



Date: March 17, 2020

To: Thomas B. Modica, Acting City Manager *T. Modica*

From: Linda F. Tatum, Director of Development Services *L. Tatum*

For: Mayor and Members of the City Council

Subject: **Building Permit Renewals and Online Permitting Status**

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At its February 18, 2020 meeting, the City Council requested a summary of the City's building permit renewal process, including the potential for online renewals. This memorandum provides a summary of the building permit issuance and renewal process, as well as efforts to enhance the City's permitting system, including online permitting.

### **Building Permit Renewals**

In accordance with Long Beach Municipal Code (LBMC) Section 18.04.060(A), a building permit is valid for a period of two years from the issuance date; provided that work has commenced within 90 days after its issuance. In 2014, the commencement period was reduced from 180 to 90 days to encourage more timely development and fewer unfinished buildings that impact neighborhood character. The LBMC allows the City's Building Official the ability to grant extensions of time as deemed reasonable and necessary. In practice, the Building Official routinely grants extensions of permits within the two-year issuance period, including extensions beyond the two-year period, when such requests are submitted in writing.

### **Online Permit Renewal**

Development Services and Technology and Innovation Departments staff are collaboratively working on a program to implement improvements to Infor Public Sector (IPS), the City's permitting software/system. The improvements being explored are to streamline the permitting process and enhance the customer experience. The City currently allows limited online permitting requests for contractors who frequently perform certain smaller construction projects, such as water heater replacements, window replacements, roofs, and kitchen remodels. Additional online permit services currently offered include permit status review, inspections, and appointment scheduling. Materials, such as information bulletins and permit applications, are also provided online.

A system-wide assessment of IPS was completed at the end of 2019 for the entire permitting/entitlement system. The resulting report identified key areas for improvement, including the development of additional online service capabilities. In January 2020, the IPS software system was upgraded to integrate supporting software that facilitates online access and services. City staff and its consultant will now begin the process of reconfiguring the IPS infrastructure to develop greater online service capabilities, including online permitting. This effort is expected to be completed in approximately 18 months.

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If you have questions regarding this matter, please contact Oscar W. Orci, Deputy Director, at (562) 570-6369 or [oscar.orci@longbeach.gov](mailto:oscar.orci@longbeach.gov) or David Khorram, Building Official, at (562) 570-7713 or [david.khorram@longbeach.gov](mailto:david.khorram@longbeach.gov).

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