

PROPOSAL TO THE

City of Sutter Creek

FOR

CODE ENFORCEMENT SERVICES

July 23, 2026



550 Pilgrim Drive
Foster City, CA 94404

650.522.2500 phone
650.522.2599 fax

www.csngengr.com



Employee-Owned

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Cover Letter

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July 23, 2026

Tom DuBois
City Manager
City of Sutter Creek
18 Main Street
Sutter Creek, CA 95685

Subject: Proposal for Code Enforcement Services

Dear Mr. DuBois

On behalf of **CSG Consultants, Inc. (CSG)**, thank you for the opportunity to submit our proposal to the City of Sutter Creek (City) for Code Enforcement Services. We understand the City is seeking Code Enforcement support, possibly including assistance with the development of policies, procedures, and updates with of the City's municipal code. We appreciated the site visits of the three (3) problematic properties, and while code enforcement takes time with due process, these are solvable situations. Having worked in concert with jurisdictions throughout Northern California in a similar capacity, we welcome the opportunity to build a partnership and contribute to the fabric of the Sutter Creek community.

CSG shares a common goal of maintaining community safety and well-being in the City, facilitated by the resolution of code violations in a fair and efficient manner. For more than 35 years (since 1991), CSG has been providing consulting services solely to public agencies throughout the state of California. We currently furnish code enforcement, building and safety, public works, plan check, planning, and fire prevention as well as additional services to over 250 clients throughout the west. Below is a select list of public agencies where CSG has provided code enforcement services:

- | | |
|------------------------------|----------------------------------|
| • <i>City of Sonora</i> | • <i>City of Campbell</i> |
| • <i>City of Angels Camp</i> | • <i>Town of Colma</i> |
| • <i>City of Patterson</i> | • <i>Town of Loomis</i> |
| • <i>City of Larkspur</i> | • <i>Town of Los Altos Hills</i> |
| • <i>City of Hercules</i> | • <i>Town of Portola Valley</i> |
| • <i>City of San Rafael</i> | • <i>Town of Woodside</i> |

Lee Holt, CCEO, will serve as the primary contact and project manager and will manage the code enforcement staff identified herein. Ms. Holt has over 25 years of public agency experience. Her contact information is as follows:

Lee Holt, CCEO | Code Enforcement Manager
(650) 522-2500 *office* | (650) 245-7122 *cell* | leeh@csgengr.com *email*

Please feel free to contact Ms. Holt with any questions or comments you may have regarding our proposal. Our staff excels at working alongside City staff and residents to promote code compliance that allows communities to remain safe, healthy, and vibrant. We look forward to partnering with the City in this capacity, and to serving the community of Sutter Creek together.

Sincerely,



Cyrus Kianpour, PE, PLS
President, CSG Consultants



Company Overview

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CSG CONSULTANTS

CSG Consultants, Inc. (CSG) is an employee-owned California company with its headquarters in Foster City, CA. Additional support is available from our other offices in Sacramento, Newman, San Jose, Pleasanton, Paso Robles, and Irvine. Founded in 1991, **CSG performs work solely for public agencies**, eliminating the potential for conflicts of interest between developers and agencies. In this way, we can focus exclusively on the specific needs of our municipal clients. **No subconsultants will be utilized for this work, solely CSG staff.**

NAME OF FIRM: CSG Consultants, Inc.

PROJECT MANAGER: Lee Holt | Code Enforcement Manager
(650) 522-2500 *phone* • (650) 245-7122 *mobile* | leeh@csgengr.com *email*

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

REGIONAL OFFICES: 930 Fresno Street, **Newman**, CA 95360
2150 River Plaza Drive, Suite #255, **Sacramento**, CA 95814
3150 Almaden Expressway, Suite #255, **San Jose**, CA 95118
3875 Hopyard Road, Suite #141, **Pleasanton**, CA 94588
806 9th Street, Suite 2A, **Paso Robles**, CA 93446
3240 El Camino Real, Suite #190, **Irvine**, CA 92602

