



Date: October 27, 2023

To: Thomas B. Modica, City Manager 

From: Christopher Koontz, Director of Community Development 

For: Mayor and Members of the City Council

Subject: **Virtual Appointment Services**

On November 6, 2023, the City of Long Beach's (City) Community Development (Department) will expand its public counter services at the Permit Center located on the 2nd floor of City Hall by offering permit applicants the choice to schedule a virtual appointment to conduct business with staff by a video meeting in lieu of an in-person meeting, a service known as "Virtual Public Counter." Permit applicants will be able to save time and travel by making an appointment from the leisure of their homes, offices, or wherever they are to consult with City staff about their proposed projects. This enhanced service is part of a suite of interim measures the Department is offering its customers while the City builds out "Long Beach Builds," the new Enterprise Land Management System.

During this initial roll-out, the "Virtual Public Counter" will provide permit applicants with the ability to discuss building code requirements that may be applicable to the design and construction of their proposed projects. The Department also anticipates future virtual meeting services including Planning/Zoning Code Questions, Express Permits, Simple/Minor Over-the-Counter Plan Review, and other additional services such as Right of Way Permits and incidental Business Licenses for contractors and subcontractors. The main objective of the Virtual Public Counter service is to provide a higher level of service by offering permit applicants with more choices of how they can conduct business with the Department. The virtual meeting service will streamline our services and save money and time for permit applicants.

City staff are being trained to provide this new service and, as the virtual meeting service expands, additional City staff will be trained to support the growth of this service. City staff and customer training presentations are being developed to demystify this innovative service.

Over the next three years the City will simultaneously build out the Long Beach Builds system to provide all permitting, licensing and entitlement services in an automated online system, while continuing and expanding its current offerings in the interim while customers and staff utilize the current legacy system.

Should you have any questions regarding this memorandum, please contact David Khorram, Superintendent of Building and Safety at David.Khorram@longbeach.gov or (562) 570-7713.

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