



CITY OF HAYWARD

Hayward City Hall
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Cover Memo

File #: CONS 22-492, **Version:** 1

DATE: September 27, 2022

TO: Mayor and City Council

FROM: City Manager

SUBJECT

Adopt a Resolution Authorizing the City Manager to Execute an Amendment to the Existing Professional Services Agreement with Federal Engineering to Expand the Scope of Work to Include Ongoing Implementation Support Related to Dispatcher Hiring and Recruitment to Support the Hayward Evaluation and Response Team Program and to Increase the Contract Amount by \$74,500, Not-To-Exceed \$187,222

RECOMMENDATION

That Council adopts a resolution (Attachment II) authorizing the City Manager to execute an amendment to the existing professional services agreement with Federal Engineering to expand the scope of work to include ongoing implementation support related to dispatcher hiring and recruitment to support the Hayward Evaluation and Response Team Program and to increase the contract amount by \$74,500, not-to-exceed \$187,222.

SUMMARY

On May 18, 2021, Council received the recommendations of the Public Safety Policy Innovation Workshop for nine pilot projects, authorized a budget allocation to support the projects, and directed staff to begin implementing the pilot projects in FY 2022. One of the nine projects was the creation of the Hayward Evaluation and Response Teams (HEART) program to address more appropriate response models for calls related to behavioral health (including substance abuse, mental illness, and homelessness).

One significant project identified was to complete a Dispatch Needs Assessment and Capacity Improvement Plan to support new public safety projects and initiatives. In October 2021, the City entered into agreement with Federal Engineering to conduct a Communications Center Needs Assessment and develop a five-year strategic plan. Following the final report from the Federal Engineering consultants (which will be presented to Council in November), staff initiated an analysis of dispatcher hiring and recruitment processes and requested additional subject matter expert support.

Staff recommends Council authorize an amendment to the existing agreement with Federal Engineering for a total amount not to exceed \$187,222 to include ongoing pre-implementation support. The proposed amendment will broaden the scope of Federal Engineering's work to include ongoing process

improvement and change management support. The amendment is for time and materials in the interim to continue moving the project forward pending the final presentation of FE's recommendations. The project's scope of work is based on time and materials up to \$74,500 to be appropriated from the General Fund.

ATTACHMENTS

Attachment I Staff Report

Attachment II Resolution

Attachment III Contract Amendment