YEARS IN BUSINESS: 35 • Founded in 1991

OWNERSHIP: Employee-Owned

EMPLOYEES: 350+

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

The CSG Consultants Team Works for You



Qualifications of Team

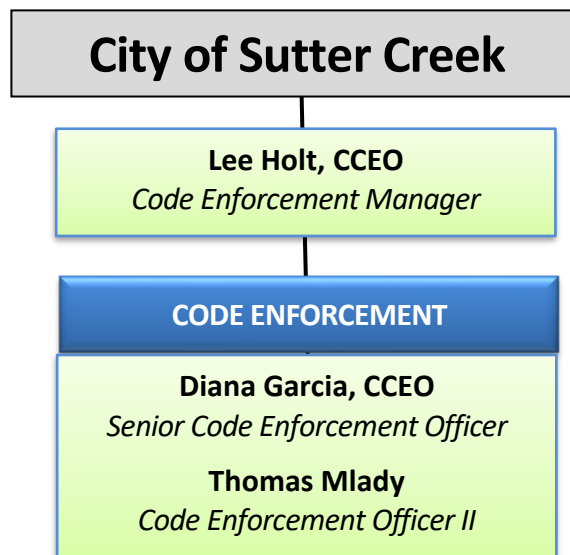
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ORGANIZATIONAL CHART

CSG offers the following staff resources and organizational structure for the City. Lee Holt, CSG's Code Enforcement Manager, will serve as the point of contact for the City and, in conjunction with the City's Project Manager(s), will allocate appropriate levels of resources and will ensure that work is comprehensive, accurate, and meets the City's needs. ***No subconsultants will be used for this contract.***

Resumes with detailed qualifications of proposed key staff members are provided in the appendix.



Employee-Owned

Scope of Work

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THE IMPORTANCE AND ROLE OF CODE ENFORCEMENT



Code enforcement activities are a crucial service to ensure not only public health and safety, but also to enhance economic development throughout a community. Blighted conditions such as graffiti on public and private properties, illegal dumping, vacant lots, overgrown vegetation, deteriorated building exteriors, missing or broken windows and screens, foreclosures, illegal signs, and inoperable vehicles all contribute negatively to a community's image and promote deterioration. Municipal Code standards that are enforced will ensure that properties remain attractive, inviting, and safe. Well-kept communities help to maintain or increase values,

discourage crime, encourage quality development while preserving the overall quality of life in the community. Additionally, supportive education of community members plays an essential role in a jurisdiction's ability to self-regulate and reduce program demand.

OUR SKILLS AND APPROACH TO WORK

CSG and its Code Enforcement Officers are driven to provide a high standard of performance and program delivery. In delivery of their services, CSG staff apply knowledge gained from extensive and varied experiences across multiple agencies, with cultural understanding and sensitivities, and technical proficiency gained from certifications including PC 832 (Arrest Search and Seizure), CPTED (Crime Prevention Through Environmental Design), California Association of Code Enforcement Officers (CACEO), or equivalent. We also achieve efficiencies in service through maintaining computer literacy with software applications including Central Square (TrakIt), Accela, iWorQ, Tyler, Comcate, Microsoft Office Suite, and other code enforcement databases and supportive platforms. Our staff seamlessly integrate with an agency's code enforcement team, demonstrating professionalism through clear communication, adaptability, motivation, efficiency, and approachability. As part of their normal duties, CSG officers enforce state/local laws; issue Administrative Citations; author reports, can testify at hearings, and perform other duties as may be required.

TAILORED SERVICE AND DELIVERY

CSG's Code Enforcement team works to align our services with our client agency's needs and within the legal framework of the jurisdiction and industry. Our focus is to identify and provide the best suited CSG officer(s) for each client's needs. Our officers all bring flexibility and adaptability along with transferable knowledge from work in a variety of settings. We are known for our team-orientated approach and the ability to seamlessly integrate within a jurisdiction's framework. We effectively coordinate with agency staff, including Building, Planning, Community Development, Police, Fire, Legal, Finance, as well as partner agencies.

INTERPERSONAL SKILLS AND APPROACH

A significant portion of our work stems from our interactions and education within communities and with individuals. We emphasize education and promote voluntary compliance with all responsible parties and assist in creating pathways and benchmarks for success. Our officers communicate, collaborate, and respectfully interact with staff and the community. We pride ourselves in our approach, by addressing people with respect, integrity, compassion, and from an ethical foundation. While each officer has their own background and style, to be successful in their duties, all team members are articulate, coachable, driven, relatable, and effective.

COMPREHENSIVE CODE SOLUTIONS



CSG provides tailored Code Enforcement services to a wide variety of jurisdictions throughout California. Our work includes - development, implementation, and staffing for general and specialized code enforcement programs based on each community's specific needs. We also offer program review and code enforcement management services. Our officers maintain accurate records, follow up with stakeholders, and provide effective enforcement to ensure public health and safety. General code enforcement activities include but are not limited to inspections, investigative work, responding to calls for service, preparing and processing all required notifications, and providing

appropriate documentation. Our skilled and experienced staff interpret and enforce provisions of the Building, Zoning, Fire, Housing, Nuisance and Property Maintenance, and state and local codes. We also address special issues related to short term rentals, illicit massage, and other identified concerns within the community.

