

ADDITIONAL DOCUMENT I SPECIAL EVENTS WEB SURVEY

Special Events Web Survey Methodology

We obtained contact information from all 267 applications submitted in 2006. Some did not provide email addresses. For the applications for which an email address was not available, we made a number of attempts to contact each by telephone to obtain their email addresses. In this way, we were able to add additional email addresses to our contact list. Those contacted by telephone were also offered the opportunity to respond to the survey questions by telephone, but none elected to do so.

We posted the Web survey on zoomerang.com, an online survey Web service. The Special Events Web survey was opened on April 20, 2007 and closed on May 21, 2007.

Web Survey Responses

The raw data shows we received 59 responses (completes and partials); 57 completes and two partials, with 107 visits to the Web survey. “Partials” is the number of respondents who began taking the survey and submitted at least the first page of responses but did not complete the survey. “Completes” is the number of respondents who completed the survey.¹ 15 respondents did not identify either themselves or their events (15 did not identify self; 14 did not identify event).

Profile of Web Survey Respondents

As our Web survey response invitees were all applicants for 2006 Special Event Permits, none were first-time applicants. The overwhelming majority of respondents was comprised of individuals who prepared and submitted their event’s 2006 application (93%). The remaining 7% of respondents was comprised of individuals who were either familiar with the application and permit process although they did not prepare the application for 2006, or who completed and submitted their event’s application through a collaborative effort. Of our respondents, 66% submitted one application for a 2006 Special Event Permit, 15% submitted applications for two permits, and 19% submitted applications for three or more permits in 2006. All received at least one permit in 2006.

The largest category of Web survey respondents was festival (36%), followed by parade (31%) and other (31%). (Please see responses to Question 5 for what categories were represented in “other”.)

16% (nine events) of the respondents requested exemption status for religious or political expression for their 2006 event application. Eight events received exemption status. It was not clear why the ninth event did not receive exemption status. The responder comment to the question, “Was your exempt status granted? If not, please explain why not.” was as follows: “This question is not appropriate – the ‘granting’ of first amend.

¹ These definitions provided by Zoomerang.com.

Exemptions generally comes with arbitrary trade offs made under pressure at the special event committee meeting. The entire process re first. Amend. Events is fatally flawed.”

Auditors’ Note about the Web Survey Comments

The purpose of this Web survey was to obtain feedback from 2006 applicants regarding their experience with the permitting process and to obtain their suggestions for improvements. The complexity of obtaining specific feedback regarding the permitting process was not possible during this audit. However, we were able to obtain some “overview” responses from the approximately 22% (59 out of 267 applications) response rate. Most enlightening is for the reader to take the time to carefully read the respondent comments obtained through the Web survey. They reveal the complexity of the permit application and review process in ways that our Web survey questions were not able to capture.

Names of individuals in the Web survey comments have been replaced by position title.

Web Survey Responses

The following are the Zoomerang Web survey results and comments. The comments supplied by respondents often point out particular specific problem areas that could be helpful to the Special Events Office and Committee in identifying particular areas of customer frustrations.

Zoomerang Web Survey Results and Comments

1. Contact Information - (You are not required to provide us your contact information.)

45 Responses

(Auditor's Note: We had 59 responses (57 completes and 2 partials). 45 respondents identified themselves and/or their event. We removed this information to protect their anonymity.)

2. Applications Submitted - For how many events in 2006 did you submit an application for a City of Seattle special event permit?

One	39	66%
Two	9	15%
Three or more	11	19%
Total	59	100%

3. Permits Obtained - For how many events did you obtain a 2006 City of Seattle special events permit?

None; zero permits (Please go to Question # 4)	0	0%
One permit (Please go to Question # 5)	40	69%
Two permits (Please go to Question # 5)	6	10%
More than three permits (Please go to Question # 5)	12	21%
Total	58	100%

4. Reason(s) Permit Not Obtained - If you did not obtain a permit for any of the applications you submitted, why was a special event permit not obtained?

Permit Denied	0	0%
Event cancelled	0	0%
Determined that a special event permit was not required	0	0%
Other, please explain	0	0%
Total	0	0%

5. Type of Event - Please indicate the type of event for which you submitted your application. (Please select all categories that apply if you are responding for multiple events.)

