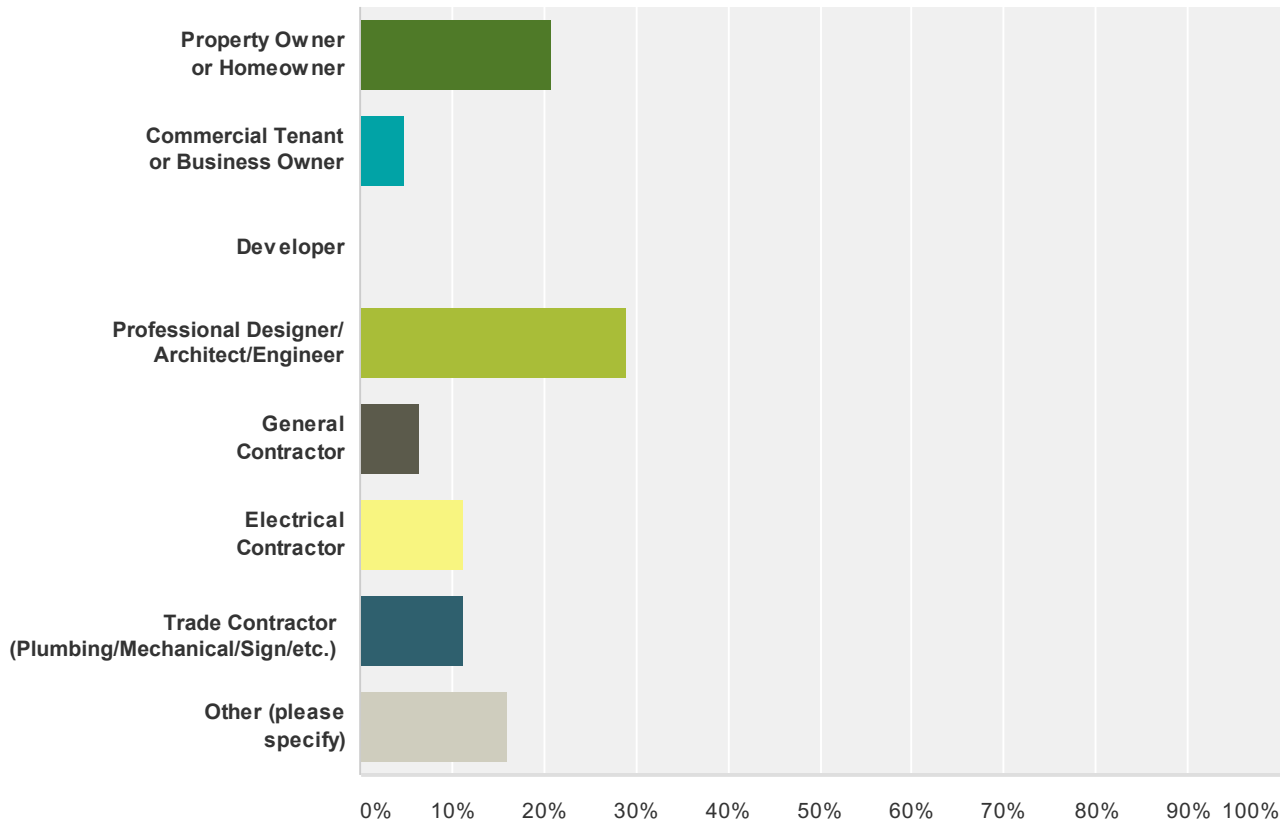


### Q1 Which of the following best describes you as a user of the Permit Center?

Answered: 62 Skipped: 0



| Answer Choices                                   | Responses |
|--|-----------|
| Property Owner or Homeowner                      | 20.97% 13 |
| Commercial Tenant or Business Owner              | 4.84% 3   |
| Developer  | 0.00% 0   |
| Professional Designer/Architect/Engineer         | 29.03% 18 |
| General Contractor                               | 6.45% 4   |
| Electrical Contractor                            | 11.29% 7  |
| Trade Contractor (Plumbing/Mechanical/Sign/etc.) | 11.29% 7  |
| Other (please specify)                           | 16.13% 10 |
| <b>Total</b>                                     | <b>62</b> |

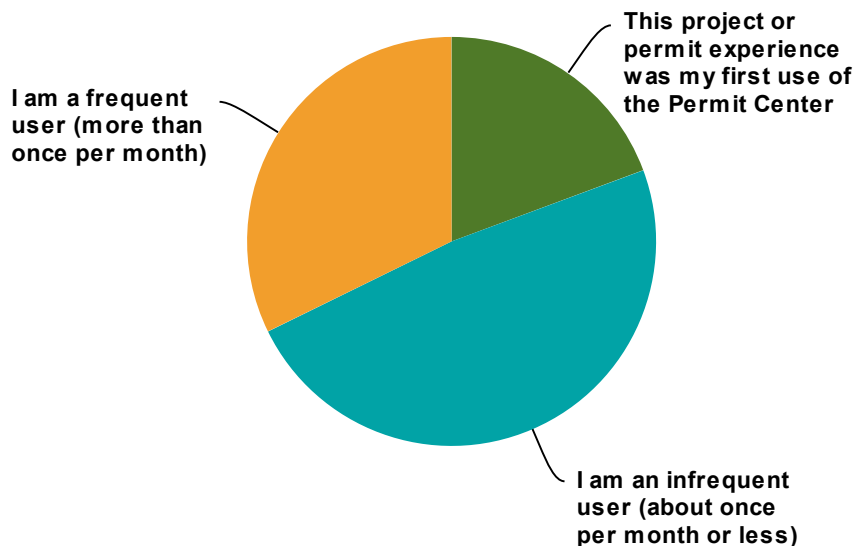
| # | Other (please specify)              | Date             |
|---|-------------------------------------|------------------|
| 1 | Agent representing Wireless Carrier | 5/5/2014 9:16 AM |
| 2 | City projects                       | 5/5/2014 8:22 AM |
| 3 | City Staff Designer/Contractor      | 5/2/2014 3:42 PM |
| 4 | Event Coordinator                   | 5/2/2014 2:43 PM |

## Permit Center Survey

|    |                           |                    |
|----|---------------------------|--------------------|
| 5  | Planning consultant       | 4/26/2014 4:40 PM  |
| 6  | Property Manager          | 4/20/2014 1:57 PM  |
| 7  | Property Manager          | 4/20/2014 1:56 PM  |
| 8  | Church Project            | 4/17/2014 5:10 PM  |
| 9  | Commercial Development    | 4/17/2014 1:11 PM  |
| 10 | Solar Electric Contractor | 4/17/2014 12:23 PM |

