



"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

This Issue:

Message from the General Manager

Expanding and Extending the Development Cycle

Awards: ICC Lifetime Achievement and Innovative EQ Program

Top 10 Projects

Recently Implemented & Upcoming Service Enhancements



## Message from the General Manager

# CONSTRUCTION ACTIVITIES FOR LAST 6 MONTHS STILL LOOK GOOD

The following table provides a comparison between last fiscal year to date and this current FYTD for leading construction indicators, Permits Issued, Construction Valuation (signifies project size and/or complexity), Dwelling Units Permitted, Plans Checked, and Inspections Made.

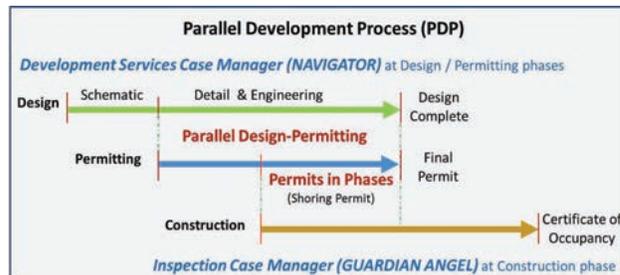
Construction Indicator	FYTD 2015 (July-December)	FYTD 2016 (July-December)	% Change	Projection for June 30, 2016
Permits Issued	68,752	78,677	+14%	150,000 Permits
Construction Valuation	3.403 Billion	3.37 Billion	0%	6.8 Billion Valuation
Dwelling Units Permitted	6,000	8,343	+39%	16,600 Units
Inspections Made	369,261	412,742	+12%	800,000 Inspections

### Expanding and Extending the Development Cycle

Projects will come to L.A. if developers can build not only safe, but also fast to earn a good return on their investment. We can attract projects to L.A. instead of them going elsewhere by doing the following:

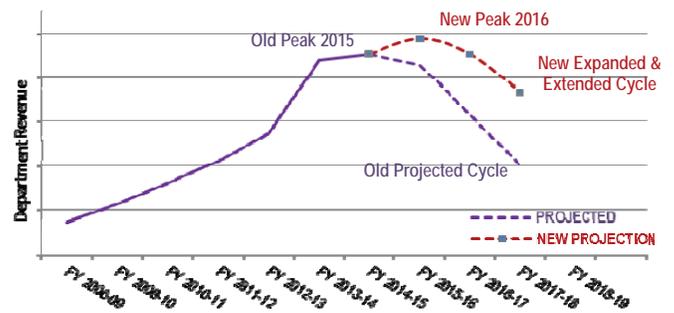
- ✓ Establish expeditious and hand-holding programs to help projects build safe and fast.
- ✓ Advertise these programs to attract new and more repeat customers.
- ✓ Advise, guide, and assist projects to comply with codes properly so they will continue to build in L.A.

**LADBS' main attraction is its Parallel Development Process (PDP).** LADBS has reached out to more than 1,000 potential and repeat customers to explain **PDP** and other customer assistant programs that help them build fast and safe. **PDP** allows development to occur in parallel rather than the traditional sequential processes of **design, plan review, permitting, construction, and inspection.** It contains two expeditious processes (Parallel Design Permitting and Permits in Phases) and two Special Assistant programs (Development Services Case Manager and Inspection Case Manager). **PDP can shorten the entire process up to two years!**



### Our efforts to Expand and Extend the Development Cycle are working!

During the past year, LADBS has concentrated its efforts in expanding and extending the development cycle to avoid a repeat of the sudden downturn in construction that began in FY 2009. These efforts included reaching out to developers/investors, continuously improving development services (including those mentioned above), and creating streamlining partnerships with other Development Services Agencies. We are now seeing the positive results of these efforts. The graph to the right shows our development cycle has been expanded and extended with a **higher peak, longer plateau, and gentler decline.**



