



REPORT to the MAYOR and MEMBERS of the CITY COUNCIL  
From the CITY MANAGER

DATE: May 24, 2022

SUBJECT: Resolution Approving an Agreement with Management Partners for Permit Process Review Consulting Services

ISSUING DEPARTMENT: City Manager's Office

SUMMARY:

Issues:

Should the City Council adopt a resolution approving an agreement with Management Partners for Permit Process Review Consulting Services in the amount of \$57,600?

Recommendation:

The City Council should adopt a resolution approving an agreement for Permit Process Review Consulting Services to Management Partners for \$57,600.

Fiscal Impact:

The cost for this service is \$57,600. Funds will be budgeted in the FY2022-2023 budget in account 1309-6430.

City's Strategic Goals:

- Continue to improve high quality municipal services

BACKGROUND:

The City's Community Development Department is responsible for Planning and Building functions that are a critical path for the processing of entitlement applications and issuing building permits. The City has continued working on process improvements within the Community Development Department. Most recently, the City launched MaintStar, a permitting software system to streamline the application review and permit

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processing. The new software system is a measure being implemented to facilitate plan review and permit issuance which supports reinvestment in the community by residents and businesses. City staff are committed to delivering high-quality services that promote La Mesa as a great community in which to live or start a business.

**DISCUSSION:**

The Community Development Department is actively working with the City Manager's Office on multiple interrelated efforts to implement process-related changes to department operations. One of these efforts included the formation of a multi-disciplinary staff working group called the Process-Improvement Team (PIT). This group is comprised of representatives from the City Manager's Office, Community Development, Public Works Engineering, and the Fire Department. PIT meets regularly to discuss process improvement efforts and enhance inter-departmental communications.

The goals of the City's cross-departmental efforts advance implementation of the MaintStar system, promote high-quality customer service that encourages two-way engagement with applicants, and reduce review time for entitlements and permits. As part of this effort, staff recommends retaining the services of a qualified firm that will provide an outside perspective of current operations in the processing of private development application permits. The recommended action would provide the City with a third-party perspective under the guidance of a team of qualified planning professionals with prior experience implementing cross-departmental process improvement efforts.

**Award of Contract**

Staff recommends Management Partners for this contract. Management Partners has extensive experience working with community development departments and have proposed a team of seasoned subject-matter experts to work with staff. The proposed project team include experts with up to 40 years of local government experience, a former Director of Community Development, and professionals with significant experience conducting organizational assessments. Staff believes that augmenting existing efforts with an external process review is necessary to allow the City to advance process improvement efforts.

The proposed contract includes working with staff to conduct an analysis of existing processes and engaging with applicants by developing a customer-experience survey. Management Partners also proposes to evaluate performance measures, policies, communication structures, training, and other management tools. The proposed contract also includes preparation of process maps and a comparison of peer agencies. Management Partners will prepare a preliminary report that will provide initial recommendations based on observed operations and identify potential best practices

for consideration and implementation by PIT. Management Partners will prepare a final report with its analysis and recommendations that will be presented to the City Council.

CONCLUSION:

Staff recommends the City Council award a contract to Management Partners for permit process review consulting services. Given the importance of advancing process improvements tied to critical operations of the Community Development Department, staff recommends waiving competitive bidding under La Mesa Municipal Code Section 2.40.070(a)(7). This code section provides an exception due to special circumstances where it is in the city's best interest to purchase a commodity or enter into a contract without compliance with the bidding procedure. In this instance, the special circumstance involves City Council direction to address process improvements along with the ongoing implementation of a significant software application that affects multiple departments and applicants. Staff would include an allocation of funding in Fiscal Year 2023 for the recommended service.

Reviewed by:



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Greg Humora  
City Manager

Respectfully submitted by:



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Carlo Tomaino  
Assistant City Manager



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Kerry Kusiak  
Director of Community Development

Attachments:

- Attachment A: Resolution 2022\_
- Attachment B: Professional Services Agreement