



Unified Government Clerk's Office

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NOTICE OF BUSINESS DEVELOPMENT TASK FORCE MEETING

A meeting of the Business Development Task Force of the Unified Government of Wyandotte County/Kansas City, Kansas, will be conducted **in person only** on Monday, November 18, 2024, at 3:00 pm. in the Fifth-floor conference room of the Municipal Office Building, 701 N. 7th Street, Kansas City, Kansas 66101.

We invite you to view the meeting in person in the 5th-floor conference room, Suite 515, 701 N. 7th Street, Kansas City, Kansas,

Business Development Taskforce
November 18, 2024, 3:00 pm
City Hall
5th Floor Conference Room
701 N 7th Street
Kansas City, Kansas 66101

AGENDA

Commissioner Tom	Burroughs	Chair
Commissioner Chuck	Stites	Co-Chair
Nate	Brungardt	
Stephanie	Cashion	
Edgar	Galicia	
John	Handley	
Lynn	Holcomb	
Greg	Kindle	
Gabe	Munoz	
Richard	Napper	
Mindy	Rocha	
Jim	Schraeder	
Renee	Hadley	

1. Call to Order/Roll Call of members
2. Review of October 28, 2024, Meeting Minutes
3. New Business
 - a. Virtual Presentation of Report to remove Barriers to Business in WYCO by CitiesWork
4. Old Business
5. Public Comment
6. Adjourn

Mayor's Business Development Taskforce

Monday, October 28, 2024

City Hall

701 N 7th Street KCK

5th Floor Conference Room

Meeting Minutes

1. **Introductions: Chairs:** Commissioner Tom Burroughs and Commissioner Chuck Stites opened the meeting at 3:02 pm **Members Present:** Nate Brungardt, Edgar Galicia, John Handley, Lynn Holcomb, Grege Kindle, Gabe Munoz, Mindy Rocha, Renee Hadley. **Members Excused:** Stephanie Cashion, Richard Napper, Jim Schraeder.

UG staff and advisors present: Chelsee Chism, Gunner Hand, Alan Howze, Wendy Green, Greg Talkin.

2. **Presentation by Crystal Sprague, Director of Performance and Innovation:** Crystal Sprague presented on the Accela Expansion (PowerPoint attached).

- I. Accela focusses on technology and business process Improvement
 - Goals of presentation were presented including Goals for the Project, Accela Project overview, Roles, Project financials, Timeline, Sub projects and Project risk and barriers
- II. Accela Project is in motion to improve Administrative Efficiency
 - There is a systematic schedule of prioritized improvements with data and reporting with timing of activities and understanding of its usage
 - The Current platform is outdated, and this system allows for policy and legislative nimbleness
 - We currently have siloed systems and today we are not as efficient, and Projects allows systems to work together Changing Control Practices while maintaining standardization and improves cross functional work
- III. Accela Project is in motion to improve Customer Experience.
 - A customer Portal will interact without use of the current email system
 - It will leverage integrated payment solutions
 - Allow for terminals for self service
 - It will be responsive to a menu of tasks and costs
- IV. Accela integrates with systems like Granicus, Workday, PayIT, GIS and others
- V. Accela has SaaS Migration, Business Process Assessment and Integrations
 - Though marry SaaS will not resolve all issues but more to this platform to support the issues
- VI. Primary and Secondary departments to access, NRC, Public Works, Planning and Urban Design, Health Department, Fire Department, BPU and Tetrattech (flood plain)
- VII. Project Budget is expected to be \$155,843
 - Migration Services \$93,506; Business Process Assessment \$20,779, Integrations Workday \$20,779 and Granicus \$20,779
- VIII. Acela is set to go live February 2025 with three months of stabilization and execution of plan April 2025
- IX. Project Risk and Constraints
 - Past Attempt Fatigue
 - Technology alone does not fix business practices
 - Reliance on Custom Processes
 - Resources impacts on time and depth
 - Department Specific Practices

- Future Sustainability

X. Discussion of members

When people don't like technology, they tend to develop their own internal processes, but always need to thrive to have consistent processes. Strategy to improve but will be pulling in experts to teach new opportunities to all to move forward.

Members indicated they liked this, but will it tell you where in the process things are and who to call? The information is not in real time and a challenge is the client will be unhappy, but a step in the right direction. We have underutilized the current platform and issue is to be more customer friendly.