## Q2 How often do you use the Permit Center?

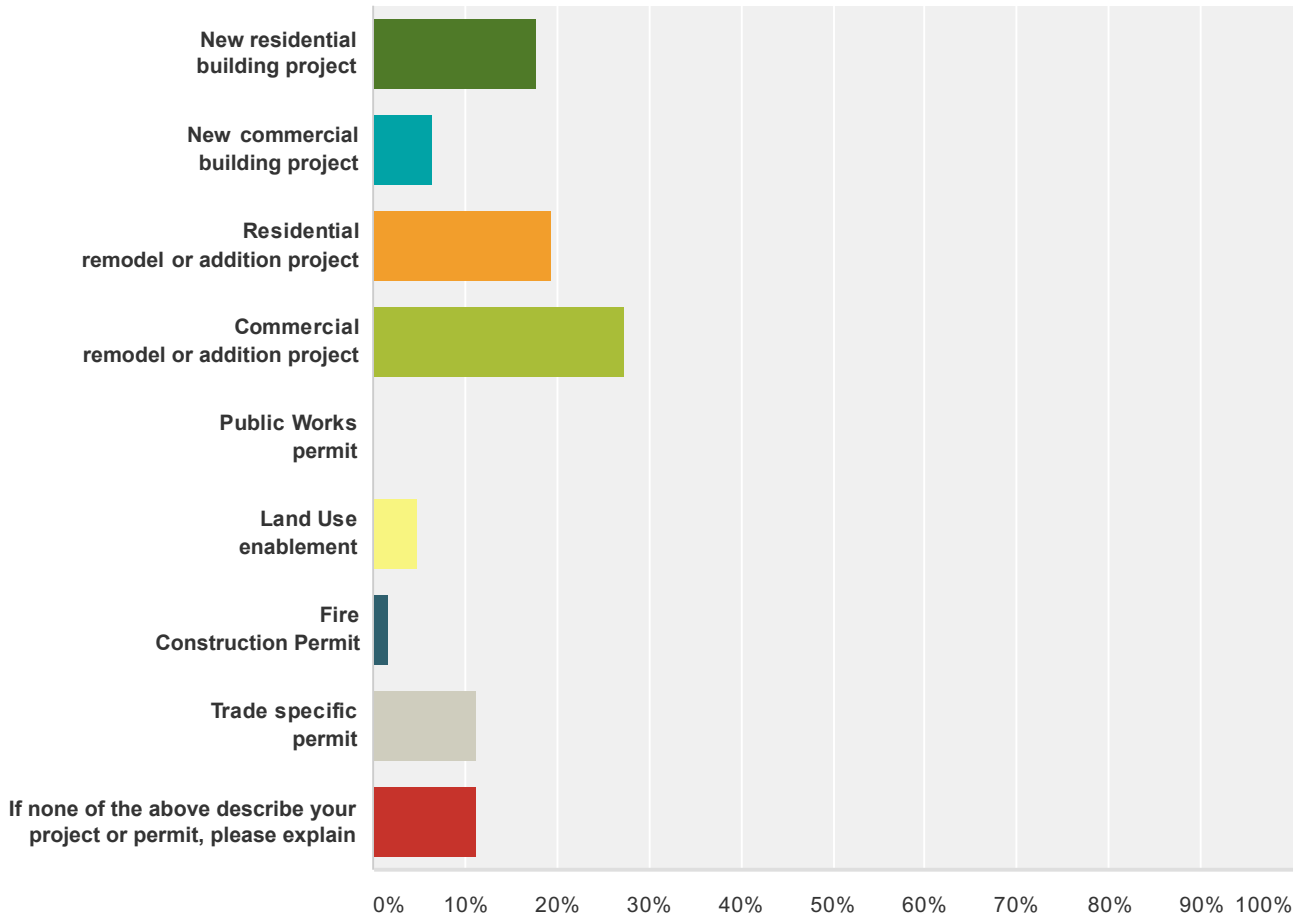
Answered: 62 Skipped: 0



| Answer Choices  | Responses |           |
|---|-----------|-----------|
| This project or permit experience was my first use of the Permit Center | 19.35%    | 12        |
| I am an infrequent user (about once per month or less)                  | 48.39%    | 30        |
| I am a frequent user (more than once per month)                         | 32.26%    | 20        |
| <b>Total</b>  |           | <b>62</b> |

### Q3 What best describes the type of your most recent project or permit experience with the Permit Center?

Answered: 62 Skipped: 0



| Answer Choices  | Responses |
|---|-----------|
| New residential building project (including new residential accessory buildings like garages and sheds) | 17.74% 11 |
| New commercial building project   | 6.45% 4   |
| Residential remodel or addition project   | 19.35% 12 |
| Commercial remodel or addition project  | 27.42% 17 |
| Public Works permit (ex. temporary right-of-way use permit, stormwater permit)                          | 0.00% 0   |
| Land Use enablement (ex. conditional use permit, subdivision, grading, home occupation)                 | 4.84% 3   |
| Fire Construction permit (ex. fire sprinkler or alarm)  | 1.61% 1   |
| Trade specific permit (ex. plumbing, mechanical, electrical)  | 11.29% 7  |
| If none of the above describe your project or permit, please explain:                                   | 11.29% 7  |
| <b>Total</b>  | <b>62</b> |

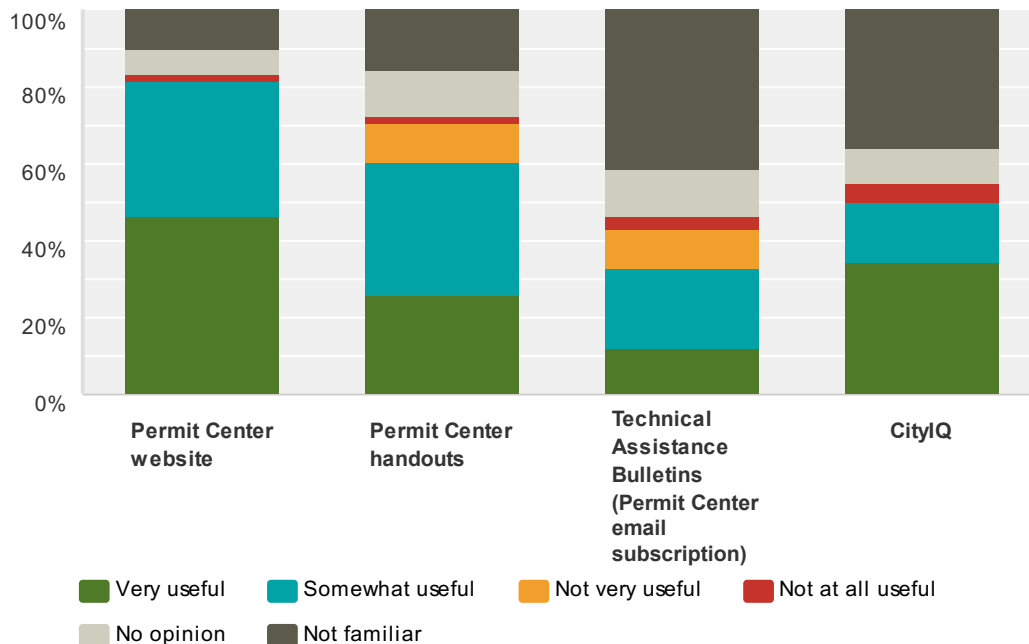
## Permit Center Survey

| # | If none of the above describe your project or permit, please explain: | Date               |
|---|---|--------------------|
| 1 | legal lot determination   | 6/15/2014 3:59 AM  |
| 2 | signs   | 5/2/2014 2:51 PM   |
| 3 | Educational building remodel and expansion                            | 5/2/2014 2:47 PM   |
| 4 | Temporary Right of Way  | 5/2/2014 2:43 PM   |
| 5 | Repair water damage   | 4/20/2014 1:57 PM  |
| 6 | Replace gas furnace   | 4/20/2014 1:56 PM  |
| 7 | occupancy permit  | 4/17/2014 12:14 PM |

# Permit Center Survey

## Q4 Please rate the following resources provided by the Permit Center. If you are not familiar with a particular resource, please choose "Not familiar".

Answered: 60 Skipped: 2

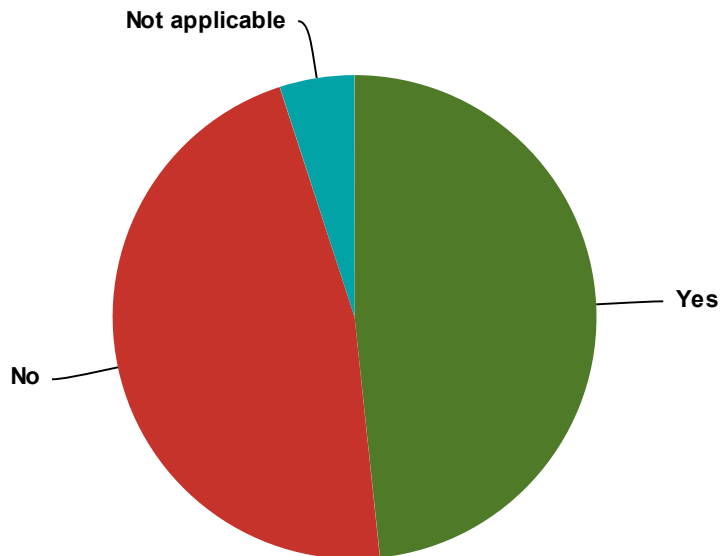


|   | Very useful  | Somewhat useful | Not very useful | Not at all useful | No opinion  | Not familiar | Total |
|---|--------------|-----------------|-----------------|-------------------|-------------|--------------|-------|
| Permit Center website   | 46.67%<br>28 | 35.00%<br>21    | 0.00%<br>0      | 1.67%<br>1        | 6.67%<br>4  | 10.00%<br>6  | 60    |
| Permit Center handouts  | 25.86%<br>15 | 34.48%<br>20    | 10.34%<br>6     | 1.72%<br>1        | 12.07%<br>7 | 15.52%<br>9  | 58    |
| Technical Assistance Bulletins (Permit Center email subscription) | 12.07%<br>7  | 20.69%<br>12    | 10.34%<br>6     | 3.45%<br>2        | 12.07%<br>7 | 41.38%<br>24 | 58    |
| CityIQ  | 34.48%<br>20 | 15.52%<br>9     | 0.00%<br>0      | 5.17%<br>3        | 8.62%<br>5  | 36.21%<br>21 | 58    |

| # | Please share any suggestions to make the above resources more useful  | Date               |
|---|---|--------------------|
| 1 | wish i could search permit by address, if i don't happen to have permit number with me.   | 5/2/2014 5:52 PM   |
| 2 | The website has so much information it's sometimes difficult to find what I need unless I already know where it is.   | 5/2/2014 2:44 PM   |
| 3 | It would be nice if there was an online permit application, or that permits could be paid for over the phone with a credit card. We are based out of Renton, and I have to drive up to Bellingham with a check in person to pay for permits. It's a huge inconvenience. | 4/22/2014 3:30 PM  |
| 4 | cityIQ won't let me in  | 4/17/2014 2:00 PM  |
| 5 | Please make Tidemark available online   | 4/17/2014 1:37 PM  |
| 6 | Permit applications as web forms on website & ability to pay online   | 4/17/2014 12:25 PM |
| 7 | if items are avail perhaps counter person should direct   | 4/17/2014 12:14 PM |

