

Building A Better Long Beach

# DEVELOPMENT SERVICES PERMITTING PROCESS

November 29, 2016

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## PLANNING BUREAU

- **General Plan – Overall Blueprint for the City**
- **Zoning Ordinance – Implements the General Plan**
  - Development
  - Uses Permitted
- **Environmental Review (CEQA)**
- **Customer Service – Public Counter / Phone Line**

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## PLANNING BUREAU

- **General Plan**
  - **Seven Mandatory “Elements”**
    - Land Use, Noise, Circulation, Conservation, Safety, Open Space, and Housing
  - City currently updating Land Use Element / Urban Design Element
- **Climate Action Plan**
  - The City must develop a Climate Action Plan in 3 years.

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## PLANNING BUREAU

- **Zoning Ordinance**
  - Ensures development in the way the General Plan envisioned and planned for.

District	Units Per Lot	Lot Area Per Unit (Sq. Ft.)	Minimum Lot Area (Sq. Ft.) (a,c)	Minimum Lot Width (Ft.)(a,c)	Minimum Yard Setbacks (Ft.)(j,l)			Maximum Height(d,h)	Maximum Lot Coverage (% of Lot)	Minimum Usable Open Space Per Unit	Floor Area Ratio
					Front	Side	Rear(k)				
R-1-S	1	2,400	2,400	30	8(i)	3	8	24 ft./28 ft.	N/A	6%(o)	1.2
R-1-M	1	3,600	3,600	40	8	4	8	25 ft. 2 St.	N/A	6%(o)	0.67
R-1-N	1	6,000	6,000	50	20	4(b)	1st St. 10	25 ft. 2 St.	50%	16%(o)	0.6
							2nd St. 30				

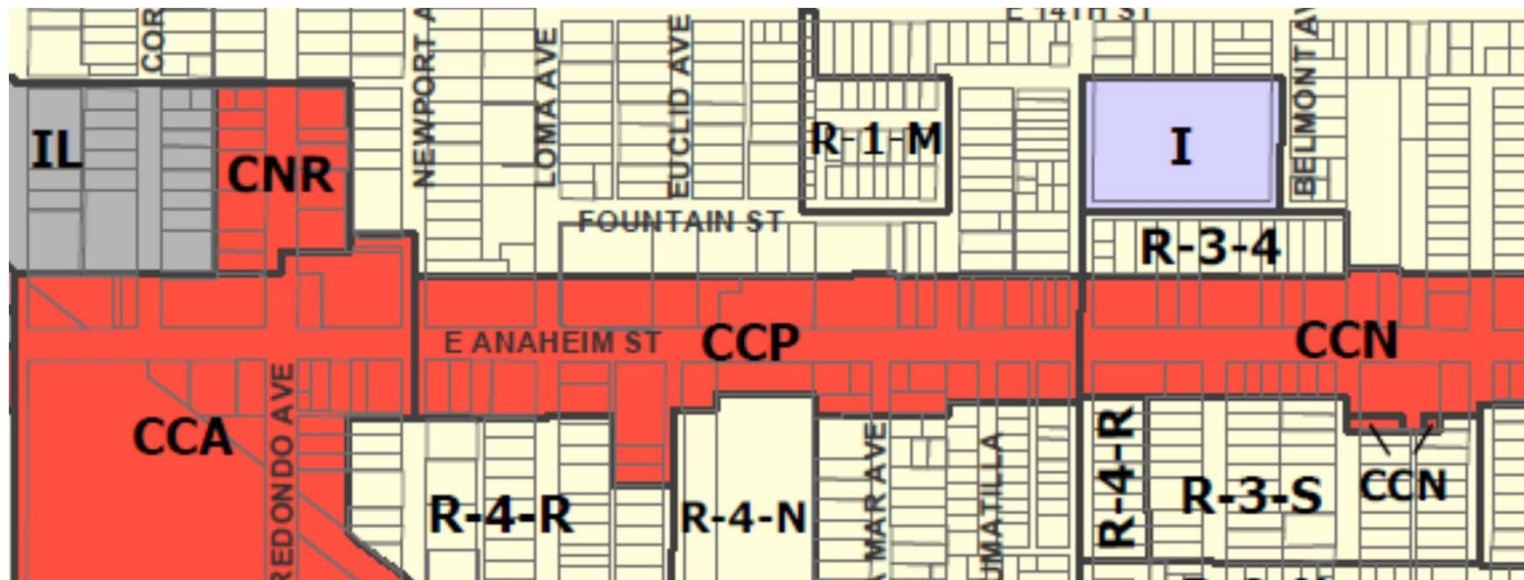
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## PLANNING BUREAU

