



Regional Business License and Permits Program

****Draft 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 Dickson |

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 Dickson, 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%	\$30,996.27

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

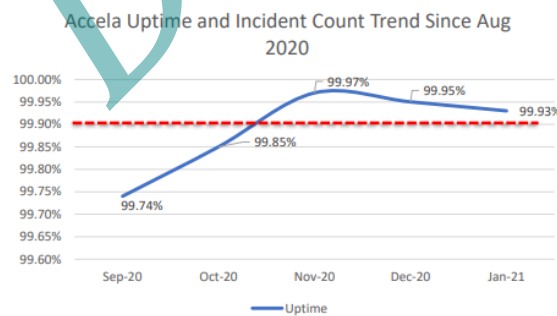
2016	2017-2019	2020	2021
<ul style="list-style-type: none"> Go live 4 agencies 40+ departments 303 licenses/100+ Mobile Conversion from antiquated, unsupported systems Creation of onenvus Regional real time GIS interface for address and parcel validation 	<ul style="list-style-type: none"> Stabilize,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





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 90th 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 90th 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/Accela Roadmap \(washoecounty.us\)](http://www.washoecounty.us/Accela_Roadmap_(washoecounty.us))).

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.



Product Roadmap

What to Expect in the Next Year

March 2021

Please Note:

**This information is intended to communicate
Accela's product direction**

**Priorities may shift from time to time
to meet demands of changing customer needs
and regulatory environments**

**Because of this, the dates shown within this
presentation are subject to change over time**



Product Focus

Community Services

- Changing expectations of citizens
 - Consumer-like experiences
 - All transactions and interactions available online – 24/7
 - All relevant data and information always available
 - On any device of their choosing
- Changing regulation
 - Emerging regulations – cannabis, short-term rentals, etc.
 - External events such as COVID

Result: Agencies must move fast with resiliency



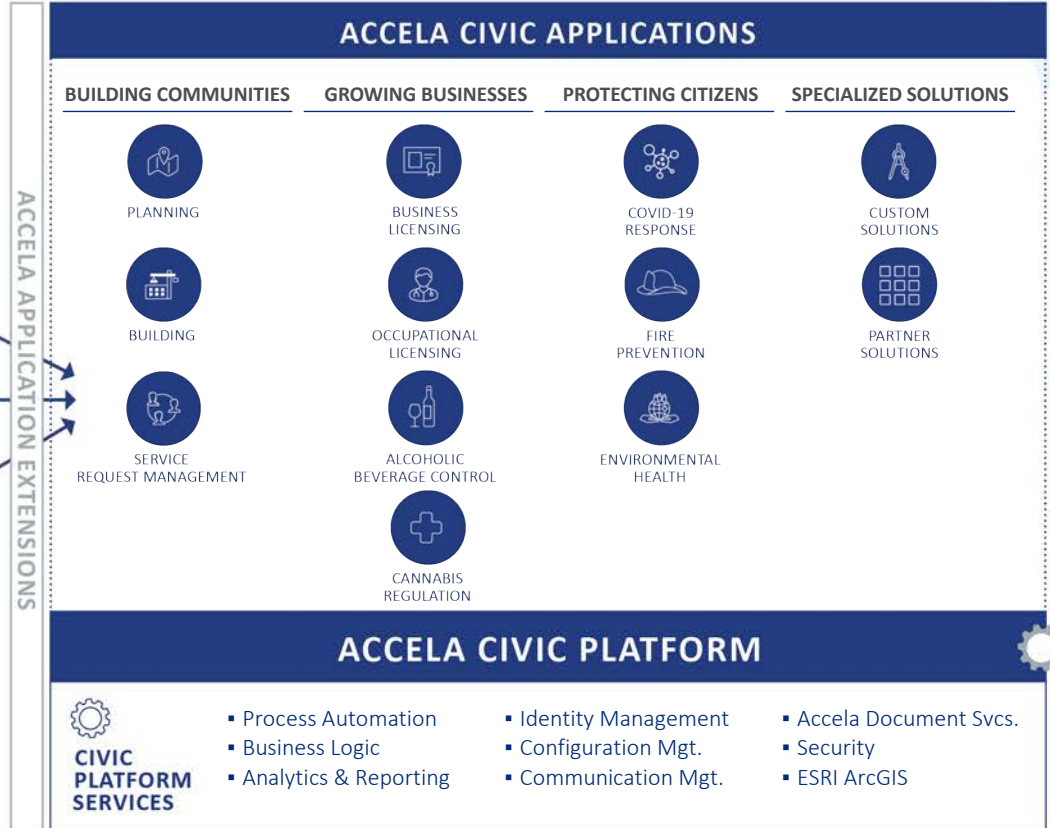
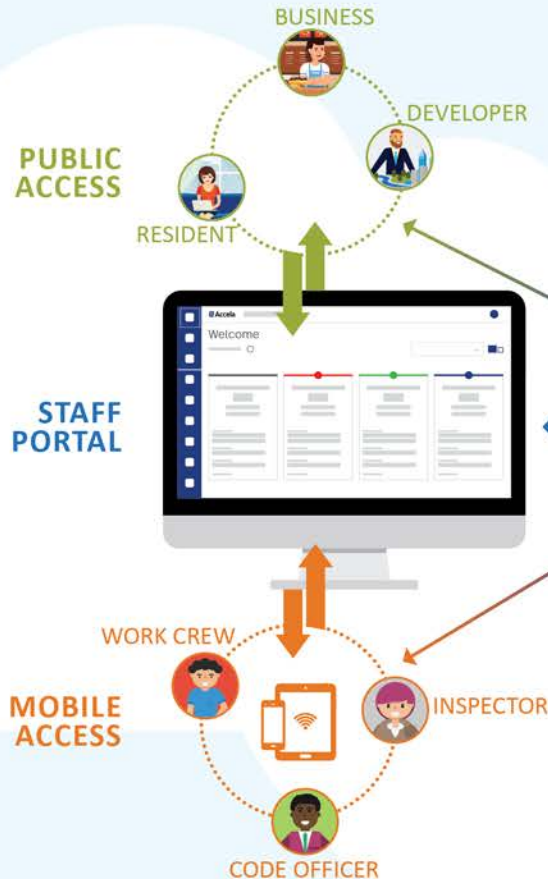
Community Services

