

## FOR IMMEDIATE RELEASE APRIL 23, 2004

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## CITY SETS 'COUNTER HOURS' IN PUBLIC WORKS, PLANNING

VALLEJO – Due to an increase in the filing of permits and a need to spend more time in the field inspecting projects, the City of Vallejo has announced a specific schedule of hours that service counters will be open in the Public Works and Planning departments of the city.

Beginning May 3, hours for customer service at the two counters will be from 8:30 to 11 a.m., and again from 2:30 to 5 p.m. each day.

"Hopefully this will allow us to better serve our customers, from residents coming in to ask a question to contractors building major projects in the City," said Interim City Manager Otto Giuliani. "After meeting with our staff and discussing our options, we feel this is the best approach right now."

Along with specified counter hours, Public Works and Planning staff will be working with the development community to expand appointment times and opportunities with plan review staff members to coordinate and streamline the development process.

"While we strive to provide the best customer service we can with the staff we have, a lot of our work is done behind the counter and in the field," Giuliani said. "Hopefully this will result in a happy medium between the two that will allow us to move forward."

Vallejo City Hall, located at 555 Santa Clara Street, is open Monday through Friday from 8:30 a.m. to 5:15 p.m.