

**ADMINISTRATION AND HUMAN SERVICES
STANDING COMMITTEE MINUTES
Monday, January 27, 2020**

The meeting of the Administration and Human Services Standing Committee was held on Monday, January 27, 2020, at 6:09 p.m., in the 5th Floor Conference Room of the Municipal Office Building. The following members were present: Commissioner Markley, Chairman; Commissioners Philbrook, Kane, Ramirez and Bynum. The following officials were also in attendance: Melissa Sieben and Alan Howze, Assistant County Administrators; Ken Moore, Chief Legal Counsel; Kathleen VonAchen, Chief Financial Officer; Anthony Miller, Performance & Innovation Team Manager; Abby Eccher, Performance & Innovation Team Project Manager; and Jay Doleshal, Sergeant-At-Arms.

Chairman Markley called the meeting to order. Roll call was taken and all members were present as shown above.

Chairman Markley said we have one revision under the Public Agenda. At the request of Mr. Novak, his appearance will be moved from tonight's agenda to February 24, 2020, so no one on our Public Agenda tonight after that movement.

Approval of standing committee minutes from October 21 and November 18, 2019. **On motion of Commissioner Kane, seconded by Commissioner Bynum, the minutes were approved.** Motion carried unanimously.

Committee Agenda:

Item No. 1 – 201107...PRESENTATION & DISCUSSION: AMENDMENT TO UG CODE SECTIONS

Synopsis:

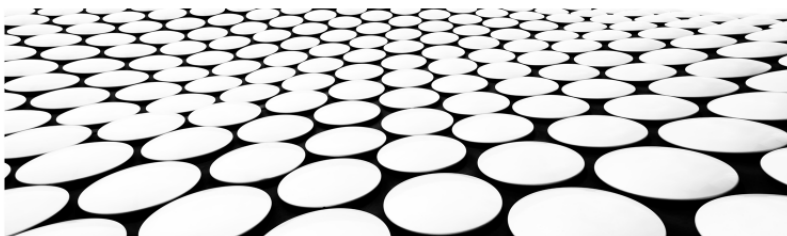
- Should UG Code Section 2-52 be amended to change the beginning of the term of UG elected officials from the current first Monday in January? The change is authorized by recent statutory changes.

- Should UG Code Section 2-57 be amended to change the date of establishment of the two-year commission schedule to coincide with a change in the beginning of term?
- Should UG Code Chapter 2 Article 7 be amended to change the beginning of the term of Commission appointments to various Boards and Commissions?

Submitted by Jeff Conway, Assistant Counsel.

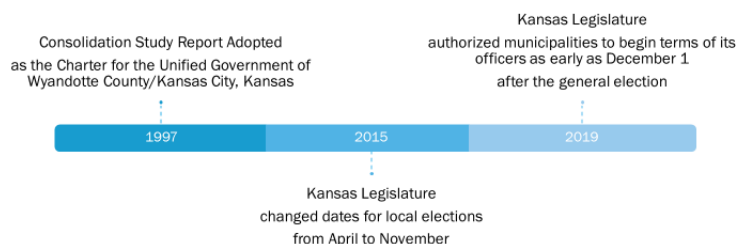
TERMS OF OFFICE

FOR LOCAL ELECTED OFFICIALS



Ken Moore, Chief Legal Counsel, said this has come to your attention because of a recent change in the Kansas Statutes. The Consolidation Study Report when it was initially adopted and sent to the office for the Commission and when those terms began and of course then we were in April/spring elections.

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In 2015 the Kansas Legislature changed that cycle to change all of the spring elections to an August/November cycle. They also set the beginning of the office to the second Monday in

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January. Well, they recently authorized municipalities to basically set their own term and this is kind of the history of it.

TERM OF OFFICE – HISTORY

- Since 1968 the General Election for City Offices was held on the first Tuesday in April; and the term of office would commence at the 1st Meeting following certification of the election results. (KSA 25-313, 25-2107 & 25-2120)
- As part of Consolidation, in 1998 the Sheriff and Register of Deeds elections were moved from November and included in the April General Election along with other City Offices. (Consolidation Study Report)
- In 2015 the Kansas Legislature amended the statutes to move the April General Elections to the 1st Tuesday after the 1st Monday in November; and the term of office would commence the 2nd Monday of January. (KSA 25-21a01)
- In 2016 the Commission amended Code section 2-52 to conform with the legislative change (O-23-16)
- In 2019 the Legislature again amended the statutes to allow Cities to adopt a resolution allowing the term of office to commence on or after December 1st but not later than the 2nd Monday in January. (SB 105)

Since 1968 the General Election was always in the spring and then you took office in the first meeting after the April election after the results were certified. In 1998 is when we added the Register of Deeds and the Sheriff to the municipal offices, with the other UG offices. As I indicated, in 2015, the Legislature moved those spring elections to November and so in response to that, in 2016, the Commission amended our codes Section 2-52 to conform with that.

