

PROPOSAL TO THE

City of Coalinga



MUNICIPAL CODE ENFORCEMENT SERVICES

January 9, 2020



930 Fresno Street
Newman, CA 95360

209.862.9511 phone
209.862.1079 fax

www.csgr.com



Employee-Owned

Table of Contents

	Cover Letter	3
SECTION A	Methods and Strategic Plan	5
SECTION B	Qualifications and Experience	7
SECTION C	Personnel Related Experience	9
SECTION D	List of Project Personnel	13
SECTION E	References	15
SECTION F	Not-to-Exceed Monthly Fee and Schedule of Hourly Rates	17

A
B
C
D
E
F

Cover Letter

January 9, 2020

Marissa Trejo
City Manager
City of Coalinga
155 W Durian Avenue
Coalinga, CA 93210

Re: Proposal for Code Enforcement Services

Dear Ms. Trejo:

CSG Consultants, Inc. ("CSG") would like to thank the City of Coalinga (City) for the opportunity to propose on this RFP for Municipal Code Enforcement Services. Our firm brings specialized expertise, depth of resources and knowledgeable and experienced staff who are intimately familiar with issues common to cities like Coalinga.

CSG understands that the City is interested in the on-site service of one (1) Code Enforcement Officer for 15-40 hours per week, Monday through Thursday, for an expected three-year period. Duties of the officer will generally include written notification and face-to-face contact with individuals to address various code enforcement violations, monitoring and enforcing a variety of City building, zoning and land use codes, ordinances and regulations, conducting investigations, and providing information on City regulations to homeowners, tenants, and the public.

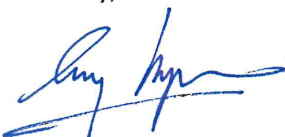
For the performance of this work, CSG proposes the services of Code Enforcement Manager, **Robert Cushing, REHS, CCEO** and his code enforcement staff identified herein. Mr. Cushing has over 30 years of inspection and public agency experience, including serving as Chief of Code Enforcement for the City of San Jose. He has provided code enforcement services for a variety of clients since joining CSG, including for the Cities of Monte Sereno, Pittsburg, Los Banos, Livingston and Marina. Mr. Cushing was also the Administrator for the Administrative Hearing program for the City of San Jose. Mr. Cushing will serve as Project Manager for this contract. His contact information is below:

Robert L. Cushing, REHS, CCEO | Code Enforcement Manager
(650) 522-2500 *office* | (650) 333-0854 *cell* | robertc@csgengr.com *e-mail*

CCSG's Code Enforcement Officer(s) will be directed by management staff out of the Central Valley office in Newman. It is recognized that day to day interaction for the officer will be with city personnel including the City Manager when necessary.

Please feel free to contact Mr. Cushing with any questions or comments you may have regarding our proposal. We greatly look forward to providing code enforcement services to the City of Coalinga.

Sincerely,



Cyrus Kianpour, PE, PLS
President, CSG Consultants, Inc.



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A

B

C

D

E

F

Methods and Strategic Plan

SECTION

A

CSG maintains experienced Code Enforcement Officers who are fully trained, licensed and certified through the California Association of Code Enforcement Officers (CACEO) and the National Environmental Health Association (NEHA) for any code enforcement challenge presented.

As it pertains to this project, we are willing and able to provide the services that the RFP's Scope of Work outlined, including investigating violations of City zoning, building, nuisance, and property maintenance laws; filing, managing, and following through to resolution complaints against violators; and performing field surveys.

Code Enforcement Supervision

CSG will provide interim staffing to oversee the City's code enforcement requirements, ensuring that procedures are followed, caseloads are managed effectively, and that property owners and reporting parties are engaged in achieving compliance. Our personnel specialize as liaisons for code enforcement units, often interacting with members of other departments. CSG Code Enforcement Managers are available to attend department meetings, committee meetings and City Council meetings as a code enforcement program progresses. They are also available to assist code enforcement officers, law enforcement and other City staff as well as representatives of other agencies on field visits when needed.

In addition, CSG can review existing code enforcement programs to look for efficiencies and help establish appropriate policies and procedures to facilitate the mission of the code enforcement unit.

Code Enforcement Services

CSG's Code Enforcement Officers work to identify code violations and engage stakeholders and responsible parties to correct code violations consistent with municipal and state codes tailored to the specific needs of the agency. Examples of codes and ordinances enforced include:

- Building codes
- Housing codes
- Public nuisance codes
- State health & safety codes
- Special concerns such as work and safety regulations, short term rental enforcement, etc.

