



## Continuity of Operations Plan for Development Services Centers FOR CRITICAL DEVELOPMENT SERVICES

In keeping with Mayor's COVID-19 Guidelines and Directives

**UPDATED November 8, 2021**

Effective Monday, March 23, 2020 the City's Development Services Centers will establish modified operations that allow for online services, mail-in (e.g. US Mail, FedEx, UPS) and drop-off/pick-up only. This Plan will be evaluated on a regular basis, and is subject to change as necessary.

All Development Services Departments will be directing customers to utilize online services for plan filing/intake, fee payment, consultations, permit clearance and issuance and inspection. To ensure continuity of service for those limited circumstances where online or mail-in services are not available, dropboxes will be available outside of the Development Services Centers in Figueroa Plaza, Marvin Braude Building, and West Los Angeles in a special designated "Drop-off/Pickup" area that is monitored by LADBS staff and routed to the appropriate department on a daily basis from Monday through Friday. Customers may drop off plans and applications along with contact information, including an email address and phone number. Department staff will contact customers to confirm receipt of any items that were dropped off and process their applications accordingly. For transactions that involve payment of fees, the Departments will inform the applicant about the amount and payment options. Payment options will include online payment or check via mail or drop-off at the designated "Drop-off/Pickup" areas.

As of April 10, 2020, all essential workers and customers or visitors of essential businesses and organizations, including the City's Development Services Centers, are required to wear non-medical grade face coverings, pursuant to the [Mayor's public order issued April 7, 2020](#).

**NOTE:** On October 7, 2021, to help stop the spread of COVID-19, the City of Los Angeles adopted an [ordinance](#) to require proof of a full COVID-19 vaccination to enter the indoor portions of food establishments, gyms, entertainment and recreational locations, personal care establishments, and outdoor events within the City, as well as certain City facilities. Per the ordinance, as of November 8, 2021, the City of Los Angeles is requiring certain establishments, including city facilities, to implement the provisions of the ordinance and verify that visitors and patrons are vaccinated against COVID-19. **Proof of vaccination is not required for customers when only dropping off or picking up materials at designated "Drop-Off / Pick-Up" areas, but is required for in-person appointments at City facilities once available.**

To the extent possible, all Development Services Departments will continue to operate and provide services to ensure the continued processing of permit applications. Additional details on each department's operations can be found below.

**FOR GENERAL INFORMATION / CONCIERGE:**

The City's 311 Call Center provides various options to connect to a range of development services and obtain general information. Some of the most popular City services can be requested by calling 311 or (213) 473-3231, using the MyLA311 Website at <https://myla311.lacity.org/> or by submitting via the MyLA311 mobile app.

**FOR ACCESS TO ONLINE SERVICES:**

The City's BuildLA Website is an online clearinghouse to access many development services: <https://buildla.lacity.org/>.

**CITY DEPARTMENT INFORMATION:**

Department of Building and Safety

Express Permits (permits not requiring plan check) and records search are available online at <http://www.ladbs.org/>. Plan check submittals for all plans will be available by mail, delivery service, or in-person drop off at the designated "Drop-off/Pickup" areas. Many plan check services including mechanical and electrical plan check are available online. Field inspection services will continue as normal. For more information on all DBS services that are provided, please visit <http://www.ladbs.org/>.

Los Angeles City Planning (LACP)

The Metro and Valley offices will conduct case intake and condition clearance functions utilizing the remote drop-off/pick-up approach, with follow up phone calls and email communication with applicants to address issues or questions and to provide invoices for payment. Almost all fees can now be paid online using a credit card or e-check. General inquiries received via email and phone will be responded to promptly. Entitlement appeals can be filed using an [online](#) portal. Appeals filed pursuant to LAMC Section 12.26K must be dropped off at one of the City Planning drop-off locations. Staff will review the appeal application and will provide an invoice for payment once it has been determined that it is complete.

Several DSC Specialized Services are now provided [electronically](#) using the Online Application System (OAS), such as, the Preliminary Application Review Program (PARP) reviews, Transit Oriented Communities (TOC) Tier Verification, and Conditional Use Beverage Pre-Applications. Home-sharing application services and payment are already conducted electronically through the City's third party consultant. Case Management will interface with applicants utilizing conference call services such as Google meets. The Major Project Clearance function can predominantly take place electronically. For more information on all services, please visit <https://planning.lacity.org/>.