GENERAL CODE ENFORCEMENT SERVICES

Code Enforcement Officers work to identify violations, engage stakeholders and responsible parties to correct code violations. Examples of violations we address and enforce include:

- *Building codes*
- *State health & safety codes*
- *Zoning provisions*
- *Public nuisances*
- *Fire codes*
- *Housing codes*
- *Property Maintenance concerns*
- *Other applicable codes*

Our skilled and experienced Code Enforcement Officers are adept at delivering multiple aspects of code enforcement. Although a majority of our results are gained by voluntary compliance, our services include a full range of code enforcement activities, including:

- *Bringing flexibility and transferable knowledge from various jurisdictions*
- *We are team oriented and collaborate with staff, partner agencies, and communities*
- *Educating the public and stakeholders regarding the regulations and due process*
- *Communicate with and encourage individuals to gain voluntary compliance*
- *Conducting respectful and thorough site inspections and follow up*
- *We complete all required documentation*
- *Utilize administrative remedies including notices of violation and citations*
- *Coordination of activities with multiple departments, both internally and externally*
- *Preparing staff reports, as well as committee and City Council presentations*
- *Coordination with contractors for services such as demolitions, clean-ups, fencing, and emergency boarding.*
- *Provide supportive documentation to legal counsel and make court appearances as necessary*
- *Prepare documentation for recovery costs*

CSG can review existing code enforcement programs to identify inefficiencies and help update appropriate policies and procedures. This may include possible changes or updates to the code, process management, procedures manuals, or structural realignment to facilitate the mission of the code enforcement unit.

FOCUSED OR CUSTOM CODE ENFORCEMENT SERVICES



CSG can tailor and provide a vast menu of customizable approaches and service for client agencies. Our team offers assistance in developing and implementing a wide variety of specialized programs aimed at addressing each community's unique needs. These programs include responding to economic, technological, and environmental influences. We address specific topic related issues and concerns designed for community safety and conformance.

COMMERCIAL CORRIDOR ENHANCEMENT

CSG can support communities with a focus on commercial corridors through education, neighborhood preservation, and beautification. We address issues such as blight, signage, property maintenance, graffiti, and other visually detracting elements of a designated area. Our approach emphasizes building relationships in the community to achieve compliance. We work collaboratively with property and business owners to address violations and any required corrective measures. We can incorporate principles of Crime Prevention Through Environmental Design (CPTED) to address concerns regarding lighting, visibility, and access.

CODE ENFORCEMENT SUPERVISION AND MANAGEMENT

CSG can provide interim staffing to oversee an agency's code enforcement personnel and day-to-day activities ensuring, for example, that procedures are followed, caseloads are managed effectively and that code enforcement officers work fairly and consistently with property owners and reporting parties. Our personnel are adept at serving as liaisons for code enforcement units when interacting with members of other departments. CSG Code Enforcement Managers may be called upon to attend department meetings, committee meetings and County Council meetings as a code enforcement program progresses. They can also be available to assist code enforcement officers, law enforcement and other County staff as well as representatives of other agencies on field visits when needed.

HOUSING INSPECTIONS



Upon request, CSG will conduct inspections in response to complaints about substandard housing consistent with Health and Safety Code Section 17920. Services could include contacting property owners and tenants, conducting inspections, documenting violations, and monitoring repairs.

DANGEROUS BUILDINGS AND PUBLIC NUISANCES



CSG will assist the City and support the Building department in administering the Uniform Code for the Abatement of Dangerous Buildings and Nuisance Chapter of the Municipal Code, including the following services:

- *Conduct preliminary investigations of conditions of property and make initial contact with tenants and property owners as appropriate;*
- *Prepare courtesy notices and warning letters as appropriate;*
- *Conduct inspections and prepare documentation of violations;*
- *Prepare inspection warrants if necessary in order to gain access to conduct inspections;*
- *Prepare "Compliance Orders" and "Notice and Orders;"*
- *Organize appeal hearings if needed;*
- *Conduct follow-up inspections to monitor compliance with "Compliance Orders" and "Notice and Orders;"*
- *Provide support to legal counsel including preparation of declarations and documentation suitable for submission to Court;*
- *Make Court appearances as necessary; and*
- *Prepare documentation for recovery of costs through administrative penalties and recordation of liens.*
- *Appearing as expert witnesses*

