

## REPORT FROM

# OFFICE OF THE CITY ADMINISTRATIVE OFFICER

Date: February 15, 2024

CAO File No. 0220-06005-0003

Council File No. 21-0643

Council District: All

To: The Council

From: *for* Matthew W. Szabo, City Administrative Officer 

Reference: Interdepartmental Request dated October 24, 2023 from the Bureau of Engineering, Department of Building and Safety, Bureau of Contract Administration, Department of City Planning and other development services departments.

Subject: **REQUEST FOR FUNDING FROM THE DEVELOPMENT SERVICES TRUST FUND FOR THE BUILDLA PROJECT**

## RECOMMENDATIONS

That the City Council, subject to the approval of the Mayor:

1. Pursuant to Section 5.321(l) of the Los Angeles Administrative Code (LAAC), approve the allocation of \$7,245,000 from the Development Services Trust Fund (DSTF) for the continuation of consultant services for the BuildLA Project;
2. Request the Controller to:
  - i. Appropriate \$3.5 million from the cash balance of the Development Services Trust Fund (Fund 58V) to a new appropriation account BuildLA IT Project, Account Number TBD, for consultant services;
  - ii. Appropriate a total of \$3,745,000 from the cash balance of the Development Services Trust Fund (Fund 58V) to the departmental accounts in the amounts reflected in the table below:

Account No.	Account Name	Appropriation Amount
50WVJR	BuildLA IT Project – BOE	\$650,000
50WVJS	BuildLA IT Project – DCP	\$250,000
50WVJT	BuildLA IT Project – LASAN	\$300,000
TBD	BuildLA IT Project – LASAN-IWMD	\$280,000
50WVJU	BuildLA IT Project – StreetsLA	\$770,000
50WVV	BuildLA IT Project –BCA	\$410,0000

94RY03	BuildLA IT Project – LADOT	\$375,000
TBD	BuildLA IT Project – LAHD	\$300,000
TBD	BuildLA IT Project – LAFD	\$410,000
<b>Total:</b>		<b>\$3,745,000</b>

3. Authorize the General Managers of the Bureau of Engineering (BOE), Bureau of Contract Administration (BCA), Bureau of Street Services (BSS), Bureau of Sanitation (BOS), Department of City Planning (DCP), Los Angeles Housing Department (LAHD), Department of Transportation (DOT), and the Los Angeles Fire Department (LAFD) Chief, or designees, to make technical corrections as necessary to instructions included in this report, to implement Council and Mayor intent, subject to the City Administrative Officer's approval;
4. Instruct the BOE, BCA, BSS, BOS, DCP, LAHD, DOT, and the LAFD to provide proof of Development Services Trust Fund expenditures to the Department of Building and Safety (DBS) after each invoice is processed;
5. Direct the BOE to continue to provide an annual report to the Mayor and Council on the work performed and costs expended by the consultant on the BuildLA Project for the duration of the project; and,
6. Note and file the attached October 24, 2023 BuildLA Project Annual Report and Funding Request.

## SUMMARY

The BuildLA Project (Project) is a multi-departmental effort to establish a centralized portal and an electronic planning and permitting solution that improves delivery of development services through an automated, centralized, and simplified workflow. The project comprises the replacement and enhancement of several City applications across development service departments. The Project is funded by the Development Services Trust Fund (DSTF) derived from a surcharge on permits for the design, construction, and equipping of the City's Development Services Centers and their functional support services.

On November 14, 2023, this Office received the attached Third Annual Request for Funding from the BuildLA Steering Committee (Joint Report). The Joint Report requests the appropriation of \$7,245,000 in Year 3 BuildLA Project costs and provides status updates on departmental and multi-departmental projects, Year 3 Goals, and explanation of Year 3 funding requests.

This Office has reviewed the request and concurs with the Joint Report recommendations to approve the Year 3 funding in the amount of \$7,245,000 which will further advance the Project's objectives. Pursuant to LAAC Section 5.321.(I), this request is being submitted to the Planning and Land Use Committee for review and consideration.

Development services in the City of Los Angeles are provided through various departments and require customers to navigate processes independently. The BuildLA Project (Project) seeks to provide customers with a more transparent, predictable, and efficient experience by providing a clearinghouse for all development services departments, while providing City staff more simplified electronic interactions, automated handoffs, and efficient business operations. The Project scope is defined and approved by the BuildLA Steering committee, comprised of the Bureau of Engineering (BOE), Department of Building and Safety (DBS), Bureau of Contract Administration (BCA), Bureau of Street Services (BSS), Bureau of Sanitation (BOS), Department of City Planning (DCP), Los Angeles Housing Department (LAHD), Department of Transportation (DOT), and the Los Angeles Fire Department (LAFD). The Project scope and foundation are codified in the Project Charter approved on October 26, 2022.

In 2012, the Council authorized the City to contract with Gartner Consulting to develop a detailed system solution strategy and assist in a Request for Proposals (RFP) process to select a vendor to implement the Project (C.F. 15-0316). The intended goal was the procurement of a centralized portal with an electronic planning and permitting system that supports the improved delivery of development services. The RFP process of selecting a vendor was unsuccessful, resulting in City development service departments collaborating to create a five-year plan led by the BOE to develop the BuildLA Portal through the utilization of consultant support services.

The Project includes both multi-departmental and departmental components. To expedite project delivery, as well as address delays in the hiring and training of system staff, consultant services were deemed necessary. The Joint Report provides a detailed progress report on both the multi-departmental and departmental components of the Project.

Year 1 of the Project was focused on ensuring the continuation of and access to development services during the Safer at Home Emergency Order, largely through the development of a Citywide appointment system. This was supported by a \$2.0 million appropriation and \$1.2 million reallocation from the DSTF to DBS to support consultant task orders (CF 21-0643-S1).

The primary focus of the Project during Year 2 was the implementation of an Affordable Housing Tracking System (AHTS) pursuant to Executive Directive No. 1 (Bass Series). The AHTS served as the pilot in establishing certain technical components of the Project with fixes, enhancements, and new features pushed into production. The BuildLA User Interface/User Experience is in the design and programming phases and will include permits, clearance, and appointment information. Year 2 was supported by a \$6.15 million appropriation from the DSTF for consultant services.

### BuildLA Year 3

The objectives for Year 3 include the launch of the initial version of the BuildLA portal, incorporation of customer permits and services across multiple departments into the portal and allowing customers to group permits and services across City departments. BOE estimates that \$3.5 million will be needed to implement Year 3 multi-departmental components.

The Joint Report identifies \$3,745,000 in required funding for departmental components as follows:

Department / Bureau	Funding Request
BOE	\$650,000
DCP	\$250,000
BOS	\$580,000
BSS	\$770,000
BCA	\$410,000
LADOT	\$175,000
LAHD	\$300,000
LAFD	\$410,000
<i>Total Request (Departmental Projects – Year 3)</i>	<i>\$3,745,000</i>

BOE is continuing to update its development service-related web applications to be compatible with the BuildLA schema. BOE is overseeing the work being performed by the consultant to identify training for BOE staff. This effort will continue through Year 3. BOE's priorities for Year 3 are to create a new centralized tag database for use in enabling flexible reporting and dashboards across permit types, implementing tags and Universal Project Identifiers, continuing to upgrade existing applications, and training BOE staff.

DBS has identified upgrades and improvements to ePlanLA, the Los Angeles Permitting System, the Executive Dashboard, the Universal Cashiering System, and ePermit system. DBS has established Year 3 objectives for each system being upgraded as a part of BuildLA.

DCP is continuing to upgrade its two systems supporting development services: the Online Application System portal and the Planning Case Tracking System (PCTS). The PCTS had a major upgrade recently and DCP is currently working to integrate the PCTS with other development service departments.

BOS utilizes the Low Impact Development (LID) Plan Check Submittal Portal to intake and manage customer service requests for development services but does not currently share data with other City applications. BOS seeks to enhance or replace the LID portal, incorporate report and work assignment features, and expand customer features. BOS is also in the process of developing a replacement system for its Pretreatment Information Management System and the Industrial Waste Billing System and integrating the new system with BuildLA.

BSS is continuing to modernize its departmental applications by integrating the Enterprise Asset Management System with the necessary GIS, permitting, and enforcement systems. BSS defined a multi-year scope of work that includes the prioritization and creation of permit systems that will generate development services data for BuildLA. Year 3 priorities include implementation of cloud-based data architecture for BuildLA and BSS development service operations, assessment and integration of consumer facing technology solutions, and staff training.