Is there a process for timeliness? There will be three notifications. These can be done as a group and goes to customer with customer information and work to get Strategic Communication to put more on website. Working on timing past projects and see where cuts can be made to the process. We must manage the process and resolve hiccups that do not allow projects to move forward. Committee was reminded that those new projects east of 55th street will be exempt of fees.

Must be prepared if staff leave and reassign roles and task for things do not just sit.

Next meeting November 18, 2024, at 3:00 pm. Bring to the next meeting what to change or eliminate from our process and or policies:

- How does one learn the process? Is there a list? How do you know if the permit is done correctly? Does DRC Coordinator follow through on all projects? Who can answer questions at any stage of process? Is there enough staff to handle all projects? Can a third party be assigned with a specific project? How know there is a quality review?

Meeting Adjourned at 4:00 pm



10.28.2024

PRJ-010027 Accela Expansion Mayor's Business Development Taskforce





Today's Goals:

- o Goals for the Project
- o Accela Project Overview
- o Roles
- o Project Financials
- o Timeline(s)
- o Sub-Projects
- o Project Risk & Barriers

In Motion to Improve Administrative Efficiency



Systematic Schedule of Prioritized Improvements



Data & Reporting

Timing of Activities
Understand Usage



Policy & Legislative nimbleness



Expand to Additional License or Permits



Change Control Practices

Maintain Standardization & Product Health
Improves Cross Functional Work

In Motion to Improve Customer Experience



Customer Portal : Development Review & Accela



Leveraging Integrated Payment Solutions



Terminals for Self Service



Responsive Menu of Tasks and Costs

Leveraging the Product(s): example

Pizza Parlor

Project #1528225

Paisano's Pizza

2560 East Long Avenue

9 Requirements

\$3,161.63 Estimated Cost

REQUIREMENTS

MESSAGES

SUMMARY

REQUIREMENTS	
Commercial Remodel Building Permit	▼
Fire Department Review (Additional Fees Will Apply)	▼
Grease Trap Interceptor Discharge	▼
Health Department Review	▼
Mechanical Standalone Permit (Additional Fixture Fees Will Apply)	▼
Plumbing Backflow Standalone Permit (Additional Fixture Fees Will Apply)	▼
Plumbing Standalone Permit (Additional Fixture Fees Will Apply)	▼
Texas Pollutant Discharge Elimination System General Permit	▼

View:

By steps

By department

Download PDF

This is only an estimate of your permit costs and/or needs and does not serve as an application of permit. A the type of permit and can be applied for online, via mail or in person. Any permits currently listed as \$0.00 are for staff review.

For any questions regarding your permit guide, please reach out the corresponding department listed [here](#).

1

Pre-Development Conference

Fees

The questions on this page are used to estimate your requirement fees. Please answer all questions to ensure accurate results. Questions marked with a "*" are required.

STEP 4/4

Estimated cost/valuation for remodel work on primary structure

\$ 300,000

Square footage of your new primary building/structure

REQUIREMENTS	
Commercial Remodel Building Permit	\$2,602.63 ▼
Fire Department Review (Additional Fees Will Apply)	- ▼
Grease Trap Interceptor Discharge	\$175.00 ▼
Health Department Review	... ▼
Mechanical Standalone Permit (Additional Fixture Fees Will Apply)	\$28.00 ▼
Plumbing Backflow Standalone Permit (Additional Fixture Fees Will Apply)	\$328.00 ▼

3 Grading

A Grading Permit is required for land disturbing activity impacting one (1.0) acre or more, or land disturb (1.0) acre that is part of a Common Plan of Development that equals one (1.0) acre or more. More inform

Texas Pollutant Discharge Elimination

Learn More

4 Building

Permits are the means by which the City of Fort Worth regulates construction. There are several different types of permits, based on the type of construction: building, plumbing, mechanical, and electrical. In addition, the complete demolition and relocation of buildings also requires permits.

