



Legislation Text

File #: 24-203, **Version:** 1

Adopt a Resolution to Approve and Authorize the City Manager to Execute Amendment No. 1 to a Consulting Services Agreement with Baker Tilly US, LLP for a total not to exceed amount of \$119,580 for Service Delivery Assessment of the City's Development Services

COUNCIL PRIORITY

- Community & Business Development

SUMMARY

Amendment No. 1 to the Consulting Services Agreement with Baker Tilly US, LLP (Baker Tilly) will allow for an expanded Service Delivery Assessment of the City's Development Services function. The proposal represents an increase of \$50,500 for a total not to exceed amount of \$119,580 and will be fully funded by appropriated funds for FY24.

RECOMMENDATIONS

Staff recommends that the City Council approve and authorize Amendment No. 1 to the Consulting Services Agreement with Baker Tilly for completion of a Service Delivery Assessment of the City's Development Services function, which includes a thorough analysis of processes and practices and a facilitated engagement with staff to identify operational improvements.

BACKGROUND

Development Services are provided at the City's One Stop Permit Center where Planning, Building, and Engineering staff are available to answer questions and assist the community and businesses with permits and entitlements. The Community Development Department contracted with Baker Tilly in 2023 to provide an assessment of the City's Development Services.

Analysis

The Community Development Department now seeks a more robust service delivery assessment that includes engaging permit center staff from multiple departments directly to design process improvements. Baker Tilly will plan and lead a three-day decision-making session involving members of frontline staff, supervisors and administrative personnel who have responsibility for the daily operations of the Permit Center and those with responsibility for application, intake, plan review, permitting, and inspection functions. Baker Tilly has used this technique successfully with frontline staff in nearly 50 local jurisdictions to improve the development review and permitting processes. These changes in scope would increase the budget from \$69,080 to \$119,580. The assessment is anticipated to kick-off in Summer 2024 and will be completed in Spring 2025. An extension of the term is also included in the proposed amendment.

Financial Impacts

Sufficient funds are included in the Fiscal Year 2023-2024 General Fund Community Development Department budget for the \$50,500 needed for enhanced Service Delivery Assessment under the proposed contract amendment.

ATTACHMENTS

Attachment A: Draft Resolution to Approve and Authorize the City Manager to Execute Amendment No. 1 to a Consulting Services Agreement with Baker Tilly US, LLP for a total not to exceed amount of \$119,580

Attachment B: CSA Amendment No. 1 to a Consulting Services Agreement with Rincon Consultants, Inc. for a total not to exceed amount of \$119,580

Attachment C: CSA between the City of San Leandro and Baker Tilly US, LLP

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