HEARING OFFICER SERVICES

If requested, CSG will assist the City with an on-call or designated Administrative Hearing Officer providing the following services:

- **Conducting Administrative Hearings:** *CSG's Hearing Officer will preside over administrative hearings and ensure proper conduct during proceedings. CSG's Hearing Officer will hear all parties and review relevant evidence to determine an unbiased decision and/or recommendation based on the facts presented.*
- **Management of Procedural Issues:** *This includes ruling on motions, written appeals, and other related evidence. CSG's Hearing Officer also has the authority to administer oaths, receive testimony, and is committed to upholding due process while facilitating an impartial environment where all parties can fairly present their case.*
- **Records Management:** *CSG's Hearing Officer will maintain detailed records of all proceedings, compiling all pertinent documents and evidence. Additionally, a transcript of the proceedings can be provided upon request.*
- **Issuing Decisions:** *After careful review of the evidence, information, and arguments presented during hearings, CSG's Hearing Officer will issue a written decision detailing the findings and a subsequent order and/or remedy to be executed.*

We have also provided council presentations and updates supporting the impactful work delivered within those communities.

CODE ENFORCEMENT PROGRAM ASSESSMENT



CSG can provide a comprehensive Code Enforcement program assessment that encompasses a thorough evaluation of current practices vs. industry best practices, gathering input from stakeholders and staff, and recommending a service model for the future with optimal departmental placement for the City's Code Enforcement Division to best serve the community of Sutter Creek.

BEST PRACTICES DESCRIPTION

CSG staff will research and draw from prior experience to deliver a description of best practices for municipal Code Enforcement divisions in comparable cities throughout the state. These best practices include functions that include:

- *Proactive vs. reactive enforcement methods*
- *Citation and compliance processes and procedures*
- *Community engagement and educational programs*
- *Implementation of technology (case management software, reporting tools, etc.)*
- *Staffing models, classification structures, and workload distribution*
- *Organizational placement (Police Department, Community Development, standalone divisions, City Manager's Office, etc.)*

STAFF & STAKEHOLDER INTERVIEWS

Gathering feedback from stakeholders and staff is vital to understanding existing challenges and desired outcomes. This includes interfacing with Code Enforcement staff and supervisors, staff from related departments, members of City management, and any additional stakeholders identified by the City. The collective feedback from these parties will help CSG create an ideal model that suits the City and the greater community.

ORGANIZATIONAL ASSESSMENT & RECOMMENDATION

CSG's staff have worked alongside and observed a variety of organizational structures for code enforcement divisions, as it's not uncommon for this department to be housed by Community Development, the Police Department, City Manager's Office, or even its own standalone division. We understand the City is in a similar situation with its Code Enforcement Division, and can provide guidance on ideal placement. This includes, but is not limited to:

- *Evaluating the efficiency and effectiveness of existing workflows*
- *Identifying gaps, redundancies, and opportunities for improvement*
- *Examining alternative organizational structures for the Code Enforcement Division*

After evaluating the information from initial findings, CSG staff would provide at least two model options and one recommended structure for the optimal department placement for Code Enforcement. Recommendations would be based off CSG's evaluation of efficiency, effectiveness, inter-departmental collaboration, and community service goals.

DELIVERABLES

Final deliverables would include the following:

- **Best Practices Summary Report:** Detailed, written report summarizing the research findings on industry best practices
- **Interview Summary & Analysis:** Summary of interview findings and feedback, highlighting the common themes, obstacles, challenges, and opportunities (no attribution of individual comments)
- **Final Report & Presentation:** CSG will provide the City a comprehensive final report that synthesizes all findings and provides an actionable best practices model for the City. Additionally, an organizational options and organizational placement recommendation that considers implications of implementation, timelines, and resources.

Experience & References

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RELEVANT EXPERIENCE

The following is a sampling code enforcement services provided by CSG to demonstrate our capabilities:

GENERAL CODE ENFORCEMENT & STAFF AUGMENTATION | TOWN OF WOODSIDE, CA



This is one of many instances where CSG provides a Code Enforcement Officer to support and enforce local ordinances. This includes inspections and investigative work that ensures public health and safety, in addition to resolving other or nuanced complaints and violations. This includes responding to citizen calls for service, documentation, preparing all needed correspondence, maintaining accurate records and followed up with stakeholders. Our highly qualified staff also interpret and enforce provisions of the Municipal Code, including the Zoning, Housing, Building, Nuisance and Property Maintenance codes.

