



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



Frank Bush
General Manager

This Issue:

Message from the General Manager

Development Services Agencies Partnerships

Farewell Ray Chan and Congratulations to Frank Bush

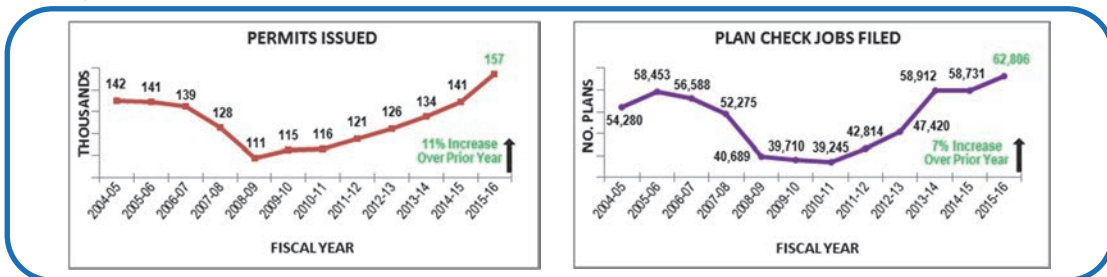
Top 10 Projects

Recently Implemented & Upcoming Service Enhancements



Message from the General Manager Construction Activity Remained Strong Throughout Fiscal Year 2015-16

As the graphs below indicate, construction in FY 2015-16 was another robust year for Los Angeles. The number of building permits increased by 11% from the previous year to over 157,000 permits issued. The amount of plans checked increased by 7% to about 63,000 plans filed. Plan check revenue also showed an increase from the previous year with a 19% jump to 74.6 million dollars. With the number of housing units permitted increasing by 14,876, the City remains on pace to reach Mayor Garcetti's goal of 100,000 permitted housing units from 2013 through 2020. This is all good news for the City of Los Angeles and signifies that construction projects are continuing to be developed and built.



The City's Development Services Agencies Have Partnered to Provide Collaborative Enhanced Customer Services

Development Services Partnerships (DSPs) memorialize an agreement between LADBS and other DS agencies to collaborate and provide enhanced development services to our customers while gaining internal efficiencies. The first partnership was signed between LADBS and the Fire Department in October, 2014, followed by Water & Power in December, 2014. In 2016, 3 additional DS Partnerships have been signed between LADBS and the Departments of Housing and Community Investment, Planning, and Transportation. LADBS plans to soon sign partnerships with Public Works' Bureaus of Contract Administration, Engineering, Sanitation, Street Services, and Street Lighting.

LADBS Says a Fond Farewell to Its Iconic GM, Ray Chan and Congratulates Frank Bush as the Department's General Manager



Ray retires from LADBS after 32 years of City Service, but will Continue to Work on Economic Development Related Matters

Ray Chan retired from LADBS to begin his appointment as Deputy Mayor of the Mayor's Office of Economic Development. Ray initiated and implemented more than 70 enhancement programs at LADBS which have won him and the Department various awards including the "2013 Building Official of the Year." He will be missed, but will still play a role in LADBS in his new capacity as the Deputy Mayor.

Frank Is an Innovative and Collaborative Leader with 27 Years of City Service



Frank Bush continues to lead LADBS with over 38 years of experience in the construction industry. He holds a General Contractor's License from the State of California; a Certification as a Combination Dwelling Inspector from the International Code Council (ICC); a member of the California Building Officials (CALBO); and a member of the Structural Engineers Association of Southern California (SEAOSC). His City career began as an inspector and he promoted through the ranks to Executive Officer, where he managed all operations of the Department including approximately 1,000 employees prior to being appointed to General Manager by Mayor Garcetti.

Frank's vision for LADBS includes continuing to expand and extend the development cycle; create more inter-departmental partnerships to facilitate development; build a stronger and diversified LADBS team; enhance technology to improve customer services; and heighten nuisance abatement efforts to improve the quality of life for the citizens and visitors of the City of Los Angeles.

