

TOWN OF WINDSOR AGENDA REPORT

Joint Windsor Town Council, Windsor Redevelopment Successor Agency and Windsor Water District Meeting Date: August 5, 2026

To: Mayor and Council
From: Patrick Streeter, Community Development Director
Subject: Professional Services Agreement with Willdan Engineering for Code Enforcement Services

Recommendation to Council:

Approve a Professional Services Agreement with Willdan Engineering for complaint-based code enforcement services, in an amount not to exceed \$150,000, for a term beginning upon execution and ending June 30, 2027, with the option to extend by mutual agreement, and authorize the Town Manager to execute the agreement on behalf of the Town.

Strategic Plan Element:

The recommended action supports the goal of Livability. Goal Statement: Preserve community character by maximizing the use of existing amenities and creating future opportunities that enhance quality of life for all.

Background:

Code enforcement is an essential municipal function that supports public health and safety, neighborhood quality of life, property maintenance, and compliance with the Windsor Municipal Code. The Town's code enforcement program responds to complaints involving potential violations such as property maintenance concerns, zoning and land use issues, substandard or dangerous buildings, blight, graffiti, illegal dumping, solid waste and debris, water waste, signage, encroachments, sidewalk vending, abandoned or inoperative vehicles, business license or regulatory compliance, and other municipal code matters.

Until 2019 the Town had historically relied on staff within the Community Development Department to support code enforcement activities. However, staffing limitations and competing departmental priorities reduced the Town's capacity to consistently manage complaint intake, investigations, voluntary compliance efforts, follow-up inspections, documentation, and escalated enforcement proceedings. In order to maintain service levels and provide a more consistent and responsive code compliance program, in 2019 the Town switched to a professional consultant services model to support code enforcement operations.

In June 2025, the Town Council adopted the Fiscal Year 2025-27 Operating Budget, which allocates \$150,000 for professional services for code enforcement. This funding was intended to provide the Town with flexibility to obtain outside professional assistance for code enforcement services, including complaint response, case administration, inspections, compliance monitoring, and related support.

Although the Town had been working with a third party code enforcement services provider since switching to the consultant model in 2019, that professional services agreement expired on June 30, 2026. In the interest of financial responsibility and finding a provider best fit for the Town's service

model, Town staff decided to release a request for proposals in June.

To identify qualified firms, the Town participated in a multi-jurisdictional request for proposals process with the Cities of Cloverdale, Cotati, and Sonoma. The participating agencies sought proposals from firms capable of providing professional code enforcement services on a contract basis while allowing each jurisdiction to maintain its own priorities, procedures, and service needs. The Town received and reviewed proposals from several qualified firms.

After evaluating the proposals and conducting interviews, staff determined that Willdan Engineering provides the best fit for the Town's desired service model.

Discussion:

The proposed Professional Services Agreement with Willdan Engineering would allow the Town to continue providing professional code enforcement services through a consultant service model while maintaining Town oversight of priorities, policy direction, and escalated enforcement actions. The proposed scope of services is structured as a complaint-based code compliance program. Willdan would receive and manage complaints through the Town's existing complaint portal or another method approved by the Community Development Director, create and triage cases, conduct property and permit research, perform field investigations and inspections during regular business hours, document findings, issue courtesy notices and routine compliance correspondence, monitor deadlines, conduct follow-up inspections, and maintain case records.

The proposed scope also includes transition of legacy and open cases assigned by the Town. As part of the initial program mobilization, Willdan would meet with Town staff to confirm priorities, communication protocols, system access, reporting expectations, case assignment procedures, escalation requirements, staffing assignments, workflow procedures, and initial performance measures. Willdan would then review assigned legacy and open cases, identify the current status of each case, determine outstanding deadlines, and recommend appropriate next steps. Priority would be given to conditions involving health or safety, time-sensitive enforcement matters, and aging cases as directed by the Town.

In keeping with established Town practice, the proposed service model emphasizes education, professional communication, equitable treatment, and voluntary compliance whenever feasible.

Willdan would be authorized to communicate with property owners, occupants, businesses, complainants, and responsible parties; explain apparent violations and corrective requirements; establish reasonable voluntary compliance dates consistent with Town direction; issue courtesy notices and routine compliance correspondence; and close cases when compliance is verified and closure is consistent with Town policy.

Approval of the proposed agreement would allow the Town to continue providing code enforcement services within the funding allocated by the adopted budget, while establishing a clearer service model for complaint intake, case administration, inspections, voluntary compliance, escalation, reporting, and hearing support.

Fiscal Impact:

The Fiscal Year 2026-27 Adopted Operating Budget includes \$150,000 for professional services for code enforcement. The proposed Professional Services Agreement with Willdan Engineering would have a not-to-exceed amount of \$150,000, consistent with the amount already budgeted for this purpose.

The proposed scope of work includes planning estimates of \$48,600 annually for a one-day-per-week

service model, \$93,600 annually for a standard two-day-per-week service model, and \$113,600 annually for an enhanced two-day-per-week service model. Actual costs will depend on the staffing model implemented, the number and complexity of complaints received, the level of case administration required, and the extent of legacy case work performed.

The final program model will be developed in coordination with Willdan and may be modified over time as the Town's code enforcement needs are assessed during the course of the contract. Services will be provided within the approved not-to-exceed amount and existing budget authority.

Environmental Review:

The approval of this agreement is not a project under the California Environmental Quality Act, and therefore this action does not require environmental review.

Attachment(s):

[1. PSA with Willdan Engineering](#)

[11.4 Correspondence Received \(Distributed 2026.08.03\)](#)

[11.4 Revised PSA with Willdan Engineering \(Distributed 2026.08.05\)](#)

Prepared by:

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Community Development Director

Reviewed by:

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Administrative Services Director

Approved by:

Jon Davis

Town Manager