14. FIVE project input early.

ACCOMPLISHMENTS

- Launched the formation and consolidation of the City's Development Services Center. Applications for all discretionary land use approvals, including subdivisions, are now accepted at the Center's offices in Downtown Los Angeles and in the San Fernando Valley. Center staff also now clear conditions related to applications for building permits, providing an extra level of service.
- Created the Development Services Case Management (DSCM) Office at Figueroa Plaza. Planning staff collaborate with their colleagues from Building and Safety, the Bureau of Engineering, Department of Transportation, Department of Water and Power, Street Lighting and Urban Forestry to give project input early and proactively resolve conflicting issues. Trained to "cut the red tape and roll out the red carpet," DSCM staff is adept at advising applicants on the intricacies of the City's planning and permitting processes.
- Updated and significantly improved the pioneering Zoning Information and Map Access System (ZIMAS) Geographic Information System (GIS) to provide detailed information on every property in the City. This is an invaluable tool for City staff, developers, property owners, and the public in shaping proposed projects.
- Adopted the HPOZ Preservation Plans in December 2010, which ensure that all applicants within Los Angeles' 29 historic districts may evaluate their project needs through clear and detailed design guidelines, and can receive up-front input from staff and HPOZ Boards.
- Received numerous awards for its "Historic Homeowner Education Program", which includes multi-lingual outreach materials to assist applicants within the City's HPOZs.



BUILDING A BETTER LA

development services case management

Development Services Case Management (DSCM) and the Los Angeles Construction Liaison Network (CLN) are a collaborative of City departments and agencies committed to the continuous improvement of the City's development process.



"A hallmark of our passivity has been to offer our advice so late in the development process as to be irrelevant. We routinely hear "the plans have been finished for months" or "the cost of making that change would be prohibitive." The Planning Department must reorganize its case intake process and provide preliminary guidance, or outright rejection of the case as incomplete, within sixty days after an application is filed."

> Do Real Planning (2007) As Originally Issued by Los Angeles City Planning Commission

