



BUREAU OF ENGINEERING

DEVELOPMENT SERVICES CONTINUITY OF OPERATIONS

This is a supplemental document to the City of Los Angeles' [Continuity of Operations Plan for Development Services Centers](#). The plan emphasizes the City's intent to continue to provide full development services using alternative procedures to in-person services.

Development services and meetings can now be conducted electronically, using available online applications, virtual meetings, and beginning on April 25, 2022, in-person appointment services will be available for our Central District and Permit Case Management Offices at 201 N. Figueroa. The procedures and resources outlined below are available to help conduct development services-related tasks, and they are listed by preference (most efficient and fastest response time).

CUSTOMER PORTAL AND ONLINE APPLICATIONS (Best Method for Fastest Service)

All BOE permits and development services are available online through the [Customer Portal](#). The online Customer Service Request (CSR) application is available for customers to ask general questions with BOE, request assistance with clearances on building permit applications, or submitting documents for permit applications or other services that do not have an option to upload attachments to an online application. To apply for certain permits directly online please visit the Customer Portal and select the link for the specific permit. Supporting documents for permit applications should be uploaded to the online application whenever the system allows for this option.

[*NOTE: For Flood Zone & Insurance requests, please do not use the CSR; instead, to start a service request please send an email to ENG.NFIP@LACITY.ORG]

VIRTUAL/IN-PERSON MEETINGS AVAILABLE WITH AN APPOINTMENT

If you would like to make a virtual or in-person appointment with BOE staff, you may do so by going to <https://appointments.lacity.org>. In-person appointments are currently limited to our Central District and Permit Case Management Offices at 201 N. Figueroa. Please note that a face mask within city buildings and COVID-19 vaccination card/confirmation are required. If you are unable to provide the necessary documentation and/or you have any symptoms of illness or have had close contact with anyone who may have COVID, please schedule a virtual appointment rather than an in-person appointment.

US MAIL

For items that require an original and cannot be sent electronically, such as certain original bond documents, or checks, the documents may be mailed to the respective BOE office.

Following is a list of addresses of our key offices. Please submit a CSR to Permit Case Management if you need an address for an office not listed.

Central District:	201 N. Figueroa Street, Suite 300, Stop 503, Los Angeles, CA 90012
Harbor District:	638 S. Beacon Street, Suite 402, Stop 497, San Pedro, CA 90731
Valley District:	6262 Van Nuys Blvd., Suite 251, Stop 496, Van Nuys, CA 91401
West LA District:	1828 Sawtelle Blvd., 3rd Floor, Stop 499, Los Angeles, CA 90025

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Permit Case Management:	201 N. Figueroa Street, Suite 200, Stop 901-1 Los Angeles, CA 90012
Bond Control:	201 N. Figueroa Street, Suite 200, Stop 901-1 Los Angeles, CA 90012
Land Development:	201 N. Figueroa Street, Suite 290, Stop 901, Los Angeles, CA 90012
Land Records:	201 N. Figueroa Street, Suite 1150, Stop 230, Los Angeles, CA 90012
Flood Zone & Insurance:	1149 S. Broadway, 8th Floor, Stop 494, Los Angeles, CA 90015
Central Records/Vault	1149 S. Broadway, Suite 140, Stop 501, Los Angeles, CA 90015

DROP-OFF AT DESIGNATED COLLECTION POINTS

Similar to US Mail, for items that require an original and cannot be sent electronically, such as certain original bond documents, or checks, the documents may be dropped off at designated collection points near the entrances to some City facilities. These packages will be collected periodically by the Department of Building and Safety staff and routed to the respective departments. Following is a list of addresses for the buildings with designated collection points for drop-offs. For items that need to route to buildings other than those listed, US Mail is strongly recommended over physical drop off to reduce unnecessary delays.

Figueroa Plaza:	201 N. Figueroa Street, Los Angeles, CA 90012
Marvin Braude Bldg:	6262 Van Nuys Blvd., Van Nuys, CA 91401
West Los Angeles:	1828 Sawtelle Blvd., Los Angeles, CA 90025

TIPS TO HELP US SERVE YOU BETTER

We want to continue to provide services in a timely manner. You can help us do this by communicating clearly when sending information via CSR, mail, or drop-off, such as to:

- Include all pertinent information like:
 - Permit reference number
 - Direct contact information
 - Helpful background and reference information
- Use PDF files unless there is a special need by our staff for another file format
- Generate PDF files directly from source to maintain the best quality (vector files)
- Provide clean and clear scanned documents when scanning is necessary
- Compress file size to the minimum size possible without sacrificing quality
- Provide short clear file names for attachments

NOTES ABOUT PAYMENTS

An online payment option using a credit card, ACH or electronic check to pay fees is now available. If you cannot pay directly through a permit application, please submit a CSR to the District Office for an invoice and instructions to pay online. For those that cannot, or do not wish to, use the online payment option, fees may still be paid by a check delivered to our office (by US Mail or by drop-off at designated collection points, as described above). A check delivery must include documentation that explicitly identifies the permit and the fee and/or service the payment should be directed to. Checks that cannot

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be clearly identified and linked to a particular application/request will be returned to the sender or destroyed.

DEVELOPMENT SERVICES MANUAL AND SUPPORT

The [Development Services Manual](#) provides detailed information about BOE's development services processes and procedures for both BOE staff and the public to reference for permit related services. BOE Management information and support can be found on the [Development Services Support](#) page.

THIS DOCUMENT IS A SUPPLEMENT

This is a supplement to the general City of Los Angeles [Continuity of Operations Plan for Development Services Centers](#). Please be sure to read that document, which is available on our [website](#), because there is a lot of useful information in it that is not repeated in this supplement.