



Reference Check - Public Works, LLC

Reference:

Baltimore County, MD

Elizabeth Sachs, Director Government Improvement

esachs@baltimorecountymd.gov

410-887-2450

Project Budget:

\$1,200,000

Project Scope:

Government-wide efficiency review, research, budget analysis, operations review, best practices, benchmarking

Questions:

- 1) How did you select Public Works, LLC for your engagement? RFP, single source, etc?
A) RFP
- 2) What characteristics of Public Works, LLC made them the right selection for your project?
A) Experience with local governments like ours.
- 3) How satisfied are you with the skills of the personnel assigned to your project?
A) They assigned a range of subject matter experts to our project. Some were stronger than others.
- 4) Did Public Works, LLC have any issues with the timeline? If so, what kind of delays have come up?
A) The only delay on their part was having to replace some SME's at our request.
- 5) Did delays impact the project budget?
A) no
- 6) How was the communication with Public Works, LLC?
A) They were always available and accessible.
- 7) Is the finished product what you were looking for?
A) Yes
- 8) Is there anything that you wish Public Works, LLC would have done differently?
A) I wish they had spent a bit more time understanding the departments they were reviewing before assigning staff/hiring SME's. Also they switched project managers at one point, which turned out to be a good thing in the end, but frustrating for us at first.
- 9) Would you employ Public Works, LLC for an additional engagement?
A) Possibly depending on the scope.



Reference Check - Public Works, LLC

Reference:

City of Des Moines, IA
Malcolm Hankins, Assistant City Manager
mahankins@dmgov.org
515-283-4239

Project Budget:

\$85,000

Project Scope:

Current state analysis, stakeholder engagement, best practices and benchmarking, implementation planning

- 1) How did you select Public Works, LLC for your engagement? RFP, single source, etc?
 - A) RFP Process
- 2) What characteristics of Public Works, LLC made them the right selection for your project?
 - A) Experience, Diversity
- 3) How satisfied are you with the skills of the personnel assigned to your project?
 - A) Very
- 4) Did Public Works, LLC have any issues with the timeline? If so, what kind of delays have come up?
 - A) No issues.
- 5) Did delays impact the project budget?
 - A) No
- 6) How was the communication with Public Works, LLC?
 - A) Exceptional
- 7) Is the finished product what you were looking for?
 - A) Yes
- 8) Is there anything that you wish Public Works, LLC would have done differently?
 - A) No
- 9) Would you employ Public Works, LLC for an additional engagement?
 - A) Yes



Reference Check - Public Works, LLC

Reference:

Housing Opportunities Commission of Montgomery County, MD
Ken Silverman, Director of Government Affairs
Ken.silverman@hocmc.org
[240-627-9461](tel:240-627-9461)

Project Budget:

\$466,000

Project Scope:

Current state analysis, stakeholder engagement, strategic planning, best practices research

Questions:

- 1) How did you select Public Works, LLC for your engagement? RFP, single source, etc?
A) RFP - 5 responsive bids.
- 2) What characteristics of Public Works, LLC made them the right selection for your project?
A) Experience in strategic planning, capacity for innovation, housing policy expertise.
- 3) How satisfied are you with the skills of the personnel assigned to your project?
A) Overall satisfied.
- 4) Did Public Works, LLC have any issues with the timeline? If so, what kind of delays have come up?
A) Our project was heavily delayed, but a lot of the issues were on our side
- 5) Did delays impact the project budget?
A) No, they were extremely flexible and willing to accommodate delays and changes without seeking to amend the contract or adjust the budget.
- 6) How was the communication with Public Works, LLC?
A) Overall good.
- 7) Is the finished product what you were looking for?
A) Yes.
- 8) Is there anything that you wish Public Works, LLC would have done differently?
A) The planned/proposed timeline was not realistic – a lot of that is on us, but I do wish they had pushed back in places - we were relying on their experience and expertise to save us from ourselves to some degree and they did not push back or provide feedback on our requested timelines.
- 9) Would you employ Public Works, LLC for an additional engagement?
A) Maybe.