



Regional Business License and Permits Program

MEETING MINUTES

Regional License and Permit Program Oversight Group Quarterly Meeting September 5, 2017

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 (arrived 2:36 p.m.)
City of Sparks, Steve Driscoll, City Manager
Douglas County, Sherri McGee, Chief Technology Officer
Washoe County, Christine Vuletich, Assistant County Manager
Washoe County District Health, Kevin Dick, District Health Officer

Also present:

City of Reno: Michael Chaump, Amber Drlik, Dan Holly, Rishma Khimji, Jill Olsen, Mike Telliano, Ashley Turney

City of Sparks: Shirle Eiting, Russell Elder, Lisa Hunderman, Neil Krutz, Mark Meranda

Washoe County: Leslie Admirand, Charlene Albee, Craig Betts, Paul Burr, Sara DeLozier, Steve Fisher, Stephan Hollandsworth, Lori Piccinini, Crystal Varnum, Bob Webb

Accela: Chris Alderson (phone)

- 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** – September 5, 2017 (For Possible Action)

Proposed Motion: Approve agenda as written
Motion: Steve Driscoll
Second: Kevin Dick
Ayes: [Unanimous]

- D. Approval of Minutes** – June 6, 2017 (For Possible Action)

Kevin Dick, District Health, asked that the minutes for item F be modified to clarify it is the group, rather than the Health District, who would be responsible for payment.

Proposed Motion: Move to approve the minutes as amended
Motion: Kevin Dick
Second: Steve Driscoll
Ayes: [Unanimous]

- E. Presentation, discussion, and possible direction** on the Fiscal Manager's financial report on 1) the outstanding Accela contractual items; 2) the balance of the Contingency Fund account; 3) the number of unused mobile licenses in the amount of \$3,763 with direction to withhold payment of this subscription amount or authorize payment. (For Possible Action)

Crystal Varnum, Washoe County, reviewed her report for June 2014-August 30, 2017, noting the addition of Douglas County and reflecting the \$3,763.20 for the mobile licenses not yet paid to Accela. She noted Washoe County had recently paid the invoice for the final 10% of Change Order Four (\$14,800), but the individual entities had not yet been sent invoices for their respective contribution.

Bill Thomas, City of Reno, asked for clarification concerning the use and intent of the contingency funds. Lori Piccinini, Washoe County, stated the funds were intended initially for system-wide project changes, change orders or enhancements that may be required/desired as part of platform implementation. Prior to the request in Item G of this agenda, there had not been a request to use the funds. Douglas County had not contributed to the fund with their implementation being done separately. Sherri McGee, Douglas County, acknowledged they had not contributed to the contingency fund. Ms. Varnum noted the amount paid by each of the four partners was not equal.

Kevin Dick and Steve Fisher, Health District, provided an update on the issues relating to the use of the mobile licenses stating ongoing testing and uncertainty at being able to implement. Ms. Piccinini indicated the mobile licenses were part of the contract and Accela

had not found anything contractually to allow relief from payment. With only two deliverables remaining, Silver Flume and the Administrative Enforcement platform (expected in October), the final \$129,800 would be due. Further testing is being done to determine where the issue with Silver Flume resides; the security coding had been received and the TLS 1.2 version was in the latest patch.

Proposed Motion: Continue withholding \$3,763.20 for the mobile licenses
Motion: Kevin Dick
Second: Bill Thomas
Ayes: [Unanimous]

F. Presentation, discussion, direction and possible acceptance of a proposal and draft contact by Byrne Software Technologies, Inc. for engineering development and implementation of a parcel genealogy and parcel retirement solution for the Regional License and Permits Program utilizing contingency funds in the amount of \$13,230. (For Possible Action)

Lori Piccinini, Washoe County, indicated this solution would provide value to all agencies presently on the platform and that should Douglas County see value after their implementation, could contribute at that time. This fix would address the current challenges with parcel genealogy, providing staff and citizens more accurate parcel history.

James English, Health District, stated that when an APN is updated, it breaks the set inspection areas for the Health District requiring manually finding each error and correcting the address. Byrne would be able to provide a script that would run at regular intervals to update any changed APNs.

Steve Driscoll, City of Sparks, expressed concern that this issue should have been addressed much earlier. He questioned whether it was the responsibility of Accela or the Assessor's Office to remedy; and how the Assessor's Office managed the APN genealogy on their side.