- **Zoning Ordinance**
  - Which Uses Allowed Where – Zoning Districts



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## PLANNING BUREAU

- **Zoning Ordinance**
  - How are uses permitted?

	Neighborhood			Community				Regional	Other
Institutional	CNP	CNA	CNR	CCA	CCP	CCR	CCN	CHW	CS
Church or temple	N	AP	AP	AP	AP	AP	AP	AP	N
Convalescent hospital or home	N	N	N	N	N	C	C	N	N
Daycare or pre-school	Y	Y	Y	Y	Y	Y	Y	Y	C

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## PLANNING BUREAU

### ■ Customer Service

#### ■ Counter Visits

- FY 2015-2016 - Planning Bureau served 12,068 customers
- Increase of 28% from previous year

#### ■ Phone Calls – Zoning Call Center

- FY 2015-2016 – Planning Bureau handled 10,768 phone calls
- Increase of 30% from previous year

### ■ Pre-Development Meetings

- Meet with senior-level staff to review concept
- Transition of information to staff planners

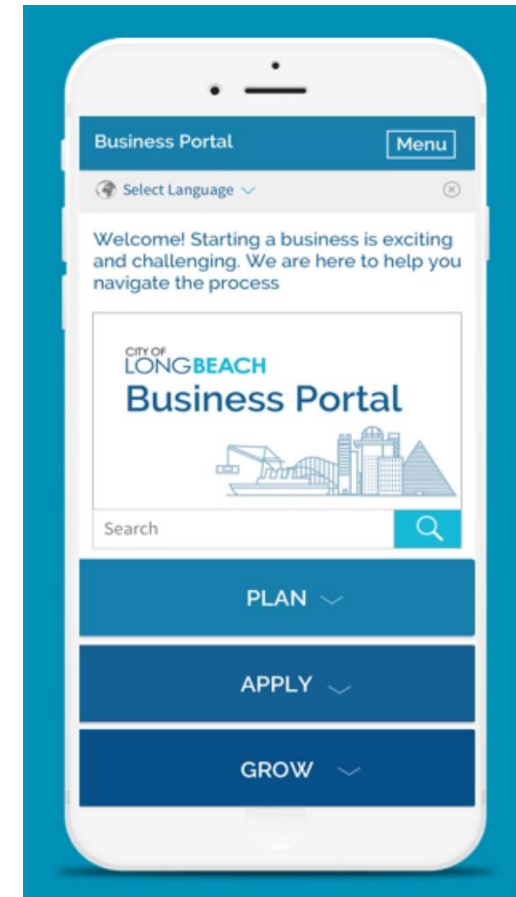
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## PLANNING BUREAU

- **Technology and Information Sharing**
  - Zoning Maps and Zoning Ordinance online
  - GIS Maps online
  - Inter-departmental Permitting System
- **Technology Improvements**
  - Scanning Effort – Digital Records
  - Bizport – Initial Information for Business Owners
    - Graphic User Interface!
  - Continual Refinements and Improvements



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## BUILDING AND SAFETY BUREAU