BCA's development service-related web applications are currently in production and being tested. The applications will need modification to interface with the BuildLA portal and additional support to keep in line with any modifications made to BuildLA. Year 3 priorities include providing real time status of construction work 24 hours a day, seven days a week, development of a direct link with BuildLA and BCA inspection application, incorporate virtual inspections, integration of BCA applications and BuildLA, and staff training.

LADOT utilizes the Case Logging and Tracking System to track development review cases, generate activity reports, ensure compliance with performance goals, and balance employee workloads. LADOT's Year 3 priorities include creating flexibility to update the system to include new policies, regulations, and fees, incorporating a GIS platform, and creating an internal and external dashboard.

LAHD is currently migrating internal applications to support development services and provide the first step to enabling customers to have access to LAHD data and applications through the BuildLA portal. LAHD's Year 3 goals include integration with the Angeleno Account, identification of data points not currently entered into the Housing Information Management System, and the development of reports and maps accessible via an Angeleno account.

LAFD utilizes the Fire Inspection Management System for permit intake, plan submittal, fee payment, plan review status tracking, and inspections. LAFD will continue migrating the systems functions to a Fire Inspection Management System 2.0 in Program Year 3. These improvements will improve customer experience, workflow efficiency, accountability, and transparency.

## **FISCAL IMPACT STATEMENT**

There is no impact to the General Fund. Funding for the proposed work will be fully supported by the Development Services Trust Fund No. 58V.

## **FINANCIAL POLICIES STATEMENT**

The recommendations in this report comply with the City's Financial Policies in that the proposed work will be supported by special funds, which are supported by dedicated funding sources, and spending is to be limited to the mandates of the funding source.

Attachment

October 24, 2023 BuildLA Project Annual Report and Funding Request (C.F. 21-0643)

**CITY OF LOS ANGELES**  
**INTERDEPARTMENTAL CORRESPONDENCE**

Date: October 24, 2023

To: Matthew W. Szabo, City Administrative Officer  
Office of the City Administrative Officer (CAO)

Attn: Andy Galan, Management Assistant

From: Ted Allen, P.E., City Engineer                      *Signature Attached*  
Bureau of Engineering

Osama Younan, General Manager                      *Signature Attached*  
Department of Building and Safety

Vince Bertoni, Director                      *Signature Attached*  
Los Angeles City Planning

Barbara Romero, Director                      *Signature Attached*  
LA Sanitation and Environment

Keith Mozee, Director                      *Signature Attached*  
Bureau of Street Services

John L. Reamer, Jr., Director                      *Signature Attached*  
Bureau of Contract Administration

Laura Rubio-Cornejo, General Manager                      *Signature Attached*  
Los Angeles Department of Transportation

Ann Sewill, General Manager                      *Signature Attached*  
Los Angeles Housing Department

Kristin M. Crowley, Fire Chief                      *Signature Attached*  
Los Angeles Fire Department

Subject: **THIRD ANNUAL REQUEST FOR FUNDING FROM THE DEVELOPMENT  
SERVICES TRUST FUND FOR CONSULTANT SERVICES FOR THE  
BUILDLA PROJECT (COUNCIL FILE 21-0643)**

## RECOMMENDATIONS:

The account information gathered and listed in Recommendations 2a through 2d is the best information available at the time of this report but should be confirmed and revised as necessary in the preparation of the CAO report to the City Council.

1. That the Planning and Land Use Management (PLUM) Committee of the City Council APPROVE, pursuant to Section 5.321.(l) of the Los Angeles Administrative Code (LAAC), to allocate and expend \$7,245,000 from the Development Services Trust Fund (DSTF) for the continuation of consultant services for the BuildLA Project (Project).
2. That the City Council (Council), subject to approval of the Mayor:
  - a. AUTHORIZE the City Controller (Controller) to appropriate \$7,245,000 from the Cash Balance of the DSTF, Fund No. 58V, Department No. 8, Appropriation Unit No. TBD, entitled "BuildLA IT Project", for consultant services to the BuildLA Project;
  - b. AUTHORIZE the Controller to transfer \$3,500,000 from Fund 58V, Department No. 8, Account TBD-BuildLA IT Project to a new account in the Engineering Special Services Fund No. 682, Department. No. 50, Appropriation Unit No. TBD, "BuildLA IT Project";
  - c. AUTHORIZE the Controller to transfer a total of up to \$3,745,000 from Fund 58V, Department No. 8, Account TBD-BuildLA IT Project, to the various accounts reflected in the table below:

Fund	Dept No.	Account	Account Name	Amount
682	50	50WVJR	BuildLA IT Project – BOE	\$650,000
682	50	50WVJS	BuildLA IT Project - DCP	\$250,000
682	50	50WVJT	BuildLA IT Project - LASAN	\$300,000
761	50	TBD	BuildLA IT Project - LASAN-IWMD	\$280,000
682	50	50WVJU	BuildLA IT Project - StreetsLA	\$770,000
682	50	50WVV	BuildLA IT Project - BCA	\$410,000
50Y	94	94RY03	BuildLA IT Project - DOT	\$375,000
TBD	TBD	TBD	BuildLA IT Project - LAHD	\$300,000
TBD	TBD	TBD	BuildLA IT Project - LAFD	\$410,000
<b>Total:</b>				<b>\$3,745,000</b>

- d. AUTHORIZE the City Engineer or designee to make any technical and accounting corrections to effectuate the intent of the Council and Mayor.
3. That Council RECEIVE AND FILE this annual report on the status and progress of the Project, and on the work performed and the cost expended by the consultant.

## **BACKGROUND**

Development services in Los Angeles are performed by various departments and customers must navigate those processes independently. The Project seeks to provide the City's development services customers a more transparent, predictable, and efficient experience by displaying information from all development services departments in one place, while providing the City's staff more simplified electronic interactions, automated handoffs, and efficient business operations. The scope of the Project includes multi-departmental and department-specific assignments and tasks and is anticipated to take at least five (5) years to implement.

On July 28, 2021, Council approved \$2,000,000 from the DSTF to fund the first year of a consultant task order for the Project. Subsequently, on August 24, 2021, Council approved the reallocation of \$1,200,000 from previously appropriated funds from the DSTF for the Los Angeles Department of Building and Safety to further support the Project to fund task orders in support of the Project (CF 21-0643-S1). On December 9, 2022, Council approved \$6,150,000 from the DSTF to fund the second year of consultant services on the project. Separately, on April 23, 2021, the Board of Public Works awarded a Task Order to Psomas (Consultant), to provide staff augmentation for project management and programming services for the Project, with Engineering acting as the contract manager of the consultant services Task Order. This is a request for funding in the amount of \$7,245,000 from the DSTF to fund the third year of multi-year consultant services to provide staff augmentation to assist with the delivery of the Project: \$3,500,000 of the request would fund the third year of consultant services to assist with the delivery of the multi-departmental Projects; and \$3,745,000 would fund departmental projects which are overseen by the individual departments.

## **Project Approach**

The Project's goal is to implement a centralized portal that will provide near real-time development services information from all departments that is easy to use and navigate. In addition to the portal, the Project will identify, develop, and implement certain applications to serve certain core functions for all interested departments. Although the Project will aim to interface with existing web applications as much as possible, it will require the replacement or enhancement of many City web applications to interface properly with the BuildLA Data Warehouse. As such, this is a very large project that would take many more years than currently planned if it were to rely solely on existing City



staffing. The Task Order expenditures are structured on a time and materials basis, as actual work scope and assignments are issued to the Consultant as Project needs and solutions are identified.

### ***Staff Augmentation***

The Consultant is planned to be retained on an as-needed basis for approximately five (5) years, subject to funding approval. The contract with the Consultant is via a Civil Engineering Pre-Qualified On-Call contract with Engineering, which is set to expire on October 22, 2024. Engineering intends to request to extend this contract, subject to Board of Public Works and Council approval, which would allow for continuity of services for the Project. The Consultant services include project administration and management, solutions architecture design, software development, user interface/experience design, programming, financial, and other professional services. The first Notice to Proceed (NTP) for Year 1 was issued to the Consultant on April 28, 2021.