Bill Thomas, City of Reno, voiced concern with adding an additional vendor to provide a solution for a product that is not working as expected; he sought assurance the work to be done by Byrne wouldn't negatively impact other aspects of the system.

Kevin Dick, Health District, stated he didn't believe it was something the Assessor could do on its own without assistance. While not wanting to relieve Accela of responsibility for finding a solution, he was not confident they would; Byrne has implemented this solution for other Accela customers.

Ms. Piccinini indicated Byrne would only be allowed in the support environment and would be brought into the weekly discussions between the ARC Team and the administrators; she spoke to the method by which changes are implemented. There was discussion about the integrity of the data provided and the apparent timing issue with the Accela – GIS interface. In response to a question, Chris Alderson, Accela, indicated he did not know if there was a roadmap providing a genealogy feature.

Mr. English indicated Accela relied on the legal address assigned to a parcel, so where outdated or inconsistent naming conventions exist, permits and parcels can be incorrectly associated providing an example of Verdi permits showing up in Sparks. He estimated over 1,000 of these had so far been identified and manually corrected. When questioned by the Accela representative, it was not clear if support tickets had been submitted. He spoke to the vital nature of this fix indicating the Health District's initial intention to implement independently.

Mr. Driscoll asked if clean-up still needed to occur to reach naming convention conformity. He expressed frustration with paying for a system that was supposed to fix this and now seemingly needing to pay another entity to remedy it. Mr. Thomas echoed the frustration with Accela not providing the solution acknowledging Reno had pushed for Accela initially.

Mr. Driscoll moved to provide staff the authority to contract with Byrne for this solution providing staff: 1) Examine the scope of Accela's responsibility to provide this solution; 2) Examine what the Assessor's Office had committed to and completed; and, 3) Find that the issue with parcel genealogy did not rest with either party and Byrne was, therefore, the quickest remedy. Christine Vuletich seconded the motion.

Shirle Eiting, counsel for City of Sparks, expressed concern with the language within the contract and asked that agencies be provided the opportunity to review and rework prior to execution. Counsel for the City of Reno requested the item be reagendaized for a future meeting for further review and discussion should staff determine it was necessary to pursue.

Mr. Driscoll modified his motion to remove the authorization to spend the funds or enter into agreement with Byrne at this point. He would still like the aforementioned APN problem research carried out to determine if there was an Accela functionality issue or an Assessor's Office parcel translation issue, and whether this was contemplated in the original contract with Accela. He further moved to have staff report back to his/her respective manager with the results of the research. If it were determined that the Byrne contract was needed to fix the issue, staff was directed to move forward with taking the appropriate steps to authorize the expenditure. Ms. Vuletich seconded the amended motion.

Sherri McGee, Douglas County, indicated she would abstain from voting on the use of contingency funds.

Final Proposed Motion: Direct staff to determine if there was an Accela functionality issue or an Assessor's Office parcel translation issue, and whether this was contemplated in the original contract with Accela. Staff is requested to: 1) Examine the scope of Accela's responsibility to provide this solution; 2) Examine what the Assessor's Office had committed to and completed; 3) Report back to his/her respective manager with the results of the research; and, 4) Take the appropriate steps to authorize the contract and expenditure if it is determined that the Byrne contract is needed to fix the issue.

Motion: Steve Driscoll
Second: Christine Vuletich
Vote: Four in favor; Ms. McGee abstaining

G. Presentation and possible discussion regarding follow-up from the March 7, 2017, and June 6, 2017, Oversight agenda regarding Monthly Performance Reports per the Accela Regional Permits and License Contract dated June 17, 2017, and the credit memos issued by Accela for performance deficiencies. (Informational Only)

Lori Piccinini, Washoe County, reviewed slide four of the presentation providing the quarterly performance measures, noting improved performance from last quarter. She indicated the ACA payment issue had been resolved and would be discussed in the next item on the agenda. Chris Alderson, Accela, confirmed enhancements had been added and an old server replaced to address the Crystal reports issue.

Bill Thomas, City of Reno, spoke to the impact of even a small percentage of downtime or errors on the City of Reno. He indicated staff had a lack of trust in the system to perform as expected which has led staff to redo work or resort to previous practices. He expressed frustration with the apparent inability of the system to consistently and correctly take payments resulting in extra, unrecoverable credit card fees. He suggested it may have been a mistake to pursue the collective approach for a regional platform, bandaging together the different approaches used by each of the entities, and possibly trying to put “too much into one box.”

