Let’s Build L.A. Together!

Advise, Guide, and Assist Projects to Build Safe, Well, and Fast
Housing Units Permitted

FISCAL YEAR

HOUSING UNITS PERMITTED

- 2002-2003: 9,911
- 2003-2004: 10,534
- 2004-2005: 12,611
- 2005-2006: 14,291
- 2006-2007: 15,168
- 2007-2008: 9,782
- 2008-2009: 4,340
- 2009-2010: 3,573
- 2010-2011: 5,553
- 2011-2012: 7,948
- 2012-2013: 7,923
- 2013-2014: 11,035
- 2014-2015: 14,894
- 2015-2016: Projected 15,500

- HOUSING UNITS
- FORCAST
Permits Issued

FISCAL YEAR

ISSUED PERMITS

FORCAST

PERMITS ISSUED

2002-2003: 142,149
2003-2004: 141,718
2004-2005: 141,288
2005-2006: 139,082
2006-2007: 127,502
2007-2008: 115,699
2008-2009: 115,225
2009-2010: 110,962
2010-2011: 121,140
2011-2012: 126,426
2012-2013: 133,573
2013-2014: 141,448
2014-2015: 150,000
2015-2016: Projected 150,000

140,000

110,962
Things are going good,
but
We want to be better by
Expanding & Extending
This Development Cycle
Expanding & Extending Current Development Cycle

Current Cycle:
- Higher cycle peak
- Longer plateau
- Gentler decline

Expanded / Extended Cycle:
- Expanding & Extending Current Development Cycle
• We have to attract more projects to invest in L.A. instead of investing in other cities.

• Projects will come to L.A. City only if they can build safe and fast to earn a good return on their investment.
I. Establish expeditious and hand-holding programs to help projects build safe and fast.

II. Establish partnership with all Departments to accelerate the development process.
I. Establish expeditious and hand-holding programs to help projects build safe and fast.

Parallel Design Process (PDP)
Traditionally, Design, Permitting, and Construction processes are in Series.

- **Design**: 15 months
- **Permitting**: 9 months
- **Construction**: 27 months

Start Design → Complete Design → Issue Permit → Cert. of Occupancy
Parallel Design-Permitting
Permits in Phases

- **Design**
- **Permitting**
- **Construction**

- **Conceptual**
- **Detail & Engineering**
- **Plan Check & Clearances**

- **Excavation**
- **Foundation**
- **Core and Shell**

**Parallel Design-Permitting**

**Permits in Phases**

**Complete Design**

**Issue Permit**

**Issue Cert of Occ.**

Design, Permitting, and Construction are in Parallel

Permitted over 200 Major Projects of $12 bil.
Your Navigator

our experts help to guide your projects during the Design & Planning Phases

Guide and Assist more than 200 major projects per year!

The Broad
ACE HOTEL
Oceanwide Plaza
LAX
WILSHIRE GRAND
Columbia Square
US BANK TOWER
USC Village
Alameda Square
TV Academy Theater
Metropolis
MGA Campus
Office manager / section chief as Your Advisor for plan check and permitting of multiple/mega buildings.

- Consistencies among the multiple plan check projects
- Project timeline and benchmark management
- Alternate Solutions to problems and roadblocks
- Technical interpretations & expertise
- Timely resolutions

Cut plan check Time!
A senior inspector acts as a **Guardian Angel** and a **Go-to Person** during **Construction**

Coordinates a series of "all-hands" meetings:

* Technical **interpretations** & approval discrepancies
* **Solutions** to problems
* Construction **timelines**
* Facilitation of **Certificate of Occupancy**

**Cut Construction Time!**

**Assisting 125 Major Projects of $6 bil.**

**Received Mayor’s Civic Innovation Award!**
Parallel Development Process (PDP)

**With 2 Expeditious Processes and 3 Special Assistance Programs**

**Development Services Case Manager (NAVIGATOR)** at Design / Permitting phases

- **Design**
  - Conceptual
  - Detail & Engineering
  - **Parallel Design-Permitting**
  - Design Complete

