NextRequest
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FREQUENTLY ASKED QUESTIONS (FAQ's)

- **How much will I be charged for my request?**

Fees for paper copies are 10 cents per page, unless the requested document has an established statutory fee per the City of Montebello's User Fee Schedule adopted by Resolution 18-50A on July 11, 2018. Please [_"Click Here"_](#) to view User Fees.

- **What is a public record?**

A public record is any record containing information relating to the conduct of government business, which is prepared, owned, used, or retained by an agency. This includes, but is not limited to, electronic media, paper, email, microfilm audiotapes, videotapes, magnetic tapes, and disks (CDs/DVDs). A valid public records request is a request for a specific and identifiable public document. A request for general information is not a valid public records request. You do not have to identify the record you want with exact precision, but as much detail as you can provide will be helpful. Our staff may assist in clarifying your request.

- **Are public record requests confidential?**

Information contained in a PRA request is considered public record, and may be subject to public inspection, pursuant to Government Code Section 6252(e). Emails sent or received by City employees or elected City officials are subject to these laws. Unless otherwise exempted by law, senders and receivers of City email should presume that the email is a public record subject to release upon request.

- **How long will it take the City to respond to my request?**

Pursuant to Government Code Sections 6250 to 6270, the typical timeline for the City to make a determination of available records is ten (10) calendar days from the date of receipt of the request. However, under certain circumstances, the City may exercise its right to extend this timeline for up to an additional fourteen (14) days.

This timeline does not apply to providing the records, only the notification process.

- **What is the Public Records Act?**

California's Public Records Act (PRA) is a California statue that affords the public the right to inspect and be provided a copy of most of the written information retained by State and local agencies in the course of business. The PRA regulates the public's access to records and sets out the specific statutory circumstances under which particular records need not be disclosed. The PRA states that public records are open to inspection at all times during the office hours of a local agency.

FREQUENTLY ASKED QUESTIONS (FAQ's)

- **I'm having trouble downloading a file. How do I disable my browser's pop-up blocker?**

You need to disable your pop-up blockers in order to download files. Here are the instructions to do that:

For Chrome:

- *Open Chrome*
- *Click the Chrome menu in the top right corner (three small dots)*
- *Click "Settings"*
- *Click "Advanced" at the bottom of the screen*
- *Under "Privacy and security", click "Content settings"*
- *Next to "Blocked" click the slider to the right which will change the setting to "Allowed"*

You may also disable pop-ups for our site only. Follow these instructions:

- *Open Chrome*
- *Click the Chrome menu in the top right corner*
- *Click "Settings"*
- *Click "Show advanced settings"*
- *Under "Privacy" click the "Content settings" button*
- *Under "Pop-ups", click "Manage exceptions"*

For Edge:

- *Open Microsoft Edge*
- *Click the "More" button (...) at top right*
- *Click "Settings"*
- *Click "Cookies and site permissions" on the left*
- *Click "Pop-ups and redirects" option*
- *Turn off the "Block" toggle*

For Internet Explorer:

- *Open Internet Explorer*
- *Click "Tools" (gear widget at top right)*
- *Click "Internet options"*
- *On the Privacy tab under "Pop-up Blocker", select or clear the "Turn on Pop-up Blocker" check box*
- *Click "OK"*

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For Firefox:

- *Open Firefox*
- *Click "tools"*
- *Click "options"*
- *Click Content*
- *Uncheck box in front of "Block pop-up windows"*

For Mac:

- *Click "Safari"*
- *Click "block pop-up windows" OR*
- *Click "Preferences"*
- *Click "Security"*
- *Uncheck box in front of "Block pop-up windows"*

- **What if the City does not have the plans/blueprints for a Montebello property?**

If the City does not have blueprints for a Montebello property, please contact the Los Angeles County Assessor's Office; please follow the link for the contact information.

https://assessor.lacounty.gov/contact-us/

- **Will there be an additional fee if I pay for my request online?**

Yes, requests for records with an established statuary fee, per the City of Montebello's User Fee Schedule, paid with a credit card will be assessed a 3% convenience fee.

- **Is the City required to answer questions related to my request?**

The City makes every effort to respond to all public records requests equally. California Public Records Law provides a process for the public to obtain existing records regarding City activities, but this process is not a tool to ask new questions or require the City to create new records. The City is not obligated under the California Public Records Law to answer questions.