



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



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General Manager

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Message from the General Manager Construction Activity Remains High

Construction activities continue to grow! The following table provides a comparison YTD (7/1—12/31) between last fiscal year (FY) and this current FY for leading construction indicators which include Permits Issued, Construction Valuation (signifies the size and usually the complexity of the projects), Dwelling Units Permitted, Plans Checked, and Inspection made.

Construction Indicator	YTD 2013	YTD 2014	% Change	FY 14-15 Projection
Permits Issued	67,605	68,749	+2%	144,000 Permits
Construction Valuation	2.264 Billion	3.403 Billion	+50%	7 Billion Valuation
Dwelling Units Permitted	4,642	6,001	+29%	12,000 Units
Plans Checked	23,503	24,378	+4%	48,700 Plans
Inspections Made	351,804	369,213	+5%	738,000 Inspections

As indicated in the table above, Construction Valuation for the first 6 months of this FY has already reached \$3.4 billion. This 6-month Valuation is greater than or equal to the 12-month FY Valuation for the past 5 FYs, except for FY 2013-14 (FY 08-09 was \$2.5; FY 09-10 was \$3.0, FY 10-11 was \$3.3, FY 11-12 was \$3.4, and FY 12-13 was \$3.8). These numbers illustrate that large complex jobs are still being plan checked and permitted and inspections (work under construction) are on the rise.

Happy Retirement to Bob Steinbach, Chief of Inspection Bureau



Bob started his career with the City / LADBS in January 1985. He promoted several times over the past 30 years. He first served as a Building Inspector (BI) in Earthquake Safety Division. Bob then had a succession of promotions to Senior BI in Major Structures Inspection (Training Officer and Emergency Management Coordinator); Principal Inspector in Code Enforcement / Disabled Access Division; Chief Inspector over Residential Inspection; Public Information Officer; Assistant Chief of Inspection Bureau; and lastly, to one of the Assistant General Manager Positions as Chief of Inspection Bureau. He is an **extreme** car enthusiast and can now enjoy more time building hot rods and being with his recently retired wife Doreen, and married sons Bob III and Rick.

LADBS was Selected by the Mayor's Office as an Innovation Center and Invited to Participate in the Civic Award Program

LADBS' process of continually improving operations and providing new/enhanced customer services led to being selected as a Mayor's Innovation Center and to participate in the Civic Award Program.

LADBS Selected as an Innovative Center

Mayor Garcetti is committed to making LA the best-run big city in America, so he established 15 Innovative Centers to "...shine as models for the rest of city government, setting the pace for achieving the Mayor's goals" (*excerpt from Innovation Center letter dated 12/22/2014*). The Mayor's team provides each Center with tools to aid in further improving operations and customer services. Tools include innovation training, advocacy with other City departments, and assistance from various experts. LADBS was honored to be selected as an Innovative Center and looks forward to further improving services through a collaborative process which includes obtaining input from stakeholders like yourself.

LADBS Invited to Participate in Civic Award Program

The Mayor's Office has created a Civic Innovation Award Program for city employees who use an innovative methods and/or technology to improve operations. This award goes hand-in-hand with being an Innovative Center. However, being an Innovative Center doesn't guarantee that a department or its employees will receive an award. LADBS was recently invited to submit the following 3 service enhancements for consideration of receiving Civic Innovation Awards: 1) Concierge Service, 2) Inspection Case Management, and 3) Saturday Inspections. We will be contacted before the end of March 2015 with further details and will keep you posted on further developments.

LA's Top 10 Construction Projects

Based on Construction Valuation Permitted Between 10/1/2014–12/31/2014

Project Address	Construction Valuation	Project Description
100 World Way	\$296,531,538	LAX: Demo, renovation, and 14,300SF addition to building at North Concourse
10250 W Santa Monica Blvd	\$61,753,000	Demo and reconstruct above-podium levels of an existing shopping center
1026 S Broadway	\$51,039,723	New 5-story apartment building over 2-story retail
10250 W Santa Monica Blvd	\$48,401,000	Foundation upgrade to loads associated with new retail and parking
19401 W Parthenia St	\$45,535,567	New 4-story apartment building
12490 W Fielding Cir	\$38,217,374	New 6-story senior living facility with 175 independent living units
915 N La Brea Ave	\$32,673,137	New mixed use building 179 apartment units and 33,500SF of retail/parking
1243 S Olive St	\$32,457,382	New 7-story mixed use building with 293 apartment units
1515 W Wilshire Blvd	\$25,311,822	New 6-story mixed use building with 218 apartment units
1630 N San Pablo St	\$15,000,000	New 6-level public parking structure