### ***Project Charter***

The scope of the Project is defined and approved by the BuildLA Steering Committee (Committee), comprised of representatives from the Mayor's Office and City departments, and memorialized in the Project Charter. The Project Charter provides vision and high-level objectives to guide the Committee and Project Team, and was most recently updated on October 26, 2022. The Project Charter is the foundation for Project stakeholders to buy-in, invest, and authorize the team to apply approved City resources to project activities and tasks. In order to accomplish the goals of the Project, there are various multi-departmental components, which will be carried out by the Project Team, and department-specific assignments and tasks that will be managed individually by each respective department, with staff augmentation using either the Consultant of the Task Order or a separate consultant contract.

### ***Multi-Departmental Components***

The Committee previously identified the need to utilize consultant services to assist City staff in expediting the delivery of the Project. The Consultant Task Order is supporting the multi-departmental components of the Project which include creating a portal to guide and assist customers through the City's permitting and inspection process as well as other development services provided to the community. In order to create the portal, many smaller tasks and components need to be implemented first.

The portal will use technology to provide customers with access to the different services provided by City departments, as well as the status of their project as it goes through the City's review and approval process. Each department will remain responsible for maintaining their own applications and the work processes necessary to provide their services while being required to adopt database structures and protocols that will integrate seamlessly with the portal experience for the customer. The portal will use cloud technology, departmental and multi-departmental databases, secure file transfer protocol, and application programming interfaces (API) to construct a customer experience that provides transparency in the permitting and approval process. The implementation of this

technology will allow the City to provide a user friendly interface that shows the status of the customer's project and use email and text services to regularly communicate with and update the customer throughout the process. Workshops for the Project have proposed that the portal be the gateway for the customer to find information related to the following services and links leading to the appropriate web application for information such as:

- Permits and other department services such as planning cases;
- In-person and virtual appointments;
- Inspections/Virtual Inspections;
- Clearances by other departments for permits;
- Payments and invoices;
- Customer service requests; and
- Manuals and other help documents.

As previously mentioned, much of that information will be drawn from existing departmental web applications, but some of it may be provided by new centralized web applications that will serve all interested City departments. This will require the creation of a sophisticated data warehouse and data exchange process(es) to centralize departmental data in one place in near-real time to be read by the portal, dashboards, etcetera. This will also require the use of certain standardized data lists and structures so that the data from various departments can be compiled seamlessly and in a clear and understandable manner. Finally, this information clarity and improved workflow will not only provide a benefit to customers but will also improve efficiency and functionality for City staff and the creation of dashboards and reports will enable more effective decision-making by City managers.

### ***Support of Departmental Projects***

In addition to the multi-departmental components of the Project, City departments are separately managing project development that is specific to the needs of their respective departments. One persistent challenge worth noting has been the on-going difficulties in recruitment and hiring of the Programmer Analyst classification. Therefore, the additional resources provided by the Consultant have been essential to the timely success of the Departmental Projects. Efforts will continue toward filling vacant programming positions, but even once they are filled it will take some time to train incoming personnel to be able to perform at the level needed for this advanced project.

## **PROJECT STATUS UPDATES**

During the first year of the consultant Task Order, the Project's primary focus was to ensure access and continuation of development services to the public during the Mayor's Safer at Home Emergency Order. To that extent, once the Consultant was on-boarded and initial feedback was collected from the Committee, it was determined that the initial

work plan should be adjusted to prioritize continuation and improvement of customer service by development of a citywide appointment system, instead of initially reviewing and updating the formal Project Charter as originally planned. The BuildLA Appointment System launched in 2021 and was expanded in 2022 to offer same day services via the Virtual Counter. The Virtual Counter is currently being utilized by Engineering, LA Sanitation and Environment (LASAN), the Department of City Planning (DCP), and the Los Angeles Fire Department (LAFD).

### ***Multi-Departmental Project Progress***

Much progress has been made in the time since the Year 2 Status Update, the Committee developed and approved the updated BuildLA Project Charter on October 26, 2022. The Project Charter is a living document that outlines the BuildLA key elements, goals, and team members, and provides guidance to the Project Team. This involved extensive collaboration and influenced many technical discussions amongst the Project Team on how best to develop and implement the BuildLA Project across all involved departments, while motivating and encouraging departments to upgrade their existing systems for BuildLA compatibility.

During the second year of the consultant Task Order, the Project's primary focus was implementation of the Affordable Housing Tracking System (AHTS) in response to Mayor Bass's Executive Directive No. 1. The team launched this application in March 2023 and has made several updates to accommodate the needs of various City departments and the Mayor's Office. Additional updates are included in Attachment No. 1, the BuildLA Multi-Departmental / Departmental Task Update Sheet. The AHTS has served as the pilot in establishing the Universal Project Identifiers (UPI) and has established the technical framework in the development of a Citywide Tagging system. The Project Team swiftly responded to Executive Directive No. 1 and launched this web application less than three months later. New versions which include fixes, enhancements, and new features continue to be pushed into production every three weeks.

The Project Team has developed the schema and has discussed the Data Warehouse with the various departments. Departmental datasets are being evaluated to determine how to make them fit the proposed schema, and the logistics of moving the data from the departments into the BuildLA Data Warehouse are being explored.

The BuildLA Portal's User Interface / User Experience (UI/UX) is currently being designed and programmed. The Portal will initially include permits, clearances, and appointment information, but will continue to be enhanced and expanded as practicable. The anticipated launch date for the initial version of the Portal is December 2023.

Engineering completed the transition from Elevon and Wells Fargo to JP Morgan for banking and online payments. Engineering's Universal Cashiering System is currently being used by five city agencies.

### ***Multi-Departmental Resource Utilization***

Most of the resources during Year 1 were dedicated towards the development, onboarding, training, and support of the Appointment System. Year 2 resources were mainly dedicated to the development and enhancements of the AHTS and the establishment of the data warehouse and schema. As we continue at our current pace in development of the Project, the estimated budget for Multi-Departmental efforts during Year 3 is \$3,500,000.

### ***Multi-Departmental Project Goals - Year 3***

The majority of Year 3 resources are planned to be expended on the testing and implementation of data warehouse connectors to departmental databases and the rollout of the initial BuildLA web application components. The team has already received data from 5 major departments: Los Angeles Department of Building and Safety (LADBS), Engineering, LAFD, Los Angeles Housing Department (LAHD), and DCP. The following are some of the goals that we are looking to achieve in Year 3:

- Launch the initial version of BuildLA and make it available to customers (constituents, contractors, and developers) to collect and address customers' feedback;
- Incorporate the customers' permits and services across multiple City departments into the BuildLA Portal;
- Expand the scope of the data collection/integration to include the data from a total of 11 departments;
- Enable the expansion of the UPI approach, which will be the vehicle for this Citywide project management approach, and tagging to Departmental applications;
- Allow customers to group their permits and services across all City departments under projects for easy management and tracking. A customer will be able to create as many projects as they need with a complete profile of every project. The project profile will include information such as the percentage of affordable housing as well as the number of affordable housing units, projects start and completion dates, etc;
- Continue stakeholder workshops on UI features, viewing permission rules, and project team features;
- Continue to maintain and support the Appointment System and the Virtual Counter to onboard more City departments;
- Continue to maintain and support the AHTS to continue to monitor the progress of all projects covered under the Mayor's Executive Directive Nos. 1 and 4.

### ***Multi-Departmental Year 3 Request / Explanation***

Engineering anticipates the need for and is requesting \$3,500,000 to implement the Year 3 multi-departmental Project components based on the current level of staff augmentation

and the continued level of effort. This funding is currently providing staff in the areas of project management, web application programming, and user interface and user experience guidance.

## **DEPARTMENTAL PROJECTS**

Departments are responsible for overseeing the utilization of resources and delivery of their departmental projects. The BuildLA Project Team, while coordinating the multi-departmental components of the Project, and providing staff augmentation if requested, is not responsible for managing the overall delivery of departmental projects.

### **Bureau of Engineering**

#### ***Project Progress***

Many development service-related web applications used by Engineering are in need of updates in order to be compatible with the BuildLA data exchange and schema. The BuildLA Project Team has established a priority list of programming and training needs for the existing applications used by staff for permits issued by Engineering. Engineering is overseeing the work by the Consultant and is working with the Consultant to identify training for Engineering staff. This task began in Year 1 and will be ongoing during Year 3.

Engineering identified the 20-year-old Revocable Permit web application to be the first of many applications to be upgraded from the existing ColdFusion language into ASP.NET. Not only does the new ASP.NET framework provide more security and less vulnerability than the ColdFusion platform/language, but the web application will provide LA Al Fresco Program sidewalk dining participants with a mechanism to automatically transition their temporary authorization into a Revocable Permit. Engineering has also incorporated a LADOT staff side of the application to allow LADOT staff to review On-Street Dining Revocable Permit applications prior to Engineering issuance of a Revocable Permit. This task began in Year 2 and is mostly complete, aside from some ongoing optimizations that will continue through Year 3.

