



DEVELOPMENT AND INFRASTRUCTURE SERVICES

To: Mayor and Town Council

From: Chuck Ewings, Assistant Town Manager

Through: Mario Canizares, Town Manager

**Re: Professional Services Agreement
Updated Assessment of the Development Review Process**

Town Council Meeting – March 12, 2024

Strategic Visioning Priority: 4. Provide Excellent Municipal Services

Agenda Item:

Consider and act upon authorizing the Town Manager to execute a Professional Services Agreement between Matrix Consulting Group, Ltd., and the Town of Prosper, Texas, related to the Updated Assessment of the Development Review Process project.

Description of Agenda Item:

In 2021 and 2022, Matrix Consulting Group, Ltd., conducted a customer service survey as well as an operational and process review to examine the quality and type of development applications being received and processed by Town staff. That effort focused on the operational approaches and processes of the Planning, Building, Engineering, Parks and Fire staff involved in the review, permitting, and inspections for development activity. Tasks included interviews with members of staff involved in the development review process, review of applications received by the Town, comparison of Town's development information (forms, checklists, etc.) with industry best practices as well as assessment of review practices to industry best practices in order to develop recommendations to improve practices, processes, and approaches for more efficient and effective operation.

Since 2022, Town staff has implemented many of the recommendations to improve customer service with great success, including but not limited to the following:

- In June 2022, all Development and Zoning applications were required to be submitted with the appropriate Town plan review checklist to ensure all required documentation is provided, or the application would be rejected.
- In August 2022, all plan submittals were required to include all the quality requirements outlined in the applicable plan review checklist. Upon receipt of the 1st Submittals, Town staff provides a cursory review of the application and supporting materials to verify whether or not the submittal contains all required documentation and also perform an initial review to ensure the quality requirements outlined in the plan review checklist are included and notify applicants within 72 hours if their application has been accepted or rejected.

With the addition of several new staff in various Town departments that manage the development review process, an updated assessment is recommended. The updated assessment will include the following tasks:

1. Interview Town Council and Staff and Review Prior Recommendation Implementation from 2022 Study.
2. Interview Prior Customers to Understand Their Perspective of Services Provided by the Town.
3. Compare Performance Timelines to other North Texas Cities.
4. Evaluate the Current Operations, Processes, and Staffing Needs.

The final report is anticipated to be complete in June 2024, and will contain the following elements:

- A detailed analysis of the prior recommendation implementation status.
- Summary of the stakeholder feedback themes.
- Performance comparative assessment.
- Detailed analysis of historic workload trends, performance metrics, technology, and staffing needs.

Budget Impact:

The cost for the updated assessment is \$34,600 and the funding source is Account No. 100-5410-40-01.

Legal Obligations and Review:

Terrence Welch of Brown & Hofmeister, L.L.P., has approved the standard Professional Services Agreement as to form and legality.

Attached Documents:

1. Professional Services Agreement

Town Staff Recommendation:

Town staff recommends that the Town Council authorize the Town Manager to execute a Professional Services Agreement between Matrix Consulting Group, Ltd., and the Town of Prosper, Texas, related to the Updated Assessment of the Development Review Process project.

Proposed Motion:

I move to authorize the Town Manager to execute to execute a Professional Services Agreement between Matrix Consulting Group, Ltd., and the Town of Prosper, Texas, related to the Updated Assessment of the Development Review Process project.