

Washoe County

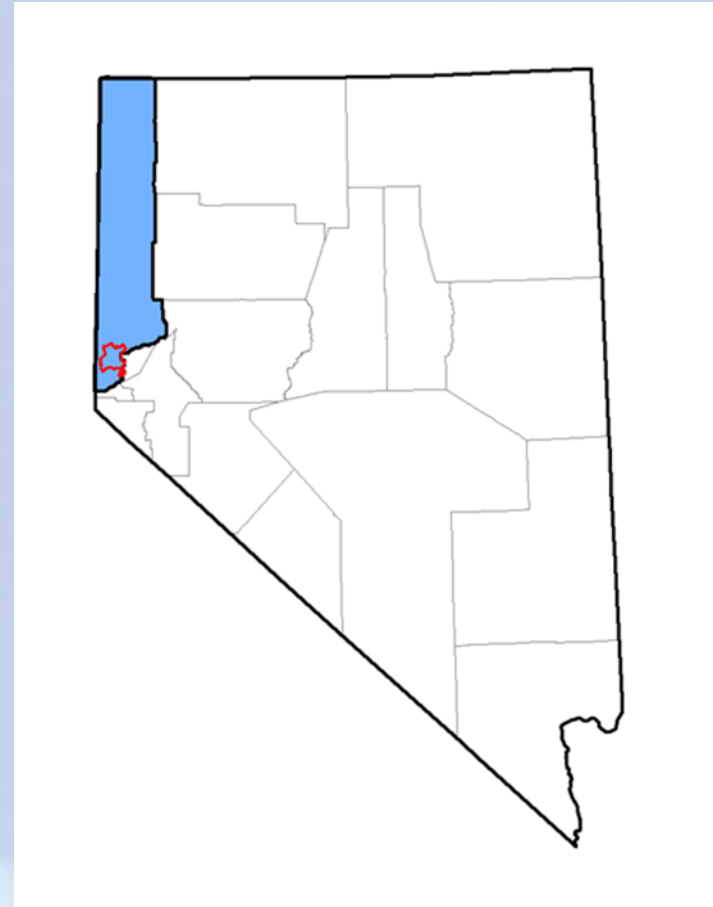
Regional Business License & Permitting Program



Charlene Albee, Director
Air Quality Management Division
Washoe County Health District
NACAA Permitting Committee
December 14, 2016

Washoe County, Nevada

- Reno
- Sparks
- Washoe County
 - Incline Village
 - North Shore Lake Tahoe
 - Gerlach
- Unincorporated Areas
- ~ 450,000 population



Project Team Structure

- **Executive Team Consisting of each of the 4 Agencies Upper Management**
 - **Reno, Sparks, Washoe County & Washoe County Health District**
- **Project Management Team consisting of:**
 - **Project Managers**
 - Randy Farnes – Accela PM, Lori Piccinini, PMP– Agencies' side PM
 - **Business License**
 - Michael Chaump, Bob Webb, Chris Syverson, Jessica Easler
 - **Building Department**
 - Don Jeppson, Mark Meranda, Neil Krutz
 - **Health District (Air Quality, Environmental Health)**
 - Charlene Albee, Bob Sack
 - **Planning, Code Compliance, Engineering**
 - Bob Webb , Mike Telliano, Mark Meranda
 - **Information Technology**
 - Paul Burr, Lori Piccinini, Stan Waltemyer, Russ Elder
- **Over 30 Combined Subject Matter Experts & Administrators**
 - Representing All Functional Areas



Project Background

- Regional Executive Team created April 2012
 - City of Reno, City of Sparks, Washoe County and Washoe County Health District
- Seeking new Regional Business License and Permits Software Solution
- Released a competitive Request for Proposal (RFP) May 2012
- Selected Accela, Inc. - April 2013
- Negotiations 8 months to 1 year + (Interlocal Agreement)
- Sept 2, 2015 Kick-off; Go-Live October 31, 2016

Why a Regional Project?