Agencies need agile, powerful software built with *citizens* in mind

- **Packaged solutions**
 - Out-of-the-box options across a broad array of permitting and licensing functions
 - Includes domain best practices
 - Reduces custom development
- **Built on a comprehensive platform**
 - Created *specifically* for state and local government
 - Includes all needed core functionality
 - Automation, citizen engagement, analytics, portal, and security technologies

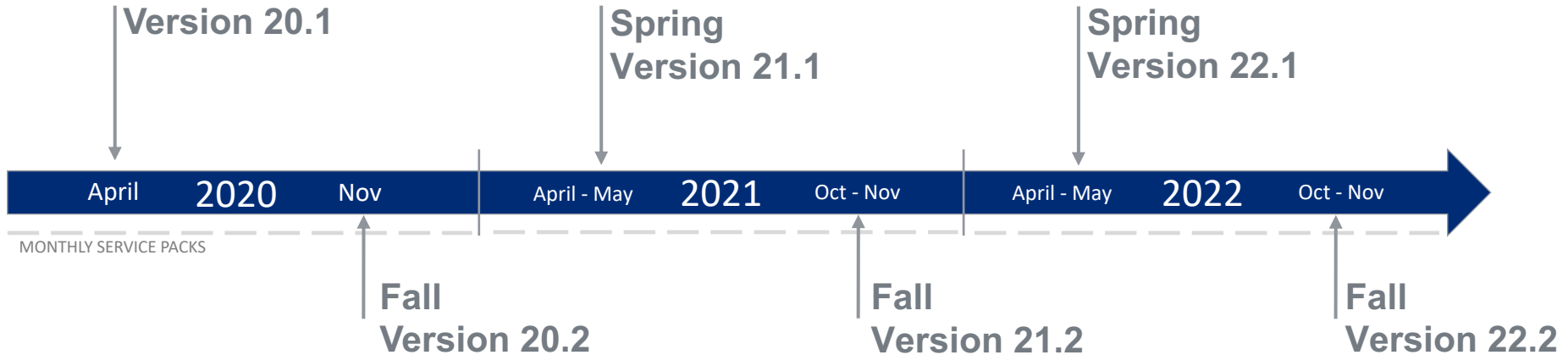


Accele Solutions



Accela's Release Schedule

- Spring and Fall major releases
- Service Packs planned each month
- Patches as needed



Focus of Releases

▪ 2020

- Gaining new insights from data to make faster, smarter decisions
- Optimizing efficiency of mobile workforce
- Improving citizen interactions with agencies

▪ 2021

- Helping agencies accelerate their digital transformation and adapt quickly to change and build trust with their communities
- Provide a better online service to the public
- Operate more efficiently