Many of the subtasks in the Task Order require customized programming that is, in many cases, being performed by the Consultant under the supervision of Engineering. Therefore, there is a task to document programming standards and facilitate knowledge transfer to the appropriate Engineering staff that will be tasked with the ongoing maintenance of the new applications. This task began in Year 1 and is expected to be ongoing through at least Year 3.

#### ***Resource Utilization***

Engineering uses both City resources and Consultant resources to provide project management, administration, programming, training, technical documentation, software

maintenance, business process expertise and systems support to provide online services to customers and meet the goals and objectives of the Project.

### ***Project Goals – Year 3***

Engineering has established specific goals for the Development Services Program that are aligned with and support the larger Project goals for the City. Over the period of more than 20 years, since 1999, Engineering has developed more than 25 customer-facing, online applications that allow customers to apply for and track their applications for permits and services in the public right of way. Engineering is migrating these applications to ASP.NET and is enhancing the customer experience during this migration process to make these applications more customer friendly. These bureau-specific goals will improve Engineering's permitting applications and the customer experience while following the technical guidelines for Project integration. The following tasks have been identified by Engineering and will be prioritized for implementation during Year 3:

- Create a new centralized tag database for use in enabling flexible reporting and dashboards across permit types – most notably for affordable housing;
- Implement tags in all primary Engineering permitting applications;
- Implement UPIs in all primary Engineering permitting applications;
- Continue upgrading existing applications from ColdFusion to ASP.NET; and,
- Train and transfer programming knowledge to Engineering staff.

### ***Year 3 Request / Explanation***

Due to the short-term need for Engineering to migrate existing applications to ASP.NET and the current pace of the Project, Engineering does not have sufficient programming resources to perform this work in the desired time frame. As such, Engineering is requesting \$650,000 funding to utilize two full-time programmers and one part-time project manager via the Consultant for programming, application development, training, and documentation.

## **LADBS**

### ***Project Progress***

#### **ePlanLA**

LADBS implemented ePlanLA, an online permitting system, in 2019. ePlanLA allows online submission for permits requiring plan check. LADBS is currently working on expanding the types of plan checks that can be accepted online and anticipates completing this work in the next few years.

Most of the new ePlanLA improvements require customized programming. The ePlanLA project team is working on a list of enhancements on items such as improving the

organization and appearance of receipts and fees as well as changes that will allow customers to apply for and submit multiple permits for one job.

Additionally, LADBS has identified several improvements that will allow permits to be processed faster. These changes include improving the layout of screens used by LADBS plan check engineers and improving screen filters so plan check engineers can easily identify high priority projects or delayed projects.

#### Los Angeles City (LAC) Permitting System

The LAC Permitting System will replace existing legacy permitting, inspection, and code enforcement applications. The LAC Permitting System is currently nearing the ending of the RFP process. A vendor, Unisys, has been selected and LADBS is now working to establish a contract to implement the new system. Integration into the BuildLA Data Warehouse will first be configured using the legacy applications. Once implemented, the new system will integrate with the BuildLA Data Warehouse.

#### Executive Dashboard

LADBS performs inspections and issues permits every day. The Code Enforcement Bureau is responsible for responding to public complaints and monitoring known hazardous buildings and properties. LADBS Management needs to be able to monitor departmental performance in real-time to make necessary adjustments to ensure effective and efficient inspection, engineering, and code enforcement operations. LADBS currently utilizes static reports that run on a regular schedule weekly or monthly. These reports provide broad summaries. The executive dashboard will allow LADBS Management to view real time data and easily drill into the data to identify trends and make educated decisions to improve operations.

This project component will allow LADBS to take full advantage of modern advanced reporting tools such as Tableau or Microsoft Power BI. LADBS plans to hire a data scientist to create a presentation layer for management to gain an understanding of the status of daily operations. A map-based interface would show LADBS performance City-wide as well as by Council District. The creation of an Executive Dashboard will be performed by contractors under the supervision of LADBS.

Once an Executive Dashboard is created for LADBS management, LADBS will explore providing a similar interface for the LADBS website. This transparency will serve both LADBS and the public well in understanding LADBS performance and timelines for LADBS services.

#### Universal Cashiering System

The Universal Cashiering System was implemented in July 2020. LADBS continues to work with Core, the Universal Cashiering vendor, to improve the system.

The second phase of the Universal Cashiering System project is the development of the Business Center. The Business Center is the online component of the cashiering system

that will allow customers to pay for and process transactions in a universal, single point via the internet. Work on the Business Center has been put on hold to allow LADBS and Core to address production issues with the Universal Cashiering System. LADBS is working with Core to get the Business Center project back on track.

#### ePermit

The ePermit system is an online system that allows customers to easily apply for, pay for, and receive permits for small projects that do not require a plan check. The software is maintained by 3Di, and the servers are maintained by LADBS. LADBS and 3Di have been performing updates to expand the usefulness of the system.

In the last year, 3Di and LADBS have worked together to perform several updates to the ePermit system.

- Implement enhancements to the ePermit Solar PV process, allowing more customers to be eligible for an express permit. In particular, the maximum wattage allowed for an express permit was increased. Also, Solar PV permits with Energy Storage Systems are now accepted through the ePermit system. By allowing more permits to be eligible using the ePermit system, LADBS has reduced the need for many customers to come into the Development Services Center (DSC) to obtain a permit.
- Streamline the creation of a virtual appointment within the ePermit system. An appointment system was integrated into ePermit, to enable customers to easily schedule an appointment when a project is ineligible for an express permit.
- Implement various fixes to the fees.
- Update system texts and associated information bulletins.

#### ***Resource Utilization***

##### ePlanLA

LADBS uses both City staff and contractor resources to provide project management, administration, programming, training, technical documentation, software maintenance, business process expertise, and systems support for ePlanLA. LADBS is tasked with running the ePlanLA systems and servers to provide plan check and permitting services to the development community, property owners, and residents. There is an urgent need to use contractor services to assist LADBS with maintaining and advancing the abilities of ePlanLA.

##### LAC City Permitting System

LADBS uses City staff, 120 day contractors, task order contractors, and Gartner to provide project management, subject matter expertise, analysis, and contract negotiation services.

##### Executive Dashboard



LADBS will use both City resources and contractor resources to provide project management, administration, analysis, programming, training, technical documentation, software maintenance, business process expertise, and systems support for an Executive Dashboard. There is an urgent need to use contractor services to assist LADBS with creating an Executive Dashboard.

#### Universal Cashiering System

LADBS uses both City resources and contractor resources to provide project management, administration, programming, training, technical documentation, software maintenance, business process expertise, and systems support for the Universal Cashiering System. LADBS is tasked with running and maintaining the Universal Cashiering systems and servers. Core is responsible for the software running on the systems. When issues are found, LADBS must troubleshoot the problems and rule out issues with the server environment. There is an urgent need to use contractor services to assist LADBS with maintaining and advancing the abilities of the Universal Cashiering System. The development of the Business Center phase will require programming and project management roles that will be filled by contractors.

#### ePermit

LADBS uses both City resources and contractor resources to provide project management, administration, training, technical documentation, business process expertise and systems support for the ePermit System. LADBS is tasked with running and maintaining the ePermit servers. 3Di is responsible for the software running on the systems. There is an urgent need to use contractor services to assist LADBS with maintaining and advancing the abilities of ePermit.

### ***Project Goals – Year 3***

#### ePlanLA

LADBS has established specific goals for ePlanLA that are aligned with and support the larger City BuildLA Project goals. These goals will improve ePlanLA by allowing more types of permits to be accepted and issued online, and also improve the customer and internal LADBS employee experience. The following tasks have been identified by LADBS and will be prioritized for implementation during Year 2:

- Allow a change in the plan check type during the application process. For example, a customer originally submits an electrical permit application but later finds out a building permit is required.
- Allow customers to submit, pay for, and receive multiple permits for a single project in a single transaction. For example, obtain a mechanical and building permit for one job in one plan check.
- Allow a project submitted in person or via a paper plan to be transferred to ePlanLA for faster and more efficient processing. Update the verification process to make it more efficient. The current verification process requires time-consuming back and forth between the plan check engineer and the customer to the plan and

supporting documents to ensure the building plans are adequate. Allow address ranges, so that large or complex projects encompassing multiple parcels or addresses can be processed online through ePlanLA.

