



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



Frank Bush
General Manager

This Issue:

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General Manager

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Message from the General Manager

CONSTRUCTION ACTIVITY REMAINS STRONG THROUGH FIRST HALF OF FISCAL YEAR 2016-2017

Construction in the first half of fiscal year (FY) 2016-17 remains at higher levels than the first half of FY 2015-16. Based on the number of housing units permitted during the first half of FY 2016-17, the City remains on pace to reach Mayor Garcetti's goal of 100,000 permitted housing units (12,500 units on average per year) from 2013 through 2020. All the data below indicates that construction projects are continuing to be developed and built which is great news for the City of Los Angeles. The following table provides a comparison between last fiscal year to date (FYTD) and this current FYTD for leading construction indicators.

Construction Indicator	FYTD 2016 (July-December)	FYTD 2017 (July-December)	% Change	Projection for June 30, 2017
Permits Issued	80,292	82,285	2%	160,000 Permits
Construction Valuation	3.37 Billion	3.62 Billion	7%	7.2 Billion Valuation
Dwelling Units Permitted	8,342	9,160	10%	18,000 Units
Inspections Made	412,807	433,055	5%	850,000 Inspections

LADBS Congratulates Larry Galstian on his Retirement and Pascal Challita on his New Role as Acting Bureau Chief

Larry Retires from LADBS with over 30 years of City Service



On January 6, 2017, Inspection Bureau Chief Larry Galstian retired after 31.5 years of service with the City, 30 of which were with LADBS. Larry was an innovative problem solver and well respected by LADBS staff and customers. Throughout his tenure, Larry oversaw over 400 employees and implemented many enhancements to improve customer service related inspection and permitting procedures and policies.

Pascal is Appointed Acting Chief of Inspection Bureau

Assistant Bureau Chief Pascal Challita has been named Acting Bureau Chief and will oversee the Bureau's approximately 400 employees. Pascal has 26 years of service with the City and has been credited with a number of Department operational improvements including the Inspection Workload Dashboard, Inspection Cellular Phone App, online status of Certificates of Occupancy, and online payments for Temporary Certificates of Occupancy.



Proposed \$100 Million Development in the West Adams Community

This mixed-use high rise project located at 3321 S. La Cienega Blvd., former home to the radio broadcast facility of KABC AM790 and KLOS 95.5, is in the Parallel Design-Permitting Process for plan check submittal. The 30-story high-rise tower and 7-story podium style building is proposed to be constructed in two phases and to include a total of 1,218 residential dwelling units, an indoor gym and swimming pool, lower and upper courtyards, and lounge areas. The project will also feature retail space, including restaurants and a grocery store, on the ground level. Along with traditional parking amenities, there will be a plethora of bicycle "parking" spaces. The project was motivated in part by the desire to build housing near Metro's Exposition Light Rail Line - La Cienega/Jefferson Station that opened in 2012. The tower will be the tallest building in the West Adams neighborhood.



Rendering provided by SCB



Rendering provided by TCA Architects

LA's Top 10 Construction Projects Based on Construction Valuation Permitted Between 10/1/2016–12/31/2016

Project Address	Construction Valuation	Project Description
6067 W Wilshire Blvd.	\$112,500,000	Addition of theater to existing building.
3939 S Figueroa St.	\$45,000,000	New 4-story stadium.
1133 S Hope St.	\$40,360,884	New 208-unit, 28-story, mixed use apartment building.
330 N Westlake Ave.	\$39,000,000	New 200-unit, 6-story, mixed use apartment building.
1825 N Las Palmas Ave.	\$35,875,949	New 118-unit, 6-story apartment building.
1755 N Argyle Ave.	\$34,100,000	New 114-unit, 18-story apartment building.
10601 W Washington Blvd.	\$27,440,000	New 135-unit, 7-story, mixed use apartment building.
1077 W 38th St.	\$25,600,000	New 140-unit, 5-story apartment building.
6030 S Seabluff Dr.	\$24,692,466	New 75-unit, 3-story apartment building.
17325 W Castellammare Dr.	\$21,289,028	New 29-unit apartment building.

