



Town of Sunnyvale  
127 N. Collins Road \* Sunnyvale, TX 75182  
[www.townofsunnyvale.org](http://www.townofsunnyvale.org)  
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## Press Release

For Immediate Release

May 27, 2020

### Town reopening facilities

The Town of Sunnyvale implemented a COVID-19 emergency response plan on March 13, 2020, indicating how Town facilities and personnel will operate in response to the ongoing pandemic. Following Governor Abbott's order to advance to Phase II of the Open Texas plan, the Town of Sunnyvale will be reopening most Town facilities.

- **Town Hall – Open for walk-in services**
  - Town Hall is open from 8 a.m. to 5 p.m., Monday – Friday.
  - Town administrators are recommending that patrons utilize a face-covering to protect themselves and others. Town staff members are required to wear a face-covering when assisting customers.
  - The doors facing East will be used as the entrance to the facility while the doors facing the North side of the building will be used to exit the facility. (Signage is in place).
  - Public access areas will be frequently disinfected during the hours of operation.
  
- **Library – Curbside Pick-up**
  - Curbside pick-up remains available from 11 a.m. – 6 p.m., seven days a week.
  - Holds on items can be placed by calling the Library at (972) 226-4491 or online at [sunnyvalepubliclibrary.org](http://sunnyvalepubliclibrary.org); a Library staff member will notify the customer when the hold is ready.
  - Please utilize the spaces in the parking lot and refrain from pulling up in front of the Library or in the aisles; these spaces need to remain clear for returns and for the Fire Department.
  - An ID or Library card is required to pick up items.
  - Returns may be dropped off in the book drop and will be disinfected and quarantined for 24 hours.
  - Public computers, fax, and copy services remain unavailable at this time.
  - The facility will be open for browsing effective June, 2, 2020 with limited capacity.

- **Utility Billing:**
  - Utility Billing Clerks are available Monday – Friday, 8 a.m. – 5 p.m.; (972) 226-7177.
  - Customers are urged to utilize online bill pay found at: [municipalonlinepayments.com/sunnyvaletx](https://municipalonlinepayments.com/sunnyvaletx).
  - The Town also has a drop-box for payments located in front of Town Hall, 127 N. Collins Rd.
  - If customers have a delinquent balance, please contact a staff member to make payment arrangements to avoid utility disconnection.
  
- **Municipal Court:**
  - Court hearings continue to be postponed until further notice.
  - Court Clerks are available Monday – Friday, 8 a.m. – 5 p.m.; (972) 203-4143 or (972) 203-4144.
  - Online payments for citations can be made at [municipalonlinepayments.com/sunnyvaletx](https://municipalonlinepayments.com/sunnyvaletx).
  
- **Animal Shelter**
  - The animal shelter will reopen to the public on June 1.
  - As there is limited staffing, customers are encouraged to call the shelter to schedule an appointment at (214) 862-4525.
  
- **Parks**
  - Parks are currently open.
  - Reservations for park facilities can be made by calling (972) 203-4161.
  
- **Building Permits:**
  - To arrange for a building permit, please call (972) 203-4169.
  - Payments can be made at the drop box in front of Town Hall or in the lobby.

The continued use of the drop box or the Town's online payment system is highly encouraged. For online payments, please visit [municipalonlinepayments.com/sunnyvaletx](https://municipalonlinepayments.com/sunnyvaletx). The convenience fee will continue to be waived for those making online utility payments during the COVID-19 disaster period. Please refrain from placing cash in the drop box – a check or money order is preferred.

For general assistance or other business not mentioned above, please contact Town Hall at (972) 226-7177.

Town officials continue to monitor the COVID-19 situation and other changes will be implemented as we are able.

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