Now we have an option to look at switching that date to some other date and it's a window of time. You can either do it any time after December the 1st or up to no later than the 2nd Monday in January, which is currently the deadline.

QUESTIONS

- Should the Commission alter the term of office commencement date?
- If so, what offices should be included?
- If so, should the terms of appointed Boards and Commissions be altered to conform?

The questions basically are should the Commission alter the term of office commencement date? If so, should we include all offices? My information is that Nancy Burns, Register of Deeds,

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she's agreeable to that. The Sheriff, Don Ash may have some reservations and the statute is basically—it has some flexibility in what offices that can be included.

OPTIONS

- The Commission can take no action, leaving the commencement date of all UG offices as the 2nd Monday in January.
- The Commission can change the commencement date to:
 - The date of a Commission Meeting in December.
 - The Monday before the 2nd Commission Meeting in December.
- If changed, it could apply to all, or some UG offices: Mayor & Commission, Sheriff, Register of Deeds.
- If changed, the terms of Commission appointees to the various UG Boards and Commissions can be moved up and standardized.

If we do alter it, if you do choose to alter it, should we also change your appointments to the various UG Board & Commissions because those now, those terms as a start on April 1st so that day could also be moved up and we could also take an opportunity to standardize some more of those provisions.

Commissioner Philbrook said, Ken, didn't we change it when went through all of the different committees that the commissioner—that the people on these different group—in these different committees are at will to the commissioner that appointed them, number one. **Mr. Moore** said well, that's not—I don't believe that's the case. **Commissioner Kane** said once you appoint them, they're there. **Chairman Markley** said right. I sat through months of meetings and I will tell you they're only certain committees where they are attached to the commissioner. Most of them, they're in there for their term regardless of who the commissioner is.

Mr. Moore said I guess the way I kind of look at this is that the commissioners appoint the person for a term, so that's a set time, but that's also approved by the Commission. It's not just a commissioner appointment and then that's final. It's approved by the Commission.

Commissioner Kane asked how long did you have to wait before you were sworn in? **Commissioner Ramirez** said two months. **Commissioner Kane** said and the people spoke two months prior too. I would think you'd want it as close after the election as possible and put the

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sheriff, Nancy and all the appointed people at the same time, just for the sake of argument because some people after they get beat don't show up. **Mr. Moore** said these I think are, at least to me are for discussion in some of the options, because even though the election is early in November, the results aren't certified until after the canvass and there's a period of time after the canvass before the results are certified. **Commissioner Kane** said that's why we did it in the first week of December. **Mr. Moore** said then you have, because of the Thanksgiving holiday, there's kind of a window there. You can set it for one of the two commission meetings in December, because we typically have two or if you don't want the person to come in, they're sworn, they have—you know a sit down for the first meeting. You can have it on another day and I basically kind of picked randomly the Monday before that second commission meeting in December.

Commissioner Kane said I would think that Kenny was right. Maybe the Monday before the second commission meeting because it's a long time and you know they kind of threw us a curve when they switched us from the spring to the fall and then you've got this big long gap. Well, I think that would close the gap and help whoever was recently reelected or elected so you wouldn't feel like wow, when is this going to start or when it's going to stop. Do we have to make a motion for that or is this just information? **Mr. Moore** said well, this is kind of for discussion because we'd come back to you with the ordinances drafted the way—as you give us guidance.