Fire Department

The West L.A. and Valley offices are both closed until further notice.

In-person services for Fire Development Services plan review and inspection will remain closed until further notice. Please visit [inspect.lafd.org](https://inspect.lafd.org) for online services for plan review submittals and inspection requests.

For more information you can visit our website online at <https://www.lafd.org/fire-prevention/fire-development-services> or reach the Fire Development Services Section Units via the following email addresses:

Fire and Life Safety Plan Review Unit:	Email: <a href="mailto:lafd.fdsapplication@lacity.org">lafd.fdsapplication@lacity.org</a>
Hydrants and Access Unit:	Email: <a href="mailto:lafdhydrants@lacity.org">lafdhydrants@lacity.org</a>
Fire and Life Safety Inspection Unit:	Email: <a href="mailto:lafddss@lacity.org">lafddss@lacity.org</a>

Field Inspections can still be completed with proper PPE, prioritization of assignments, and limiting the number of people present. Fuel truck inspections will be conducted at the Metro Office and need to be coordinated with a plan check engineer via email at [lafd.fdsapplication@lacity.org](mailto:lafd.fdsapplication@lacity.org)

#### Department of Transportation

LADOT Development Review Services, including the review of transportation impact analyses, project condition clearances, building permit sign-offs, and reviews of proposed site plans and project-related improvements, are largely available to customers using online resources available at <https://ladot.lacity.org/businesses/development-review>.

LADOT offers the following email addresses for each geographic-specific office for centralized communications and an expedited response:

Metro Area: [ladot.devreview.cen@lacity.org](mailto:ladot.devreview.cen@lacity.org)  
Coastal Area (West LA & San Pedro): [ladot.devreview.wla@lacity.org](mailto:ladot.devreview.wla@lacity.org)  
San Fernando Valley: [ladot.devreview.sfv@lacity.org](mailto:ladot.devreview.sfv@lacity.org)  
Fig Plaza Development Services Center: [ladot.onestop@lacity.org](mailto:ladot.onestop@lacity.org)

LADOT staff will conduct consultations through video conferencing platforms or over the phone, with online payment options. Physical notices have been posted at each counter location with contact information. The LADOT Public Information Office will be releasing an informational document for project applicants needing to access development review services with staff working remotely until the City's "Safer at Home" order is lifted.

#### Los Angeles Housing Department

The Los Angeles Housing Department public counters are open now by appointment only Monday through Thursday from 9:00 am - 4:00 pm. To schedule an appointment at one of our 5 different offices, please visit us at [lahd.lacity.org](http://lahd.lacity.org) or call us (866) 557-7368. Proof of COVID-19 vaccination is required to have an in-person appointment and will be requested prior to entering LAHD offices. In accordance with COVID-19 protocols, a mask must be worn at all times during the appointment. This is applicable to the main office at Garland and field offices. **This is not applicable to the Fig Plaza office-counter.**

All land use covenants and affordable unit replacement applications may be submitted via email at [Lahd-landuse@lacity.org](mailto:Lahd-landuse@lacity.org) . Credit card and electronic check payments will be accepted via the HCIDLA website at <https://housingbill.lacity.org> . All general inquiries may be sent via email or visit [https://housing.lacity.org/land use covenants](https://housing.lacity.org/land-use-covenants) for more information.

If you are planning to commence seismic retrofit work and you need additional information regarding Tenant Habitability Program please email us at [lahd-code-seismic+noreply@lacity.org](mailto:lahd-code-seismic+noreply@lacity.org) or call us at (213) 482-7039.

If you are planning to commence any other work requiring review by LAHD's Tenant Habitability Program staff and you need additional information regarding the Tenant Habitability Program please email us at [lahd-code-thp+noreply@lacity.org](mailto:lahd-code-thp+noreply@lacity.org) or call us at (213) 482-7039. For all other information please visit our home web page at [Housing.lacity.org](http://Housing.lacity.org).

#### Bureau of Engineering

The Bureau of Engineering continues to fully support all services. Most services may be conducted online. Please visit <https://eng.lacity.org/permits> to apply online and/or for contact information for individual offices. Permits that can be applied for online include the following: A-Permits, B-Permits, E-Permits, R-Permits, S-Permits, U-Permits, Highway Dedication and Hillside Referral Forms

#### Bureau of Sanitation

Low Impact Development (LID): On October 19, 2020 the LID counter launched the LID Plan Check Submittal Portal to accept electronic submittals of both new and resubmitted projects. Please visit <https://lid.lacitysan.org> to submit projects through the online portal. Resubmittals and Verification services will also continue to be available using the special designated "Drop-off/Pickup" area that is monitored by LADBS. Please visit [www.lacitysan.org/lid](http://www.lacitysan.org/lid) for additional information.