- CONSTRUCTION ACTIVITY
- CURRENT PERMITTING PROCESS
- FUTURE ENHANCEMENT

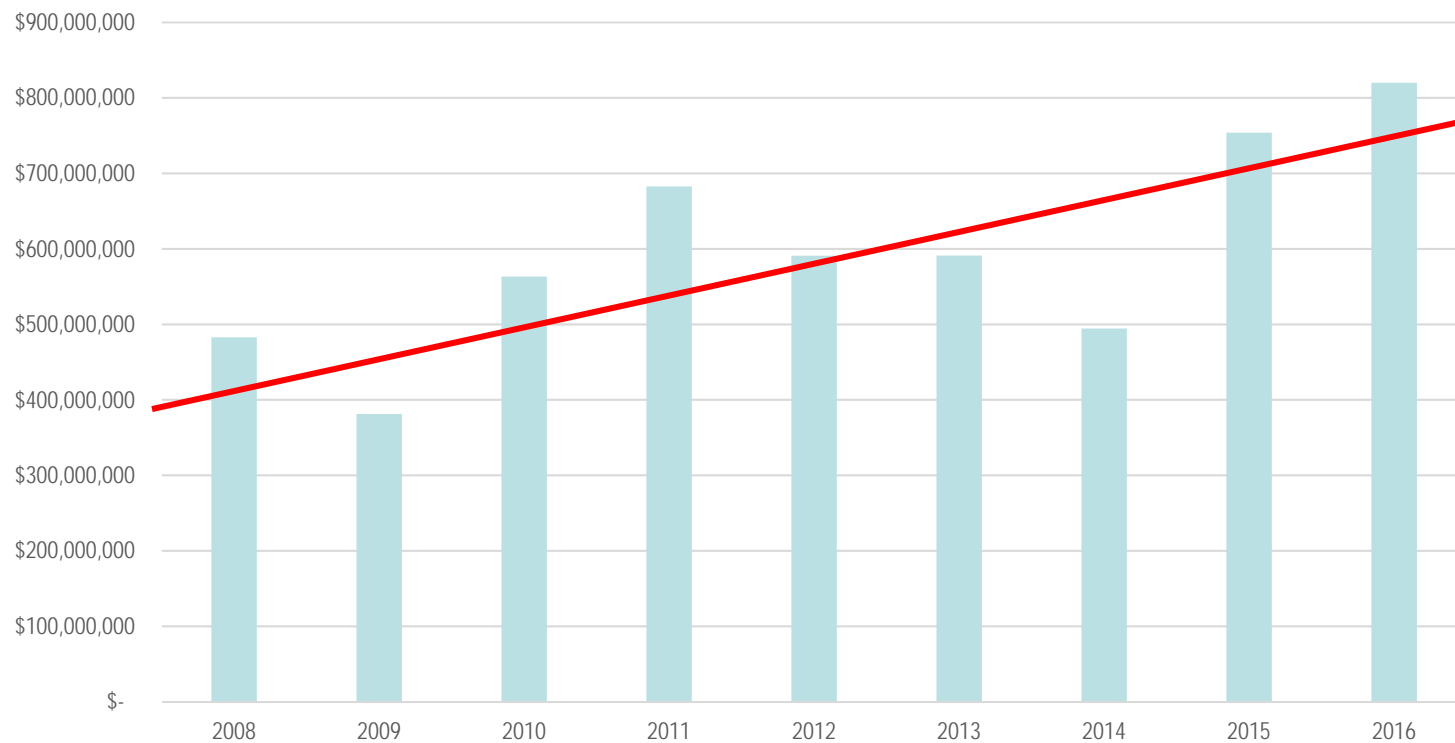
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## CONSTRUCTION ACTIVITY

