



**COUNTY OF NEVADA
COMMUNITY DEVELOPMENT AGENCY
BUILDING DEPARTMENT**

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Sean Powers
Community Development Agency Director

Craig Griesbach
Building Director

**NEVADA COUNTY BOARD OF SUPERVISORS
Board Agenda Memo**

MEETING DATE: July 14, 2020

TO: Board of Supervisors

FROM: Craig Griesbach, Building Director

SUBJECT: Resolution approving amendment No.1 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 and increasing the contract amount by \$27,000 to a new maximum contract amount of \$76,500

RECOMMENDATION: Approve the attached contract amendment and resolution.

FUNDING: This contract amendment will be funded by the Community Development Agency Administrative Department as shown in the FY2020/21 approved budget for this department.

ATTACHMENTS:

- Resolution
- FY2019-20 Purchasing Agent Contract PESN3942
- Addition to Exhibit A - Scope of Services for Phase 2
- Amendment No. 1 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

If the contract renewal is approved, CDA will continue to partner with Ms. Noel to make improvements to customer service, programs, and community relationships. This contract phase is intended to continue policy research, conversations with agency staff/customers, and implementation of policies and programs to improve overall customer service.

Item Initiated and Approved by: Craig Griesbach, Director of Building

Submittal Date: 6-12-2020

Revision Date: