



The Bureau of Engineering, along with other departments, continues to offer virtual appointments when necessary and encourages applicants to first seek service through [BOE's Customer Service Portal](#). In addition, the Bureau of Engineering has resumed limited in-person operations. The City continues to monitor COVID-19 health concerns to ensure that any in-person visit adheres to all safety protocols.

In accordance with the [Safer LA Order](#) and [Los Angeles Municipal Code, Section 200.123](#), customers visiting City buildings will need to:

1. Always wear a well-fitted face mask within City facilities
2. Have a COVID-19 vaccination card/confirmation available for staff verification
3. Present current and valid Photo Identification

As of the week of April 25, 2022, the Bureau of Engineering is offering appointment only, in-person meetings at our Central District Office and our Permit Case Management Division, both located downtown at 201 N. Figueroa. The services include:

- A-Permits
- S-Permits
- U-Permits
- Bond Control
- Plus Additional in-person services listed [here](#). Please use this list to watch for new in-person and virtual services being offered moving forward.

Interested parties must make an appointment through the City's new [BuildLA](#) appointment system, a website that provides a one-stop virtual platform for Development Services, including a new virtual appointment system. If you do not have an [Angeleno Account](#) already, you will be required to create an [Angeleno Account](#) .

Customers can continue to access the Bureau of Engineering's [Customer Service Request portal](#) for additional information and online assistance with Bureau of Engineering services.

Thank you for your flexibility during these challenging times. The Bureau of Engineering greatly appreciates your adherence to our safety protocols..