**Q5 Would you be willing to pay a nominal technology fee in addition to permit fees to advance the Permit Center's available services (ex. online permitting, electronic plan review, permitting tie-in to GIS system)?**

Answered: 60 Skipped: 2



| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes            | 48.33%    | 29        |
| No             | 46.67%    | 28        |
| Not applicable | 5.00%     | 3         |
| <b>Total</b>   |           | <b>60</b> |

# Permit Center Survey

## Q6 What technological improvements would you like to see in the Permit Center?

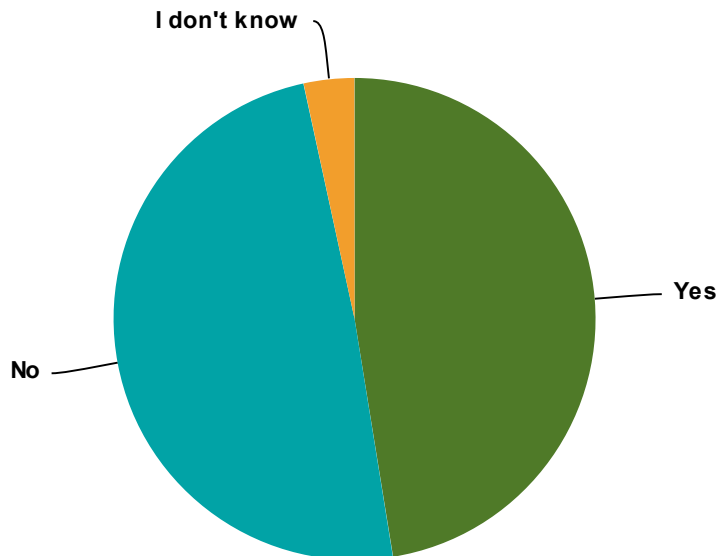
Answered: 16 Skipped: 46

| #  | Responses  | Date               |
|----|--|--------------------|
| 1  | Standardized on-line applications, and separate cover sheet info for applicants to fill out on ALL projects, similar to cover sheet by7 DCLU in Seattle; building code info, zoning, etc. real specific. | 5/2/2014 5:54 PM   |
| 2  | PDF PLAN/DOCUMENT SUBMITTAL  | 5/2/2014 3:22 PM   |
| 3  | Permitting tie into GIS, Electronic Plan Review  | 4/30/2014 2:40 PM  |
| 4  | on-line permitting   | 4/26/2014 4:42 PM  |
| 5  | Online Permitting, accepting credit cards for payment either online or over the phone.   | 4/22/2014 3:31 PM  |
| 6  | I don't have any complaints with your department. You are doing a great job. I don't see how it could be much simpler.   | 4/21/2014 12:00 PM |
| 7  | It is online but it is not very easy to understand and the entire process was still very slow.   | 4/18/2014 1:22 PM  |
| 8  | Electronic submittal of applications, plans, etc.  | 4/17/2014 5:27 PM  |
| 9  | Electronic plan review.  | 4/17/2014 3:19 PM  |
| 10 | Online permitting and electronic plan review   | 4/17/2014 1:46 PM  |
| 11 | online permit & pay  | 4/17/2014 1:08 PM  |
| 12 | should be an archive of pdf files of plans. Maybe you already have that  | 4/17/2014 1:05 PM  |
| 13 | Online permitting, and definitely electronic plan review. Reduce the overall amount of paper required.   | 4/17/2014 12:58 PM |
| 14 | Permit applications as web forms on website & ability to pay for permits online  | 4/17/2014 12:25 PM |
| 15 | Microfiche zooming and focusing made easier. Digitization of microfiche.   | 4/17/2014 12:18 PM |
| 16 | streamlines for specific use, not having to login to web   | 4/17/2014 12:15 PM |



**Q7 Did your most recent project or permit experience include any permits that were issued over the counter? (Over the counter permits are those that are issued as subject to field inspection permits, or are issued with no plan review).**

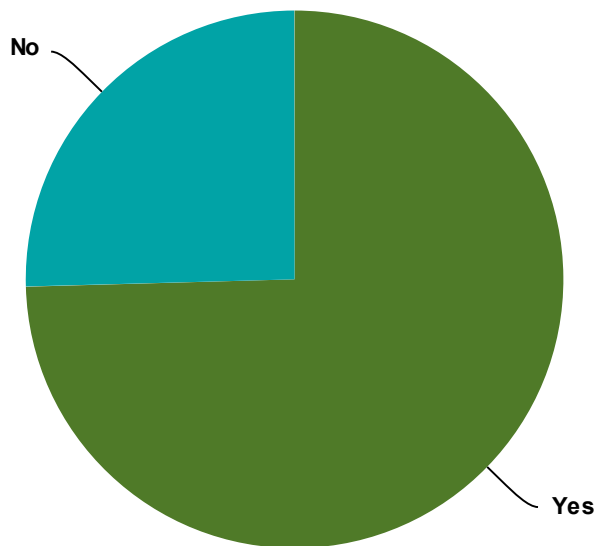
Answered: 59 Skipped: 3



| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes            | 47.46%    | 28        |
| No             | 49.15%    | 29        |
| I don't know   | 3.39%     | 2         |
| <b>Total</b>   |           | <b>59</b> |

**Q8 Did your most recent project or permit experience include any permits that required plan review? (If your permit(s) was issued over the counter, please select "No")**

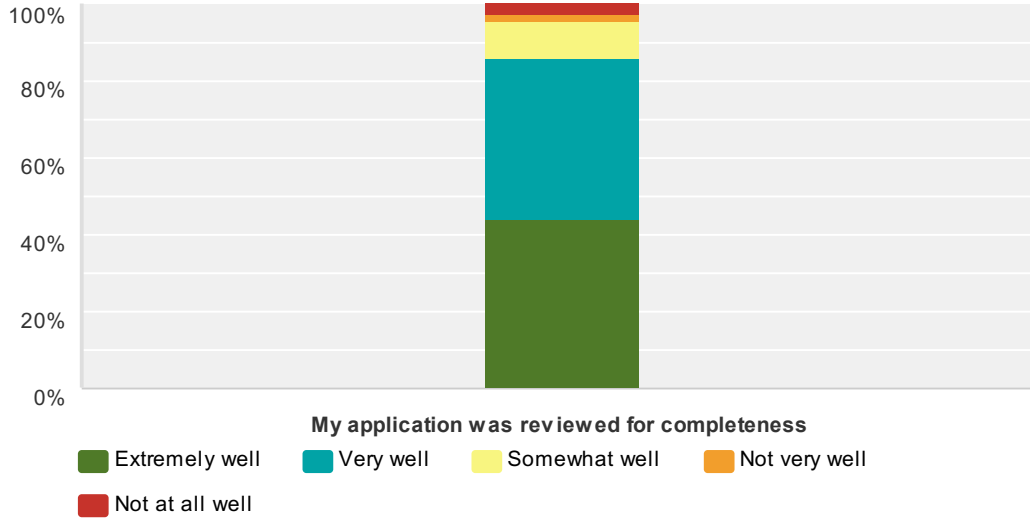
Answered: 59 Skipped: 3



| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes            | 74.58%    | 44        |
| No             | 25.42%    | 15        |
| I don't know   | 0.00%     | 0         |
| <b>Total</b>   |           | <b>59</b> |

**Q9 Please rate the quality of the intake process: How well did staff review your application for completeness before accepting it for plan review?**

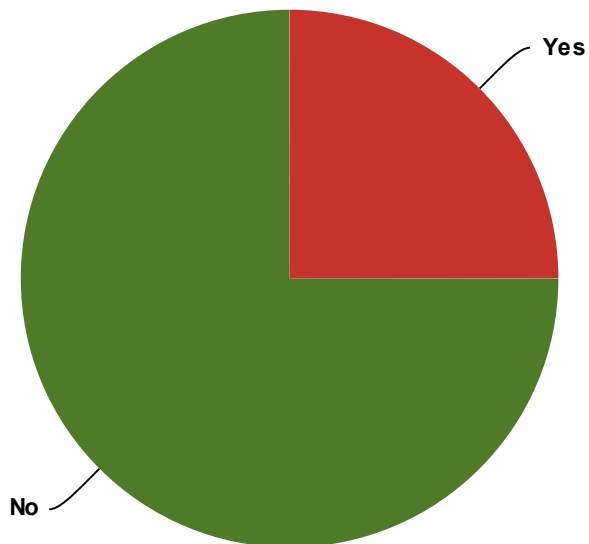
Answered: 43 Skipped: 19



|  | Extremely well | Very well    | Somewhat well | Not very well | Not at all well | Total |
|--|----------------|--------------|---------------|---------------|-----------------|-------|
| My application was reviewed for completeness | 44.19%<br>19   | 41.86%<br>18 | 9.30%<br>4    | 2.33%<br>1    | 2.33%<br>1      | 43    |

**Q10 Once your application was accepted for plan review, did anything arise that you did not anticipate based on your initial interactions with staff?**