Our Code Enforcement Officers have extensive experience and skills in the following key areas:

- Code enforcement program review and analysis
- Preparing administrative remedies including administrative citations
- Conducting administrative hearings
- Preparing program documentation and reports as well as committee and council presentations
- Testifying on behalf of clients in criminal court
- Coordination of activities with multiple departments including Building, Planning, Community Development, Police and City Attorneys
- Providing information on municipal regulations to property owners, residents, businesses, the public, as well as to agency departments and divisions

Although our focus is on voluntary compliance, our services include a full range of code enforcement techniques, including:

- Administrative abatement
- Testifying in public hearings and court proceedings on behalf of the agency
- Facilitating settlement agreements
- Identifying appropriate changes to the code
- Appearing as expert witnesses

Chapter 2

Introduction

The first part of the book discusses the history of the subject and the various methods used to study it. It also covers the basic principles of the subject and the different types of data that can be collected.

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F

Qualifications and Experience

SECTION **B**

FIRM PROFILE

CSG is a California company with our local office in Newman and headquarters in Foster City. Additional support is available from our other offices in Pleasanton, San Jose, Sacramento, Orange, and Redlands. Founded in 1991, **CSG performs work solely for public agencies**, eliminating the potential for conflicts of interest. In this way, we can focus exclusively on the specific needs of our municipal clients. CSG provides a wide range of services to community development and public works departments, often serving as a seamless extension of agency staff. The majority of the approximately 300 individuals within our firm have provided public agency services throughout their entire careers. Our talented personnel bring a wealth of ideas and experiences having held similar positions with communities facing similar issues as the City of Coalinga.

PROJECT CONTACT: Robert L. Cushing, REHS, CCEO, Code Enforcement Manager
(650) 522-2500 *office* | (650) 333-0854 *cell* | robertc@csgengr.com *e-mail*

LOCAL OFFICE: 930 Fresno Street, Newman, CA 95360

CORPORATE OFFICE: 550 Pilgrim Drive, Foster City, CA 94404
(650) 522-2500 *phone* • (650) 522-2599 *fax*
www.csgengr.com | info@csgengr.com

REGIONAL OFFICES: 1303 J Street, Sacramento, CA 95814
3875 Hopyard Road, Suite 141, Pleasanton, CA 94588
3150 Almaden Expressway, Suite 255, San Jose, CA 95118
3707 W. Garden Grove Boulevard, Orange, CA 92868
1177 Idaho Street, Suite 120, Redlands, CA 92374

YEARS IN BUSINESS: 28 • Founded in 1991

EMPLOYEES: Approximately 300

TYPE OF BUSINESS: California Corporation • Incorporated June 15, 2000 • Federal ID: 91-2053749

PROJECT EXAMPLES

The following are brief descriptions of specific CSG code enforcement projects/contracts.

CDBG and Special Inspection Services | Cities of Los Banos and Livingston, CA

CSG has provided Community Development Block Grant (CDBG) sponsored inspection services in the cities of Los Banos and Livingston since 2016. Our inspectors specialize in resolving blight and nuisance complaints in these cities as well as throughout the Central Valley by concentrating inspection and nuisance abatement services within the low to moderate income census tracts in block grant cities.

General Code Enforcement Services | City of Marina, CA



CSG has provided contractual code enforcement services for the City of Marina on a continuous basis since 2007. Core services include general code enforcement throughout the City including responding to complaints, supporting the Chief Building Official in dangerous building and housing code inspections, and issuance of administrative citations to respondents who do not comply.

Other services include assisting the Planning Division in investigating zoning complaints and other violations of the Zoning Code, supporting

the Engineering Department and Public Works Department in investigating violations of the Public Works Code and supporting the enterprise-funded Airport Department in identifying and responding to violations that occur on airport property.

Short-Term Rental Program Enforcement Services | City of Monterey, City of Sausalito and Ventura County, CA

CSG has provided short-term rental enforcement for the City of Monterey since 2015 and the County of Ventura and City of Sausalito since 2018. Our inspectors specialize in enforcing short term rental regulation as well as proactively identifying rental properties that are in violation. To date we have handled a large number of cases, issued administrative citations and pursued appropriate steps through the administrative process. Our citation rate is commensurate with enforcement needs and ranks high in the recovery of penalties up to and including property liens.