- Improve receipts and status update screens to provide customers transparent information regarding the permitting process. This will reduce customer questions and complaints.
- Train and transfer programming knowledge to LADBS staff.

#### LAC Permitting System:

LADBS expects the contract negotiations for the new LAC Permitting System by the end of September 2023. We plan to have a project schedule delivered with the contract. The LAC Permitting System will replace existing legacy permitting, inspection, and code enforcement applications. Existing systems will continue to be used until the new system is implemented. The project plan and schedule of installing the LAC Permitting System is currently being negotiated with the vendor Unisys that was chosen through the RFP process. Integration into the BuildLA Data Warehouse will first be configured using the legacy applications. Once implemented, the new system will integrate with the BuildLA Data Warehouse.

#### Executive Dashboard

LADBS expects to create the Executive Dashboard in one year. The following characteristics have been identified by LADBS and will be prioritized for implementation during Year 2:

- Create a Tableau, Power BI, or similarly based online system for reporting.
- Allow a user to view inspection, engineering, and Code Enforcement operations by geographical region.
- Allow a user to further breakdown data based on permit type (e.g., Mechanical, Electrical), date, value, and assigned inspector/engineer.
- Create efficient views of Code Enforcement tasks such as Vacant Building Abatement.
- Allow users to drill down into data. The initial view on the map may contain numbers of occurrences. As the user drills down, the actual data should be displayed.
- Provide an interface displaying how LADBS is performing inspection, engineering, and Code Enforcement tasks.
- Train and transfer support and programming knowledge to LADBS staff.

#### Universal Cashiering System

LADBS plans to work with Core to resolve all production issues with the Universal Cashiering System. Additionally, LADBS plans to work with Core to produce a project

plan and then execute this project plan for the Business Center implementation. Current timelines show Business Center finishing development in November 2023

#### ePermit.

LADBS plans to continue to work with 3Di to continue to advance the ability of the ePermit system. Goals for Year 2 include:

- Implement the Angeleno account, allowing for a single user identification for customers to use across all City of Los Angeles applications.
- Allow a customer with a valid B contractor license to submit multiple permits in one transaction.
- Break down the fees on the customer receipt to show which department is charging each fee.
- Update the Solar PV fee to include cap.
- Expand the ePermit system to accept all permit types currently handled by the Express Permit Counter at the DSCs.
- Expand the ePermit system to accept Wet Sandblasting, Stair Repair, Damage Repair, Fire Damage Repair, Replace Prefab Fireplace, Replaster Pool, Siding, Roof Tiles, Balcony/Deck Coating, Roof Coating, Radiant Barrier, and Block Wall projects.

#### ***Year 3 Request / Explanation***

LADBS plans to use funding through the traditional budget cycle, or previously approved funding, to utilize consultant services for project management, analysis, programming, testing, training, and documentation. There is no additional request for funding at this time.

## **DCP**

### ***Project Progress***

DCP continues to upgrade two systems directly supporting the Development Services of the City. These are the Online Application System (OAS) portal and Planning Case Tracking System (PCTS). OAS has published all DCP-related applications online and facilitates the digital communication between the applicant and planner. OAS has allowed DCP to provide enhanced virtual services that allow applicants to efficiently process DSC clearances and approvals. OAS has data pipelines to PCTS; this allows planners to quickly create a case based on application details. PCTS recently had a major back-end upgrade that allows applicants to better support the application and any changes requested by the Department. DCP is currently working on many efforts to digitally integrate PCTS with other development service departments such as LADBS and Engineering.

### ***Resource Utilization***

DCP is tasked with running development service counters and providing services to the development community, property owners, and residents in an increasingly digital format. Therefore, DCP has identified an urgent need to use consultant services to assist DCP with these tasks in order to meet department-specific goals while also facilitating collaboration with other development services departments.

### ***Project Goals - Year 3***

DCP has specific goals that will improve the entitlement process and customer experience via digitization and integrations with other Development Service Departments including:

- Further integration of PCTS and OAS with LADBS and Engineering. Engineering is currently working with vendors to develop a data integration and sharing platform for all BuildLA departments to plug into; and
- Extensive dashboard and reporting needs have been identified to allow DSC managers to see workload and workflow pipelines for current applications.

### ***Year 3 Request / Explanation***

DCP intends to utilize the programmers provided by the Consultant through Engineering's contract that are tasked with building stand-alone Dashboards and Interactive Power BI reports which will be hosted on the DCP intranet and the BuildLA Portal. Part-time programmers will be utilized to complete the Dashboards and Power BI Reports for existing Planning Development Systems. DCP requests \$250,000 from the DSTF for programmer/developer services to fully implement Dashboards and Power BI Reports for OAS and PCTS. DCP will also provide some existing developer resources to complement this effort.

## **LASAN**

### ***Project Background and Current Activities***

#### Low Impact Development (LID) Program

LASAN-Watershed Protection Division (WPD) currently uses the LID Plan Check Submittal Portal (LID Portal) to intake and manage customer service requests for development services. The LID Portal is a web-based application that was created in-house and supports certain LID Public Counter services, such as plan check review, plan restamp, building permit application clearance, certificate of occupancy clearance, and planning case referral form. The application allows customers certain limited services, such as submitting electronic plans and documents online and checking the latest status of their service request. The LID Portal is a standalone application, and currently does not share data directly with other city applications. Aside from this web application, the LID Public Counter manages its workflow assignment and reporting via a Master Project Tracking Google Sheet. Additionally, once a project is approved and permitted, the LID Public Counter manually inputs project information into the Municipal Separate Storm

Sewer System (MS4) Project Data Manager to support the City's administration and reporting requirements under its National Pollutant Discharge Elimination System MS4 Permit.

LASAN-WPD utilizes both City resources and other consultant resources to manage and support its existing applications and tools to provide online services to customers and meet the goals and objectives of the project. Due to the design and features of these tools and applications, City staff time is diverted from plan check activities to manage them, including manual tasks that may be automated via system improvements. The reduction in staff time on plan check activities impacts the level of customer service and the plan check review time provided by the LID Public Counter. As such, there is an urgent need to use the project's consultant services to assist LASAN-WPD with certain system improvement tasks to meet bureau-specific goals while also supporting the implementation of technology to meet the project's goals. Implementation of system improvements would result in the reduction or elimination of consultant resources to manage and support the goals and objectives of the project.

BuildLA programming activities for Year 2 were initiated on June 1, 2023. The following are the bureau-specific goals that will be implemented to improve LASAN-WPD's permitting applications and the customer experience while following the technical guidelines for project integration during Year 2. They also align with and support the larger project goals for the City:

- Enhance or replace the LID Portal, to automate certain tasks and functions;
- Incorporate reporting and work assignment features into the LID Portal, to eliminate the need of the Master Project Tracking Google Sheet;
- Automate project data push from the LID Portal to the MS4 Project Data Manager, to eliminate manual entry of project data;
- Expand customer features in the LID Portal to improve and expand access to project status information, to both applicants and the general public;
- Implement tags to enable separate tracking of expedited affordable housing deadlines;
- Create an online library of how-to knowledge and documents similar to Engineering's Development Services Procedures Manual for both customer and staff use; and,
- Train and transfer programming knowledge to LASAN-WPD staff.

#### Industrial Waste Management Permitting

LASAN-Industrial Waste Management Division (IWMD) is in the process of acquiring and developing a replacement system for its Pretreatment Information Management System (PIMS) and Industrial Waste Billing (IWB) system. The current PIMS system is used to administer the US EPA-mandated pretreatment programs, which include permitting, plan checks, inspections and enforcement, all of which support Development Services; and

IWB is utilized to handle the billing and payment functions of the various pretreatment programs of PIMS. Together, PIMS and IWB service over 17,000 permitted industrial users in the City for permitting, sampling, inspections, enforcement and billing/payment functions. However, PIMS and IWB are built upon technologies that are over 20+ years old and the technical support for these technologies/systems no longer exists. Hence, a new replacement system called iPACS, or internet-based Pretreatment, Administrative & Compliance System, has been selected to replace PIMS and IWB. iPACS is a web-based, commercially off-the-shelf system used by many other municipalities, including LA County Sanitation Districts, for their pretreatment programs. An optional component of iPACS is the GovOnline portal, which can be used for electronic permit application intakes; plan check requests, submittals, reviews, clearances; online payments and other electronic submittals. Based on the preliminary requirements provided by BuildLA, IWMD intends to acquire the GovOnline portal and use it to interface with BuildLA. GovOnline would be able to provide the necessary clearances and data elements required by BuildLA's data warehouse across multiple agencies.

