

Metro DSC Now Offers Limited In-Person Services

Dear Stakeholder,

The Los Angeles Department of Building and Safety, along with other departments will resume in-person operations, while still being mindful of the health threats we face from COVID-19 by ensuring that any in-person visit adheres to all safety protocols. Please note that proof of vaccination or proof of a negative test within the last 72 hours will be required to enter public buildings and indoor masking will continue to be required. For more assistance in making an appointment, please dial 311.

Our Metro Development Services Center (DSC) will offer by appointment only, in-person meetings for the following [DSC](#) services beginning April 25:

- Building Plan Check – New plan check submittal
- Building Plan Check – Permit issuance for approved plans (Ready to Issue (RTI))
- Building Plan Check – Verification of counter plan check corrections (CPC/ECPC)
- Electrical Plan Check – New plan check submittal
- Electrical Plan Check – Permit issuance for approved plans (RTI)
- Electrical Plan Check – Verification of counter plan check corrections (CPC/ECPC)
- Mechanical Plan Check – New plan check submittal
- Mechanical Plan Check – Permit issuance for approved plans (RTI)
- Mechanical Plan Check – Verification of counter plan check corrections (CPC/ECPC)
- Records Request (if not available online)
- Soft Story Retrofit – New plan check submittal
- Soft Story Retrofit – Permit issuance for approved plans (RTI)

Interested parties must make an appointment through the City's new [BuildLA](#) portal, a singular website that provides a one-stop virtual platform for Development Services, including a new virtual appointment system. For customers who previously registered for online services, it's recommended to create an [Angeleno Account](#) using the same email previously used to register with the Los Angeles Department of Building and Safety. This will allow users full access to all previously applied-for permits and services.

The physical "Drop-off/Pick-up" area at the Metro/Downtown will no longer be available beginning Monday, April 25, 2022. However, the Van Nuys and West LA "Drop-Off/Pick-up" areas will remain available to applicants who wish to submit their plans and applications during [normal business hours](#) without the need for an appointment.

Thank you for your flexibility during these challenging times. The Los Angeles Department of Building and Safety family greatly appreciates your adherence to our collective efforts in the face of this pandemic.

COMMITMENT TO OUR CUSTOMERS

Your project is important, so we strive to provide you with superb service and your feedback is important to maintaining this level of service. If you want to recognize a staff member, file a complaint, comment on the service you received, request additional assistance, or a second opinion on any plan check or inspection issues regarding your project, please provide feedback at LADBS website at <https://ladbs.org> or call (213) 482-6755. LADBS Customer Service Code of Conduct is posted at:

<https://ladbs.org/our-organization/messaging/customer-service-code-of-conduct>