

CITY OF COMMERCE - SERVICE AND TRANSITION SUMMARY

By Transtech Engineers, Inc.

1. BUILDING AND SAFETY BUILDING OFFICIAL, PLAN CHECK AND INSPECTION SERVICES

On-site Over the Counter Plan Check:

Maintain current schedule: M-F, 8 am-12 pm.

Inspection:

Maintain current schedule: M-F, 8 am-5 pm.

General Plan Check:

- All plans to be submitted to City, and fees to be paid at the Permit Counter.
- Applicants will have the choice to submit plans electronically (after the permit form is completed and submitted and fee is paid to City at the Permit Counter.

Plan Check Transition:

Plans currently in plan check process at the County, will be taken over by Transtech upon return of plan check comments by the County, after that point Transtech will continue with the plan check.

Inspection Transition:

Transtech will perform all inspections.

Building Official Time during approximately first 2 weeks of Transition (No additional Cost to City):

- During approximately first 2 weeks of Transition, our Building Official will be on-site as-needed to facilitate an efficient transition process, and meet with staff as necessary.
- The Building Official Time during these initial 2 weeks will be provided at no cost to the City.

Inspection Schedule:

- Transtech performs all inspections received by cut-off time, by the end of following work day.
- If Inspection demand is high, Transtech dispatches additional inspectors as necessary.

Plan Check Schedule:

Project Type

Average Turnaround Time in Business Days

Delivery times are approximate, and can be adjusted, and if necessary, services can be provided to expedite certain projects,

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when requested.

Minor Plan Checks

Residential Additions	Average 1 to 2 weeks
Tenant Improvements	Average 1 to 2 weeks

Major Plan Checks

Multi-Family Residential	Average 2 weeks
Commercial	Average 2 weeks
Other Non-Residential Projects	Average 2 weeks

Special Projects with Typical Valuation Over \$5m

Mixed-Use Projects	Average 2 to 3 weeks
Complex Projects	Average 2 to 3 weeks

Expedited/Off-Business Hours/Weekend Services:

If the City receives a request from applicants for expedited plan check services, Transtech staff can provide additional resources to accommodate such a request. Also, if requested, Transtech staff can provide additional resources to accommodate inspection during off business hours and weekends.

Emergency Response:

In the event of an emergency, Transtech will dispatch one of its staff members within a reasonable time to the site when requested.

Project Dedicated Inspection Assignment:

If the City receives a request from applicants, Transtech can provide dedicated Inspector to larger projects on full-time/continued basis.

Plan Pick-up/Delivery:

- Transtech uses an overnight delivery service for transportation of hard copies of plans. We also utilize staff members who are assigned to the City for pick up when practicable.
- For items that may be urgent, immediate pick up and transmittal of plans can be accommodated.
- Transtech also uses an electronic plan transmittal that is customized and on a Dropbox platform, where information can be uploaded and downloaded electronically.

Approach to Meeting with Applicants:

Our staff is always available over the phone, via email to applicants for any questions or for rechecks. If a meeting is requested or necessary, we always accommodate the request and meet with applicants to go over their questions. We can hold meetings at City, or at Applicants Office or

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at one of our offices, whichever location is convenient to all parties.

Electronic Plan Check:

- Transtech has an in-house plan check tracking system. The system tracks each plan check by plan check number, address of the project, date of routing to Transtech, comments return date and status of the review.
- Transtech will provide access to City staff to plan check tracking data through Dropbox. City staff can access to the tracking system to check status of the plan reviews on real time.
- Transtech also provides electronic plans submission portal through Dropbox and Bluebeam. Applicants can submit the plans electronically to the portal on Dropbox that will be securely shared with the Applicant. Such plan reviews are conducted on electronic plan review software, and applicant is provided an online link to access to plan review comments.

E-Plan Soft:

Transtech is in the process is providing E-Plan Soft Software for plan check and tracking. This system will be available to the City. E-Plan Soft has the following features:

- Browser Based Cloud Solution. No Desktop software to install
- Track multiple projects and status of plan reviews
- Real Time Collaboration: Supports Concurrent plan review
- Database Driven. All Plan Review actions recorded in Event Log
- Comments are protected from unauthorized changes.

