

MINOR STREET CONSTRUCTION – THE A-PERMIT

4.7. How to Apply for an A-Permit?

Job Location

The first step in applying for an A-Permit is to identify the location where the work will be performed. The job location is identified by the customer and confirmed by City staff. City staff use Navigate LA (<http://navigatela.lacity.org>) to identify the legal description of the parcel. This information is matched to the permit address database. City Staff may assign the nearest logical valid address to the A-Permit if no valid address is available.

Work Scope

Section 4.2. (General Conditions for an A-Permit), under the subheading Information Required Before a Permit Can be Issued, identifies information needed prior to applying for an A-Permit. In addition, photos showing the location of the improvements and dimensions are helpful.

A-Permit Application

A-Permits are available through the Internet at the City of Los Angeles' website (<http://eng.lacity.org/apermits>). Instructions on using the application are found in Appendix A and on the website.

If the customer is unable to access the website or has further questions they may apply for an A-Permit in person at one of the District Office's Public Counters. Contact information is provided in Chapter 3, "Where Can I Get Help?"

A-Permit Issuance

Prior to issuing the A-Permit, City staff will make an assessment of the required fees. Upon payment of these fees, the A-Permit will be issued to the customer.

Notification of Inspection

Public Counter staff shall inform the customer of inspection notification and final inspection. Prior to commencing work, the customer is required to contact the Bureau of Contract Administration (BCA). The number to contact is printed on the A-Permit. The BCA will dispatch a Public Works Inspector to review the scope of work with the customer. The Inspector will inform the customer when to call for future inspections and will review any other information or questions the customer has.

Final Inspection

Upon completion of the project, the Inspector will perform a final inspection. If the work is completed satisfactorily, the Inspector will sign and approve the A-Permit.

The A-Permit is then closed. The A-Permit is returned to the Bureau of Engineering with the Inspector's comments and signature. If the work is part of a Department of Building and Safety (DBS) permit and all other conditions are cleared, the Department of Public Works will agree to the issuance of a Certificate of Occupancy by the (DBS).

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.