

REPORT FROM

## OFFICE OF THE CITY ADMINISTRATIVE OFFICER

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Date: May 24, 2017

CAO File No. 0220-04851-0013

Council File No. 13-0046

Council District: Citywide

To: The Mayor  
The Council

From: Richard H. Llewellyn, Jr., Interim City Administrative Officer

Reference: Council File No. 13-0046

Subject: **ESTABLISH AN OFF-HOURS FEE FOR ENTITLEMENT AND OTHER  
PLANNING-RELATED SERVICES**

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### RECOMMENDATION

That the Council, subject to the approval of the Mayor, request the City Attorney, with the assistance of the Office of the City Administrative Officer and Department of City Planning, to prepare and present an ordinance to establish an off-hours fee for entitlement and other planning-related services equal to fifty percent of the requested service fee. The off-hours fee is in addition to the requested service fee, as well as, any other fees charged elsewhere in the code.

### SUMMARY

On January 28, 2014, the Matrix Consulting Group (Consultant) delivered their analysis of the City's opportunities to improve development services (C.F. 13-0046). The Consultant's report included 329 separate recommendations grouped into eleven main areas: 1) Measured Performance, 2) Managing Workload Demands, 3) Resource Management Across Departments 4) Organizational Structure/Integration, 5) Regulations, 6) Process Ownership, 7) Business Processes, 8) Physical Space/Co-Location, 9) People/Work Culture, 10) Revenue/Cost Recovery, and 11) Technology.

The Department of City Planning (DCP) has an existing expedited permit fee which enables applicants to pay a fee to offset expenses for additional human and physical resources necessary to expedite the permit process for development projects upon application submission by an applicant. The DCP charges an initial amount of \$5,000, in addition to fees charged elsewhere in the code, and any additional costs to the City that exceed the \$5,000 collected for this service at the time of the request. Over the years, the DCP has experienced an increase in expedite requests and many applicants have expressed an interest in meeting with staff in the evenings or on the weekend for services not covered by the existing expedited permit fee. Therefore, our Office, with the concurrence of the DCP, recommends establishing an off-hours fee for entitlement and other planning-related services to improve customer service, provide more flexibility to applicants, and expand hours of service, by appointment, at the three Development Services Centers (West Los Angeles, Metro, and Valley).

The Director of Planning, based on the availability of staff and at their discretion, should have the flexibility to provide application review or other services outside of normal business hours. An off-hours fee equal to 50 percent of the fees for the requested service, in addition to the normal fees charged elsewhere in the code, would fully recover the cost of providing the service and should be collected at the time of the request.

Off-hour services could be offered at the Development Services Centers and within the three geographic Project Planning Divisions. Specific functions and activities that could be offered as part of an off-hour service include the following:

Development Services Center Services:

- Pre-Application Review
- Case Intake / Filing
- Coastal Exemptions (CEX)
- Administrative Clearances

Geographic Project Planning Division Services:

- Preparation of a CEQA-required Initial Study resulting in a Categorical Exemption, Negative Declaration or Mitigated Negative Declaration
- Project Permit Compliance requests within Specific Plan areas
- Director of Planning cases (Site Plan Review and On-Menu Density Bonus)
- Modification to Determination Letters

## **FISCAL IMPACT STATEMENT**

The recommendation in this report is in compliance with the City's Financial Policies in that an off-hours fee equal to fifty percent of the requested service fee would fully recover the cost of providing the requested service. This fee would cover direct salary costs, such as overtime and compensated time-off, as well as security, utilities, and other indirect costs incurred by providing services outside of normal business hours.