



BUREAU OF ENGINEERING

DEVELOPMENT SERVICES CONTINUITY OF OPERATIONS

The City of Los Angeles has adopted a [Continuity of Operations Plan for Development Services Centers](#). The plan emphasizes the City’s intent to continue to provide full development services utilizing alternate procedures to minimize person to person contact. This document is a companion intended to provide more details related to the Bureau of Engineering (BOE) procedures that have been implemented to support the plan.

Beginning on Monday, March 23, 2020, development services and meetings will no longer be conducted in person. To the maximum extent possible all transactions should be conducted electronically, using available online applications, email, phone or web conferencing tools. 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 now available online through the [Customer Portal](#). Please visit <https://eng.lacity.org/permits> to apply for permits and obtain approvals online. Supporting documents for permit applications should be uploaded to the online application whenever the system allows for this option.

CUSTOMER SERVICE REQUEST APPLICATION

We are pleased to announce the launching of the new online Customer Service Request (CSR) application (accessible through the [Customer Portal](#)), which was developed to address the needs of customers that cannot visit public counters closed due to COVID-19 safety concerns. The CSR will foster increased transparency by providing both staff and customers the ability to track and monitor their requests online. Please use the CSR to request assistance with permit applications, clearances on building permit applications, or any questions you may have with BOE. In lieu of e-mail, the CSR is the best communication method for questions or for submitting documents for permit applications or other services that do not have an option to upload attachments to an online application. [*NOTE: For Flood Zone & Insurance requests, please do not use the CSR; instead, please use email as listed below to start a service request.]

EMAIL

For the rare occasion that you do need to establish contact with BOE via e-mail, please find the general office e-mails listed below. Although these e-mails will be actively monitored, routed for high priority review, and responded to promptly, please note that responses to CSR requests are prioritized.

- Central District: ENG.CENINFO@LACITY.ORG
- Harbor District: ENG.HARBORINFO@LACITY.ORG
- Valley District: ENG.VALLEYINFO@LACITY.ORG
- West LA District: ENG.WLAINFO@LACITY.ORG
- Permit Case Management: ENG.PCM@LACITY.ORG
- Bond Control:..... ENG.BONDCONTROL@LACITY.ORG
- Land Development: ENG.LANDDEV@LACITY.ORG

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Land Records: ENG.LANDRECORDS@LACITY.ORG

*Flood Zone & Insurance: ENG.NFIP@LACITY.ORG

US MAIL

For items that require an original and cannot be e-mailed, such as certain original bond documents or checks, the documents may be mailed to the respective BOE office. Depending on the availability of personal protective equipment and sanitizers, mail may be quarantined for a few days before handling.

Following is a list of addresses of our key offices. Please e-mail 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
- 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 e-mailed, 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. Depending on the availability of personal protective equipment and sanitizers, the packages may be quarantined for a few days before handling. 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

PHONE

Phone is by far the least desirable method to communicate. Currently, much of the work force is telecommuting, so office phones will be unattended except for the periodic review of voice mail messages. The one exception is the Central Records/Vault office. They have very limited customers now that most of our records are available online so they do not have a general email. If you do not have access

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to the web or e-mail, the following phone numbers may be used to contact us between 8 am and 3 pm Monday through Friday, except scheduled office closure days such as holidays.

Central District:(213) 320-7834
Harbor District:(310)732-4677
Valley District:(818) 374-5090
West LA District:(310) 575-8384

Land Development:(213) 202-3480
Land Records:(213) 482-0060
Flood Zone & Insurance:(213) 485-4820
Central Records/Vault:(213) 847-0698

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 email, 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. Please email 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 paper check delivered to our office (by US Mail or by drop-off at designated collection points, as described above). However, please account for the delay period due to the quarantine days needed prior to the handling and processing of any paper checks. A paper check delivery must include documentation that explicitly identifies the permit and the fee and/or service the payment should be directed to. Unclear paper checks that cannot be clearly identified and link to a particular application/request will be returned to the sender or destroyed.

DEVELOPMENT SERVICES MANUAL AND SUPPORT

The [Development Services Manual](#) contains process and procedures documents for both BOE staff and the public to reference for permit related services. If an applicant wishes to escalate an issue related to a BOE permit or process, the procedure for doing so can be found on the [Development Services Support](#) page.

THIS DOCUMENT IS A SUPPLEMENT

This is a reminder that 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 companion document.

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