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**BUREAU OF
ENGINEERING**

GARY LEE MOORE, PE, ENV SP
CITY ENGINEER

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LOS ANGELES, CA 90015-2213

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October 22, 2018

David H. Wright
LADWP General Manager
111 N. Hope Street
Los Angeles, CA 90012

UTILITY PERMITS AND MOU

Dear Mr. Wright,

Thank you for your letter titled "Proposal to Assist with the Los Angeles Department of Water and Power's (LADWP) Objectives" regarding our March 28, 2018 meeting in which we discussed various initiatives regarding LADWP's work within the Public Right-of-Way, and The Bureau of Engineering (BOE) and Bureau of Contract Administration's (BCA) roles with plan review and inspection, respectively. The Bureau of Engineering is strongly committed to continuous process improvement and has implemented many changes related to suggestions by the LADWP in recent years. We look forward to working with you to continue to identify areas for process improvements within our departments. I think that our prior executive meeting was very productive, and I propose another such meeting in January.

I would also like to highlight what we see as the most important issue at the current time. As you are aware the BOE and LADWP currently operate under a Memorandum of Understanding (MOU) that contains certain funding provisions and efficiency items for utility relocations. This MOU is nearing its term and therefore we believe that regular meetings should be established to begin crafting the replacement MOU.

Additionally, both departments currently operate under a signed [partnership plan](#) which includes a number of efficiency items and meet regularly with the Mayor's Office to discuss progress. I propose that the Partnership plan be used as the formal mechanism to document and track efficiency items between our Departments and that it be included by reference rather than listing items individually in the successor MOU. The Bureau of Engineering will prepare a draft of the proposed successor MOU and provide it to LADWP to initiate the process.

Following is a status update on the efficiency items that were mentioned in your letter. Some are fully resolved in accordance with the LADWP request, others were resolved as closely as feasible and there are a few that continue to be evaluated and implemented as a part of our partnership plan.

Trench Restoration

- Workshop with BOE and LADWP to discuss the permit application process and standards was held on June 28th with 47 people in attendance.
- LADWP Offer to provide 10-Year warranty in return for a waiver from the requirement to provide compacted base above slurry backfill is acknowledged and accepted.
- LADWP request for straight cuts, with no T-Cuts, above slurry backfill is allowed per Standard Plan S-477-1 provided undercutting of the adjacent asphalt is avoided.
- LADWP proposal for a Street Survey Program will be accomplished via newly budgeted positions in the BOE and BCA for a utility warranty inspection program.
- LADWP request to eliminate the need for dowels in concrete streets is currently under evaluation. It is worth noting that the revised Street Damage Restoration Fee ordinance language requires full slab replacement for all cuts in concrete streets. Dowels will not be required when replacing a full concrete slab, so this issue may become less critical. BOE has also worked with City officials to come to a common understanding that slabs will be defined as an area of concrete surrounded by joints up to a designated maximum size to avoid a situation where you might be required to replace overly large areas.

Shoring Reinforcement

- LADWP's request to design shoring to meet safety and Caltrans standards to depths of 20 feet cannot be granted in its entirety due to a need to protect the integrity of the streets and not just worker safety, but after much discussion we have decided to double our allowed deflection from 0.5" to 1.0", except for limited cases where critical utilities exist near the excavation.
- LADWP's subsequent verbal request for relief from deflection limits on trench plates has been granted and implemented.

Substructure Certification

- LADWP's request to self-certify structures is still in consideration but after thinking through the concept further we are not sure that it will make sense from a City efficiency perspective, largely because many structures used by LADWP are also used by other utility companies, and therefore the City will end up performing two reviews. Currently we have no backlog in reviewing structures and generally turn around submittals in 10 days or less. Our Design Standards group will provide the standards that we use to your staff should you desire for us to continue to consider this option.

