

Regional License and Permits Program

Meeting of Oversight Group

June 30, 2026



Accela Workshops Update

- [Non - Action Item]
- An update on the collaborative meetings with Accela and regional partners to identify, document, and evaluate issues that agencies are encountering with the Accela platform, assess the status of previously identified items, review completed actions, and discuss any new or ongoing concerns.
 - 47 issues listed identified
 - Accela Workshops – Monthly meetings with Accela and regional partners to document Accela platform issues identified by regional agencies.
 - Accela Mutual Action Plan (MAP) Meetings – Accela onsite deep dive meetings with each regional agency to identify specific agency platform issues as well as cross agency platform issues.
 - Accela Customer Support Meetings – Weekly meetings with Accela customer support on long-term, outstanding customer support tickets submitted by regional agencies.



Accela Workshops Update

Status	# of Issues
Actively Working On	5
Closed Duplicate	5
Closed/Resolved	9
Needs Review	7
Pending Closed/Resolved	2
Closed/Enhancement	4
Actively Working	1
Won't Fix	1
With Support	13
Grand Total	47



Accela Contract Obligations Update

- [Non – Action Item]
- An update on Accela Citizen Access (ACA) improvements, including a discussion of the status of fixing reset password ability in ACA and user interface in ACA for users attempting to access their associated contact information.
 - Section B - ACA improvements
 - Fixing the reset password ability in ACA for superagency users.
 - Reset password issue for new accounts has been fixed.
 - ACA public users that are missing link to any of the regional agencies still needs to be fixed.
 - Fixing the user interface in ACA account management for users attempting to access/edit their associated contact information.
 - Issue fixed in Production Environment.



Possible Request for Information for New Permitting Software System

- [For Possible Action]
- Review, discussion and potential action to recommend issuing a Request for Information (RFI) to aid in exploring new permitting software system.
- An RFI could assist in gathering information on users preferred/required resources, available products and functionality/resources, and may support future exploratory discussions with vendors.
- The information obtained could help the Regional Partners develop a well-defined scope of work to be incorporated in a potential future Request for Proposal (RFP).



Regional Business License and Permits Program Oversight Group Members and/or Staff announcement, requests for information and selection of topics for future agendas

- [Non-Action Item]



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. However, action may not be taken on any matter raised during this comment period until the matter is specifically listed on an agenda as an action item. Each person addressing the Oversight Group shall give their first and last names. Comments are to be made to the Oversight Group as a whole.

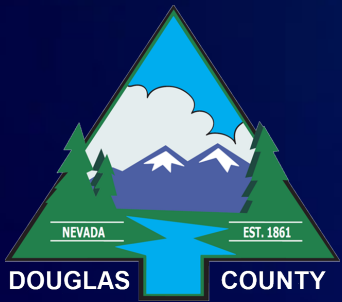


Adjournment

- [Non-Action Item]



Thank you



NORTHERN NEVADA
Public Health+