Answered: 44 Skipped: 18



| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes            | 25.00%    | 11        |
| No             | 75.00%    | 33        |
| Not applicable | 0.00%     | 0         |
| <b>Total</b>   |           | <b>44</b> |

# Permit Center Survey

## Q11 Please explain what issue(s) arose during plan review that you were not expecting.

Answered: 8 Skipped: 54

| # | Responses  | Date               |
|---|--|--------------------|
| 1 | the long, unreasonable delays  | 5/8/2014 3:23 PM   |
| 2 | More information was needed.   | 5/5/2014 8:24 AM   |
| 3 | Documents were requested to describe existing easements  | 5/5/2014 7:44 AM   |
| 4 | geological concerns regarding slope.   | 5/2/2014 2:55 PM   |
| 5 | Confusion relating to what a Public Facilities Construction Permit includes and what is included in a building permit.   | 4/30/2014 2:43 PM  |
| 6 | Critical area requirements and lengthy variance needs for a Carriage House application.  | 4/21/2014 12:04 PM |
| 7 | After 4 visits and assurances from staff that my application was complete, the reviewer (XXXX) rejected it with attitude. Very unprofessional and unreasonable to go through that process. | 4/17/2014 3:08 PM  |
| 8 | An issue that was in my opinion was related to the shell building and less to our tenant fit out.  | 4/17/2014 1:00 PM  |

## Permit Center Survey

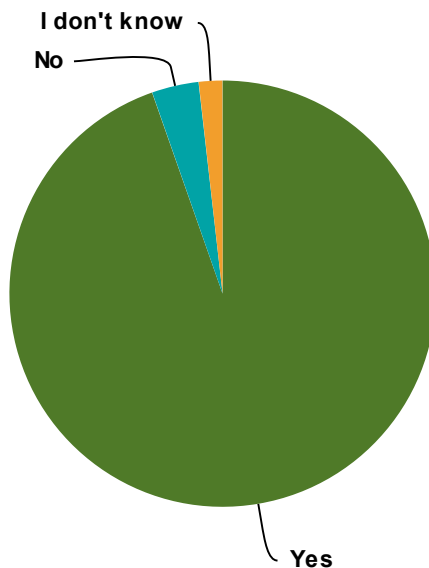
### Q12 Do you have any suggestions for what staff could have done to prevent the above issue(s)?

Answered: 5 Skipped: 57

| # | Responses  | Date               |
|---|--|--------------------|
| 1 | actually work on my project without interventions  | 5/8/2014 3:23 PM   |
| 2 | At intake the document should have been requested. The easement was discussed.   | 5/5/2014 7:44 AM   |
| 3 | List clearly which permit should include sewer extension, waterline extension, sidewalk extension, etc.  | 4/30/2014 2:43 PM  |
| 4 | They probably told me, but I didn't fully understand.  | 4/21/2014 12:04 PM |
| 5 | Yes get a reviewer who can read engineering drawings and who doesn't tell me that the staff who said my permit was complete does not know what they are doing! Have the reviewer take customer service classes and also take time to understand the application and drawings BEFORE calling me in. | 4/17/2014 3:08 PM  |

### Q13 During your most recent project or permit experience, did you interact with the Permit Center Receptionist?

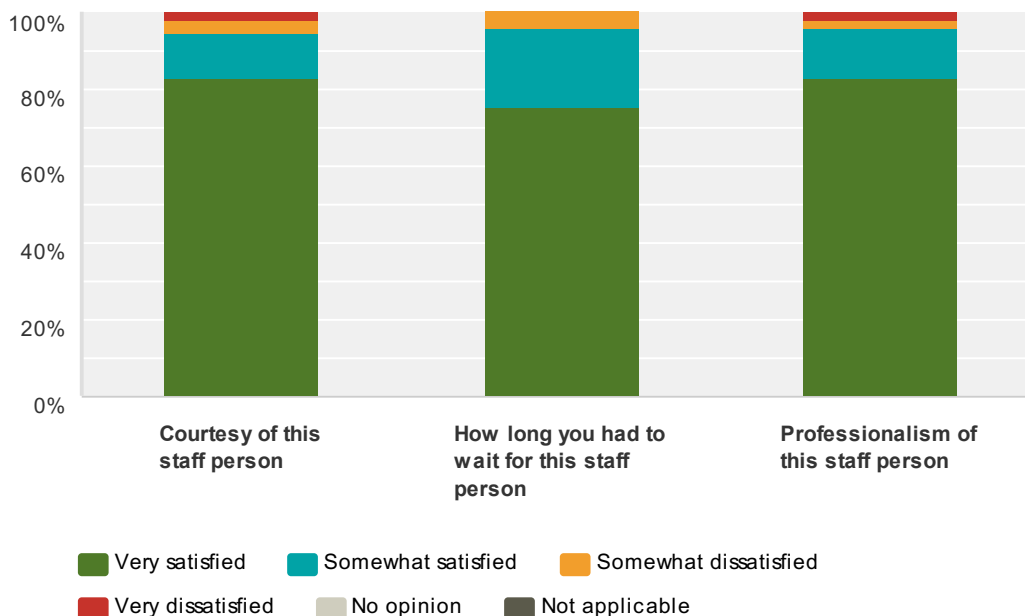
Answered: 56 Skipped: 6



| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes            | 94.64%    | 53        |
| No             | 3.57%     | 2         |
| I don't know   | 1.79%     | 1         |
| <b>Total</b>   |           | <b>56</b> |

### Q14 Please rate your satisfaction with the service you received from the Permit Center Receptionist.

Answered: 53 Skipped: 9



|  | Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied | No opinion | Not applicable | Total |
|--|----------------|--------------------|-----------------------|-------------------|------------|----------------|-------|
| Courtesy of this staff person                  | 83.02%<br>44   | 11.32%<br>6        | 3.77%<br>2            | 1.89%<br>1        | 0.00%<br>0 | 0.00%<br>0     | 53    |
| How long you had to wait for this staff person | 75.47%<br>40   | 20.75%<br>11       | 3.77%<br>2            | 0.00%<br>0        | 0.00%<br>0 | 0.00%<br>0     | 53    |
| Professionalism of this staff person           | 83.02%<br>44   | 13.21%<br>7        | 1.89%<br>1            | 1.89%<br>1        | 0.00%<br>0 | 0.00%<br>0     | 53    |

| #  | Please share any other thoughts regarding this staff person   | Date               |
|----|---|--------------------|
| 1  | Always cheerful and professional.   | 5/5/2014 7:44 AM   |
| 2  | she is friendly, pleasant, helpful and knowledgable   | 5/3/2014 7:50 AM   |
| 3  | XXXX is a joy to deal with  | 5/2/2014 3:24 PM   |
| 4  | XXXX is awesome!!!  | 5/2/2014 3:19 PM   |
| 5  | People at the permit office are generally very pleasant towards me.   | 5/2/2014 2:46 PM   |
| 6  | She is very competent and serene, but not timid.  | 4/21/2014 12:06 PM |
| 7  | She was very helpful and pleasant - she has a very tough job and she does it with professionalism           | 4/18/2014 1:23 PM  |
| 8  | The staff person was not the normal staff person at this position. Her name tag as a folder piece of paper. | 4/17/2014 3:22 PM  |
| 9  | She was very helpful  | 4/17/2014 2:15 PM  |
| 10 | very efficient  | 4/17/2014 2:03 PM  |

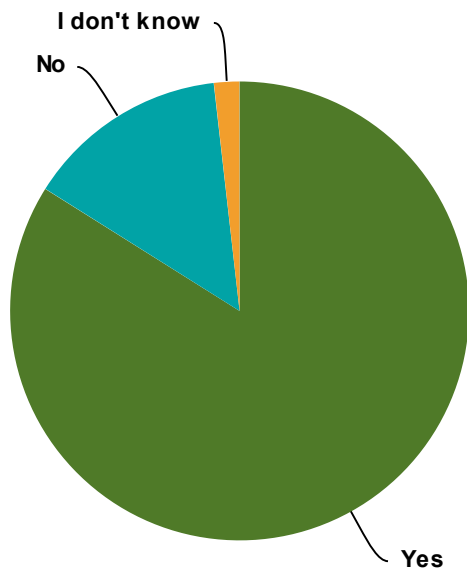


## Permit Center Survey

|    |  |                    |
|----|--|--------------------|
| 11 | The rating of "very satisfied" is in response to the younger gal who works the counter. XXXX however I would fill in as somewhat dissatisfied. I recently had a building owner who went in to check on the status of his permit and he said he said she was pretty abrasive, not very helpful, and a bit rude. | 4/17/2014 1:19 PM  |
| 12 | She is so nice!  | 4/17/2014 1:14 PM  |
| 13 | The receptionists are great!   | 4/17/2014 12:27 PM |
| 14 | seems if custoerm facing should be customer centric  | 4/17/2014 12:19 PM |