SPECIALTY PROGRAM – “AGED CASES” | CITY OF CAMPBELL, CA

CSG has a long-standing relationship working with the City to focus on the management and closure of older cases. Many of these cases have complexities that include incomplete records, multiple changes in ownership, cross-platform violations, and other challenging characteristics. These cases have required the experience of a veteran officer due to the high level of finesse needed to manage non-compliant responsible parties. A significant number of cases required direct coordination with and approval of various departmental City staff. Our officer has coordinated with outside resources (e.g., County agencies), created a new collaborative model and unified partnership with Building and Planning Departments, and represents the Community Development Department as a seamless extension of the City. CSG’s code enforcement officers’ work for the City of Campbell has resulted in a substantial caseload reduction and has been able to successfully close “unsolvable” cases. Through this assignment, CSG has been able to showcase its diversity in problem solving, diplomacy, ability to work with a community, beneficial coordination, organizational approach, supportive documentation abilities, and a capacity to effectively tailor services for communities with distinct needs.

MESSAGE PROGRAM IMPLEMENTATION AND MANAGEMENT, HOUSING INSPECTION, GENERAL CODE ENFORCEMENT | CITY OF SAN RAFAEL, CA

CSG’s Code Enforcement staff has assisted the city in the development and ongoing implementation of its highly successful Massage Inspection Program (MIP). The program provides full administrative services in managing and monitoring all permitted massage businesses in San Rafael, and addressing unpermitted activities. This is done in combination with specialized inspections: initial inspections, annual inspections, compliance inspections, sting operations, and after-hour & weekend inspections.

Additionally, the staff coordinates the following administrative duties on the City’s behalf: new-business intake and certifications, employee registrations (including credential verification), public education, permitting, and issuance of administrative citations. Additionally, we have also provided full-service support for City’s Housing Inspection Program (HIP), Residential Building Record (RBR) program which addresses current property status in resale situations (and addresses unpermitted construction), and general code enforcement support.

PROGRAM ASSESSMENT SERVICES | SAN JOAQUIN COUNTY, CA

CSG performed a comprehensive program evaluation to examine processes to improve operational benchmarks and efficiency. This effort included a thorough review of services and interactions with collaborative departments. A formal report encapsulating the findings and recommendations was provided to the agency for reference.

SHORT-TERM RENTAL PROGRAM ENFORCEMENT | COUNTY OF VENTURA, CITIES OF MONTEREY AND SAUSALITO, CA



CSG provided short-term rental enforcement for the County of Ventura and City of Sausalito, and has a long and continuing partnership with the City of Monterey since 2015. Our inspectors specialize in enforcing short-term rental regulation, as well as proactively identifying rental properties that are in violation. We have handled a large cases load that requires taking the appropriate steps through the administrative process and issuance of administrative citations.

COMMUNITY DEVELOPMENT BLOCK GRANT | CITIES OF LOS BANOS, LIVINGSTON, CA

CSG provided Community Development Block Grant (CDBG) sponsored inspection services and assistance, including general code and vehicle abatement support services in the cities of Los Banos and Livingston. Our inspectors effectively specialized in resolving blight and nuisance complaints in these cities by concentrating inspection and nuisance abatement services within the low to moderate income census tracts in block grant cities.

CODE ENFORCEMENT TRAINING OFFICER | CITY OF GUSTINE, CA

CSG staff served as a training officer for their code enforcement staff in the City of Gustine. Training of their new officers included municipal code interpretation, inspections, investigations, case management officer safety practices, business licensing, field checks, handling citizen complaints, and exercising safe and sound decision-making at all times.

ACTING CODE ENFORCEMENT SUPERVISOR | CITY OF MODESTO, CA

CSG staff served as the interim Code Enforcement Supervisor for their Neighborhood Preservation Unit in the City of Modesto. Duties included assisting with case management, officer training, departmental coordination, officer and case management oversight, assessing and helping improve response times, staff morale, and overall improvement to program functions.

REFERENCES

CSG has been providing Code Enforcement services since 1991 and currently provides municipal services to more than 250 public agency clients throughout California. Our track record of success with our clients is outstanding and we encourage you to contact our references for additional information about our qualifications. The following is a partial list of references for which CSG has provided similar code enforcement services. Additional references can be provided upon request.

