



STAFF REPORT

Meeting Type: Board of Directors
Title: Agreements for Temporary Staffing Support
From: Vikkie Garay, Human Resources Manager
Through: Ben Horenstein, General Manager
Meeting Date: April 1, 2025

TYPE OF ITEM: X Action Information

RECOMMENDATION: Authorize the General Manager to enter into agreements with Express Employment Professionals and Gary D. Nelson Associates, Inc. dba (Nelson Connects), for temporary staffing support

SUMMARY: This item was reviewed by the Finance & Administration Committee on March 27, 2025. Staff requested that the Board authorize the General Manager to enter into agreements: one with Express Employment Professionals for an amount not to exceed \$300,000 and one with Nelson Connects for a not to exceed amount of \$300,000 to address the District's temporary staffing needs on an as needed basis.

DISCUSSION: These contracts will allow the District to access additional support for short-term projects, seasonal work, assistance with higher demand projects or work, to temporarily backfill positions when employees are out on extended leaves of absence and to backfill vacancies during the recruitment process, as needed to assure continuity of important District workloads. An immediate need for temporary staffing support has been identified in two departments. Staff anticipates an urgent need for temporary support in Customer Service as the new billing system will prompt an increase in customer calls into a call center that has recently seen an increase in hold times, primarily due to two recent vacancies. Staff also anticipates the need to support a small department where an employee will be going out on extended leave.

Express and Nelson Connect are local staffing firms, located in San Rafael and Novato, that specialize in finding talent in the immediate area. It is necessary to have more than one contract in the event that one firm is not able to find talent with the required skills for the project. Establishing these contracts do not preclude the District from entering into contracts with other staffing firms. Staff has entered into smaller contracts with firms that provide staffing support in specialized areas such as engineering.

ENVIRONMENTAL REVIEW: Not Applicable.

FISCAL IMPACT: Staff requests approval of an agreement with Express Employment Professionals not to exceed \$300,000 and approval of an agreement with Nelson Connects not to exceed \$300,000. The agreement will not require the District to expend the entire \$600,000. This not to exceed amount will cover related expenses if the District contracts for temporary services. The not to exceed amount was set based on usage of staffing firms over the past three-year period. All funds for this agreement are budgeted in the requesting departments' annual budget(s).

ATTACHMENT(S): None.

DEPARTMENT OR DIVISION	DEPARTMENT MANAGER	APPROVED
Human Resources Department	 Vikkie Garay Human Resources Manager	 Ben Horenstein General Manager