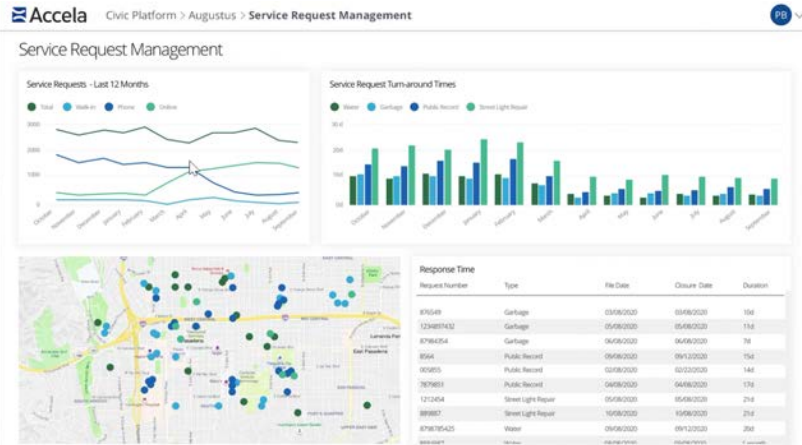


Civic Platform Roadmap

Civic Platform

2020 Highlights

- Accela Insights
 - Dashboards and data visualizations for better data insights and improved decision making (Azure Only)
 - Pre-built dashboards for Civic Applications
- Enhanced Reporting Database
- APO automated data syncing
- Browser agnostic for end users for better, and more consistent user experience
- Record Type cloning to speed up implementation
- More configurable automation rulesets that reduce the need for custom scripting
- Usability enhancements for agency users
- Forte Payments standard payment adapter
- Azure Active Directory and Okta support for Azure



Civic Platform 2021

Civic Platform Roadmap 21.1

- Protected Records
 - Hide individual records from public view for at-risk properties/people
- New record type administration
 - New interface that supports modern browsers (No Silverlight)
 - Quick filters empower admins to quickly find/make configuration changes
- Forte Payments
 - EMV Chip reader support
- Custom base maps for back office
- SSO SAML 2.0 support in construct for construct apps to leverage SSO integrations to Azure AD and Okta
- Password Policy
 - Enforce lowercase characters and longer password length
 - Do not allow password reuse for up to 25 times
- Upgraded Support
 - SQL 2019 and SSRS 2019
 - Crystal 2020
 - Oracle 19

Civic Platform Roadmap 21.2

- Team inspections
 - Enables a group of inspectors to perform inspection as a team such as fire inspections in multi-unit building
 - Improves speed and coordination
- Configuration Manager (Data Manager)
 - Exclude environment settings that should not change
 - Select all configuration to speed up import/export of configuration
 - Quick filters to find the configuration changes
- Integrations
 - Prebuilt integrations to third parties to reduce cost and speed deployment
 - Integration Platform components for faster, easier custom integration development
- Support for multiple non-production environments
- Reporting KPIs and usage tracking
- Task dashboard filtering
- EOL Silverlight and V360 User Interface

Custom Base Maps

GIS Administration Hi, admin | Log off

Home > Metropolis > Map Profile Settings

Profile Info

Profile Name
Metropolis [Define Initial Map Extent](#)

Hide Esri Basemaps

Map Services Add Map Service

METROPOLIS

Map Service Provider: ESRI ArcGIS Server
Map Service: Metropolis
Default: True Edit Delete

Geocoding Service

WORLD

Geocoding Service Provider: Accele ArcGIS Online Account
Geocoding Service: World Edit Delete

Routing Service

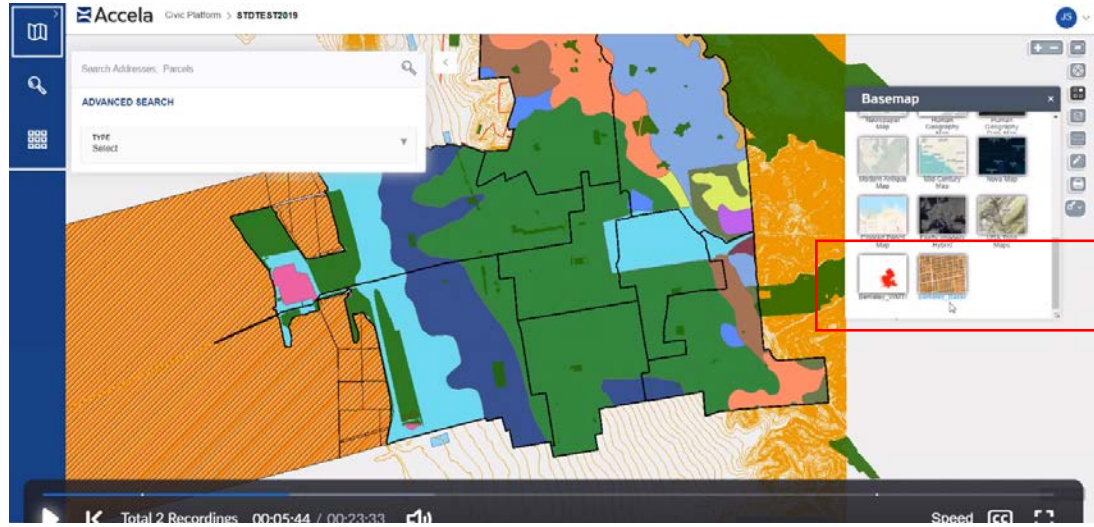
WORLD

Routing Service Provider: Accele ArcGIS Online Account
Routing Service: World Edit Delete

