



Regional License and Permits Program

Quarterly meeting of
Oversight Group
December 07, 2021



Oversight Agenda Item E

- **Financial Summary**

- *All agencies have paid last years subscription.*
- *Additional licenses and ERD outstanding for some agencies.*
- *Former credit \$5811.80 from hosting performance of was deducted from this years subscription by Accela before invoicing from Washoe went out.*

- **Hosted performance summary/uptime reports:**

- *One additional credit from Accela, from June 2021 amount of \$5811.80 will be taken off next years subscription so far*

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.

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).

Oversight Agenda Item G

Oversight request for feedback on the functionality and usability of the Accela Citizen Access Site and potential improvements.

- Is the Oversight interested in changing or improving the usability of the Citizen site; helping improve and bringing quicker services to our citizens?
- Accela has delivered new functionality in recent releases
 - Templates, enhanced banners
 - Contact improvements, multiples
 - Is it enough?
 - Usability study; interview citizens
 - Accela Premium experience by Opencities
 - Additional budget item and new project

Oversight Agenda Item G (cont.,)

Existing Accela Citizen Site

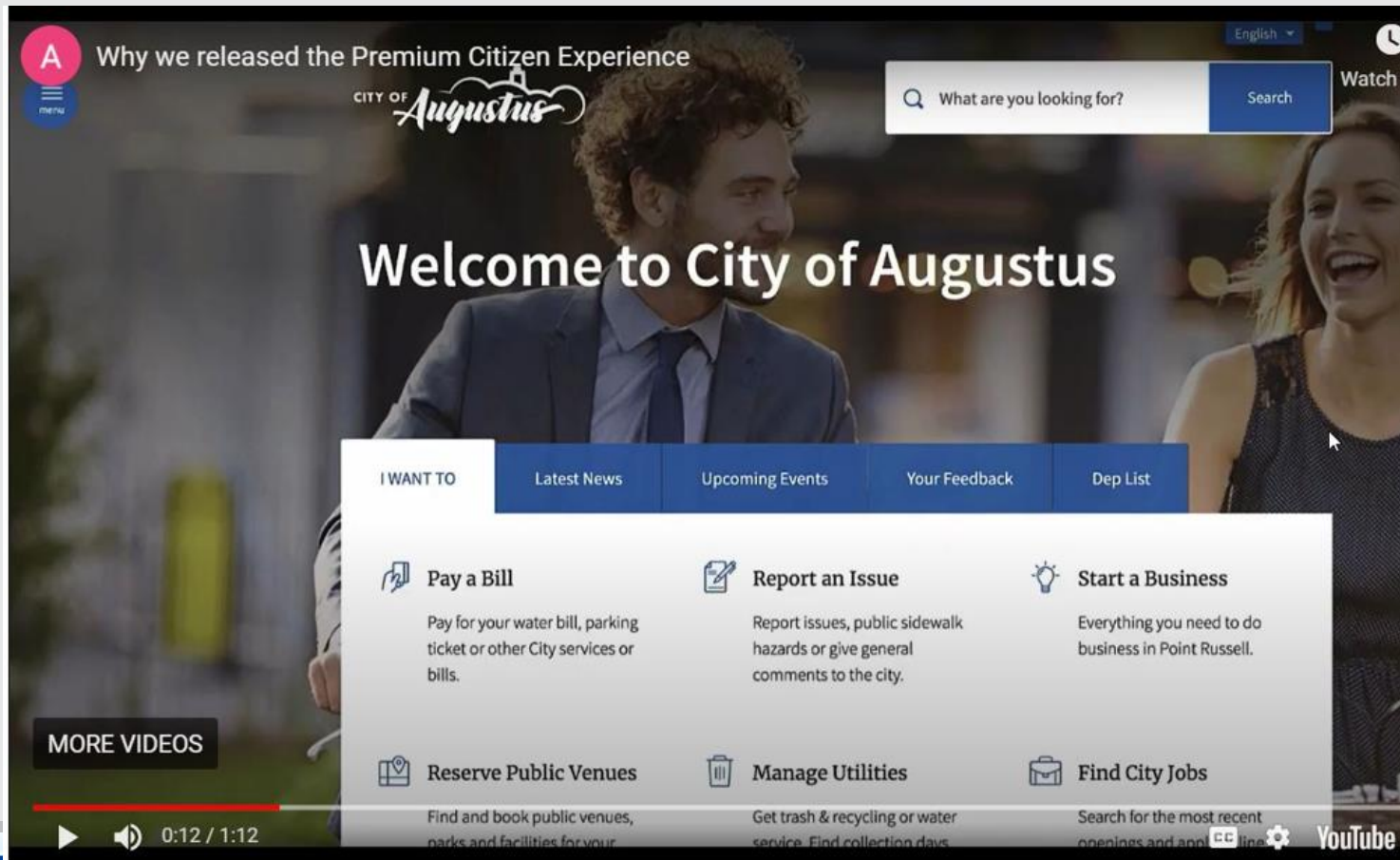
The screenshot shows the Accela ONE Dashboard. The header includes the logo "1one Regional Licensing & Permits" and the text "Serving Reno, Sparks, Washoe & Douglas County". The user is logged in as "lpiccinini". The dashboard displays a "Hello, lpiccinini" message and two empty sections: "Saved in Cart (0)" and "My Collection (0)". Below these, there is a "Work in progress" section with a table of records.

Record Name	Record ID	Module	Creation Date	Action
Business License Application	16TMP-000014	Licenses	11/3/2016	Resume Application



Oversight Agenda Item G (cont.,)

Accela Premium Citizen experience by Opencities: Digital front door to agencies websites, more intuitive, wizard like, better search and guiding through permit process.



Oversight Agenda Item 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.
- 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.

Oversight Agenda Item 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
2. **Epermithub update for City of Sparks**
3. **Recorders AB 3 Electronic Mapping update**
4. **Staff changes, retirement**

Item K & L: Announcement/Reports/Updates & Future Agenda Items

- **Any Announcements/Reports/Updates?**
- **Next Quarterly Meeting date of the Oversight Group**
 - Tues. March 8, 2022 - 2:00 pm Washoe County
 - Future agenda items and ongoing meeting schedule



M. Public
Comment

N.
Adjournment