### ■ CONSTRUCTION VALUATION



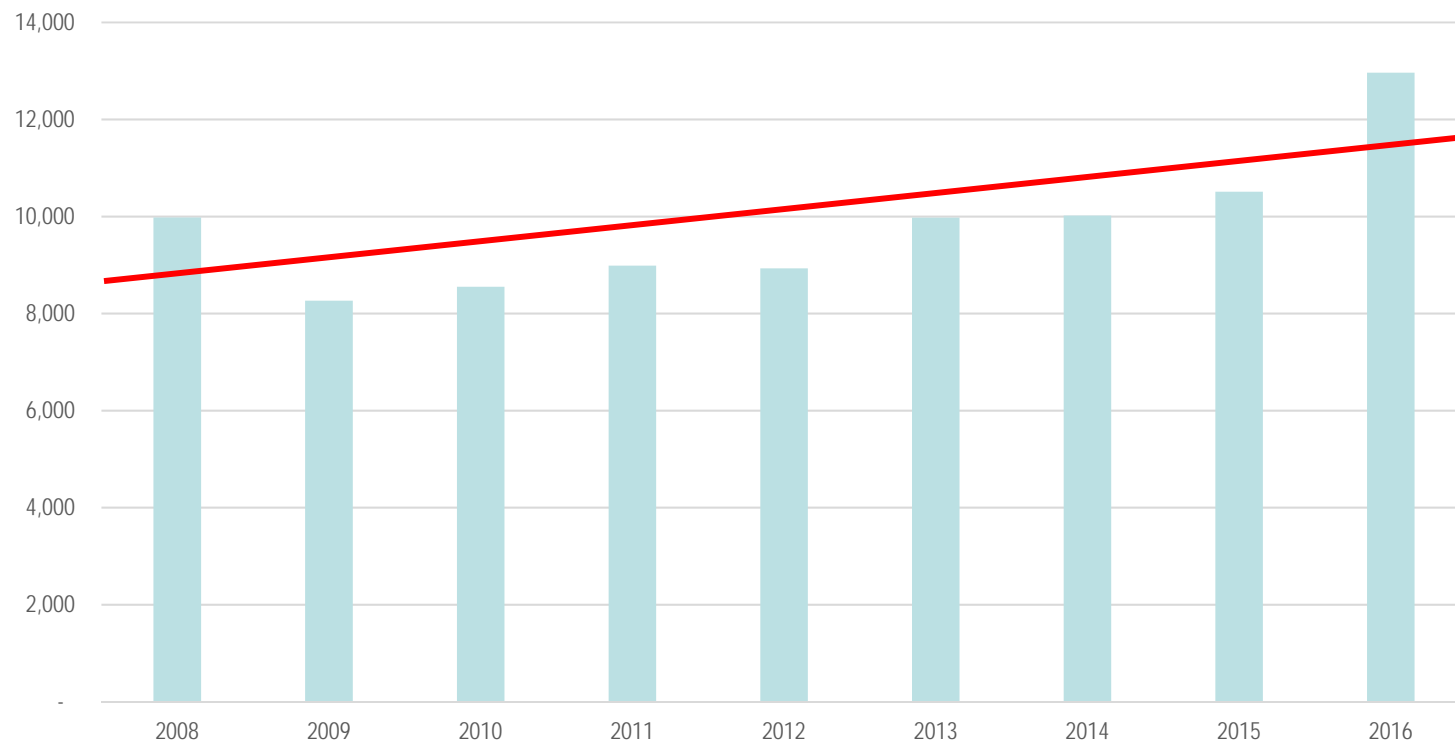
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## CONSTRUCTION ACTIVITY