- **Permitting**

  **Plan Check Case Manager (ADVISOR)** at Plan Check / Permitting phases

  - Final Permit

- **Construction**
  - Shoring & Foundation

  **Permits in Phases**

  **Inspection Case Manager (GUARDIAN ANGEL)** at Construction phase

  - Certificate of Occupancy

**PDP** can *shorten* the entire process *up to 2 years.*
<table>
<thead>
<tr>
<th>Project Name</th>
<th>Cost</th>
<th>Description</th>
<th>Conceptual Plans Submittal to Construction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metropolis</td>
<td>$148 million</td>
<td>18-story Hotel, 38-story Condo</td>
<td>3 months</td>
</tr>
<tr>
<td>801 S. Olive</td>
<td>$76 million</td>
<td>33-story Residential</td>
<td>7 months</td>
</tr>
<tr>
<td>Alameda Square</td>
<td>$54 million</td>
<td>10-story Parking</td>
<td>2 months</td>
</tr>
<tr>
<td>Oceanwide Plaza</td>
<td>$1 billion</td>
<td>49-story Hotel, Two 33-story Condo</td>
<td>5 months</td>
</tr>
<tr>
<td>Columbia Square</td>
<td>$154 million</td>
<td>20-story Residential</td>
<td>4 months</td>
</tr>
<tr>
<td>Wilshire Grand</td>
<td>$1.2 billion</td>
<td>73-story Hotel/Office</td>
<td>10 months</td>
</tr>
</tbody>
</table>
METROPOLIS
811-899 S Francisco St.
Date of Photo Oct 2015
Final Permit Issued Oct 2015
801 OLIVE
801 S Olive St
Date of Photo Oct 2015
Final Permit Issued Sep 2015
ALAMEDA SQUARE
777 S Alameda St.
Date of Photo Oct 2015
Final Permit Issued Feb 2015
II. Establish partnership with City Departments to accelerate the development process.
Partnership With Some Departments

- Department of Building and Safety
- Department of Water and Power
- Fire Department

Project
DEVELOPMENT SERVICES ENHANCEMENT PARTNERSHIP PLAN

Between
DEPARTMENT OF BUILDING AND SAFETY (LADBS)

And
FIRE DEPARTMENT (LAFD)

Raymond S. Chan, Building and Safety General Manager, and Ralph M. Terrazas, Fire Chief, have come together in the best interest of the City to establish a joint partnership to improve development services that both agencies provide to the public and other agencies. Both agencies wish to memorialize this partnership by issuing this document.

The attached Development Services Enhancements Partnership Plan establishes viable goals for improving services LADBS and LAFD provide to the public and other agencies. It has been grouped by services that “Help Projects Build Faster to Stimulate the Economy” and “Enhanced Customer Services Culture.” This is a living document in that items will be added/deleted and updated as enhancements evolve.

Endorsements:

RAYMOND S. CHAN, C.E., S.E.
General Manager
Department of Building and Safety
10/17/14

RALPH M. TERRAZAS
Fire Chief
Fire Department
10/21/14

Help Projects Build Faster

12 of 16 enhancements Complete
Help Projects Build Faster

8 of 12 enhancements Complete
Partnerships with Fire Department and Department of Water and Power

**LADBS & LAFD Partnership**
- Inspection Case Management
- Expanded Preliminary Plan Review
- Development Case Manager Expansion
- Online Permitting for Residential (PV) & Electric Vehicle Charging (EV) Systems
- Parallel Development Process Program
- Joint Operational Performance Metrics
- Customer Service Code of Conduct
- Proactive Customer Feedback Program
- ‘Getting-to-Yes’ Training

**LADBS & LADWP Partnership**
- Inspection Case Management
- Expanded Preliminary Plan Review
- Development Case Manager Expansion
- Online Permitting for Residential (PV) & Electric Vehicle Charging (EV) Systems
- DWP’s Case Manager Expansion
- Simplification of Solar Installation Inspections
- Simplification of Design and Installation Process for Transformers
By Doing the Followings.....

- **Establish expeditious and hand-holding programs to help projects build safe and fast.**
- **Establish partnership with City Departments to accelerate the development process**
Yes, we are expanding and extending current development cycle!

Old Peak 2015
New Peak 2016
New Expanded & Extended Cycle

Old Projected Cycle

Higher cycle peak, Longer plateau, Gentler decline

More jobs, More revenue for City, More growth for L.A.!
Upcoming Partnerships With More Departments

- Department of Building and Safety
- Department of Water and Power
- Department of City Planning
- Department of Transportation
- Fire Department
- PW Bureau of Engineering
- PW Bureau of Sanitation
- PW Bureau of Contract Administration
- PW Bureau of Street Lighting
- PW Bureau of Street Services
Other Enhancements to help MIDSIZE and SMALL projects build fast
Online Standard Plans and Permits for 95% of the Residential Solar Projects with 10kw and under

Every week 150 solar plans checked and permits issued online!

Received Mayor’s Civic Innovation Award!

Online Permits for Residential Electric Vehicle Chargers

Every week 10 EVC permits issued online!
Building Records Online

- **Free Copies**
- **Accessible 24/7**
- **Save on Time and Money**

**14 million** LADBS Records:

Permits, Certificates of Occupancy, and more (except plans) available online!

