



American Royal Subcommittee Agenda

Friday, May 8, 2026

9:00 AM

Location: We invite you to view the meeting in person in the 5th Floor Conference Room, Suite 515, Municipal Office Building, 701 N 7th Street, Kansas City, Kansas

1. Call to Order/Roll Call

2. Revisions to May 8, 2026, Agenda

3. Approval of committee minutes from April 10, April 16, and April 29, 2026

4. OLD BUSINESS

Item No. 1. - FOLLOW UP: PROJECTS APPROVED BY COMMISSION

Synopsis: Follow up discussion regarding items approved related to World Cup activities: Economic mobility business support (\$300,000); World Cup cultural training (\$15,000); Small Business Grant program enhancements (\$150,000).

Item No. 2. - REPORT: WORLD CUP CULTURAL TRAINING

Synopsis: Report detailing Psychological Preparedness & Business Well-Being Initiative related to the 2026 FIFA World Cup.

Item No. 3. - DISCUSSION: ECONOMIC DEVELOPMENT STRATEGIC PLAN

Item No. 4. - UPDATE: KANSAS AVENUE BRIDGE PROJECT CONSIDERATION AND GRANT MATCHING

5. NEW BUSINESS

Item No. 1. - DISCUSSION: SOAR/ ACCELLA

Synopsis: Proposed projects submitted for consideration:

1. SOAR Program - \$1,620,000.00
2. Accela software enhancements - \$200,000.00

Item No. 2. - DISCUSSION: FEE WAIVERS

Item No. 3. - DISTRIBUTION: DISTRICT-BY-DISTRICT FUND DISTRIBUTION

Item No. 4. - FUTURE ITEMS FOR DISCUSSION

6. Adjourn



Unified Government Clerk's Office

Monica L. Sparks, CMC
Unified Government Clerk

701 North 7th Street, Suite 323
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NOTICE OF AMERICAN ROYAL SUBCOMMITTEE MEETING

A meeting of the American Royal Subcommittee of the Unified Government of Wyandotte County/Kansas City, Kansas, will be conducted in person on Friday, May 8, 2026, at 9:00 A.M.

The public is invited to view the meeting in person in the Fifth-floor conference room of the Municipal Office Building, 701 N. 7th Street, Kansas City, Kansas 66101.

Unified Government of Wyandotte County and Kansas City, Kansas



American Royal Subcommittee

Fifth Floor Conference Room

701 N. 7th Street Trafficway, Kansas City, KS 66101

Chair Melissa Bynum

*Commissioner, District 2, Bill Burns - Commissioner, District 7, Chuck Stites
Commissioner, District 2 At Large-Andrew Kump, Mayor/CEO – Christal E. Watson*

MINUTES

Friday, April 10, 2026

8:01 AM – 9:27 AM

Attendance:

Committee Members Present:

- Commissioner Bynum (Chair)
- Commissioner Burns
- Commissioner Stites
- Commissioner Kump
- Mayor/CEO Watson

Committee Members Absent:

- None

Staff Present:

- Monica L. Sparks (Unified Government Clerk)
- Wendy Green (Legal Department)
- Rodney Lucas (Assistant County Administrator)
- Chelsee Chism (Economic Development Director)
- Reginald Lindsey (Budget Director)
- Mike Grimm (Research Manager)
- Shelly Kneuveaun (Chief Financial Officer)

Call to Order

Commissioner Bynum called the meeting to order at 8:01 AM. Roll call was taken with all members present.

REVISIONS TO AGENDA

A hard stop time of 9:30 AM was requested and agreed upon. It was clarified that decisions did not need to be made during this meeting, only discussions were required. The committee must bring recommendations to the full commission prior to July 3, with a deadline to meet by May 1st.

COMMITTEE AGENDA

Discussion of \$5 Million Disbursement Options

Commissioner Bynum presented a brainstorming list of potential expenditures that had been developed in a previous meeting with the Mayor, Commissioner Bynum and Commissioner Kump. The development agreement language specifies the funds should be used "for economic development" purposes, which was noted to be very broad in scope.

Key Discussion Points:

SCI-FI (County Infrastructure Financing Initiative) Funding

- Historical context provided: CIFI represents revenue sharing for infrastructure projects with three cities
- Current county mill value: Initially discussed as \$1.2-1.3 million, later corrected to \$2.3 million
- Formula previously used: 85.8% Kansas City, Kansas; 8.8% Bonner Springs; 5.2% Edwardsville
- Original 2005 resolution found to be very specific to capital improvements only
- 2023 resolution changed breakdown but program currently unfunded
- Money comprised of both City and County funds

Investment Strategy Discussion

Commissioner Stites proposed placing the entire \$5 million in an interest-bearing dedicated fund rather than a one-time expenditure. Dr. Kneuvean confirmed via telephone that such a fund could be established with approximately 3% annual interest return (roughly \$175,000 annually). This would provide sustainable funding rather than a one-time allocation.

Chelsee Chism, Economic Director, suggested providing funding to Bonner Springs and Edwardsville to assist them with grant funding.

Economic Development Strategic Plan

Discussion of allocating funds for a comprehensive economic development strategy including:

- Market analysis for different geographic regions
- Infrastructure needs assessment
- Housing study component
- Estimated cost: \$500,000

World Cup Preparation Funding

Mayor Watson advocated for World Cup preparation funding, noting:

- Expected 200,000 visitors
- Need for business preparation
- Security requirements
- Infrastructure improvements needed

Commissioner Stites expressed strong opposition to World Cup funding, preferring focus on daily resident needs and infrastructure.