Mechanical Standalone Permit (Additional \$28.00)

Apply via ACA

Plumbing Standalone Permit (Additional \$28.00)

Apply via ACA

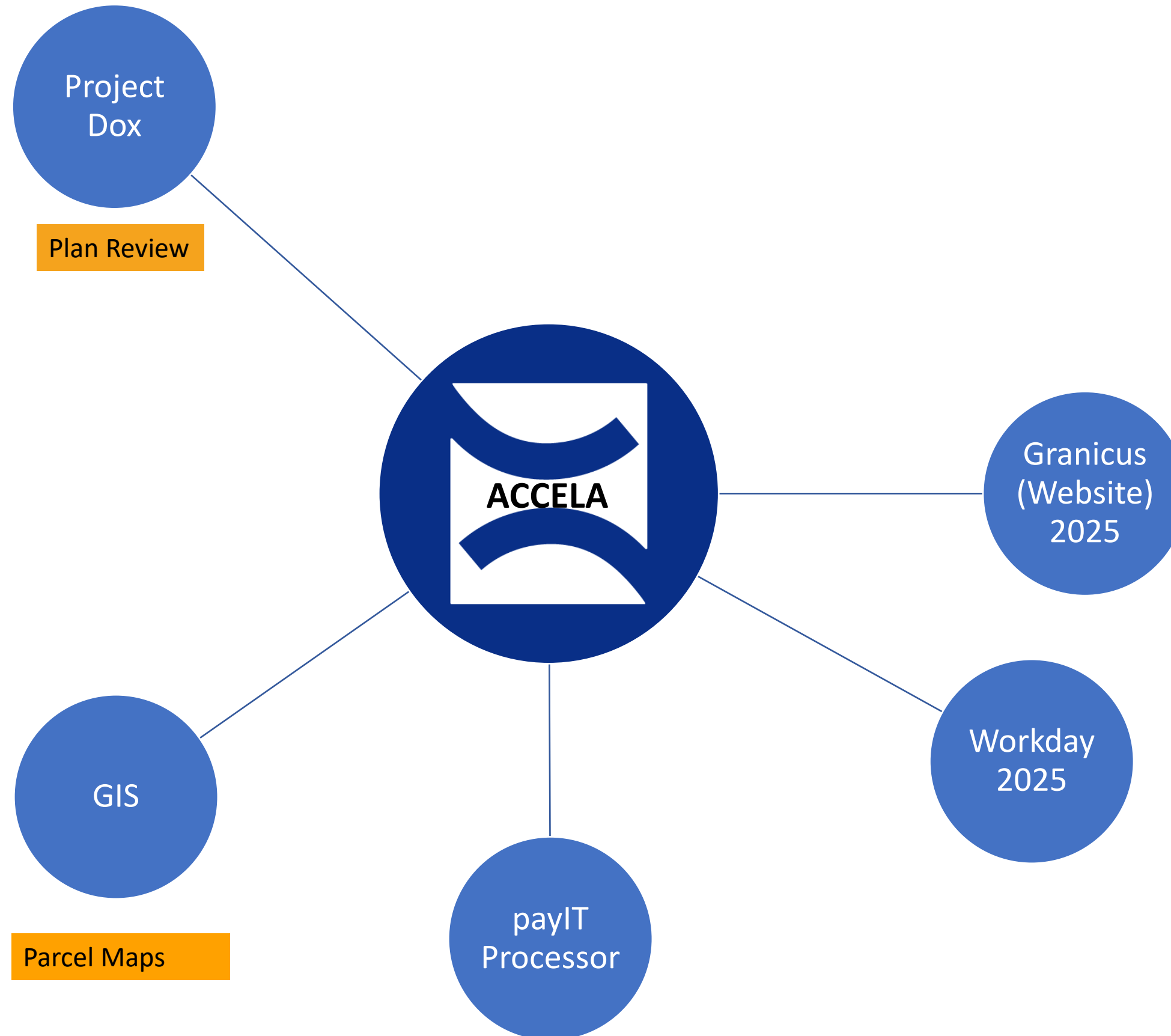
Commercial Remodel Building Permit \$2,602.63

Apply via ACA

Plumbing Backflow Standalone Permit \$328.00

Apply via ACA

Names of the Systems





Project Rational: Accela

SaaS Migration

- Declination of on-premise maintenance 2025
- On-premise solution is a risk
- Limited improvements to citizen experience
- Improved reporting functions cannot leverage

Business Process Assessment

- Single Focus on Lift & Shift will not meet expectations
- Highlights a roadmap for improvement
- Distance between current version & SaaS is expected to be wide. UG will need help bridging the gaps
- Codification of governance and support models

Integrations

- Workday – Leverage the primary enterprise technology investment
- Workday – Reduce manual processing for financials
- Workday – Increase executive visibility in Accela financials
- Granicus – Front facing integration to improve digital interaction

