

Beginning June 14th, CPDI will be open to the public for appointments between the hours of 8am and 5pm.

Zoning Desk: The Zoning Desk will operate Monday through Friday from 10am-2pm. All initial zoning desk communication will occur by phone (552-6625) or by email zoningdesk@ci.missoula.mt.us. This allows us to quickly address most questions and to gather necessary information for inquiries that require more research. If the assigned case planner is assisting another customer when you call, please leave a voicemail message and you will receive a call back.

If an inquiry requires a more detailed conversation, the assigned case planner will schedule an appointment for the next available time. Zoning Desk appointments can occur in-person, by phone, or by video conferencing.

Due to the high volume of Zoning Desk inquiries and requests for appointments, appointment times will be limited to 30 minutes. Items that require more extensive review will be required to submit a Land Use Intake Form and will be referred for a Project Review Team meeting.

If you have already applied for a building permit or a land use review process and have been assigned a case planner, please do not utilize the zoning desk. Please contact your assigned case planner directly. If you are having trouble reaching your assigned case planner directly, please call 552-6630 to speak to a supervisor.

Business Licensing and Permitting Services: Business licensing and permit coordinators are available to answer questions by phone (552-6630) or by email Permits@ci.missoula.mt.us. If a more detailed conversation is required, the appropriate permits coordinator will schedule an appointment for the next available time. Appointments can occur in-person, by phone, or by video conferencing.

Building Inspection: Building inspections are occurring virtually (through the aid of technology) and in-person, depending on the type of inspection and the preference of the customer. There are multiple channels to schedule inspections, including online at <https://ebiz.ci.missoula.mt.us/CitizenAccess/?culture=en-US>, or by phone call or text message (Inspection Guide link: <https://www.ci.missoula.mt.us/DocumentCenter/View/56723>)

All Other Services:

All other services to the community will be offered virtually and in-person, to ensure we are providing responsive customer service in the environment that feels best to individual customers. Please contact the appropriate team member from [here](#) or our administrative team at 552-6630 if you have questions regarding a specific service.

We continue to encourage the use of our website to access basic information and forms.