



Continuity of Operations Plan for Development Services Centers FOR CRITICAL DEVELOPMENT SERVICES

In keeping with Mayor's COVID-19 Guidelines and Directives

UPDATED July 25, 2022

On Monday, March 23, 2020, the City's Development Services Centers began operating under modified procedures that allow for online services, mail-in (e.g. U.S. Mail, FedEx, UPS) and drop-off/pick-up. On Monday, April 25, 2022, the Metro Development Services Center opened for limited in-person services, by appointment only. This was followed by the reopening of the Van Nuys Development Services Center at the Marvin Braude Building for appointment-only in-person services on Monday, July 25, 2022. This plan, including the opening of other Development Services Centers, will be evaluated on a regular basis, and is subject to change as necessary.

Some Development Services Departments are also offering assistance through Virtual Counter, a system that allows customers to wait in a virtual queue. To make an in-person appointment or to utilize the Virtual Counter at the Metro or Van Nuys Development Services Center, please visit <https://appointments.lacity.org>. Please note that not all development services are currently available for in-person appointments and not all departments are utilizing Virtual Counter. Services will continue to be expanded and modified as staffing allows.

Development Services Departments will continue to direct customers to utilize online services for plan filing/intake, fee payment, consultations, permit clearance, and issuance and inspection. Some Development Services Departments continue to utilize Dropboxes, which are available outside of the Development Services Centers in Figueroa Plaza, Marvin Braude Building, and West Los Angeles in the designated "Drop-off/Pick-up" area Monday through Friday. Customers may drop off plans and applications along with contact information, including an email address and phone number. Department staff will contact customers to confirm receipt of any items that were dropped off and process their applications accordingly. For transactions that involve payment of fees, the Departments will inform the applicant about the amount and payment options. Payment options will include online payment or check via mail or drop-off at the designated "Drop-off/Pick-up" areas. Please see department updates below for more information about which departments continue to utilize the dropboxes.

NOTE:

Pursuant to the Mayor's [Safer L.A.](#) order, issued March 4, 2022, face coverings are required to be worn by everyone over two years of age and regardless of COVID-19 vaccination status in City of Los Angeles facilities.

Per [Ordinance 187219](#), adopted by Los Angeles City Council on October 7, 2020, the City of Los Angeles is requiring certain establishments, including city facilities, to verify that visitors and patrons are vaccinated against COVID-19. **Proof of vaccination is not required for customers when only dropping off or picking up materials at designated "Drop-Off/Pick-Up" areas, but is required for in-person appointments.**

To the extent possible, all Development Services Departments will continue to operate and provide services to ensure the continued processing of permit applications. Additional details on each department's updated operations can be found below.

FOR GENERAL INFORMATION / CONCIERGE:

The City's 311 Call Center provides various options to connect to a range of development services and obtain general information. Some of the most popular City services can be requested by calling 311 or (213) 473-3231, using the MyLA311 Website at <https://myla311.lacity.org/> or by submitting via the MyLA311 mobile app.

FOR ACCESS TO ONLINE SERVICES:

The City's BuildLA Website is an online clearinghouse to access many development services: <https://buildla.lacity.org/>.

CITY DEPARTMENT INFORMATION:

Department of Building and Safety (DBS)

Express Permits (permits not requiring plan check) and records search are available online at <http://www.ladbs.org/>. Plan check submittals for all plans can be submitted by appointment in person or virtually. In-person appointments to see a supervisor regarding inspections are also available in the Metro office. Appointments can be made through the City's [BuildLA](#) appointment system. LADBS will continue to maintain the drop off/pick up boxes in the WLA and VN lobby areas for applicants who choose to use them. Appointments for in-person or virtual reviews will be available in the Van Nuys Office starting on 7-25-2022 at which time the "Drop-off" will be suspended in that office. Many plan check services including building, mechanical, and electrical plan check are available online. Field inspection services will continue as normal. For more information on all LADBS services that are provided, please visit <http://www.ladbs.org/>.

