



COUNTY OF NEVADA
COMMUNITY DEVELOPMENT AGENCY
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Mali LaGoe
Acting Agency Director

NEVADA COUNTY BOARD OF SUPERVISORS
Board Agenda Memo

MEETING DATE: March 9, 2021

TO: Board of Supervisors

FROM: **Mali LaGoe, Acting Director for Community Development Agency**

SUBJECT: Resolution approving amendment No.2 to purchasing agent contract PESN3942 between the County of Nevada and Erin Noel to provide customer service consulting services for the Community Development Agency and authorizing the Chair of the Board of Supervisors to execute the contract amendment extending the contract by one year, revise schedule of services (Exhibit A), revise schedule of payments (Exhibit B) and increasing the contract amount by \$25,000 to a new maximum contract amount of \$101,500

RECOMMENDATION: Approve the attached contract amendment and resolution.

FUNDING: This contract amendment will be funded 50% from the Building Department Budget and 50% from the Planning Department Budget. There is sufficient budget available in both Building and Planning, and no budget amendment is required at this time.

ATTACHMENTS:

- Resolution
- FY2019-20 Purchasing Agent Contract PESN3942
- Amendment No. 1 to Contract (RES 20-304)
- Addition to Exhibit A - Scope of Services for as needed services
- Amendment No. 2 to Contract

BACKGROUND: On February 10, 2020 the County entered into a contract with Erin Noel to provide customer service evaluation services for the Community Development Agency (CDA). This contract expired on June 30, 2020 and totaled \$49,500. During this contract, Ms. Noel completed the following services:

- Evaluated and observed the array of CDA services that the agency provides

- Developed a basic knowledge of CDA services and how they are delivered
- Investigated and developed an understanding of regulatory requirements associated to CDA services
- Interviewed approximately 100 community stakeholders and County staff
- Surveyed customers and stakeholders regarding CDA services
- Created a report detailing activities completed, summary of interviews, trends, and high-level recommendations for service improvements

On July 14, 2020 your Board approved amendment no.1 which provided an increase to this contract in the amount of \$27,000, an extension of one year and revised scope of services for phase II. The revised scope of work included policy research, conversations with agency staff/customers, and implementation of policies and programs to improve overall customer service. During phase II Ms. Noel was able to complete the following services:

- Created a working draft of report to include research of what other agencies are doing.
- Meet with departments and Supervisors to share results and suggested areas of change
- Determine where policy change will be sought
- Worked with CDA/Departments and partners on focus areas to develop policies that will address public concerns and GP/regulatory needs.

The outcomes on Ms. Noel's work have provided many opportunities for the Department to build from and for the CDA Leadership Team to consider as they review and strategize for future services provided by the Department.

Purchasing Policy section 7.1(H) requires Board approval for Amendment No.2 which will increase the contract by an additional \$25,000 for a new total contract amount not to exceed \$101,500; extend the contract term by one additional year expiring June 30, 2022 and will revise the Schedule of Services (Exhibit A) and Schedule of Payments (Exhibit B) to as needed services allowing for continued partnership with Ms. Noel to make improvements to customer service, programs, and community relationships.

Item Initiated and Approved by:

Mali LaGoe, Acting Director for Community Development Agency

Submittal Date: February 22, 2021

Revision Date: