



## **Regional Business License and Permits Program**

**\*\*Minutes\*\***

### **Regional Business License and Permits Program Oversight Group Accela Workshop**

**Monday, March 29, 2021, 11:00 a.m.  
Washoe County, NV  
Held via teleconference**

#### **Oversight Group Members**

##### **Oversight Group**

City of Reno – Arlo Stockham  
City of Sparks – Alyson McCormick  
Washoe County – Christine Vuletich  
District Health – Kevin Dick  
Douglas County – Tom Dallaire

#### **Agenda Items**

- A. Call to Order, Roll Call and Introductions of any new Oversight, Accela Regional Coordinating and Administrator team members** (Non-action item)

The meeting was called to order at 11:02 a.m.

#### **Present**

- |                                 |                    |
|---------------------------------|--------------------|
| • City of Reno                  | Arlo Stockham      |
| • City of Sparks                | Alyson McCormick   |
| • Washoe County                 | Christine Vuletich |
| • Douglas County                | Ann Damian         |
| • Washoe County District Health | Erin Dixon         |

Washoe County Deputy District Attorney Lindsay Liddell was also present.

DDA Liddell shared Washoe County Deputy District Attorney Chaz Lehman would become the counsel for this Committee moving forward due to a reoccurring scheduling conflict.

- A. 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. 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(3)(d)(7).

There was no response to the call for public comment.

**B. Approval of March 29, 2021 Agenda, formerly identified as the March 2, 2021 Agenda**  
(For Possible Corrective Action)

Alyson McCormick, City of Sparks, moved to approve the agenda as written. Arlo Stockham, City of Reno, provided the second. There was no response to the call for Committee or public comment. Upon a call for the vote, the motion carried unanimously.

**C. Approval of the December 10, 2020 Minutes** (For Possible Corrective Action) –  
Committee members may identify any additions or corrections to the draft minutes as transcribed.

Alyson McCormick, City of Sparks, moved to approve the December 10, 2020, minutes as written. Erin Dixon, Washoe County District Health, provided the second. There was no response to the call for Committee or public comment. Upon a call for the vote, the motion carried unanimously.

**D. Status of the Accela 2020 Hosted Subscription Credits anticipated in the amount of \$30,996.27.** (For Possible Corrective Action) Once received, credits will be divided by each agency's percentage share of licenses in accordance with the Interlocal Cooperative Agreement Establishing the Regional Business License and Permits Program based on the current subscription license count percentages. Estimates are as follows:

	License count	Percentage	Refund Amt
Douglas	47	11%	\$3,444.03
Health	60	14%	\$4,396.63
Reno	141	33%	\$10,332.09
Sparks	77	18%	\$5,642.35
Washoe	98	23%	\$7,181.17
	423	100%	<b>\$30,996.27</b>

Lori Piccinini, Washoe County Technology Services, reviewed the estimated refunds expected due to downtime. The credits listed are for July-December 2020 and the credits will be divided as indicated in the Interlocal.

**E. Accela Workshop and Presentation** (For Possible Corrective Action) - Presentation on the Accela Regional ONE Project and Recent accomplishments, Accela Hosting of the ONE Regional platform, Move to a new platform Azure including issues encountered and future of Azure, Customer Support, System Maintenance and hours of maintenance, Shared Regional Platform features and continued Support of Shared Regional Platform for the future, Accela roadmap of future product improvements and other matters relating to the City of Reno, City of Sparks, Douglas County, Health District, and Washoe County, NV. There will also be opportunities for Oversight Group member question and answer with Accela during the workshop.

