Frequently Asked Questions (FAQs)	
Why is this change being made?	Making it easier for customers to access Community Development's public counter services enhances service delivery and helps Monterey Park build better and sooner.
What hours are being expanded?	Community Development public counter service for walk-ins are now available between 8 am - 12 pm Monday to Thursday. The last walk-in sign in will be at 11:30 am to allow sufficient time to service your inquiry. Appointments are now available between 2 pm - 5 pm Monday to Thursday and every other Friday between 8:30 am to 10:30 am. This expands access for walk-ins an additional hour Monday to Thursday, and two hours for appointments every other Friday.
What are the limited services available every other Friday?	Limited services available every other Friday includes appointments with Building & Safety Division and Planning Division. During this time, staff will be able to issue permits. These appointments are not intended for inspection requests or over-the-counter plan check. Please note, our limited services every other Friday means, we can only accept payment by **card** (with a payment cap of $10,000 USD). There will be a credit card payment processing fee of 2.65% ($2 min fee per transaction.)
How come you're not available every Friday?	Community Development is closed on the Fridays not listed.
Are building inspections available on Fridays?	Customers can request off-hours building inspections, including Fridays and Saturdays, by special request by contacting the Building Division at buildingpermitcounter@montereypark.ca.gov or at (626) 307-1300.
How do I schedule an appointment?	To schedule an appointment with Building & Safety, visit: https://outlook.office365.com/book/CityofMontereyParkBuildingPermitCounterAppointments@transtech.org/?ismsaljsauthenabled=true To schedule and appointment with Planning, visit: https://outlook.office365.com/book/CityofMontereyParkPlanningCounterAppointments@transtech.org/?ismsaljsauthenabled=true
How do I check in for my appointment on Friday?	Staff will meet applicants at the West Entrance to City Hall (doors next to the parking structure). If you do not see staff upon your arrival, please use the red telephone located on the wall to the right of the door and notify staff that you have an appointment with Community Development.
Where do I find which Fridays limited services are available?	Visit the Community Development website for a list of every other Friday when limited services are available: https://www.montereypark.ca.gov/1537/Community-Development