- State Level Legislative Request, Shared Services Committee
- The Right Time
 - Antiquated systems
 - Prior year budget cuts – limited pool of funding
 - Regional GIS layers in place
- Increase productivity, particularly for contractors and citizens, by making the permit application and tracking process available online 24/7 with streamlined application processes
- Position the region for the future. Interest from other agencies (Carson City, Douglas County, etc.)
- Platform foundation; Interlocal allows for subscription buy-in per agency; licensing cost savings

Our Vision

- One Portal for the Citizen to do Business from
- Eliminate the need for the citizen to determine Sphere of Influence and Jurisdictional boundaries
- On-line, 24 hours/day and 7 days/week
- Customer-centric practices
- Integrated regional database and platform
- Reduced duplication between jurisdictions
- Cost savings
- Leverage current technology
- Industry best practices
- Regional Collaboration



Project Scope

- Accela Automation (AA) – Licensing & Permitting
- Accela Mobile Apps
- Accela GIS (AGIS) – One Regional shared GIS XAPO
- Accela Citizen Access (ACA)
- Interfaces (State Silverflume, IVR, AppXtender)
- Super Agency Installation (One Agency, with 3 distinct instances)
 - Allows for delegate switch between agencies with no additional login criteria
 - Combined ACA functionality

Project Scope – Superagency Setup

The screenshot displays the Accela Automation web application interface. The browser address bar shows the URL <https://av.supp.accela.com/jetspeed/portal>. The application header includes navigation tabs such as HOME, NAVIGATION, CREATE NEW, and MAPS. A user profile dropdown in the top right corner is circled in red, showing the user 'RENO SPARKS WASHOE' with a 'Sign Out' option.

The main content area is titled 'Record' and contains a table of records. The table has columns for Record #, Status, Record Type, Application Name, Opened Date, Street #, Dir, Street Name, Type, Unit #, Related Records, First Name, Last Name, Business Name, Created By, and Short Notes. The first record is highlighted in blue.

Record #	Status	Record Type	Application Name	Opened Date	Street #	Dir	Street Name	Type	Unit #	Related Records	First Name	Last Name	Business Name	Created By	Short Notes
RES15-000003		REMOVE TEST BTO Residential New Single Family		03/23/2015	328		WHEELER	AVE		View			Berens Corp	SWALTEMYER	
RES15-000002		REMOVE SK Test Residential New Single Family	Hello Kitty Test	02/02/2015	180		ROSE	CIR		View	Kelly	Osbourne		SKAMAL	
RES15-000001		REMOVE SK Test Residential New Single Family	SK Test Single Family	02/02/2015	659		BOOTH			View	Allen	Booth		SKAMAL	
PMT15-00006	Submitted	Pool/Spa - Residential	Brenda's Pool	05/26/2015	35		MARTIN	ST		View				ADMIN	
PMT15-00005	Submitted	Pool/Spa - Residential	Brenda's Pool	04/21/2015	180		ROSE	CIR		View	J	W		ADMIN	

Below the table, the 'Record ID: RES15-000003' is displayed. The 'Go To' menu is open, showing options like Summary, Record, Activities (0), Activity Summary (3), Address (1), Addtl Info, App Specific Info, App Specific Info Tables (0), Calendar, Comments (0), Flags (0), Requirements (0), and Consolidated Record Activities (1). The details section shows the following information:

- File Date: 03/23/2015
- Application Status:
- Description of Work:
- Application Detail: [Detail](#)
- Application Type: REMOVE TEST BTO Residential New Single Family
- Address: 328 WHEELER AVE, RENO, 89502
- Owner Name: CORDON ENTERPRISES LLC
- Owner Address: 1484 SERENDIPITY CT, SPARKS, NV 89436
- Application Name:
- Parcel No: 013-013-21

A table of contact information is also shown:

Contact Info:	Name	Organization Name	Contact Type	Contact Primary Address	Status
	CORDON ENTERPRISES LLC		Applicant		Active
	CORDON ENTERPRISES LLC		Agent		Active
	Berens Corp	Berens Corp	Corporation		Active
	Julie Moran		Attorney	Business, 1208 Harris...	Active

At the bottom, there is a section for 'Licensed Professionals Info' with columns for Primary, License Number, License Type, Name, and Business Name.