Primary & Secondary Departments



NEIGHBORHOOD RESOURCE
CENTER



PUBLIC WORKS



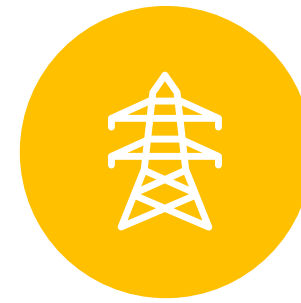
PLANNING & URBAN DESIGN



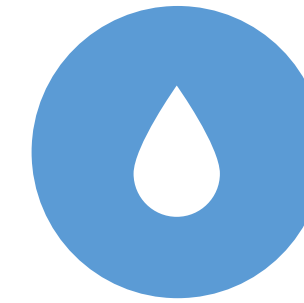
HEALTH
DEPARTMENT



FIRE DEPARTMENT



BPU



TETRATTECH
(FLOOD PLAIN)

Roles

Executive Sponsors

Greg Talkin, NRC

Troy Shaw, Public Works

Gunnar Hand, Planning & Urban Design

Kevin Bibbs, CIO

Accela Team

Angela Costagliola – Project Manager

Jack Tu – Solutions Architect

Accela Technical Resources

UG Project Team

Gayle Jones – PM

Crystal Sprague – PM

Sarah Panjada – Business Analyst & Testing Coordinator

Sara Toms – Change Management & Training Lead

Department Managers (Leads)

Byron Toy

Rachel Miskec

Subject Matter Experts



Project Budget: Accela: \$155,843

SaaS Migration

- Migration Services \$93,506

Business Process Assessment

- \$20,779

Integrations

- Workday \$20,779 (Accela)
- Granicus \$20,779 (Accela)