## LA's Top 10 Construction Projects

**Based on Construction Valuation Permitted Between 10/1/2015–12/31/2015**

Project Address	Construction Valuation	Project Description
1200 S Figueroa St	\$187,500,000	New 34-story, 648-unit, mixed-use apartment building
1000 W 8th St	\$156,989,672	New 56-story, 735-unit, mixed-use apartment building
687 S Hobart Blvd	\$62,537,271	New 7-story, 346-unit, mixed-use apartment building
1515 S Granville Ave	\$30,000,000	New 4-story, 147-unit, mixed-use apartment building
12655 W Bluff Creek Dr	\$25,956,462	New 4-story, 125-unit, mixed-use condominium building
1400 S Figueroa St	\$16,232,189	New 7-story, 110-unit (4 live work units), mixed-use apartment building
225 N Vermont Ave 1-100	\$15,813,477	New 4-story, 100-unit apartment building
7036 N Van Nuys Blvd	\$13,980,000	New 5-story elder care facility (132 living units)
1233 S Westgate Ave 1-57	\$13,800,000	New 5-story, 57-unit apartment building
422 S Lake St	\$12,346,000	New 5-story, 80-unit apartment building

### Technical and Professional Awards

- L.A. received the ATC & SEI Champions of Earthquake Resilience Award**

On December 10, 2015, the Applied Technology Council (ATC) and the Structural Engineering Institute (SEI) of American Society of Civil Engineers presented the City with an award for Extraordinary Innovation in the Development of a Community EQ Program. The award was based on the City's leadership and support for seismic hazard reduction and development of its "Resilience by Design" Program. The event was attended by 300 subject matter experts, including Dr. Lucy Jones, Science Advisor for Risk Reduction in the Natural Hazards Mission of the US Geological Survey; Marissa Aho, Mayor's Chief Resiliency Officer (accepted the award on behalf of the City); and Dr. Ifa Kashefi, Chief of LADBS' Permit and Engineering Bureau.

- Ray Chan received the International Code Committee (ICC) Lifetime Achievement Award**

The L.A. Basin Chapter of ICC Annual Business Meeting held on January 23, 2016, presented Ray with the Chapter's Lifetime Honorary Membership Award. This honor is normally bestowed on a retired Building Official who has demonstrated through their entire career, that they are deserving and meritorious of such a distinctive honor. The honor is based on the Building Official's work and contributions to the Chapter and to the Building Official profession.

### Recently Implemented Service Enhancements

- LADBS Launched its New User-Friendly Website**

LADBS revamped and modernized its website to be more user-friendly, so the public can effortlessly find solutions to their inquiries. **Let us know what you think:** [LADBS.org](http://LADBS.org)

- Expanded Counter Plan Check (ECPC) to Include Electrical and Mechanical Plans**

ECPC was launched in May 2015 so customers could obtain same-day structural plan check services over the counter for mid-sized projects like 2nd-story additions and Changes of Use. Electrical and Mechanical Plans were added in October 2015, reducing the wait time for those customers from an average of 17 working days to 3 hours. Since October, we have processed 150 mechanical and electrical plans through ECPC.

- LADBS' New Call-Back System**

LADBS became the first L.A. 311 supported department to implement a new Call Center call-back application ("inContact") to improve the efficiency of its Subject Specialty Group (SSG) and customer experience. "inContact" went live August 2015 and, based on a two-month post-launch comparison, the overall average wait time (calls answered by associates, engineers, and inspectors assigned to SSG) was reduced by 35% (to 37 seconds for associates and 6 minutes for engineers and inspectors) and abandoned calls dropped by 68% (from 967 to 312).

### Service Enhancements for the Upcoming Year

LADBS continues to reach out to attract more investment into the City and expand and extend the current development cycle through the following service enhancements:

- Major Development Services Meetings**

Developers of mega or multiple major projects meet twice with General Managers or Assistant GMs of Development Services (DS) agencies to create a project partnership at the highest DS level. These meetings address processes and areas of concern: One meeting to address entitlements and building permits and one to address Public Works' B permits. This partnership is communicated downwards to the Development Services Case Management level to ensure the project receives responsive inter-agency facilitation services. The following objectives are achieved during these two meetings:

- o An understanding of the projects from the projects side
- o An understanding and linkage to City Development Services
- o A partnership between City Agencies and Developers.

- Sustainable City pLAN**

- o **Energy Efficient Buildings**

LADBS will work with the Mayor's Office and DWP to develop an existing building water efficiency ordinance.

- o **Grey Water Ordinance**

LADBS is working with the Mayor's Office and other City departments on a water conservation ordinance that includes a mandate to make new buildings "Grey Water Ready."

#### 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 at <http://www.ladbs.org> or call (213) 482-6755. LADBS and LAFD (Fire Dept) Customer Service Code of Conduct is posted at <http://ladbs.org/LADBSWeb/customer-code-of-conduct.jsf>.*