Legal and Administrative Considerations

Chelsee Chism clarified that the development agreement language allows funds to be used for "economic development, infrastructure improvements, or other beneficial public purposes," providing broad flexibility.

The 2005 CIFI resolution was found to have expired, and the 2023 resolution lacked funding and clear definitions. The committee agreed that new resolution language would be needed to encompass the broader economic development purposes being discussed.

MOTIONS AND ACTIONS

No formal motions were made during this meeting. The committee agreed that this was a discussion-only session with formal recommendations to be developed at the next meeting.

Action Items Identified:

1. Staff to draft new resolution language expanding CIFI scope to include economic development purposes
2. Finance Department to develop multiple scenarios for fund allocation formulas
3. Research specific World Cup funding needs and breakdown
4. Legal Department to prepare resolution amendments

FUTURE MEETING SCHEDULED

The committee scheduled a follow-up meeting for **Thursday, April 16, 2026, at 8:00 AM** with all parties present at this meeting to attend to review draft resolution language and make final recommendations before the commission deadline.

Adjournment:

Commissioner Kump moved to adjourn the meeting. The motion was seconded by Commissioner Burns.

Vote: Motion carried 5-0

- Ayes: Stites, Burns, Kump, Bynum, Watson
- Nays: None
- Absent: None

The meeting was adjourned at 9:27 AM

MLS

Unified Government of Wyandotte County and Kansas City, Kansas



American Royal Subcommittee

Fifth Floor Conference Room

701 N. 7th Street Trafficway, Kansas City, KS 66101

Chair Melissa Bynum

*Commissioner, District 2, Bill Burns - Commissioner, District 7, Chuck Stites
Commissioner, District 2 At Large-Andrew Kump, Mayor/CEO – Christal E. Watson*

MINUTES

Thursday, April 16, 2026

8:11 AM – 9:24 AM

Attendance:

Committee Members Present:

- Commissioner Bynum (Chair)
- Commissioner Burns
- Commissioner Kump
- Mayor/CEO Watson

Committee Members Absent:

- Commissioner Stites

Staff Present:

- Monica L. Sparks (Unified Government Clerk)
- Wendy Green (Legal Department)
- Rodney Lucas (Assistant County Administrator)
- Chelsee Chism (Economic Development Director)
- Reginald Lindsey (Budget Director)
- Mike Grimm (Research Manager)
- Shelly Kneuveaun (Chief Financial Officer)
- Jeff Conway (Legal counsel)

Call to Order

Commissioner Bynum called the meeting to order at 8:11 AM. Roll call was taken with all members present.

COMMITTEE AGENDA

American Royal Origination Fee Discussion

The Committee Chair opened discussion regarding the \$5 million origination fee funds previously discussed for the County Infrastructure Funding Initiative (CIFI). CFO Shelley Kneuvean provided clarification that upon further review, the origination fees are related to industrial revenue bonds issued by Kansas City, Kansas for the American Royal project, making these city dollars rather than county dollars. Kneuvean explained that CIFI has traditionally been funded through county resources, making it inappropriate for these city-specific funds.

Kneuvean clarified the payment structure: \$5 million in the first year as one-time funds, followed by \$1.3 million annually for up to 19 years while bonds remain outstanding. She emphasized the first year's \$5 million must be used for economic development purposes, while future payments can be used for economic development, infrastructure, or other beneficial purposes.

Economic Development Strategic Plan

Chelsee Chism presented information about a comprehensive economic development strategic plan estimated at \$750,000. She explained this would include multiple geographic areas and stakeholder engagement, with comparisons to the comprehensive plan that cost \$1.2 million. Chism indicated she could contribute \$100,000 from her economic development budget and seek other partners, requesting approximately \$600,000 from the origination fee funds.

Commissioner Burns raised concerns about studies being completed but not implemented. Chism assured this would be a proactive marketing tool with data to prove unmet market needs and support business development.

Downtown Grocery Store Funding

Kneuvean presented the option to use origination fee funds for the previously approved \$150,000 commitment to support the downtown grocery store operator, which would preserve general fund resources. The committee expressed consensus support for this allocation.

Infrastructure Grant Match Discussion

Discussion centered on potential grant matching opportunities. The committee learned about the Central Avenue Bridge project with a \$25 million BUILD grant application requiring a 20% local match, though conversations with KDOT are ongoing to offset this requirement.

Commissioner Kump provided information about the Little Turkey Creek tributary North interceptor capacity improvement project, estimated at \$250,000, which would help achieve compliance with EPA and DOJ consent decree requirements.

World Cup Business Support Initiative

Mayor Watson presented the need for World Cup-related business support, initially requesting \$400,000 for watch parties but indicating potential state funding may cover these costs. She advocated for \$150,000 in capacity building funds for local businesses to handle the influx of international visitors.

The Mayor detailed specific needs including cultural training for businesses, translation services, inventory support, and marketing assistance. She emphasized the importance of supporting small businesses in areas expected to receive high visitor traffic, particularly around Memorial Hall, Strawberry Hill, and Sporting KC.