### ***Project Goals and Funding Request – Year 3***

#### **LID Program**

The following bureau-specific goals will improve LASAN-WPD's permitting applications and the customer experience while following the technical guidelines for project integration during Year 3. They also align with and support the larger project goals for the City:

- Complete the enhancement or replacement of the LID Portal, to automate certain tasks and functions;
- Complete the incorporation of reporting and work assignment features into the LID Portal, to eliminate the need of the Master Project Tracking Google Sheet;
- Complete the automation of project data from the LID Portal to the MS4 Project Data Manager, to eliminate manual entry of project data;
- Complete the expansion of customer features in the LID Portal to improve and expand access to project status information, to both applicants and the general public;
- Develop/Incorporate an inspection program into the LID Portal to streamline the clearance process for projects in Certificate of Occupancy.

LASAN-WPD does not have sufficient programming resources to perform the work to complete the desired improvements. Also, due to the current staffing level of the LID Public Counter, it is necessary to secure additional resources to manage and support the project. As such, LASAN-WPD is requesting \$300,000 to utilize consultant services for project management, programming, application development, training, and documentation for the enhancement or replacement of the LID Portal and for the development of a Development Services Procedures Manual. This staff augmentation is estimated to consist of one programmer/software developer (full-time) and two project

managers (part-time, one assigned to the software development project and one assigned to procedures manual project). LASAN-WPD plans to utilize the existing BuildLA project's primary consultant contract, Psomas, through BOE, to hire the staff augmentation resources.

#### Industrial Waste Management Permitting

The GovOnline portal that will be interfacing with BuildLA is a major component of the iPACS EnSuite environment, and it needs to be customized and configured for LASAN-IWMD's specifications. The estimated one-time implementation cost for GovOnline related to interfacing with BuildLA is \$280,000, which is 33% of the total programming/development cost of GovOnline implementation cost, and does not include any City staffing or maintenance/hosting cost.

Total GovOnline One-time Implementation Cost (100%) by iPACS developers only	\$837,462
LASAN-IWMD Portion of One-Time GovOnline Implementation Cost (66.66%)	\$558,252
BuildLA Contribution To One-Time GovOnline Implementation Cost (33.34%)	\$280,000

### **Bureau of Street Services (StreetsLA)**

#### ***Project Progress***

StreetsLA continues to modernize its departmental applications by integrating the Enterprise Asset Management System (EAMS) with necessary GIS, permitting, and enforcement systems. Systems integrations are interdepartmental in some cases and require significant coordination. The StreetsLA team successfully reviewed and documented the majority of permit workflows in the department. The project team has engaged Psomas (TOS 12; Task 8) to do a requirements gap analysis, to identify any missing operational requirements, to guide the StreetsLA project management team, and to assist in the technical implementation of new permit systems that will feed development services data into BuildLA. StreetsLA is in the process of (1) implementing a programming platform that stabilizes and modernizes existing departmental permit applications, and then (2) developing new applications on that programming platform. StreetsLA clarified a multi-year scope of work that includes the prioritization and creation of permit systems that create pertinent development services data for consumption by BuildLA.

The evaluation of the existing permitting process and actualizing integrations with our EAMS solution began in Year 1. Permit system modernizations and implementations will be ongoing through Years 2 and 3.

#### ***Resource Utilization***

StreetsLA continues to use City resources and the TOS 12 BuildLA consultant to provide project management, administration, programming, training, technical documentation, software implementation, software maintenance, business process expertise, and systems support to provide web-based systems that facilitate the permit application process for our customers and staff. Our development services systems will provision data for BuildLA consumption. Creating better online user experiences for Public Works customers strengthens the BuildLA mission too. As such, there is an urgent need to use consultant services to continue modernizing permit workflow processes and integrate our data with the BuildLA initiative.

### ***Project Goals - Year 3***

- Implement a cloud-based data architecture for creating, managing, and reporting all development services data for BuildLA and StreetsLA development service operations:
  - Operational Cloud Expansion - Microsoft Azure and AWS
    - Continued planning and configuration of Microsoft Azure cloud environment to facilitate the aggregation of cloud data into a StreetsLA data warehouse that can feed BuildLA and other data consumers.
- Assess and integrate customer facing, high impact technology solutions:
  - Integrate the Angeleno Account for unified authentication across systems
  - Overhaul the user interface and user experience (UI/UX) of public-facing web applications
  - Integrate the Universal Cashier System (UCS) for streamlined payment processes
  - Integrate appointment scheduling, virtual public counter, and virtual inspection
  - Integrate MyLA311 Service Requests
- Develop an online manual that addresses a comprehensive permit process and procedures for both public consumption and internal City staff training. This online manual will serve as a guide to ensure consistent and efficient handling of development services permits
- Provide ongoing training and advisory support to StreetsLA systems staff to enhance their technology support skills and knowledge related to the implementation and maintenance of the technology solutions, including Microsoft Azure and related cloud systems used to provision data for BuildLA

### ***Impact Statement***

Technology has become the bedrock of business in almost every City department's workflows. StreetsLA admits that many of our technology solutions, including our public



facing web applications are severely outdated and on the verge of becoming obsolete. Our ability to participate in BuildLA is predicated on our ability to maintain systems that can provide useful and timely information for our constituent customers. Without this funding our ability to provision data for BuildLA in the long term will be minimal at best. StreetsLA will continue to use the BuildLA team through TOS 12.

### ***Year 3 Request***

The Bureau of Streets Services requests a BuildLA budget allocation of **\$770,000** to address the above technology and operational goals that increase our level of participation in BuildLA and create a required level of sustainability that ensures our continued participation in provisioning pertinent permit and enforcement data.

<b>Description</b>	<b>Required Resource(s)</b>	<b>Estimated Cost</b>
Cloud-based Data Architecture and Data Warehouse Configuration	<ul style="list-style-type: none"><li>• 1 Part-time - Project Manager (480 hrs/\$140K)</li><li>• 1 Full-time - Programmer - Sub (2080 hrs/\$240K)</li><li>• 1 Part-time - Sr. Programmer (480 hrs/\$215K)</li></ul>	\$595,000
Customer-Facing Technology Solutions Implementation/Integration		
Technology solutions training and advisory support		
Permit Process and Procedures Manual	<ul style="list-style-type: none"><li>• 1 Part-time Website Developer - Sub (250 hrs/\$60k)</li><li>• 1 Part-time project/content advisor (500 hrs/\$115k)</li></ul>	175,000
<b>Estimated Total:</b>		<b>\$770,000</b>

## **Bureau of Contract Administration (BCA)**

### ***Project Progress***

The Bureau of Contract Administration's (BCA) development service-related web-based applications are currently in production and modules are being tested. They will need to be modified in order to interface with the City's BuildLA portal. Web coding and data structures will need to be modified to facilitate the transfer of data between these applications and BuildLA. In addition, they will require support and maintenance going forward in order to keep pace with modifications made to the BuildLA portal.

### ***Resource Utilization***

BCA is responsible for the inspection of all Public Works permits for private development throughout the city, and providing services to the development community, property owners and residents. Since 2022, consultants have performed project administration and management solutions, architecture design, software development, user interface/experience design, programming, and other professional services in the development and rollout of BCA's development services scheduling/inspection web-based applications. The continued use of these consultants is necessary to aid with the BuildLA initiative.

In addition, BCA will continue to absorb additional work utilizing existing information technology (IT) staff to maintain the existing system. However, eventually an additional full-time IT position will be required to effectively facilitate the integration of the existing system into BuildLA for the long term. This will allow BuildLA to provide online services to customers and meet the goals and objectives set forth by the BuildLA Oversight Committee.

### ***Project Goals – Year 3***

BCA has established goals for the Development Services Program which supports and simplifies the larger project goals for the City. The BCA goals include improving customer experience while following the technical guidelines for BuildLA integration. The following tasks will be prioritized for implementation during Year 3:

- Ensure real time status of construction work is available for 24 hours a day, 7 days a week;
- Develop a direct link with BuildLA and BCA's inspection scheduling/inspection application;
- Develop a work plan to incorporate virtual inspection;
- Develop a work plan to incorporate other BCA applications to integrate with BuildLA and;
- Train and transfer programming knowledge to BCA staff.