### ■ CONSTRUCTION PERMIT ISSUED



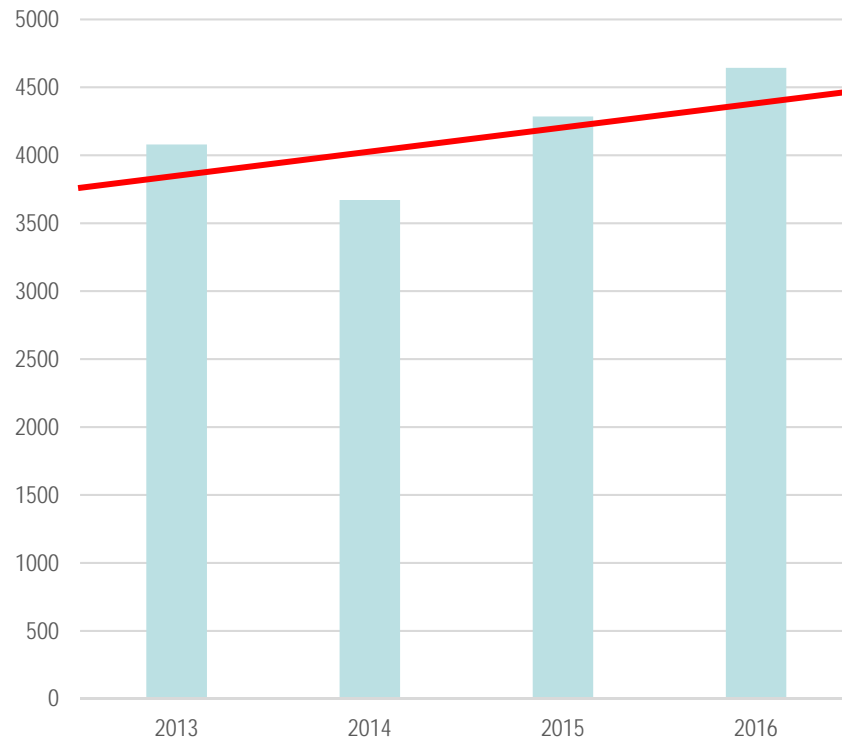
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## CONSTRUCTION ACTIVITY

### ■ CONSTRUCTION DOCUMENTS SUBMITTED



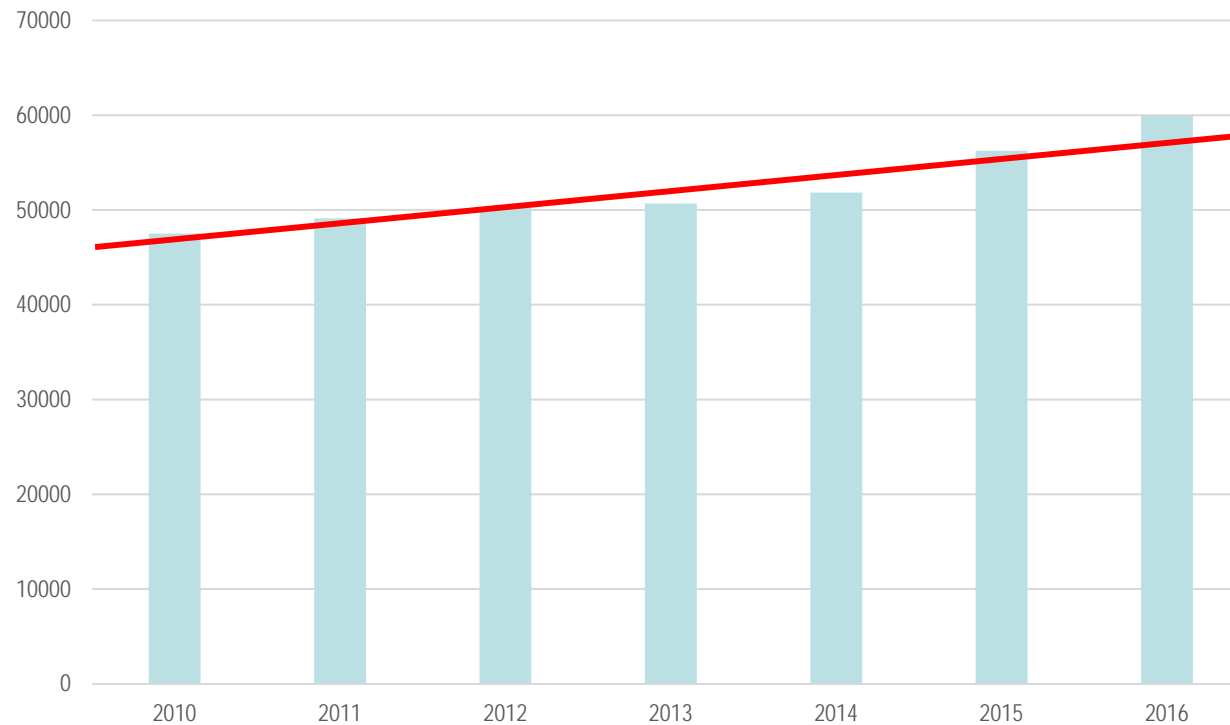
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## CONSTRUCTION ACTIVITY