Recently Implemented Service Enhancements

New Code Cycle

The beginning of the calendar year brought a new code cycle to the City of Los Angeles, leading to many new 2017 code changes. LADBS, in collaboration with the Department of Water and Power and the Bureau of Sanitation, proposed building code changes to require water saving technologies in buildings and landscapes. As a result of Ordinance No. 184248, the Water Conservation Ordinance, was created to establish Citywide water efficiency standards to conserve and reduce water usage. This ordinance in its entirety is available on our website, www.ladbs.org, under the heading "Green Building & Sustainability."

LADBS Rolls Out New Payment Terminals and Implements Service Fee for Credit Cards



On January 1, 2017, LADBS debuted new payment terminals that accept both magnetic strip and "chip and pin" smart cards. Along with the new terminals, LADBS implemented a service fee of 2.7% for credit card transactions as a pass-through from the credit card vendors in order to recover credit card transaction costs. The Department estimates the service fee will save the City approximately \$2.5 million of the \$10-15 million incurred by the Office of Finance annually in Bank Merchant Card Transaction fees. At this time, LADBS has suspended the acceptance of American Express until they can provide a way for automatic daily transaction reconciliation.

Free Wi-Fi at All Development Services Centers

On December 15, 2016, LADBS enabled free Wi-Fi for customers at all Development Services Center (DSC) locations (Metro, Van Nuys, South LA, West LA, and San Pedro). In the past year alone, the Department received over 10,000 requests from customers for Wi-Fi access due to poor and unreliable cellular connectivity at the various DSC locations. The Department was able to address this need by installing the necessary Wi-Fi infrastructure over a period of six months. LADBS now provides free Wi-Fi access to all DSC customers across the City. Customers simply connect to available "LADBS-Guest" Wi-Fi networks, accept standard security and terms of usage provisions and log-on to the internet. LADBS provides Wi-Fi using the latest 802.11ac standard through Hewlett Packard access points that provide fast connections at 150 megabits per second for both upload and download speeds. Plans are underway to expand free Wi-Fi access for customers at 11620 Wilshire Blvd., the only remaining large LADBS office without the service.

LADBS Goes High-Tech with Video Remote Interpreting (VRI)

On January 4, 2017, LADBS became the second City Department, after the Los Angeles Public Library, to implement Video Remote Interpreting (VRI). In partnership with the Department on Disability, LADBS is providing this service in a deliberate effort to assist our hearing impaired customers. The new, easy to use service connects City-contracted interpreters directly with our customers through a Department issued mobile device. Interpreters provide immediate and clear translations in American Sign Language through a webcam. This service is available at all of our Development Services Centers to increase efficiency and provide a wider range of friendly customer service at our public counters.

Service Enhancement for the Upcoming Year

Public Counter Expansions at LADBS Offices

LADBS is in the design phase of expanding public counters for all Development Services (DS) Departments including: Los Angeles Fire Department (LAFD), Department of City Planning (DCP), Department of Public Works - Bureau of Engineering (BOE), etc. at our Metro location on the 1st, 4th, and 8th Floors. Our Van Nuys location is undergoing a space optimization project to make more efficient use of public counter spaces for LADBS, LAFD, DCP, and BOE. LADBS is also working with DCP to help them provide DS at our West LA office, giving customers another location for their development needs. Efforts are being made to optimize space to continue enhancing services for our customers and improving employee work conditions.

LADBS Outreach

TechFair LA

On January 26, 2017, the Mayor hosted the largest ever technology job fair, TechFair LA, to provide City Departments with the opportunity to meet great candidates from over 150 of LA's premier companies. Over 290 people visited the LADBS booth, staffed with 4 representatives, to discuss the services we provide and the opportunities we have to offer.

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>.