General Code Enforcement Services | City of Campbell, CA

For two years CSG's contract officer, working under the direction of the Code Enforcement Manager, has worked with the City focusing on the assessment and closure of older cases, many of which have been complex — often having incomplete records, multiple owners and other challenging characteristics. These cases have required the experience of our veteran officer due to the high level of finesse needed to manage the often non-compliant responsible parties. A significant amount of cases required direct coordination with and approval of City staff. Our officer frequently required coordination from outside resources (e.g., County of Santa Clara), working to create new model processes such as payment arrangements with the City's Finance Department, and representing the department as a seamless extension of the City. CSG's code enforcement officer's work for the City of Campbell has resulted in significant caseload reduction and has showcased skill sets of problem solving, diplomacy, efficiency, coordination, organization, documentation and effectiveness — exemplifying CSG's capacity to tailor services and produce measurable positive results for communities with distinct needs.

Code Enforcement Training Officer | Cities of Newman, Gustine and Roseville, CA

CSG has provided at least one training officer for new code enforcement staff in the Cities of Gustine, Newman and Roseville. Training of these new officers included business licensing, field checks, handling citizen complaints, inspections, investigations, case management and exercising sound decision-making at all times.

General Code Enforcement | County of Tuolumne, CA

CSG was retained by Tuolumne County to provide code enforcement services including all phases of code enforcement including general code, building and permit violations, planning and cannabis regulation.

Cannabis Growing Inspection | County of Tuolumne, CA & City of King City, CA

CSG provides part-time cannabis regulation for Tuolumne County and King City, CA as well as General Code Enforcement Services since 2018

Code Enforcement Program Evaluation | Multiple Client Agencies

CSG is frequently called upon to evaluate code enforcement practices and related programs prior to providing staff for municipal programs. Formal analyses have been completed for the County of San Benito, County of Monterey and City of Oakland, and we currently are conducting a detailed analysis of the code enforcement program for New Castle County, DE.

Personnel Related Experience

SECTION

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The following team members will be assigned to this project as needed. An organizational chart indicating CSG's proposed staff is provided below. **Robert L. Cushing, REHS, CCEO**, will serve as the single point of contact for the City of Coalinga and will oversee the Code Enforcement Officer(s) below, who are available immediately. Resumes of CSG's proposed staff are provided on the following pages for the City's review.



Robert L. Cushing, REHS, CCEO
Code Enforcement Manager

Dillon Smith, CCEO
Code Enforcement Officer

Angel Casillas
Code Enforcement Officer

Robert L. Cushing

REHS, CCEO
Code Enforcement Manager



LICENSES & CERTIFICATIONS

CACEO Certified Code Enforcement Officer
Registered Environmental Health Specialist | 3000
Law Enforcement PC 832 Certificate | Newark Police Department
Various Cal EPA Solid Waste and Environmental Certifications

EDUCATION

Bachelor of Arts, Environmental Health
San Jose State University | San Jose, CA
Master of Arts, Public Health Education
San Jose State University | San Jose, CA

PROFESSIONAL AFFILIATIONS

California Association of Code Enforcement Officers (CACEO)
California Environmental Health Association (CEHA)

Mr. Cushing has over 30 years of experience in enforcing health and safety codes, the abatement of abandoned vehicles, enforcing local regulations, and drafting legislation. With expertise in investigation, mediation, conflict management and California codes, Mr. Cushing brings a proactive approach to resolving code compliance issues for CSG's client agencies.

Prior to joining CSG, Mr. Cushing worked for the City of San Jose, California's third largest city, in a variety of jobs including Chief of Code Enforcement, Secretary of the Code Enforcement Appeals Commission and the President of the City of San Jose Management Employees Association.

In addition to his Code Enforcement Management work, Mr. Cushing serves as the CEO for the Santa Clara County Abandoned Vehicle Abatement Authority, a California Joint Powers Agency.

RELEVANT EXPERIENCE

Code Enforcement Manager | Multiple CSG Client Agencies

Mr. Cushing is CSG's Manager of Code Enforcement in charge of over 20 code enforcement officers and permit technicians.

