



WASHOE COUNTY

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STAFF REPORT

BOARD MEETING DATE: June 24, 2025

DATE: June 1, 2025

TO: Board of County Commissioners

FROM: Beth Todd, IT Manager, Technology Services
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THROUGH: Behzad Zamanian, Chief Information Officer

SUBJECT: Recommendation to authorize the Purchasing and Contracts Manager to execute the 5-year renewal for the Fiscal Years 2026–2030 (July 2025-June 2030) of Accela, in the amount of [\$4,545,382.63], for the regional permitting software maintenance and support, with Washoe County responsible for [\$1,450,275.29] and regional partners reimbursing Washoe County for the remainder of the amount based on number of licenses. (All Commission Districts.)

SUMMARY

The staff is requesting that the Board of County Commissioners approve the Accela renewal. This renewal is critical to maintaining the functionality and continuity of the Regional License and Permit Platform, which serves as a centralized system for licensing and permitting across multiple jurisdictions, including Washoe County, the City of Reno, the City of Sparks, Douglas County (through June 30, 2026) and the Northern Nevada Public Health. The platform supports streamlined processes for applying, tracking, and renewing licenses and permits, as well as enabling online citizen access to these services.

The Accela renewal aligns with Washoe County's strategic objective of Proactive Economic Development and Diversification by ensuring the continued operation of a system that facilitates efficient business and community interactions. This platform has been instrumental in reducing administrative redundancies, reducing Washoe County's carbon footprint, enhancing regional collaboration, and improving customer service through shared data and integrated workflows.

The renewal also addresses ongoing system enhancements and operational needs, including updates to licensing modules, user access configurations, and technical support. These improvements are necessary to meet current best practices and to address challenges identified during prior implementations, such as manual workarounds and

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limited customer access to data. The renewal will further support the restructuring of permits and invoicing processes to enhance efficiency and accuracy.

Washoe County Strategic Objective supported by this item: Proactive Economic Development and Diversification

PREVIOUS ACTION

The Washoe County Board of County Commissioners has taken several actions related to the Accela Regional License and Permit Platform since its inception. These actions reflect the ongoing governance, funding, and implementation of the platform, which serves as a centralized system for licensing and permitting across multiple jurisdictions.

On June 17, 2014, the Board approved the Interlocal Cooperative Agreement Establishing the Regional Business License and Permits Program. This agreement formalized the collaboration between Washoe County, the City of Reno, the City of Sparks, and the Washoe County Health District (now Northern Nevada Public Health) with Washoe County being the contract holder to implement a unified licensing and permitting system. Concurrently, the Board approved the Washoe County Business License and Permits System Contract with Accela, Inc., allocating \$1,580,074.66 for the project, with a total budget of \$1,667,444.32, including contingency funds.

Subsequent actions addressed the operational and financial aspects of the program. On March 8, 2016, the Board approved a \$148,000 change order to extend the Accela contract and adjust the project's go-live date to August 22, 2016. This change order included Washoe County's \$67,636 share of the cost and authorized reimbursement of contingency funds for payments made in January and February 2016. The change order also established revised timelines and deliverables to ensure project completion.

On June 28, 2016, the Board adopted a Regional Technology Fee to recover portions of the platform's implementation and subscription costs. The fee applies to business licenses and permits processed through the Accela platform, with rates varying by license type and permit cost. This fee was implemented upon the platform's go-live.

On June 6, 2017, the Board approved Douglas County joining the regional platform. Douglas County officially went live with Accela in 2018.

On July 21, 2020, the Board approved the Fiscal Year 2020-2021 annual renewal in the amount of [\$467,000].

On June 5, 2020, second amendment was signed to extend current contract for an additional five years effective July 1, 2020.

These actions demonstrate the Board's commitment to ensuring the effective implementation, operation, and continuous improvement of the Accela Regional License and Permit Platform, which supports regional collaboration and enhances service delivery for residents and businesses.

On June 3, 2025, Regional Licenses and Permits Oversight Committee unanimously approved the 5-year renewal for the Fiscal Years 2026–2030 (July 2025-June 2030) of Accela. The Regional Oversight Committee includes members from City of Reno, City of Sparks, Douglas County, Northern Nevada Public Health and Washoe County.

BACKGROUND

The Accela renewal process is a critical component of Washoe County's Regional License and Permit Program, which was established to streamline licensing and permitting operations across multiple jurisdictions. This initiative, governed by an Interlocal Cooperative Agreement approved on June 17, 2014, involves Washoe County, the City of Reno, the City of Sparks, and the Washoe County Health District (now Northern Nevada Public Health). The program aims to enhance efficiency, improve customer service, and foster regional collaboration by consolidating disparate systems into a unified platform. Washoe County serves as the contracting, fiscal, and managing agent for the program, holding the primary contract with Accela, Inc.

