



ERIC GARCETTI

MAYOR

April 16, 2014

Honorable Members of the City Council  
c/o City Clerk  
Room 395, City Hall

Re: Appointment of Permanent General Manager, Los Angeles Department of Building and Safety: Mr. Raymond Chan

Honorable Members:

Pursuant to City Charter Section 508 (b), I appoint Mr. Raymond Chan as the permanent General Manager, Los Angeles Department of Building and Safety (LADBS), effective as of the date of your confirmation of this appointment.

Attached please find a copy of Mr. Chan's biography, which provides greater detail about his experience. I am confident that Mr. Chan will continue to do an outstanding job as the permanent General Manager for the LADBS. I look forward to your favorable consideration of my appointment.

Sincerely,

ERIC GARCETTI  
Mayor

EG:mm

Attachment

cc: The Honorable Jose Huizar, Chair, Planning and Land Use Management Committee  
Miguel Santana, CAO  
Maggie Whelan, Personnel Department  
Maritta Aspen, Office of the CAO  
Heather Holt, Ethics Commission  
Holly Wolcott, Interim City Clerk  
Gerry Miller, CLA  
Phyllis Lynes, Personnel Department  
Errol Griffin, Office of the CAO  
Shannon Prior, Ethics Commission  
General Managers' Association



Raymond S. Chan, C.E., S.E.

Executive Officer

Los Angeles Department of Building and Safety

Mr. Raymond Chan is licensed as a Structural Engineer, Civil Engineer, General Building Contractor, and Real Estate Broker in the State of California. He has two Bachelor of Science degrees in Physics and Civil Engineering.

Mr. Chan has 29 years experience with the City of Los Angeles, 23 in management positions:

- 2003 – Executive Officer, Department of Building and Safety (LADBS)
- 2000 – Chief, Engineering Bureau, LADBS
- 1997 – Assistant Chief, Engineering Bureau, LADBS
- 1995 – Director, Case Management Division, LADBS
- 1989 – Chief, various Plan Check operations, LADBS
- 1987 – Supervisor, various Plan Check operations, LADBS
- 1984 – Structural Designer, Department of Water and Power

He has been using innovative and collaborative leadership techniques to lead and direct the operations of four bureaus, approximately 900 employees with a \$110 million budget. He also has initiated and implemented more than 60 enhancement programs, 20 of which have received a Productivity Improvement Awards from the City's Quality and Productivity Commission. Some recent accomplishments include the following:

- Restaurant & Hospitality Express Program - Helped 200 restaurants to open on time. Four hundred (400) restaurants are currently being served under this program.
- Parallel Design-Permitting Program – Allows projects to be designed and plan checked at the same time. Completely eliminated Plan check queue time for over 60 major projects.
- Construction-Inspection Partnership Program – A partnership between the construction team and LADBS inspection to resolve construction issues and avoid delays.
- Development Services Case Management Program – United all development agencies to provide consulting, problem solving and facilitating services to thousands of projects.
- Created LADBS' 'Green Building Unit' in conjunction with the City's Green Program.
- Adaptive Reuse Program – Permitted the conversions of more than 30 historical commercial buildings to residential use.
- Jewelry Mart Safety Provisions – Permitted 2,000 existing, noncompliant jewelry manufacturing businesses to operate safely, preserving the City's jewelry mart district.
- Playa Vista Project – Led the developer and City agencies in overcoming major environmental and safety challenges; thereby, allowing the development of the largest (1800-acre) residential and commercial project in the City.
- Construction Services Centers – Led the creation of 3 of 5 Construction Services Centers and improved the efficiency and customer service experience at the other 2 centers.
- Performance Monitoring - Developed systems to monitor workload and productivity.

Executive Offices  
201 N. Figueroa St.,  
Suite 1000  
Los Angeles, CA 90012  
[www.ladbs.org](http://www.ladbs.org)