Chairman Markley said I do agree. I'm fine with the Monday after the second commission meeting idea. I do agree that personally I feel like we should put all the offices on one day. I feel like it's weird and confusing to have half of the people sworn in on one day and somebody else sworn in on a different day. **Chairman Markley** said as far as the committees, I think we set those rollover dates based on the election being in November already, right? **Mr. Moore** said correct. **Chairman Markley** said so they are. What we don't want is for you to come into office and you have to immediately appoint a whole bunch of people like they're supposed to be appointed the day you come into office. If we're only changing this by a month and we already had it set up so most of them rolled over in April, I'm okay with leaving it in April. I still think that's appropriate. It gives a person enough time to start to fill all of those offices. Sadly, I think there are a lot of seats open for a lot of commissioners out there, where the commissioners have

been in here for years so I can only imagine when you're first coming in and you're trying to fill those seats. You really don't want to be doing that on January 1st when you were sworn in two weeks ago. That's just my opinion. **Mr. Moore** said there's two things that may affect that. One, is that the way it's written now, the person in the office holds over until the replacement's appointed. You can move it up to give you the chance to appoint the person if you wanted to do so, but if it took longer to do this because you need to learn more about the people or the boards, you could have additional time.

Chairman Markley asked is that true for all of them though or just for some of them. I wasn't sure all of them had the holdover language. **Mr. Moore** said well, the general language is that way. The general language is that way and in looking at this in this context, there's some things about that we'd like to clean up too and make more of them standardized, particularly the ones that the UG Commission created and controls. There are some state statutes that govern the different commissions. I mean they are what they are, we can't really alter that much, but the ones that are created by the Unified Government, we'd like to have another bite of that apple, I think, clean that up again, even if we leave the commencement date the same.

Commissioner Bynum said, Ken, when you talk about cleaning up the language and prepping these ordinances to bring to us, are you going to include that then, the Boards & Commissions language as well. **Mr. Moore** said I'd like to do that. **Commissioner Bynum** said that would be great. I've been confused for a good long while. I'm reappointing people and having those terms expire six months later and I've just been very confused. If we can get them all on the same schedule, that would be awesome. **Mr. Moore** said okay.

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DISCUSSION

Mr. Moore said any discussion.

Chairman Markley asked is there some consensus around this idea of the second Monday in December and of what offices should be on that so that we can—**Commissioner Bynum** said I agree that all offices should be on that, and, we're saying in December rather than in January. **Chairman Markley** said correct. **Mr. Moore** said I'm thinking the Monday before the second meeting. **Commissioner Bynum** said the Monday prior to the second meeting of December. **Chairman Markley** said because usually our December meetings are the first and second week because we try to not meet that last half. **Commissioner Bynum** said I'm good with that.

Commissioner Ramirez said the only question I have and it's kind of a minute—not a minute more like a concern, but a question because when I came in it took—there was two months before I was sworn in and there was a lot the staff had to do within those two months. How much would this affect the staff? That's the only small, minute thing that I have. How much would it affect the staff if we were to by one month, bring it up to by one month. **Mr. Moore** said well, Mr. Bach discussed that in his staff meetings. That's one of the things that we wanted to do by kind of having some middle ground and you know a little bit later in December. We probably have a full week in December to go through, in addition to time in November, to go over those things. We thought that allowed enough time to do the orientation and the main things that a new commissioner would want before they take office. **Commissioner Ramirez** said okay.

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Commissioner Bynum said I would just say to that, prior to 2017, the charter read that in the spring election we took office right away practically and so it was a very short timeframe per the charter from election to being sworn in. It was like a two week timeframe and staff was hopping, getting everything lined out for a new commissioner or even to swear in a returning commissioner, but it was a quick turnaround and then when they moved the elections, when the state moved the elections to the fall, then that created this longer window.

Chairman Markley said it's especially weird cause of the holidays being all packed up in there. **Mr. Moore** said prior to that, it was the first meeting after the certification of the results. **Commissioner Bynum** said it was fast. **Chairman Markley** said, Ken, do you feel like you have enough direction from us to forge ahead? **Mr. Moore** said I'm sorry. **Chairman Markley** asked do you feel like you have enough direction from us to—**Mr. Moore** said I think we do. **Chairman Markley** said that item was for information only. I think we will hear more about it in the future as those ordinances come before us.

Action: For information discussion only.

Item No. 2 – 191102...UPDATE: TECHNOLOGY PROJECTS

Synopsis: Update on technology projects to improve the customer experience for residents and businesses, submitted by Alan Howze, Assistant County Administrator. Projects include the upgrade to Accela (Codes, Building Inspection, and Planning), electronic plan review software, and Parks and Recreation software.



