



PIGEON FORGE CITY HALL UPDATES

To Pigeon Forge Community:

In our ongoing efforts to slow the spread of COVID-19, we are making the following changes at City Hall beginning Monday, Nov. 30, 2020. Please know that City Hall remains open, and city leadership continues in their respective roles. **All city services will continue.** However, we are limiting access to all public spaces within the City Complex, where possible, to reduce exposure.

- The **City Hall** lobby is temporarily closed to the public until further notice. However, the drive through window is open during regular business hours. Please call 865-453-9061 if you need assistance. This number is staffed during regular business hours from 8 a.m. to 4:30 p.m. Monday-Friday.
- **Public Works** is available by calling 865-429-7312. This number is staffed during regular business hours from 8 a.m. to 4:30 p.m. Monday-Friday.
- **Pigeon Forge Police Department (PFPD)** lobby is closed. In the event of an emergency, please call 911. For all other inquiries, please call 865-453-9063 during regular business hours from 8 a.m. to 4:30 p.m. Monday-Friday. Use the intercom located at the main entrance if you need assistance onsite.
 - The PFPD's Records Office is staffed during regular business hours 8 a.m. to 4:30 p.m. Monday-Friday. Staff is available to respond to phone calls (865-429-7411) or emails (pd@cityofpigeonforgetn.gov) during this time.
 - If you have a question regarding a city citation or need to obtain a copy of an incident or accident report, please email a request to pd@cityofpigeonforgetn.gov, and the report will be emailed to you as soon as it is available. Please provide the report number, if available, or the name of the person(s) involved and the date the report was taken.
 - All December General Sessions Court cases have been reset until January, 2021. City Court cases scheduled for December, 2020 will be heard during January and February, 2021.
- **The Pigeon Forge Fire Department** is open to **emergency personnel only**.
- The **Pigeon Forge Community Center** remains open at present time.
- **As of December 17, 2020, the Pigeon Forge Mass Transit has returned to a modified schedule from 10 a.m. to 10 p.m.**
- The **Pigeon Forge Library** remains open.
- **Pigeon Forge Welcome Centers** are closed until further notice.
- The **Pigeon Forge Department of Tourism** offices remain open; however, the lobby is closed.

We are posting all updates to CityofPigeonForge.com/COVID. We will continue to communicate via social media and our city's website. We appreciate your ongoing efforts to help us protect our community, during these extraordinary times.

Sincerely,

Earlene Teaster
City Manger
Pigeon Forge