

City of Hesperia

STAFF REPORT



DATE: August 5, 2025

TO: Mayor and Council Members

FROM: Rachel Molina, City Manager

BY: Nathan R. Freeman, Director of Development Services
Bethany Hudson, Community Development Manager

SUBJECT: Amendment to Contract Staffing Services Agreement with ICR Staffing Services, Inc. for Administrative Support Staff

RECOMMENDED ACTION

It is recommended that the City Council authorize an amendment to the Contract Staffing Services Agreement with ICR Staff Services, Inc. (ICR Staffing) by increasing the total contract amount by \$25,000 for a revised not-to-exceed amount of \$75,000.

BACKGROUND

From January through June 30, Community Development Division (Division) staff processed more than 3,000 permits, including a total of 3,097 permits for projects such as the Silverwood Master Planned Development and Hesperia Commerce Center II. The Division also manages a high volume of daily activity, including an average of 2,101 individual counter visits, more than 60 phone calls per day, and approximately 597 new and renewal business license notices each month.

In addition to the workload increase, the Division experienced several vacancies during this period. To minimize the impact on customers, the Division entered into a \$50,000 agreement with ICR Staffing to provide administrative support. This contract staffing assisted the Division with the following duties:

- Development plan intake and routing: The contracted positions would assist with accepting plans, reviewing submissions for completeness and compliance. Additionally, the positions facilitated internal routing to the proper City department for review, such as Planning, Engineering, or Building and Safety.
- Business Licensing: Assisted with processing business licenses.
- Records Management: Assisted with filing and ensuring all stored records comply with the Records Management policy.

ISSUES/ANALYSIS

Through August 05, 2025, the Division will have spent approximately \$63,500 with ICR Staffing, which exceeds the contracted amount of \$50,000. With the adoption of the FY 2025-26 Budget, the City Council approved a new Senior Community Development Technician position to address the increased workload. Additionally, as discussed during the Budget Workshops in May 2025,

the budget included \$50,000 to continue the Division's use of ICR Staffing, allowing for the onboarding of the new position with minimal impact on customer service. It is anticipated that the Division will be fully staffed by September 1, 2025.

CITY GOAL SUPPORTED BY THIS ITEM

Future Development - Facilitate balanced growth to ensure cohesive community development and pursue economic development.

FISCAL IMPACT

As indicated, the Fiscal Year 2025-26 Budget not only included the Senior Community Development Technician positions, but it also included \$50,000 for the continuation of the ICR Staffing contract. Notably, only \$25,000 will be needed, resulting in \$25,000 savings from the budget.

Should the City Council not approve the contract amendment increase of \$25,000, the City will still be responsible for \$13,500, as ICR Staffing provided those services.

ALTERNATIVE(S)

1. Provide alternative direction to staff.

ATTACHMENT(S)

None.