Mayor suggested Commissioner Bynum as pro tem for tonight's meeting state we want to be intentional on where we will direct global visitors, so we can direct where global visitors can go to visit while they're here in KC, K and then the funding is used to lay the groundwork for future business opportunities occasioned by such events Like World Cup. And then the other point you just need to make sure we stress is that we want to help local businesses prepare for global visitors, So "groundwork for future" in this meeting is specifically about:

- Using World Cup-related funds to:
 - Build **long-term capacity** in local small businesses.
 - Improve **marketing, customer service, and cultural readiness**.
 - Strengthen business districts so they can capitalize on **future major events**, not just this one.

Chism outlined current small business grant program parameters, noting eligible expenses include renovations, inventory, equipment, and marketing, with current \$10,000 maximum grants requiring matching funds.

The committee discussed creating separate World Cup-specific funding with modified requirements, including potentially waiving the one-year business operation requirement and matching fund requirements.

Tentative allocation discussed: \$250,000 total (\$150,000 for World Cup business support, \$100,000 for general small business grant augmentation) (Later discussion changed the funding for World Cup to \$165,000 to include translation services)

Infrastructure Project - Beatrice Lee Building

Mayor Watson raised urgent concerns about the deteriorating condition of the Beatrice Lee building front entrance, noting concrete collapse and structural issues preventing wheelchair

access and safe use of the front entrance. Staff indicated previous architectural studies were completed but funding constraints prevented implementation.

MEETING SCHEDULE AND PROCEDURES

Committee Replacement Process

Legal counsel confirmed that the replacement for Commissioner Stites, who indicated he would step down, should be appointed through the Economic Development and Finance Committee at their May 4 meeting or a special meeting called by the chair.

Next Meeting Scheduling

After extensive scheduling discussion, the committee agreed to meet **Wednesday, April 29, 2026, at 7:30 A.M.**

TENTATIVE FUNDING ALLOCATIONS DISCUSSED

Based on committee discussion, the following tentative allocations were identified:

- Economic Development Strategic Plan: \$600,000
- Downtown Grocery Store Support: \$150,000
- Little Turkey Creek Infrastructure Project: \$250,000
- World Cup Business Support: \$150,000
- Small Business Grant Program Enhancement: \$100,000
- Cultural Training (World Cup): \$15,000

Total Discussed: \$1,265,000 of \$5,000,000 available

Adjournment:

Commissioner Kump moved to adjourn the meeting. The motion was seconded by Commissioner Burns.

Vote: Motion carried 5-0

- Ayes: Burns, Kump, Bynum, Watson
- Nays: None
- Absent: Stites

The meeting was adjourned at 9:24 AM

MLS

Unified Government of Wyandotte County and Kansas City, Kansas



American Royal Subcommittee

Fifth Floor Conference Room

701 N. 7th Street Trafficway, Kansas City, KS 66101

Chair Melissa Bynum

*Commissioner, District 2, Bill Burns - Commissioner, District 8, Andrew Davis-
Commissioner, District 2 At Large-Andrew Kump, Mayor/CEO – Christal E. Watson*

MINUTES

Wednesday, April 29, 2026

7:40 AM – 8:55 AM

Attendance:

Committee Members Present:

- Commissioner Bynum (Chair)
- Commissioner Davis
- Commissioner Burns
- Commissioner Kump
- Mayor/CEO Watson

Committee Members Absent:

- None

Staff Present:

- Monica L. Sparks (Unified Government Clerk)
- Jeff Conway (Legal Department)
- Rodney Lucas (Assistant County Administrator)
- Chelsee Chism (Economic Development Director)
- Reginald Lindsey (Budget Director)
- Shelly Kneuveaun (Chief Financial Officer)
- Troy Shaw (Director, Public Works)

Call to Order

Commissioner Bynum called the meeting to order at 7:40 a.m. Roll call was taken with all members present.

COMMITTEE AGENDA

No formal revisions to the agenda were announced. The Chair noted the agenda was fluid.

Economic Development Strategic Plan Discussion

The Chair opened discussion on a \$600,000 allocation for an economic development strategic plan. Chelsee Chism explained the plan would include:

- Geographic specific unmet market needs analysis
- Housing study focusing on land bank and projected housing needs
- Infrastructure strategic plan integration
- Community engagement components

Commissioner Davis expressed concern about the \$600,000 cost, questioning the immediate and tangible impact for the community. He referenced criticism of previous plans and requested comparison costs from similar cities.

Ms. Chism noted the plan would be similar to Covington's plan and larger than Plan KCK, which cost over \$1 million. She indicated other stakeholders including Bonner Springs and Edwardsville would participate in funding.

The Chair supported the strategic plan, emphasizing the need for housing components and infrastructure planning, particularly given new development patterns like data centers.

Mayor Watson raised questions about the development agreement language distinguishing between origination fee usage (economic development activities only) and annual payment usage (economic development, infrastructure improvement, or other beneficial UG purposes).

Infrastructure Project - Little Turkey Creek

Troy Shaw presented details on the Little Turkey Creek project (\$250,000):

- Located around 82nd and Parallel area
- Part of Consent Decree requirements
- Replacement of 100 feet of pipe to address sanitary sewer capacity chokepoint
- Addresses overflow issues during heavy rainfall
- Would support future development capacity in the area

Downtown Grocery Store Support

The committee discussed \$150,000 to replace general fund dollars committed to downtown grocery operator support. This item received consensus support.

World Cup and Small Business Support

Extensive discussion on business support for World Cup preparation, with the Chair expressing concerns about picking "winners and losers" in grant allocation. Alternative approaches were discussed.

