



Date: June 24, 2025

Honorable Mayor and Council Members:

Author and title: Jen Callaway, Town Manager

Title: **Consulting Services with AirDiamond Creative Consulting for Process Implementation and Associated Projects**

Jen Callaway, Town Manager

Recommended Action: Authorize the Town Manager to Execute an Agreement with AirDiamond Creative Consulting in an amount not to exceed \$160,000 for implementation of operational assessment recommendations, including permitting software selection, implementation and program development.

Discussion:

For the past 18 months, the Town has been in the process of assessing internal operations, staffing, technologies and areas identified for process improvements. This work culminated with the presentation of three independent consultant reports at the May 13, 2025 Council meeting. The three reports included the Town of Truckee Operational and Service Delivery Review Report completed by Baker Tilly, Truckee Development Processes – Findings and Recommendations completed by AirDiamond Creative Consulting; and Truckee Community Opinion Survey 2025 Report completed by TrueNorth Consulting. Links to these reports can be found here: [Town of Truckee Organizational Assessment | Truckee, CA](#). Council accepted all three of these reports at the May 13, 2025 meeting, with the understanding that staff would return in August/September timeframe with next steps and recommendation prioritization. It should be noted that, while staff will be bringing forward an action plan in late summer for Council consideration, many actions are already in progress or implemented. Those actions include:

1. Capital Projects approved in adopted Fiscal Year (FY) 2025/26 Capital budget
2. Free Planner Appointments have been implemented
3. Position classification and compensation analysis are being presented to Council as a separate item at this Council meeting
4. Position classification and compensation analysis are complete for reclassified positions
5. Approval of new staffing positions in the (FY2025/26 Operating Budget, recruitments are underway for several)
6. Contract signed with NeoGov, software for applicant tracking, onboarding and performance management
7. Implemented NextRequest, public records request software
8. Contract executed with third-party to audit property tax and provide future estimates for budget
9. Administrative Services has drafted written policies to bring back to Council in late summer
10. Administrative Services has completed internal customer service surveys for all divisions: Information Technology, Human Resources and Finance.
11. Public Improvement and Engineering Standards (PIES) draft prepared, community meeting held, and will be presented to Council late summer.

12. Initial team kick-off meeting with Town staff, CATT and business community representatives to discuss prioritization of recommendations.

With the review phase now complete, and approval of the capital projects budget to fund permitting software acquisition and implementation, staff are in the process of implementation. As highlighted in the operational assessments, staff capacity is maxed out, and as such, staff recommend continuing to work with AirDiamond Creative Consulting to assist with process implementation and associated projects, such as the acquisition and implementation of the permitting software solution. Staff recommend a one-year contract with AirDiamond Creative Consulting, for an amount not to exceed \$160,000 beginning July 1, 2025. Scope of work to include:

- Team Management: Establish and manage teams to guide and implement projects.
- Process Documentation: Work with Town staff to document current processes, as needed, for software configuration and automation goals.
- Software Selection: Determine and manage implementation of suitable software platforms for process improvements.
- Program Development: Design and develop programs that support and further project goals.
- Additional tasks needed by projects or requested to support Town services.

With the previous review completed by AirDiamond Creative Consulting, Consultant Diamond is in an exceptional position to have held 80 interviews with stakeholders, giving him a unique perspective and understanding of the position and interest of each stakeholder group. Leveraging his previous work with the Town, familiarity with the stakeholders and issues, as well as his expertise in enterprise software systems implementation, staff recommend continuing to work with AirDiamond Creative Consulting will provide the additional capacity necessary for successful software implementation and recommendation implementation support.

Therefore, staff recommends that the Town Council authorize the Town Manager to execute a 12-month contract with AirDiamond Creative Consulting for an amount not to exceed \$160,000. It should be noted that the Scope of Work submitted by AirDiamond totals \$156,000. Staff recommends an additional \$4,000 as a contingency amount for a total not to exceed amount of \$160,000 in case of any unexpected project costs.

Priority:

<input checked="" type="checkbox"/>	Enhanced Communication	<input type="checkbox"/>	Climate and Greenhouse Gas Reduction	<input type="checkbox"/>	Housing
<input type="checkbox"/>	Infrastructure Investment	<input type="checkbox"/>	Emergency and Wildfire Preparedness	<input checked="" type="checkbox"/>	Core Service

Fiscal Impact: The CDD Software Implementation project (C2616) currently identifies \$150,000 of General Fund dollars to provide for a contractor with a total project budget of \$500,000. Since the cost of the software is not yet known, staff are not requesting a budget amendment at this time and will reallocate some of the budget outlined for software to this contract. Once a software platform has been selected, staff will evaluate whether the project budget is sufficient and will return to Council if additional funds are needed.

Public Communication: Publication of this staff report

Attachments:

1. AirDiamond Creative Consulting Process Implementation and Associated Projects Scope of Work