LA's Top 10 Construction Projects Based on Construction Valuation Permitted Between 4/1/2016–6/30/2016

Project Address	Construction Valuation	Project Description
1101 S Flower St.	\$277,365,521	New 504-unit mixed use apartment building.
732 S Spring St.	\$65,132,000	New 300-unit, 24-story, mixed use apartment building.
3060 W Olympic Bl.	\$33,193,127	New 226-unit, 7-story, mixed use apartment building.
10250 W Santa Monica Bl.	\$28,266,000	Revision to project to incorporate all exterior of the shopping center.
1120 S Grand Ave.	\$27,580,325	Foundation only for a new 38-story mixed use apartment building.
3782 W Martin Luther King Jr. Bl.	\$20,560,000	New 4-story medical office.
3350 W Wilshire Bl.	\$19,350,000	Convert Existing 12-story office to a 216-unit adaptive reuse building.
327 N Boylston Ave.	\$16,866,030	New 121-unit, 6-story, affordable unit apartment building.
11051 W Pendleton St.	\$15,842,280	New 1-story warehouse (core & shell only).
535 S Kingsley Dr.	\$15,000,000	New 7-story, 72-unit apartment building.

Recently Implemented Service Enhancements

- **New Joint LADBS/Public Works' Bureau of Engineering (BOE) Parallel Lateral Support/Shoring Approval Process**

The new LADBS/BOE Parallel Lateral Support/Shoring Approval Process became effective on May 9, 2016. The two agencies worked together to create this new efficient and time-saving customer service improvement.

The process applies to temporary shoring systems that provide lateral support for a public way and is constructed entirely on a private property. This allows temporary shoring plans for projects that meet this criterion, to be checked only by LADBS rather than requiring a dual plan check by both LADBS and BOE. This new process saves the developer time and money and makes more efficient use of City staff time.

Information Bulletin Number P/BC 2014-141 (Reference Number LABC 3307.3) has been posted on LADBS' website (LADBS.org) regarding this new process.

- **New LADBS Website and Online Service Features**

- **LADBS.org** - The new website features an intuitive modern design with an emphasis on ease of use for all our visitors. With a user-friendly format, information is now displayed across a clean interface and is quicker to find with our new search feature.
- **Certificate of Occupancy** - Customers can now view information about their ACOS Certificate of Occupancy status in the Permit & Inspection Report, under Certificate of Occupancy Information.
- **Deputy Online Services** - Deputy Inspectors have a new online service where they can create personal accounts to schedule and view their inspections.
- **Meter Release Interface between LADBS and Department of Water and Power (DWP)** - An interface was created that streamlines the communication between the LADBS and DWP to track and coordinate customers' meter releases.

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>.

- **LADBS Added American Disability Act (ADA) Language to Over 700 Forms**

LADBS modified over 700 forms used by customers and staff to state that the City does not discriminate on the basis of disability, and upon request, will provide reasonable accommodations to ensure equal access to its programs, services and activities. By working with the Department of Disability and Personnel, LADBS ensured our forms were ADA compliant. The Department plans to produce ADA readable forms for our visually impaired customers by mid-2017.

Service Enhancement 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.

- **Online Records Request Service**

This new service will allow customers to receive documents not available through the Online Records System, such as affidavits and range files. LADBS staff will research documents, make copies of the records, and email them to the customer for a fee.

- **BuildLA One Click to Development Services (DS) - Universal Cashiering**

The City is one step closer to a feature that allows customers to pay for all DS fees through a single transaction, regardless of the DS agency providing the service. LADBS, along with the City Administrative Office and other DS Departments held its kickoff meeting facilitating vendor solicitation and selection process. Complete integration is planned for early 2018.

Upcoming LADBS Location Changes

- **Code Enforcement Bureau (CEB) Moving to 11th Floor at 221 Figueroa**

In early September, CEB will be moving from 3550 Wilshire to 221 Figueroa, 11th Floor.

- **Grading Division Moving to 12th Floor at 221 Figueroa**

In early September, the Grading Division will move from the 3rd Floor at 201 Figueroa to the 12th Floor at 221 Figueroa.