March/Procession	10	17%
Exhibition (EX)	2	3%
Race (RA)	6	10%
Ride (RI)	1	2%
Musical Event (ME)	7	12%
Parade (PA)	18	31%
Walk (WA)	5	8%
Festival (FE)	21	36%
Run (RU)	5	8%
Dance (DA)	2	3%
Drama (DR)	1	2%
Other (OT), please explain	18	31%

6. Exemption Request - Did your event request exemption status (i.e., constitutionally protected for free speech, or religious or political expression) from the special events fee? (If no, please go to Question #8.)

Yes	9	16%
No	49	84%
Total	58	100%

7. Exemption Request Outcome - Was your exempt status granted? If not, please explain why not.

Yes	8	100%
No	0	0%
Total	8	100%

1	This question is not appropriate - the 'granting' of first amend. exemptions generally comes with arbitrary trade offs made under pressure at the special event committee meeting. The entire process re first. amend. events is fatally flawed.
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8. Responder Profile - As the responder to this survey, please describe yourself: (Select one)

I prepared and submitted the application for my event in 2006.	55	93%
Although I did not prepare and submit the application for my event in 2006, I am familiar with how my event's special event application and permit process worked.	3	5%
Other, please specify	1	2%
Total	59	100%

1 | It was a collaborative effort by our members.

9. Access to Information - Information about the City of Seattle's special event permit process is:

Very Difficult to Find and Understand	3	5%
Somewhat Difficult to Find and Understand	6	10%
Neutral	8	14%
Somewhat Easy to Find and Understand	21	36%
Very Easy to Find and Understand	21	36%
Total	59	100%

10. Understanding the Process - Instructions about completing the City of Seattle special event permit application are:

Very Unclear and Difficult to Understand	2	3%
Somewhat Unclear and Difficult to Understand	4	7%
Neutral	3	5%
Somewhat Clear and Easy to Understand	24	41%
Very Clear and Easy to Understand	26	44%
Total	59	100%

11. Understanding Insurance Requirements for Special Event Permits - The instructions for insurance requirements contained in the special event permit application are:

Very Unclear and Difficult to Understand	4	7%
Somewhat Unclear and Difficult to Understand	4	7%
Neutral	5	8%
Somewhat Clear and Easy to Understand	21	36%
Very Clear and Easy to Understand	25	42%
Total	59	100%

12. City Staff - Please rate your satisfaction with interactions with City staff regarding any questions about the special events process or updates concerning your permit status. Please consider the timeliness, responsiveness, and professionalism of City staff.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
It was easy to contact City staff if I had questions.	0 0%	2 3%	4 7%	14 24%	39 66%
City staff provided answers to my questions in a timely manner.	1 2%	2 3%	4 7%	16 27%	36 61%
City staff were very professional in their response to requests for information.	1 2%	3 5%	4 7%	10 17%	41 69%

13. Comments for Questions # 9-12 - For any of your above response ratings of a 1 or 2 in Questions # 9-12, please provide comments or suggestions for improvements:

18 Responses

1	The first time I needed to do an event application I had to have someone that had done it before show me how and help me fill out the forms. It also would have been nice if the city and the fire dept could some how work together. I didn't know I needed a permit to have a tent set up.
2	I am very happy for your services
3	The Special Events Coordinator at Special Events is a real pro. She makes the application process easy to understand and she's very prompt and helpful. The other City staffers have also been very helpful and everyone has been very responsive. I would, however, like to see the forms and contact information for the various departments online (w/email addresses) so that we can contact them electronically with questions. It would also be nice to be able to apply for health department food permits (festival food permits) on-line.
4	Our event was on Parks property. There is some duplication of effort between Parks and City