DIGITAL SERVICES PROJECT UPDATES

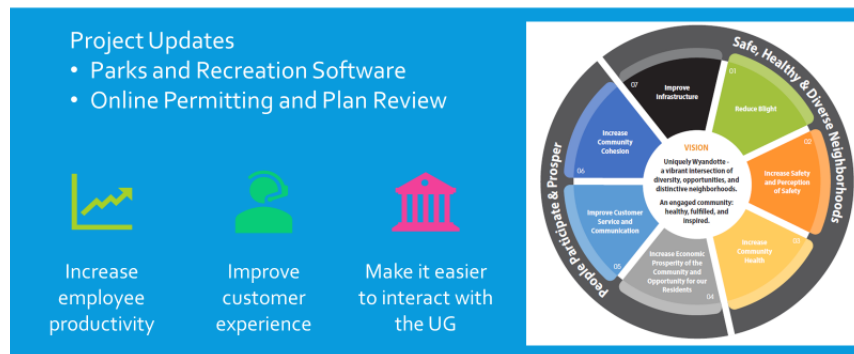
Alan Howze – Chief Knowledge Officer
Anthony Miller – Manager of Performance and Innovation
Abby Eccher – Project Manager

Alan Howze, Assistant County Administrator, said our last item here is a brief update on two projects that we're bringing forward to you this evening. We're trying to get in the habit of giving you some regular periodic updates on some of the significant technology projects similar to like we do other capital projects. I'm joined with me this evening by Anthony Miller, who's our Manager of our Performance & Innovation Team and Abby Eccher who's the Project Manager. They'll be talking about two projects, Parks & Recreation Software and Online Permitting & Plan Review Software and just to kind of, before they jump into it, to note that the role of the Performance Innovation Team is really to serve as project managers to work with departments. We're an internal service organization that works with departments and helps them through the process of identifying their requirements, selecting vendors, implementing software effectively and delivering results for the organization.

The reason that we set it up that way is so that we have a replicable set of methodology and so we can learn as we go through this and not make the similar mistakes in different software implementations across departments since it's not the, sort of the core competency or core function of departments to implement software and technology. With that, I'll turn it over to Anthony who's going to get us started here this evening.

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USING TECHNOLOGY TO SUPPORT COMMISSION PRIORITIES



Anthony Miller, Performance & Innovation Team Manager, said thank you for having us here to share some good information regarding the digital service projects that we've been embarking or engaged in with various departments. As you well know, there's a number of Commission priorities that you all set and all of our projects align underneath that and so in the two particular projects we're going to highlight today is regards to the Parks & Recreation software and the online permitting and plan review projects. Some of the main, I guess benefits from those projects, definitely, you will see an enhanced employee productivity, for example, one of the benefits under the online permitting software, you will see scheduling functionality that will be enhanced for those field inspectors at the Neighborhood Resource Center.

Of course, you're going to see the improved customer experience which dovetails into making it easier for constituents to access those online software applications such as self-service. A constituent will be able to, once these software systems are stood up, they'll be able to go online and perform, for instance, online registration for Parks, for instance, as well as other activities for the Neighborhood Resource Center.



This journey has been ongoing for some time and as you can see on the bottom part of the road map there, there's a number of activities that are highlighted in yellow font that we've already kind of completed there. The myWyco payments and 311 app, the Municipal Courts payments and court date request is also on the app as well. The burn exception permit with the Fire Department as well as the appraiser forms with the Appraiser, which leaves a number of activities, or I should I say projects, that will continue to enhance the digital services' journey, which is and we'll get into that, the parks reservations, the building permits and the plan reviews for the Neighborhood Resource Center and Planning Departments.

PROJECT METHODOLOGY

- Engage Stakeholders Early and Often
- Communicate, communicate, communicate
- Holistic look at systems and processes
- Iterative Delivery—Design, Build, Test, Refine, Build, Test, Refine...



The cartoon shows a man standing next to a large circular sign divided into four quadrants. The top-left quadrant says "TRY", the top-right says "TRY AGAIN", the bottom-left says "TRY, TRY, TRY AGAIN", and the bottom-right says "SUCCEED". The man is looking at the sign with a determined expression.

When we meet with departments, we try to have kind of a structured approach and in that mainly to focus on stakeholder engagement by communicating often and also, most importantly, I think taking a holistic look at those systems. I think a lot of times, when you get software, you kind of have the impression it's just going to make life better and so I think this gives us and

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departments an opportunity, of course, to kind of step back, look at some of those processes and look and see what the best practices are. Also, some recommended practices that a lot of times the vendor could be able to bear in these discussions before you lay that software solution on top. That kind of gives us a good opportunity at that time to kind of hit a pause button and do those kind of activities.