Basemap Service Add Basemap Service

BERKELEY_BASEMAP

Basemap Service Provider: ESRI ArcGIS Server
Basemap Service: Berkeley_Basemap
DefaultBaseMap: True Edit Delete



Custom Base maps added through Basemap Service

Team Inspections

Inspection -- Webpage Dialog

https://keystone.dev.accela.com:5443/portlets/inspection/workloadingInspectionList.do?value(mode)=doManage&doPending=true&RCAP=false&module=Building&spaceName=spaces.inspections

Schedule Inspections

Menu Submit Add Reset Cancel Help

Assign to All:

Department	Current Department	Inspector	Current User	Scheduled Date	Clear	Floor	Floor Unit	Inspection Group
--Select--	--Select--	--Select--	--Select--	08/12/2020		1	101	
08/12/2020	Get Next Working Day	--Select--	Current Department	--Select--	Current User	BLD Commercial		
08/12/2020	Get Next Working Day	--Select--	Current Department	--Select--	Current User	BLD Commercial		
08/12/2020	Get Next Working Day	--Select--	Current Department	--Select--	Current User	BLD Commercial		

Deck

All Help

DEPARTMENTS

- Administrator
- Asset Management
- Case Management
- Code Enforcement
- Design Department
- Engineering Department
- External Users
- Fire Department
- Health Department
- Insurance Department
- Licensing Department
- Planning Department
- Public Works Department
- Service Request

INSPECTIONS TEAMS

- FIRE DEPARTMENT
- TeamSrikk
- TEAM KEYSTONE
- Test Team

Task dashboard filtering

The screenshot displays the Accela Civic Platform interface for user Lee. The dashboard shows 16 items in 'Needs attention'. A 'Filters' sidebar is open, allowing users to filter tasks by item type, status, and date. The main area contains a grid of task cards, each representing a different task with its status, date, and location.

Filters # Selected

Include Item Types

- Any Item Type
- Activity
- Document
- Inspections
- Meeting
- Workflow

Include Statuses

Any Status

Include Items Dated

- Any Dates
- Only Certain Date Ranges

Task Cards:

- CL_Electrical_Review.pdf** (IN REVIEW): Review pages #18-28.
- Initial Facility Inspection** (SCHEDULED): 10:00 AM, Tuesday, Oct 8, Morrison Org - Morrison.
- Initial Inspection** (SCHEDULED): 2:00 PM, Tuesday, Oct 8, Morrison Org - Morrison.
- PDF of Completed APP** (NOV 20): No Scheduled Time. Create PDF of submitted applications that has file date stamp and save to application record...
- PDF of Completed APP** (NOV 21): No Scheduled Time. Create PDF of submitted applications that has file date stamp and save to application record...
- Facility_Final_Review.pdf** (SCHEDULED): Refer to pages #1-9; Comments: Review the architecture.

Configuration Manager (Data Manager)

Export Jobs

+ New export job ↗

Q Env

Refresh Last Updated: 02/02/2021 at 6:12 PM

NAME	SCHEDULED	JOB STATUS	START DATE	START TIME	UPDATED BY	DESCRIPTION	ACTIONS
EnvHealth_Expiration Status	On Hold	Complete			ADMIN	EnvHealth_Expiration Stat...	Actions
BPTModuleLevelPortlets_EnvHeal	On Hold	Complete	12/18/18	01:06	ADMIN		Actions
EnvHealthStandardChoice	On Hold	Complete			ADMIN	EnvHealth Standard Choice	Actions
EnvHealthEMSEScripts	On Hold	Complete	12/18/18	01:06	ADMIN	EnvHealth EMSE Scripts - ...	Actions
EnvHealthStandardComments	On Hold	Complete	12/18/18	01:06	ADMIN	EnvHealth	Actions
EnvHealthMenuConfig	On Hold	Complete	12/18/18	01:06	ADMIN	Includes My Nav and the ...	Actions
EnvHealthCoreComponents	On Hold	Complete	12/18/18	01:06	ADMIN	Envhealth App Status	Actions
EnvHealthModuleACAConfig	On Hold	Complete	12/18/18	01:06	ADMIN	EnvHealth ACA Configurat...	Actions
EnvHealthRecordTypes	On Hold	Complete	12/18/18	01:06	ADMIN	EnvHealth Record Types	Actions
EnvHealthUserGroups	On Hold	Complete	12/18/18	01:06	ADMIN	EnvHealth User Group	Actions
EnvHealthConsole	On Hold	Complete	12/18/18	01:06	ADMIN	EnvHealth Consoles: it inc...	Actions

