

Regional License/Permit Program

City of Reno
City of Sparks
Washoe County
Washoe County Health District



AAA Customer Service

- Any License or Permit
- Anytime
- Anywhere



What have we heard?

- On-line services
 - Applications and renewals
 - Payment
 - Find information and results
 - Plans submittal
- Regional licensing and permitting
- Shared and consistent information among jurisdictions
 - Transparency



Benefits

- On-line, 24 hours/day and 7 days/week
- Customer centric practices
- Integrated regional database and platform
- Reduced duplication between jurisdictions
- Future anticipated cost savings
- Leverages current technology
- Industry best practices



What happens if we stay on legacy system

- No on-line customer service
- No regional integration of information
- No sharing of common customer information
- No electronic document submittals
- Non-supported legacy software system



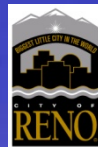
Investment

- Initial capital outlay - ~\$1.67 million
 - Proportionally shared among jurisdictions
 - Includes first year's subscription cost
 - Cost recovery over 5 years
- Annual funding - ~\$479,000
 - Proportionally shared among jurisdictions
 - Annual user-based subscription model
 - Includes future upgrades, additional user seats, and technology needs



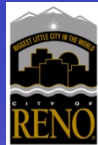
Potential program funding sources

- Regional technology fee
 - Customers benefiting from the program pay the fee
 - Scalable – more customers means expansion of program, but also brings more fee revenue
 - Reduces impact to general fund tax payers
- General fund
 - Limited funds available
 - Direct competition with other programs for those limited general funds



Program funding sources (continued)

- Vendor financing – lease purchase
 - Through Government Capital Corporation
 - 1.99% effective lease rate (subject to underwriting approval and mutually accepted documentation)
 - Payments (with contract in place for Fiscal Year 2013-14):
 - Annual payments beginning on July 1, 2014
 - Five (5) annual payments in total
 - Covers first year of implementation + maintenance and four (4) subsequent years of maintenance
- Enterprise funds
 - Restricted to enterprise funded agencies



Proposed regional technology fee

- Based on the cost of a permit or license
 - 5 year investment recovery
 - Sustains annual funding (subscription)
 - Periodic evaluation
- Collected when license or permit is purchased
 - Each customer who uses system (on-line or at public counter)
 - Initial application, first year, renewal
 - Non-refundable



Connected to strategic outlooks

- Cities of Reno and Sparks
 - Provide services citizens ask for
 - Provide efficient and responsive services
- Washoe County
 - Quality public service
 - Economic development and diversification
- Washoe County Health District
 - Provide environmental services
 - Serve through enhanced use of technology



Next Steps

- City and County Management direction to proceed
- City Councils, BCC and District Health direction:
 - Conclude vendor negotiations
 - Develop interlocal agreement
 - Cost recovery
 - Outreach to customers for feedback on proposed regional technology fee
- Staff returns with contract, funding information, agreement, and possible cost recovery plan



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Questions?