Structural Engineers Association of California (SEAOC) LA Meeting — Resilience By Design

Dr. Lucy Jones, Mayor Garcetti's Science Advisor for Seismic Safety, and Ray Chan gave a presentation to SEAOC on January 7, 2015 which attracted more than 230 attendees, the largest ever for a SEAOC meeting. Dr. Jones provided a status of the Mayor's LA City Resiliency Report. She explained risks the City faces during a natural disaster (e.g., the "Big One"), including availability of water (drinking, hygiene, and fighting fires), housing stock, and the economic aftermath. Ray Chan spoke about the mandatory Soft Story Building Retrofit Program LADBS is leading. He said there are 12,000+ Soft Story buildings in LA and that an ordinance to mitigate hazards in these buildings should be ready for Council approval in April 2015. LADBS is working on the procedures for notifying building owners affected by the ordinance and to spread the word regarding the Soft Story program (flyers, bulletins, letters, meetings, etc.).

Service Enhancements Recently Implemented

- LADBS and Fire Department (LAFD) Customer Service Presentation — "Current and Future Enhancements to Better Serve You"**

Ray Chan and John Vidovich (City's Fire Marshall) jointly conducted the presentation for 80 Development Services customers (architects, contractors, permit consultants, developers, engineers, land use attorneys, etc.) which focused on how LADBS and LAFD are improving customer services. It included an overview of the LADBS-LAFD Partnership Plan; Customer Service Code of Conduct; Cultural Shifts; Concierge Services; Parallel Development Process; Expanded Online Services; and Saturday Inspections. The audience was pleased with these innovative improvements and expressed that they'd like to see service improvements made in other agencies.

- Online Photovoltaic (Solar) Permits**

LADBS implemented its online permitting system for solar photovoltaic (PV) systems for 1- and 2-family dwellings (about 95% of all residential PV permits) as follows: **Phase 1, implemented July 2014**, allowed online permitting for single-string PV systems "up to 3 KW"; and **Phase 2, implemented December 2014**, allowed online permitting for multiple-string PV systems "up to 10KW". Now customers do not have to visit an LADBS office to obtain these permits. An estimated 3,000 residential solar permits will be issued online annually.

Service Enhancements—Upcoming

- Virtual Department Operations Center (VDOC) (February 2015)**

Each department has a DOC to maintain communication with the City's Emergency Operations Center (EOC) during incidents such as earthquakes and storms. Although LADBS has a main DOC at Figueroa Plaza and alternate DOC capable locations in facilities throughout the City, there is a possibility that a widespread incident may render these DOCs inoperable. Therefore, LADBS is establishing a VDOC utilizing cellular telephone, digital radio, and mobile computing technologies to enable our incident commanders at any location to 1) take requests for safety assessments, 2) deploy staff, equipment and supplies accordingly, and 3) maintain communication with the EOC.

- Proactive Customer Feedback Program (March 2015)**

LADBS and LAFD are jointly implementing a system that allows us to make 6,000+ random cold calls annually to customers to measure their satisfaction with our services, solicit input for improvement, and take appropriate actions promptly to remedy deficiencies. These efforts will leave customers with a positive experience, foster repeat business, and increase revenue.

- Building Records Online (March 2015)**

LADBS is putting more than 12 million indexed building records (permits, Certificates of Occupancy, Grading records, etc.) online at its website (LADBS.org). This new access to records is estimated to save time/money for the City and trips to LADBS for more than 25,000 walk-in records customers annually.

- Revamped LADBS Website (April 2015)**

LADBS is revamping its website collaboratively with its customers. The revamped site will be more user friendly, provide more graphics, help files, and color groupings to make it easier to find related and most frequently used topics. This is the first step in making it ready for the BuildLA portal.

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>.