City of Sonora

Tyler Summersett

Community Development Director
94 North Washington Street
Sonora, CA 95370
(209) 532-4541
tsummersett@sonoraca.org
Code Enforcement Services

City of Patterson

Alysia Gomez

Code Enforcement Officer
1 Plaza
Patterson, CA 95363
(916) 652-1840
agomez@pattersonca.gov
Code Enforcement Services

City of San Rafael

Hector Carlos

Code Enforcement Supervisor
1400 Fifth Avenue, Top Floor
San Rafael, CA 94901
(415) 458-5337
hector.carlos@cityofsanrafael.org
Code Enforcement Services

City of Larkspur

Andrew J. Mogensen

Community Development Director
400 Magnolia Avenue
Larkspur, CA 94939
(415) 927-6713
amogensen@cityoflarkspur.org
Code Enforcement Services

City of Campbell

Rob Eastwood

Community Development Director
70 N. First Street
Campbell, CA 95008
(408) 866-2140
robe@campbellca.gov
Code Enforcement Services

City of Hercules

Timothy Rood

Community Development Director
111 Civic Drive
Hercules, CA 94547
(510) 799-8251
TRood@hercules.gov
Code Enforcement Services

Fee Schedule

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CODE ENFORCEMENT SERVICES

CSG's fee schedule for its Code Enforcement services is provided in the table below. Our hourly rates cover general overhead expenses such as mileage and most other equipment necessary to execute the job requirements. Final fees are open to negotiation between the City and CSG.

PERSONNEL	HOURLY RATE
Code Enforcement Manager	\$200
Administrative Hearing Officer	\$180
Code Enforcement Supervisor	\$170
Senior Code Enforcement Officer	\$155
Code Enforcement Officer II	\$135
Code Enforcement Officer I	\$115
Overtime Rate (in excess of 8 hours per day)	1.5 x Hourly Rate

All hourly rates include overhead costs including, but not limited to, salaries, benefits, workers' compensation insurance, travel and office expenses. Overtime services and services provided outside of normal business hours will be billed at 1.5x the applicable hourly rate. "On Call" work performed outside of any regular assignments, will be billed on a four-hour minimum basis. On the contract anniversary of each year following the contract start year, CSG will initiate a rate increase based on change in CPI for the applicable region. CSG will deliver an invoice every month for services rendered during the previous month.

Appendix: Resumes

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Resumes for staff have been provided on the following pages for the City's review.

LICENSES & CERTIFICATIONS

California Association of Code Enforcement Officers (CACEO)

Certified Code Enforcement Officer
(Basic, Intermediate, Advanced)

Police Officer Standards Training (POST):

PC 832 Arrest, Search & Seizure
#2970-80102-15004

PC 832 Firearms Familiarization
#2970-80101-15014

Field Training Officer (FTO)
#2970-31725-18-001

Crime Through Environmental Design
(CPTED) | #2970-31310-17-001

Interview & Interrogation (I&I)
#2970-31445-14004

Drug & Alcohol #2970-20315-15003

Crime Scene & Forensic Photography
#2970-31684-16001

California Law Enforcement
Telecommunications System (CLETS)

California State Fire Marshal (CSFM):

Investigation 1A

Prevention 1A & 1B

Management 1A

Firefighter 1

Command 1A

ICS 200

HazMat FRO Awareness OR 194275

HazMat: Nuclear

Biological Chemical Terrorism

OR167282

HazMat Decontamination OR 167259

Emergency Medical Technician (EMT)

#E041012

Qualified Applicator License (QAL)

(C/F/J Categories) | #115185

EDUCATION

Bachelor of Arts, Liberal
Studies/Biology | CSU Hayward,
Hayward, CA

PROFESSIONAL AFFILIATIONS

International Code Council (ICC)

American Association of Code

Enforcement (AACE)

California State Fire Association (CSFA)

Former CACEO Region 1 Director

Current CACEO Region 2 Director

Ms. Holt is the Code Enforcement Manager for CSG Consultants and its public agency clients. Officer Holt has over 20 years of agency and special district experience, serving in a variety of monitoring, code enforcement, health and safety, fire, and building services-related capacities. Ms. Holt is widely credentialed; an effective team member and collaborator across departments, agencies and the public; developer of clear, concise and accurate reports, and brings a strategic mindset in delivering solutions for clients.

CSG EXPERIENCE

Code Enforcement Officer | Multiple CSG Client Agencies

Ms. Holt performed comprehensive code enforcement services as well as assisted with targeted programs including vending enforcement, massage ordinance, program review, STR (short-term rental), ordinance enforcement, C4 Storm Water Inspections at commercial and industrial facilities, and often provides council updates and presentations. She has provided code enforcement services the following agencies:

- City of Santa Cruz
- City of San Rafael
- City of Sausalito
- City of Seaside
- City of Livingston
- City of Rocklin
- City of Millbrae
- City of Half Moon Bay
- City of Hercules
- City of San Carlos
- City of Los Banos
- City of Campbell
- Town of Loomis
- Town of Portola Valley
- Town of Colma
- County of Marin
- County of Ventura
- County San Joaquin

Code Enforcement Training Officer | City of Gustine

Ms. Holt served as the training officer for new staff in the City of Gustine.

