

PRIVATE USE OF PUBLIC RIGHT OF WAY – THE R-PERMIT

9.8 How to Apply for a Revocable Permit

The Applicant shall submit the encroachment request by completing the R-Permit application at the appropriate District Office. At the time of submittal, Public Counter staff will determine the type of R-Permit required and the amount of fees required. The Applicant should then submit a check for the appropriate fee.

Many R-Permit requests can be approved over the counter. The procedure outlined below is generally for those R-Permit requests that require a field investigation and cannot be issued over the counter.

Encroachment Description

An encroachment address or location is required for all requests. Public Counter staff shall check and confirm the address and location.

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

Conduct Field Investigation

After applications are submitted, City staff will review the application and conduct a field investigation if necessary. In the case of complex encroachment, additional information may be required.

Other Agency Conditions and Clearances

The R-Permit request may require review and clearance from other agencies. This review often results in conditions determined by the reviewing agency. The Applicant must complete these conditions as part of the R-Permit approval.

City Planning Specific Plan Compliance

The R-Permit application will be checked if it is within a City Planning Specific Plan Area (or other special area). If applicable, BOE Staff will refer the applicant to City Planning. The Applicant must secure appropriate City Planning Specific Plan approvals as a condition of R-Permit approval.

Notification of Determination

Upon completion of the R-Permit report, the Applicant will be sent a copy of the R-Permit report. This report will include a list of conditions that must

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be satisfied before the R-Permit will be issued. Standard conditions will include executing of a “Waiver of Damages Agreement”, providing liability insurance, and construction improvements with the necessary City permits. Other special conditions may apply. The Applicant has 180 days from the date of the R-Permit report to fulfill the conditions of approval.

Permit Issuance

The R-Permit will be issued when the Applicant fulfills all conditions of approval. The District Office in which the R-Permit application was received will issue the R-Permit.

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.