ONLINE PARKS REGISTRATION



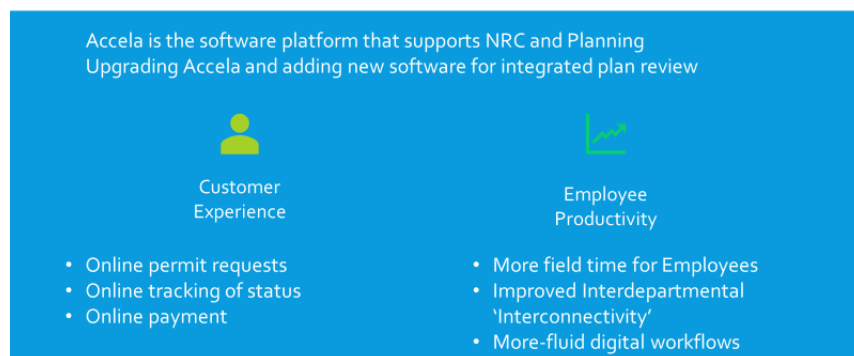
Abby Eccher, Performance & Innovation Team Project Manager, said I get the fun job. I get to work with all of our teams here at the UG and the vendor may bring the software but the changes really happen with the teams. It's great that our office gets to be a part of that. As Alan said, right now, I've been working with the Parks team. They've been doing a really great job at looking at how are they doing business right now and really where do they want to be in a few months. Throughout that process we've looked at what are other communities doing? What exactly do customers want when they come to us? In doing that, we've been working more so with finding the right tool that's going help all those things happen. Really, we're looking at things like less time spent working on schedules. Definitely more time allowed for working on programs. One of the big things really right now, when I first started working with this team, when I learned about waiting in line on January 2nd to get your shelter. Next year, stay at home, stay warm, you can do it on your phone.

ONLINE PARKS REGISTRATION TIMELINE



Up to now, we've been working on that design function that Anthony talked about, really making sure that we're going to get this right. Teams have looked at the rules. Of course, when you bring in a software system you have to ask why do we have this rule and does it still apply. We're doing a lot of that right now but moving forward, just within the next couple of months, we're looking at, of course, updating those community centers, making sure our hardware is right, working on Wi-Fi access and things like that, like Alan mentioned. Really, making sure that the design goals that we have are actually being built. You can expect around April 1st, hopefully, we will have this rolled to the public. The idea is that we have the opportunity beforehand to get customers used to doing business that way. It's, of course, going to be drastically different but a very positive change, very positive affects coming out of this project.

ONLINE PERMITTING AND PLAN REVIEW



Commissioner Philbrook asked can I ask a question. **Ms. Eccher** said of course. **Commissioner Philbrook** asked can you go back to that other slide? So, on Phase 2 when

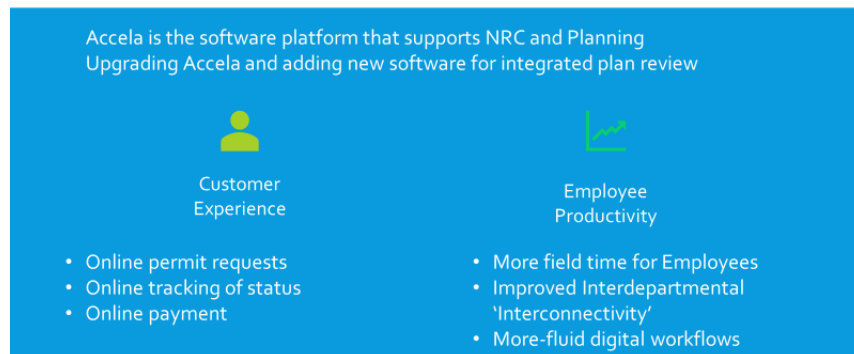
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you're talking about updating community center computers and networks. Are these the ones that are our folks, who work for the UG have access to or is this like you know you go in and somebody who's there has access who's using the facility to find out if there are programs or whatever, what's going on at that location. Which is that? Or is it both? **Ms. Eccher** said thank you for your question Commissioner. That's more of kind of a next level question, really. When we talk about the community center computers, we're talking about the systems on which an employee would be using. I certainly think with this project as well as the Accela and Plan Review Project, there's certainly an opportunity for us to take that design goal in mind and look at whether or not it's feasible to make that like a kiosk scenario available for the public. We certainly looked at it.

