

1.9

Department of Utilities
Business Services Division

CITY OF SACRAMENTO
CALIFORNIA

1395 35th Avenue
Sacramento, CA 95822-2911
phone (916) 264-1400
fax (916) 264-1497/1498

February 17, 2000

City Council
Sacramento, California

Honorable Members in Session:

SUBJECT: SUPPLEMENTAL AGREEMENT #3 TO CONSULTANT SERVICES AGREEMENT (CM97-267) WITH ED HOLLIS FOR AN AMOUNT NOT TO EXCEED \$23,400

LOCATION AND DISTRICT: City Wide

RECOMMENDATION

Staff recommends that the City Council authorize the City Manager and the City Clerk to sign and execute Supplemental Agreement #3 to City Manager Agreement CM97-267 with Ed Hollis.

CONTACT PERSON: Mike Stamper, Business Services Manager, 264-1468

FOR COUNCIL MEETING OF: February 29, 2000

SUMMARY

This report seeks authorization to contract for the continued services of specialized expertise to facilitate improved customer service within the Utilities Department as it relates to building and development customers, property owners, the general public, and internal City customers. These services have assisted, and will continue to assist the City toward realizing its goal of quality customer service.

COMMITTEE/COMMISSION ACTION

None.



CITY OF SACRAMENTO
DEPARTMENT
OF UTILITIES

Making a Difference in Your Neighborhood

City Council
February 29, 2000
Supplemental Agreement #3 with Ed Hollis

BACKGROUND INFORMATION

In July 1997, the City entered into an agreement (CM97-267) for specialized consulting services specific to the Customer Service section of Utilities with Ed Hollis, a retiree of the Utilities Department, in the amount of \$20,250. Supplement No. 1 to this agreement, in the amount of \$45,000, was executed in March 1998. Supplement No. 2 to this agreement, in the amount of \$28,800, was executed in March 1999.

Mr. Hollis, formerly a Senior Engineering Technician, was retained to provide specialized guidance for the Customer Service section of the Department of Utilities in order to facilitate coordination among the Engineering section of Utilities, the Field Services section of Utilities, the Plan Check Review section of the Public Works Department, the Fire Department and Field Inspections sections of both Utilities and Public Works and the Customer Service section. During his employment with the City, Mr. Hollis developed a thorough understanding of the planning and review process and was able to coordinate efforts among the different sections within Utilities, folding in related City departments, that resulted in a reasonable enforcement of City policies.

Mr. Hollis has assisted in improving the processes and procedures within the Customer Service section by developing strategies to promote consistency in service to developers, builders, other industry participants, as well as the end users, the occupants and homeowners. On-going training continues to produce knowledgeable, responsible and well-trained staff serving as a resource for improved customer relations and will result in providing faster, quality service through increased customer knowledge and awareness of requirements. The need for training is expected to continue through the end of June 2000.

ENVIRONMENTAL DETERMINATION

This activity is exempt from the provisions of the California Environmental Quality Act (CEQA) under Sections 15306 and 15307.

FINANCIAL CONSIDERATIONS

The total estimated amount of this agreement is \$117,450. The amount of this supplemental agreement is \$23,400. There are sufficient funds in the Department of Utilities operating budget to award the supplemental agreement (413-330-3350).

City Council
February 29, 2000
Supplemental Agreement #3 with Ed Hollis

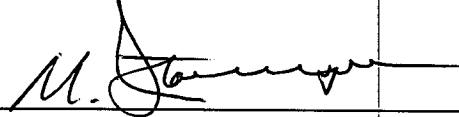
POLICY CONSIDERATIONS

Continuation of Mr. Hollis' services to the City will assist the City as it proceeds in implementing, maintaining and monitoring improved customer service.

ESBD CONSIDERATIONS:

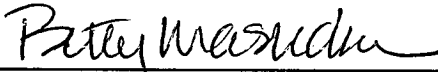
Mr. Hollis is a sole-proprietorship business, and is in the process of seeking ESBE certification from the City.

Respectfully submitted,



Michael H. Stamper
Business Services Manager

RECOMMENDATION APPROVED:



Robert P. Thomas
City Manager

APPROVED:



James G. Sequeira
Director of Utilities

RESOLUTION NO.

ADOPTED BY THE SACRAMENTO CITY COUNCIL

ON DATE OF _____

RESOLUTION AUTHORIZING THE CITY MANAGER AND CITY CLERK TO SIGN AND EXECUTE SUPPLEMENTAL AGREEMENT #3 TO CITY MANAGER AGREEMENT CM97-267 WITH ED HOLLIS FOR AN AMOUNT NOT TO EXCEED \$23,400

BE IT RESOLVED BY THE SACRAMENTO CITY COUNCIL THAT:

The City Manager and the City Clerk are authorized to sign and execute Supplemental Agreement #3 to City Manager Agreement CM97-267 with Ed Hollis for an amount not to exceed \$23,400.

FOR CITY CLERK USE ONLY

RESOLUTION NO. _____

DATE ADOPTED: _____