CITY OF LAGUNA BEACH

HOW TO GET IN THE QUEUE:

From Home

1. Go to www.lagunabeachcity.net/qflow
2. Choose "Walk-In Service"
3. Choose your reason for visiting
4. Input your information
5. You can opt-in to text notifications which will notify you when your status changes after you check in at City Hall.
6. Arrive at City Hall within two hours of creating your E-Ticket.
7. Check in at the kiosk.
8. Choose "E-Ticket/Appointment"
9. Input your phone number or case ID.
10. Wait for staff to call your name.

Check Wait Times

1. Go to www.lagunabeachcity.net
2. Hover over the Government tab and click on Community Development in the drop-down menu.
3. Click the green button labeled "Current Counter Wait Times."

In Person

1. Choose "Walk-In Service"
2. Input your information
3. You can opt-in to text notifications which will notify you when your status changes.
4. Wait for staff to call your name.