Mr. Howze said, Commissioner, I'll just add, similar to the way City Hall is setup where you've got a private UG network and a public UG network and the public network is open and available to the public for anybody that comes into City Hall. That same sort of network configuration would be used in the community center so that there would be and one of the goals and we recognize that people are using the community centers in lots of different ways and they might want to come there and have practice for basketball and then do their homework using the Wi-Fi availability. Recognizing that there's a set of community needs that we can help to provide by having an open wireless system there. Then, this software is also mobile enabled so it's available, you know it adjusts to the size of the device that you're on and is much more mobile friendly. **Commissioner Philbrook** said thank you. I'm glad it adjusts because I think mines running out of space.

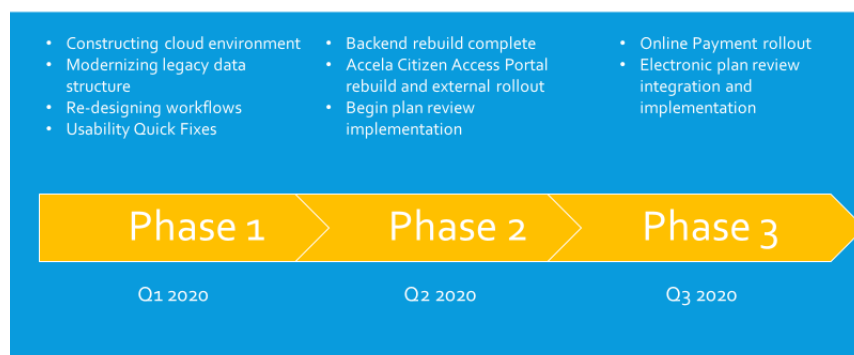
Ms. Eccher said and just a quick other note on that, you know really, when you have goals like this when designing out new programs, we also want to make sure we have an overarching goal. I think what we're looking at now, especially with Angel and her team, is how can we make this—you know our team looks at all of these digital services. How can we make an experience for the public, that's as streamlined as possible and I guess so you know that we have some continuity among these different projects? That's another theme here, really.

ONLINE PERMITTING AND PLAN REVIEW



I'm also excited to tell you guys more about what we've been doing with online planning and permit applications. We've heard a lot up until now about Accela. Accela is coming. Accela is here. I get to be the very lucky one to talk about this. Right now, of course, we're looking at how can we make at that entire process, start to finish, from where a customer enters their application to all the way down to the internal sausage making of looking at that plan and then actually submitting that permit. How can we make this all part of one experience? Again, part of that continuity factor that we're really looking for. Looking at all of those different features like tracking, making sure that customers know exactly where to look and how they can check up and get updates as they go through the process, very, very, big advancements here.

ONLINE PERMITTING AND PLAN REVIEW TIMELINE



Another great thing that we're hoping to offer, right as we jump into all these other wonderful things with this process, taking online payment. Whether that be an application fee all at once or several payments throughout the process. We now have the ability to take different business

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rules into account as we design how we accept payment. You know other consideration here is, we want to make sure that when we implement a piece of software like this that we're actually truly innovating. A lot of great advancements come with streamlining that process internally but also just giving our staff more time out in the field, less time at a desk, being smart about those workflows and exactly how we're structuring, how we engage with the system.

Up to this point, we've done a lot of work. I'm sorry. **Commissioner Philbrook** said I just want to ask a question about the interconnectivity when you talk about interdepartmental. Are we talking about like between Codes and then the Planning Department and the Inspectors and everything else? You're talking about this being interconnectivity. Is that what we're talking about between departments? I'm just trying to understand what you're—**Ms. Eccher** said, yes, that's the intention. **Commissioner Philbrook** asked how many of our departments would be interconnected in this process? **Ms. Eccher** said very good question. I tend to be very a bit solid in my thinking. I look at them as modules. We would of course have Planning, Building Inspection, Business Licensing, Code Enforcement, now Public Works and I'm sure I'm forgetting something else. **Commissioner Philbrook** said, well, that's fine. I was trying to get the overall scope, to make sure that I understood the overall scope and the other folks out there because I know there's a lot of builders and other people that have projects that would really like to have this going. **Ms. Eccher** said of course.