### Q15 During your most recent project or permit experience, did you interact with a Permit Technician?

Answered: 56 Skipped: 6



| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes            | 83.93%    | 47        |
| No             | 14.29%    | 8         |
| I don't know   | 1.79%     | 1         |
| <b>Total</b>   |           | <b>56</b> |

### Q16 Please rate your satisfaction with the service you received from the Permit Technician.

Answered: 46 Skipped: 16



|  | Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied | No opinion | Not applicable | Total |
|--|----------------|--------------------|-----------------------|-------------------|------------|----------------|-------|
| Courtesy of this staff person  | 86.96%<br>40   | 10.87%<br>5        | 0.00%<br>0            | 2.17%<br>1        | 0.00%<br>0 | 0.00%<br>0     | 46    |
| Technical ability of this staff person   | 73.91%<br>34   | 19.57%<br>9        | 4.35%<br>2            | 2.17%<br>1        | 0.00%<br>0 | 0.00%<br>0     | 46    |
| How long you had to wait for this staff person   | 56.52%<br>26   | 34.78%<br>16       | 2.17%<br>1            | 2.17%<br>1        | 2.17%<br>1 | 2.17%<br>1     | 46    |
| Professionalism of this staff person   | 82.61%<br>38   | 15.22%<br>7        | 0.00%<br>0            | 2.17%<br>1        | 0.00%<br>0 | 0.00%<br>0     | 46    |
| How well this staff person provided relevant code sections, handouts or other applicable materials | 58.70%<br>27   | 17.39%<br>8        | 2.17%<br>1            | 2.17%<br>1        | 6.52%<br>3 | 13.04%<br>6    | 46    |

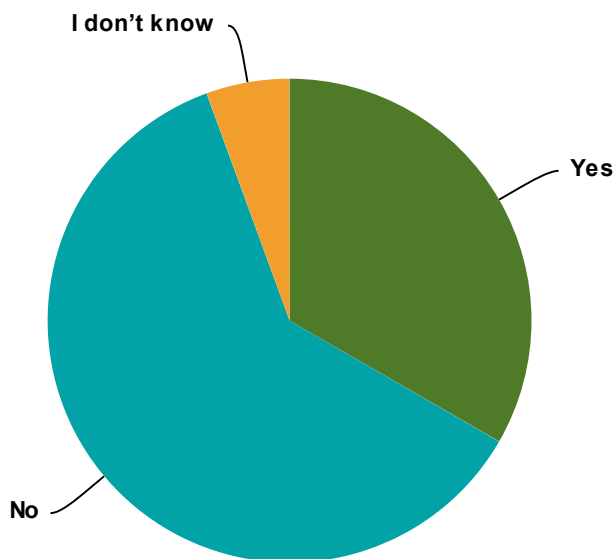
| # | Please share any other thoughts regarding this staff person           | Date               |
|---|---|--------------------|
| 1 | Hard to get permit techs on the phone                                 | 6/30/2014 1:31 PM  |
| 2 | All the permit technicians are great                                  | 5/3/2014 7:51 AM   |
| 3 | XXXX is a joy to deal with  | 5/2/2014 3:24 PM   |
| 4 | All good people to work with.   | 4/21/2014 12:07 PM |
| 5 | Was not clear on some of the codes and why some things were required. | 4/18/2014 1:23 PM  |
| 6 | I have been impressed with the helpful nature of all technical staff. | 4/17/2014 3:23 PM  |
| 7 | He looked up and knew the answers to my questions                     | 4/17/2014 2:16 PM  |

## Permit Center Survey

|    |   |                    |
|----|---|--------------------|
| 8  | XXXX is awesome, very helpful, courteous, and prompt with her responses, more so than other staff.  | 4/17/2014 1:20 PM  |
| 9  | Totally worth the stop into the office.   | 4/17/2014 1:16 PM  |
| 10 | Seems like a useless layer..either they know the aswers or let me talk to the one who does  | 4/17/2014 12:20 PM |
| 11 | XXXX was awesome! He was thoroughly professional and helped walk my permit through the system personally because some staffing changes resulted in a bottleneck in processing. His efforts helped keep things on track and he was knowledgeable and practical in his approach to some of the more challenging issues we faced. I was inexperienced and doing both the application and the work myself and he was very responsive. A great addition to the COB staff | 4/17/2014 12:20 PM |

**Q17 During your most recent project or permit experience, did you interact with a Building Services Plans Examiner?**

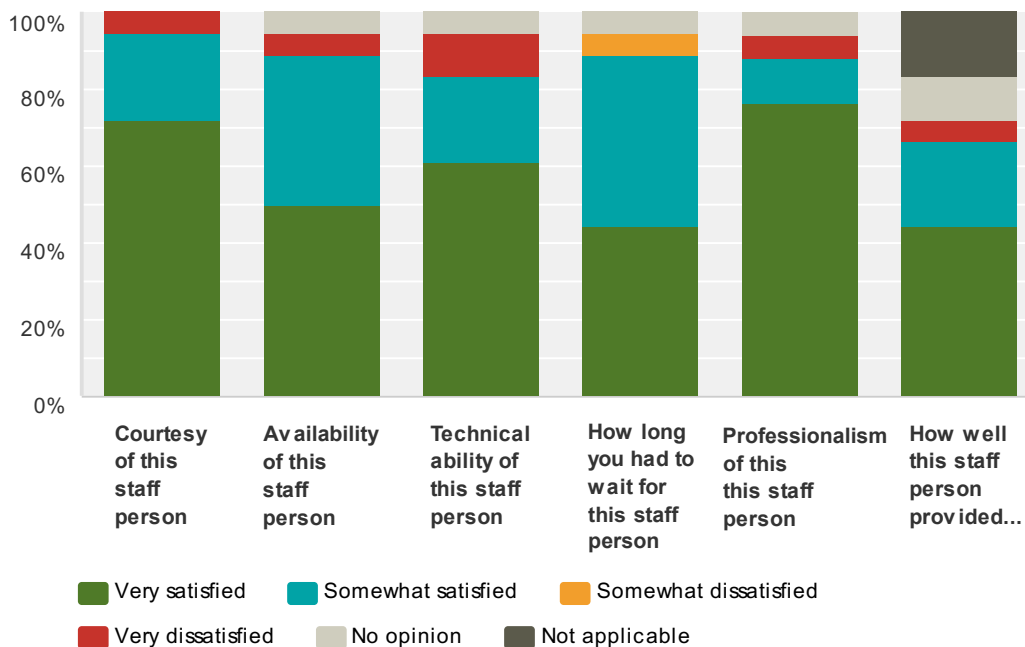
Answered: 54 Skipped: 8



| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes            | 33.33%    | 18        |
| No             | 61.11%    | 33        |
| I don't know   | 5.56%     | 3         |
| <b>Total</b>   |           | <b>54</b> |

### Q18 Please rate your satisfaction with the service you received from the Building Services Plans Examiner.

Answered: 18 Skipped: 44

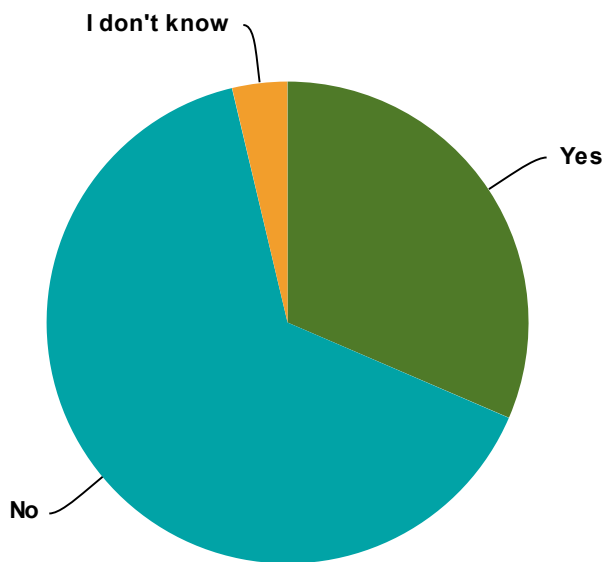


|  | Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied | No opinion  | Not applicable | Total |
|--|----------------|--------------------|-----------------------|-------------------|-------------|----------------|-------|
| Courtesy of this staff person  | 72.22%<br>13   | 22.22%<br>4        | 0.00%<br>0            | 5.56%<br>1        | 0.00%<br>0  | 0.00%<br>0     | 18    |
| Availability of this staff person  | 50.00%<br>9    | 38.89%<br>7        | 0.00%<br>0            | 5.56%<br>1        | 5.56%<br>1  | 0.00%<br>0     | 18    |
| Technical ability of this staff person   | 61.11%<br>11   | 22.22%<br>4        | 0.00%<br>0            | 11.11%<br>2       | 5.56%<br>1  | 0.00%<br>0     | 18    |
| How long you had to wait for this staff person   | 44.44%<br>8    | 44.44%<br>8        | 5.56%<br>1            | 0.00%<br>0        | 5.56%<br>1  | 0.00%<br>0     | 18    |
| Professionalism of this staff person   | 76.47%<br>13   | 11.76%<br>2        | 0.00%<br>0            | 5.88%<br>1        | 5.88%<br>1  | 0.00%<br>0     | 17    |
| How well this staff person provided relevant code sections, handouts or other applicable materials | 44.44%<br>8    | 22.22%<br>4        | 0.00%<br>0            | 5.56%<br>1        | 11.11%<br>2 | 16.67%<br>3    | 18    |

| # | Please share any other thoughts regarding this staff person   | Date               |
|---|---|--------------------|
| 1 | very professional and helpful   | 5/3/2014 7:51 AM   |
| 2 | It's a bit surprising the lack of knowledge with with regard to basic assemblies and continuous insulation applications by some of the staff and the new plans examiner.  | 4/17/2014 1:21 PM  |
| 3 | XXXX was not sufficiently trained to be performing his job. His knowledge of local code/regulations was poor, such that I had to request a different examiner. He did not even know his email address and I am not sure he could use it if he did. He should not have been assigned projects until he was fully trained. The whole interaction created a level of stress for my project that was unacceptable | 4/17/2014 12:24 PM |
| 4 | knew his stuff and got issue resolved   | 4/17/2014 12:22 PM |