Ms. Chism presented ideas including:

- Safety and security enhancements
- Corridor cleanup and facade improvements
- Signage and wayfinding
- Gateway signage into key districts
- Increased trash receptacle frequency
- Mural painting on boarded properties

Commissioner Davis suggested fee waivers for business licensing, SUP renewals, and permitting as an alternative to direct grants.

Mayor Watson mentioned meeting with Argentina's Consulate who indicated 100,000 Argentinians expected to visit Kansas, many planning to camp in public places.

Commissioner Burns shared examples from San Antonio's World Cup preparation, particularly welcoming banners throughout the city.

The committee discussed combining approaches and increasing funding for broader business support rather than individual grants.

Cultural Training Program

Mayor Watson referenced receiving information about cultural training needs for World Cup preparation, with \$15,000 allocated for this purpose.

Commissioner Davis left the meeting at approximately 8:43 a.m.

Commissioner Kump moved to recommend to the full commission and fast-track the approval to the April 30, 2026, commission meeting:

- \$150,000 for downtown grocery store support
- \$250,000 for Little Turkey Creek infrastructure project
- \$300,000 for economic mobility business support
- \$150,000 for small business grant program enhancements
- \$15,000 for World Cup cultural training

The motion was seconded by Commissioner Burns.

Vote: Motion carried 4-0

- Ayes: Burns, Kump, Bynum, Watson
- Nays: None
- Absent: Davis

MEETING SCHEDULE AND PROCEDURES

Next Meeting Scheduling

The committee agreed to meet **Friday, May 8, 2026, at 9:00 a.m. with a hard stop at 10:00 a.m. due to the Mayor's prior commitment.**

FUTURE MEETING PLANNING

Based on committee discussion, the following future agenda items to include:

- Economic development strategic plan further discussion
- District-by-district fund distribution
- Kansas Avenue Bridge project consideration and grant matching
- Bring back a list of projects and the total match requirements for each, so the committee can consider whether American Royal dollars should be used as match.
- Circuit breaker property tax relief program
- Allocating around \$50,000 to the Clerk's Office for outreach and administration of tax rebate programs, and public communication and assistance
- Revolving loan fund exploration

- Building remediation and demolition funding
- Housing director position consideration

Adjournment:

Commissioner Kump moved to adjourn the meeting. The motion was seconded by Commissioner Burns.

Vote: Motion carried 4-0

- Ayes: Burns, Kump, Bynum, Watson
- Nays: None
- Absent: Davis

The meeting was adjourned at 8:55 a.m.

MLS



Report to American Royal Subcommittee

MEETING DATE	PRESENTER	DEPARTMENT
05.08.26		UG Clerk
AGENDA ITEM #IV.1.		
FOLLOW UP: PROJECTS APPROVED BY COMMISSION		
BACKGROUND		
Follow up discussion regarding items approved related to World Cup activities: Economic mobility business support (\$300,000); World Cup cultural training (\$15,000); Small Business Grant program enhancements (\$150,000).		
RECOMMENDATION		
BUDGET IMPACTS / FINANCIAL CONSIDERATIONS		
LEGAL/ POLICY CONSIDERATIONS		
ATTACHMENTS		

Approved by Mayor/Administrator to add to agenda.



Report to American Royal Subcommittee

MEETING DATE	PRESENTER	DEPARTMENT
05.08.26		Mayor's Office
AGENDA ITEM #IV.2.		
REPORT: WORLD CUP CULTURAL TRAINING		
BACKGROUND		
Report detailing Psychological Preparedness & Business Well-Being Initiative related to the 2026 FIFA World Cup.		
RECOMMENDATION		
BUDGET IMPACTS / FINANCIAL CONSIDERATIONS		
LEGAL/ POLICY CONSIDERATIONS		
ATTACHMENTS		
World Cup Preparedness Executive Summary 05.2026, WYCO World Cup MH Preparedness Contract		

Approved by Mayor/Administrator to add to agenda.

Executive Summary

Psychological Preparedness & Business Well-Being Initiative for the 2026 World Cup

Problem

As Kansas City and its surrounding cities prepare to host the 2026 FIFA World Cup, local businesses will face increased tourism and demand, extended work hours, cultural and language complexity, workforce strain, and heightened customer expectations. Stress and anxiety among business owners are at an all-time high, with up to 62% of small business owners reporting symptoms related to running their business (*Small Business Trends / Guidant Financial Small Business Survey, 2024*). Additionally, 56% report experiencing burnout, and 1 in 4 entrepreneurs reports struggling with mental health challenges (*National Institute of Mental Health comparison studies*). Under high stress, cognitive performance can decline by up to 30%, affecting memory, attention, and executive function (*American Institute of Stress*). Chronic stress increases impulsive decision-making and risk bias, directly impacting financial and operational outcomes. Workplace stress costs U.S. businesses an estimated \$300 billion annually in absenteeism, turnover, and reduced productivity (*American Institute of Stress*). For small businesses with tight margins, even one burnout-driven resignation can destabilize operations. Psychological preparedness is economic preparedness.

Purpose

This initiative provides a proactive, psychology-based solution to support **business owners, employees, and leaders** during this historic global event—while strengthening long-term community resilience. In Wyandotte County, small businesses are major employers, core contributors to local tax revenue, and front-line representatives of the County’s reputation. During a global event, customer experience shapes national and international perception, employee morale directly affects service quality, and burnout affects workforce stability.