Transtech Invoicing:

Initial Invoicing Approach:

Based on meeting with City Staff and Staff's direction, Transtech will invoice the City based on hourly rates until the following tasks are completed:

- **Initial Service Analysis:** Within approximately 3 months of the approval of the contract, Transtech will perform an operational, service and quality assessment and efficiency review.
- **Fee Study by City:** The City is in the process of updating its Fee Schedules. Once the Fee Schedules are completed, the City will establish up to date Fee Schedules, which then can be used to establish a cost efficient fee approach.

Initial Invoicing is anticipated to be as follows:

- Plan Checker time for over the counter service hours, which 8 am to 12 pm, M-F (20 hours a week).
For over the Counter Plan Checker on-site presence, Transtech will invoice the City based on currently hourly rates, which is \$130/hr.
- Building Inspector time, which is assumed to be approximately 40 hrs per week.
For Building Inspector, Transtech will invoice the City based on currently hourly rates,

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which is \$95/hr.

- Building Official time for Building and Safety Department Oversight and Administration, attending meetings at City Hall when requested; and for Building Code Updates, which will be on as-needed/time and material basis.

For Building Official on-site presence, Transtech will invoice the City based on currently hourly rates, which is \$140/hr.

Transtech hourly rates are generally lower than current County Hourly Rates.

Ultimate Invoicing Approach:

It is our understanding that the City desires a combination of % fee and as-needed hourly based approach for building plan check and inspection, which will be finalized after Initial Service Analysis and City's Fee Study completion. Once the ultimate fee structure is structured finalized, that is deemed to be most cost effective approach, City will issue a contract Amendment accordingly.

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2. PUBLIC WORKS PLAN AND MAP CHECK AND PERMIT INSPECTION SERVICES

Current Service Details:

- Based on information provided by City, currently, County is collecting map and plan check and inspection fees directly from applicants; and is providing these services to applicants.
- City does not receive any fees.
- City performs initial reviews of applications and provides approval to the County for permit issuance.

Plan and Map Checks:

Transtech will provide all Plan and Map Checks.

Permit Inspections:

Transtech will provide all Permit Inspections.

Fee Collection:

Fees will be collected by the City based on current County Fee Schedules published by Los Angeles County Department of Public Works under "LAND DEVELOPMENT DIVISION-HYDROLOGY, GRADING PLAN, AND LANDSCAPE PLAN REVIEW" and "LAND DEVELOPMENT DIVISION-HIGHWAY PERMITS", which is a combination of lump-sum/% fees and hourly fees.

Transtech Invoicing:

As part of the new contract between the City and Transtech, the City will start collecting these fees from the applicants based on current County Fee Schedules, which is a combination of % fees and hourly fees.

Transtech will provide plan and map check, and public works inspection services based on current County Fee Schedules.

Initial Invoicing Approach:

Based on meeting with City Staff and Staff's direction, Transtech will invoice the City based on hourly rates until the following tasks are completed:

- **Initial Service Analysis:** Within approximately 3 months of the approval of the contract, Transtech will perform an operational, service and quality assessment and efficiency review.
- **Fee Study by City:** The City is in the process of updating its Fee Schedules. Once the Fee Schedules are completed, the City will establish up to date Fee Schedules, which then can be used to establish a cost efficient fee approach.

Initial Invoicing is anticipated to be as follows:

- Plan and Map Checker on hourly basis.

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Transtech will invoice the City based on currently hourly rates.

- Public Works Inspector on hourly basis.

Transtech will invoice the City based on currently hourly rates.

Ultimate Invoicing Approach:

It is our understanding that the City desires a combination of % fee and as-needed hourly based approach for plan and map check and public works permit inspection, which will be finalized after Initial Service Analysis and City's Fee Study completion. Once the ultimate fee structure is structured finalized, that is deemed to be most cost effective approach, City will issue a contract Amendment accordingly.

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3. SERVICE APPROACH AND METHODOLOGY

Initial Service Analysis:

Within approximately 3 months of the approval of the contract, Transtech will perform an operational, service and quality assessment and efficiency review. Based on this review, we will provide any recommendations we may have for any improvements in service quality, efficiency and effectiveness. Upon approval of a final recommendations, we will develop an implementation process and timetable and present a report to the City for review and consideration.