Lori Piccinini, Washoe County Technology Services, reviewed her presentation slide four to introduce Item F with a brief overview and timeline of the project

March 2, 2021 Regional Business License and Permits Meeting

## Oversight Agenda Item F (cont.,)

# Accela Regional ONE Project

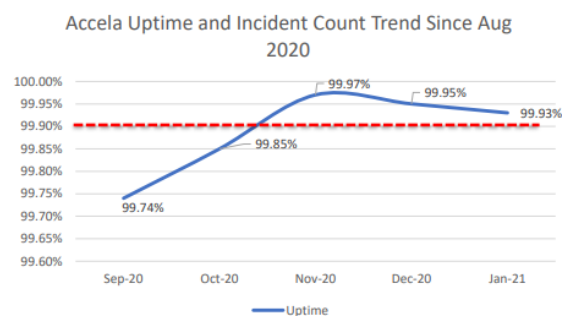
2016	2017-2019	2020	2021
<ul style="list-style-type: none"> <li>Go live</li> <li>4 agencies</li> <li>40+ departments</li> <li>303 licenses/100+ Mobile</li> <li>Conversion from antiquated, unsupported systems</li> <li>Creation of onenv.us</li> <li>Regional real time GIS interface for address and parcel validation</li> </ul>	<ul style="list-style-type: none"> <li>Stabilize, Refine, Enhance</li> <li>Reporting</li> <li>Expand functionality</li> <li>Agency mandates</li> <li>Mobile in field rollouts</li> <li>5th agency - Douglas Co. Added</li> <li>NCR, Grayquarter Epayment Provider</li> <li>Scanning projects, Health, Onbase</li> <li>EDR Pilots</li> <li>Citygov inspection and Washoe Eats Restaurant apps</li> </ul>	<ul style="list-style-type: none"> <li>COVID Risk Assessment</li> <li>Testing module Added Rapid implementation</li> <li>Counters closed</li> <li>Rapid move for all processes online</li> <li>Accela Hosting: Move to Azure Sept 1</li> <li>Virtual inspections</li> <li>Electronic Documents/Plans &amp; Review</li> </ul>	<ul style="list-style-type: none"> <li>New Fire Modules</li> <li>Short term rental ordinances and module</li> <li>EDR, Epermithub Implementations</li> <li>Futures: SRM/CRM, Replicated database</li> <li>Approx. 450 AA licenses &amp; 160 AMO, 60-90 addl COVID licenses</li> </ul>





Audrey Zuro, Accela, introduced Dave Rusconi, Senior Vice-President of Cloud Operations. Mr. Rusconi reviewed his presentation slides with Stable uptime metrics (since Azure Migration Aug. 2020) and Performance – Median and 90<sup>th</sup> Percentile Page Load Times (below). He shared two initiatives were underway, one for zero downtime deploys and another that may allow for rolling upgrades to minimize the evening disruptions to the ACA.

### Stable uptime metrics (since Azure Migration Aug 2020)



- Trending to Three-and-a-half Nines (99.95%)
- Lower impact incidents since fixes and improvements in Azure

**PERFORMANCE – Median and 90<sup>th</sup> Percentile Page Load Times**

Median and pc90 Initial Loading Time



- Getting good telemetry on end-user performance: Page Load Times from Real User Monitoring (RUM)
- PLTs since early Jan 770ms Median, 2.46sec pc90 – across all Accela Civic Platform Page Loads
- Monitoring trend and alerting as needed

Amber D'Ottavio, Accela, VP of Product Management, reviewed a comprehensive presentation entitled Product Roadmap: What to Expect in the Next Year, dated March 2021 (attached and available at [www.washoecounty.us](http://www.washoecounty.us) [Accela Roadmap \(washoecounty.us\)](http://www.washoecounty.us/Accela_Roadmap)).

- F. Announcements/Reports/Updates** (For Discussion Only) - 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.

No announcements or requests were made.

- G. Identification of Oversight Group future agenda items** (For Discussion Only) - No discussion among Committee members will take place on this item. The next regular meeting is scheduled for Tuesday, June 1, 2021, at 2:00 p.m.; meetings may be scheduled as needed.

- Final subscription payment for FY22

- H. 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. 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(3)(d)(7).

There was no response to the call for public comment.

- I. Adjournment** (Non-action item)

The meeting adjourned at 11:52 a.m.