Displaying 1 of 1 pages 1 20

Record Type Admin

The screenshot displays the 'Record Type Admin' interface. On the left is a sidebar with a 'Summary' section and a list of categories including 'Details', 'Accele Citizen Access', 'Audit Frequency', 'GIS Settings', 'Sequences and Masks', 'Document Code', 'Expiration Code', 'Inspection Group', 'Address Type Group', 'Status Group', 'Fee Schedule', 'Workflow', 'Intake Form Configuration Group', 'Custom Fields Group', 'Virtual Folder Group', and 'Associated Record Types'. The main area is titled 'SETTINGS FOR ACCELA CITIZEN ACCESS' and contains several settings:

- Enable for Application
- Enable Issuance
- PAGE FLOW CODE: BLD Commercial
- DOCUMENT CODE: BLD
- Set the criteria for selecting fees between the Contractor Value and the Valuation Calculator:
 - Use higher value
 - Use lower value
- Enable Renewal
- Enable Issuance
- RENEWAL RECORD TYPE: Building/AA/AA/AA
- Enable Fee Estimation
- Enable Associated Forms
- Enable Partial Submission
- Searchable in Accele Citizen Access
- ALLOW ANONYMOUS USERS TO CREATE: Yes

A 'Filters' modal is open in the foreground, showing a list of record types with checkboxes for selection. The modal includes an 'APPLY FILTERS' button and a 'Reset filters to default' link. The filters are:

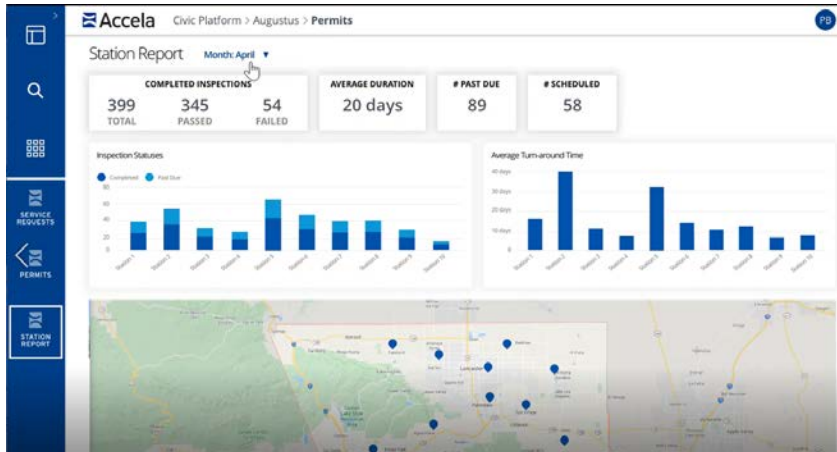
- Include: Draft Disabled Record Type
- Show only record types that match criteria below
- Record Type
 - Enforcement
 - Converted
 - Incident
 - Abatement
 - Building
 - Health and Safety
 - Zoning

In the background, a table of record types is visible with columns: FEE SCHEDULE, WORKFLOW, INTAKE FORM CONFIGURATION, and CUSTOM FIELDS GROUP. The table contains rows for various record types such as 'Abandoned...', 'Animal Nuis...', 'Graffiti', 'Noise Nuis...', 'Trees', 'Weeds', 'Grading', 'Illegal Occupancy', 'Sub-Standard P...', 'Working Witho...', 'Safety/Garba...', and 'Safety/Junk'.

Civic Platform

Focus


- Increased productivity for end users
- Simplify the administration & maintenance of the system
- Reduce time to implement



Civic Platform Roadmap 2022

- New Workflow
 - Multiple views that surface the relevant information based on different use cases
- New form designer capabilities
 - Default field components
 - Grouping and multi-select fields
 - Undo/Redo
- Global Search Filtering
 - Users can use filters to narrow down search results
- Mobile Responsive
 - Back-office users can use mobile devices for their most common use case
- Accela Insights - ESRI Plugin
- Embedded report builder
- Self-publishing and migration of reports
- Advanced Administration
 - Advanced fee administration
 - Import fee schedule via CSV to reduce the time necessary to update fees
 - Consolidated Administration
- More configurable automation rulesets that reduce the need for custom scripting
- Accela GIS - ESRI federated Authentication and SSO authentication support
- Enhanced Rest APIs through construct

New Workflow


Civic Platform > Clear Lake > BLD... > Workflow
AA

BLD-2018-000139320...
Gaines Residence
Townsend Kitchen Dem...

