

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

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

Effective Monday, March 23, 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.

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.

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/>.

Department of City Planning

The Metro, Valley and West L.A. offices will conduct case intake and condition clearance functions utilizing the remote drop-box approach, with follow up phone calls and email communication with applicants to address issues or questions and to provide invoices for payment. At this time, all cashiering functions for Planning services are conducted through the Department of Building and Safety. General inquiries received via email and phone will be responded to promptly. The Department is currently exploring additional ways (via email or U.S. Mail) for appeal applications to be filed.

To the extent possible, the specialized services offered at the DSC Deep Counter will be provided electronically, such as pre-application reviews. 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 hangouts and Zoom. 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. To the extent possible, all plan review, code review, and permitting services will be provided electronically, with application materials, plans, Requests for Modification, and other supporting documentation able to be emailed to and lafd.fdsapplication@lacity.org. For hydrants and access related material or inquiries please email to lafdhydrants@lacity.org. Inspections can still be completed with proper PPE, prioritization of assignments, and limiting the number of people present.

For more information, please visit:

<https://www.lafd.org/fire-prevention/fire-development-services>

Links: [plan check](#) | [fire permit](#) | [expedite form](#) | [Mod tracking](#) | [inspection request](#)

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

Coastal Area (West LA & San Pedro): ladot.devreview.wla@lacity.org

San Fernando Valley: ladot.devreview.sfv@lacity.org

Fig Plaza Development Services Center: 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.

Housing and Community Investment Department

All land use covenants and affordable unit replacement applications may be submitted via email at HCIDLA.landuse@lacity.org. Credit card payments will be accepted via the HCIDLA website at <https://hcidlabill.lacity.org/LandUse>. All general inquiries may be sent via email or visit <https://hcidla.lacity.org/land-use-covenants> for more information.

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): The LID counter will begin accepting new projects via email. Resubmittals and Verification of ongoing projects will be conducted using the special designated "Drop-off/Pickup" area that is monitored by LADBS. Please visit 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, 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 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