- LADWP's request to eliminate approval expirations has been granted. Our process is now that structures will be scheduled for periodic reviews but will not expire and would only lose approval status in the off chance that something has changed causing the structure to no longer meet approval criteria. In such case we would grandfather structures for projects in process.

Permitting

- LADWP's request to continue to be able to self-enter and obtain consent permits is not necessary at the current time because that ability has not been discontinued.
- LADWP's comment regarding cumulative time to obtain a permit was analyzed and a process change was identified to reduce time to issuance. Applications are now reviewed in order by the cumulative time they have been with BOE for review to avoid long cumulative issuance times in cases where multiple review iterations occur. BOE is meeting all metric goals for utility permit review turnaround time as can be viewed in our [dashboard](#).
- A monthly meeting between LADWP and BOE has been re-established. BOE proposes to add a periodic meeting at the executive level to supplement those meetings.

Other Items

- There are many other improvements that BOE has been working on that were not referenced in the June 8 letter. Many of these are tracked in regular meetings to discuss the partnership plan in coordination with the Mayor's Office.

BOE Requests

In addition to the update on items requested by LADWP, the Bureau of Engineering also has a few items that we request assistance from LADWP on:

- Obtain Permits and request inspection before starting work for all non-emergency work prior to starting construction, including non-emergency leaks.
- Apply for permits within one business day of starting construction on emergency work.
- Request final inspection after completion of work.
- Work cooperatively with BOE to move structures out of the primary path of travel in sidewalks wherever feasible.
- Continue to monitor and check for accuracy applications submitted by LADWP under the consent program to improve the quality of self-entered permit applications.
- Continue to work with BOE to provide recommendations in the development of a new web based application to be used for utility permit applications.

Thank you again for your partnership in jointly implementing improvements to benefit the residents of the City of Los Angeles. If you have any questions or would like to discuss further, please do not hesitate to call me at (213) 485-4935 or Deputy City Engineer Ted Allen at (213) 485-4915.

Sincerely,


Electronically signed by 21866 on 10/23/2018 at 8:50:46 AM

Gary Lee Moore, P.E.
City Engineer

cc: Marty Adams, Los Angeles Department of Water and Power
Ted Allen, Bureau of Engineering

File: Q:\GLM\City Engineer\GLM Signed Documents\2018 Documents\18-10-22 LADWP Letter.pdf

Attachment

DEVELOPMENT SERVICES ENHANCEMENT PARTNERSHIP PLAN

Between

DEPARTMENT OF BUILDING AND SAFETY (LADBS),



DEPARTMENT OF WATER AND POWER (LADWP),



DEPARTMENT OF TRANSPORTATION (LADOT),



BUREAU OF CONTRACT ADMINISTRATION (BCA) and



BUREAU OF ENGINEERING (BOE) - DEPARTMENT OF PUBLIC WORKS



Under the leadership of William Chun, Deputy Mayor of Economic Development, Frank Bush, General Manager of Los Angeles Building and Safety (LADBS), David Wright, General Manager of the Los Angeles Department of Water and Power (LADWP), Seleta Reynolds, General Manager of the Department of Transportation (LADOT), John L. Reamer, Jr., Inspector of Public Works of the Bureau of Contract Administration (BCA), and Gary Lee Moore, City Engineer of the Bureau of Engineering (BOE) - Department of Public Works have collaborated, in the best interest of the City, to establish a partnership agreement to collectively improve the range of development services that these agencies provide to the public and to each other. The Departments wish to memorialize this partnership by entering into this Partnership Plan for a term of three years.

The attached Development Services Enhancements Partnership Plan delineates viable goals for improving services to the public and to one another. These mutually agreed upon goals are categorized based on targeted areas for improvement including: "Move Projects Effectively to Stimulate the Local Economy"; "Improve Project Sustainability"; and "Enhance City's Culture on Customer Services." This is a living document in that items will be added/deleted and updated as enhancements evolve.