He requested a future agenda item to discuss establishing a more direct connection between the City of Reno and Accela rather than relaying issues through Washoe County; Ms. Piccinini clarified the City of Reno does not need to go through Washoe County and has the ability to log tickets directly with Accela.

H. Presentation and possible discussion regarding improvements made to the Accela Citizen Portal customer experience, introduction of the ACA Improvement subcommittee, and an overview of status of troubleshooting recent payment issues with ACI/Official Payments and Accela errors on the payment screen. (Informational Only)

Lori Piccinini, Washoe County, shared there had been one critical payment issue in early August that was escalated with Accela who provided a same day WebEx and a dedicated staff member to resolve; two code fixes were implemented and there have been no further instances of multiple payments. Of approximately 5,800 payments received, there were 18-20 instances of multiple payments. Ms. Piccinini was in consultation with Accela to see if there was potential for a credit for the credit card fees incurred as a result of the issue.

Steve Driscoll, City of Sparks, questioned the credibility of the system and sought assurance that the problems had been resolved and the causes identified. It was confirmed that a fix was in place to address the multiple payment issue with a final fix forthcoming to address the interface with the payment provider. Chris Alderson, Accela, stated it was on the product team’s roadmap to enhance the error handling to provide for increased visibility and identification. Russ Elder, City of Sparks, confirmed all known errors had been resolved noting there was still an outstanding issue with the Accela interface with the payment provider. Mr. Alderson indicated the standard interface was in place and other agencies were using the same payment provider suggesting the issue may stem from a uniqueness in the way fees are being allocated.

Bill Thomas, City of Reno, suggested the City of Reno may, at some point, need to take a different course to solve the problems it is experiencing, with a potential recommendation to the City Manager to find something outside of this contract.

Ms. Piccinini reviewed the status of the work done by the newly created ACA subcommittee to improve the customer experience through a new, condensed look and feel, noting a global search function had recently been implemented allowing for a search of all agencies and jurisdictions. She indicated that post go-live, there had been more than 70,000 permits and licenses created with 3,641 done through the Citizen Portal. To date, over \$5.6 million has been collected through the Citizen Portal across all agencies.

Kevin Dick, Health District, shared that he was pleased with the creation of a subcommittee focused on implementing much needed improvements to the citizen platform.

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 project.

1. Update as requested at June 6, 2017, Oversight meeting for Jurisdictions collecting Development Review fees for the Health District; and regionally aligning of workflows between the agencies.

Kevin Dick, District Health, indicated both Washoe County and the City of Sparks were collecting development review fees through Accela, with the City of Reno still moving toward implementation. The District was working to develop a sub-process within Accela to allow for a common workflow between each of the jurisdictions and the Health District.

2. Update on Douglas County Kickoff, August 9-10, 2017

The Douglas County Kickoff reportedly went well with the team completing its “as-is” analysis for planning, building and engineering. The agency has been created in the superagency and is targeting April 2018 for go-live.

3. Update from Washoe County on recently added modules and licenses from Asset Management and impacts to tiered subscription costs.

Lori Piccinini, Washoe County, indicated Washoe County and Sparks were in the investigation phase of considering implementing Accela’s Asset Management module. The module is included in the current subscription fees providing each entity the option to turn-on and implement; doing so would require additional licenses in production. Washoe County does not anticipate making a decision before the next fiscal year. Steve Driscoll, City of Sparks, indicated the module seemed as though it would work for Sparks though he had concerns with the GIS, parcel interface issues noted earlier. He added they were also considering the Code Enforcement module and possibly the 311 component.

Ms. Piccinini stated each agency could choose whether or not to expose the Asset module to the One platform or keep it private. Any increase in the overall number of licenses purchased decreases the overall subscription cost for all agencies.

Washoe County is setting up a One training site that will be accessible from inside Accela automation. Staff is currently in the process of adding documents to the site and creating documentation where necessary.

4. Any other 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 provided

J. Identification of future agenda items for the quarterly meeting of the Oversight Group on December 5, 2017, at 2:30 p.m. (For Possible Action)

Lori Piccinini, Washoe County, requested each agency bring forward any budgetary considerations at the December meeting.

K. 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.

L. Adjournment. The meeting adjourned at 4:05 p.m.

[Minutes as modified and approved December 5, 2017.]