



## CITY OF BAINBRIDGE ISLAND

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### **Public Works Engineering Department to Reduce Counter Hours**

Bainbridge Island, WA, January 13, 2009 – The city's Public Works Engineering Department will reduce customer service counter hours beginning next week. Counter service is currently provided Monday – Friday from 8am to 4pm. Beginning January 21, 2009 the counter will close at noon on Wednesdays and Thursdays. City Hall will remain open during these hours, but engineering staff will be available only for previously-arranged appointments with customers who have permits in process. The new hours will match counter hours for the Department of Planning and Community Development, which instituted reduced hours at the beginning of the month.

The reduction in counter service hours is intended to provide staff with uninterrupted time in which to focus on designing and implementing new processes to improve efficiency and responsiveness in serving the city's customers. Planned improvements include updating permit application forms for user-friendliness, revising and improving design and construction standards, capital bid documents, bidding processes and capital cost estimating. For more information on the change in counter hours, please contact City Engineer Robert Earl, P.E. at 206-842-2016 for more information.

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