

Memorandum

Memorandum No: 25-120

Date: June 2, 2025
To: Honorable Mayor and City Council
From: Ryan Henderson, City Manager 
Re: Baker Tilly Development Review Update

The city has engaged Baker Tilly, a nationally recognized consulting firm with expertise in municipal process improvement, to conduct a comprehensive assessment of our development review processes. This initiative aligns with our ongoing commitment to improve service delivery, streamline operations, and support responsible growth within our community.

Project Scope and Approach

Baker Tilly's engagement focuses on identifying opportunities to enhance efficiency, transparency, and customer service in our development review operations. Their work includes the following key components:

- **Process Mapping:** Baker Tilly will create detailed process maps of the entire development review workflow. This includes application intake, civil engineering reviews, building permit issuance, and the inspections process. Mapping these workflows will help identify current operational structures, decision points, and timelines associated with each phase of review.
- **Staff Interviews:** The consulting team will conduct in-depth interviews with city staff across departments involved in the development process. These interviews are aimed at understanding current procedures, uncovering redundancies, identifying bottlenecks, and evaluating the effectiveness of communication methods and technology tools currently in use.
- **Customer Engagement:** In consultation with the city, confidential one-on-one interviews will be held with frequent users of the city's development services—such as developers, builders, and engineering professionals. These conversations will provide candid, constructive feedback about their experiences, including what aspects of the process are working well and where improvements are needed.

Based on the results of these activities, Baker Tilly will prepare a report detailing their findings, a memorandum summarizing their observations, and a list of potential areas for improvement that are within the control of Development Services staff. Work is expected to be completed in September 2025.

c: Development Services Director Stephanie Scott-Sims
Assistant City Manager Greg Peters
Assistant City Manager Taylor Lough
Management Team