

CONSTRUCTION IN WATERCOURSE

10.6 How to Apply for a Watercourse Permit

The applicant submits a Revocable Permit application to the appropriate District Office. The Engineer determines the extent of the request and what information or plans are needed. The Engineer also determines if the proposed structures will constitute a part of the City's permanently improved storm drain system. If so the applicant shall obtain a B-Permit and perform the work under plans and specifications approved by the City Engineer and inspected by BCA. If the request will not be a part of the City system but the Engineer requires inspection by BCA, then an A-Permit should be issued. If the Engineer determines that the Department of Building and Safety should inspect the construction, then only a Watercourse Permit should be issued.

Watercourse Permit Specifications

The applicant shall submit an application online or in writing to BOE. This should include the name and address of the applicant, the location of the proposed construction, and the type of construction. The Engineer will then determine what other information is needed.

Other Permit Requirements

Depending on the difficulty of the project, a Watercourse Permit may be issued in connection with an A-Permit or a B-Permit, or as a separate Watercourse Permit. The Engineer may stipulate the inspection be done by the Department of Building and Safety or by the BCA.

Customer Satisfaction Survey

At the conclusion of all permit transactions with a customer, Applicant, and/or Permittee, all Public Counter Staff shall present the customer a Customer Satisfaction Survey Form. The Survey shall be presented to every customer, at every transaction. Should the customer decline to accept the Survey, Public Counter Staff are instructed to simply place the declined Survey back into Survey storage trays. The Survey is a valuable tool to improve customer service by listening to the customer.