Air Quality Permits

Select Record Type - Internet Explorer

https://av.supp.accela.com/portlets/picker/capTypePicker.do?module=Health&fromModel=cap&isGeneralCAP=Y&generalCAPSearch=

Cancel Help

Create one Record for all Parcels Create one Record for each Parcel

Record Type

Group	Type	Subtype
Health	Air Quality	-Select- Asbestos Pollution Control Stationary Source Woodstove

Dust Control Permits

Record ID: APCP16-0012

Menu ▾ Help

Go To ▾

Record Summary Workflow Custom Fields Custom Lists (1) Inspections (0) Fee (3) Fee History (3) Address (1) Documents (0) Calendar Comments (0)

File Date: [03/02/2016](#)

Application Status: [Applied](#)

Description of Work: [Dust Control Plan](#)

Application Detail: [Detail](#)

Application Type: [Pollution Control Plans](#)

Address: [0 LONGLEY LN, RENO, 89511](#)

Owner Name: [LONGLEY PROF.CAMPUS MANT.ASSN](#)

Owner Address: [5480 RENO CORPORATE DR STE 100, RENO, NV 89511](#)

Application Name: [Pollution Control Script Test](#)

Parcel No: [164-401-08](#)

Contact Info:

Name	Organization Name	Contact Type	Contact Primary Address	Status

Licensed Professionals Info:

Primary	License Number	License Type	Name	Business Name

Job Value: [\\$0.00](#)

Total Fee Assessed: [\\$912.00](#)

Total Fee Invoiced: [\\$0.00](#)

Balance: [\\$0.00](#)

Custom Fields: **GENERAL INFORMATION**

Name of Project/Development	Project Start Date	Project Completion Date
Little Corner Townhouses	04/01/2016	05/31/2016
Location	Type of Project	Dust Control Type
Corner of Longley and Rock	Dust Control Permit	Residential Sub/Multi-Family
Burn Type	Size of Project	Burn Number of Acres
-	7	-
Hydrographic Basic	Existing Permit Number	Water trucks
Hydrographic 87	-	2
Permit Issued	Permit Expiration	Inspection Area
-	-	4

Asbestos Notification

NESHAP NOTIFICATION INFORMATION

Notification Category

[NESHAP Abatement](#)

On-Site Location

[1st floor break room](#)

Building Square Footage

[5150](#)

Number of Floors

[2](#)

Age of Building

[15](#)

Present Use

[Commercial](#)

Prior Building Use

[Commercial](#)

MATERIALS TO BE REMOVED

	Pipes Linear Feet	Surface Area Sq Ft	Vol Off Facility Cubic Ft	
RACM To Be Removed	320	1000	-	
	Nonfriable ACM NOT To Be Removed		Nonfriable ACM To Be Removed	
Pipes Linear Feet	NonFriable Not Removed CatI 500	NonFriable Not Removed CatII 500	NonFriable to Remove CatI 12	NonFriable to Remove CatII -
Surface Area Sq. Ft.	NonFriable Not Removed CatI -	NonFriable Not Removed CatII -	NonFriable to Remove CatI -	NonFriable to Remove CatII -
Vol Off Facility Cubic Ft.	NonFriable Not Removed CatI -	NonFriable Not Removed CatII -	NonFriable to Remove CatI -	NonFriable to Remove CatII -

PROJECT DATES

Removal Start Date

[03/07/2016](#)

Removal Completed Date

[03/12/2016](#)

Demolition Start Date

-

Demolition Completed Date

-

Stationary Source (GDF)

Go To ▾

Record Summary Workflow Custom Fields Custom Lists (2) Inspections (0) Fee (4) Fee History (25) Address (1) Documents (0) Calendar Comments (0)

File Date: [03/02/2016](#)

Application Status: [Issued](#)