STATUS
> Application being reviewed
03/28/19 by G. Otto

LOCATION
> 900 SW Lexington Ave
Clearlake, CA 00000

CONTACT
> Roman Crane-Greenland
Applicant

WORKFLOW
> 8 total tasks
● 1 completed ○ 1 active

+ Add Ad Hoc Task
View Workflow Design
More
Help
Collapse All History

- 0 Assets
- 1 Conditions
- 10 Consolidated Record Activities
- 0 Continuing Education
- 0 Distribution History
- 0 Examination
- 0 Fee
- 5 GIS
- 2 Meetings
- Workflow**
- 1 Parcel
- 0 Part
- PM Schedule
- Record
- 2 Renewal
- Sección Township Range
- 0 Structures & Establishments
- Summary
- Organization
- 0 Work Order Task

Created on 11/02/2018 at 2:00 PM

- Expand Application Acceptance history 6
- **ACCEPTED**
Application Acceptance 11/12/2018 at 3:00 PM by W. Shorenstein in Building Department - Possession Time: 0.05 HR
- Expand Plans Distribution history 4
- **ROUTED FOR REVIEW - REQUIRED**
Plans Distribution 11/22/2018 at 9:00 AM by G. Otto in Building Department - Possession Time: 0.00 HR
- Hazardous Materials Special Review**
8 total tasks: ● 1 completed ○ 2 active
- Expand Permit Review history 4
- **ROUTED FOR REVIEW - REQUIRED**
Permit Review 11/15/2018 at 11:00 AM by G. Otto in Building Department - Possession Time: 0.55 HR (PARALLEL TASK)
- SKIPPED**
Land Review 11/15/2018 at 11:00 AM by G. Otto in Building Department - Possession Time: 0.00 HR (PARALLEL TASK)
- Expand Land Inspection history 4
- **COMPLETED**
Land Inspection 12/08/2018 at 9:20 AM by L. Ansel in Building Department - Possession Time: 1.30 HR (PARALLEL TASK)
- Expand Fire Review history 4
- **COMPLETED - REQUIRED**
Fire Review 12/10/2018 at 9:00 AM by G. Otto in Building Department - Possession Time: 2.35 HR (PARALLEL TASK)

Save
Reset
Calculate Days
Calculate Hours
Close
Help

CURRENT STATUS	STATUS DATE	ACTION BY DEPT	ACTION BY	CURRENT COMMENT
ASSIGNED TO DEPT Administrator		ASSIGNED TO STAFF		ASSIGN DATE 12/10/18

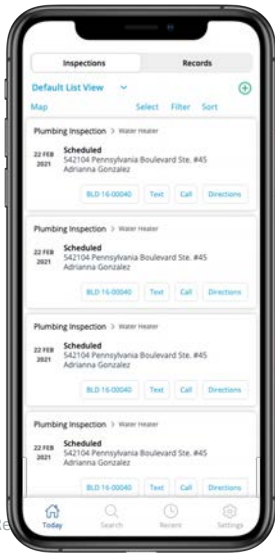


Mobile

Accelea Mobile

Focus

- Personalized experience
- Improved inspection productivity
- Increased access to information
- Performance improvements



Accelea Mobile Roadmap 2021

- Personalized Job List
- Automated alerts via SMS
- Inspection summary report
- Usability/Performance improvements to checklists
 - Food Inspections

Accelea Mobile Roadmap 2022

- Mobile traffic and route optimization
- Support for team inspections
- Streamline inspection process
- Usability improvements to creating and viewing records
- Personalized experience



Citizen Access

Citizen Access

- A **premium citizen access offering** on top of the Civic Platform
- New **digital “front door”** for all agency resources and departments
 - Create user-focused websites, online forms and digital services, without custom coding
- Augmenting Accela’s ability to provide the tools needed to **create engaging and intuitive citizen experiences**
- The **package of products** delivers a mobile responsive, accessibility compliant, fully featured and affordable website that is future-proof and **forward compatible**

