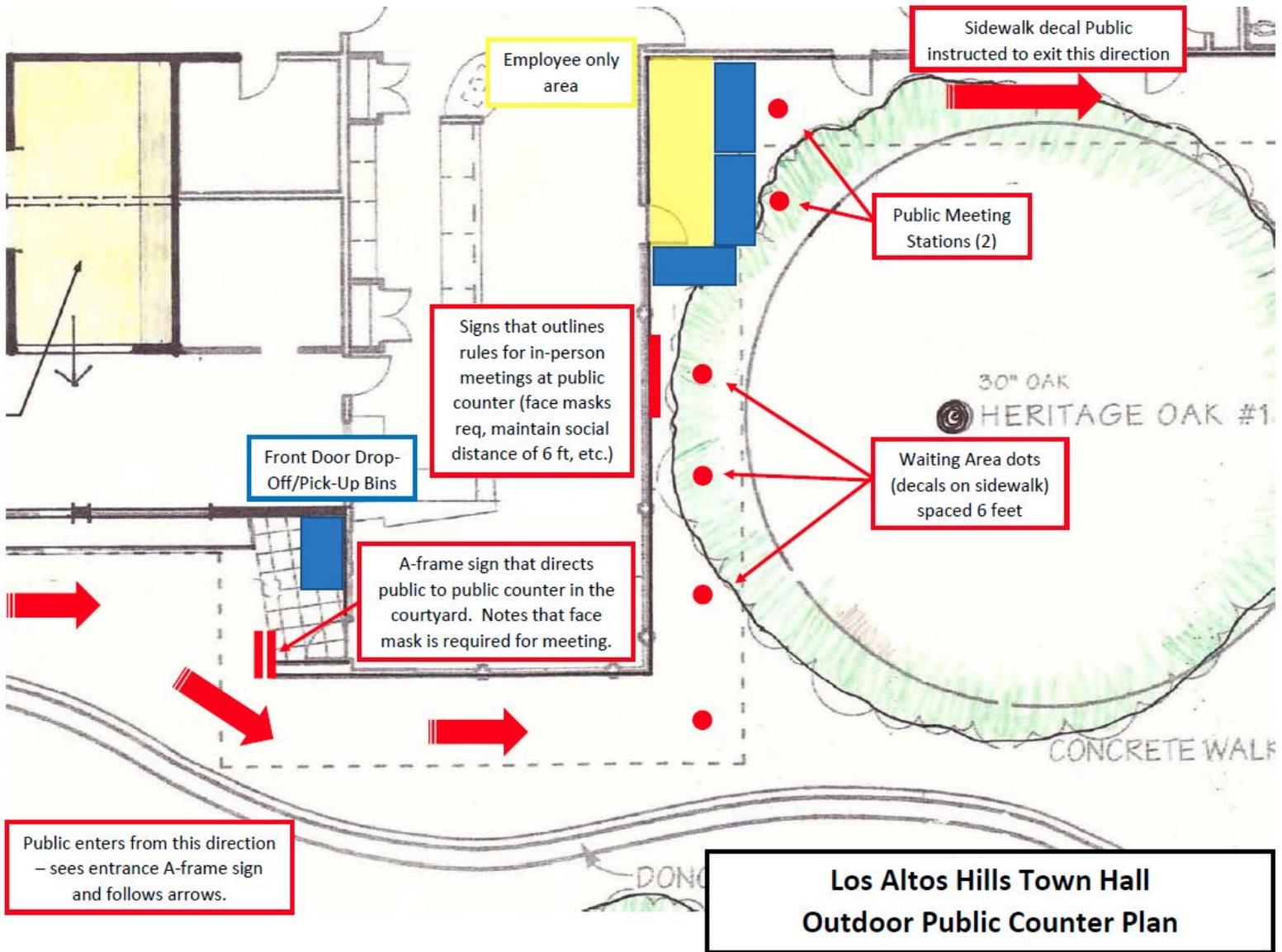


Outdoor Public Counter Procedures at Town Hall Effective June 8th, 2020



As the County of Santa Clara enters Phase 2 of reopening, Los Altos Hills has reopened the public counter at Town Hall outdoors. The outdoor counter can be used for appointments, application submittal, and permit issuance.

Please read through the department specific instructions on the following page. If you have any questions, please call the main line at (650) 941-7222

Safety Protocols

- **Wear a mask.**
- **Bring a pen.**
- **Practice social distancing.**
- **Follow posted rules and guidelines**
- **Enter the courtyard in one direction using the concrete sidewalk. Exit the courtyard using the pathway. There are arrows that direct the flow of traffic to assist.**

Building Dept.

- Permit issuance is by appointment only between the hours of 9-11am and 2-4pm, M-F, in the courtyard behind the main entrance to Town Hall. The Building Tech will call the contact person to schedule once a permit has been paid.
- Building inspections continue to be booked in the same manner as before: by calling the building tech at 650-947-2501 and leaving the following information: name, contact number, permit number, requested day, morning or afternoon preference, and type of inspection. The Building Tech will confirm or offer an alternate appointment window within 24 hours. Unconfirmed appointments do not guarantee an inspection. (online scheduling creates conflicts)
- Regular counter hours for face-to-face consults regarding permit submittals have resumed their regular hours: 9-11am and 2-4 pm, M-F.
- Permit submittals may continue to be sent in by either emailing copies of all digital documents to building@losaltoshills.ca.gov or dropping physical documents in the Drop Box outside the front door of Town Hall.

Planning

- Counter hours to speak face-to-face with a planner have resumed: 9-11am and 2-4pm, M-F, in the courtyard behind the main entrance to Town Hall.
- All planning project submittals **must** be submitted in person and reviewed by a planner. No partial submittals are accepted. Payments must be made at the time of submittal.
- Queue up on the dots during the designated counter hours and a staff member will step outside to assist.

Engineering

- Counter hours to speak face-to-face with an engineer have resumed: 9-11am and 2-4pm, M-F, in the courtyard behind the main entrance to Town Hall.
- Queue up on the dots during the designated counter hours and a staff member will step outside to assist.
- To allow staff to better assist you and to ensure staff availability, please complete the online appointment request form at <https://www.losaltoshills.ca.gov/FormCenter/Engineering-Counter-Hours-Form-21/Engineering-Department-Counter-Hours-App-98>.