

# BUILD LA



...We're Here To Advise, Guide, and Assist You Build Safe, Well, and Fast

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## Message from the Interim General Manager

# Construction is on an upward trend in Los Angeles!



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Good News!

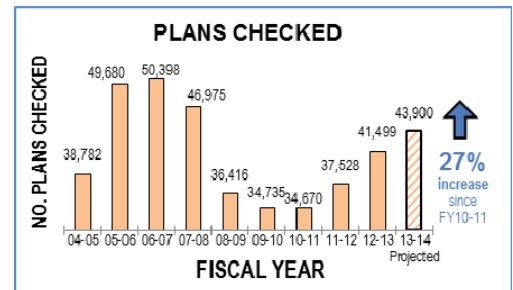
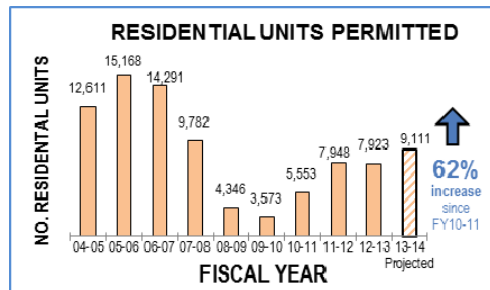
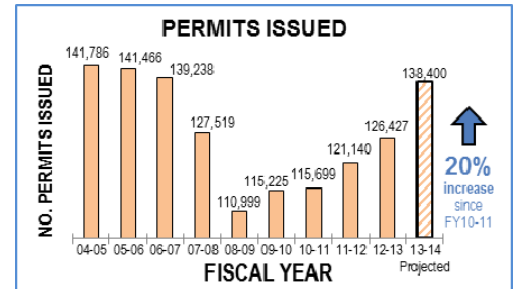
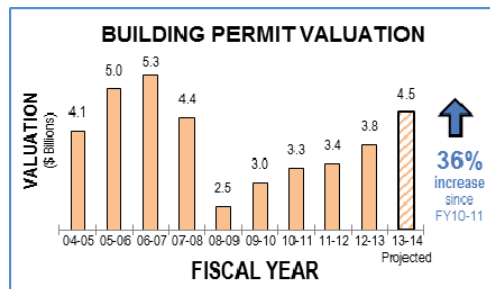
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The **good news** is that the **economy and construction are on the rebound** as can be seen by the workload graphs provided above. The Department applauds Mayor Garcetti's "Back-to-Basics" priorities (see *Page 2*) and uses them to shape its goals and enhanced and new services. These improvements, including the use of new technology, provide faster, higher quality, more accessible and streamlined services. They accelerate an increase in the number of jobs (during and after construction), housing units, and businesses flourishing throughout Los Angeles.

## Enhanced Development Services

*Customers love our new enhanced services! Please let us know what you think. (see Page 2, Commitment to Our Customers)*

- Parallel Design and Permit Process (PDPP)**



Major Projects can be plan checked while they are being designed. More than 90 projects with a total of \$4.5 billion in construction valuation permitted through this process, each saving an average of 7 months and significant construction related costs and eliminated late hits on zoning and other code requirements!

- Development Services Case Management (DSCM)**

Case Managers from LADBS, Planning, Public Works, Transportation, and Water & Power provided consultation, facilitation, and problem solving services to 700 major projects.

- Restaurant and Hospitality Express Program**

A multi-agency network consisting of LADBS, County Health, Public Works, and Fire Department streamlines the development processes for restaurant projects with: 1) Over-the-counter plan checks and 2) Facilitation of inspection activities. This program helped to open more than 300 restaurants on schedule during the last 3 years.

- Online Plan Check & Inspection Status Report**

<https://www.permitla.org/ipars> More than 270,000 customers queried this site by property address or permit/application number to obtain the current and previous status of their project (plan check, clearance and inspection) 24x7.

## Improvements for 2014 to Build Safe, Well and Fast



The Department "listens" to its customers so that it can provide meaningful services and assistance that not only meet their current needs, but are also robust and scalable to manage future needs. The following is an overview of some major service improvements that will take place over the next 12 months. These improvements fulfill many of Mayor Garcetti's "Back-to-Basics" priorities.

### Mayor Garcetti's 9 "Back-to-Basics" Priorities

1. Promote good jobs for Angelinos all across Los Angeles
2. Restore City services that make neighborhoods livable and attractive
3. Make our communities the safest in the nation
4. Create a more sustainable and livable city
5. Live within our financial means
6. Provide outstanding customer service to our residents and businesses
7. Deploy innovations and technology to modernize city government
8. Restore pride and excellence in public service
9. Partner with citizens and civic groups to build a greater city

### Major Services to be Expanded

- **Development Services Case Management (DSCM) and Parallel Design and Permit Process (PDPP)**

The threshold will be lowered by the end of October 2014 to provide DSCM and PDPP services for projects that are 30 or more units with a construction valuation of at least \$5 million. This expansion is expected to benefit more than 1,000 DSCM and over 500 PDPP projects annually.

### Upcoming New Major Enhancements

- **Concierge Stations at Construction Service Centers (CSC)**



A concierge station will be created at the Metro and Van Nuys CSCs by August 2014 to direct approximately 500,000 customers annually to the appropriate development services, assist in resolving problems, and provide a simple feasibility study for their home and small business projects.

- **Inspection Case Management (ICM)**

An ICM pilot program will be implemented in April 2014 that will utilize a series of "all-hands" meetings before and during construction to collaborate on challenges (construction timelines, overlapping inspection disciplines, technical details) and facilitate issuance of the Certificate of Occupancy. ICM is expected to assist more than 2,000 projects annually.

- **Online Building Records**

LADBS is working on putting more than 12 million indexed building records (permits, Certificates of Occupancy, etc.) online. Internet access will be provided once the infrastructure needed to support the expected voluminous requests has been prepared. Providing these Records online is estimated to save costs for the City and more than 25,000 of our walk-in customers for Records annually.

- **Online Building Information (Structure Inventory)**

Buildings in Los Angeles are constantly being constructed, demolished, or altered. The City has obtained aerial photos of the buildings in Los Angeles and affixed them to parcel maps. LADBS maintains these building footprints and associated building data. We are working towards posting this information on our Internet site for your use.

The photo to the right contains single-family dwellings—blue lines are parcel lot lines and fuchsia lines are building footprints. Besides these images, parcel and building data (square footage, number of units, use, parking information, etc.) will be available at the same website as the images. There are countless uses for these images and associated data. For example, the images can be used to help determine the existence and orientation of structures on a site which are vital to the approval process.



Customers will be able to query this site by property address or Tax Assessor Number (Book, Page, Parcel) to view the images and permit data. It is estimated that this system will attract more than 170,000 hits annually.

### Customer Outreach

- **Code and Process Training**

LADBS will provide training for the development industry to guide them through the new codes and various development processes.

- **LADBS Presentations to the Development Industry**

LADBS is scheduling meetings to provide information about our services and the new codes to the development industry and community based organizations.



If you are interested in inviting us to do a presentation for your firm or association, please contact Dennis Richardson at (213) 482-0010 (direct) or (213) 482-6864 (general).

### COMMITMENT TO OUR CUSTOMERS

Your project is important, so we strive to provide you with superb customer service. Therefore, 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 (s) you received, request additional assistance, or request a second opinion on any plan check or inspection issues regarding your project, please provide feedback at LADBS' Internet site located at <http://www.ladbs.org> or call (213) 482-6755.