Endorsements:



WILLIAM K. CHUN
Deputy Mayor of Economic
Development
Office of the Mayor



FRANK M. BUSH
General Manager
Department of Building and Safety

5/14/18

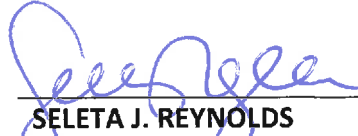
Date Signed



DAVID H. WRIGHT
General Manager
Department of Water and
Power

March 12, 2018

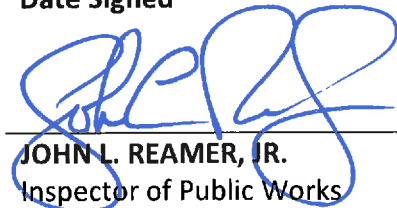
Date Signed



SELETA J. REYNOLDS
General Manager
Department of
Transportation

April 10, 2018

Date Signed



JOHN L. REAMER, JR.
Inspector of Public Works
Bureau of Contract
Administration

5-11-18

Date Signed



GARY LEE MOORE
City Engineer
Bureau of Engineering

MAY 9, 2018

Date Signed

May 7, 2018

Date Signed

DEVELOPMENT SERVICES ENHANCEMENTS PARTNERSHIP PLAN
Between City of Los Angeles Departments of
BUILDING AND SAFETY, WATER & POWER, TRANSPORTATION, BUREAU OF CONTRACT
ADMINISTRATION, AND PUBLIC WORKS - BUREAU OF ENGINEERING

Established May 16th, 2018 , Last Updated _____

This Partnership Plan is a living document and will contain elements to be added, deleted and updated while enhancements evolve. The main purpose is to establish viable goals for improving development services that LADBS, LADWP, LADOT, BCA and BOE (Departments) provide to the public and other City agencies. The Departments will collaborate on topics of common interest to facilitate and streamline development construction activities in the City. This collaboration will be grouped based on targeted areas for improvement including: “Move Projects Effectively to Stimulate the Local Economy”; “Improve Project Sustainability”; and “Enhance City’s Culture on Customer Services.”

Targeted Areas for Improvement -- Service Enhancements		Status
Move Projects effectively to Stimulate the Local Economy		
1	<p><u>Improve Department Response and Simplify Permitting & Construction to achieve customer service goals</u></p> <p>To reduce permitting timelines, LADWP, BOE, and LADOT will collaborate to define, clarify and streamline the traffic control plan (TCP) approval process for street construction. Areas of common interest will include forming a working group, resource planning to improve TCP processing times, and minimizing the use of site specific TCP whenever possible. The Departments will continue to explore ways to increase the use of the Work Area Traffic Control Handbook (WATCH) as the standard traffic mitigation method on site specific jobs.</p> <p>In order to enhance the scheduling and coordination for Water System Projects, LADWP will be responsible for coordinating meetings with LADOT as needed to exchange and discuss key project information such as a priority list of projects. LADOT will designate staff as the point-of-contact for this function. LADWP will also coordinate with LADOT’s managers to schedule design work and provide construction schedules. LADWP will provide feedback to LADOT for design and construction timelines. Parties will collaborate to establish a timeline for project approval to achieve customer service goals, and develop an escalation process to expedite approval for higher priority projects.</p>	
2	<p>To maximize work hours for construction jobs on major streets and to better serve our commercial and residential communities; LADWP, BOE and LADOT will work together to explore all available work periods which may subsequently include refining the Peak Hour Exemption process of the rush hour construction moratorium. Noise Enforcement for Night or Sunday work</p>	