	Special Events. At first, I filled out the Parks application and was told my end of the process was complete. It wasn't until much closer to the event date that I found out I needed to go through Special Events as well.
5	The Special Events Coordinator always responded quickly and was very helpful.
6	the members of the Committee do not call back and it is very difficult to find out who to speak with prior to the meetings
7	Should staff be the one letting me know that there is bad news with regards to the permit, i.e. short timeline to complete, please do not communicate in a defensive manner. As a coordinator of events I can take bad news, and when the attitude is right, can always find options to solve what ever the challenge may be, however if there is finger pointing or a bad attitude all creativity is lost to solving the issue and tempers will elevate.
8	The entire process is completely discretionary - from if/when insurance requirements are made and in what amounts, to a process that makes no sense - if a simple park permit or a full special event committee appearance is required - all resting with the chair of the S.E Committee - who can ease the process along or make life pure hell for the organizer...often dependent on if she knows the organizer or not!
9	It was hard to find out information about the permit online, and also hard to find what types of scenarios qualified an event for the permit
10	The Special Events Coordinator has been a delight to work with!
11	The staff at the Special Events Office were always extremely helpful and very responsive.
12	We love the Special Events Coordinator - great job.
13	Are the applications on line? If not, they should be. Costs for permits are somewhat hard to find
14	There seems to be an inherent bias among some city staff against our group, given the nature of our event (protesting the city's police). When we were required to meet with the city's Special Events Committee, one city staff member said that meeting should be in the "community room" at a police precinct(!), and complained that we were being "difficult" when we insisted that it be at a more neutral site.
15	I could write a novel.. It was easy to contact permit office, and the SE coordinator was very nice, but I often got conflict instructions with each contact. Working with the city depts for street permits was horrific. Fire dept not coordinated with by SP office until I started contacting them myself. Very confusing and frustrating. We will do everything we can not to have to get a special events permit for our next festival. Regarding getting information - I really tried to get everything off the web before I had to break down and make phone calls. The SE coordinator did agree with me that the information was not all consolidated and in an easy to retrieve and understand format.
16	I did receive a form in the mail (after I paid the permit) that I found confusing. Basically, it was a receipt for the permit and it said we owed \$800+, but when I called to find out what the break-out of charges was for, I was told the number was actually \$630 and a break-out couldn't be provided. It is just a suggestion that the form either has some break-out of the charges, or doesn't include them since the permit does when that arrives. For further explanation, please feel free to contact me.
17	The Special Events Coordinator did an excellent job helping me. She made it very easy.
18	It would be most helpful if all required documents are sent in both pdf AND Word doc format so they can be completed on the computer and submitted electronically. Not all of us have paid for software to be able to download pdf files.

14. Application Submittal Timeframe - I submitted the application for my event:		
More than 6 months before the event date	7	12%
Within 3 to 6 months before the event date	25	42%
Within 1 to 3 months before the event date	23	39%
Within 1 month before the event date	4	7%
Total	59	100%

15. Application Review - The application I submitted received a timely review.		
Yes	55	93%
No	4	7%
Total	59	100%

1	This is an annual event for us with few/little changes. While we didn't get our permit until a week+ before our event, The Special Events Coordinator and I were in contact and there were no concerns with our app.
2	Although it was tight because of Seafair.
3	Only because we applied well in advance, knowing its a bureaucratic mess.
4	Political events often do not have the long lead time, and the s.e ordinance makes no allowance for the political realities - furthermore, it up to the whim of the s.e. chair, and the spd if/when a permit will move forward or get intentionally bogged down and make planning impossible.
5	It was 3 weeks before our event
6	The only wrinkles came from SFD review.
7	We got a response back quickly.
8	I can't tell. I was told my permit would be reviewed at next meeting, but all subsequent contacts with Fire and SDOT sounded like they had no idea what I was talking about. I got my final info from SDOT less than 2 weeks before event, (and had to go do a fire drill to rent street closed signs for an unused alley!)even though I started the process in early Aug for a mid Sept event - well before the 30 day preferred deadline. If they can't support groups who want to do small, informal events, they should say that.
9	The person that called me to verify they had received it and was very helpful in answering my questions; letting us know what else we may need for approval.
10	As a matter of fact the turn around was incredibly speedy and well handled
11	
12	I believe it did, however, I was only recently informed of the permit being granted.

	Correspondence/phone acceptance was not directed to me.
13	Last year's application was bogged down by problems with safe access due to Olympic sculpture Park construction. Hempfest filed a lawsuit for the permit. The suit was dropped after permit issuance.

16. Committee/Subcommittee Presentation - Did you make a presentation in 2006 before the Special Events Committee and/or a Subcommittee for your event? If not, please skip to Question #19.

