

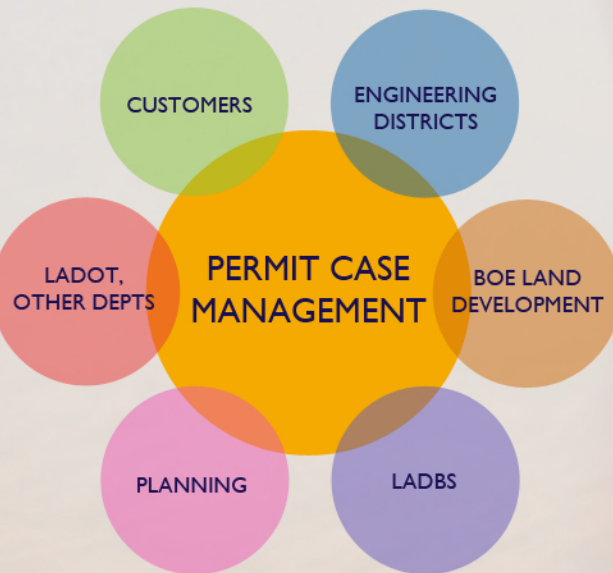
DEVELOPMENT SERVICES PROGRAM



PERMIT CASE MANAGEMENT

BUREAU OF ENGINEERING

PERMIT CASE MANAGEMENT



To schedule a pre-design B-Permit meeting, visit <https://engpermits.lacity.org/bpermits/>

To contact us for any other inquiries, e-mail eng.pcm@lacity.org

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Los Angeles, CA 90012

WHAT WE DO

Provide Pre-Design Case Management

- Schedule and facilitate meetings with developers and other agencies such as Bureau of Street Lighting (BSL), LA Department of Transportation (LADOT), Bureau of Street Services (BSS), and Department of Water & Power (DWP).
- Compress time from plan check to construction.

Problem Resolution for Projects in Public Right-Of-Way

- Identify the problem and develop course of action.
- Work with stakeholders as needed to facilitate resolution for projects in the public right-of-way.

Support City Case Management Program

- Provide Bureau Of Engineering (BOE) representation at various Major Development, Case Management, Preliminary Case Management meetings scheduled by either LA Department of Building and Safety (LADBS) or Mayor's Economic Development team.
- Provide project-specific insight as to BOE requirements and identify possible challenges with the development as it pertains to public right of way.

Permitting Transparency



Streamlining Processes



Using technology to Increase Efficiency

PERMIT CASE MANAGEMENT'S MAIN GOALS



- Resolve problems for projects in the public right-of-way
 - Compress time from plan check to construction
 - Improve customer service
 - Leverage technology to drive improvements in customer experience
 - Lead standardization within District Office permitting practices

OTHER FUNCTIONS



Respond to public inquiries



Oversight of Development Services Permit Manual



Bond Control Operations