



BUREAU OF ENGINEERING (BOE) 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).

ONLINE APPLICATIONS (Best Method for Fastest Service)

Most Bureau of Engineering development services may be conducted online. Please visit <https://eng.lacity.org/permits> to apply for permits and approvals online. Supporting documents for permit applications should be uploaded to the online application whenever the system allows for this option.

EMAIL

Email 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. Once you have established direct contact with a BOE staff member on an issue you can continue to correspond with them directly. If you do not know who to contact on a particular issue, please e-mail the general e-mails listed below. These general e-mails will be actively monitored, routed for high priority review and responded to promptly.

- 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
- Land Development: ENG.LANDDEV@LACITY.ORG
- Land Records: ENG.LANDRECORDS@LACITY.ORG
- Bond Control: ENG.BONDCONTROL@LACITY.ORG
- Permit Case Management: ENG.PCM@LACITY.ORG
- Flood Zone & Insurance: ENG.NFIP@LACITY.ORG

NEED ASSISTANCE IN ANOTHER LANGUAGE? PLEASE CALL 3-1-1



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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
- 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
- Bond Control:201 N. Figueroa Street, Suite 200, Stop 901-1 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

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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 to the web or e-mail, the following phone numbers may be used to contact us between 8 am and 3 pm.

- 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.

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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