Regional Business License and Permits Program

Regional License and Permit Program
Oversight Group Special Meeting
March 13, 2018 ~ 1:00 p.m.

City of Reno
City Hall, City Council Chambers
1 East First Street, Reno, Nevada 89501

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
City of Sparks, Neil Krutz, Assistant City Manager
Douglas County, Ann Damian
Washoe County, Craig Betts, Chief Information Officer
Washoe County District Health, Kevin Dick, District Health Officer

Also present/participating:

City of Reno: Joe Henry, Kim Jolly, Rishma Khimji, Tracey Warriner (WebEx), Patricia Silvestre

City of Sparks: Russell Elder, Michelle Harper, Lisa Hunderman, Mark Meranda, Teresa Parkhurst

Washoe County: Leslie Admirand, Charlene Albee, Paul Burr, Sara DeLozier, Jim English, Sharmin Kamal, Lori Piccinini, Bob Webb, Chad Westom (WebEx)

Accela: Srini Kakkera, Ken Sawtelle, Steve Schroeder, Sharon Talkington, Audrey Zuro

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 – March 13, 2018 (For Possible Action)

Proposed Motion:	Approve agenda as amended
Motion:	Kevin Dick
Second:	Steve Krutz
Ayes:	[Unanimous]

D. Approval of Minutes

December 5, 2017 (For Possible Action)

Proposed Motion:	Approve as written
Motion:	Craig Betts
Second:	Neil Krutz
Ayes:	[Unanimous]

December 18, 2017 (For Possible Action)

Proposed Motion:	Approve as written
Motion	Neil Krutz
Second:	Craig Betts
Ayes:	[Unanimous]

E. Accela Workshop and Presentation on Accela Hosting of the ONE Regional platform, Customer Support, E-Payments, future improvements, performance issues, and 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 question and answer during the workshop. (Informational Only)

Audrey Zuro, Accela, introduced the Accela team present and provided an overview of the Executive Briefing presentation. She invited questions and points of concern that the attendees would like to have addressed. It was noted the next Accela conference was scheduled to be held in October 2018 in Atlanta, Georgia. She reviewed the impacts of the change in ownership including an infusion of investment in customer service, delivery, product management, product engineering, sales staff expansion and plans for regional expansion.

In response to questions, Srini Kakkera, Accela, indicated an additional 100 employees were anticipated to be brought on in the next 12 months bringing the company total to approximately 550. Ken Sawtelle, Accela, added that 24 of those would be in the sales division thus improving the sales executive to customer ratio. This, combined with enhanced focus on solution standardization, was expected to improve Accela's ability to be responsive to customer issues and more proactively plan. Moving forward, new business accounts would be separated from existing support allowing for a single point of contact.

Bill Thomas, City of Reno, noting the City of Reno's advocacy of Accela as the regional solution, expressed frustration with the customer experience, downtime, a lack of adequate and dedicated staffing for implementation, responsiveness to alleviating issues, and the impacts of agency customization on the group. He inquired as to whether there was adequate cloud capacity available to support the existing client base. He requested written ETAs for work products and clearer articulation of the consequences of not fulfilling commitments. He

expressed concern that the City of Reno was sacrificing customer service responsiveness for the collective good.

Mr. Kakkera reviewed the Top 10 Cloud Updates presentation slide in response to the concerns noted. Accela would be focusing on product performance improvement to address the consistent customer service concerns. Architecture modifications were planned to address infrastructure and system scalability and responsiveness, and be combined with improved monitoring and reporting features to enhance proactive resolutions. Although the initial infrastructure design had been correct, incorrect configuration had led to issues. Accela was in the process of partnering with Microsoft to employ the Azure Cloud Computing Solution which will allow for automatic scalability ending the manual process.

Mr. Dick spoke in favor of implementing standards for uniformity in scripting; expressed concern with mobile application functionality lost with newer versioning; the need for additional time and notice before system updates. He spoke to the importance of an off-line mode with synching capability and the need for an improved 24x7 citizen access interface across all platforms.

Mr. Kakkera reviewed the Civic Platform Future State Architecture design focused on a more unified user interface prioritizing an accessible initial experience without a loss of functionality. Employee users could look forward to a single singon feature beginning in October as well as further development of the off-line mode and streamlining the mobile experience.

Rishma Khimji, City of Reno, inquired about the current status of the data center structure and what to expect moving forward; she expressed interest in working with Accela in its efforts to establish baselines and solidify best practices for the multi-agency approach. Mr. Kakkera described the current bi-coastal model owned by Accela emphasizing that the data moved to the Azure Cloud would first be routed through the Accela gateway to ideally achieve a seamless transition.

Craig Betts, Washoe County, spoke to the challenges inherent in a highly customized system namely inconsistent and unreliable data; he was in support of the identified performance enhancements and the move toward standardization and the development of best practices. Mr. Kakkera elaborated on the new tool Accela had purchased for active application performance and end user monitoring as a means to quickly trouble-shoot and monitor performance issues. This data would also be used in the development of performance service level agreements and the creation of actionable tasks associated to violation. Accela was also looking for ways to share the analytics with its customers.

Ann Damian, Douglas County, expressed concern with the slow speed of their system in testing mode and the potential negative impact of that on the customer experience once they go live. Mr. Kakkera noted there may be configuration or scripting issues in the test environment and would follow-up.

In response to questions concerning SilverFlume, Ms. Piccinini indicated a WebEx was scheduled to address and resolve the connectivity issues related to this outstanding implementation item. In response to questions about voice to text capabilities, Mr. Kakkera shared future development strategies focused on enhanced artificial intelligence (AI) features such as voice-to-text, text-to-voice, and photo upload. Additional AI features would follow the

standardization of the mobile interface across the different interfaces; a voice-to-text feature for completing inspections was not a part of the current roadmap but could be considered.

Patricia Silvestre, City of Reno, shared user frustrations with the transition from self-hosted to cloud-hosted, the lack of status indicators, and the lag in general performance and reporting; she noted the need for a more automated system issue notification and ticketing process. Mr. Kakkera indicated as part of the October update, users would have a "Help" icon added which would screen shot the issue, capture additional user comments and start a ticket. A periodic release schedule for updates and an increased testing period was being established. An additional user suggestion was to streamline the user interface to minimize or prevent the need to move between multiple interfaces.

Mr. Dick and Mr. Thomas expressed appreciation for the day's presentation and Accela's effort to provide updates and receive feedback. Mr. Thomas noted the need for technology solutions and self-service particularly in the oft resource-constrained public sector. He acknowledged the need to rely on best practices and modify work flows to realize efficiencies.

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There was no response to the call for public comment.

G. Adjournment. The meeting adjourned at 2:24 p.m.