November 19, 2021

President and Members of Council

City of Pittsburgh

510 City-County Building

Pittsburgh, PA 15219

Dear President and Members,

Please find enclosed a resolution amending Resolution No. 832 of 2019 authorizing the Mayor and the Department of Permits, Licenses, and Inspections (“Department”) to enter into an Amended Agreement or Agreements with ath Power Consulting Corporation to provide customer service and soft skills training to the Department’s staff. The Amended Agreement(s) shall be in an amount not to exceed $58,150.

PLI: $22,400 from additional encumbrance 11101.130000.53301.53 (2021)

This agreement extends the contract with ath Power Consulting to provide additional customer service and soft skills training as a continuation of their service and skills program which builds upon previous material and methodologies presented to PLI staff. The skills learned are ongoing in PLI business practices, benefiting leadership and team development, and customer service.

PLI respectfully requests your favorable approval of this resolution.

Text, letter

Description automatically generatedBest wishes,

Sarah Kinter  
Director of the Department of Permits, Licenses, and Inspections