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Subject: FORMAL PUBLIC COMMENT FOR THE NEXT BOARD OF HEALTH MEETING – NRS 241 OPEN MEETING LAW SUBMISSION
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"Under Nevada Open Meeting Law (NRS 241) and SNHD Board Governance Policy BGP-003, I am submitting this written material as a formal public comment for the next scheduled meeting of the Southern Nevada District Board of Health. I explicitly request that the Executive Secretary distribute this complete document to all 11 Board Members prior to the meeting and append it in full to the official public record and minutes."

To Chair Scott Black and Members of the Southern Nevada District Board of Health:

This is a report of operational gross negligence regarding internal software management that is directly resulting in severe plan review backlogs, harming local economic infrastructure. It contains information from employees within SNHD who want it made public because of the significant financial harm the current situation is causing local businesses.

SNHD's new Accela software system is causing a major permitting backlog across Southern Nevada, with plan reviews that historically took 3–4 weeks now taking roughly three months as of October, and internal concerns estimate that waits could reach SIX MONTHS for even a simple Review by December. Businesses are reportedly losing substantial money and, in some cases, even closing while waiting to open or complete remodels due to the backlog for Plan Review.

This is affecting more than restaurants. Bars, tattoo establishments, child-care facilities, hotels, and other businesses requiring SNHD approval are reportedly caught in the same backlog.

According to employees and those familiar with SNHD operations:

- Accela was selected roughly five years ago to replace the old permitting system.
- The system was internally tested from approximately November 2025 through May 2026.
- Inspectors and supervisors reportedly submitted repeated QA warnings that the system was not ready and could severely disrupt permitting.
- SNHD nevertheless went live with Accela in May 2026.
- There are now reportedly more than 1,000 outstanding software/work tickets since May.
- Accela has reportedly informed SNHD that it has reached its maximum allotted number of work tickets and cannot continue submitting additional tickets, despite numerous unresolved software problems.
- SNHD receives roughly 15–20 new applications per day, while administrative staff can process only about 10.
- Roughly 300 applications are reportedly waiting simply to be processed by administrative staff and assigned for review.

- Management is considering shifting application processing to health inspectors, which could then create additional delays in field inspections.

Employees also point to significant problems involving Accela implementations in other jurisdictions, including agencies in Oakland, Northern California, and Southern California. They report that some public agencies have experienced "**losses in the millions of dollars**" associated with failed or problematic implementations, and that lawsuits have been filed against Accela by government agencies over software performance and implementation issues.

The concern internally is that SNHD not only had access to those outside examples, but internal QA testing conducted by inspectors and supervisors from Nov 2025 until April 2026—with internal testing confirming that launch would cause exactly the delays now being experienced with the Plan Review system.

Businesses with active leases are being hit especially hard, paying months of rent and carrying costs with no operating income. Multiple businesses have reportedly suffered major losses or closed while waiting on approvals.

The Palms has also reportedly escalated an issue to county officials after being unable to obtain a simple permit for a taco cart due to delays.

The SNHD managers whose roles in the rollout and response may warrant examination include Chris Saxton, Larry Rodgers, and Aaron Delcotto.

There are also allegations concerning the original Accela procurement, including alleged kickbacks. We cannot independently substantiate those claims, but the contract, procurement process, and related communications would be worth reviewing.

Useful public-records inquiries would include the Accela contract and amendments, total expenditures, QA/testing reports from November 2025–May 2026, emails regarding launch readiness, work-ticket counts and correspondence regarding the work-ticket limit, current and historical plan-review times, and internal communications regarding the backlog.

The core story is simple: **a software rollout that SNHD employees reportedly warned was not ready is now delaying business openings and remodels across Las Vegas, with potentially millions of dollars in economic impact to the city, and more to local businesses large and small — while similar problems with the same software have reportedly occurred in other jurisdictions.**