Regional License and Permits Program
Quarterly Meeting of the Oversight Group Meeting
September 5, 2017
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
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