



AGENDA ITEM NO. 14

CITY OF HAWTHORNE City Council AGENDA BILL

For the meeting of June 11, 2024

Originating Department: Planning

City Manager:


Vontray Morris

Dir. of Planning:


Gregg McClain

SUBJECT:

Agreement/Contract between the City of Hawthorne and Matrix Consulting Group, Ltd. for analysis, evaluation, and recommendations related to the City's permitting processes pursuant to the Economic Development Strategic Plan.

RECOMMENDED MOTION:

Staff Recommends that the City Council approve an agreement with Matric Consulting Serviced, Ltd. for the analysis, evaluation, and recommendations related to permitting processes.

DISCUSSION:

One of the key themes of the City's Economic Development Strategic Plan is to improve our customers' experiences. One aspect of that experience recognized as needing improvement is our development permitting processes, which includes primarily Planning and Building Safety applications. Other departments are involved when they provide input on applications and permits. The permitting process encompasses review of applications and plans, the process of providing correction comments, approvals, inspections, and issuing certificates of occupancy. Over the decades, and largely in response to changing laws, new technologies, and budgetary limitations, the process of Planning applications became cumbersome and time consuming. Many application processes are unique in their requirements or in process pathways. this resulted in inefficiencies, confusion for applicants, and difficulties training new staff. Building permit processes are suffering from a legacy base on hand-written documentation and checking of printed plans. Although the City is successfully transitioning to electronic plan submittal and checking, these processes are still founded on those developed before computers and the internet. One purpose of contracting with Matrix is to identify inefficiencies in our permit and entitlement processes and to make recommendations for improvement. In addition to processes, the agreement with Matrix also encompasses evaluating staff levels, staff roles and responsibilities, and training.

As an outside consultant with experience preparing similar studies for many cities, Matrix has the experience and expertise in this area that make them especially well qualified for this work.

Matrix was selected through a Request for Qualifications/Request for Proposals (RFQ/RFP) process conducted by the Planning Department in March and April 2024. The RFQ/RFP was sent directly to nine consulting firms that specialize in this type of study and was also posted online. The proposal from Matrix was selected as the most comprehensive and most responsive to the RFQ/RFP.

ECONOMIC DEVELOPMENT STRATEGIC PLAN:

Goal 3: Improve development processing and customer service operations

3.2 Hire impartial consultant to review development processes and recommend best practices to improve throughput

FISCAL IMPACT:

The funds required for this project (\$78,500) are available in the current (2023-2024) fiscal year's adopted budget.

NOTICING PROCEDURES:

A notice was not required to be posted or published.

ATTACHMENT(S):

1. Professional Services Agreement between the City of Hawthorne and Matrix Consulting Group, Ltd. signed by Matrix, including Matrix's response to the RFQ/RFP
2. RFQ/RFP