Yes	26	44%
No	33	56%
Total	59	100%

1	We used to for many years, but since we have been doing this for 17 years, we have been following all requirements and had no negative concerns about our festival from the Special events for the past few years.
2	Meetings are will run. I have learned that it is best to call the department heads before the meeting to make sure I can address any questions they might have.
3	Yes, this was a ridiculous waste of my time, the questions I was asked could have been handled on the telephone, I had to take time off from work to attend.
4	The committee is, in the opinion of all legal observers I have had attend, so completely unconstitutional as to be a joke. While not in 2006, I have had to go to federal court to force the city to issue me a permit due to the nature of the committee, where we must prove to a committee made up of parties already hostile to our events, our worthiness to exercise our most basic constitutional rights. Political events forced to attend 'sub-committee' meetings behind the locked doors of a police precinct station clearly chills free speech.
5	This is a critical step of the process; the presentation allows the city departments to provide assistance and help ensure the success of the event. The process can't work without the presentation or the Q&A with the various dept. staff
6	We had done this for the past 6 years
7	After having submitted applications for our yearly event every year from 2001 on, 2006 was the first year we were required by the city to meet with the city's Special Events Committee. That decision seems to be at the whim of some city officer, with applicants having little knowledge regarding what about their event will trigger this "requirement".
8	She said I didn't have to, as it was just a small event. Personally, if I ever do this again, I would insist on presenting, just so I know all departments are on tied in and who my contacts would be, and so I better understand what everyone needs (this was my first event)
9	Felt like we had to beg to have the approval for this Seafair event, because we re a small agency and do not have thousands running or walking in the event.

17. Presentation-City Staff - The presence of various City department representatives at my Committee or Subcommittee meeting helped me better understand City concerns and City resource commitments for my event:

Strongly Disagree	4	12%
Somewhat Disagree	1	3%
Neutral	8	25%
Somewhat Agree	1	3%
Strongly Agree	18	56%
Total	32	100%

18. Presentation-Fair Consideration - My input to the Committee or Subcommittee was given a fair hearing and considered in the final decision.

Strongly Disagree	3	9%
Somewhat Disagree	0	0%
Neutral	7	22%
Somewhat Agree	6	19%
Strongly Agree	16	50%
Total	32	100%

19. Communications/Clarity - Please rate the three factors below, according to the following scale:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Poorly Identified and Communicated	Somewhat Poorly Identified and Communicated	Neutral	Somewhat Clearly Identified and Communicated	Very Clearly Identified and Communicated
The conditions for approval of your permit were identified and communicated to you well enough before the event so that you could take appropriate action.	3 5%	3 5%	5 8%	16 27%	32 54%
Individual City department representatives I needed to coordinate with	2 3%	4 7%	5 8%	16 27%	32 54%

were identified and available to work with me to ensure permit conditions were met.						
City resources committed to my event were clearly identified.	3	2	7	14		33
	5%	3%	12%	24%		56%

20. Comments for Questions # 17-19 - For any of your above response ratings of a 1 or 2 in Questions # 17-19, please provide comments or suggestions for improvements:

11 Responses

1	you did good jobs
2	Most departments were easy to contact and coordinate with. Dept. of Revenue was a little tougher than others.
3	Use a web site to have the necessary information on it and the applicaiton form with instructions ready for downloading,
4	We are lucky to have such committed City representatives assisting us with events in our City.
5	The city holds permits until, the day of event - making planning very sketchy at best. While sometimes I have had to go through the process - other times I have literally had permits written on the back of motorcycle seats at the beginning of an event. Department representatives ask questions in a full round robin manner - with any member of the committee able to fire away any question - though all clearly defer to the police department - who, at the end of the day - decide who is and is not going to get a permit and under what conditions. This process does chill all but the more experienced organizers who refuse to be intimidated.
6	Get approval only one week before event. Recommend approvals be sent two or three weeks before.
7	We submitted what we believed to be a reasonable permit request, given the time constraints imposed by a Seahawks game expected to end some time after our event; city representatives believed our request could not be accommodated, but attempted to get us to agree to modify our event in ways that contradicted their stated reasons for why our event could not be accommodated. Since we did not agree to modify our event in those ways, city representatives basically told us "then you don't have a permit". The city's "process" does not allow for a neutral party to arbitrate between two competing interpretations of reasonableness, other than through applicants threatening lawsuits. On the day of our event, we were forced to modify it timewise, though not as much as the city originally demanded; but our event showed that our original request could easily have been accommodated by the city. And again, given our message, the city seems to have an inherent bias against us.
8	Question 19 - this was very frustrating, I would call, get info, and then when I needed to speak with that contact again, they were on vacation. This happened with both Fire and SDOT. The SDOT stand-in was more helpful and less stressed/overloaded than the regular contact.
9	I am not sure on the above. I am sure our reps are very helpful, I just haven't worked with them.
10	The entire committee review was difficult and since I wasn't familiar with the politics of the city, I felt I

