



Recommendation for Action

File #: 22-1982, Agenda Item #: 12.

6/16/2022

Posting Language

Authorize negotiation and execution of a contract with Practicing Perfection Institute to provide performance improvement consulting services, for a term of two years in an amount not to exceed \$574,000.

(Note: This procurement was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9C Minority Owned and Women Owned Business Enterprise Procurement Program. For the services required for this procurement, there were no subcontracting opportunities; therefore, no subcontracting goals were established).

Lead Department

Financial Services Department.

Client Department(s)

Austin Energy.

Fiscal Note

Funding in the amount of \$287,000 is available in the Fiscal Year 2021-2022 Operating Budget of Austin Energy. Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

Professional Services.

For More Information:

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Council Committee, Boards and Commission Action:

May 9, 2022 - Recommended by the Electric Utility Commission on a 7-0 vote with Commissioners Cardenas, Funkhauser, Ferchill, and Hadden absent.

Additional Backup Information:

The contract is to provide Austin Energy with consulting services utilizing the Practicing Perfection approach to performance improvement. Through facilitators trained and certified in this methodology, the contractor will design and implement a comprehensive framework that improves organizational and individual behaviors affecting key Austin Energy performance indicators, including safety performance, electrical system reliability, and customer service delivery. Training of staff at all levels as well as train-the-trainer opportunities will be provided.

Practicing Perfection is a well-regarded methodology with proven outcomes in the electric utility industry. Practicing Perfection Institute has extensive experience working with other electrical utilities such as AEP, Arizona Public Service, Entergy, Eversource Energy, Lower Colorado River Authority, Northeast Utilities, and NRG. Its purpose is to help save lives, keep people from getting hurt, prevent physical and environmental

catastrophe, and ultimately help organizations improve reliability, efficiency, productivity, and profitability. Practicing Perfection is a holistic approach that seeks to transform culture and create a safer environment by creating an internalized sense of ownership and proactive accountability for behaviors and outcomes with a “one team” mindset.

Strategic Outcome(s):

Government that Works for All.