

The **Development Services Case Management** office, comprised of Case Managers from **Department of Building and Safety, Department of City Planning, Bureau of Engineering, Department of Transportation** and **LADWP**, provides comprehensive assistance to complex projects as they navigate the City's development review process.

The DSCM provides a **single entry portal** to the City's **development review process**.

The Case Managers of the DSCM, in collaboration with the CLN, are committed to:

- Facilitating interactions with City departments and troubleshooting problems.
- Reducing the redundant requirements among departments.
- Providing early project notification to all departments and identifying specific project requirements at the beginning of the development process.
- Increasing the transparency and predictability of the development review process.
- Stimulating housing, economic development, and jobs growth, particularly within the state Enterprise Zones and the various Community Redevelopment project areas, through high-quality development that addresses community needs.

#### HOW DO I ACCESS CASE MANAGEMENT?

Call: **213.482.6864**

Email: **DevelopmentServices.CM@lacity.org**

Website: **coming soon**

Service request forms available via e-mail.

#### WHAT DOES IT COST?

Cost of services vary depending on the type of review required. Please consult with your assigned Case Manager for a list of services and associated fees.

#### WE SUPPORT ECONOMIC DEVELOPMENT

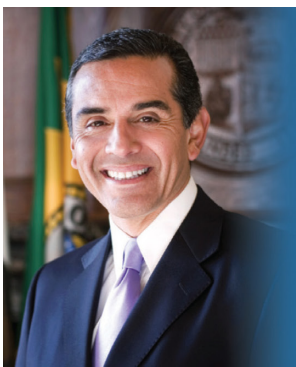
We recognize the critical importance of business to the economic vitality of the City of Los Angeles. We also recognize that today, businesses have many options when it comes to deciding where to locate or to expand. Our goal is to make it as easy as possible to move or expand your business within the City of Los Angeles.

city of los angeles

# development services case management

**Development Services Case Management (DSCM) and the Los Angeles Construction Liaison Network (CLN) are a collaborative of City departments and agencies committed to the continuous improvement of the City's development process.**





## CASE MANAGEMENT

Case Management includes dedicated case managers from **Department of Building and Safety, Department of City Planning, Bureau of Engineering, Department of Transportation** and **Department of Water and Power**. Each project is assigned a Case Manager representing each of these departments as necessary. Case Managers work together as a team to guide a project to completion, each providing their expertise in one of the City’s major processes – permitting, entitlements, public improvements, and utility design.

## CONSTRUCTION LIAISON NETWORK

Construction Liaison Network is a network of representatives from each department involved in the development review process. Construction Liaisons work collaboratively with Case Managers to troubleshoot problems and help projects navigate their departments’ processes.

## Construction Liaison Member Departments:

**CRA**

**Cultural Affairs**

**Fire**

**Housing**

**Recreation and Parks**

**Sanitation**

**Street Lighting**

**Street Services**

**Street Use**

## DESIGN PHASE SERVICES

### Provide technical guidance:

- Assess the “by right” development opportunities and zoning requirements for a particular site.
- Discuss specific technical requirements for each major review process.

### Review Projects to identify required:

- Permits and clearances
- Entitlements
- Public improvements
- Prominent problems or issues
- Submittal process, including fees and timelines

**Coordinate** pre-development meetings, in collaboration with members of the Construction Liaison Network, to provide comprehensive information on City processes, design requirements, and project schedule, as well as identify project-specific issues

## APPROVAL PHASE SERVICES

- Coordinate the review of the project with all relevant agencies and resolve conflicts as they arise.
- Monitor the review process to ensure the project progresses in a timely manner.
- Facilitate permitting activities if needed: Sign-offs, supplemental permits, technical verification meetings, etc.

## CONSTRUCTION PHASE SERVICES

### Facilitate inspection activities if needed:

- Coordinate with City Inspection to address any issues that arise during construction and follow the project through issuance of Certificate of Occupancy.
- Resolve disputes and challenges between the project design team and the City approval authority.