In addition to his management responsibilities, he has worked directly with CSG client agencies on specific code enforcement projects. For the **City of Pittsburg**, for example, Mr. Cushing proposed policies and procedures to develop a Rental Housing Inspection program that improved the quality of the City's housing stock enabling it to be more financially self-sustaining. In the **Cities/Towns of Atherton, Marina, and Monte Sereno**, Mr. Cushing performed code compliance inspections and periodically reviewed these enforcement programs. His approach to the resolution of long-standing cases resulted in the elimination of complaint back-logs.

While serving in the **Cities/Towns of Pittsburg, Pinole, and Los Altos Hills**, Mr. Cushing analyzed program efficiency and effectiveness and developed procedures to enhance outdated Code Enforcement programs. He initiated and implemented a dangerous tree enforcement program in Los Altos Hills. Mr. Cushing recently completed an audit of the Code Enforcement Program for the **County of Monterey** and published "Review of the Code Enforcement Program" for the County. He is the Chief Executive Officer for the **Santa Clara County** Abandoned Vehicle Authority overseeing an Agency budget of \$1.7 million dollars and 15 member cities.

Chief/Supervisor of Code Enforcement | City of San Jose, CA

Mr. Cushing managed the Code Enforcement Division for over 30 years and through several department transitions and programs implementations including the CDBG Block Grant Program, Administrative Remedies Program, San Jose Appeals Hearing Board, Vehicle Abatement and various programs within the Department of Planning, Building & Code Enforcement. He directed 6 Supervisors, 20 Vehicle Abatement Officers and 45 Code Enforcement Officers.

Dillon J. Smith CCEO

Code Enforcement Officer I



LICENSES & CERTIFICATIONS

California Code Enforcement Officer
Association, (CACEO)
Code Enforcement Officer
PC 832 Certified

EDUCATION

Bachelor of Arts, Program
Cal State University, Merced
| Merced, CA
Certificate of Completion, Short-Term
Rental Regulation
CACEO

Mr. Smith is a Code Enforcement Officer for CSG Consultants. He brings over 3 years of municipal experience having served in the capacities of Code Enforcement Officer, for numerous public agencies throughout the State of California. He is experienced in enforcing regulations in support of code compliance, national and local health, safety, and zoning and land use laws; and is trained in performing commercial/residential Short-Term Rental investigations, inspections and registrations. Additional experience includes registration counter duty, answering short term rental registration questions from property owners, Air B & B, Home Away and the public, and working with the California Coastal Commission to resolve zoning and environmental violations. He has excellent report writing, time management, and public speaking skills, including experience presenting to department level administration.

RELEVANT CSG EXPERIENCE

Code Enforcement Officer I | County of Ventura, CA

Mr. Smith was tasked with reviewing the 100+ cases generated by the Ventura County Temporary Rental Unit (TRU) program and updating and closing any outstanding cases. He also handled day-to-day code enforcement assignments including case intake, field investigations, report writing, case updates, and meeting with administrators to discuss more complicated cases. Prior to completion of his assignment, Mr. Smith trained two new officers, hired by Ventura County to eventually take over the TRU program developed for Ventura County by CSG Consultants.

Code Enforcement Officer | City of Los Banos, CA

Mr. Smith reviewed and investigated 50+ code enforcement cases for unpermitted construction, illegal accessory units and garage conversions, illegal storage of inoperable vehicles, extreme property maintenance issues, illegal home occupation businesses, illegal fencing and other encroachments.

Angel Casillas

Code Enforcement Officer



EDUCATION

California State University, Stanislaus
Bachelor's in Social Science
Minor in Criminal Justice

Mr. Casillas is a Code Enforcement Officer for CSG Consultants and its clients. Some of his skills include explaining codes, laws, policies, and regulations to citizens; issuing warnings; conducting field inspections and investigations to assure compliance with ordinances, codes, and policies; researching, compiling, and assembling data to produce statistical, historical, and analytical reports; and resolving complaints and problems.

RELEVANT EXPERIENCE

CSG Code Enforcement Officer | City of Los Banos

As a contract Code Enforcement Officer for the City of Los Banos, Mr. Casillas, enforced the Community Development Block Grant program. He specialized in working within special designated areas within the City and focused his efforts in identifying housing and health and safety issues as well as abating abandoned and violative vehicles.

CSG Code Enforcement Officer | City of San Anselmo

As a contract Code Enforcement Officer for the City of San Anselmo, Mr. Casillas worked under the direction of the Certified Building Official, identifying and abating general code enforcement issues as well as a wide variety of housing and structural related issues.