### ***Year 3 Request / Explanation***

The BCA is requesting \$410,000 to be expended over the next year to support the BuildLA initiative and to deliver on the results described herein.

BCA is requesting the continued services of a consulting firm to aid in this task. Without supplementing the work of existing BCA personnel with a consultant, BCA will not be able to successfully execute and integrate the BuildLA initiative on time. The consultants will provide project administration and management solutions, architecture design, software development, user interface/experience design, programming and other professional services.

In addition, as noted above, BCA will eventually require an additional IT position authority. This position will be responsible for coordinating work for with the BuildLA project, as well

as making modifications and enhancements to BCA's systems as BuildLA grows and changes. This position will be requested as part of a future annual budget request.

## **Department of Transportation (LADOT)**

### ***Project Progress***

LADOT utilizes the Case Logging and Tracking System (CLATS) portal as an internal platform to track development review cases, to generate activity reports, to check on compliance with performance goals, and to balance employee workloads. CLATS is not currently accessible to applicants and needs an upgrade to offer a web-based application and electronic plan checking.

### ***Resource Utilization***

LADOT uses both City resources and consultant resources to provide business analysis, development, program, and systems support to provide online services to customers.

### ***Project Goals - Year 2***

LADOT has identified the following goals for CLATS improvements for Year 2:

- Create flexibility to easily update the system to include new development review policies, city land use regulations, transportation analysis methods, review fees, etc.
- Incorporate a GIS platform that allows for mapping of project locations, off-site mitigation requirements, planned City-led projects, etc.
- Create two user interfaces: a customer (external) and City (internal) dashboard.

### ***Year 3 Request / Explanation***

Based on recent cost proposals that the City has received for similar work across various departments, LADOT is requesting an additional \$175,000 to fully implement the needed updates to improve or replace CLATS. LADOT is also introducing a new Transportation Demand Management (TDM) Strategies packaging tool that will assign a points calculation to development projects that need to meet a CEQA mitigation threshold and/or satisfy the City's new TDM Ordinance requirements. This new tool, the TDM Calculator, was originally designed for LADOT by a non-profit (Hack for LA) and is now moving to full City custody and operation. Therefore, in addition to the CLATS budget increase, LADOT requests \$200,000 in order to integrate this new TDM tool into the nest of development services tools that LADOT provides. As such, for the Year 3 Budget Request, LADOT is requesting an additional \$375,000 for a total Year 2/ Year 3 Budget of \$900,000.

## **LAHD**

### ***Project Progress***

LAHD is currently working on migrating our in-house applications to the City-Wide Identity Management that will directly support the Development Services of the City of Los Angeles. In doing so, will provide the first step to enabling the customer with one universal login account throughout the City of Los Angeles to have access to LAHD data and applications via the BuildLA portal.

***Resource Utilization***

LAHD uses both City resources and consultant resources to provide business analysis, development, program, and systems support to provide online services to customers.

***Project Goals - Year 3***

LAHD will further improve the data collection process and accessibility by automating the intake process, developing reports, and integrating with the Angeleno Account.

Identify important data points that are currently not being entered into the LAHD's Housing Information Management System (HIMS) and create a fully functional intake system or script that automates the collection of unentered but vital data for streamlining the affordable housing development process. HIMS serves as the primary housing data source to be transferred to BuildLA.

Develop reports and maps that are accessible via an Angeleno Account to streamline the affordable housing development process, enabling stakeholders to easily monitor and track progress.

***Year 3 Request / Explanation***

LAHD's current staffing level is dedicated to ensuring business-critical applications and operations are supported. LAHD requests \$300,000 additional funding to utilize IT Services Contracts to provide one business analyst and one programmer to ensure a successful integration with BuildLA.

**LAFD**

***Project Progress***

LAFD Development Services utilize the Fire Inspection Management System (FIMS) for permit intakes, plans submittal, fee payment, plan review status tracking, inspection requests, and inspection results; including issued corrections. LAFD continues to add FIMS functions to increase efficiency, improve external and internal user experience, and promote transparency and accountability. In FY 2022-2023 LAFD has been migrating to FIMS 2.0, a newer version of technology, as a single unified platform that will be utilized throughout the Fire Department. Due to the migration to FIMS 2.0, LAFD will continue Year 2 project goals into year 3.

***Resource Utilization***

LAFD uses contractual services to perform project management, programing, technical documentation, and software maintenance. City staff provide subject matter experts on business processes, project administration, acceptance testing, external users support, and project alignment with the goals and objectives of BuildLA.

### ***Project Goals - Year 3***

LAFD has set the following goals to improve customer experience, workflow efficiency, accountability, and transparency:

- Create a new workflow for customers to upload corrected plans, plans to be re-stamped, and supporting documents to better track progress for these tasks
- Integrate with BuildLA ED-1 (AHTS) module to exchange relevant data fields
- Incorporate staff required documents for tracking time spent on expedited projects
- Improve on request for refund process and allow applicants to submit refund request through system, staff review and take action on the request through FIMS
- Incorporate bot (self-learning) to improve on service delivery to the public
- Integrate with LADBS upcoming LA City Permitting system to exchange relevant data
- Provide executive dashboard to monitor plan check and inspection performance in real-time

### ***Year 3 Request / Explanation***

The Fire Department is requesting \$410,000 of contractual services for programing, application development, training, and documentation for the enhancement and added functions of FIMS. LAFD will procure one full-time programmer from an existing consultant contract to provide development and technical support, and to be responsible for system implementation, administration, maintenance, upgrade, enhancements, and customization.

## **FUNDING SUMMARY**

### **Multi-Departmental Components – Year 3**

The Committee has already requested the start of various efforts leading into Year 3 of the Task Order. Based on the experience from the work completed, the annual expenditure for Year 3 is estimated to be \$3,500,000 over Years 3 through 5 to provide the services and staffing needed to complete both the existing and proposed Sub-Tasks.

The City team has made certain assumptions on the type of service roles and levels of service utilization for the solicitation of the consultant services. These assumptions were

adjusted based on the Project's needs during the first two years of the Task Order. Below is the City's current estimate of total Project cost for the estimated 5-year duration of the Project.

**Cost Approximation of Third and Future Year Services**

Projected Year 1 Cost / Year 1 Funding Request	\$ 2,000,000
Projected Year 2 Cost / Year 2 Funding Request	\$ 3,500,000
<i>Projected Year 3 Cost / Year 3 Funding Request</i>	<i>\$ 3,500,000</i>
Estimated Year 4 Cost	\$ 3,500,000
Estimated Year 5 Cost	\$ 3,500,000
Total Estimated Multi-Departmental Project Cost	\$ 16,000,000

Based on the consumption rate to date, it is forecasted that an annual funding request of \$3,500,000 should be made to support the Project. Actual Project duration and funding needs will depend on project needs as they are identified, as well as the ability of the City to contract the services.

**Departmental Projects – Year 3**

<b>Department / Bureau</b>	<b>Funding Request</b>
Engineering	\$650,000
DCP	\$250,000
LASAN	\$580,000
StreetsLA	\$770,000
BCA	\$410,000
LADOT	\$175,000
LAHD	\$300,000
LAFD	\$410,000
<i>Total Request (Departmental Projects - Year 3)</i>	<i>\$3,745,000</i>

**Funding Source and Request**

Funding for this request is eligible to be covered by the DSTF. In accordance with LAAC Section 5.321.(f), the intent of this fund is to cover expenditures for the “design, construction and equipping of the City’s DSCs and their functional support services.” This fund is a shared source of funds for DSC departments to equip their DSCs and their functional support services. Revenue for the DSTF is derived from a surcharge on permits, and the proposed use of the requested funding is entirely consistent with the purpose of this fund.

In accordance with LAAC Section 5.321.(l), this request is being submitted to the CAO and PLUM Committee for review and consideration.

Matthew W. Szabo, City Administrative Officer  
October 24, 2023  
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If you have any questions regarding this request, please contact Lyndsay Naish of Engineering at [lyndsay.naish@lacity.org](mailto:lyndsay.naish@lacity.org).

