



FOR IMMEDIATE RELEASE
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City's One-Stop Counter to Extend Wednesday Afternoon Closures

New Braunfels, TX – The City of New Braunfels is upgrading to a new software system for permitting and development plan review. As part of the implementation of this system, including training for city staff, the Development Services Counter has been closed the last six Wednesday afternoons. “This temporary closure has provided staff time to focus directly on the system integration, information technology, process improvements and staff training.” said Christopher Looney, New Braunfels’ Planning and Community Development Director. “In addition to making steps toward full implementation, staff has also identified modifications to various processes that, taken together, will save time and increase the speed of transactions.”

The City of New Braunfels points out that improvements to the system upon full integration will include improved customer access through an online portal and online payment capability. “We are excited to be making these improvements which our customers have been requesting,” Looney added. “To facilitate faster implementation, the City will continue the Wednesday afternoon closures 6 more weeks. This will also allow for development of customer testing and training opportunities.” Looney noted.

The City’s One-Stop Counter at City Hall, 550 Landa Street, will **close Wednesdays from 1:00 pm to 5:00 pm for 6 weeks** from Wednesday May 22 through Wednesday June 26. Office hours Monday, Tuesday, Thursday and Friday will continue to be 8:00 am to 5:00 pm., and Wednesdays from 8:00 am to 1:00 pm. The Environmental Services Division of the Planning and Community Development Department **will remain open** Wednesday afternoons. They will be able to assist customers for restaurant inspections, special event/food truck permitting, code enforcement, etc. from the main City Hall counter.

If you have any questions, you may reach Christopher Looney at clooney@nbtexas.org or (830) 221-4055.

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