



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



Raymond S. Chan, C.E., S.E.  
General Manager

# Build LA



## Message from the General Manager

# Construction Boom in LA Continues!

The "No. Permits Issued", "Construction Valuation" and "Housing Units Permitted" graphs below illustrate the construction cycles Los Angeles has experienced over the past 18 years. Based on Construction Valuation (an indicator of the size of projects in the construction process), the previous construction cycle lasted from FY 1996-97 through FY 2006-07 with an average yearly increase of about 17% (except for the dip in FY 2000-01 due to the aftermath of 911). This current construction cycle started in FY 2009-10 with yearly increases of between 3% and 20% until FY 2013-14. Since July 1, 2013, the City experienced an incredible 40% increase in Construction Valuation with no signs of slowing down. The Department conservatively estimates that this construction cycle will continue for years to come and be the largest the City has experienced in the past three decades.

### This Issue:

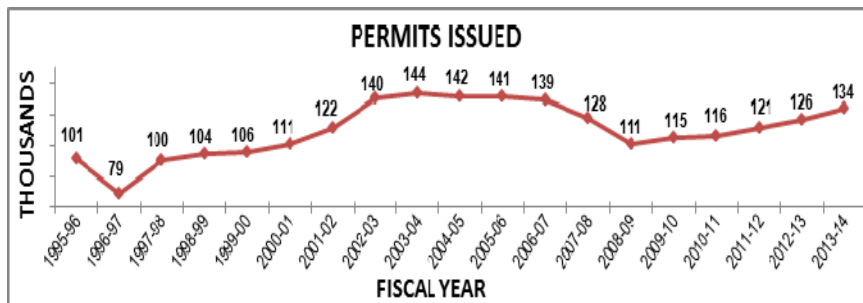
Construction Boom in LA

LADBS Performance Metrics

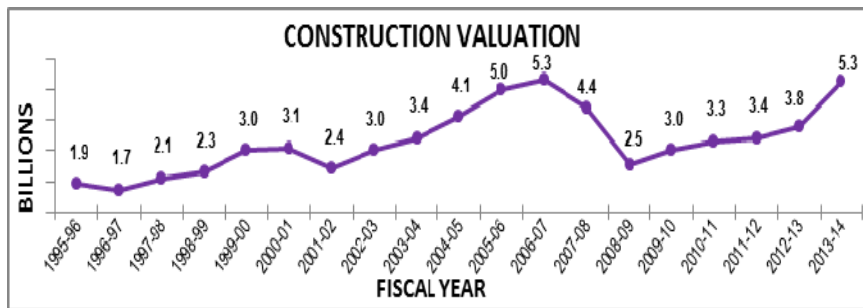
Top 10 Projects

New LADBS Executive Officer

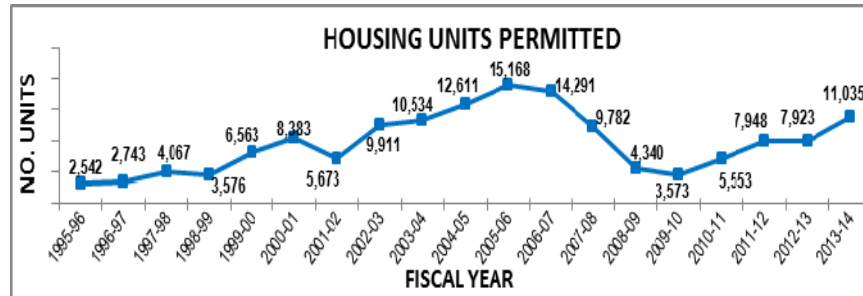
Service Enhancements



↑  
Permits Issued increased 6% since July 1, 2013



↑  
Construction Valuation increased 40% since July 1, 2013



↑  
Housing Units Permitted increased 40% since July 1, 2013

### LADBS Performance Metrics

Fortunately, even with the substantial increases in construction activities depicted in the graphs above, LADBS has been able to provide efficient services as exemplified by the following statistics:

- 98% of our 400,000 counter customers were served within 30 minutes
- 60% of our 48,000 plan reviews were performed within 1 day, additional 32% within 10 days
- 97% of our 750,000 inspections were performed within 24 hours from time of request

Please visit our website for a complete list of Performance Metrics at [www.ladbs.org](http://www.ladbs.org) (select Department Statistics).