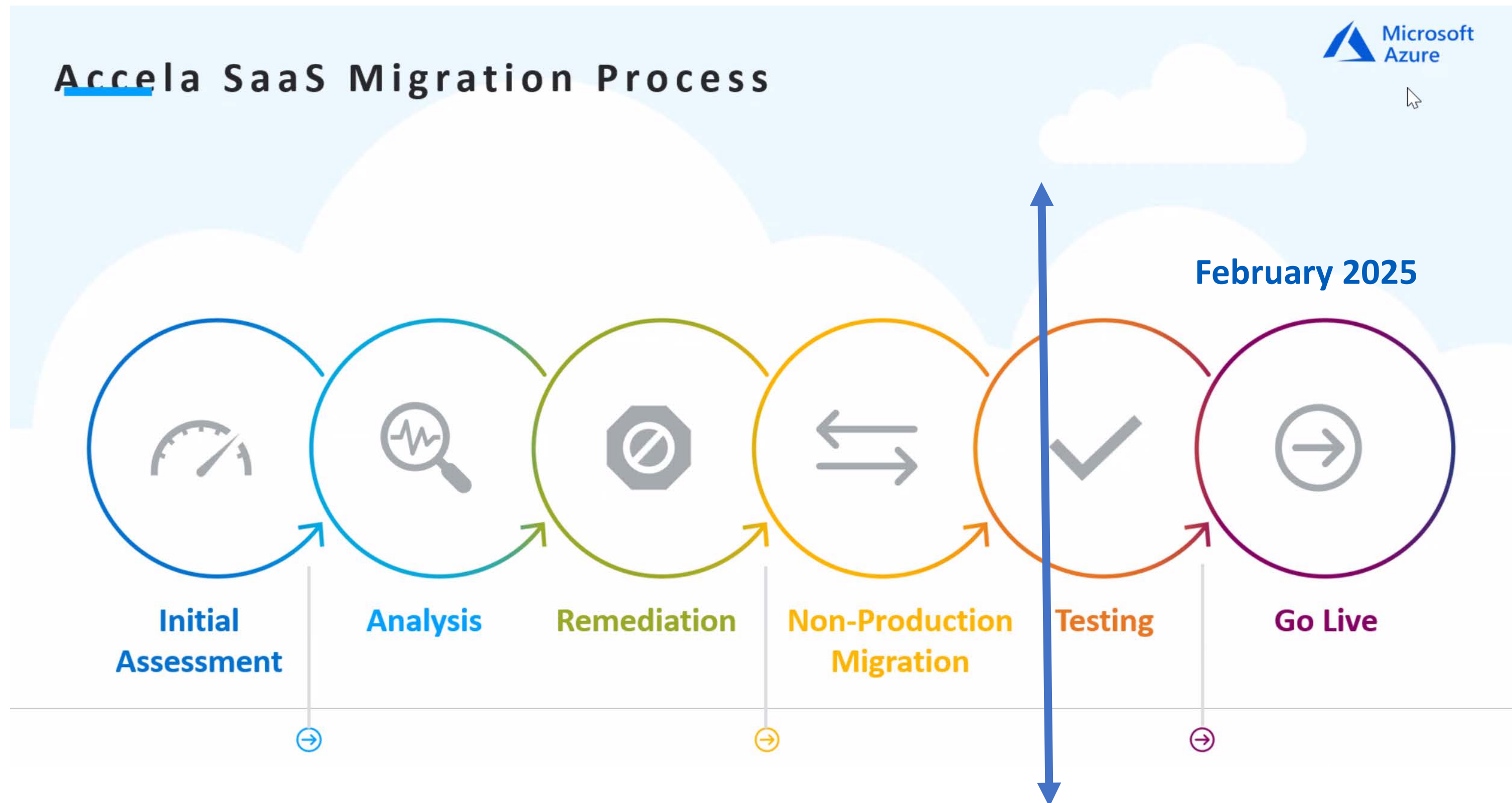
Project Funding Accomplished

- Initial project budget \$200,000

Year one subscription fee was accomplished through

- Current years contract for services, plus
- Operational budgets for Planning, Public Works and NRC, plus
- Cost savings from 3rd party vendor support contract, plus
- Refund from current contract.

Move to the SaaS Solution



Business Process Modernization : DRC

System review conducted in September/October of 2024

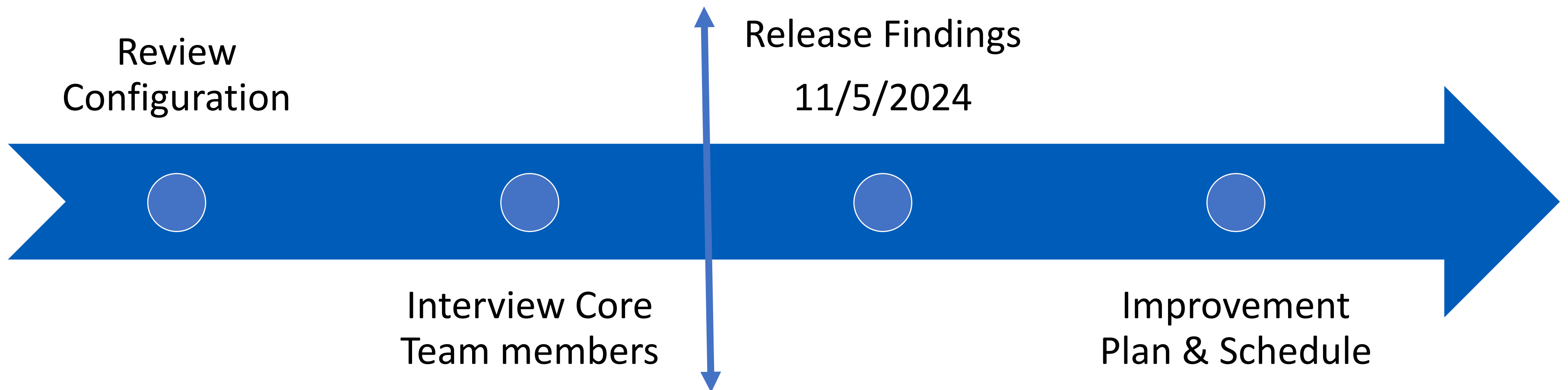
- Interview sessions with the County's business users to understand the current pain points with using the Civic Platform
- Review of the Civic Platform configuration