Los Angeles City Planning (LACP)

The Metro and Valley offices will conduct case intake and condition clearance functions utilizing the BuildLA appointment system for in-person and virtual appointments, and will continue to maintain the drop off/pick up boxes in the lobby areas for applicants who choose to use them. Fees can now be paid online using a credit card or e-check. General inquiries received via email and phone will be responded to promptly. Entitlement appeals can be filed using an online portal. Appeals filed pursuant to LAMC Section 12.26K must be filed or dropped off at Metro or Van Nuys. Staff will review the appeal application and will provide an invoice for payment once it has been determined that it is complete. Requests for Clearance Summary Worksheet review by LACP can be submitted via [Google Forms](#).

Many DSC Services are now provided [electronically](#) using the Online Application System (OAS), such as, the Preliminary Application Review Program (PARP) reviews, Transit Oriented Communities (TOC) Tier Verification, Wireless clearances, and Restaurant Beverage Program Applications. Home-sharing application services and payment are already conducted electronically through the City's third party consultant. Case Management will interface with applicants utilizing conference call services such as Google meets. The Major Project Clearance function can predominantly take place electronically. For more information on all services, please visit <https://planning.lacity.org/>.

Fire Department

The West L.A. office is closed until further notice.

In-person services for Fire Development Services plan check is available only by appointment at the Metro and Valley Offices, which may be requested at <https://appointments.lacity.org/apptsys/Public/Account>. For more information please visit our online website at <https://www.lafd.org/fire-prevention/fire-development-services> or reach the Fire Development Services Section Units via the following email addresses:

Fire and Life Safety Plan Review Unit: lafd.fdsapplication@lacity.org
Hydrants and Access Unit: lafdhydrants@lacity.org
Fire and Life Safety Inspection Unit: lafddss@lacity.org

Please visit inspect.lafd.org for online services for plan review submittals and inspection requests. To make an appointment with FDS Inspections please contact us directly at (213)482- 6903.

Field Inspections can still be completed with proper PPE, prioritization of assignments, and limiting the number of people present. Fuel truck inspections will be conducted at the Metro Office and need to be coordinated with a plan check engineer via email at lafd.fdsapplication@lacity.org. Prior to scheduling an appointment for a fuel truck inspection, your application and fees must first be submitted through our website.

Department of Transportation (LADOT)

LADOT Development Review Services, including the review of transportation impact analyses, project condition clearances, building permit sign-offs, and reviews of proposed site plans and project-related improvements, are available to customers using online resources available at <https://ladot.lacity.org/businesses/development-review>.

LADOT offers the following email addresses for each geographic-specific office for centralized communications and an expedited response:

Metro Area: ladot.devreview.cen@lacity.org
Coastal Area (West LA & San Pedro): ladot.devreview.wla@lacity.org
San Fernando Valley: ladot.devreview.sfv@lacity.org
Fig Plaza Development Services Center: ladot.onestop@lacity.org

While in-person consultations are available, LADOT staff continue to conduct consultations and process reviews through video conferencing platforms or over the phone, with online payment options available for any required review or processing fees. Applicants are encouraged to visit the LADOT Development Review home page for updates and for contact information to arrange for in-person appointments, if needed.

Los Angeles Housing Department (LAHD)

All land use covenants and affordable unit replacement applications may be submitted via email at Lahd-landuse@lacity.org. Credit card and electronic check payments will be accepted via the LAHD website at <https://housingbill.lacity.org/LandUse>. All general inquiries may be sent via email or visit <https://housing.lacity.org/land-use-covenants> for more information. If assistance is needed over the phone, LAHD may be reached at (866) 557-7368.

If you are planning to commence seismic retrofit work and you need additional information regarding the Tenant Habitability Program (THP), please email us at lahd-code-seismic@lacity.org or call us at (213) 482-7039.

If you are planning to commence any other work requiring review by LAHD's Tenant Habitability Program staff and you need additional information regarding the Tenant Habitability Program please email us at lahd-code-thp@lacity.org or call us at (213) 482-7039. For all other information please visit our home web page at <https://housing.lacity.org/>.

