

STAFF REPORT

Date: September 16, 2013

To: Mayor and City Council

Thru: Andrew Clinger, City Manager

Subject: Staff Report (For Possible Action): Recognition of work performed by the Shared Services Elected Officials Committee (SSEOC) and possible direction on the future of the committee.

From: Cadence Matijevich, Assistant City Manager

See attached full staff report on the next page.

Attachments:

- Staff Report (PDF)

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Subject: Staff Report (For Possible Action): Recognition of work performed by the Shared Services Elected Officials Committee (SSEOC) and possible direction on the future of the committee.

From: Cadence Matijevich, Assistant City Manager – City of Reno
Steve Driscoll, Assistant City Manager – City of Sparks
John Berkich, Acting County Manager – Washoe County
John Slaughter, Acting Assistant County Manager – Washoe County

Summary: The Shared Services Elected Officials Committee (SSEOC) was created in 2009 to examine areas in which government entities could combine or share services. This committee commissioned a study on shared services feasibility, oversaw the compilation and submittal of a legislative report per AB494 of the 2009 Legislative Session, and formed a subcommittee to work on building permits and business licenses. The subcommittee completed its work on the building permits and the scope of work for business licenses is in its final implementation phase. Staff recommends retirement of both the subcommittee and the SSEOC so that staff resources may be reallocated towards the IBM Smarter Cities Report recommendations.

Discussion: The SSEOC was created in May 2009 and is comprised of two elected officials each from the City of Reno, City of Sparks, Washoe County, and Washoe County School District.

The purpose of the SSEOC was to examine areas in which government entities may have the ability to combine, merge, or share, thus reducing any duplicate services as well as needing fewer resources, such as staff, over time.

Two significant projects went before the SSEOC: a Shared Services Feasibility Study RFP awarded to Matrix Consulting and a report to the Nevada State Legislature regarding AB494, passed in the 2009 Session.

For both projects, research revealed that the entities were already working closely together in multiple areas through informal and formal agreements and cooperation. Staff worked to pursue other areas of possibility. As the economy took a severe downturn, all of the agencies were forced to downsize and/or combine their own service provision thus diminishing the ability or

need to pursue partial consolidation. The entities have, however, integrated or shared some common services in areas such as Purchasing Services, Information Technology, Human Resources and Dispatch.

Shared Service Feasibility Study for Human Resources, Information Technology and Purchasing

This study, which began late in the summer of 2010, was designed to provide a feasibility analysis of the efficiency, customer service and cost effectiveness of implementing some form of shared service delivery in County and City Human Resources, Information Technology and Purchasing services.

This project encompassed the following objectives:

- Development of an understanding of the requirements placed on the County and the City by the State Legislature, through AB 494, to evaluate the feasibility of sharing services.
- Development of an understanding of the delivery of Human Resources, Information Technology and Purchasing services in the County and the City in order to understand the full range of options available to improve service and cost effectiveness.
- Learn from other regions around the country which have implemented a shared services approach to delivering Human Resources, Information Technology and Purchasing services in a multi-agency environment.
- Development of an understanding of the views of internal customers of these administrative service functions in Washoe County and Reno relating to the quality of existing services and the desirability of alternative service delivery.
- Development of an analysis which summarizes the advantages and disadvantages of consolidating, integrating or sharing the various services relating to these three administrative services functions.
- Evaluation of the potential cost savings, economies of scale, and/or improving service levels that may be achieved through a form of shared services, as well as any estimates of potential costs that may be incurred in order to share services, including start up and transitional costs.

AB494 Report - 2009 Legislative Session

The State of Nevada Legislature passed AB 494 during its 2009 Session requiring certain local governmental entities to submit a report to the 76th Session of the Legislature concerning the consolidation or reorganization of certain functions. In short, the report was required to include the following:

1. Identify the aspects of those functions that are currently consolidated in whole or in part.

2. Identify the aspects of those functions that have been or are being considered for consolidation or reorganization.
3. Identify the aspects of those functions that are not consolidated and whether those aspects may be appropriate for consolidation or reorganization in the future.
4. Analyze and make recommendations regarding the consolidation or reorganization of one or more aspects of those functions.
5. Provide estimates of the costs of consolidation or reorganization of one or more aspects of those functions and a projection of any long-term cost savings, to the extent feasible.
6. Analyze the benefits of the creation of a permanent committee of affected entities that would meet periodically to discuss and coordinate future efforts at consolidation or reorganization of those functions.

The City of Reno and Washoe County submitted a joint report to the Nevada Legislature and the City of Sparks submitted their own separate report.

SSEOC Subcommittee

The SSEOC appointed a subcommittee to work with staff from the City of Reno, the City of Sparks and Washoe County on building permits and business licenses. The Subcommittee included one Reno City Council member, two private sector representatives appointed by the Reno City Council, one Washoe County Commission member and two private sector members appointed by the Washoe County Commission.

The Subcommittee identified 12 objectives for use in analysis and preparation of recommendations for enhancing building permit and business license services:

1. Save money
2. Improve service to end user
3. One stop shop/process
4. Interfaces with others outside this group
5. Mutual benefit
6. Can do together, not separately
7. Life and safety
8. Prepared for future technology
9. “Implementable”
10. Simplify process
11. Accommodate various customer “levels”
12. Certainty

Both Reno and Washoe County provide the full range of development services (i.e. planning, engineering, building permits and business licenses). Both entities also provide services through

a “one stop” arrangement. Reno has all of these services within a single Community Development Department. The County provides these services through different departments that are coordinated through the “Permits Plus Program.”

For building permits, the following work has been completed or is in progress:

1. Standard Code, Fees and Applications – The building code has been standardized. The fee schedule and application forms are in progress of being standardized between the two entities. This allows either entity to accept an application for the other entity and maintain the “one stop” planning, engineering, and building permit services arrangement that each entity has.
2. Technology – Digital plan submission implementation is in progress.
3. Education – All of the inspectors are certified and are familiar with each entity’s process. Public education, such as joint handouts, are in progress.

For business licensing, the following work has been completed or is in progress:

1. The option for a business license customer to make one stop to obtain a multi-jurisdictional business license has been completed
2. The option for a business license customer to apply for and receive a business license on-line is in progress pending funding for software implementation.
3. Identification and modification of provisions of the Municipal and County Codes to create common licensing requirements unless a single jurisdiction explicitly identifies exceptions is in progress.
4. Creation of an interface with the state level business license process and portal proposed by the Nevada Secretary of State is on hold pending funding for software implementation.
5. Investigation, analysis and possible implementation of a regional business license that is good in all three jurisdictions is pending funding for software implementation.

No additional Subcommittee meetings and/or direction have been required or scheduled since the workgroup’s December 15, 2011 update.

Staff Recommendation: Operationally, the needs and purpose of the SSEOC has run its course. Staff resources for all the agencies will most likely be redirected to focus on work to be completed as a result of the IBM Smarter Cities report. Staff recommends the SSEOC be retired.