Melissa Sieben, Assistant County Administrator, said Abby, you might just give the Commission kind of the timeline because we have not selected the online permitting yet. We're in the process of doing that. **Ms. Eccher** said, right. Melissa's absolutely correct. We just received responses on an RFP we put out about a month ago. Right now, we're in the process of selecting but that process will be very, again to use my favorite word, interconnected with all of this work we're doing with Accela, to make sure that we really get this right. With those two systems working simultaneously in a lot of places, it's a really good opportunity for us to open up both and make sure we're looking at all the great details and asking the questions we need to. **Commissioner Philbrook** said so to make this even more complicated, I'm going to throw this in here. Let's say I want to pull a license to get my house painted, well can I connect to a list of approved contractors or people that have licenses to paint in Wyandotte County or Kansas City, KS? You see what I'm saying. **Ms. Eccher** said I do. **Commissioner Philbrook** said because

there's a lot of people out there that don't realize that they should use a licensed contractor to do these things and so if it has an automatic link to painters, plumbing, HVAC, fences people, roofers, decks, concrete, flatwork, all that kind of stuff that you have to pull a permit to do, then maybe they more than likely will use a person they should be using when they get that permit. **Ms. Eccher** said thank you Commissioner, that's an excellent question. With Accela, citizen access, that would be the citizen platform where you would go to either enter your application or look up licenses. You would be able to do that. I think that's an interesting next step piece to make that maybe more visible to a resident, certainly. **Commissioner Philbrook** said because I've had several people who ask me, so you know hey, how do I know, who really has a license to do business in Wyandotte County. You know, not hey Joe, I know somebody and he'd be more than happy to come by and paint your house for you and he doesn't pull a permit and then you get caught, etc., etc. That's why I'm asking that, to try to give as much information and guidance to folks who want to be great citizens and intend to be but sometimes don't know how.

Ms. Eccher said as Melissa said, as we're going through right now and we're doing some of this construction with our cloud environment, also looking, doing more backend work on making sure that all of that data architecture is up to date so it really, truly works the way we expect it to on the citizen access side. We're also, during that very valuable discovery process, looking at these plan review systems to make sure that they work the way we expect them to.

Also, making some quick fixes, we have a meeting with our internal stakeholders next week. It's going to be a very deep dive back into, we've already looked at several design concepts. Now, we're actually working on how do we build these out to get that intended result. That's going to be one of those places where we get to see and we can actually show internal stakeholders, here's some of the quick fixes, let's maybe see if we can find some more.

Looking into more so Quarter 2, we're looking at really getting the public acquainted with that citizen access portal. It's going to be a bit different. There's certainly a lot of benefits to it but we want to make sure there's as much information for contractors as necessary so they know exactly on day one when that system goes live, how are they going to be doing business with us, a lot of help you know, throughout that process. Then at that point, we would expect to be implementing our plan review software after we've made a selection.

Quarter 3, we're looking at that, really that full system coming together. Be that for internal and external stakeholders making sure that all of those pieces that we built and we work very hard to design are working in concert and working the way we expect them to.

QUESTIONS?

Mr. Miller said well, Commissioners, that concludes our presentation. Are there any additional questions? **Chairman Markley** said questions, Alan, Anthony or Abby.

Commissioner Ramirez said I just want to say thank you, especially for the Parks registration. When I was doing my department tours and I was talking to Jeremy Rogers, he kind of walked me through the process they do and the amount of people that come in to do paper registrations. This is going to help them a lot, especially with just streamlining the process. Thank you for doing that. It's amazing and I think a lot of people will use it more because a lot of people don't know where the Fleet Center is and they're not going to rent something at the park. They're not going to want to have to go somewhere to go rent it. They're going to want to do it online or by phone. I think this is going to increase people wanting to use our park amenities and I'm very excited about that. **Chairman Markley** said thank you Commissioner.

Chairman Markley said alright, that was an information only item and as stated earlier, our Public Agenda item has been moved to our February 24th meeting. This concludes our meeting this evening. Thank you for your attendance.

Action: For information only.

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Public Agenda:

Item No. 1 – 201103...APPEARANCE: NICHOLAS NOVAK

Synopsis: Appearance of Nicholas Novak regarding immigration.

Action: Item moved to the February 24, 2020 agenda.

Adjourn

Chairman Markley adjourned the meeting at 6:43 p.m.

tpl

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