TSA/In

Attachment No. 1: BuildLA Multi-Departmental / Departmental Task Update Sheet  
No. 2: Signature Pages

cc: Randall Winston, Office of the Mayor  
Joe Luckey, Office of the Mayor

# BuildLA Multi-Departmental / Departmental Task Update Sheet

ATTACHMENT NO. 1			
Agency Name	Date of Update	Staff Name (who entered information)	Project Status (Since Last Update) and BuildLA Relevance
BOE	9/14/2023	Lyndsay Naish	<p>Multi-Departmental Projects:</p> <ul style="list-style-type: none"> <li>- ED-1/UPI/Data Warehousing: AHTS Development Team released Version 2.1 on 8/23. Version 2.2 will be released with a Finance Tracking tab, as requested by CAO. Data Warehousing is underway.</li> <li>- Appointment and Virtual Counter System: Version 5.2 was released on 7/13/23. BCA will be onboarding in August 2023.</li> <li>- BuildLA Portal: The existing site was updated in early April. LA AlFresco is still on hold pending some Planning items, Draft portal ideas are being developed in the background to keep pace with the Data Warehouse project. Permissions are being discussed.</li> <li>- New LADBS Permitting System Integration: Team met with LADBS on 7/6/23 for clarification on a few topics. Psomas developed a graphic showing the differences between the PCIS replacement (LA Permitting System) and the BuildLA initiatives.</li> <li>- Year 3 Funding Report: The draft report has been compiled and is being reviewed by BOE Management. Lyndsay will again work with the CAO (Sarah V.) on the report.</li> <li>- Angeleno Integration: BOE applications continue to move towards full integration. If anyone needs the code to make this happen BOE will provide.</li> </ul> <p>Departmental Projects:</p> <ul style="list-style-type: none"> <li>- Revocable Permit Improvements including LA Al Fresco integration: Task is being led by Maria Diaz (GIS Div.) with numerous subject matter experts from all four district offices. New application will be launched next week. Al Fresco integration is on hold until the "permanent" Al Fresco program is ready for launch (pending Mayor's Office, DCP, and DBS).</li> <li>- LADWP Shape (CAD) File Integration into U Permits: The Psomas team kicked off this project on August 1.</li> <li>- U Permit Improvements: Task is being managed by Essam Amarragy and Psomas. Version 3.3 was released at the end of July.</li> <li>- Work Order Management System: Task is being managed by Essam Amarragy and Psomas and includes the development of a new Work Order Management System that will close out Actual Cost permits quicker. BOE created an MOU (which has been signed) with all affected departments to close work orders after 60 days. Final changes to the application are being programmed.</li> <li>- Labor Charging Guide: Task being lead by City staff with support from Psomas. Labor Charging Guide was released and placed in the online Development Services Procedures Manual.</li> <li>- Universal Cashiering Updates: Task is being managed by Essam Amarragy and support from Psomas. Invoicing API was demonstrated to BSS. BSL is also on-boarding into the system.</li> </ul>
StreetsLA	9/11/2023	Alice Kim/Kenneth Tang	<p>Psomas completed the selection requirements for the Permitting/Enforcement System. Next step is to interview more vendors. Salesforce is scheduled on 9/20/23. Selection of the system is anticipated to be on 10/05/23.</p>
BSL	9/14/2023	Jay Wong	<p>Departmental:</p> <p>Universal Cashiering: Albert Valmeo to schedule a call with JPM to initiate an engagement with the BSL Team. (email of 5/25/23)</p> <ul style="list-style-type: none"> <li>- Challenges/Wins: Connecting finance with the system (online payment).</li> </ul>
LASAN	8/21/2023	Ching Loong	<p>Departmental Projects: IWMD is procuring a commercially off the shelf (COTS) system called iPACS and its optional compoenet GovOnline to service our electronic permit applications, plan checks and payments for Development Services. We are currently in Phase 1 of the iPACS project, which is system development and user acceptance testing. There will be a custom interface from GovOnline to interface with BuildLA's portal. Specifications for the interace will be provided to iPACS consultants when it is available from BuildLA.</p>



# BuildLA Multi-Departmental / Departmental Task Update Sheet

BCA	9/14/2023	George Espindola	<p>Multi-Departmental Projects:</p> <ul style="list-style-type: none"> <li>- Appointment System / Virtual Counter: BCA has obtain approval from upper management to move forward on appoitment system, Staff met with Psomas team to set up appoitment system, BCA staff is compiling literature to distribute to permittees during virtual appoitments.</li> <li>- Virtual Inspection Study: BCA working with Psomas to investigate Virtual inspection options.</li> </ul> <p>Departmental Projects:</p> <ul style="list-style-type: none"> <li>- Prorgammer has been on board for a month and is doing great (optimizing the The Dispatch/Inspection program. BCA team meets with BuildLA Management team once a month to discuss progress and needs.</li> <li>- Data Repository: Team is meeting with BOE and the data is already being pulled daily</li> </ul>
LAFD	4/26/2023	Orin Saunders	<p>Multi-Departmental Projects:</p> <ul style="list-style-type: none"> <li>- Virtual Inspection Project Initiation / Study: Virtual inspection will improve project delivery for customers by allowing a more immediate response to inspection requests, provide flexibility to customers on additional available time slots for inspection, and provide the City with more efficient utilization of resources. Team has already developed a Draft Scope of Work and now that funding has been secured the project can start in April/May. Invovled agencies include LADBS, BCA, LAFD and BSS.</li> </ul> <p>Departmental Projects:</p> <p>FIMS Enhancements: Team will start the programing, application development, training, and documentation for the enhancement and added functions of FIMS. Programming will include system implementation, administration, maintenance, upgrade, enhancements, and customization.</p>
Planning	4/26/2023	Mony Patel	<p>Multi-Departmental Projects:</p> <ul style="list-style-type: none"> <li>- AHTS: DCP is working with the BuildLA Team, LADBS, and Housing to clean-up data inthe new system, including the removal of duplicate entries.</li> </ul> <p>Departmental Projects:</p> <ul style="list-style-type: none"> <li>- PCTS Integration: Further integration of PCTS and OAS with LADBS and Engineering</li> <li>- OAS and PCTS Data Warehouse Integration: DCP will utilize the BuildLA contract to have programmers build an API.</li> </ul>
LADWP	9/14/2023	Liz Gonzalez	
LADBS	9/14/2023	Greg Wilcox	<p>Multi-Departmental Projects:</p> <ul style="list-style-type: none"> <li>- Update AHTS: LADBS continues working to keep data in AHTS system current. Changes were made in PCIS to better categorize Affordable Housing records.</li> <li>- LAC Permitting System: Contract negotiations are ongoing, and the number and order of deployments is being planned. LADBS estimates the contract to be established in January 2023.</li> </ul> <p>Departmental Projects:</p> <ul style="list-style-type: none"> <li>- ePlanLA: Recent upgrades include: Adding acreage and lot to the Grading Report Submittal, Enabling the creation of GPI waivers, and Designing system to allow public to view Electronic Plans.</li> <li>- Executive Dashboard: LADBS and the Psomas Team are working on creating Executive Dashboards, including Plan Check Submittals, Weekly Performance, and Inspection Performance. A portal is being developed to customize the user experience.</li> <li>- Universal Cashiering: This system is in production. LADBS Team working to add Tap To Pay functionality on credit card readers. These new readers require a contract amendment to purchase.</li> <li>- ePermit Updates: LADBS Team is working to implement Solar Photovoltaic updates per SB379 in the ePermit system. Deployment of these updates is scheduled for the end of September.</li> <li>- Virtual Counter: LADBS is working with both Verizon and ITA to implement a virtual Counter using the Nice CX-One system. LADBS scheduled to meet with Verizon technicians to relay requirements and develop a scope of work for installation.</li> </ul>

## BuildLA Multi-Departmental / Departmental Task Update Sheet


Housing	7/24/2023	Jeong Yi (Ajay)	<p>Multi-Departmental Projects: Manually input corresponding HIMS Numbers into the AHTS application. Developed an API capable of providing HIMS milestone data to AHTS for inserting, updating, and deleting. Created HIMS data input entries in the HIMS UI for RUD and Covenant milestones in HIMS to be shared through the same API.</p> <p>Departmental Projects: Hired a consultant to work on Angeleno Account and GIS mapping, effective 7/24/2023.</p>
LADOT	8/14/2023	Tomas Carranza	LADOT recently filled key systems positions to support the update of the department's system (CLATS) and its integration with BuildLA. This allows us to pursue the update of CLATS this fiscal year.
Cultural Affairs	5/19/2023	Tammy Sam	<p>Multi-Departmental Projects:</p> <p>Departmental Projects: Would like to be added to the BOE Universal Cashiering System</p>

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Bureau of Engineering

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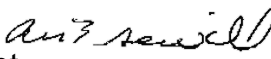
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