**Q19 During your most recent project or permit experience, did you interact with a Planner?**

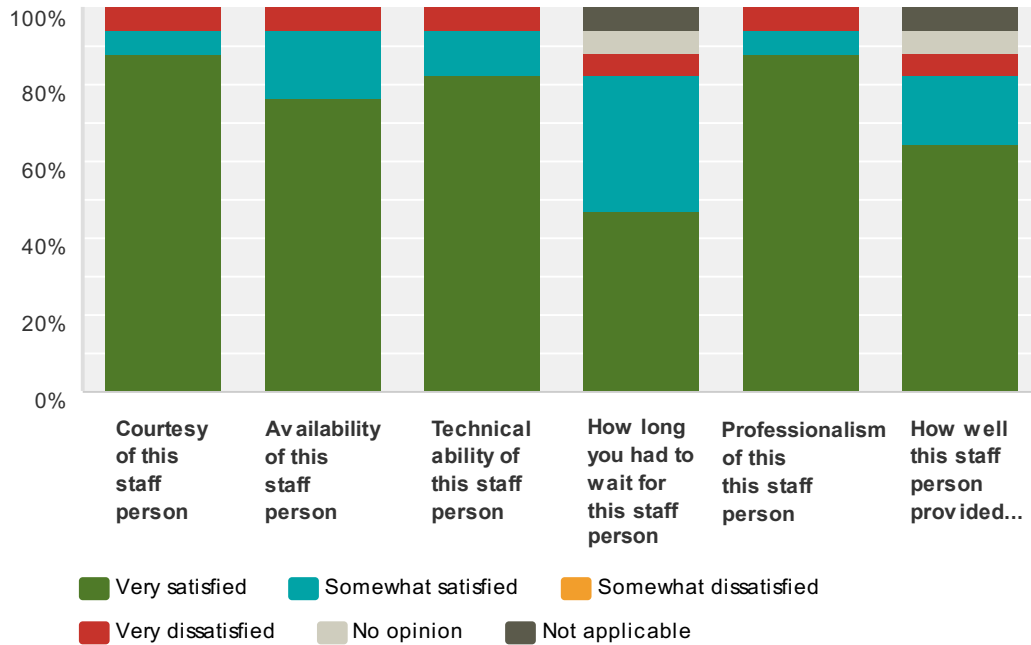
Answered: 54 Skipped: 8



| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes            | 31.48%    | 17        |
| No             | 64.81%    | 35        |
| I don't know   | 3.70%     | 2         |
| <b>Total</b>   |           | <b>54</b> |

### Q20 Please rate your satisfaction with the service you received from the Planner.

Answered: 17 Skipped: 45



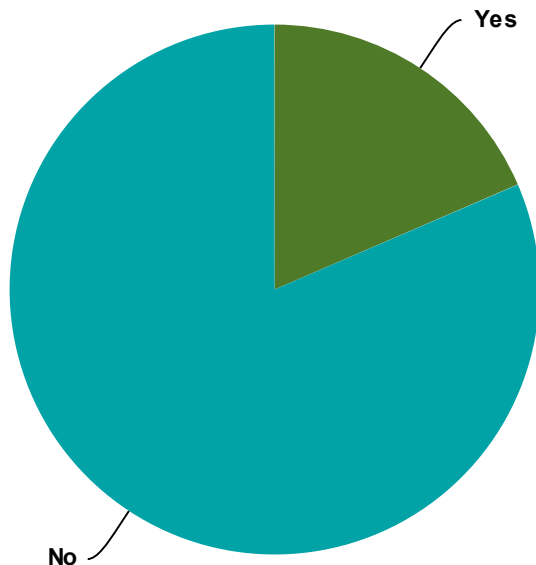
|  | Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied | No opinion | Not applicable | Total |
|--|----------------|--------------------|-----------------------|-------------------|------------|----------------|-------|
| Courtesy of this staff person  | 88.24%<br>15   | 5.88%<br>1         | 0.00%<br>0            | 5.88%<br>1        | 0.00%<br>0 | 0.00%<br>0     | 17    |
| Availability of this staff person  | 76.47%<br>13   | 17.65%<br>3        | 0.00%<br>0            | 5.88%<br>1        | 0.00%<br>0 | 0.00%<br>0     | 17    |
| Technical ability of this staff person   | 82.35%<br>14   | 11.76%<br>2        | 0.00%<br>0            | 5.88%<br>1        | 0.00%<br>0 | 0.00%<br>0     | 17    |
| How long you had to wait for this staff person   | 47.06%<br>8    | 35.29%<br>6        | 0.00%<br>0            | 5.88%<br>1        | 5.88%<br>1 | 5.88%<br>1     | 17    |
| Professionalism of this staff person   | 88.24%<br>15   | 5.88%<br>1         | 0.00%<br>0            | 5.88%<br>1        | 0.00%<br>0 | 0.00%<br>0     | 17    |
| How well this staff person provided relevant code sections, handouts or other applicable materials | 64.71%<br>11   | 17.65%<br>3        | 0.00%<br>0            | 5.88%<br>1        | 5.88%<br>1 | 5.88%<br>1     | 17    |

| # | Please share any other thoughts regarding this staff person | Date               |
|---|---|--------------------|
| 1 | professional and helpful                                    | 5/3/2014 7:51 AM   |
| 2 | They should all be wearing tuxedos.                         | 4/21/2014 12:08 PM |
| 3 | Good group of planners                                      | 4/17/2014 1:17 PM  |



**Q21 During your most recent project or permit experience, did you interact with a Public Works and/or Stormwater representative?**

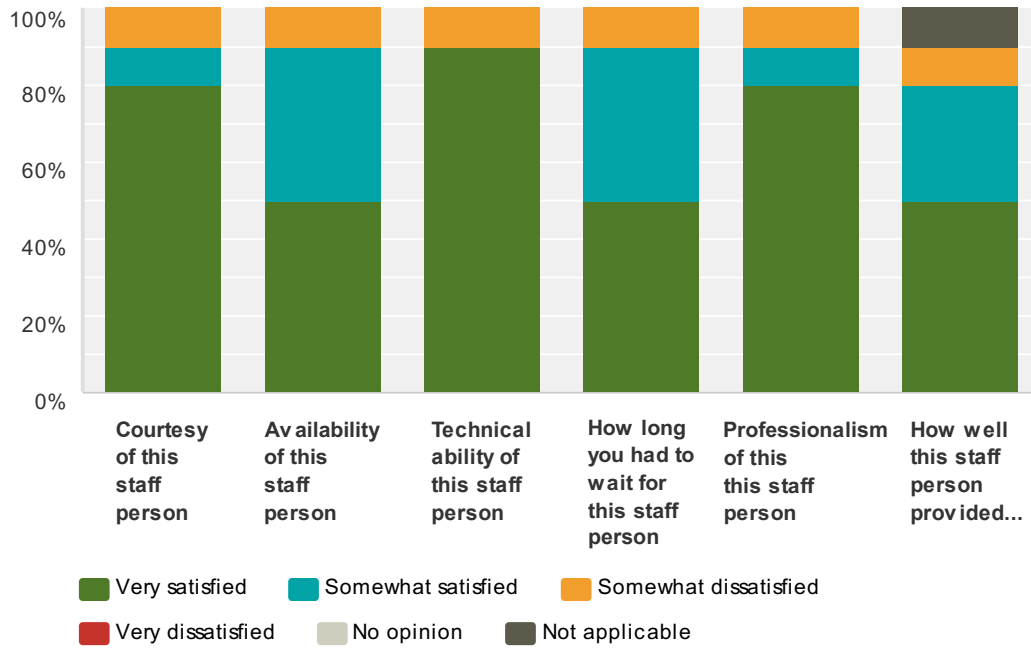
Answered: 54 Skipped: 8



| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes            | 18.52%    | 10        |
| No             | 81.48%    | 44        |
| I don't know   | 0.00%     | 0         |
| <b>Total</b>   |           | <b>54</b> |

### Q22 Please rate your satisfaction with the service you received from the Public Works and/or Stormwater representative.

