



# 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](#). This 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 to provide more detail related to the Bureau of Engineering procedures that have been implemented accordingly.

Beginning on Monday, March 23, development services and meetings will no longer be conducted in person. To the maximum extent possible all transactions should be conducted electronically, either using our online applications or via email, phone or via web conferencing. The procedures outlined below are listed in the order of preference for conducting activities.

### 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 online. Supporting documents for permit applications should be uploaded to the online application for those types of services that have 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 ability 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, you can e-mail the general e-mails listed below. We will be giving very high priority to routing these communications and having a staff member follow up.

- Central District: ..... [ENG.CENINFO@LACITY.ORG](mailto:ENG.CENINFO@LACITY.ORG)
- Harbor District: ..... [ENG.HARBORINFO@LACITY.ORG](mailto:ENG.HARBORINFO@LACITY.ORG)
- Valley District: ..... [ENG.VALLEYINFO@LACITY.ORG](mailto:ENG.VALLEYINFO@LACITY.ORG)
- West LA District: ..... [ENG.WLAINFO@LACITY.ORG](mailto:ENG.WLAINFO@LACITY.ORG)
- Land Dev. & Land Records: ..... [ENG.LANDDEV@LACITY.ORG](mailto:ENG.LANDDEV@LACITY.ORG)
- Bond Control:..... [ENG.BONDCONTROL@LACITY.ORG](mailto:ENG.BONDCONTROL@LACITY.ORG)
- Permit Case Management: ..... [ENG.PCM@LACITY.ORG](mailto:ENG.PCM@LACITY.ORG)
- Flood Zone & Insurance: ..... [ENG.NFIP@LACITY.ORG](mailto: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, documents may be mailed to the district office address. Depending on the availability of personal protective equipment and sanitizers, these may be quarantined for a few days before handling. Following is a list of addresses for our key offices. Please e-mail our Permit Case Management office if you need an address for an office not listed.

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



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US MAIL (continued)

- 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 Dev. & Land Records: 201 N. Figueroa Street, Suite 290, Stop 901, 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, documents may be dropped off at designated collection points near the entrances to the buildings listed below. These will be collected periodically by Department of Building and Safety staff and routed to other departments as applicable. Depending on the availability of personal protective equipment and sanitizers, these may be quarantined for a few days before handling. Following is a list of addresses for the buildings that will have drop-off collection. For items that need to route to buildings other than those listed, US Mail is strongly recommended over physical drop off.

- 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 at the current time because much of the work force is telecommuting and therefore many office phone numbers will be unattended with only periodic voice mail checking. The one exception is for 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 Dev. & Land Records: (213) 202-3480
- Flood Zone & Insurance: .....(213) 485-4820
- Central Records/Vault.....(213) 847-0698

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### 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 providing very clear communications when sending information via email, mail or drop-off. Please always be sure to include the pertinent information such as:

- Permit reference number
- Your return contact information
- Helpful background information
- Use PDF format unless there is a special need by our staff for another format
- Generate pdfs directly from the source when possible to provide the best quality (vector files)
- Provide clean and clear scanned documents when scanning is necessary
- Compress file sizes to the minimum size possible without sacrificing quality
- Provide short clear file names for attachments

### NOTES ABOUT PAYMENTS

Payments for many of our services may be made online by credit card. For those that cannot, or if you do not wish to pay by credit card, fees may be paid by check by using the mail or drop-off methods described above. Please **be sure to include documentation that clearly identifies what permit, fee and/or service the payment is for**. We are working hard to complete an online option that will allow users to pay additional fees online. We hope to have it available by early April. We will provide an update to our notice when it is available.

### 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 document in order to keep this document brief and clear.

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