### ■ CUSTOMERS SERVED



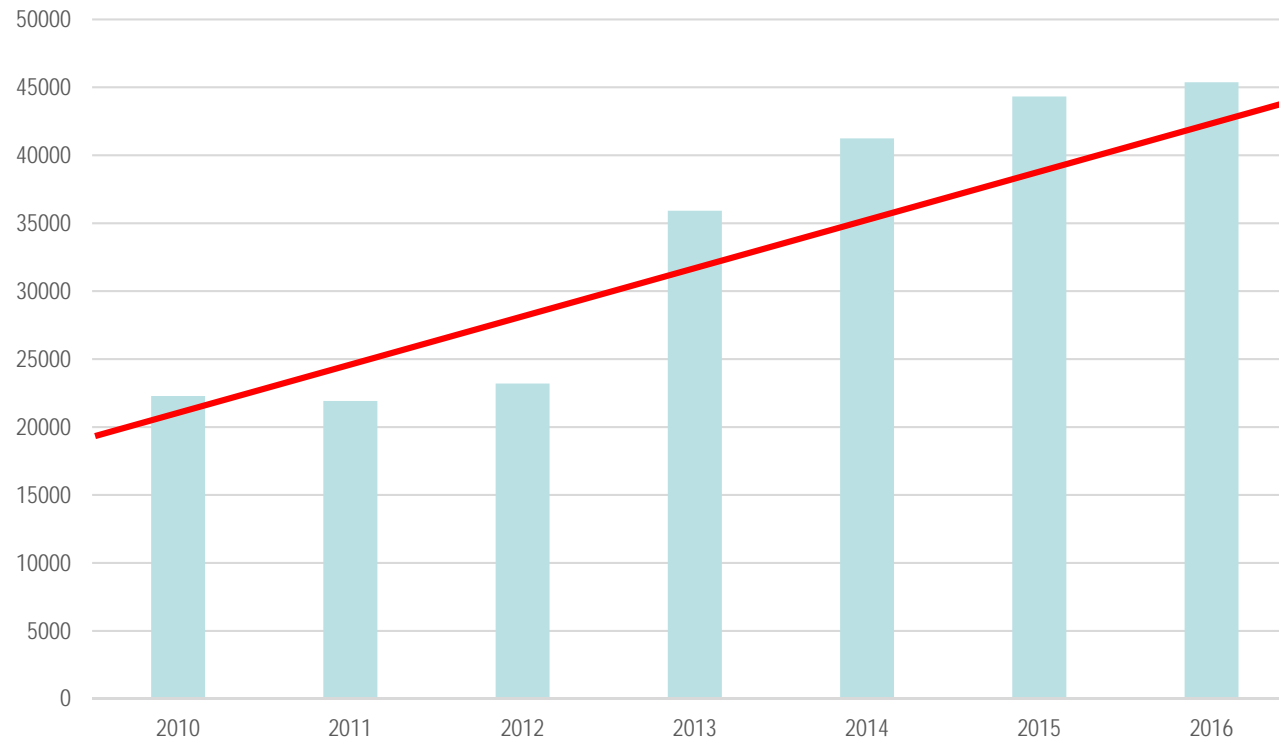
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## CONSTRUCTION ACTIVITY

### ■ INSPECTION PERFORMED



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## CONSTRUCTION ACTIVITY

- **CURRENT DEVELOPMENT PROJECTS**
  - Long Beach Exchange Retail Complex
  - Long Beach Civic Center and Library
  - Seaport Marina Mall
  - Shoreline Gateway – East Tower
  - Riverwalk 133-Unit Residential Tract
  - Dorado 40-Unit Residential Tract
  - Belmont Olympic Plaza Indoor/Outdoor Pool

