BuildLA Status Update (CF 21-0643)
to the Planning and Land Use Management Committee (PLUM)

Date: December 6, 2022

Presenter: Ted Allen
                  City Engineer
                  Bureau of Engineering

What is BuildLA?

Multi-Departmental Projects
Projects that extend to multiple departments and are **overseen by BuildLA PM Team**)

- Portal Enabling Work
  - Data Warehousing
  - Universal Project Identifiers & Tags
  - Technology Best Practices

- Multi-Departmental Applications
  - Appointment System
  - Virtual Counter
  - More TBD

- Portal and Components
  - Permit status
  - Clearance Integration
  - Appointments
  - Payment Information
  - Customer Service Requests
  - Inspection Information

Departmental Projects
Projects related to a single department and **overseen by respective department**

- LADBS
- City Planning
- BOE
- LAFD
- LADOT
- LA SAN
- Streets LA
- BCA
- BSL
- LAHD

- New or improved applications
- Paper to electronic
- Workflow optimization/automation
- Data Warehouse connection
- Utilizing Unique Project Identifiers
- Permit/project tags
- Customer service improvements

Appointment System and Virtual Counter Accomplishments
(since October 2021)

- Soft release end of October 2021
  - Custom Appointment system programmed
  - Creation and editing of over 150 appointment descriptions
  - Over 100 staff training/working sessions

- Full Release December 9, 2021
  - Over 1,000 enhancements to date
  - Assisted appointment functionality is released to bridge the digital divide

- Virtual Counter deployed June 3, 2022
  - Continued enhancements and support to all City departments involved

Second Year Funding Request

- ## Increased by $1.5M
  - Ramping up of team
  - Hiring of additional programmers due to difficulty filling Programmer Analyst positions

- ## Provides status updates on multi-departmental and departmental projects
  - Year 1 Progress
  - Year 2 goals
  - Resource Utilization and Needs

Multi-Departmental Components
Estimated 5-Year Funding Plan*

Cost Approximation of Second and Future Year Services	
Year 1 Funding Approval	$2,000,000
Year 2 Funding Request	**$ 3,500,000**
Estimated Year 3 Cost	$ 3,500,000
Estimated Year 4 Cost	$ 3,500,000
Estimated Year 5 Cost	$ 3,500,000
Total	$ 16,000,000

*Development Services Trust Fund Only.

Departmental Project Requests – Year 2

Department / Bureau	Funding Request
Bureau of Contract Administration	$350,000
Bureau of Engineering	$200,000
Bureau of Sanitation	$500,000
Bureau of Street Services	$300,000
Department of City Planning	$300,000
LA Department of Transportation	$400,000
LA Housing Department	$300,000
LA Fire Department	$300,000
Total Request (Departmental Projects - Year 2)	$2,650,000

Look-Ahead for Multi-Departmental Project Estimated Timeline of Key Items

2023	2024	2025 and Beyond
• Establish Data Warehouse • Replicate Departmental Permit/Services Data to Data Warehouse • Develop Portal User Interface • Release Portal with Permit/Services Data • Develop Universal Project Identifiers	• Integrate Universal Project Identifiers to Departmental Applications and Portal • Add Clearances to Portal • Add Appointments to Portal • Develop Citywide Tagging system for reporting/filtering	Continue to add further elements to the online portal: • Inspection Data • Services Requests • Payment Data Develop additional multi-departmental applications as needed Integrate with new clearance system