



"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

Expand and Extend the Current Development Cycle

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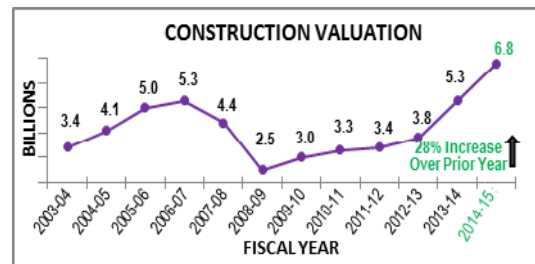
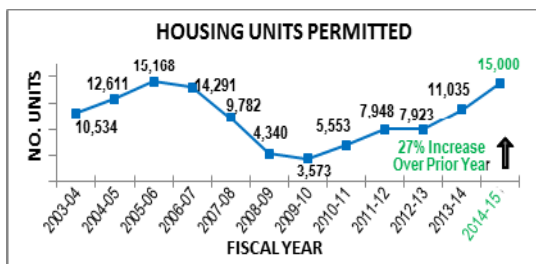
Upcoming Service Enhancements



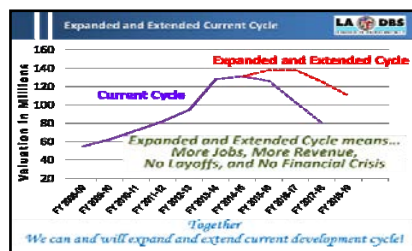
Message from the General Manager

**Construction Activity Remained Strong Throughout Fiscal Year 2014-15**

As the two 12-year graphs below indicate, construction in FY 2014-15 was another robust year with no signs of slowing for FY 2015-16. Housing Units Permitted increased by 27% and Construction Valuation by 28% over the previous year. This is good news for the economy of the City of Los Angeles and those looking to find housing in this great city.



**Outreach to the Industry and Improved Customer Services Helps Expand and Extend the Current Development Cycle**



During the past 12 months, LADBS has implemented many process improvements and partnered with other Development Services departments (i.e., Fire and Water and Power) to eliminate redundant services and speed up the development process. We can do more along these lines to attract even more projects to build in the City of L.A. and expand and extend this current development cycle (see graph to the left) by doing the following:

- o **Provide proactive outreach.** Let the development industry know about our expeditious processes and hand-holding programs to help them build safe and fast.
- o **Help projects that are here now to build safe and fast** by advising, guiding, and assisting them.
- o **Instill a sense of urgency and willingness in staff to help** projects build safe and fast: They need to advise, guide and assist projects to comply with codes in the proper way: *Be flexible and apply their knowledge, common sense, and discretion to advise, guide, and assist projects to comply with the letter of the code as much as possible and the intent as needed.* Work with our customers to get to "yes" by achieving safe equivalencies as needed.

**LADBS Service Enhancements Recently Implemented**

- **Extended Counter Plan Check (ECPC) (May 2015)**  
Customers can obtain same-day plan check service over the counter for plans like 2nd-story additions and Changes of Use. These types of plans previously had wait in line for about 20 working days with other plans, including large projects. ECPC almost eliminates the wait time (same day versus 20+ working days)! *We have processed 600 plans through ECPC since May.*
- **Building Records Online (June 2015)**  
LADBS put more than 13 million indexed records of all types and more than 4.7 million Building Permit and Certificate of

Occupancy documents (digital images) online at LADBS.org. This provides access to everyone 24/7 without visiting an LADBS office. *We are averaging 6,500 hits per day.*

- **Proactive Customer Feedback (May 2015)**  
LADBS, in addition to online customer surveys, implemented a proactive customer feedback program using phone surveys. Results are compiled and discussed and corresponding services adjustments are made. *So far, 67% rate our services "Excellent" and 21% "Above Average" (surveying approximately 200 customers per month).*

