



# NEWS RELEASE

## FOR IMMEDIATE RELEASE

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### CONTACT

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## Everett permit services hours change, effective Jan. 13

New counter hours expected to improve permitting experience

EVERETT, WA – To improve permitting and customer experience, Everett’s permit services counter will reduce the number of hours available to walk-in customers beginning Monday, Jan. 13. The new hours of operation will be:

- Monday, Wednesday, Thursday, Friday, 7:30 a.m. – noon and 1 – 3 p.m.
- Tuesday, 1 – 3 p.m.

The reduction in public counter hours will allow permit services staff time to process applications, meet with permit applicants and improve Everett’s building permit practices.

“Making these changes to our counter hours will give our staff dedicated time to focus on plan review and permit processing functions, which will result in better service and faster turn-around times,” said Tony Lee, Everett’s building official.

Staff will continue serving walk-in customers who arrive by the 3 p.m. closing time which will help minimize having to turn people away who haven’t been helped by the end of the workday. Permit services staff will continue to meet with permit applicants on Tuesday mornings.

Regular counter hours and short-time changes are posted on the City’s website at [everettwa.gov/permits](http://everettwa.gov/permits). Community members can subscribe to permit services text and email notifications at [everettwa.gov/subscribe](http://everettwa.gov/subscribe) and selecting the Permit Services newsflash category.

### Online permitting portal

Select permits can be applied for on the City’s [eTRAKiT online permitting portal](#) (for best results use Internet Explorer as your web browser). The web-based system provides the public with online access to many of the City’s permit services tools.

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