Led by Dr. Norby Forero, this program equips Wyandotte County and its business community with **emotional intelligence tools, burnout prevention strategies, and customer-based psychology frameworks** to ensure success before, during, and after the World Cup.

Proposed Program Overview

1. Bilingual World Cup Preparedness Keynotes

Five (5) interactive 60-minute keynote presentations:

- Three (3) in **English** (up to 100 participants each)
- Two (2) in **Spanish** (up to 100 participants each)

Each keynote includes audience engagement activities and a **15-minute Q&A**, focusing on:

- Managing stress and high-demand environments
- Supporting employee well-being and retention
- Enhancing customer experience during peak tourism
- Emotional intelligence and leadership under pressure
- Crisis de-escalation techniques

Investment: \$3,000 per keynote | **Total: \$15,000**

2. Optional Post-event Continuing Education

While the World Cup is temporary, the skills developed through this initiative contribute to **resilient leadership, healthier workplaces, reduced turnover, sustainable business growth, and community-centered economic development.**

A **3-hour Workshop** created by Dr. Norby Forero, offering a more in-depth look at key topics for business owners to continue growth after the World Cup. Attendees will be provided with the basics of:

1. Consumer Behavior Psychology
2. Leadership & Employee Motivation
3. Cognitive Biases in Decision-Making
4. Effective Communication
5. Psychology of Marketing

Participants receive a **Certificate of Completion.**

- Regular cost: \$500 per participant
- **Discounted rate:** \$250 per participant
- **Minimum required for discount:** 50 participants

Investment: \$12,500 +/- based on the number of participants

Regional Impact

This initiative supports businesses across **Wyandotte and surrounding communities**, reinforcing regional collaboration and consistent service quality during the World Cup. Bilingual programming ensures inclusivity and cultural responsiveness for a global audience.

About Dr. Norby Forero & PAN Effect Inc.

Dr. Norby Forero is a **Licensed Therapist, educator, entrepreneur, and keynote speaker** with over **10 years of experience** working with corporate leaders, business owners, and diverse communities.

After years in Corporate America, Dr. Norby pivoted into clinical practice to bridge the gap between **mental health, leadership, and real-world business challenges**.

Her approach blends clinical psychology with practical strategies that promote emotional resilience, effective leadership, and sustainable performance.

She is a founder of **PAN Effect Inc.**, whose mission centers on transforming lives by transforming the way people think—emphasizing mental wellness, emotional intelligence, and proactive self-care as essential components of professional success.

Credentials & Recognition Include:

- Doctoral-level Licensed Clinician
- Former VP of a NY-based organization providing clinical services to New York’s United Federation of Teachers (UFT)
- Over 600,000 views across her bilingual YouTube platforms: “*Pregúntale a Norby*” and “*Ask Dr. Norby*”
- Weekly mental health radio host on **La X 1250** and **La GRANDE 1340**
- Featured expert on **Fox 4 News**
- Keynote speaker for organizations including **UMB Bank, KCSOURCELink, Hispanic Chamber of Commerce, Guadalupe Centers, Mattie Rhodes, El Centro**, and more
- Bilingual (English & Spanish) with deep ties to Kansas City’s business and Latino communities

Why This Matters

By investing in psychological preparedness, Wyandotte County positions itself as a **people-centered, forward-thinking community**—one that prioritizes mental wellness, leadership excellence, and sustainable economic success.

Dr. Norby Forero and PAN Effect Inc. are committed to partnering with Kansas City to ensure that business owners, employees, and leaders **are emotionally equipped, psychologically prepared, and empowered to thrive** during the 2026 World Cup and beyond.

This proposal reflects a proactive investment in **mental wellness, leadership excellence, and community resilience**—values that will leave a lasting impact long after the final match.

Thank you for your consideration.

Ask Dr. Norby – Unified Government of Wyandotte County

Contract Agreement

Psychological Preparedness & Business Well-Being Initiative
2026 FIFA World Cup

PRESENTED TO (Client)

**Unified Government of Wyandotte County
& Kansas City, Kansas (UGWYKCK)**

701 N. 7th Street, Suite 945

Kansas City, KS 66101

Mayor/CEO: Christal E. Watson

Point of Contact 1:

Daniel Silva

Deputy Chief of Business & Workforce
Development

Point of Contact 2:

Dr. Alicia Deville

Chief of Staff to Mayor Watson

PRESENTED BY (Contractor)

Dr. Norby Forero, DPC, LPC

NAF LLC (d/b/a Ask Dr. Norby)

Shawnee, KS 66216

info@askdrnorby.com

(913) 620-6959

askdrnorby.com

This contract serves as the primary agreement for the speaking engagement series described in the Project Scope below, between Dr. Norby Forero under NAF LLC ("Contractor") and the Unified Government of Wyandotte County/Kansas City, Kansas ("Client" or "UGWYKCK"), as represented by Mayor/CEO Christal E. Watson, with Daniel Silva (Deputy Chief of Business & Workforce Development) and Dr. Alicia Deville (Chief of Staff to Mayor Watson) designated as the primary points of contact.

1. Project Scope

The Contractor will deliver the Psychological Preparedness & Business Well-Being Initiative—a bilingual keynote series designed to equip Wyandotte County business owners, employees, and leaders with emotional intelligence tools, burnout prevention strategies, and customer-based psychology frameworks in preparation for the 2026 FIFA World Cup.

