



"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

LADBS' Customer Service Code of Conduct is to 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.

This Issue:

Construction Activity in LA

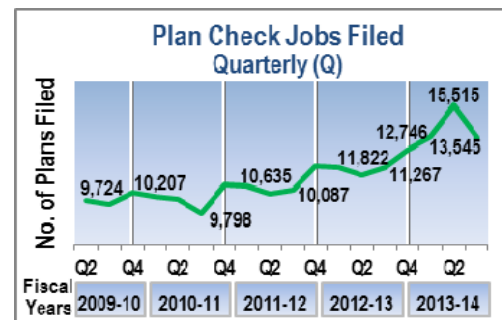
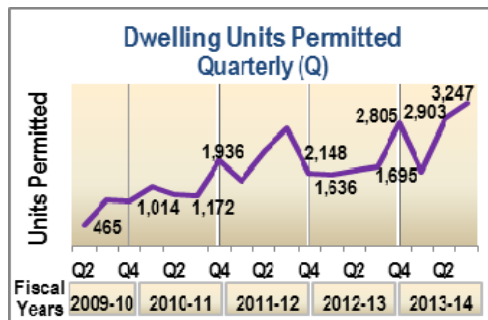
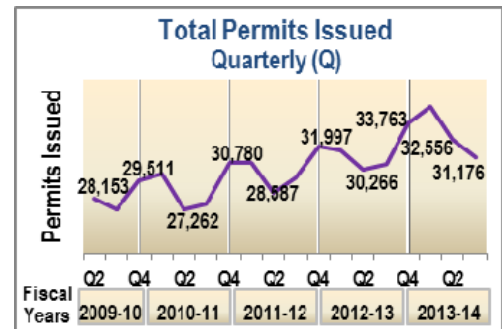
Customer Outreach on the Road

Top 10 Projects

Building Official of the Year

Service Enhancements

Construction Activity in Los Angeles



Based on permitted construction and projects in the development pipeline, L.A. is going through a construction boom! LADBS estimates that **annual construction valuation** (estimated cost of construction) will have **increased by approximately 32%** over last year: **From \$3.8 billion to an estimated \$5.0 billion** by the end of FY 2014 (*fiscal year spans from July 1st to June 30th*).

The Department is Listening to You...

The Department has taken its outreach on the road

During this past quarter, LADBS gave 14 presentations regarding its new and improved services and solicited feedback from more than 500 participants like you. Associations that have benefitted from these in-person presentations include Central City Association, University of Southern California, Afriat Consulting Group, Building Owners and Managers Association, DLA Piper, Cedar Sinai, Spiker Consulting Group Inc., RNL, Harley Ellis Industry and Commerce Association, AT&T, Building Industry Association, and Hollywood Commerce. Participants tell us that **they like the direction the Department is taking** and many of us are aware of the **customer-friendly services and special assistance we provide to help them and fast**. 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).



tations include Owners and Man-Devereaux, Valley Chamber of Commerce are not **build safe, well,**

LA's Top 10 Construction Projects

Based on Construction Valuation Permitted Between 1/1/2014 and 3/31/2014

Project Address	Construction Valuation	Project Description
12665 W Village Lane	\$112,446,941	New 5-story, 491-unit apartment building
5900 W Center Dr	\$61,361,534	New 6-story, 327-unit apartment over 2 level subterranean parking
12855 W Runway Road	\$56,330,478	New 5-story, 306-unit apartment building
6040 W Center Dr	\$41,148,627	New 6-story, 218-unit apartment building
905 E 2nd St	\$35,000,000	New 5-story, 320-unit mixed use apartment building
232 E 2nd St	\$32,905,476	New 5-story, 240-unit apartment building with retail and restaurant
100-800 World Way	\$25,000,000	Airport building alteration
6555 W Barton Ave	\$18,899,859	New 5-story, 128,502 square foot office building
380 World Way	\$17,600,000	Airport building 4-story, 73,841 square foot addition
959 N Seward St	\$16,672,615	New 4-story, 113,059 square foot office building

LADBS Won the Prestigious 2013 Building Official of the Year Award!



Building and Safety's General Manager, Ray Chan accepted the Building Official of the Year award presented to him on March 6, 2014 by the California Building Officials (CALBO) organization (www.calbo.org). He credited his staff with making this award possible through their hard work and collaborative efforts in developing and implementing many service enhancements to make it possible for our customers to build well, safe, and fast. He said that this award will further inspire him and the entire LADBS team to continue to raise the customer service bar to new heights!

Service Enhancements

- Eliminated Duplicative Plan Review by LAFD**

LADBS and LAFD (Fire Department) worked with the Mayor's Office, Chief Administrative Office, and Matrix Consulting Group to eliminate duplicative plan check reviews. This new process was effective April 28, 2014 and is estimated to eliminate the need for LAFD to process approximately 1,000 plan reviews annually.

- Code and Process Training—It's Free!**

LADBS is providing training on the new 2014 Los Angeles City Codes on May 13, 14, 19, and 20. Codes vary with the training date. Please contact Victor Cuevas at (213) 482-0409 or victor.cuevas@lacity.org to reserve a spot. RSVP is required as there is limited space — no walk-in guests are allowed.

- Preliminary Plan Review Comes to Van Nuys and West Los Angeles Development Service Centers**

Currently, detail code consultations are provided for projects of all sizes during design only at the Metro Development Services Center. Preliminary Plan Review ensures accuracy, avoids costly errors, and saves time for the developer. These services will be expanded to the VN and WLA DSCs in August 2014. After the expansion, the program will provide guidance on more than 400 projects annually.



- Residential Solar Permits Online**



LADBS recently merged its Green Building, Electrical, and Mechanical engineering divisions into one new Division (GEM). GEM's initial emphasis will be on solar photovoltaic (PV) systems for 1- and 2-family dwellings since they represent approximately 95% of all installations and face the most challenges with the approval process. The program will allow PV permits for these buildings to be issued online as follows: 1) Permits for "up to 3 KW" will be available August 2014 and 2) Permits for "up to 10KW" will be available December 2014). Customers will no longer have to travel to an LADBS office to obtain the permit. It is estimated that approximately 25,000 residential solar permits will be issued online annually as a result of this service enhancement.

- Matrix Consulting Group's Development Reform Report**



Matrix Consulting Group (consultant hired by the City to improve the City's development approval processes) completed their report on February 10, 2014 with 364 recommendations for improvement. LADBS has already created an action plan to address the 106 recommendations relevant to its operations and is working on implementing a solution for many of them.

We assure you that we take development reform seriously and will expedite the implementation of our improvements so that you can benefit from them as quickly as possible. You may read or download the Development Reform report from the following website: <http://cao.lacity.org/DevServReform/>

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.