

For Immediate Release

May 13, 2020

City of Wichita Falls Facility Public Access Update

Wichita Falls, Texas – The City of Wichita Falls is excited to welcome the public back to City Hall beginning Monday, May 18. City Hall hours of operation are Monday through Friday, 8:00am to 5:00pm. In addition to City Hall the Wichita Falls Regional Airport, Kickapoo Airport, Convention and Visitors Bureau, MLK Center, Municipal Court, Transfer Station and Weeks Golf Course will open with full public access.

Exact opening dates are still to be determined for the Wichita Falls Central Fire Station, MPEC, Castaway Cove, Lucy Park Log Cabin and pool, the Wichita Falls Sports Complex, recreational facilities and plastic recycling drop-off.

City Council meetings will be opened to the public, although citizens can still email comments to councilmeetingquestions@wichitafallstx.gov. The comments will be read aloud during the meeting. To maintain social distancing, the seating capacity within Council Chambers will be limited to 25%.

The Utility Collections department is still encouraging citizens to make payments online, via mail or the drop box when possible. Please be aware, there maybe longer than normal wait times when paying inside City Hall due to social distancing. Accounts that qualify for cut-off due to non-payment, can call 940-761-7414 to setup a payment plan.

The Wichita Falls Library has already began their phased-in approach for reopening. Please visit <https://wfpl.net/> or call 940-767-0868 for more information.

The Wichita Falls Public Transportation System (FallsRide) will continue implementing social distancing and maintain reduced seating to approximately 50% of normal capacity. Passengers are encouraged to use electronic fare cards obtained at the Travel Center Downtown.

The Wichita Falls – Wichita County Public Health District will remain appointment based. This includes the Animal Services Center. The COVID-19 Hotline (940-761-7909) hours are Monday through Friday, 8:00am to 5:00pm.

The city's primary focus remains on the health and safety of employees, customers, and the community. To ensure this, new guidelines will be implemented at all city facilities. Hand sanitizing stations will be located at the entrance of every facility and department. Employees and the public are required to utilize the stations when entering and exiting. Employees and the public must maintain a minimum of 6-foot distance when possible. Employees will be asked to wear a mask when they are not able to maintain 6-foot distance.

It is important to note, Municipal Court, located at 611 Bluff Street, must follow the Office of Court Administration (OCA) guidelines and therefore will have different procedures in place.

- All visitors will be required to wear a face covering.
- A limit of two visitors at a time will be allowed inside the building to conduct business.
- Visitors will have their temperature taken before entry is allowed. If you are experiencing an increased body temperature you may be required to wait outside until it is within allowable range. Temperatures that equal 100 degrees or greater will not be allowed entry at that time.
- Social distancing of 6-foot will be adhered to at all times.
- Staff will assist with entry and exit to the building. Please be prepared for longer wait times.