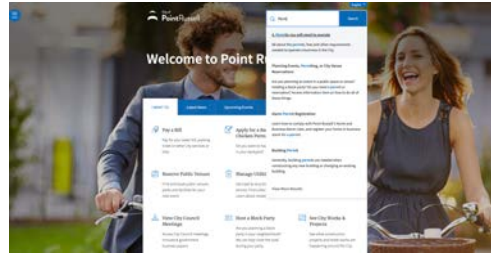


Premium Citizen Experience

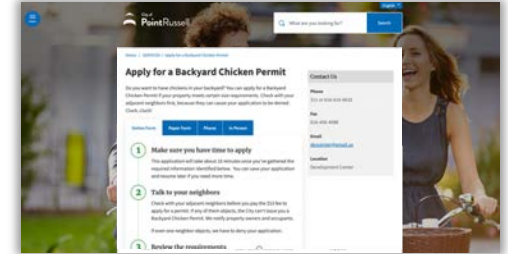
Navigate to agency website



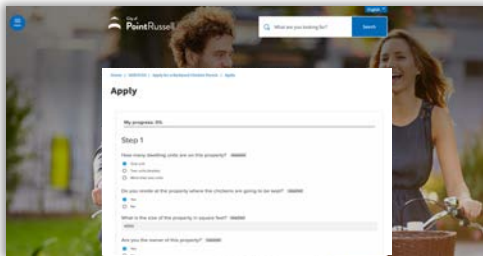
Search



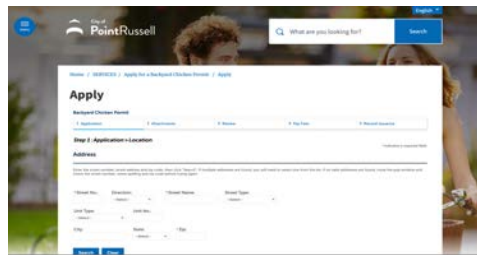
Discover



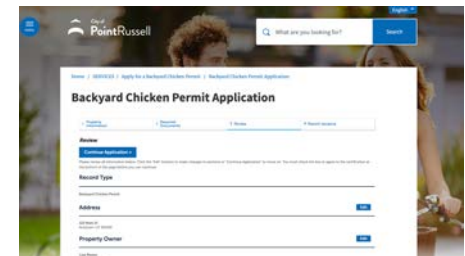
Qualify



Apply

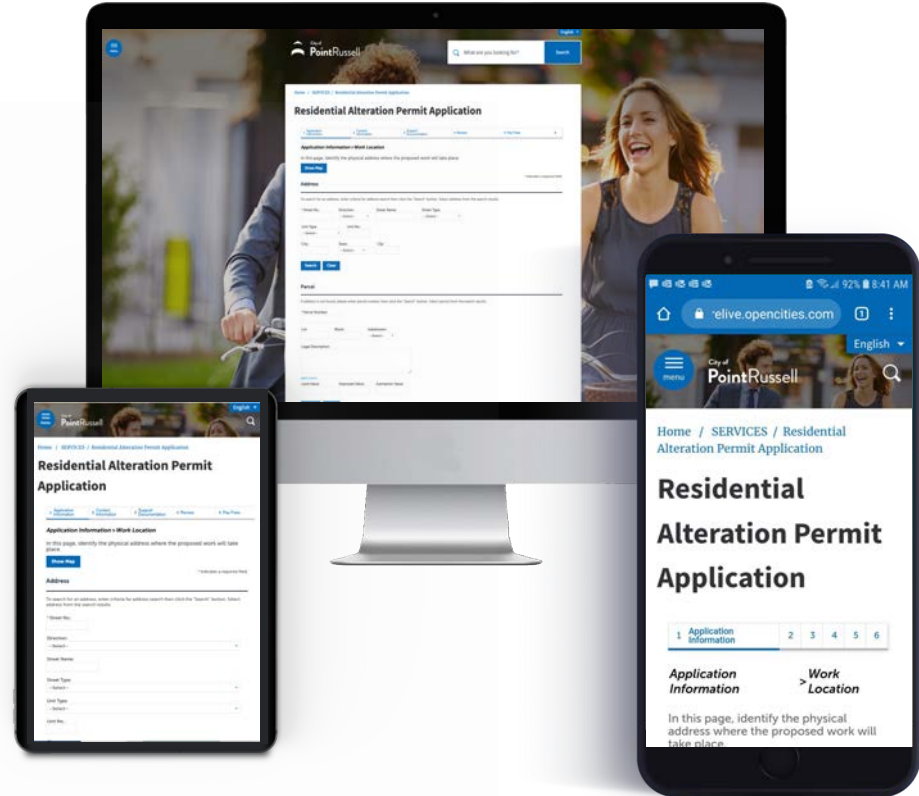


Review



Mobile Responsive Design & Accessibility

- Desktop
- Mobile
- Laptop
- Tablet



Accele Citizen Access

Focus

- Premium citizen experience
- Interactions with the map

City of Augustus

Home / GOVERNMENT / City Departments / Department of Transportation / Submit a complaint

Submit a complaint

My progress: 0%

What device type are you reporting the issue for?

