



"We're here to Advise, Guide, and Assist so you can Build Safe, Well and Fast".



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General Manager

**This Issue:**

Message from the General Manager

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Message from the General Manager

**CONSTRUCTION ACTIVITIES FOR LAST 6 MONTHS STILL LOOK GOOD**

The following table provides a comparison between last fiscal year to date and this current FYTD for leading construction indicators:

Construction Indicator	FYTD 2015 (July-March)	FYTD 2016 (July-March)	% Change	Projection for June 30, 2016
Permits Issued	111,157	125,324	+13%	167,000 Permits
Construction Valuation	5.18 Billion	4.84 Billion	-6%	6.8 Billion Valuation
Dwelling Units Permitted	10,518	11,773	+12%	16,000 Units
Plans Checked	46,140	48,886	+6%	65,000 Plans
Inspections Made	551,333	618,067	+12%	825,000 Inspections

**73% of Top 100 Building Permits for Multi-Dwelling-Unit Buildings**

A look at the top 100 permits, based on construction valuation, issued from 7/1/2015 through 3/31/2016 showed that 73% were issued for multi-dwelling-unit projects: Apartment (66%), Condo (2%), Live Work (2%), Home for the Aged (1%), and Hotel (2%):

- o Construction valuation for these multi-dwelling-unit building permits ranged from \$4.6 to \$187.5 million.
- o 1 of the top 100 permits was for a single-family dwelling with a construction valuation of \$5.2 million.
- o Dwelling units ranged from 1 to 735 units with a simple average of 122 units per multi-unit building.
- o 10 apartment buildings ranged between 214 and 735 units.

**LADBS & Other Development Services Departments Partner to Provide Customer-Centric Programs to Help Projects Build Safe and Fast**

- **LADBS formed successful Development Services Partnerships (DSPs) with LAFD and DWP the past two years and is forming more with other DS Agencies.**

DSPs are agreements memorialized in writing between DS departments/agencies to accelerate the development process to attract projects to build in Los Angeles and continue to expand and extend the current development cycle. DS department/agencies include Building and Safety (LADBS); City Planning (DCP); Transportation (DOT); Fire Department (LAFD); Housing and Community Investment Department (HCID), Public Works (PW) Bureaus of Engineering (BOE), Street Lighting (BOSL), Street Services (BOSS); and Water & Power (DWP). LADBS is working on partnerships with DCP, DOT, HCID, and PW Bureaus.

*DSPs provide customer-centric expeditious and hand-holding programs that help projects build safe and fast.* Programs include the Parallel Development Process (PDP); Concierge Services; DS Case Manager Expansion; Inspection Case Management; Expanded Preliminary Plan Review; and Online Permit for Residential Solar & Electric Vehicle Charging Systems.

*The Development Industry has expressed surprise and appreciation for our DSPs and encourages the City to form more of them.* This sentiment was shared by the Urban Land Institute Los Angeles (ULI-LA) at an event they held on April 20, 2016 titled "Key City Leaders Discuss Best Practices for Project

Approval and Implementation". The focus was on the following two presentations:

- o "Improving Development Services" given by Vince Bertoni (DCP General Manager); and
- o "Let's Build LA Together!" jointly presented by Ray Chan, Frank Bush (LADBS Executive Officer), John Vidovich (LA City's Fire Marshal), Joel Jacinto, and Marvin Moon (DWP Electrical Engineering Chief).

ULI-LA congratulated the presenters and City for their innovative approach to enhancing customer services through DSPs and strongly supported creating additional DSPs.

## LA's Top 10 Construction Projects Based on Construction Valuation Permitted Between 1/1/2016–3/31/2016

Project Address	Construction Valuation	Project Description
6200 W Hollywood Blvd., 1-507	\$112,500,000	New 7-story, 507-unit, mixed-use apartment building.
755 S Spring St.	\$69,289,464	New 24-story, 275-unit, mixed-use apartment building.
5901 W Center Dr.	\$61,000,000	New 5-story, 280-unit apartment building.
111 S Lucas Ave.	\$22,983,164	New 6-story, 125-unit, affordable housing apartment building.
500 S Santa Fe Ave.	\$21,500,000	New 4-story office building.
631 W Jefferson Blvd.	\$20,600,000	New 6-story parking structure.
14920 W Astoria St.	\$20,000,000	New 4-story, 101-unit (100 are affordable hsg units) apartment building.
5921 W Center Dr., 1-95	\$17,142,826	New 6-story, 95-unit, mixed-use apartment building.
5800 W Sunset Blvd.	\$16,345,024	New 5-story office building.
7007 W Romaine St.	\$16,100,000	New 6-story office building.