Answered: 10 Skipped: 52

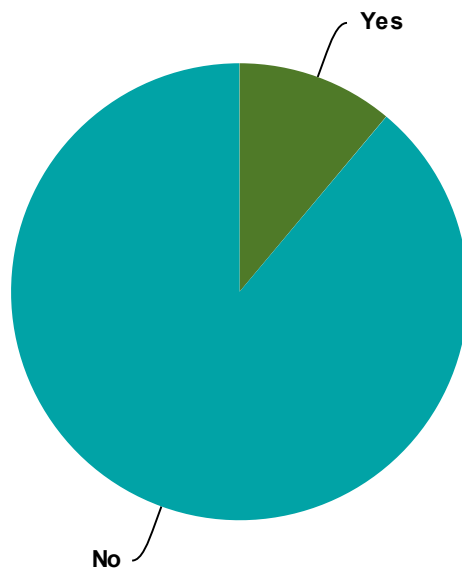


|  | Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied | No opinion | Not applicable | Total |
|--|----------------|--------------------|-----------------------|-------------------|------------|----------------|-------|
| Courtesy of this staff person  | 80.00%<br>8    | 10.00%<br>1        | 10.00%<br>1           | 0.00%<br>0        | 0.00%<br>0 | 0.00%<br>0     | 10    |
| Availability of this staff person  | 50.00%<br>5    | 40.00%<br>4        | 10.00%<br>1           | 0.00%<br>0        | 0.00%<br>0 | 0.00%<br>0     | 10    |
| Technical ability of this staff person   | 90.00%<br>9    | 0.00%<br>0         | 10.00%<br>1           | 0.00%<br>0        | 0.00%<br>0 | 0.00%<br>0     | 10    |
| How long you had to wait for this staff person   | 50.00%<br>5    | 40.00%<br>4        | 10.00%<br>1           | 0.00%<br>0        | 0.00%<br>0 | 0.00%<br>0     | 10    |
| Professionalism of this staff person   | 80.00%<br>8    | 10.00%<br>1        | 10.00%<br>1           | 0.00%<br>0        | 0.00%<br>0 | 0.00%<br>0     | 10    |
| How well this staff person provided relevant code sections, handouts or other applicable materials | 50.00%<br>5    | 30.00%<br>3        | 10.00%<br>1           | 0.00%<br>0        | 0.00%<br>0 | 10.00%<br>1    | 10    |

| # | Please share any other thoughts regarding this staff person | Date               |
|---|---|--------------------|
| 1 | Gave me good solutions.                                     | 4/21/2014 12:08 PM |
| 2 | Was very knowledgeable and easy to work with.               | 4/18/2014 1:24 PM  |

**Q23 During your most recent project or permit experience, did you interact with a Fire Department representative?**

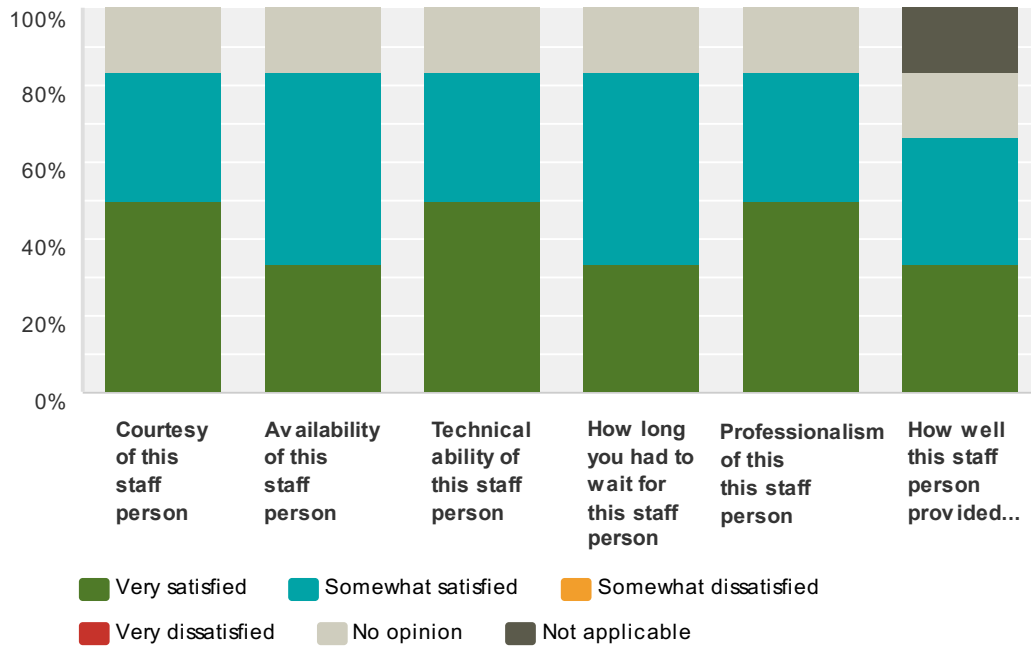
Answered: 54 Skipped: 8



| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes            | 11.11%    | 6         |
| No             | 88.89%    | 48        |
| I don't know   | 0.00%     | 0         |
| <b>Total</b>   |           | <b>54</b> |

### Q24 Please rate your satisfaction with the service you received from the Fire Department representative.

Answered: 6 Skipped: 56

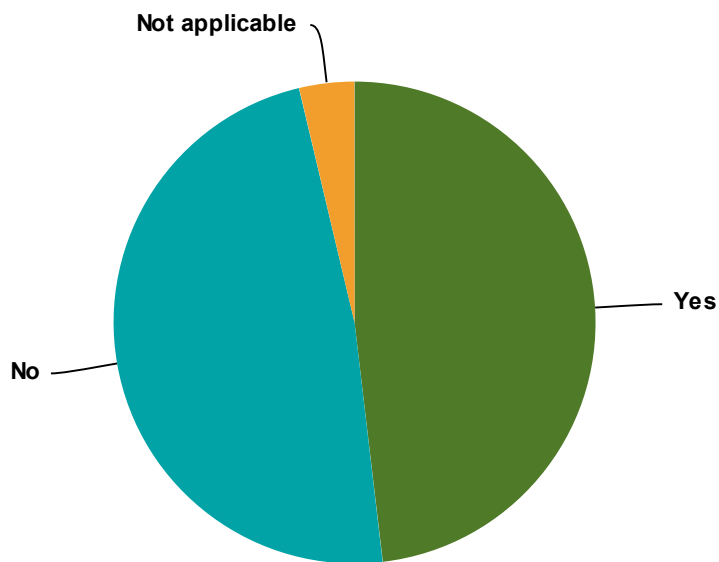


|  | Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied | No opinion  | Not applicable | Total |
|--|----------------|--------------------|-----------------------|-------------------|-------------|----------------|-------|
| Courtesy of this staff person  | 50.00%<br>3    | 33.33%<br>2        | 0.00%<br>0            | 0.00%<br>0        | 16.67%<br>1 | 0.00%<br>0     | 6     |
| Availability of this staff person  | 33.33%<br>2    | 50.00%<br>3        | 0.00%<br>0            | 0.00%<br>0        | 16.67%<br>1 | 0.00%<br>0     | 6     |
| Technical ability of this staff person   | 50.00%<br>3    | 33.33%<br>2        | 0.00%<br>0            | 0.00%<br>0        | 16.67%<br>1 | 0.00%<br>0     | 6     |
| How long you had to wait for this staff person   | 33.33%<br>2    | 50.00%<br>3        | 0.00%<br>0            | 0.00%<br>0        | 16.67%<br>1 | 0.00%<br>0     | 6     |
| Professionalism of this staff person   | 50.00%<br>3    | 33.33%<br>2        | 0.00%<br>0            | 0.00%<br>0        | 16.67%<br>1 | 0.00%<br>0     | 6     |
| How well this staff person provided relevant code sections, handouts or other applicable materials | 33.33%<br>2    | 33.33%<br>2        | 0.00%<br>0            | 0.00%<br>0        | 16.67%<br>1 | 16.67%<br>1    | 6     |

| # | Please share any other thoughts regarding this staff person | Date |
|---|---|------|
|   | There are no responses.                                     |      |

**Q25 At this time in your most recent project or permit experience, have you had any permit inspections?**

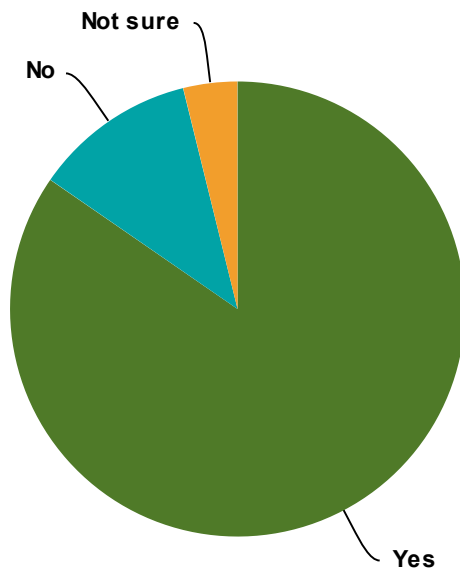
Answered: 54 Skipped: 8



| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes            | 48.15%    | 26        |
| No             | 48.15%    | 26        |
| Not applicable | 3.70%     | 2         |
| <b>Total</b>   |           | <b>54</b> |