Program Deliverables

The approved scope covers the following deliverables, for a total investment of \$15,000:

- Five (5) interactive 60-minute keynote presentations, each including audience engagement activities and a 15-minute Q&A session
- Three (3) presentations delivered in English (up to 100 participants each)

- Two (2) presentations delivered in Spanish (up to 100 participants each)

Each keynote will address the following topics:

- Managing stress and high-demand environments
- Supporting employee well-being and retention
- Enhancing customer experience during peak tourism
- Emotional intelligence and leadership under pressure
- Crisis de-escalation techniques

Note: The optional post-event Continuing Education Workshop described in the proposal is not included in this agreement. It may be added by mutual written amendment at a later date.

2. Event Details

Specific dates, times, and venue locations for each of the five (5) keynote sessions are to be mutually agreed upon by both parties in writing and will serve as binding addenda to this contract. The parties commit to confirming these logistics no fewer than thirty (30) days prior to the first scheduled event.

A summary of pending logistics:

- Dates: To Be Determined (TBD)
- Times: To Be Determined (TBD)
- Venues: To Be Determined (TBD) — see Client responsibilities in Section 4
- Primary Language per Session: As agreed (3 English / 2 Spanish)

3. Shared Expectations & Responsibilities

Client (UGWYKCK) Shall Be Responsible For:

- Identifying, securing, and confirming an appropriate venue for each keynote session
- Ensuring each venue provides adequate space to comfortably accommodate up to 100 participants, keynote delivery, visual presentation setup, and audience engagement activities
- Providing all necessary audio/visual equipment and technical support for each event (projector or large display, PA/speaker system, microphone, HDMI/adaptor connections, stable Wi-Fi if required)
- Providing tech support staff or a designated IT liaison available on-site during each event
- Handling all internal and external event promotion to ensure sufficient participant attendance
- Providing any amenities for participants (e.g., seating, water, refreshments) as the Client deems appropriate

- Designating a venue coordinator who is reachable by the Contractor no less than 48 hours prior to each event
- Making timely payments in accordance with the Payment Terms in Section 5
- Ensuring all staff, participants, and affiliates are informed that content is educational in nature and not a substitute for clinical mental health services

Contractor (NAF LLC) Shall Be Responsible For:

- Developing and delivering five (5) engaging, audience-specific keynote presentations fulfilling the full allotted time for each session
- Providing bilingual (English and Spanish) delivery as assigned per session
- Coordinating with the Client's designated point(s) of contact prior to each event to confirm logistics and technical needs
- Sharing presentation materials and technical requirements with the Client no fewer than five (5) business days before each event
- Conducting a pre-event walkthrough of the venue as mutually agreed upon
- Maintaining professional and ethical standards throughout all engagements

4. Pricing & Payment Terms

Service	Qty	Amount
Bilingual Keynote Presentation (60-min + Q&A)	5	\$3,000 each
TOTAL		\$15,000.00

Payment Schedule:

- Deposit (50%): \$7,500.00 — due upon execution of this contract and no fewer than thirty (30) days prior to the first scheduled keynote
- Final Payment (50%): \$7,500.00 — due upon completion of the fifth and final keynote session

Accepted payment methods: ACH transfer, EFT, or check. Wire/ACH instructions will be provided with the invoice. All payments shall be made payable to NAF LLC.

Late payments are subject to a 1.5% monthly service fee on any outstanding balance. If the Client fails to remit the deposit within the required timeframe, the Contractor reserves the right to reschedule or cancel events without penalty.

5. Ownership & Intellectual Property

All presentation content, materials, curricula, slides, activities, and related intellectual property created or delivered by Dr. Norby Forero and NAF LLC are proprietary. This agreement does not constitute a transfer of intellectual property rights to the Client.

The Client and its staff may take photographs and record video segments of the event for internal use; however, content may not be replicated, distributed, or monetized without explicit written permission from NAF LLC, and must include proper attribution to Dr. Norby Forero and NAF LLC in all publications.

The Client shall provide NAF LLC the opportunity to use footage, photography, and audio from events for its own marketing purposes, including social media and online platforms. NAF LLC shall receive reasonable input on any Client publications that prominently feature NAF LLC content or branding.

6. Legal & Liability

Educational Content Disclaimer: The information delivered by Dr. Norby Forero in her keynote presentations is educational in nature and does not constitute clinical therapy or mental health treatment. No therapist-patient relationship is created. Participants requiring clinical mental health support are encouraged to seek licensed professional services.

Sensitive Disclosures: Due to the nature of mental health and wellness content, participants may voluntarily disclose personal or sensitive information during sessions. The Client shall not hold NAF LLC responsible for the impact of any such disclosures on staff, the organization, or third parties. The Client agrees to inform participants of the importance of exercising discretion with information shared during sessions.

Limitation of Liability: The Contractor cannot guarantee that all content will be error-free and shall not be liable to the Client or any third party for indirect, incidental, consequential, or special damages, including lost profits or lost savings. If any provision of this contract is found unenforceable, the remaining provisions shall remain in full force.

7. Email as Extension of Contract

This collaboration may require extensive communication via email, phone, text, or virtual meetings. Any written agreements or adjustments made through those channels by authorized representatives of both parties shall serve as an extension of, and may take precedence over, the terms of this contract, provided they are in writing or recorded. Such agreements stand as binding unless expressly superseded in writing by either party.

