



Regional License and Permits Program

Quarterly Meeting of the
Oversight Group Meeting
September 5, 2017



Oversight Agenda Item E (All agencies)

- **Financial Update:** 1) the Financial Report, to include the remaining Accela contractual items and status of Contingency funds 2) the number of mobile license unused accounts in the amount \$3,763.20; (For Possible Action)
 - ***Remaining Accela contractual items***
 - 2 of 32 remaining deliverables *(3 were reported in June)*
 - Remaining Deliverables
 - Silverflume Interface – Accela basic connectivity tests; then Internal Staff will complete
 - Administrative Enforcement interface delivered and tested 8/18/17
 - 9.1.3 release put into Production 8/17/17
 - ***Status of the mobile license unused accounts***

Oversight Agenda Item F (All agencies)

- **Byrne Software proposal for Parcel Genealogy Enhancement**
 - \$13,320 requested from contingency with optional 40 hours additional support after full implementation (approx. \$5,400)
 - Benefits all agencies
 - Allows for better usage by staff and citizens to see the history of a parcel during the permit process.

Oversight Agenda Item G (All agencies)

- **Follow-up of Monthly Performance Report**
 - Monthly Downtime reports were not beneath the 99.9% this quarter per contract
 - Total CRC Cases since January 2017 created and resolved
 - 20 for Reno – 6 outstanding
 - 122 for Washoe/Health/One – 15 critical; ~ 26 open today; no critical issues not responded to; Washoe submits for the ONE agency.
 - Sparks 13 CRC Cases, 11 still open
 - Reporting was a main speed factor. Washoe redid the main receipt in AA and turned off cashiering functions.

Oversight Agenda Item H

- **Accela Citizen Portal Customer experience**
- **Introduction of the ACA Improvement Subcommittee**
 - *30+ identified improvements, + new condensed look & feel*
 - *Over half of these have been implemented so far*
- **Overview of status of troubleshooting recent payment issues**
 - *Critical payment issue identified early August, 2017*
 - *Approx. 18 issues out of 5,869 payments collected*
 - *Two code fixes have been implemented to date (one by Accela, one by the agencies.)*
- **Accela Post go live status:**
 - *~70,000 permits and licenses have been created since 10/31; 3,641 were through the Citizen Portal; (increase of 7,600 since last quarter)*
 - *Over \$5.6 million collected through the citizen portal between all agencies (Reno = \$3.8m, Sparks \$1.8m, Washoe \$25k)*

Item I: Announcements/Reports/Updates

- Update as requested at June 6, 2017 Oversight meeting for Jurisdictions collecting Health District Development review fees; and Regionally Aligning workflow between agencies
- Update on Douglas County Kickoff, August 9-10, 2017
 - Kickoff and As-is analysis completed for Planning, Building, Engineering in two days
 - Douglas Agency created
- Update from Washoe County on recently added modules and licenses from Asset Management and impacts to tiered subscription costs.
- Launch of the internal agency ONE training site for agency users
- 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.

Item J: Future Agenda Items

- **Next Quarterly Meeting date of the Oversight Group**
 - Tues. December 5, 2017 at 2:30 pm Washoe County
 - Future agenda items and ongoing meeting schedule



K. Public
Comment

L.
Adjournment