The Accela Civic Platform was selected to replace outdated systems with a robust, integrated solution that supports online citizen access for applying, tracking, paying, and renewing licenses and permits. This platform also facilitates regional data sharing and minimizes redundant data entry for customers. The implementation of the platform was designed to align with best practices and ensure scalability, allowing additional jurisdictions to join in the future. The program's overarching goal is to provide seamless, user-friendly services while maintaining jurisdictional autonomy in processing licenses and permits.

The legal and regulatory framework underpinning the program includes provisions from Nevada Revised Statutes (NRS) and Washoe County Code. For instance, NRS 354.790 authorizes the imposition of a regional technology fee to recover implementation and subscription costs associated with the platform. This fee structure, approved by the Board of County Commissioners, ensures that the program remains financially sustainable while providing high-quality services to the community. Additionally, the Interlocal Cooperative Agreement outlines the governance structure, cost-sharing mechanisms, and operational responsibilities of each participating entity.

Strategic alignment with Washoe County's objectives is a cornerstone of the program. The Accela platform supports the county's goals of proactive economic development, regional collaboration, and innovative service delivery. By enabling streamlined processes and enhanced transparency, the platform contributes to the broader vision of fostering a business-friendly environment and improving public access to government services.

The Accela renewal process remains a vital element in maintaining the program's momentum and ensuring its continued success. By addressing challenges, adhering to legal and regulatory requirements, and aligning with strategic objectives, the program is well-positioned to deliver long-term benefits to the region.

FISCAL IMPACT

The fiscal impact of the Accela renewal for Fiscal Years 2026-2030 is projected to be [\$4,545,382.63], with Washoe County responsible for [\$1,450,275.29]. Sufficient budget authority has been allocated within the Fiscal Year 2026 adopted budget for the Regional Permits System Fund (230), specifically under Software Subscription (710212). Funding

for subsequent years (Fiscal Years 2027-2030) will be incorporated into the annual budgeting process as part of future budget approvals.

This amount encompasses the annual subscription costs for Washoe County and its regional partners, including the City of Reno, City of Sparks, Northern Nevada Public Health, and Douglas County (through June 30, 2026). Each partner agency reimburses Washoe County for their respective share of the subscription costs based on the number of licensed users.

The breakdown of subscription costs for Fiscal Years 2026 – 2030 are as follows:

	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030
Washoe County	\$260,539.20	\$276,039.49	\$289,832.40	\$304,323.92	\$319,540.28
Douglas County	\$113,985.90	-	-	-	-
Northern Nevada Public Health	\$115,795.20	\$122,684.22	\$128,814.40	\$135,255.08	\$142,017.90
City of Reno	\$298,534.50	\$316,295.25	\$332,099.63	\$348,704.49	\$366,139.91
City of Sparks	\$121,223.10	\$128,435.04	\$134,852.58	\$141,595.16	\$148,674.99
Total	\$910,077.90	\$843,454.00	\$885,599.00	\$929,878.68	\$976,373.08

These reimbursements ensure equitable distribution of financial responsibility among the participating agencies.

Additionally, the fiscal strategy for the Accela renewal aligns with the Interlocal Cooperative Agreement established in 2014, which governs the Regional Business License and Permits Program. This agreement ensures that costs associated with the platform are shared proportionally among the participating jurisdictions. The program's financial sustainability is further supported by the implementation of a Regional Technology Fee, which offsets subscription costs and contributes to future technology needs.

In conclusion, the fiscal impact of the Accela renewal is effectively managed through budget allocations, interagency reimbursements, and strategic fee structures. These measures ensure the continued functionality and enhancement of the Regional License and Permit Platform, supporting Washoe County's commitment to innovative and efficient public service delivery.

RECOMMENDATION

It is recommended that the Board of County Commissioners to authorize the Purchasing and Contracts Manager to execute the 5-year renewal for the Fiscal Years 2026–2030 (July 2025-June 2030) of Accela, in the amount of [\$4,545,382.63], for the regional permitting software maintenance and support, with Washoe County responsible for [\$1,450,275.29] and regional partners reimbursing Washoe County for the remainder of the amount based on number of licenses.

POSSIBLE MOTION

Should the Board agree with the staff recommendation, a possible motion would be:

“Move to authorize the Purchasing and Contracts Manager to execute the 5-year renewal for the Fiscal Years 2026–2030 (July 2025-June 2030) of Accela, in the amount of [\$4,545,382.63], for the regional permitting software maintenance and support, with Washoe County responsible for [\$1,450,275.29] and regional partners reimbursing Washoe County for the remainder of the amount based on number of licenses.”