Once a permit application has been obtained, Constituents can request a virtual or in-person appointment with a THP staff member. Interested parties can make an appointment through the City's new BuildLA portal, a singular website that provides a one-stop virtual platform for Development Services, including a new virtual appointment system. For customers who previously registered for online services, it's recommended to create an Angeleno Account using the same email previously used to register with LAHD. This will allow users full access to all previously applied-for permits and services. The physical "Drop-off/Pick-up" area at the Metro/Downtown counter is no longer available. If assistance is needed over the phone, please call (213) 482-7039.

LAHD also offers customer service public counters for housing-related matters at its main office at Garland and at its field offices. LAHD public counters are open by appointment only Monday through Thursday from 9:00 am - 4:00 pm. To schedule an appointment at one of our 5 LAHD public counters, please visit us at <https://housing.lacity.org> or call us at (866) 557- 7368. (Please note that LAHD public counters may have hours and procedures different than the Figueroa Plaza counter.) Proof of COVID- 19 vaccination is required to have an in- person appointment and will be requested prior to entering LAHD offices. In accordance with COVID- 19 protocols, a mask must be worn at all times during the appointment.

Bureau of Engineering (BOE)

The BOE has implemented the following online/virtual applications to fully support all of their services:

Appointment System (through BuildLA), **Customer Service Request (CSR)** system and the **Customer Portal** (linking all BOE permits and services), here: <https://engpermits.lacity.org/public>.

Customers have the ability to schedule virtual or in-person appointments through BuildLA's Appointment System to obtain assistance with most BOE services. The Appointment System also allows customers to utilize a Virtual Counter to obtain same day service by waiting in a virtual queue. The BOE intends to utilize the Virtual Counter to manage the majority of customers that previously used to visit the DSC in-person.

Customers may also submit requests for service or ask general questions through the online CSR system. The CSR system allows customers and staff to monitor and track all requests online.

In April 2022, limited in-person services by appointment only were implemented at the Metro DSC. The Valley DSC plans to open limited in-person services, by appointment only the week of July 25, 2022. Plans to open limited in-person services at the Harbor and WLA DSC's are forthcoming.

Bureau of Sanitation

The Bureau of Sanitation continues to support development services both online and in-person. Please visit lacitysan.org/permits for more information on how to obtain a building permit or certificate of occupancy clearance for Low Impact Development or Industrial Waste Management.

Industrial Waste Management: All plan checking activities will be conducted using the special designated "Drop-off/Pick-up" area at 2714 Media Center Drive, Los Angeles, CA 90065. IWMD staff oversee the designated "Drop-off/Pick-up" area.

Department of Water and Power - Power New Business & Electrification

PowerNew Business & Electrification is conducting most customer meetings via phone, email, and teleconferencing (WebEx). In rare situations where in-person customer meetings are required, they are set by appointment only, and customers are met at the facility entrance to be escorted to the conference room, maintaining proper personnel separation. Primary means of communicating these changes is via the LADWP Service Planning staff and the Connection Center at (213) 367-6937.

Department of Water and Power - Water New Business

Submit water service request by visiting www.ladwp.com, click "Residential or Commercial", click "Construction and Renovation, Water Service" and follow steps for application procedure. For payment, mail check or money order to: LADWP – Water New Business, 111 North Hope St. Room 1425, Los Angeles, CA 90012. Payment will not be accepted by phone or in person. For Water Service questions, email newwater@ladwp.com or call (213) 367-2WNB (2962).

For LADWP Account Bills; all Customer Service Centers are open via appointment Monday through Friday from 9:00 a.m. to 5:00 p.m. You can make an appointment to visit a Customer Service Center near you by calling 1-888-999-0477. To pay your water and power bill online 24/7, go to LADWP.com. Drop off payment with bill stub at any LADWP Customer Service Centers. Or pay by phone, CALL 1-877-mypaydwp (1-877-697-2939). You can also mail a check or money order payment with bill stub to: LADWP Payment, PO Box 30808, Los Angeles, CA 90030-0808 More information is available online at LADWP.com or by contacting the Customer Contact Center at 1-800-DIAL DWP (1-800-342-5397).