ADDITIONAL RELATED EXPERIENCE

Water Operator | Yolo County Flood Control

Ms. Holt served as Water Operator ensuring distribution to growers during irrigation season, including water usage and flow calculation. She was also responsible for maintaining the water system through construction and operating heavy equipment. Other responsibilities included setting up SOP's for water quality testing and written protocols (e.g., calibration) for water quality sensors and collection.

Fire Fighter | Vacaville Fire Protection District

In addition to responding to fire calls, Ms. Holt assisted in district functions, outreach, recruit training, sponsored events, OES responses; equipment upkeep; and report writing.

Vector Control Technician | City of Berkeley

Ms. Holt's work included maintaining health and safety conditions within the City as mandated by state/federal laws. This included providing response to calls for service about sewage, rodents, insects, raccoons (and other wildlife), abandoned/inoperable vehicles, vegetation, mold, and other health-related concerns.

Vector Biologist | Alameda County Mosquito Abatement

Ms. Holt increased awareness and coordination between local agencies and related businesses within her assigned zone, through outreach, presentations and education at selected community events, fairs, and schools.

Diana Garcia CCEO



Senior Code Enforcement Officer

LICENSES & CERTIFICATIONS

California Association of Code Enforcement Officers (CACEO):

(Basic, Intermediate, Advanced)

CACEO Certified Code Enforcement Officer | C#68796147

TRAINING

Vegetation & Weed Abatement

| CACEO

Mental Health, Communication, Crisis Communication | CACEO

Illicit Discharge, Detection, and Elimination | CACEO

Receiverships | CACEO

Housing Inspection Laws | CACEO

MEHKO's and Bug Infestations | CACEO

Human Trafficking | CACEO

Building Inspections (parts 1 & 2) | ICC

Collaborative Code Enforcement Strategies | ICC

Hoarding (A Simple Look, Different Types, Dangers, and How to Make the Most Progress) | ICC

ADU's, Short Term Rentals, Group Homes, and Sober Living | CIVICA Law

The Latest in Sidewalk Vending Laws and Enforcement | CIVICA Law

Peace Officer Standards and Training (POST):

PC 832 Arrest, Search & Seizure (pending, August 2026)

California Law Enforcement Telecommunications System (CLETS)

PROFESSIONAL AFFILIATIONS

California Association of Code Enforcement Officers (CACEO) International Code Council (ICC) Oakdale Sunrise Rotary, President (since 2022)

Oakdale Cycling Events, LLC, Secretary

Ms. Garcia is a results-driven, CACEO-certified code enforcement officer with extensive experience in case management and evidence collection. In serving CSG's client agencies, she also brings familiarity with public agency processes and procedures, well-honed skills in conducting inspections and collaborating with agency departments and is committed to maintaining accurate records and preparing comprehensive reports. Ms. Garcia is also actively in pursuit of her ICC Residential Building Inspector certificate.

CSG EXPERIENCE

Senior Code Enforcement Officer | City of Woodside, CA

Ms. Garcia is currently managing several cases that are going through the receivership process for the Town. She is coordinating with contractors, performing inspections, communicating with the attorneys and all interested parties, and assuring the process is timely and well-managed.

Senior Code Enforcement Officer | City of Pleasant Hill, CA

Ms. Garcia recently completed providing As-Needed support to the City. As such, she handled the existing case load, responded to complaints, and coordinated with other city departments, issued notices and assisted property owners in gaining compliance.

Senior Code Enforcement Officer | City of Benicia, CA

Ms. Garcia is helping lead a program assessment and collaborates with city staff. Additionally, Ms. Garcia has been cross-training in multiple jurisdictions as she expands her experience here at CSG. The following are a few of the CSG client agencies she has represented and trained in:

- City of Sonora
- Town of Colma
- Town of Portola Valley

RELEVANT EXPERIENCE

Code Enforcement Officer | City of Oakdale, CA, Public Works & Police Department

Ms. Garcia served for 5 years as a Code Enforcement Officer with the Oakdale Police Department, where she enforced local codes and regulations across residential and commercial areas, conducting inspections to identify violations and ensure community safety and compliance, and collaborating with city departments to address community concerns and enhance code enforcement strategies. She prepared detailed reports on code violations and enforcement actions while maintaining accurate records of inspections and enforcement activities. Ms. Garcia also assisted in preparing legal documents supporting regulatory enforcement, including citations and notices of violation.