Industrial Waste Management (2714 Media Center Drive, Los Angeles, CA 90065): All plan checking activities will be conducted using the special designated "Drop-off/Pickup" area at 2714 Media Center Drive, Los Angeles, CA 90065. IWMD staff oversee the designated "Drop-off/Pickup" area.

#### Department of Water and Power - Power New Business

Power Service Planning & New Business is conducting most customer meetings via phone, email, and teleconferencing (WebEx). In rare situations where in-person customer meetings are required, they are set by appointment only, and customers are met at the facility entrance to be escorted to the conference room, maintaining proper personnel separation. Primary means of communicating these changes is via the LADWP Service Planning staff and the Connection Center at (213) 367-6937.

#### Department of Water and Power - Water New Business

Submit water service request by visiting [www.ladwp.com](http://www.ladwp.com), click "Residential or Commercial", click "Construction and Renovation, Water Service" and follow steps for application procedure. For payment, mail check or money order to: LADWP – Water New Business, 111 North Hope St. Room 1425, Los Angeles, CA 90012. Payment will not be accepted by phone or in person. For Water Service questions, email [newwater@ladwp.com](mailto:newwater@ladwp.com) or call (213) 367-2WNB (2962).

For LADWP Account Bills; all Customer Service Centers are closed. To pay your water and power bill, go online 24/7 at LADWP.com. Drop off payment with bill stub at any LADWP Customer Service Centers. Or pay by phone, CALL 1-877-mypaydwp (1-877-697-2939). You can also mail a check or money order payment with bill stub to:

LADWP Payment, PO Box 30808, Los Angeles, CA 90030-0808

More information is available online at LADWP.com or 1-800-DIAL DWP

### Bureau of Street Lighting

All Bureau of Street Lighting permits can be applied for online at:

<http://bsl.lacity.org/business-permits.html>.

For assistance with specific counters, please contact the individuals listed below:

Private development projects: Jay Wong - [jay.wong@lacity.org](mailto:jay.wong@lacity.org)

Technical records, remote monitoring nodes: Daniel Ordonia - [daniel.ordonia@lacity.org](mailto:daniel.ordonia@lacity.org)

Assessment engineering: Ruben Flamenco - [ruben.flamenco@lacity.org](mailto:ruben.flamenco@lacity.org)

### StreetsLA (Bureau of Street Services)

StreetsLA or the Public Works Building security staff will no longer accept hand delivery this time. All B-permit applications and materials shall be submitted online through the Bureau of Engineering, <https://eng.lacity.org/permits>. Any associated non-standard landscape and irrigation in the public Right-of-Way shall be reviewed through the B-permit portal. For all A-Permit revocable non-standard landscape/irrigation in public Right-of-Way improvements, submit via mail one full-sized hard copy set of the following: (1) Title sheet; (2) Ground level planting and irrigation plans showing all curb to property line improvements; (3) Associated civil street plans (as applicable); (4) Associated planting and irrigation notes and details; (5) Any plans showing bus stop/transit-oriented furnishings (as applicable); and (6) Bureau of Engineering Revocable Permit Conditions Letter and relevant Routing Transmittals.

All hardcopy submittals shall be mailed to the following address:

StreetsLA, Attn: A-, B-Permit, Revocable Plan Check, 1149 S Broadway 4th Floor, Mail Stop 550, Los Angeles, CA 90015

Prior to plan submission to StreetsLA, all applicants must apply for a revocable permit through the Bureau of Engineering (<https://eng.lacity.org/permits>). Correctly submitted plans will be assigned to StreetsLA plan checker. Expect comments within 3 weeks via email.

### Bureau of Contract Administration

The Bureau of Contract Administration continues to provide inspection services for all public works related construction. Inspection requests may be submitted online at <https://bcainspection> or by calling 213-485-5080. Inspections that can be requested online include the following: "A" permits, "B" permits, "E" permits, "R" permits, "S" permits, "U" permits, Highway Dedication, Shop/Batch plant, and Capital Improvement projects. Please visit <https://bca.lacity.org> for contact information and individual office locations.