



City of Glendora Development Process

CUSTOMER BILL OF RIGHTS

THE RIGHT TO EXCELLENT CUSTOMER SERVICE. Expect to be treated with polite and courteous service.

THE RIGHT TO SAFETY. Expect all members of our Staff to protect your safety with comprehensive, timely and diligent plan reviews and on-site inspections through the fair application of Federal, State and local codes applied to your development project.

THE RIGHT TO AVAILABILITY OF A CONCEPT REVIEW. Within 30 days of applying for a conceptual review and providing conceptual plans, expect staff to provide insight and comments regarding the feasibility of a project requiring discretionary approval.

THE RIGHT TO A TIMELY RESPONSE. All ministerial plan check reviews will be completed within 30-days of submittal. With each submittal, if any plan is not returned or the responsible party is not notified of it being ready to be picked up within 30-days, then the customer shall receive a 5% credit towards their permit fees.

THE RIGHT TO BE HEARD. Expect any concerns to be handled professionally, respectfully and in a timely manner. All applicants can request a meeting with either the Director of Public Works or the Director of Planning to inquire about the status of their application or comments that may have been attached by staff. If a building or development application is not approved, denied or deemed incomplete after the 3rd submission, staff will contact applicant to schedule an in-person meeting to review outstanding conditions and ensure a solid understanding of what is still required to enable staff to deem the application complete.

THE RIGHT TO BE INFORMED. Expect staff to be knowledgeable and capable of providing reasonable interpretations of the City's development policies, codes and procedures.

THE RIGHT TO CONSUMER EDUCATION. Expect information on the building code, zoning code and accurate procedures to be available in the form of handouts available at the public counter or on the City's website

THE RIGHT TO CONTINUED SUPPORT. Expect staff to be available with assistance throughout the plan review and inspection processes to ensure all needs are satisfied and to ensure a positive project result.

THE RIGHT TO ACCESS PUBLIC RECORDS. Public records shall be available for inspection by any member of the public during normal business hours at the public counter. In addition, for your convenience any applicant can access information 24/7 through eTRAKiT available on the City Website: www.cityofglendora.org (Click on “SERVICES”, **Building Permits, eTRAKiT OnLine Permitting System**).

Through eTRAKiT, the following are available:

- Plan review status, including conditions posted after review*;
- Permit status;
- Inspection results;

*For comprehensive information, you must set up a free account. Staff can assist you with the set up process and an overview of the resource upon request.

THE RIGHT TO SUBMIT COMMENTS ANONYMOUSLY. You have the right to submit any comment regarding the development process and staff interaction anonymously through our website, www.CityofGlendora.org, by following either of the following paths:

- Click Departments, Public Works, Submit Anonymous Comment **or**
- Click Departments, Planning, Contact Us, Submit Anonymous Comment

Comments will be sent directly to the City Manager of the City of Glendora who will follow up on each one. If you wish to be contacted, there is an opportunity to provide your information.

FOR ADDITIONAL INFORMATION:

**Building and Safety
(626) 914-8222**

**Planning Department
(626) 914-8214**

**Public Works Department
(626) 914-8246**

**City of Glendora
116 E. Foothill Blvd.
Glendora, CA 91741**

(626) 914-8200

www.CityofGlendora.org