8. Cancellation & Force Majeure

Both parties acknowledge that all five (5) keynote sessions are scheduled within a compressed window of approximately six (6) weeks prior to the 2026 FIFA World Cup, and that preparation, scheduling, and resource allocation for the full engagement begin upon execution of this contract. Accordingly, cancellation terms apply to this agreement as a whole, not on a per-session basis.

- Cancellation by Client (more than 14 days prior to the first scheduled keynote): The Client shall receive a full refund of any deposit paid. Both parties agree to negotiate in good faith regarding any reasonable costs already incurred by the Contractor.
- Cancellation by Client (14 days or fewer prior to the first scheduled keynote): No refund shall be issued. The full contract amount of \$15,000 remains due and payable, as the Contractor will have committed time, preparation, and resources that cannot be recovered within the remaining pre-World Cup window. However, as a gesture of good faith and continued partnership, the Contractor will offer the Client a credit in the full amount paid, applicable toward future speaking engagements, workshops, or professional development services provided by NAF LLC to the Unified Government of Wyandotte County or its affiliated departments. The Contractor will make reasonable efforts to work with the Client to deliver alternative programming at a mutually agreed upon time, tailored to the ongoing needs of WYCO staff and leadership, with a focus distinct from World Cup preparedness but equally beneficial to employee well-being, team development, and organizational growth.
- Cancellation by Contractor: Should the Contractor be unable to fulfill the obligations of this agreement, any deposits received shall be returned to the Client in full and in good faith. The Contractor will make every reasonable effort to reschedule within the available timeframe.
- Force Majeure: Neither party shall be held liable for cancellation or delay caused by circumstances beyond their reasonable control, including natural disasters, government actions, or public health emergencies. Both parties agree to work in good faith to reschedule affected sessions within the available pre-World Cup window, or to negotiate an equitable resolution if rescheduling is not possible.

9. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the State of Kansas. Any disputes arising under this Agreement shall first be addressed through good-faith negotiation between the parties. If unresolved, disputes shall be submitted to mediation in Wyandotte County, Kansas prior to any litigation.

10. Signatures

By signing below, both parties agree to all terms and conditions of this contract. Signatures below also serve as acknowledgment that written email agreements made by authorized representatives shall be binding extensions of this contract, as described in Section 7.

Client Representative

Christal E. Watson

Mayor/CEO, Unified Government of Wyandotte
County/KCK

Date: _____

Signature

Contractor, NAF LLC

Dr. Norby Forero, DPC, LPC

NAF LLC (Ask Dr. Norby)

Date: _____

Signature

Questions? Contact us at info@askdrnorby.com | (913) 620-6959 | askdrnorby.com



Report to Test Board

MEETING DATE	PRESENTER	DEPARTMENT
		UG Clerk
AGENDA ITEM #V.1.		
DISCUSSION: SOAR/ ACCELLA		
BACKGROUND		
Proposed projects submitted for consideration: 1. SOAR Program - \$1,620,000.00 2. Accela software enhancements - \$200,000.00		
RECOMMENDATION		
BUDGET IMPACTS / FINANCIAL CONSIDERATIONS		
LEGAL/ POLICY CONSIDERATIONS		
ATTACHMENTS		
SOAR Summary, American Royal Subcommittee 200k ask Accela Platform 5 6 2026		

Approved by Mayor/Administrator to add to agenda.

UNIFIED GOVERNMENT SOAR PROGRAM

Summary & Overview

ORIGINATION & STRUCTURE

- WHAT WORKS CITIES INITIATIVE – 2016
 - SPECIFICALLY TARGETING BLIGHT REDUCTION
- FOCUSED ON COLLABORATION ACROSS DEPARTMENTS / DATA SHARING & ANALYTICS
 - BREAKING DOWN SILOS
 - DATA DRIVEN PROCESS IMPROVEMENT
 - CREATIVE SOLUTIONING & IMPLEMENTATION OF BEST PRACTICES
 - STRATEGIC REALLOCATION OF EXISTING RESOURCES & TARGETING OF NEW RESOURCES WHERE NEEDED

TOPICS ADDRESSED - EXAMPLES

- UNFIT PROPERTIES
- CODE VIOLATIONS
 - ABATEMENT OF VIOLATIONS
- LITTER & ILLEGAL DUMPING
- GRAFFITI
- NEIGHBORHOOD BEAUTIFICATION
- VACANT PROPERTIES / ABSENTEE LANDLORDS
- TAX DELINQUENCY
- MOWING

DEPARTMENT COLLABORATION

- Neighborhood Resource Center
 - Code Enforcement
 - Livable Neighborhoods
 - Demolition
- Appraiser
- Treasury
 - Property Tax
- Register of Deeds
- Police Department
 - Community Policing
- Fire Department
- Economic Development
 - Land Bank
- Planning & Land Use
- Community Development
- Transportation
- Sheriff
- Parks & Recreation
- Buildings & Logistics
- Public Works
 - Streets
 - Geospatial Services
 - Environmental Services
 - Engineering / Asset Management
- Health Department
 - Community Health Improvement Plan
 - AmeriCorps VISTA
- Strategic Communications
- County Administration
- Mayor & Commission
- Technology

