



City of
OAKLAND
California

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FOR IMMEDIATE RELEASE

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Oakland Launches In-Person, One-Stop Permit Center
Streamlined services open to the public February 28

Oakland, CA – On Monday, February 28, the City of Oakland will re-open its permit counters to the public, our first step in offering a streamlined experience as a “One-Stop Permit Center.”

Initially three departments will offer **in-person, appointment-only** permitting services in a newly designed space on the second floor of the transit-friendly 250 Frank H. Ogawa Plaza: Planning & Building, Oakland Fire, and Transportation/OakDOT. Additional departments and services will be added in the future. Available services include:

- Planning/zoning-related issues or permits
- Building-related issues or permits
- Plan check-related questions
- Fire prevention permits or questions
- Transportation permits or questions
- Pay/discuss fee(s) with the cashier
- Self-service computer workstations

Visit the [Oakland Permit Center](#) online to book an appointment or find more detailed information about the in-person and online services offered.

New Permit Center Hours of Operation

Scheduled Appointments—All Departments

Monday, Tuesday, Thursday	9 am – 4 pm
Wednesday	10 am – 4 pm
Friday	Closed to the public

Walk-In Appointments—Planning & Building Only*

The Planning & Building Department offers limited, walk-in service opportunities:

Monday and Wednesday	10 am – 2 pm
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**NOTE: Planning & Building permits may not be issued on the same day as they are applied for.*

“We are thrilled to once again open our doors to provide these important in-person permitting services to our residents, small businesses, builders, and event organizers, which are the backbone of our economic vitality,” **said City Administrator Ed Reiskin**. “Our new centrally located, streamlined One-Stop Permit Center is the culmination of a two-year, interdepartmental effort to

reimagine how we can better integrate City services which often overlap but historically have operated in silos, causing unnecessary delays in the permitting process. In addition to the brick-and-mortar improvements, we are also continuing to improve our Online Permit Center to provide residents with a seamless, virtual ‘one-stop’ experience. Over the next few months, more permits will be available at the Online Permit Center, along with updated guidance on the City’s website.”

How to Prepare for Your Appointment

Prior to your appointment, please refer to these guidelines regarding how to prepare and documentation you may need to bring or submit in advance:

- [Planning & Building’s Services](#)
- [OakDOT Permitting Services](#)
- [Oakland Fire Department Permitting Services](#)

Arrival Protocols

Customers are asked to arrive at least 15 minutes early to their appointment to allow time to get through building security. Arrivals more than 15 minutes late for an appointment must be rescheduled to the next available time; staff cannot guarantee that an appointment can be rescheduled on the same day. Planning & Building Department customers may be charged a fee for failure to appear for a scheduled appointment. Cancellations or requests to re-schedule an appointment must be made at least 24 hours in advance.

COVID Safety

Customers experiencing COVID-19 symptoms or who have been exposed to someone who has tested positive should not to come to City buildings or facilities. COVID-19 symptoms include, but are not limited to: chills, cough, fever, loss of taste or smell, shortness of breath, or sore throat.

Masks are required for entry into City buildings regardless of vaccination status. While proof of vaccination is NOT required for entry, all individuals visiting 250 FHOP for permitting services must wear a mask to access the building.

All customers are required to check in with building security and go through a temperature screening before entering the building. Customers should then go to the Greeter Station on the first floor to check in for a previously scheduled appointment, schedule an appointment, or receive customer assistance.

- For the sake of reducing density in the building, customers should come to their appointment alone if possible.
- Masks must be worn at all times during an appointment or visit.
- Hand sanitizer and cleaning wipes are available for use at each counter station.

- Plexiglass barriers have been installed at each counter to protect customers and City staff.

Online Permitting Services

Permitting services are also available online.

The **Planning & Building Department** offers online services through the [Online Permit Center](#), and recommends that homeowners, business owners, builders, and developers visit the [Get Started on Your Project directory](#) for step-by-step permit guidance for common project types. Answers to frequently asked questions are also available on the online [Permit Questions Portal](#).

The **Oakland Department of Transportation** accepts permit applications electronically and offers permitting and engineering services online. Additional information, frequently asked questions, and permit applications are available on the department's [Engineering Services webpage](#).

The **Oakland Fire Department Fire Prevention Bureau** offers online [Plan Review services](#), Wildfire Prevention [Vegetation Inspection Services](#), Vegetation Inspection [Invoice payment guidance](#), and [Fire Code Inspections Services](#).

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