



## Memorandum

**Date:** 11/21/2023  
**Meeting of:** City Council

**File No.** AM No. 23-168  
**Type:** Consent Item

**TO:** Members of the City Council  
**FROM:** Mayor Angela Birney  
**DEPARTMENT DIRECTOR CONTACT(S):**

Planning and Community Development	Carol Helland	425-556-2107
------------------------------------	---------------	--------------

**DEPARTMENT STAFF:**

Planning and Community Development	Jason Lynch	Deputy Director
Planning and Community Development	Todd Rawlings	Process Improvement Manager

**TITLE:**

Approval of a Consultant Agreement with Marcum, LLP, in an Amount Not to Exceed \$95,000, for the Development Services Process Improvement Effort

**OVERVIEW STATEMENT:**

With the Development Services Process Improvement Consultant Agreement, the City of Redmond has solicited a consultant to streamline, improve consistency and predictability of our permitting, inspection, and code compliance functions of the City, which are supported by the departments of Planning and Community Development, Public Works, and Fire. This cross-departmental process improvement will contribute to the City's ability to facilitate development that is consistent with the community vision contained in the Comprehensive Plan.

☐ **Additional Background Information/Description of Proposal Attached**

**REQUESTED ACTION:**

☐ **Receive Information**      ☐ **Provide Direction**      ☒ **Approve**

**REQUEST RATIONALE:**

- **Relevant Plans/Policies:**
  - EV-1 Provide a positive, accessible and "user-friendly" atmosphere to those seeking municipal services.
  - EV-2 Foster a culture throughout the City organization that continuously improves the quality, predictability, timeliness and cost of the development process.
  - EV-12 Evaluate development regulations periodically to:
    - Ensure that uses not previously contemplated and that are consistent with the intent of the Comprehensive Plan can locate within the city; and
    - Review development standards, timelines and fees to promote predictability and consistency.
- **Required:**
  - [Second Substitute Senate Bill 5290 <https://lawfilesexternal.wa.gov/biennium/2023-24/Pdf/Bills/Session%](https://lawfilesexternal.wa.gov/biennium/2023-24/Pdf/Bills/Session%201/Bills%20House/2023-24%20House%20Bills%20List%20by%20Topic.pdf)

[20Laws/Senate/5290-S2.SL.pdf?q=20231101133548>](#) was signed by the Governor on May 8, 2023. This bill requires cities to report permit performance to Commerce starting in 2024 and to meet permit timelines starting in 2025. Improvements to the permitting enterprise are necessary to accomplish the requirements contained in this bill.

- **Council Request:**  
N/A
- **Other Key Facts:**  
Council requested continuous process improvement initiatives.

#### **OUTCOMES:**

The Development Services Process Improvement Action Plan will be developed in partnership with all Permit Review teams and with assistance from the Consultant to identify key opportunities for Permit Process improvement. With this Action Plan, the City of Redmond will be well prepared to streamline our processes and create transparent reporting on our Permit throughput and staff utilization.

#### **COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:**

- **Timeline (previous or planned):**  
We will work with consultant to develop implementation plan.
- **Outreach Methods and Results:**  
TBD
- **Feedback Summary:**  
TBD

#### **BUDGET IMPACT:**

##### **Total Cost:**

The contract for consulting services is not to exceed \$95,000. The funding to develop the consultant agreement and Development Services Process Improvement Plan comes from fees collected through the Development Services function.

**Approved in current biennial budget:** ☒ Yes ☐ No ☐ N/A

##### **Budget Offer Number:**

0000042 Development Services

##### **Budget Priority:**

Vibrant and Connected

**Other budget impacts or additional costs:** ☐ Yes ☐ No ☒ N/A

**If yes, explain:**

N/A

##### **Funding source(s):**

General Fund

**Budget/Funding Constraints:**  
N/A

☐ **Additional budget details attached**

**COUNCIL REVIEW:**

**Previous Contact(s)**

Date	Meeting	Requested Action
11/06/2023	Committee of the Whole - Planning and Public Works	Provide Direction

**Proposed Upcoming Contact(s)**

Date	Meeting	Requested Action
	None proposed at this time	N/A

**Time Constraints:**

The selected consultant has been notified and is coordinating with City staff regarding the project schedule. Project work is anticipated to begin in early December 2023.

**ANTICIPATED RESULT IF NOT APPROVED:**

If not approved, the City will not be able to move forward with the consultant contract and Process Improvement initiatives will be slowed; the City will lack a key resource in gathering independent Voice of the Customer input from both internal teams and external customers.

**ATTACHMENTS:**

Attachment A - Marcum, LLP Proposal and Consultant Agreement