| • Washoe County | Behzad Zamanian |
| • Washoe County District Health | Kevin Dick |

Absent

- | | |
|------------------|------------------------|
| • Douglas County | Tom Dallaire (excused) |
|------------------|------------------------|

Washoe County Deputy District Attorney Trent Ross was also present.

B. Public Comment (Non-action item) – 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(3)(d)(7).

There was no response to the call for public comment.



QUALITY
PUBLIC SERVICE



INTEGRITY



EFFECTIVE
COMMUNICATION

C. Approval of December 7, 2021, Agenda (For Possible Action)

Alyson McCormick, City of Sparks, moved to approve the December 7, 2021, agenda. Behzad Zamanian, Washoe County, provided the second. There was no response to the call for Committee discussion or public comment. Upon a call for a vote, the motion carried unanimously.

D. Approval of the September 7, 2021, Minutes (For Possible Action) – Committee members may identify any additions or corrections to the draft minutes as transcribed.

Alyson McCormick, City of Sparks, moved to approve the September 7, 2021, minutes as written. Behzad Zamanian, Washoe County, provided the second. There was no response to the call for Committee discussion or public comment. Upon a call for a vote, the motion carried unanimously.

E. Financial Summary – Confirmation on subscription payments made, new licenses purchased, and credits received. (For Discussion Only)

Lori Piccinini, Washoe County Technology Services, reviewed the Financial Summary for the December 7, 2021, meeting providing the summary of Accela invoices and agency reimbursement for the annual subscription, the Enhanced Reporting Database and newly ordered licenses. One downtime credit from June is still expected and is planned to be applied to next year's subscription.

F. Presentation, discussion, and possible recommendation on the FY22-23 Budget for Accela Automation, Mobile and Citizen Access Annual Subscription fees not to exceed a total of \$600,000, an increase of \$30,000 over the 2019 and 2020 budget requests, due to additional license requests from participating agencies, and to include the Enhanced reporting database costs for certain agencies; apportioned per participating entity as follows: (For Possible Action)

- 1.) Douglas County not to exceed amount of \$57,000;
- 2.) Health District not to exceed the amount of \$90,000;
- 3.) City of Reno not to exceed amount of \$218,000;
- 4.) City of Sparks not to exceed amount of \$105,000;
- 5.) Washoe County not to exceed the amount of \$130,000.

Lori Piccinini, Washoe County Technology Services, reviewed the presentation slides three and four for this item. The proposed amount for each agency includes contingency to accommodate growth or the need for additional features or software, in addition to the contracted three percent annual increase. There are approximately 40 licenses used by the Health District that are billed and maintained separately from the regional licenses.

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Oversight Agenda Item F

Presentation, discussion, and possible recommendation on the FY22-23 Budget for Accela Automation, Mobile and Citizen Access Annual Subscription fees not to exceed a total of \$600,000, an increase of \$30,000 over the 2019 and 2020 budget requests, due to additional license requests from participating agencies, and to include the Enhanced reporting database costs for certain agencies; apportioned per participating entity as follows: **(For Possible Action)**

- 1.) Douglas County not to exceed amount of \$57,000;
- 2.) Health District not to exceed the amount of \$90,000;
- 3.) City of Reno not to exceed amount of \$218,000;
- 4.) City of Sparks not to exceed amount of \$105,000;
- 5.) Washoe County not to exceed the amount of \$130,000.

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Oversight Agenda Item F (cont.,)

- **FY22/23 Budget Recommendations for Accela Automation (AA), Mobile (AMO), and Citizen Access Annual subscription fees not to exceed total of \$600,000, apportioned per participating entity.**
- Last December Oversight budget estimates for FY19/20 & FY21/22 Subscription amounts were \$530,000 and Oversight approved the ERD additional cost of \$40k annually (total of \$570,000k approved).
 - Washoe County Actual paid to Accela for FY21/22 Subscription \$551,545k (with credits), Agencies have exceeded the worst case forecasted amounts due to growth of licenses
 - FY19/20 413 AA (Backoffice) Licenses / 150 AMO (Mobile) licenses
 - FY20/21 Actual 423 AA /151 AMO
 - FY21/22 Forecasted 450 AA/159 AMO + 3% annual increase
 - **FY21/22 Current numbers 455/155 AMO**
 - **FY22/23 - 3% annual increase + 5% contingency to cover growth = \$600,000 worst case budget request**
 - Does not include COVID licenses for Health (separate contract).

Behzad Zamanian, Washoe County, moved to approve the proposed FY23 budget as proposed. Alyson McCormick, City of Sparks, provided the second. There was no response to the call for Committee discussion or public comment. Upon a call for a vote, the motion carried unanimously.

G. Oversight request for feedback on the functionality and usability of the Accela Citizen Access Site and potential improvements. *Give examples of what it would look like, products available, (For Discussion Only)

Lori Piccinini, Washoe County Technology Services, reviewed the presentation slides six and seven for this item. Accela has indicated there will be new functionality offered in new releases such as allowing a contractor to have multiple contacts, and the ability for multiple parcel numbers. She suggested it may be helpful to have a usability study conducted to identify where there are pain points to determine which features and enhancements would be the most impactful. Another potential option to improve the citizen experience is the Accela Premium Citizen Experience by Opencities (demo: <https://www.youtube.com/watch?v=zeFPIIVlXrM>).