Description of Work: [Test for Gasoline Dispensing Facility](#)

Application Detail: [Detail](#)

Application Type: [Stationary Source](#)

Address: [1776 NATIONAL GUARD WAY, RENO, 89502](#)

Owner Name: [RENO-TAHOE AIRPORT AUTHORITY](#)

Owner Address: [PO BOX 12490, C/O PROPERTY DIVISION, RENO, NV 89510](#)

Application Name: [Stationary Source Script Testing](#)

Parcel No: [015-210-34](#)

Contact Info:	Name	Organization Name	Contact Type	Contact Primary Address	Status
	Nevada National Guard	Nevada National...	Business Name		Active
	Nevada Air National Guard	Nevada Air Nati...	Billing Name	Mailing, 152 MDG/EM, 1...	Active

Licensed Professionals Info:	Primary	License Number	License Type	Name	Business Name

Job Value: [\\$0.00](#)

Total Fee Assessed: [\\$232.00](#)

Total Fee Invoiced: [\\$0.00](#)

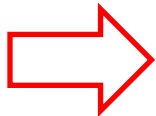
Balance: [\\$0.00](#)

Custom Fields: **GENERAL INFORMATION**

SIC Code	NAICS Code	Inspection Area
1234	56789	Area 4
EPA Source Code	Number of Industrial Processes	Permit Issued
Local	1	2016-03-08/undefined/undefined
Permit Expiration	Annual Reporting Requirements	No. of Gasoline Nozzles
03/03/2016	Must submit annual gasoline usage by April 20th of each year	1

APPLICATION FEES	Source Emissions <100 tons/year?	Source Emissions >100 tons/year?
Fuel Burning Equipment?		
No	No	No
Synthetic Minor <100 tons/year	MME Source Emissions <100 tons/year	
No	No	

EMISSIONS CURRENT YEAR	PM10 Emissions	Pm 2.5 Emissions
TSP Emissions	0	0
0	CO Emissions	NOx Emissions
NH3 Emissions	0	0
0	SOx Emissions	LEAD Emissions
VOC Emissions	0	0
57.04	Total Emissions	
Toxic Emissions	60.03	
2.99		



Complaints

Summary | Record | Activities (0) | Activity Summary (7) | Address (1) | Custom Fields | Custom Lists (1) | Calendar | Comments (0) | Flags (0)

File Date: [03/18/2016](#)

Case Status: [Violation Found](#)

Description of Work: [junk vehicle, construction dust, liquid waste, building a new structure, grading](#)

Case Detail: [Detail](#)

Total Fee Invoiced: [\\$0.00](#)

Total Fee Assessed: [\\$0.00](#)

Case Type: [Complaint](#)

Address: [605 APPLE BLOSSOM DR, WASHOE COUNTY, 89433](#)

Owner Name: [DUKE FAMILY TRUST](#)

Owner Address: [DUKE TRUSTEE, MATT S & JENNY L, 3300 WAR PAINT CIR, RENO, NV 89506](#)

Parent Record:

Parcel No: [508-030-41](#)

Contact Info:	Name	Organization Name	Contact Type	Contact Primary Address	Status
	bobby smith		Complainant		Active

Custom Fields: **COMPLAINT**

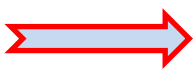
Violator's Name	Detailed description of the location of the complaint or violation
-	-

COMPLAINT TYPES

Department	Complaint Type
Air Quality Management	Const Dust
Environmental Health Services	Waste Oil
Planning & Development	Junk Vehicle
Engineering	Grading
Building & Safety	Work Without A Permit

Workflow Status:

Task	Assigned To	Status	Status Date	Action By
Initial Investigation		Routed	03/18/2016	Renee Schebler
Building and Safety Re...		No Violation	03/18/2016	Renee Schebler
Engineering Review		Violation	03/18/2016	Renee Schebler
Planning and Developme...		Violation	03/22/2016	Dale Casale
AQM Review		Violation	03/18/2016	Renee Schebler
EHS Review		Violation	03/22/2016	Dale Casale
Violation Coordination				
Closure				



Violation Record

-
- Workflow Tasks
 - + Process Selection
 - + Civil
 - + Criminal
 - + Abatement
 - + Administrative Enforcement
 - Air Quality
 - + Citation Issued (NOV)
 - + Negotiated Settlement Meeting
 - + APCHB
 - + DBOH
 - + Stop Activity Order
 - + Remediation Order
 - + Closure

Accele Citizen Access



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Help and FAQ

Search...

