



## CONSENT CALDENDAR

### City of San Bernardino Request for Council Action

**Date:** September 6, 2023

**To:** Honorable Mayor and City Council Members

**From:** Charles E. McNeely, Interim City Manager;  
Daniel Hernandez, Agency Director of Public Works,  
Operations and Maintenance

**Department:** Public Works

**Subject:** **Design Services Agreement with Miller Architectural Corporation for Renovation of a One Stop Shop Permitting Center (All Wards)**

**Recommendation:**

It is recommended that the Mayor and City Council of the City of San Bernardino, California, authorize the City Manager to approve an Agreement with Miller Architectural Corporation for renovation and design services for a fee in the amount of \$71,575 to create a One Stop Shop Permitting Center on the 3rd floor of the property located at 201 North E Street.

**Executive Summary:**

To improve face-to-face customer service with the public, the City is developing a One Stop Shop Permitting Center ("One Stop Shop"). Staff is requesting the City Council approve of a Design Service Agreement for design services from Miller Architectural Corporation to create a plan to reconstruct the 3rd floor counter space of the city-owned building at 201B North E Street. Currently, various permits are processed on both the 2nd and 3rd floor of the building. The One Stop Shop will combine these processes into one central area on the 3rd floor. The design fee is \$71,575.

**Background**

With the closure of City Hall in 2017 due to structural concerns in the event of an earthquake, the City has had to displace all its departments in separate buildings. This has created an inconvenience for residents, developers, and contractors in need of city permitting services. The Community & Economic Development department and Public Works are housed on level 3 and level 2 respectively of the city-owned building at 201B North E Street. Both departments have a public counter which is open Monday through Friday and receives a heavy amount of foot traffic throughout the day.

There are a total of six divisions and departments that issue permits to the public. Business Registration division is housed in the offices next door at 201A North E Street. The San Bernardino Municipal Water Department (SBMWD) and San Bernardino County Fire Department (SBCFD) also issue permits at other off-site locations.

On June 30, 2021, the City Council approved the One Stop Shop. The Mayor and City Council of San Bernardino, California, approved a Professional Services Agreement with Client First to conduct a software needs assessment and ERP (Enterprise Resource Planning) consulting services on May 4, 2022.

On June 1, 2022, the Mayor and City Council adopted Resolution No. 2022-102, approving the City of San Bernardino's annual operating budgets and Capital Improvement Plan (CIP) for the 2023 and 2024 fiscal years.

### **Discussion**

The division of services has been the source of many miscommunications, confusion, and growing frustration among the local development community and small businesses when engaging with the City. Currently, customers are required to travel to various areas for service and endure long wait times. Additionally, the City's use of outdated technology has contributed to inefficiencies. Currently, there is no existing online application or digital plan check software available for customers to review.

To resolve this issue and improve the process, staff has come together with the purpose of combining these services into an all-inclusive One Stop Shop Permitting Center. This will include Building & Safety, Planning, Public Works, Business Registration/Licenses, the SBMWD, and the SBCFD. This action will require a complete interior redesign of the 3<sup>rd</sup> floor space of the 201B building on North E Street to build workspace for staff and create an appropriate waiting area for increased volume of visitors. Approval of this project will make the permitting process more convenient for customers, improve communication between city staff and the public, reduce wait times, and enhance plan check coordination and turnaround time.

The City entered into a Professional Service Agreement for On-Call Architecture Services on October 6, 2021. The term expired on October 5, 2022. Therefore, staff is requesting the issuance of a new Design Service Agreement for this specific task to complete this critical strategic project.

### **2021-2025 Strategic Targets and Goals**

This project is aligned with Key Target No. 2b: Focused, Aligned Leadership, and Unified Community - Evaluate operations and performance, investment in resources, technology, and tools to continually improve organizational efficiency and effectiveness; and Key Target No. 3b: Improved Quality of Life - Integrate customer-service orientation and metrics into all City operations. Approval of this

project will provide an environment in which front-line staff are able to assist customers proactively and efficiently while establishing a better experience for members of the public.

**Fiscal Impact**

There is no General Fund Impact associated with this action. Funding for this project was established in FY 2022/23 as part of the Capital Improvement Plan (CIP) in the amount of \$400,000 in the Public Use Facilities Fund.

**Conclusion**

It is recommended that the Mayor and City Council of the City of San Bernardino, California, authorize the City Manager to approve an Agreement with Miller Architectural Corporation for renovation and design services for a fee in the amount of \$71,575 to create a One Stop Shop Permitting Center on the 3rd floor of the property located at 201 North E Street.

**Attachments**

Attachment 1	Revised Fee Proposal 6-16-23
Attachment 2	Design Service Agreement Miller Architectural Corporation

**Ward:**  
All Wards

**Synopsis of Previous Council Actions:**

June 1, 2022	Resolution No. 2022-102 of the Mayor and City Council of the City of San Bernardino, California, approving and adopting the City of San Bernardino’s annual operating budgets and Capital Improvement Plan (CIP) for Fiscal Year 2023 and Fiscal Year 2024.
May 4, 2022	Mayor and City Council of the City of San Bernardino, California, authorize the City Manager to execute a Professional Services Agreement between the City of San Bernardino and Client First Consulting for a software needs assessment and Enterprise Resource Planning (ERP) consulting services.
June 30, 2021	Approval of the One Stop Permitting Center project.