## LA's Top 10 Construction Projects

**Based on Construction Valuation Permitted Between 4/1/2015–6/30/2015**

Project Address	Construction Valuation	Project Description
1120 W 6th St	\$73,110,346	New 8-story, 606-unit mixed use apartment building
5550 W Hollywood Blvd	\$48,000,000	New 7-story, 280-unit mixed use apartment building
1050 S Grand Ave	\$33,750,000	New 22-story, 151-unit mixed use apartment building
5100 W Wilshire Blvd	\$30,000,000	New 6-story, 138-unit mixed-use apartment building
222 S Main St	\$28,466,340	New 5-story, 237-unit apartment building
3640 W Wilshire Blvd	\$25,882,662	New 7-story, 209-unit mixed-use apartment building
929 W Jefferson Blvd #6	\$25,640,100	New 4-story, 175-unit mixed-use apartment building (student housing)
950 S Fairfax Ave	\$25,618,198	New 5-story, 144-unit mixed-use apartment building
424 W Pico Blvd	\$24,000,000	New 7-story, 162-unit mixed-use apartment building
1800 N Argyle Ave	\$23,600,000	New 16-story hotel building

### Service Enhancements for the Upcoming Year

The Department's Vision for the Upcoming Year includes continuing to be an innovative leader for delivering robust, convenient, and easy-to-use Development Services. We will continue to reach out to attract more investment into the City and expand and extend the current development cycle through the following service enhancements:

#### • Build Safe and Fast

##### ○ More Parallel Development Process (PDP) Projects

LADBS and the Fire Department (LAFD) will lower the qualification threshold from \$10 million to include "big projects" (\$5 million). This will allow 300 projects (about half the total construction valuation) to be expedited annually. *(Sep 2015)*

##### ○ Earlier Construction Commencement [w/ PW-BOE]

Eliminate plan check duplications that currently exist for shoring permits between the two departments so PDP Projects can start construction even earlier. *(Jan 2016)*

##### ○ Faster Installation of Transformers [w/ DWP]

Clarify design guidelines, simplify review process, allow early ordering, and facilitate transformer installations. *(Nov 2015)*

#### • Performance Stat

##### ○ Online Development Services Center Wait Times

Display real-time wait periods for counters located in all 5 DSCs on LADBS' website. *(Sep 2015)*

#### • Sustainable City pLAN

##### ○ More Green Jobs

Assign LADBS Green Case Managers to assist and guide "Clean Tech" projects and green companies to build safe and fast. *(Sep 2015)*

##### ○ Faster PV Installation

LADBS will work with the Department of Water and Power (DWP) to expand LADBS' successful online PV Permitting to electronically and immediately notify DWP whenever a PV permit has been issued to help expedite DWP's approval and rebate processes. *(Oct 2015)*

##### ○ Energy Efficient Buildings

LADBS will work with the Mayor's Office and DWP to develop a building energy-use disclosure ordinance. *(Dec 2015)*

#### • Sustainable City pLAN (cont'd)

##### ○ Grey Water Ordinance

LADBS will work with the Mayor's Office and DWP to draft a water conservation ordinance that includes a mandate to make new buildings "Grey Water Ready." *(Jan 2016)*

##### ○ Preparedness and Resiliency

The Soft-story Building Retrofit Program, lead by LADBS, identified 12,000 soft-story buildings in the City; and is currently working with the City Council and Mayor's Office to finalize the retrofit ordinance. 95% of the soft-story buildings will be in compliance within 5 years. *(Nov 2015)*

#### • Technology Enhancements

##### ○ Online Building Information

Building information (including aerial photos, dimensions, height, setbacks, use, etc.) about the City's 1.1 million buildings will be accessible online. *(Sep 2015)*

##### ○ New LADBS Website

LADBS will revamp and modernize its website to be more user-friendly, so the public can effortlessly find solutions to their inquiries. *(Sep 2015)*

##### ○ BuildLA (One Click to Development Services)

LADBS will work with the Mayor's Office and all other City DS agencies to create a single portal where anyone can access the City's development services, including tracking their entitlement and permit applications, pay all associated fees, access records, etc. *(To Be Determined)*

#### • Employees' Suggestions of Services Improvement

LADBS will work with LAFD and DWP to set up a platform for employees to suggest ideas to improve operational efficiencies, reduce costs, increase revenue, and enhance customer services. *(Jan 2016)*

### 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. The LADBS and LAFD (Fire Dept) Customer Service Code of Conduct is located at <http://ladbs.org/LADBSWeb/customer-code-of-conduct.jsf>.*