



CITY OF BOSTON  
Office of the Mayor  
Martin J. Walsh

## PLANNING AND ZONING DIVISION BY APPOINTMENT ONLY GUIDELINES, DROP OFF/PICK UP PLANS ONLY

Effective May 22, 2020, the Planning and Zoning Division will be re-opening to the public. The new plan is to serve as a guide for a cautious, phased-in approach for re-opening, driven by clear public health criteria and safety guidelines.

Planning and Zoning Division are accepting visits by **APPOINTMENT ONLY FOR TUESDAY AND FRIDAY WITH LIMITED HOURS BETWEEN 9 AM UNTIL 12 NOON**. Below are the guidelines:

- All appointments can be requested via [ISDPZREVIEW@BOSTON.GOV](mailto:ISDPZREVIEW@BOSTON.GOV)
- All appointments are scheduled in 30 minutes increments. Customers do not need to spend 30 minutes in the office.
- All appointments are strictly for dropping-off plans (existing and new applications) that cannot be uploaded, picking-up approved plans, and to collect check payment for those that do not wish or cannot pay online. **ABSOLUTELY NO OTHER BUSINESS ARE PERMITTED.**
- No more than **one (1) customer** per appointment.
- Face coverings, social distancing and other requirements in accordance with public health guidelines will be enforced. Temperature screening will continue at the lobby upon entrance.
- **COPY OF EMAIL OF APPOINTMENT** shall be present to the lobby security to verify appointment. There will not be any exception.
- **LATE APPOINTMENT** will not be permitted.
- Plans/packages must be disinfected prior to delivery. This question will be asked at the lobby and counter.

Please be advised ISD is recommending all applications to be filed electronically via **Inspectional Services Portal**. All meetings will continue to be held online via virtual meeting platforms.