



FOR IMMEDIATE RELEASE

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One-Stop Counter Closing Wednesday Afternoons

New Braunfels, Texas — The City of New Braunfels Planning and Community Development Department and Public Works Department will close the development services customer counter at City Hall early on Wednesday afternoons at 1:00 p.m. These new hours will begin this coming Wednesday, April 10th, and last for six weeks as staff works to implement improvements to the permitting software and systems.

“We will be utilizing these six Wednesday afternoons for inter-departmental collaboration on plan reviews, training and permit software enhancements,” said Building Official T.J. Grossi. “This time for staff to fully dedicate to working on the software, training on the new system, implementing the customer tracking component, integrating online payment, and following up on reviews and application paperwork, will allow us to more quickly fully implement the new tools, in-turn improving service delivery.”

The new hours will apply to the building permitting, inspections, planning, and engineering functions conducted at the customer counter. The Environmental Services Division of the Planning and Community Development Department will remain open during these times. Staff will assist customers with restaurant inspection requests, special event/food truck permitting, code enforcement violation follow-up, etc. from the main City Hall counter.

The development services customer counter temporary hours are: Monday-Tuesday 8:00 a.m. to 5:00 p.m., Wednesday 8:00 a.m. to 1:00 p.m., and Thursday-Friday 8:00 a.m. to 5:00 p.m. City Hall is located at 550 Landa Street. For more information, please contact Mr. Grossi at tgrossi@nbtexas.org or (830) 221-4062, or Christopher Looney, Planning and Community Development Director, at clooney@nbtexas.org.

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