Family Services Specialist II | County of Stanislaus, CA

Prior to her code enforcement career, Ms. Garcia served for 13 years as a Family Services Specialist with the County of Stanislaus, where she completed intake assessments to determine family service needs and evaluated eligibility for county programs while ensuring compliance with applicable laws and regulations. She connected families to essential services through targeted community referrals and educated clients on their rights under local and state child welfare laws. Ms. Garcia ensured compliance with agency regulations and facilitated effective service delivery by maintaining accurate case files. Her duties also included training new staff on family services policies and procedures.

Thomas Mlady

Code Enforcement Officer II



LICENSES & CERTIFICATIONS

California Association of Code Enforcement Officers (CACEO):

(Basic, Intermediate, Advanced)
Certified Code Enforcement Officer |
C#74721401

TRAINING

Human Trafficking – Suspicious
Structures | California Association of
Code Enforcement Officers | CACEO

Housing Inspections 101 | GMS

Code Enforcement 101 | GMS

Using Drones in Code Enforcement |
GMS

2023 Legal Updates | GMS

Introduction to Legal Aspects for Code
Enforcement | GMS

Confrontation Management for Code
Enforcement Officers | GMS

Preparing Your Case: Report Writing
and Evidence | GMS

Sidewalk Vending | CIVICA Law

OSHA 30-Hour General Industry Safety
and Health | OSHA

Peace Officer Standards and Training (POST):

PC 832 Arrest, Search & Seizure
#2970-80102-24-008

California Law Enforcement
Telecommunications System (CLETS)

EDUCATION

BS Degree, Geosciences
Southern New Hampshire University,
Manchester, NH

PROFESSIONAL AFFILIATIONS

California Association of Code
Enforcement Officers (CACEO)
International Code Council (ICC)

Mr. Mlady serves as a Code Enforcement Officer II for CSG Consultants. In addition to being a military veteran, he brings years of expertise from his background in safety and security services with the San Joaquin Regional Transit District, Department of Defense, and both the Army and Air Force Exchange Services. Mr. Mlady is adept at various types of investigations, surveillance, and training/management of staff. He has received multiple accolades and is highly regarded by clients and their staff for the quality of his work.

CSG EXPERIENCE

Code Enforcement Officer I | Multiple CSG Client Agencies, CA

Mr. Mlady is providing code or has provided enforcement services for the following CSG client agencies:

- City of Larkspur
- City of Angels Camp
- City of Sonora
- Town of Portola Valley
- Town of Colma
- City of Escalon
- City of Pleasant Hill
- City of Patterson
- City of Hercules
- Town of Colma
- City of San Rafael
- Town of Woodside

RELEVANT EXPERIENCE

Safety and Security Manager | San Joaquin Regional Transit District, Stockton, CA

As the Safety and Security Manager for the San Joaquin Regional Transit District (RTD), Mr. Mlady's duties and contributions included the following:

- Direct oversight of one subordinate and 16 contracted subordinates across three shifts operating 24 hours per day, 365 days per year, including management of staffing, scheduling, discipline, and performance evaluations of employees and contractors.
- Managed or directed design and administration of safety and security management, and third-party contracts, programs and services.
- Managed security policies and procedures to promote safety and security of personnel and assets.
- Cultivated relationships with local law enforcement and external security vendors
- Investigated and resolved security breaches to protect organization and corporate assets. Investigated incidents and wrote reports.
- Monitored and maintained CCTV and access control systems to protect personnel and assets.
- Collaborated with senior management to develop and implement strategies to mitigate safety and security risks.
- Proposed and managed administration of a broad program of safety and security topics. Delivered regular security awareness programs to educate personnel on security measures and protocols.

Safety and Security Manager | Army and Air Force Exchange Services, French Camp, CA

As the overseas Safety and Security Manager for the Army and Air Force Exchange Services, Mr. Mlady's duties included the following:

- Oversaw staffing, scheduling, and overall management of multiple facilities across several countries, with teams of up to 200 personnel.
- Provided direct oversight of 14 subordinates across three shifts operating 24 hours per day, 365 days per year.
- Conducted OSHA, environmental, and security inspections/surveys.
- Conducted interviews, obtained written statements, and prepared case reports/files.
- Acted as a liaison between command, law enforcement, legal, and Exchange management on loss prevention activities.