Performance Standards & Monitoring

Transtech will develop and provide to the City monitoring information that shows achievement of the performance standards, and that personnel are providing helpful and courteous service to customers. The monitoring may include, but is not limited to, customer feedback through written questionnaires and interviews and observations at the building counter and during building permit inspections, and monthly statistical reports.

Pro-active Service Approach:

- Our services are founded on the principals of Total Quality Management for Total Customer Care.
- We have a structured approach to execute projects in an efficient manner.
- We start by working with the applicant early on and during plan review to help him or her prepare a set of plans which have all the required information clearly and logically presented.
- We never hesitate to make suggestions which help eliminate complicated details, reduce construction costs, and/or provide details which are easy to verify in the field. Experience has taught us well that inspection time and applicant frustration can both be substantially reduced, while increasing overall compliance, by producing a better set of plans during plan review process. And in the case of homeowners, this policy often demonstrates early on that the City really is here to help.
- We provide all plan check comments on electronic files. All plan check comments are provided on scanned pdf format electronically, as well as hard copies. Plan review corrections are written clearly, and are fully detailed to explain the Code deficiency (including all applicable code sections). Unclear and/or cryptic corrections are never written, and all correction lists, except those written over-the-counter, are typed and printed on a laser printer.
- To help the applicant better understand the problem, we provide as much information during plan review as possible. We believe that if the applicant has a clear understanding of the problem, he or she can take the necessary steps to correct the condition. This policy reduces the number of plan review rechecks required, allows the applicant to obtain a permit much sooner, and reduces the overall time our staff is required to spend on that particular plan. When requested, our plan checkers also meet with the architect, engineer, designer, applicant, etc. at our offices to answer questions or for rechecks where the plan corrections.
- Our policy is to assist the architect, engineer, designer, applicant, etc. as much as possible, which helps eliminate complicated details, reduce construction costs, and/or provide details which are easy to verify in the field.

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- We perform necessary liaisons with City, and the permit applicant or applicant's designee either by telephone, mail, or meeting at our plan check office, or at City office, and perform necessary rechecks to achieve compliance with applicable building laws, ordinances, and regulations as expediently as possible.

Responsive Service Approach and Customer Care:

- All telephone calls or e-mails received are returned within same working day, or the following day. We take pride in our "Same Day Response" motto.
- Customer Care means highest quality customer service. Transtech is committed to providing "Customer Care" to the City, City's patrons, responding quickly and effectively to the walk-in, telephone, and electronic inquiries of the public related to our services.
- Responsiveness is an integral part of Transtech's "Customer Care" service approach.
- We will strive to improve the City's reputation as a desirable community to live, invest and conduct business.

Internship and Training Program to promote Local Resident Employment:

Transtech has an internship program, and frequently hires engineering students, as well community members who are interested in pursuing a career in engineering field. We have hired several interns and trainees, who are now full-time employees at Transtech.

Community Benefit Enhancement (CBE):

- Supporting civic and community activities demonstrates Transtech's commitment to the progress, health and well-being of the communities we serve. This is something that we take pride in as a company. In services and partnership with our client cities, we have a proven record of active engagement in City and Community events. Taking this engagement to the next level, we formally offer our clients a special service as part of our commitment that we have branded as "Community Benefit Enhancement" or CBE.
- This could include involvement or presence at city programs or events, supporting local businesses through the chamber, youth events, hosting workshops, sports, scholarship opportunities, community service, or any other community benefit that the city wishes us to be a part of.
- This service could also be used for community information meetings/workshops to provide information regarding Building and Safety Permit Process, staff training or workshops.
- Our goal is not just to serve as an engineering consultant which is what we are best at, but also in being an active partner with our clients, to further enhance the City's reputation as an ideal community to live, invest, work, and play in.
- We are deeply committed to maintaining our partnership with our valued customers and its community.
- In closing, Transtech remains open and enthusiastic to receiving input on how to best serve our client's needs today and in the near future.