

## City of Sacramento Initializes New Program

Despite the budgetary challenges of the current economy, the City's Development Services Department continues to find ways to increase their department's efficiency and improve their customer service delivery all at the same time. Their new TICKET (Tenant Improvement Contractors Expedite Team) program is designed to give local contractors, who do repeat commercial TI/remodel business within the City, a way to apply for and receive their building permit in a single visit to the permit counter.

The innovative TICKET program utilizes a dedicated and highly trained team of skilled City inspectors to move all plan review and inspection functions out to the project site. The benefit to the contractors is that they can start building projects immediately. The benefit to the City is the reduced workload for their support and plan review staff along with an increase in revenue via the expedited plan review fee (additional 50% of plan review fee).

To get a permit, the TICKET customer simply comes in to a dedicated counter area, works with the TICKET program administrator and then goes to the cashier. That's it, that's the TICKET.