- *Free Copies*
- *Accessible 24/7*
- *Save on Time and Money*

Receive **5000 hits every day!**
LADBS Go.

An iPhone® and Android™ application that enables:

• Get the latest Wait Times for all of Service Center Counters
• Review Permits and Inspections
• Request Inspections
• Report Violations
• Find nearby Service Centers

Accessed by 260 users every day!
Established a **Concierge Service** at the

at the **Metro** and **Van Nuys** DSCs

* Provide “hand holding” service to customers who are lost
* Direct customers to where they need to be
* Identify issues of customers and explain to city staff
* Assist in reducing waiting time for counters
* Provide information as customers are waiting
* Perform small feasibility studies at the counter

Serve All Departments!

Assisting over **500** walk-in customers per week and growing!

**Received Mayor’s Civic Innovation Award!**
Currently, LADBS reviews **40,000 Building Projects per year**

**Prior to ECPC**

- **120 Major projects** - Parallel Design Permit Process
- **7200 Big projects** - 25 days
- **4200 Midsize projects** - 25 days
- **28800 Small projects** - 1 hour

**After ECPC**

- **120 Major projects** - Parallel Design Permit Process
- **7200 Big projects** - 25 days
- **4200 Midsize projects** - 3 hours
- **28800 Small projects** - 1 hour

**4000 more projects will have same day counter plan check instead of the 25 days turnaround time.**
Saturday Inspection Available for **Minor** work:

* Building, plumbing, mechanical and electrical **repairs**
* **Replacement** of fixtures and mechanical equipment
* **Minor** remodeling
* Express and online permits

Every week, **120 homeowners** do not have to take time off from work for inspection!
Alternatives to Helipad Requirement:
- No more flat roof
- More creative building design
- Cost less to build

Fire Plan Check and Inspection Eliminated:
- For Tenant Improvement w/ no change in fire life safety (high rises and A, E, I, H occupancies)
- Approximately 1500 projects per year

Expanded Counter services cutting 29% waiting time

Expanded Preliminary Review Services at Metro, Van Nuys, and WLA Development Services Centers
Fire Inspection Request/Status Online

- Request Inspection Online
- Confirm Inspection Schedule
- Verify Inspection request Status
- Check Inspection Outcome

Fire Inspection Request System

Create RFI: Confirmation

Request ID: 12345-6789-1234

Inspections
- Building Access
- Fire Department Connections (FDC)
- Fire Alarms
- Emergency Egress Lighting & Exit Signs
- Fire Doors
- Stairway Floor Numbering Signs

Date
Tuesday, June 15, 2015

An email with time range on the date you select will be sent to you one day before the scheduled inspection. Any questions please email us.

Contact Person
Shakir Shaikh
Super Fancy Construction, Inc.
310-555-1212
shaikh@sfconstruction.com

24-hr. Inspection Request!
To encourage our customers and staff use Modifications to help projects comply w/ the intent of Codes, we display this message at 70 locations in the 5 Development Services Centers:

Customer Service Code of Conduct

Construction, the number one stimulator of the economy, increases economic growth, creates jobs and generates revenue for businesses and the government. The Los Angeles departments of Building and Safety (LADBS) and Fire (LAFD) play essential roles in facilitating construction throughout the City. We advise, guide, and assist our customers to build safe, well, and fast; and continually improve customer service by being flexible, helpful, responsive, and courteous:

Be Flexible — “Have a Can Do Attitude”

Many projects are unique and may not comply with the verbiage of a code regulation. We encourage our customers to use LADBS’ “Request for Modification of Building Ordinances” along with LAFD’s concurrence (when required) to provide an equivalency to comply with the intent of the regulation and build safe.

Be Helpful — “Go the Extra Mile”

We will use our code knowledge to not only to “call out” deficiencies, but also advise customers how to solve or correct deficiencies and help foresee bumps on the road.

Be Responsive — “Maintain a Sense of Urgency”

We will promptly return calls and emails, schedule meetings, and make decisions on customers’ requests.

Be Courteous and Respectful

We will be courteous, empathetic, and treat customers the way we like to be treated, with respect and integrity.
Proactive Customer Feedback Program

- Monthly survey 200 customers whom LADBS and LAFD have completed our services to measure customer satisfaction and solicit input for improvement
- Job specific and staff specific
- Recognize staff with “Excellent” rating

RATING:
- 67% “Excellent”
- 21% “Above Average”
- 6% “Average”
- 2% “Below Average & Poor”
we are “Back-to-Basics”

1. Best Run City
   - outstanding customer services
   - Innovations and technology

2. Promote Good Jobs

3. Sustainable and Livable City

4. Safest Community

5. Partnership to build

Thank you for Doing Business in the City of Los Angeles

Let’s Build L.A. Together!