### • Major Development Services Meetings (MDSMs) — the most recent byproduct of DSPs

Launched in mid January 2016, these meetings provide the following structure and benefits:

LADBS invites developers of mega or multiple major projects to meet with representatives from the Mayor's Office of Planning and Housing Policy, General Managers or Assistant GMs of Development Services (DS) agencies to create a project partnership at the highest DS level. This meeting ensures the project receives responsive inter-agency facilitation services. The following four objectives are achieved during the MDSM:

- o The developer introduces their projects to DS agencies.
- o DS agencies introduce their expeditious and hand-holding services to the developer.
- o A communication network and partnership relationship between the developer and DS agencies is established to ensure the project(s) can be built safe and fast.
- o The developer gains confidence and will have a great development experience, so they will continue to invest in the City of Los Angeles instead of developing elsewhere.

In the past 3 months, DS agencies have conducted a MDSM with 4 developers with projects collectively totaling \$8 billion (ranged from \$1 to \$3 billion each). These developers were extremely impressed with DS agency services and willingness to guide and assist them to build safe and fast. They unanimously said that they have never seen this level of cooperation and private-public partnership when working with other cities across the county. They felt that LA City truly welcomes development projects!

### Recently Implemented Service Enhancements

#### • Early Check-in Enhancement for the Customer Queueing System was Launched on March 29, 2016

**Before the Early Check-in Enhancement:** Early arrivals stayed in line, so they could check in the DSC customer queueing system (Qmatic) and be served in the order of their arrival when the counters opened.

**After the Early Check-in Enhancement was launched in March 2016,** customers could check in upon arrival and relax until the counters were open for business. Since its launch in March, an average of 45 customers per day have been using the Early Check-in. **Customers tell us they love it!**

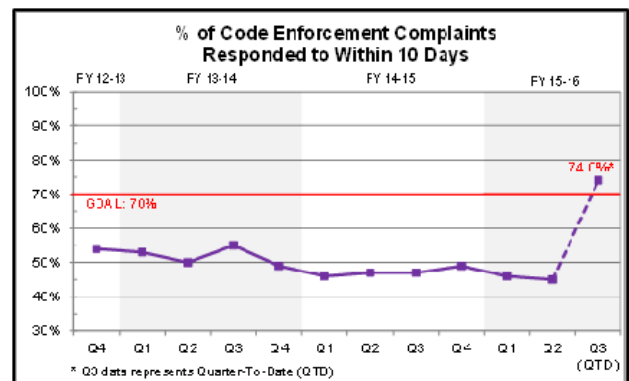
### Program Updates

#### • Soft Story Program

**On April 7, 2016, the City held a Seismic Retrofit Resource Fair** organized by the Mayor's Office. Mayor Garcetti gave the opening remarks to an enthusiastic crowd of 2,000 attendees, mostly property owners affected by the Retrofit Ordinance. Frank Bush (LADBS' Executive Officer) served as master of ceremony. The fair included presentations and/or booths provided by 92 participants (City departments, organizations, and vendors) that offered retrofit guidance and other services. Participants included LADBS; Housing and Community Investment Department; Property Assessed Clean Energy (PACE) Financing Providers; Real Estate Investment Services; Engineers (private and those associated with the Structural Engineers Association of Southern California); and Contractors. LADBS' booth was staffed with 15 technical experts (engineers and inspectors) well versed in the Retrofit Program to answer questions and provide take-away materials. LADBS assisted more than 700 attendees and received many accolades for its presentations, booth, and materials.

#### • LADBS' Improved Code Enforcement Operations

LADBS is pleased to report that its Code Enforcement Bureau (CEB) is exceeding its goal of responding to new complaints within 10 days 70% of the time (up from 48% of the time):



### COMMITMENT TO OUR CUSTOMERS

Your project is important, so we strive to provide you with superb service and your feedback is important to maintaining this level of service. If you want to recognize a staff member, file a complaint, comment on the service you received, request additional assistance, or a second opinion on any plan check or inspection issues regarding your project, please provide feedback at LADBS' website at <http://www.ladbs.org> or call (213) 482-6755. LADBS and LAFD (Fire Dept) Customer Service Code of Conduct is posted at <http://ladbs.org/LADBSWeb/customer-code-of-conduct.jsf>.