



Press Release

PR17 – 057

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CHINO HILLS INSTITUTES NEW LOBBY HOURS EFFECTIVE JULY 31st

Chino Hills, CA – The City of Chino Hills will institute new lobby hours for the second floor offices that handle the Code Enforcement program (including garage / yard sale permits), and the Community Services Department, which will begin to operate under the same business hours that the Utility Customer Service counter, and the Building & Safety / Community Development counter have been operating under since 2012. Starting on Monday, July 31st, the second floor lobby (right side only) will be open for business from 7:30 a.m. to 5:00 p.m. Monday through Thursday, and from 7:30 a.m. to 4:00 p.m. on Fridays. Passport services are handled in a separate lobby on the second floor, and that lobby will stay open 30 minutes later.

According to City spokesperson Denise Cattern, the hours adopted in 2012 reduced overtime costs because it provided cashiers with 30 minutes to “close out” their receipts during the regular work day without getting into an overtime situation if the closing process takes longer than expected. The Recreation counter on the first floor also stops handling transactions 30 minutes before City Hall closes but staff is available to answer questions and provide information.

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