	was not treated fairly during the meeting. There were too many people in the meeting-it was a waste of tax-payer money. I was asking for a Little League Parade and made to feel like I wanted to show off some type of illegal weapon or drug!!! During the entire process, this was the ONLY time I was unhappy.
11	See #15 above. Outcome of permit conditions is somewhat confusing as the Crown of Queen Anne Fun Run permit was granted with the understanding that we must have 500 participants. It is unclear if this is the same condition for the Children's Parade.

21. City Resources - On the day of the event, City resources committed to my event were provided as agreed.

Very Strongly Disagree	1	2%
Somewhat Disagree	1	2%
Neutral	12	20%
Somewhat Agree	6	10%
Very Strongly Agree	39	66%
Total	59	100%

22. Comments for Question # 21 - Please provide any comments you may have for Question # 21 above:

15 Responses

1	None were needed
2	No comment
3	Because this has been an annual event and we have been dealing with the Special Events Coordinator all these years, everything has gone smoothly.
4	This year, they will provide us with a Parks dept. staff during our festival but our organization will be required to pay his/her salary for the day. Our special event fee should already compensate for assigned staff.
5	Another event was mistakenly planned for the same area as our event which made our set-up a bit difficult but overall there has never been an issue here.
6	I have found that the Seattle police officers are the least informed of all the city folks we see. If information was passed to them for their shift in the field, so that when they find us, they know about us.
7	Some times there appear to be to many layer with the system before you able to reach the contact needed to move forward...
8	We are rarely told what the city will do - in fact the SPD seems to go out of its way to confuse and then go back on every agreement they make with organizers - claiming details that were never discussed in the open meeting - or using blatant intimidation to force a march or parade organizer to 'chase marbles' - waste valuable time on stupid issues the SPD bring up simply because they can.
9	There were some problems with the traffic plan for one of our events. It seems the police officers

	were unaware of the traffic plan that was prepared for us by the Department of Transportation. It was very frustrating to deal with this.
10	Well, at least the officers deployed for our march didn't attack us like those deployed for our 2003 march did; but one officer did walk quite emphatically through the crowd during the rally portion of our event to speak with one of our organizers, when he could have easily been more discreet and walked around the crowd.
11	I did not require any City support on the day of the event.
12	As per usual, we had an excellent police turn out for the closing of streets. Although we still have some traffic issues on the Royal Brougham Way entrance to the Qwest Event Center Parking Garage.
13	The Police were extremely helpful and gracious to both the run/walk and parade. They were very business like yet friendly to all participants.
14	Seattle Police Dept. has been wonderful! They have provided not only a sense of security for this event, but also a positive role-model presence for the children and families in this parade.
15	None were needed.

23. Additional Information - Is there anything else that would be helpful for us to know about the City's special events permitting process? The space for comments and suggestions on the survey is limited. So, if you have additional comments, suggestions, or questions, please email them to: event_survey@seattle.gov

22 Responses

1	It would be nice to have all of the permits necessary linked together. So maybe have a link to the fire dept site for the fire dept permits needed and maybe info about national barricade, etc... Thanks for asking! Hope it's helpful
2	No
3	Will look forward to learning more about available locations to have future races.
4	The Special Events Coordinator does a great job and I look forward to working with her again this year for our event.
5	The committee needs more citizens on the committee to balance the powers that be. While I admire the Special Events Coordinator a lot, I do know she is held at bay with other depts who need to have sway over her. An Appeal process to deal with unreasonable demands of the committee would help clear up problems that seem to left by the wayside due to the stubbornness of the committee members.
6	The City Special events office is needed in Seattle. The Fees make it possible to conduct an event that might otherwise not happen. Seattles culture of Festivals and
7	Special events permitting for 1st amdt. events should not be discretionary on the part of city agencies. As far as I am concerned, the only permit I need to demonstrate is bill of rights of the constitution. I apply as a courtesy to the city, and for the safety of participants, given the brutal track record of the SPD. Getting paid millions years later is no compensation for being beaten or arrested because the police decided you lack the right permit. PS: question 3 on this survey is incorrectly

