



## City of LA Streamlines Building and Safety Processes and Works to Further Improve Customer Service Driven Programs

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GO-Biz recognizes the City of Los Angeles for their continuing work to implement improvement programs within their Building & Safety Department. The Los Angeles Department of Building and Safety (LADBS) is responsible for issuing construction permits. A permit from the LADBS is required for private property construction, alteration or repair work on buildings. The following are some of the programs that the department has implemented that have had a positive impact on businesses and residents within the City of Los Angeles.

- ❖ **[Development Services Case Management Office](#)**: The Development Services Case Management (DSCM) Office provides one-stop technical consultation for development projects and a single portal for consultation, problem solving, and facilitation. The DSCM team works directly with the city's planning, public works, transportation, fire, water and power, housing and sanitation departments in order to streamline permitting processes. Case Managers help to guide and facilitate development projects during the design, planning, entitlement and permitting process stages. The DSCM office has assisted more than 2,360 projects that have created housing and jobs for the City of Los Angeles.

*"The case management approach has transformed our experience of working with the City. You go to one place, have one point person, and get answers quickly. We're moving forward faster thanks to this change" Brad Box, Senior Managing Director, Trammell Crow*

- ❖ **[Parallel Design-Permitting Program](#)**: Traditionally, only a project with detailed plans that reflect a complete design could be submitted for plan check to the Department. The design process and the building permitting process ran in series. Each process requires a lengthy period of time to complete, and more so in totality. The Department has implemented the Parallel Design-Permitting Process for "major project developments" that will allow the design process and the permitting process to run concurrently under this program.





## Breaking Barriers to Doing Business

LADBS starts to plan check the project at the conceptual design phase and continues to provide plan check, correction verification, and code consultation services throughout the various design phases. When the final drawings are complete, the building permit is ready to be issued. The benefits for a development project are as follows:

- Identify and correct building code issues to avoid cumbersome revisions to finished design
- Identify clearances and obtain sign-offs from other agencies early on
- Reduce the overall permit processing time
- Reduce project cost due to time savings

Since 2010, there have been 110 projects with permits issued, and 203 projects using the program for a total valuation of \$9.7 billion. Applicants have given high praise to this improved process.

*“Sense of partnership with the plan checker. Sense of “first class” service. It saves a great deal of time over the standard, non-expedited, plan check process. On scale of 1 to 10, 10 being the best, my experience with the program has been a 10!” Christian Kienapfel, Architect, LEED, Dipl.-Ing. Architekt, Germany*

- ❖ **Restaurant & Hospitality Express Program:** LADBS launched the Restaurant & Hospitality Express pilot program in 2010 with the goal of helping restaurants and other food service establishments open on time and within budget. This is accomplished by providing the restaurant development industry with a single point of contact (a case manager) who assists in navigating the regulatory process. The program also eliminated conflicting regulations by other agencies and established a consistent path to permitting and inspections. The pilot program started with two case managers and 14 restaurants. Today the program is staffed with six case managers and has helped over 900 restaurants and other food service establishments.

*“Our entry into the Los Angeles market with the support and leadership of the Restaurant & Hospitality Express Program was without a doubt invaluable. The dedication and true concern with addressing our questions, providing direction and facilitating meeting to help guide us through the process was truly exceptional...” John Mulleady, Senior Vice President of Development, Dave & Buster’s Restaurant, Los Angeles Market*



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## Breaking Barriers to Doing Business

And that's not all! Here is what LADBS has underway:

❖ **Inspection Case Management:**

A pilot program was launched in April of this year with the goal of helping high-rise structures and other major projects receive a certificate of occupancy on time and within budget. This is accomplished by utilizing a series meeting between the development and inspection teams before and during construction to collaborate on construction timelines; overlapping inspections; code interpretations; as-built changes; and other construction challenges. Once the program is fully implemented, it will be staffed with five case managers and will help an estimated 600 projects in fiscal year 2015-16.

- ❖ **Concierge Station at Development Service Centers:** The Department plans to establish a Concierge Station at the Metro and Van Nuys Development Services Centers. The Centers will provide individual assistance to customers and will reduce waiting times by ensuring customers are where they need to be. Staff will provide customers with information on what to expect as they are waiting and assist by helping to explain to city staff what the issues are. The concierge will also have the ability to establish a connection with the appropriate supervisor when necessary.

Through thoughtful planning and ardent efforts the City of Los Angeles has improved the customer service experience of those who do business with the city. GO-Biz applauds the City of Los Angeles for effectively streamlining and modernizing the department's processes and congratulates them on becoming a B<sup>3</sup> Champion!



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