

Date: April 7, 2020 at 10:12:49 AM CDT
Subject: Development Services Online Submittals

Dear Development Partners,

Thank you for your continued patience amid the ongoing COVID-19 pandemic. The City of Fort Worth is doing its best to keep customers and employees safe while continuing to successfully permit all development related activities. I wanted to personally reach out to let you know that we will continue to be accessible to you, as exceptional customer service remains our priority even during these unusual conditions.

As you may know, on March 23rd, we implemented our current social distancing standards which include limiting office congestion by moving to an "appointment only" approach. In our efforts to further reduce the risk to staff and our development partners, we are further modifying the processes to limit in-person, social interactions. To that end, we've spent the last few weeks working to make more of our development permits, reviews, consultations, and financial transactions available online. At this time we are confident that we can accommodate all of these process items through our various online systems.

Beginning Wednesday, April 8th, 2020, we will be moving to an "on-line only approach". At that time, we will only accept applications and submittals through our online permitting system or by email where applicable. While most services are currently available online, many remain available by phone, email, and virtual meetings. Additional details will be posted on the departmental website. Most inspection services will remain the same, however, we've begun performing live video inspections for certain permit types. These modifications will remain in effect until social distancing orders are lifted from the City of Fort Worth.

Throughout these uncertain times, the City of Fort Worth has been committed to maintaining continuity in all areas of the development review and permitting. We plan to continue our efforts for the foreseeable future. This is an unprecedented and rapidly evolving situation, so I will continue to update you as conditions change. Again, thank you for your patience and understanding as we work through these changes.

Regards,

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