	written--last choice should be "3 or more" not "more than 3"
8	Since there are changes to the permit process, whether it is an increase in fees, adjustments to insurance, etc., it would help if the current year Special Events information was emailed at the beginning of the year. This will help our community determine expenses for events that we hold throughout the year. for events in the
9	Event know there was effort to follow the process in order to receive our permit, there still seemed to be miscommunication within two specific departments; The Liquor Board, and Fire Department. Even though I had the event permit, both these departments showed up at the event and informed me of some missing permits that I needed, for example, the Fire Departments Hazardous Material rep showed up and said I needed a separate permit....he was fine for the current event, but said I need to contact them for the next years event.
10	The process is fabulous. It is great to have everyone in one room to find out what needs to be done to ensure a great event. I am very satisfied with the process as it currently stands.
11	The entire SE Ordinance needs to be scrapped before it is forced by injunction - and the half ass backwards approach of forcing citizens to prove their worthiness to exercise their rights changed to a mode of the city helping to facilitate the exercise of those rights. We must get rid of the current special event committee - and be honest about the restrictions first amend. organizers are facing - the lies, the diversions and waste of time the city makes organizers endure.
12	The Special Events Coordinator is wonderful!
13	This committee represents the best that the City gov. has to offer with regard to cooperation and support for individuals and organizations.
14	The process really doesn't have any basis in law; many other activists we know are quite disgusted that groups are often required to meet with the Special Events Committee strictly at the whim of some city staff person. The actions of the city's police during our 2003 march has led us to file a lawsuit (still pending) against the city, through which we hope to establish the unconstitutionality of the current process. In other cities, the only requirement of groups planning protests is to notify the city, and the city is to then provide the necessary resources - their process doesn't allow the city to alter the particulars of the protest.
15	I would be happy to speak with you in person, use my email address to contact me if you wish. If all small, community level groups have to deal with this level of bureaucracy, no wonder many of us just play dumb and do events hoping to not get caught. I had to put together a "how to" book for my successor, to save them time and energy coming up to speed.
16	The Special Events Coordinator was GREAT!
17	I am very pleased with the service through and through. The city employees are very thorough and very professional. I have been very pleased with the level of service we get every year when applying for special events permits through the city.
18	We have been told that if we do not have at least 500 participants this year, we may not receive approval for this event. This to us is really unfair. This is the only Seafair or Community event that is held on Queen Anne, no other runs, parades, etc. We are a Social Service Agency assisting those in need on Queen Anne and the homeless. This event helps us pay rent, medication, food, etc. for these clients to enter our doors. I do hope that consideration will be given to this. We have been here for 25 years this year, and the fun run/walk has been held for 22 years. This is indeed a community event and brings out families as well as singles to participate and enjoy being with their neighbors in this atmosphere. The Community Center also has their "picnic" that day for the community so if we were not able to continue next year, would limit our resources for funding the needs of our clients, and would not be a family venue for bringing this community together. These activities are also sponsored by the Greater Queen Anne Chamber of Commerce.

19	Thanks for asking.
20	Again, the Special Events Coordinator was GREAT. I just wish to see our taxpayer money spent better. Please consider those of us who are not familiar with the process when sitting in front of a committee. All the other individuals applying for a permit had been through the process and knew the right "lingo" to use for each department. I was embarrassed, angry, and confused by the time I walked out of there.
21	The Crown of Queen Anne Fun Run and Crown of Queen Anne Children's Parade are part of a weekend long "Queen Anne Days" event in this community. We co-ordinate these events with the Community Center BB-Q picnic & entertainment as well as the local merchants' sidewalk sales. This is co-ordinated as a community building event for children and families, and is the only such event in this community. It is also an event that continues to build participation and spectatorship. It needs to continue.
22	In particular, it has been a great pleasure working with the Special Events Coordinator and her staff. Although we have had some issues with the permit approval process, we have found the Special Events Coordinator to be a great advocate of free speech and a pleasure to work with.