Recreation Leader | Stanislaus County Police Activities League

Upon graduation from high school, Mr. Casillas ran an after-school program for children ages 6-17 where he instructed youth of rules, modeled appropriate behavior, enforced strict adherence to rules, and assisted in implementing school rules and procedures. Additionally, he assisted the site manager and field supervisor in carrying out program objectives and data collection and exercised sound judgment in addressing behavior problems.

Water Conservationist | City of Ceres

As a water conservationist for the City of Ceres, Mr. Casillas conducted field inspections and investigations to assure compliance with the City's ordinances, codes and policies; resolved complaints and problems; maintained records of responses and resolutions; explained codes, laws, policies, and regulations to customers; issued warnings; initiated water shutoffs to correct problems; and testified in court as required.

List of Project Personnel

SECTION

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FIRM PROFILE

CSG is a California company with our local office in Newman and headquarters in Foster City. Additional support is available from our other offices in Pleasanton, San Jose, Sacramento, Orange, and Redlands. Founded in 1991, *CSG performs work solely for public agencies*, eliminating the potential for conflicts of interest. In this way, we can focus exclusively on the specific needs of our municipal clients. CSG provides a wide range of services to community development and public works departments, often serving as a seamless extension of agency staff. The majority of the approximately 300 individuals within our firm have provided public agency services throughout their entire careers. Our talented personnel bring a wealth of ideas and experiences having held similar positions with communities facing similar issues as the City of Coalinga.

PROPOSED PROJECT PERSONNEL

Our proposed project personal and responsibilities are provided in the table below.

PROJECT CONTACT: Robert L. Cushing, REHS, CCEO Code Enforcement Manager
(650) 522-2500 *office* | (650) 333-0854 *cell* | robertc@csgengr.com *e-mail*

FIELD PERSONNEL: Dillon Smith, Code Enforcement Officer
Angel Casillas, Code Enforcement Officer

SUPERVISORY PERSONNEL: Robert L. Cushing, REHS, CCEO Code Enforcement Manager

References

SECTION

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CSG has over 28 years of experience in the provision of professional municipal services to jurisdictions throughout California. Our track record of success with our clients is outstanding and we encourage you to contact our references with any questions or clarification you might require. The following references are examples of communities for which we provide or have provided code enforcement services.

City of Marina

Dan Paolini

Chief Building Official
Community Development Department
209 Cypress Avenue
Marina, CA 93933
831-884-1285
buildingo@ci.marina.ca.us

Code Enforcement Services since 2007

City of Campbell

Brian Loventhal

City Manager
70 N. First Street
Campbell, CA 95008
408-866-2125
cmo@cityofcampbell.com

Code Enforcement Services since 2012

City of Monterey

Elizabeth Caraker

Housing and Community Development Manager
570 Pacific Street
Monterey, CA 93940
831-646-3885
caraker@monterey.org

Code Enforcement Services since 2014

Town of Los Altos Hills

Carl Cahill

City Manager
26379 Fremont Road
Los Altos Hills, CA 94022
650-947-2515
ccahill@losaltoshills.ca.gov

***Code Enforcement Services 2008-2009 and
Administrative Hearing Officer Services since 2008***

Not-to-Exceed Monthly Fee and Schedule of Hourly Rates

SECTION **F**

CSG's fee schedule and estimated not-to-exceed monthly fee for its code enforcement services are provided below. Our all-inclusive hourly rates cover overhead expenses such as mileage and all other equipment necessary to execute the job requirements.

SERVICE	NOT-TO-EXCEED MONTHLY FEE
Code Enforcement Services	\$20,000

PERSONNEL	ALL INCLUSIVE FEE / HOURLY RATE
Code Enforcement Manager	\$155
Senior Code Enforcement Officer	\$130
Code Enforcement Officer II	\$100
Code Enforcement Officer I	\$90
Overtime Rate	1.5 x Hourly Rate

All hourly rates include salaries, benefits, workers compensation insurance, local travel and miscellaneous office expenses. Should the scope of work change, or circumstances develop which necessitate special handling, CSG will notify the City prior to proceeding. On each anniversary of the contract start date, CSG will initiate an hourly rate increase based on change in CPI for the applicable region. CSG will mail an invoice every month for services rendered during the previous month. Unless otherwise agreed, payment terms are 30-days from receipt of invoice.