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Advanced Search

User Name or E-mail: Password: [Login »](#)

Remember me on this computer [I've forgotten my password](#) [New Users: Register for an Account](#)

Please Login

Many online services offered by the Agency require login for security reasons. If you are an existing user, please enter your user name and password in the box on the right.

New Users

If you are a new user you may [register](#) for a free Citizen Access account. It only takes a few simple steps and you'll have the added benefits of seeing a complete history of applications, access to invoices and receipts, checking on the status of pending activities, and more.

[Register Now »](#)


775-334-4636
renodirect@reno.gov


775-353-5555
customerservice@cityofsparks.us


775-328-2000
washoe311@washoecounty.us

ACA Applications

Search... 

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[Create an Application by Agency](#) [Search Applications](#) [Request an Inspection](#)

Select Services

 [Search](#)

▶ **Building**

▶ **Enforcement**

Submit a complaint.

▶ **Engineering**

▶ **Fire**

▼ **Health**

- Washoe County - Air Quality Pollution Control
- Washoe County - Annual Sampling Permit
- Washoe County - Asbestos
- Washoe County - Child Care Facility
- Washoe County - Cottage Food Operation
- Washoe County - Farm-to-Fork
- Washoe County - Food Illness Complaint
- Washoe County - Food Permit
- Washoe County - Food Permit Exemption
- Washoe County - Garbage Exemption
- Washoe County - Invasive Body Decoration
- Washoe County - Limited Advisory Inspection
- Washoe County - Liquid Waste Trucks
- Washoe County - Mobile Home & RV Parks
- Washoe County - Public Accommodations
- Washoe County - Public Bathing Permit
- Washoe County - RV Dump Stations
- Washoe County - Schools Permit
- Washoe County - Special Events Food Vendor
- Washoe County - Special Food Event
- Washoe County - Stationary Source
- Washoe County - Underground Storage Tanks Site Permit
- Washoe County - Waste Generator Registration
- Washoe County - Waste Management
- Washoe County - Well Construction
- Washoe County - Woodstove

▶ **Licenses**

▶ **Planning**

Challenges

- Getting approval - 4 Boards and Councils, 4 Attorneys, 4 Management Groups
- Truly aligning processes: Ordinances, Fees
- Citizen buy-in – What is the value?
- Limited pool of funding; Slim contract; Agency workload
- SME participation; No backfills for project staff
- Scheduling Woes
- Superagency Challenges and Nuances; pushing the functionality of Accela; Project Uniqueness (Cross agency, multi-modules)
- Single Payment Provider
- Version 8.0 impacts (Version 9.0 pending)
- Large Complex Processes = Greater Accela Timelines

What we did right!

- Created Interlocal Cooperative Agreement
- Engaged citizens, builders groups and business community
- Promoted Technology Fee and program value
 - Will recover Capital Costs and provide potential contingency funds in the future for ongoing maintenance , future technology and enhancements
- Regional GIS source completion prior to project start
- Kept management engaged
- Weekly Project Team meetings
- Quarterly Management Oversight meetings

Lessons Learned

- Determine your Governance Structure in a multi-agency implementation
- Align processes before hand; know your goals and identify weaknesses
- Separate RFPs for Implementation, Overall Project Management, and Change Management
- Consider Third Party for Development/Implementation
- Evaluate cost/benefit of hosted vs. self-hosted environment
- Backfill project staffing (daily work has to be supported)
- Regional Project increase the complexity and timelines x 3!!
- **Resolve ALL ISSUES before Go-Live**

OurCleanAir.com



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