



PIGEON FORGE CITY HALL UPDATE

All Pigeon Forge city offices are open, and all public spaces within City Hall are accessible. Please know that a mask/face covering is required to enter any Pigeon Forge governmental office or city-owned building/facility. Your cooperation is appreciated as you visit these locations.

For the convenience of our residents who prefer remote assistance, please remember that:

- **City Hall**'s 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.
- In the event of an emergency, please call the **Pigeon Forge Police Department** at 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.
- **Wear Farm Park** and **Patriot Park** and facilities at each are open.
- The **Pigeon Forge Community Center** is open.
- All **Pigeon Forge Mass Transit** routes are operating from 8 a.m. to midnight. at this time. Until further notice, all trolley passengers must wear a mask, per federal guidelines. Please know that parking at Patriot Park is limited due to ongoing construction. Free parking is available in both city parking lots (the River Lot between The Island and the LeConte Center and the Mountain Lot near The Ripken Experience on Jake Thomas Road). Free shuttle service is offered from the River lot. Those who park in the Mountain lot can use the pedestrian bridge to access the nearest trolley stop on Jake Thomas Road for transport to the Pigeon Forge Mass Transit hub at Patriot park.
- The **Pigeon Forge Library** is open. Staff will provide assistance as needed by calling 865-429-7490.
- **Pigeon Forge Welcome Centers** are closed until further notice.
- The **Pigeon Forge Department of Tourism** offices and lobby are open.

And updates will be posted to [CityofPigeonForge.com/COVID](https://www.cityofpigeonforge.com/COVID). We will continue to communicate via social media and our city's website.

Sincerely,

Earlene Teaster
City Manger
Pigeon Forge