Bureau of Street Lighting

All Bureau of Street Lighting permits can be applied for online at:

https://lalights.lacity.org/business/permits_business_services.html

For assistance with specific counters, please contact the individuals listed below:

Private Development Projects:	Jay Wong, jay.wong@lacity.org
Technical records, remote monitoring nodes:	Daniel Ordonia, daniel.ordonia@lacity.org
Assessment Engineering (Prop. 218):	Ruben Flamenco, ruben.flamenco@lacity.org

StreetsLA (Bureau of Street Services)

StreetsLA or the Public Works Building security staff will no longer accept hand delivery this time. All B-permit applications and materials shall be submitted online through the Bureau of Engineering, <https://eng.lacity.org/permits>. Any associated non-standard landscape and irrigation in the public Right-of-Way shall be reviewed through the B-permit portal. For all A-Permit revocable non-standard landscape/irrigation in public Right-of-Way improvements, submit via mail one full-sized hard copy set of the following: (1) Title sheet; (2) Ground level planting and irrigation plans showing all curb to property line improvements; (3) Associated civil street plans (as applicable); (4) Associated planting and irrigation notes and details; (5) Any plans showing bus stop/transit-oriented furnishings (as applicable); and (6) Bureau of Engineering Revocable Permit Conditions Letter and relevant Routing Transmittals.

All hardcopy submittals shall be mailed to the following address:

StreetsLA, Attn: A-, B-Permit, Revocable Plan Check
1149 S Broadway 4th Floor, Mail Stop 550, Los Angeles, CA 90015

Prior to plan submission to StreetsLA, all applicants must apply for a revocable permit through the Bureau of Engineering (<https://eng.lacity.org/permits>). Correctly submitted plans will be assigned to StreetsLA plan checker. Expect comments within 3 weeks via email.

StreetsLA - Urban Forestry Division (UFD)

The public counter at StreetsLA/UFD is currently closed until further notice.

Street Tree clearances relative to Los Angeles Department of Building and Safety (LADBS), Permit Check and Inspection System (PCIS), conditions relative to Department of City Planning cases (entitlements), and tree planting plan review and approval relative for most B-Permits can be submitted to UFD, Land Development Section at bss.urbanforestry@lacity.org.

The UFD attempts to preserve mature healthy street trees and native [protected](#) trees whenever possible and will only consider the removal of a healthy tree after all feasible alternatives to tree preservation have been considered. Although UFD attempts to preserve trees, it is realized that tree removal may be necessary.

If tree removal is required in order for a project to be constructed as planned and approved, the applicant must complete a tree removal permit application. Tree removal information and applications are available through the [UFD](#) website. Follow instructions stated within the application and submit completed applications to bss.urbanforestry@lacity.org. All applications for tree removal are heavily scrutinized and there is no guarantee a permit will be approved.

The completed application should include plans, reports, project related A or B permit, Letter of Determination (LOD), and any relevant document justifying the need to remove any tree(s) including environmental documents pursuant to California Environmental Quality Act (CEQA). For information or questions regarding payment of any applicable fees or permit process, applicants may email bss.urbanforestry@lacity.org or call (213) 847-3077.

For additional information regarding permits, street trees, native protected trees, and StreetsLA functions please visit <https://streetsla.lacity.org/>

Bureau of Contract Administration

The Bureau of Contract Administration continues to provide inspection services for all public works related construction. Inspection requests may be submitted online at <https://bcainspection> or by calling 213-485-5080. Inspections that can be requested online include the following: "A" permits, "B" permits, "E" permits, "R" permits, "S" permits, "U" permits, Highway Dedication, Shop/Batch plant, and Capital Improvement projects. Please visit <https://bca.lacity.org> for contact information and individual office locations.