



2017 Planning Department Office Hours

Beginning in 2017 the Planning Department will implement new office hours. The City of Tyler strives for operational effectiveness, innovation, service excellence and results. Being responsive to the needs and timelines of our customers is of critical importance to the Planning Department.

Responding to these needs require a variety of approaches including phone calls, meetings, project/permit review and research. While our goal is to be highly accessible at all times, this accessibility may negatively impact staff's ability to respond to other customers' needs in an appropriate, thorough manner. **Due to staffing levels and development activity, the Planning Department is implementing a pilot program which will reduce public office hours on Fridays, starting January 6, 2017.**

This pilot reduction will reduce the normal 8:00 AM to 5:00 PM operating hours to 8:00 AM to 12:00 PM. The Planning Department will be closed to the public, which will allow staff to focus on fulfilling any requested research and completing project and permit reviews. It will also allow staff to continue to complete projects related to providing an improved level of service for our customers.

To provide feedback regarding the pilot program, please email Heather Nick at hnick@tylertexas.com.