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





Date: December 6, 2022

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Bureau of Engineering

What is BuildLA?

Multi-Departmental Projects

Projects that extend to multiple departments and are overseen by BuildLA PM Team

-  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

Schedule appointments, quickly and painfree

Make appointments across multiple agencies, enter our virtual counter, and find the info you need to move your projects forward today.

The screenshot shows the 'BuildLA Custom Appointment System...' interface. At the top, there is a version history table with columns for version number, release date, and another date. Below the table are two large buttons: 'Schedule Appointment' and 'Enter Virtual Counter'. At the bottom, there is a navigation bar with 'BuildLA My Services', 'Dashboard', 'Support', and 'My Account'.

Version	Release Date	Another Date
Version 2.7	2/14/2022	2/25/2022
Version 2.8	2/28/2022	3/11/2022
Version 3.0 (Version 2.9 renamed)	3/14/2022	4/8/2022
Version 3.1	4/11/2022	4/22/2022
Version 3.2	4/25/2022	5/6/2022
Version 3.3	5/9/2022	5/20/2022
Version 3.4 (Short Sprint)	5/23/2022	5/26/2022
Version 3.5	5/27/2022	6/10/2022
Version 3.6 (Short Sprint)	6/13/2022	6/14/2022
Version 3.7	6/13/2022	7/8/2022
Version 3.8	7/11/2022	7/29/2022
Version 3.9	8/1/2022	8/12/2022

Upcoming Appointments

Showing 1 to 7 of 7 entries

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Filter:

[View as Calendar](#)

ID	Service	Contact Info	Appt Type/ Meeting Link	Comments	Status	Actions
26509	BOE BOE - Central District B Permits 201 N FIGUEROA ST	Text Msg. Number Add			In-Progress	Cancel Resume
24664	LASAN LASAN - LID Counter Low Impact Development (LID): Public Works Stormwater	Text Msg. Number Add			In-Progress	Cancel Resume
16998	LASAN LASAN - Media Center IWMD Food Service Establishment (FSE) Plan Check Drop-off Appointment 201 N FIGUEROA ST	Text Msg. Number Add			In-Progress	Cancel Resume
6009	DCP DCP - Redevelopment Plan Unit Consultation - Projects in Redevelopment Plan Areas Only	Text Msg. Number Add			In-Progress	Cancel Resume
2679	BOE BOE - Central District Construction A Permit 201 N FIGUEROA ST	Text Msg. Number Add			In-Progress	Cancel Resume
2677	LADBS LADBS - Metro (Downtown) 4th Floor Building Plan Check - New plan check submittal 201 N FIGUEROA ST	Text Msg. Number Add			In-Progress	Cancel Resume
2676	LADBS LADBS - Metro (Downtown) 4th Floor Building Plan Check - New plan check submittal	Text Msg. Number Add			In-Progress	Cancel

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

- 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

2024

- Integrate Universal Project Identifiers to Departmental Applications and Portal
- Add Clearances to Portal
- Add Appointments to Portal
- Develop Citywide Tagging system for reporting/filtering

2025 and Beyond

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