1. Evaluate current state of plan review process within the Accela Civic Platform:

- Neighborhood Resource Center
- Planning and Urban Design
- Public Works

2. Identify process improvements and/or functionality which could be implemented to maximize efficiency.

3. Understand daily issues faced by County staff and citizens while using the Accela Civic Platform.



Project Scope

Primary Project



Move to SaaS

On Prem Version of Accela >> Hosted & Most Recent Solution



Business Process Modernization

Focus on Plan Review



Integrations

Accela >> Workday
Accela >> Granicus

Sub Projects



Project Dox Upgrade



payIT Reconciliation



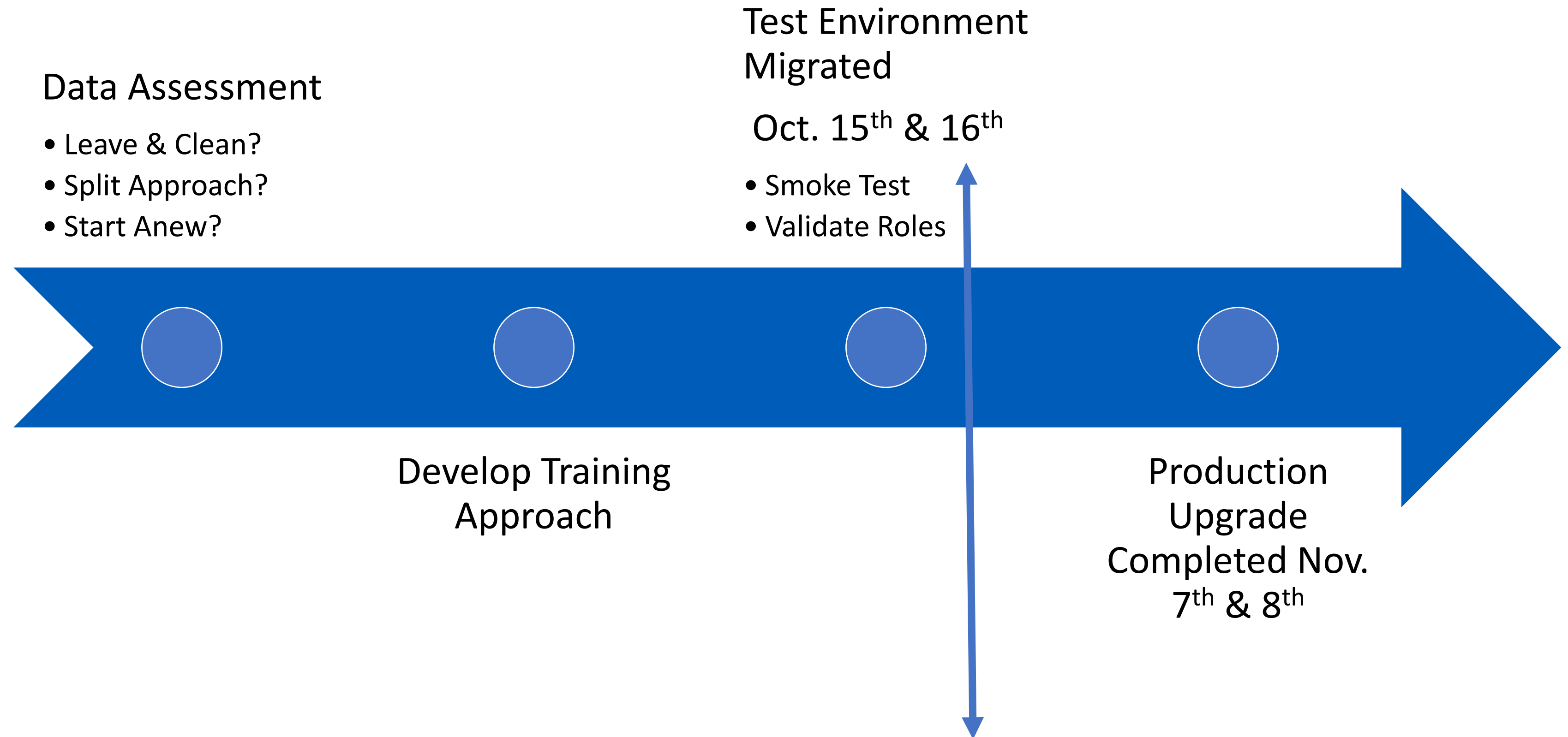
Express Page Expansion

Related Activities

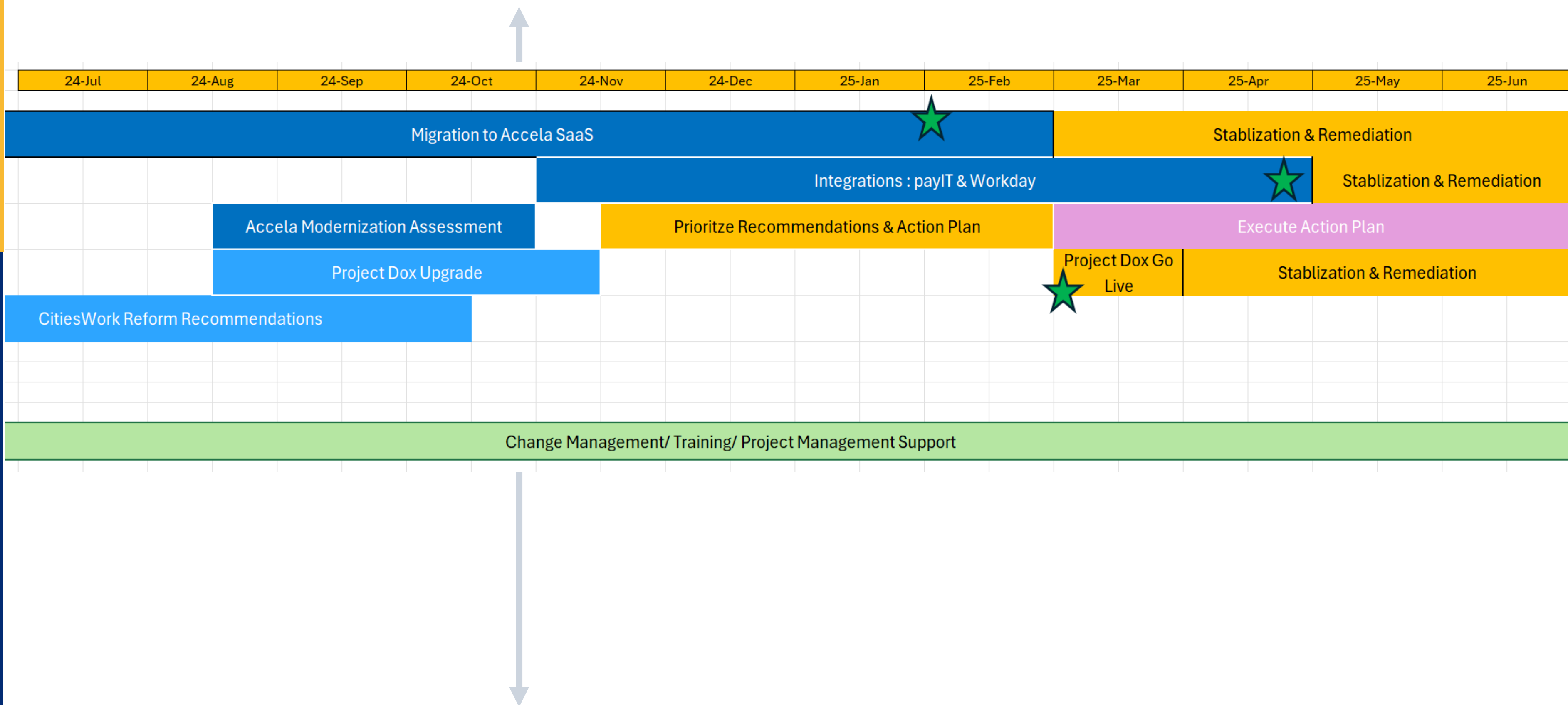


CitiesWork Assessment

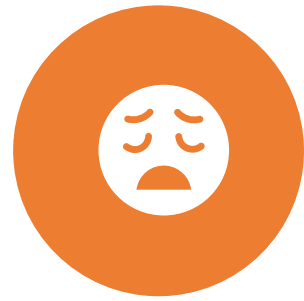
Project Dox Upgrade



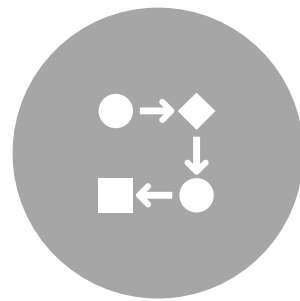
Full Calendar



Project Risk & Constraints



PAST ATTEMPT
FATIGUE



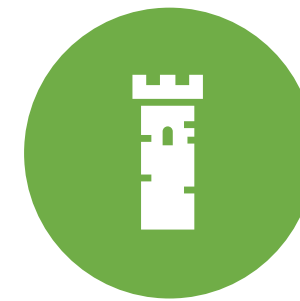
TECHNOLOGY
ALONE DOES NOT
FIX BUSINESS
PROCESSES



RELIANCE ON
CUSTOM
PROCESSES



RESOURCES
IMPACTS ON TIME
AND DEPTH



DEPARTMENT
SPECIFIC
PRACTICES



FUTURE
SUSTAINABILITY