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planning.media@lacity.org

(213) 978-1248


City Planning Bolsters Online Application System to Improve Customer Service

LOS ANGELES—City Planning has added new capabilities to the online payment system that provides remote development services during the current health crisis. In keeping with Mayor Garcetti’s directive to slow the spread of COVID-19, while also delivering on important City services, the Department has developed an in-house Online Application System (OAS) to minimize the need for in-person visits at its Development Services Centers (DSCs).

The OAS offers the safety and convenience of conducting development services virtually, while at the same time increasing the transparency of the planning process by enabling applicants to monitor administrative clearances in real time. Additionally, the system enables applicants to administer their applications from the safety of their home or office, as they can now submit and pay online, monitor project status, upload supporting files, and view project summaries remotely.

“Expanding our online capabilities is one of the ways City Planning has streamlined essential services and safeguarded the health of the City during this pandemic,” said Director of Planning Vince Bertoni. “As City workers, we are sworn to serve our community, and at this moment, encouraging the use of our improved online services is the best way we can support Angelenos’ health and economic interests.”

The most recent addition to the OAS is an application portal for Wireless Telecommunication Facilities, and the system now processes several other planning applications. Some of the application types currently available through the OAS include sign-off of projects located within Community Plan Implementation Overlays and Redevelopment Project Areas; preliminary application filings for Transit-Oriented Community and Senate Bill 330 (“Housing Crisis Act of 2019”) eligible projects; and project-related appeals by non-applicants.



In the months ahead, more planning services will be available online. For the latest information, consult City Planning's page for [COVID-19](#) updates or visit the [Online Application Portal page](#).

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