Kevin Dick, Washoe County Health District, indicated he could see the value in improving the platform to better serve the community and allow for easier interaction. Alyson McCormick, City of Sparks, indicated she would like more information including the associated cost. Daniela Monteiro, City of Reno, indicated she would like further information on both the proposed Accela functionality and the Opencities option in order to better determine if one or both may provide the most beneficial enhancements.

Mr. Dick asked if there were other interfaces designed for Accela that could also provide for a more user-friendly experience. Ms. Piccinini shared Gray Quarter has a G-WIZ Wizard and there may be others; staff can research and return with potential options and the costs associated.

H. Interlocal Cooperative Agreement Establishing the Regional Business License and Permits Program. (For Possible Action)

1. Update on legal review of meeting dates and times.

Lori Piccinini, Washoe County Technology Services, shared that the Interlocal doesn't dictate meeting frequency or membership.

2. Possible amendments to Article 13 of the interlocal regarding new entities receiving the same "rights, privileges, obligations, and liabilities" as the current agencies based on requests at the September 7, 2021, to evaluate the rights of new additions.

Lori Piccinini, Washoe County Technology Services, shared as a follow-up to past discussions regarding adding new members to the platform and Oversight Committee, staff was seeking direction on possible amendments to the Interlocal. Truckee Meadows Fire and Protection District/Fire & Rescue (TMFPD/TMFR) have been added as a module of Washoe County's membership rather than as a separate entity. Kevin Dick, District Health, shared the Committee had previously voiced concern with the size of the potential new members and the number of licenses in relation to the others, and for TMFPD/TMFR with a governing body with the same composition as Washoe County creating a potential for a disproportionate level of power and influence despite a relatively small number of licenses.

It was shared that similarly, Truckee Meadows Water Authority, that currently has licenses through Washoe County, could ask to become a separate member. With the current Interlocal language, that membership would allow a vote, despite having a

minimal amount of licenses and a relatively small stake and investment.

Options discussed were to review membership and voting on a case-by-case basis; to modify the language to exclude voting rights as an automatic part of membership; defining a threshold number of licenses to gain voting membership. There was agreement that all members should have the ability to participate in the Oversight Committee discussions and a desire to encourage regional partnerships, and that a license threshold for becoming a voting member be established. A fifty license threshold was suggested (the lowest amount of current members).

Alyson McCormick, City of Sparks, moved to direct Washoe County counsel to draft proposed language for an amendment establishing a threshold for voting membership and to working with the legal counsel of other member agencies, and/or the ARC members as needed. Behzad Zamanian, Washoe County, provided the second. There was no response to the call for further Committee discussion or public comment. Upon a call for a vote, the motion carried unanimously.

I. 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 regional business license and permits project. (For Discussion Only)

1. Status of Health Subprocess Workflow Alignment - additions of checkboxes and custom fields in multiple Building permits for Washoe, Reno and Sparks, update requested from September 7, 2021, Oversight meeting

Lori Piccinini, Washoe County Technology Services, shared the team has continued with efforts to better align Building workflows to provide consistency for the Health District. Kevin Dick, Washoe County Health District, expressed appreciation for the work to improve the process.

2. Epermithub update for City of Sparks

Lori Piccinini, Washoe County Technology Services, shared Epermithub is a tool to provide a more robust document review for citizens, and a better tool on the backend for permit and plan reviewers. Other agencies are still using Adobe but have indicated potential interest in also changing.

Theresa Parkhurst, City of Sparks, shared they had gone live with Epermithub Thursday so were still early in its use but things seemed to be going well so far. Members of the Building and Engineering Department had so far been able to review without issue; no items had yet been routed to Health. She noted they had made changes in OnBase the same day which create issues with document access. She added that Epermithub provides a very interactive experience for the applicant/contractor with the ability to support a variety of file types, tools similar to other software to minimize the learning curve for users, and the ability to update revised sheets individually rather than uploading a full set of plans again.

Daniela Monteiro, City of Reno, shared they were currently reviewing a couple of similar software options to find the one that will best align with their business rules and processes.

3. Recordors AB 3 Electronic Mapping update

With the new Legislative changes allowing for electronic signatures for final maps, the County Recorder's Office is now leading the effort to find a product to accommodate it. The document review and permit processing will continue to be processed in Accela while the new component would be outside of Accela. A working group, with a charter form, has been created to create the business cases for products with the City of Reno agreeing to pilot the product selected. So far, only one solution has been identified; one challenge is with the secured county seal from engineers and surveyors and notaries.

4. Staff changes, retirement

Lori Piccinini, Washoe County Technology Services, announced she would be retiring in January 2022. She expressed appreciation for the regional collaboration and enjoyment in working with this group toward the success of the regional platform.

Kevin Dick, Washoe County Health District, and Behzad Zamanian, Washoe County, expressed appreciation for Ms. Piccinini's contribution to the project, and wished her well in retirement.

- J. Identification of Oversight Group future agenda items** – No discussion among Committee members will take place on this item. The next regular meeting is scheduled for Tuesday, March 8, 2022, at 2:00 p.m.; meetings may be scheduled as needed. (Non-action item)

None

- K. Public Comment** (Non-action Item) – 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(3)(d)(7).

There was no response to the call for public comment.

- L. Adjournment** (Non-action Item)

The meeting adjourned at 2:57 p.m.