

# EXCAVATION IN PUBLIC STREETS

## 7.8 How to Apply for an E-Permit or a U-Permit

### Job Description

A project address or a job location is required for all projects. Permit-engineers shall check and confirm the address and location.

### Work Scope

The scope of the project shall be stated on the application, and a detail plan or sketch shall be attached to the application.

### E-Permit and U-Permit Application

E-Permit/U-Permit applications are available at all BOE district offices. U-Permits are available on the Internet by going to BOE's website at <http://eng.lacity.org/permits/index.htm>.

### E-Permit and U-Permit Issuance

After applications are submitted, permit-engineers will review the application and submittals. In case of complex excavation projects, additional information may be required. After compliance with the conditions (if any) and upon payment of fees, an E-Permit will be issued.

### Other Agency Conditions and Clearances

The E-Permit and U-Permit process requires review and clearance from other agencies. This includes checking of the street age for calculation of the Street Damage Restoration Fee, review of conflicts with existing substructures, and review of traffic conditions by DOT. If work is within a City Planning Specific Plan Area (or other special area), City Planning review is required. Permit review often results in conditions imposed by the reviewing agency. The Applicant must complete these conditions as part of the E-Permit and U-Permit approval.

### Notification of Inspection

Prior to commencing work, the applicant is required to call for inspection 24 hours in advance. The E-Permit/U-Permit should be available at the site at all times.

### Final Inspection

After completion of the work and the Final Inspection has been made, a sign off will be given to the Permittee.

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## **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.