## LA's Top 10 Construction Projects

**Based on Construction Valuation Permitted Between 4/1/2014–6/30/2014**

Project Address	Construction Valuation	Project Description
12411 W Fielding Cir	\$155,225,082	New 5-story, 703 unit apartment building over subterr garage
770 S Grand Ave	\$80,700,000	New 7-story, 700 unit apartment/commercial building over subterr garage
900 N Broadway	\$48,052,855	New 237 unit Apartment/Commercial building
1000 S Grand Ave	\$33,750,000	New 7-story, 271 units apartment/commercial building
6260 N Topanga Cyn Blvd	\$22,939,515	New 4-story open parking garage
964 S Berendo St	\$21,794,790	New 3-story, 51,938 square foot church - Phase 1
200 World Way	\$19,233,865	Airport building alteration
907 S Shenandoah St	\$17,500,000	New 4-story, 6 unit apartment w/basement garage
5933 W Century Blvd	\$16,500,000	Convert 219,645 square foot office building to hotel w/efficiency dwelling units
3353 W San Fernando Rd	\$15,000,000	New 2-story, 48,151 square foot police station

### New Executive Officer for LADBS



Mr. Frank Bush was appointed as LADBS' second in command. Mr. Bush has 25+ years of experience with the City and 36+ years of experience in the construction industry. He holds a California General Contractor's License and a Certification as a Combination Dwelling Inspector from the International Code Council. He has received numerous awards for his dedication to public service and for resolving community blight issues throughout the City of Los Angeles. As Executive Officer, Frank is a strong task oriented manager, caring leader, and well respected by staff.

### Service Enhancements

- Rolled out Saturday Inspection Program**

Mayor Garcetti was on hand June 14th to launch LADBS' Saturday Inspection program. Inspections are available Saturdays for minor remodeling/alteration and equipment installations in 1- and 2-family dwellings. Homeowners will no longer need to take time off work during weekdays to wait for inspections. Our goal is to perform 120 inspections every Saturday.



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- LADBS Opened Cashier Station at Metro 1st Floor**

LADBS opened a cashiering station on the 1st Floor of Figueroa Plaza for customers seeking Express Permits, Records, and Licensing services. This enhancement eliminates a trip to the 4th Floor for customers to pay for related fees.

- A New Technical Services Bureau is Formed**

To effectively realize our broad vision of technological enhancements and provide oversight over the BuildLA project, LADBS created a new Technology Services Bureau (TSB). TSB is comprised of existing LADBS system staff and a few new positions. TSB provides IT services annually for more than 3,000 City staff (DBS and other departments) and over 30,000 public customers; and manages more than 250 servers and 3,000 computer devices. TSB will also roll out more than 30 of LADBS' technological enhancements for FY 2014/15 and assist the Mayor's Office with the BuildLA project.

- The Mayor and LADBS will Roll Out Mandatory Wood Soft Story Retrofit Program in January 2015**

During the 1994 Northridge Earthquake, some wood frame 2 or more stories wood buildings built prior to 1980 performed poorly and a few collapsed due to deficiencies such as soft or open front walls, particularly at the ground level creating a "soft-story." The goal of this retrofit program is to reduce deficiencies by the most feasible method. Under the guidance of the Mayor's Office, Dr. Lucy Jones (Mayor's Seismic Risk Advisor) and the California Structural Engineer Association, LADBS is tasked as follows: Identify "soft story" buildings through on-line or site visit confirmation; prepare an ordinance to establish the scope, design requirements, and compliance deadlines; facilitate design by providing standards and guidelines; prepare orders and "how-to" flyers to send to owners of these buildings; and establish a division to roll out this retrofit program and carry out enforcement.



**Seated:** Ashley Atkinson, Ifa Kashfi, Michael Mehrain, Dr. Lucy Jones, Melvyn Green, Michael Cochran. **Standing:** Thalia Polychronis, Catherine Nuezca Gabaa, Celeste Morris, Colin Kumabe, Farzad Naeim, David Cocke, Ray Chan, Mayor Eric Garcetti, Doug Thompson, Kevin O'Connell, John Wallace, Victor Cuevas, Frank Bush, Eileen Decker.

- Customer Service Code of Conduct Rallies Staff**

LADBS published a Customer Service Code of Conduct and the following message to inform staff of our customer service standards:

*"Be helpful, flexible, responsive, and courteous to our customers. We are the code experts, so we must use our knowledge and experience to help advise, guide and assist our customers through the development approval process. We must be flexible in our review processes and provide customers with safe code equivalencies when needed (a "can do" attitude). We must respond timely to our customers, regardless if it's sending an email, making a phone call or meeting in person — time is money. We must always be courteous to our customers and treat them with respect, they will reciprocate."*

### 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 located at <http://www.ladbs.org> or call (213) 482-6755.*