POTENTIAL BUDGET IMPACTS / PROGRAMS

- SECOND ABATEMENT TEAM (FORMERLY QUICK RESPONSE TRASH TEAM)
 - ESTIMATED \$475k staffing plus \$350k equipment startup -> \$825,000
- BOARDING/DEMOLITION OF UNFIT STRUCTURES
- STRATEGIC/PERFORMANCE MANAGEMENT SYSTEM ~ \$100,000 ESTIMATE
- STRATEGIC INITIATIVE COORDINATOR ~ \$135,000
- ADDITIONAL MOWING FUNDING ~ \$310,000 Reduction made in 2025 budget
- ILLEGAL DUMPING ENFORCEMENT ~ \$150,000 one-time 2026 allocation
- LIVABLE NEIGHBORHOODS STAFFING - \$100,000 cut in 2025 budget
- COMMUNICATIONS / EDUCATION INITIATIVES
- ADOPT-A-SPOT



Proposal: Continued Funding for Accela Platform Optimization (26–27)

Executive Summary

The Accela Platform is the Unified Government's primary system for permitting, licensing, inspections, and plan review. Over the past year, significant modernization work has transformed Accela from an aging, highly customized, unstable system into a cloud-based, secure, scalable platform that supports faster service delivery for improved customer experience.

To maintain this momentum and prevent regression, this proposal requests \$175,000 for a 12-month Managed Application Services (MAS) contract for 2026–2027, along with device upgrades for field operations. Continued investment will directly support economic development by shortening approval timelines, improving reliability, and enabling a seamless digital experience for residents and businesses.

Accomplishments Since Cloud Migration (April 2025–April 2026)

Following the migration of Accela to the cloud in April 2025, the Unified Government team—supported by MAS—completed substantial improvements that strengthened the platform and improved service delivery:

- **Security & Stability:** Comprehensive security reviews, remediation of long-standing system breaks, and stabilization of critical workflows.
- **Operational Efficiency:** Increased document upload limits, resolved configuration defects, and improved staff workflow performance.
- **Customer Communication:** Adoption of in-platform notifications replaced email-only communications, improving responsiveness and transparency.
- **Internal Capacity Building:** Staff development in enterprise change control, configuration, and testing to reduce reliance on external vendors over time.

- **UG Website Integration:** Embedded Accela directly into the UG website to streamline access and reduce navigation barriers for residents and businesses.
- **Payment Processing Improvements:** Strengthened back-end payment integration, reducing failures and improving trust in online transactions.
- **Training Resources:** Developed structured training guides and onboarding materials for staff.
- **Workflow Enhancements:** Implemented targeted workflow and reporting improvements addressing persistent user pain points.
- **Innovation Through Real-Need BETA Testing:**
 - **Short-Term Rental Application for the 2026 World Cup:** End-to-end digital workflow, integrated Fire review, digital notifications, and portal-based payments.
 - **Customer Kiosks:** Installed kiosks in the NRC lobby, expanding digital access for walk-in customers.

These improvements have moved the platform closer to modern permitting and licensing standards, helped staff work faster, and improved the citizen experience.

Current Challenge: Funding Risk

MAS support is at risk for 2026–2027, which threatens the ability to:

- Respond quickly to issues affecting public services
- Maintain security and regulatory compliance
- Continue workflow modernization and reduce manual processes
- Meet increasing customer expectations for digital government services

Loss of MAS would continue the Unified Government's reactive, slow-response posture and erode the progress made over the last year.

Why Continued MAS Funding Is Essential

Accela Managed Application Services provide:

- **Proactive Optimization:** Continuous system tuning and performance improvements rather than only reactive “break/fix” support.
- **Release Management:** Risk assessment and testing for each new product release to ensure stability and compliance.
- **Enhanced Reporting:** Access to the Enhanced Reporting Database (ERDB), restoring advanced analytics and improving reporting accuracy.

- **Configuration Expertise:** Dedicated specialists to refine workflows, reduce processing time, and enhance user experience.
- **Scalable Capacity:** Ensures the system can handle growing demand without performance degradation.

The level of Accela optimization expected by residents, developers, and businesses cannot be sustained without professional support.

Additional Field Technology Needs

To complement MAS and ensure field staff can fully leverage the optimized platform, device upgrades are required for inspectors and field personnel. Current devices are nearing end-of-life and struggle to support modern cloud-based applications.

Upgrading to newer, secure, and faster tablets and laptops will:

- Improve real-time data entry and inspection reporting
- Reduce downtime caused by hardware limitations
- Enhance connectivity for mobile workflows
- Support digital signature capture and photo documentation in the field

These upgrades will directly improve service delivery, reduce manual data re-entry, and strengthen the connection between field operations and the Accela platform.

Financial Summary

Item	Description	Estimated Cost
Managed Application Services (MAS) Contract	12-month engagement for proactive system management, optimization, and support	\$175,000
Field Device Upgrades	Replacement of aging tablets and laptops for inspectors and field staff	\$25,000
Total Requested Funding		\$200,000

Expected Outcomes

- Sustained system stability and security compliance
- Faster permit and license processing times

- Improved customer satisfaction and transparency
- Reduced dependency on emergency vendor support
- Enhanced data accuracy and reporting capabilities
- Strengthened digital infrastructure supporting economic growth

Conclusion

The Unified Government's investment in Accela modernization has delivered measurable improvements in efficiency, reliability, and customer experience. Continued funding for Managed Application Services and field technology upgrades is essential to preserve these gains, sustain innovation, and ensure the platform continues to meet the evolving needs of residents, businesses, and staff.