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## CURRENT PERMITTING PROCESS

- **DEVELOPMENT SERVICES PERMITTING CENTER**
  - One-Stop Permit Center
  - Express Permit
  - Construction Document Intake and Routing
  - Permit Issuance
  - Assist or Advise on Construction Codes
  - Process and Collect Fee
  - Permit Record Archival

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## CURRENT PERMITTING PROCESS

- PLAN CHECK SERVICES
  - Over-the-Counter (OTC) Plan Check
  - Appointment Plan Check (APC)
  - Regular Plan Check
  - Expedited Plan Check
  - Electronic Plan Check (EPC) Phase 1

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## CURRENT PERMITTING PROCESS

### ■ PLAN CHECK SERVICES

#### Regular Plan Check Process

- Screen for Completeness
- Application Processed and Review Fees Collected
- Construction Documents Routed for Review
- Appointment Recheck Meeting
- Project Approved
- Permit Fees Collected and Permit Issued

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## CURRENT PERMITTING PROCESS

### ■ PLAN CHECK SERVICES

#### Electronic Plan Check Process (Phase 1)

- Soft Launch June '16 with Select Participants
- Replaced Paper Plans with Digital Plans
- Routed Electronically for Review
- Resubmit with Digital Plans for Recheck
- Project Approved and Digital Stamp Applied
- Open Launch October '16 with All Participants

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## CURRENT PERMITTING PROCESS

### ■ PLAN CHECK SERVICES

- Pre-Application Submittal
- Predevelopment Meeting (PDM)
- Information Bulletins
- Standardized Plan Review Checklists
- Online Access to Construction Codes
- Frequently Asked Questions
- Los Angeles Regional Uniform Code Program

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## CURRENT PERMITTING PROCESS

- INSPECTION SERVICES
  - Residential/Combination Inspection
  - Nonresidential/Multifamily Inspection
  - Special Inspection

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## CURRENT PERMITTING PROCESS

- INSPECTION SERVICES
  - Called or Online Inspection Request
  - Performed Next Day
  - Performed Within a 2-hr Window
  - Performed by Appointment



## CURRENT PERMITTING PROCESS

- INSPECTION SERVICES
  - Off-Hour Inspection
  - Pre-Construction Inspection
  - Early Start Inspection

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## FUTURE ENHANCEMENT

- **DEVELOPMENT SERVICES PERMITTING CENTER**
  - Expand One-Stop Permit Center
  - Digitize All Public Records
  - Expand Online Record Research
  - Enhanced Queuing System
  - Online Payment of Fee
  - Online Fee Estimation tool
  - Online Permitting

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## FUTURE ENHANCEMENT

### ■ PLAN CHECK SERVICES

- Online Status of Construction Document Review and Approval
- Video or Web Conferencing for Recheck Meeting
- Online Appointment for Plan Check Services
- Electronic Plan Check (EPC) Phase II



## FUTURE ENHANCEMENT

### ■ PLAN CHECK SERVICES

#### Electronic Plan Check (EPC) Phase II

- Dynamic Portal
- Complete Application Online
- Submit Digital Plans Online
- Pay Fees Online
- Check Plan Review Status Online
- Resubmit Digital Plans Online
- In Development for Late 2017

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## FUTURE ENHANCEMENT

- INSPECTION SERVICES
  - Online Inspection Status and Result
  - Improve Online Inspection Request
  - Online Appointment Inspection Service



## FUTURE ENHANCEMENT

- OTHER BUREAU-WIDE ENHANCEMENTS
  - Increase Staffing Level
  - Add Deputy Fire Marshal to DSC
  - Augment with Contract Staff
  - Nexus Study on Fees



## CLOSING REMARK

- COMMITMENT TO CUSTOMER SERVICE
  - Customer-Focused
  - Professional
  - Team-Oriented
  - Community Partners
  - Innovative



## CLOSING REMARK

- CUSTOMER SURVEY
  - Received 444 Surveys
  - 88% Rated Good to Excellent Service



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END

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