	<p>Exemptions; standard use of Changeable Message Signs for advance public notice; One-Way Traffic Exemptions; and Night Work Extensions/Variances will also be examined as part of an effort to define when construction during peak hours make sense.</p>	
3	<p>BOE, BCA and LADWP to work cooperatively to create, and acquire appropriate resources to implement, a new inspection dispatch web application that is a part of, or connected to, the BOE utility permit database to streamline the inspection request process and also to ensure that inspection is requested on all permits.</p>	
4	<p>BOE, BCA and LADWP to work cooperatively to ensure that any agents that are authorized to perform any portion of the work under a utility permit are listed on the permit application as authorized agents , including subcontractors that are hired by developers or other third parties. The contractor performing the work, not the applicant, will be liable for substandard construction.</p>	
5	<p>BOE, BCA, LADOT, and LADWP to work cooperatively to ensure that any City field crews or agents authorized to work under a utility permit have a copy of the permit and associated traffic control plans available at the work location.</p>	
6	<p>BOE, BCA, DOT and LADWP to work cooperatively to study shoring and plating requirements and standards in order to enable DWP to maximize the efficiency of shoring and plating requirements and designs while meeting necessary public right of way protection and safety standards.</p>	
7	<p>BOE, LADOT and LADWP to work cooperatively to look for ways to optimize the approval and expiration process for approved products and materials and also whether it is feasible to allow self-certification by utilities for vaults, either in part or in their entirety.</p>	
8	<p>LADWP, BOE, and BCA will study the feasibility of adjusting the payment process for permit and inspection fees in order to prevent DWP ratepayers from paying developer fees as a result of delayed invoicing.</p>	
9	<p>To ensure safety and efficiencies, LADWP and LADBS will collaborate to define and implement a policy that allows for simplified permitting at meter sites, as well as post-installation inspections where sockets or panels have been replaced. A pre-approved meter deployment route and schedule will be provided to ensure full communication and understanding between the parties when it is available.</p>	

10	BOE, BCA, and LADWP will work cooperatively to construct utility permit projects through a Utility Partnership Charter.	
Improve Project Sustainability		Status
	<u>Streamlining permitting and approval of photovoltaic (PV) and electric vehicle charging (EV) systems</u>	
11	The Solar Carport is an important element of private development and utility solar programs to achieve mandated sustainability goals. LADBS and LADWP will work together to develop a list of pre-approved structural carports with photovoltaic systems and pedestal type EV chargers to standardize and expedite plan check and permitting for widespread use on private properties and city facilities.	
12	Hundreds of curbside EV chargers will be deployed by LADWP in the next 5 years. To efficiently permit and install the chargers, an exemption to the Above Ground Facilities (AGF) ordinance is needed. LADWP and BOE will collaborate to study, plan and establish a curbside EV charger exemption.	
13	<u>Simplification of Design and Installation for Water Service</u> LADBS, LADWP and BOE will work together to establish a process that will transition the installation of water services from public to private property.	
Enhance City's Culture on Customer Services		
14	<u>Code of Conduct, Customer Bill of Rights, and Customer First Training</u> All Departments recognize the need to work collaboratively from project planning until the issuance of a certificate of occupancy and so will partner to seamlessly provide the services they offer. A Code of Conduct, Customer Bill of Rights and Customer First Training are a few tools that will be used in order to continue improving customer service and reflect the values the partnership embodies. All Departments agree to adhere to the existing Customer Code of Conduct and to provide periodic customer service training.	
15	<u>"Listen to the Industry" Sessions and Major Development Meetings</u> The Departments will continue to solicit feedback from the development community on measures that can provide better service. A series of sessions will be held to elicit feedback from the industry to gather input and to improve services. Representatives from development services departments will be invited to participate as needed. Problems will be identified and solutions will be evaluated, tested, and implemented which may involve other City departments. Major Development Services Meetings will continue to provide a platform for testing some of these solutions.	
16	<u>New Business Customer Journey Management</u> With the goal to advise, guide, and assist projects to build safe, well, and fast: the Departments will work together to improve services through customer-	

	<p>friendly initiatives. One initiative developed by LADWP, known as Customer Journey Management will identify small developer and business “touch points” and map the customers experience as they navigate the Departments’ design and permitting processes to obtain new electric or water services ending in certificate of occupancy for their projects.</p>	
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