What device type are you reporting the issue for?

- E-Cyclist
- Power-assisted bicycles (e-bikes)
- Pedal bike
- Other - please specify

Is the device parked between a walkway and curb?

- Yes
- No

Save Submit

Powered by Qualtrics

Citizen Access Roadmap

Planned 2021

- Full CRM/ROWM functions into ACA for increased usability for citizens
 - Conflict management
 - Create route/work from map
 - Pin the location of an issue or request on the map
- Team Inspections
- Multiple Address, Parcel, Owner (APO)
- Accessibility updates
- New Form Designer

Planned 2022

- SSO for public users (Azure Only)
- Additional themes in Brand Builder
- Enhanced headers and footer
- Usability enhancements to the application process (Pageflow)

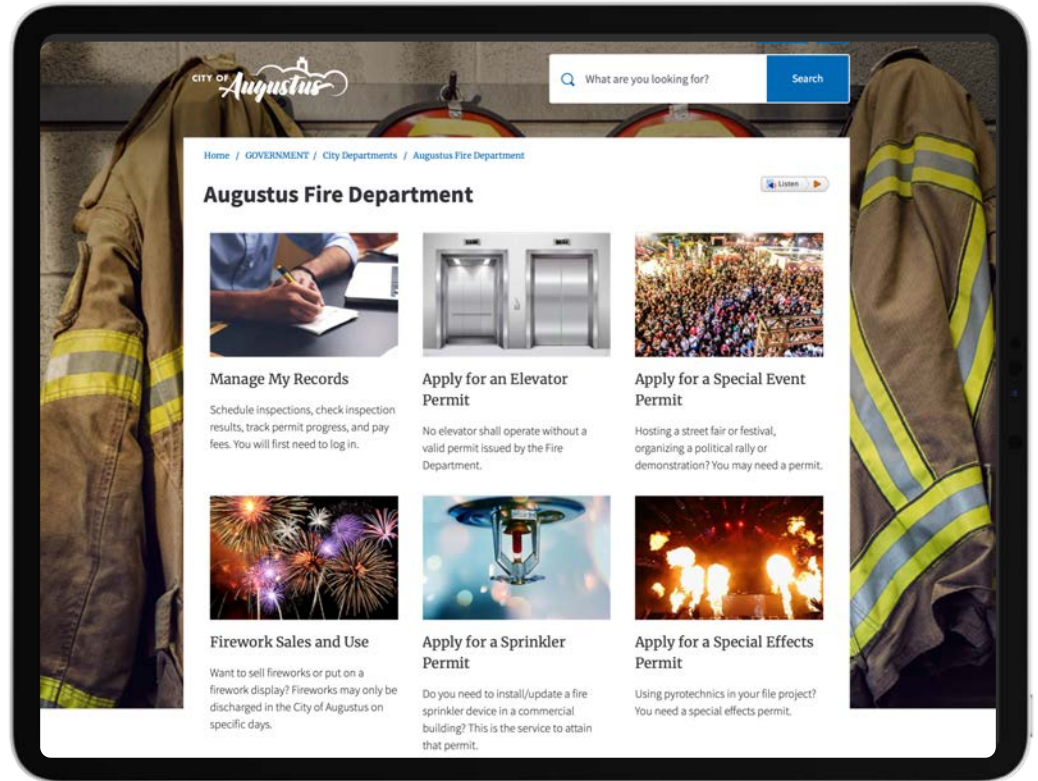


Civic Applications

2020 Highlights

New Civic Applications:

- COVID Response
- Fire Prevention
- Occupational Licensing



Accela Civic Applications

- Civic Application Updates 2021:
 - Environmental Health
 - Occupational Licensing
 - Service Request Management
 - Fire Prevention
- Civic Application Updates 2022:
 - Occupational Licensing
 - Business Licensing
 - ABC Licensing
 - Building (Right of Way Management)



What's coming

- User persona focused training
- User guides
- Integrations w/third parties
- Premium citizen experience
- Data visualizations (Azure Only)
- In-product onboarding

The screenshot displays the Accela Civis Platform interface for the PUBSAFETY_DEV environment. The main view is a table of inspections with columns for Alternate ID, Inspection Type, Status, Scheduled Date, Request Date, Inspection Date, Inspector, Result Comment, Scheduled Start Time, Estimated Start Time, Estimated End Time, Requester's Phone Number, Required/Optional, and Record ID. A modal window titled "Select Hydrants - Past Due" is overlaid on the table, showing a dropdown menu for selecting hydrants. A "New User Onboarding" dialog is also visible in the bottom right corner, displaying a progress bar and a list of onboarding steps.

