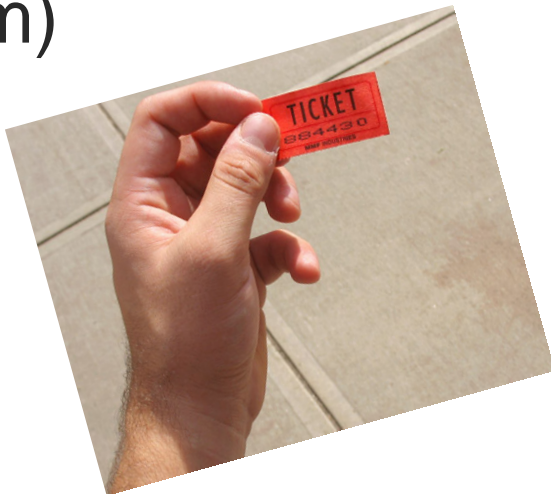




The City of Sacramento  
proudly introduces the

# “TICKET” Program

(Tenant Improvement Contractor’s Expedite  
Team)



# [ Concept ]

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- Create a niche program targeting contractors who do commercial T.I. and remodel projects that would:
- Minimize turnaround times
- Maximize staff utilization
- Maintain a high level of customer service consistent with MATRIX operating principles

# [ Pilot Program ]

- Targets “frequent flyer” T.I./remodel contractors who are familiar with the City process
- Applicants will sign a statement of responsibility
- Pilot will last 6 months
- Pilot commenced September 2<sup>nd</sup>, 2008
- Program will be open to all contractors after pilot period

# [ Qualifying Projects ]

- Commercial Tenant Improvement/Remodel Work and Interior Demo Only
- Occupancy Type limited to B, M, & E occupancies
- Plans requiring approval from an outside agency do not qualify (e.g. County Health Dept., OSHPD, etc.)
- Maximum valuation \$750,000

# [ Logistics at Counter ]

- Customer fills out TICKET application
- Plans reviewed for planning criteria
- Provide three sets of plans; four sets if requires structural review
- TICKET administrator to have regularly scheduled counter hours
- Customers who miss scheduled hours may drop off plans for cursory review the following day

# Logistics at Counter (cont.)

- One set stamped “TICKET” and “Subject to Field Approval” then returned to the contractor for field plan review and inspection
- Permit and plan review fees are based on the project valuation plus an additional expedite fee of 50% of plan review fee
- Customer pays all associated fees and is issued a conditional permit. (Condition will be removed after field plan review)

# Contractor Logistics

- Follow and complete logistics at counter
- Contractor calls TICKET team directly when ready for field plan review and/or inspections
- Fire inspection called in separately to Fire Dept.
- Contractor will provide an electronic copy of approved plans, including redline notes and as-built drawings at or prior to final inspection and prior to release of Certificate of Occupancy

# Measurements of Success

- Electronic survey of TICKET customer for level of satisfaction
- Survey the city's TICKET team for best practices
- Generate reports using eCAPS data for cost accounting and best practices analysis
- Generate reports using Accela permit data to compare TICKET participant activity to non-participants

# Increased Utilization

- Highly streamlined process
- Minimizes support staff involvement
- Reduces workload for in-house plan reviewers
- Contractor applies for permit, receives permit and is building the very same day!

# [ That's the TICKET! ]

- Any questions?