**Q26 Have you had any inspections from Building Services (ex. building, plumbing, mechanical and/or electrical inspections)?**

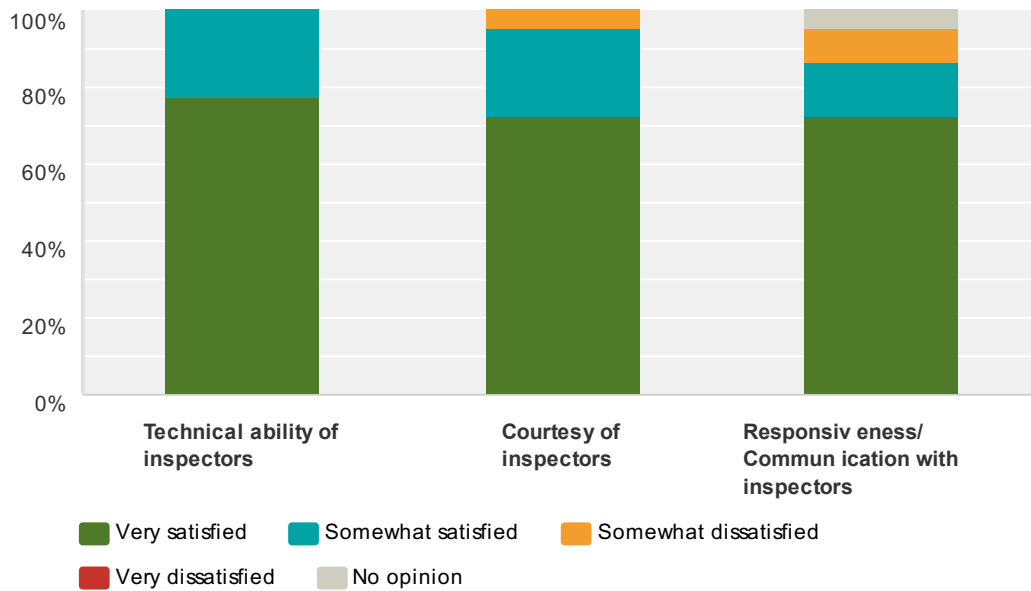
Answered: 26 Skipped: 36



| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes            | 84.62%    | 22        |
| No             | 11.54%    | 3         |
| Not sure       | 3.85%     | 1         |
| <b>Total</b>   |           | <b>26</b> |

### Q27 Please rate your satisfaction with the service you received from the Building Services inspector(s).

Answered: 22 Skipped: 40

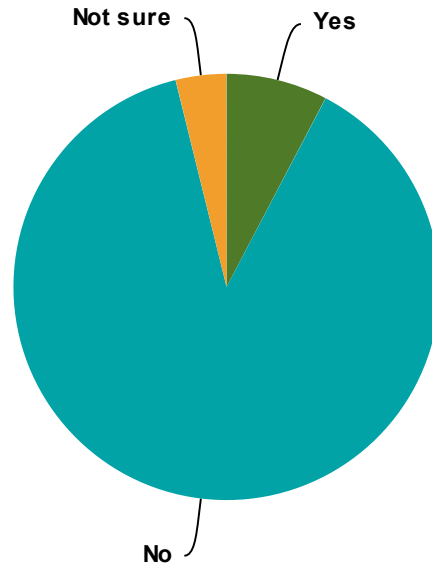


|  | Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied | No opinion | Total |
|--|----------------|--------------------|-----------------------|-------------------|------------|-------|
| Technical ability of inspectors              | 77.27%<br>17   | 22.73%<br>5        | 0.00%<br>0            | 0.00%<br>0        | 0.00%<br>0 | 22    |
| Courtesy of inspectors                       | 72.73%<br>16   | 22.73%<br>5        | 4.55%<br>1            | 0.00%<br>0        | 0.00%<br>0 | 22    |
| Responsiveness/Communication with inspectors | 72.73%<br>16   | 13.64%<br>3        | 9.09%<br>2            | 0.00%<br>0        | 4.55%<br>1 | 22    |

| # | Please share any other thoughts regarding this inspector | Date               |
|---|--|--------------------|
| 1 | Most helpful...  | 5/2/2014 3:48 PM   |
| 2 | great  | 4/17/2014 12:24 PM |

### Q28 Have you had any inspections from Planning?

Answered: 26 Skipped: 36

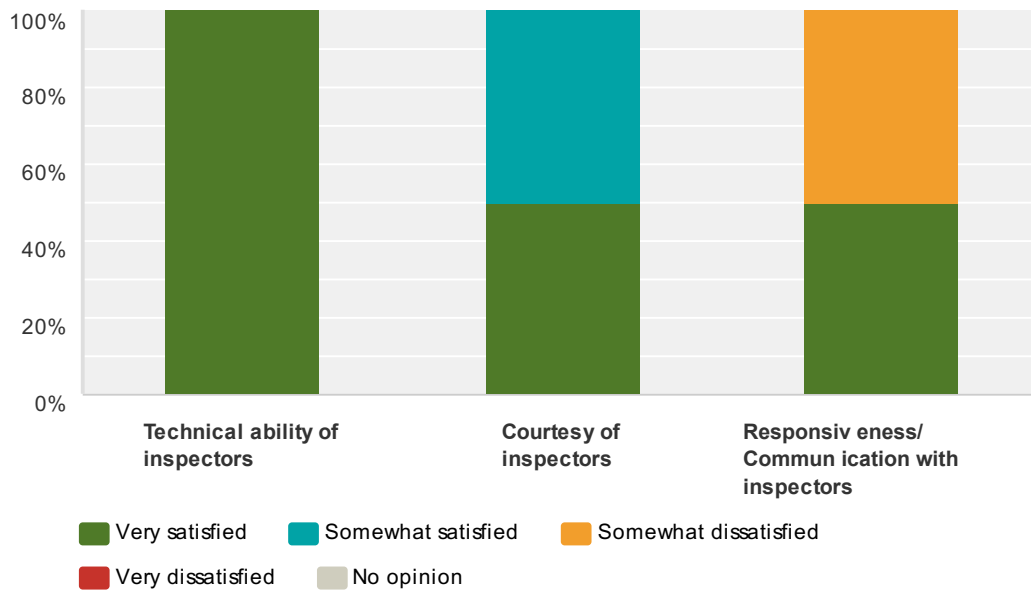


| Answer Choices | Responses |           |
|----------------|-----------|-----------|
| Yes            | 7.69%     | 2         |
| No             | 88.46%    | 23        |
| Not sure       | 3.85%     | 1         |
| <b>Total</b>   |           | <b>26</b> |



### Q29 Please rate your satisfaction with the service you received from the Planning inspector(s).

Answered: 2 Skipped: 60

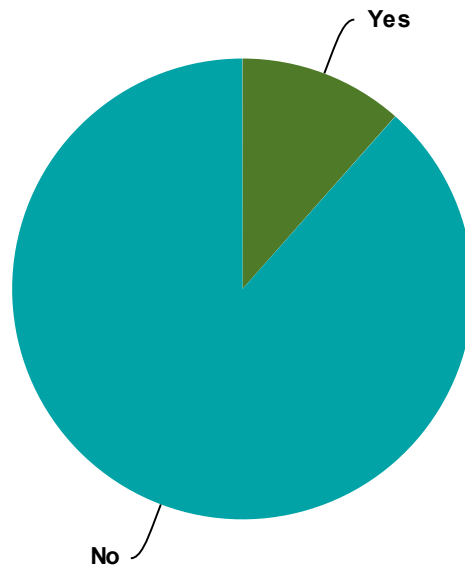


|  | Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied | No opinion | Total |
|--|----------------|--------------------|-----------------------|-------------------|------------|-------|
| Technical ability of inspectors              | 100.00%<br>2   | 0.00%<br>0         | 0.00%<br>0            | 0.00%<br>0        | 0.00%<br>0 | 2     |
| Courtesy of inspectors                       | 50.00%<br>1    | 50.00%<br>1        | 0.00%<br>0            | 0.00%<br>0        | 0.00%<br>0 | 2     |
| Responsiveness/Communication with inspectors | 50.00%<br>1    | 0.00%<br>0         | 50.00%<br>1           | 0.00%<br>0        | 0.00%<br>0 | 2     |

| # | Please share any other thoughts regarding this inspector | Date |
|---|--|------|
|   | There are no responses.                                  |      |

### Q30 Have you had any inspections from Public Works and/or Stormwater?

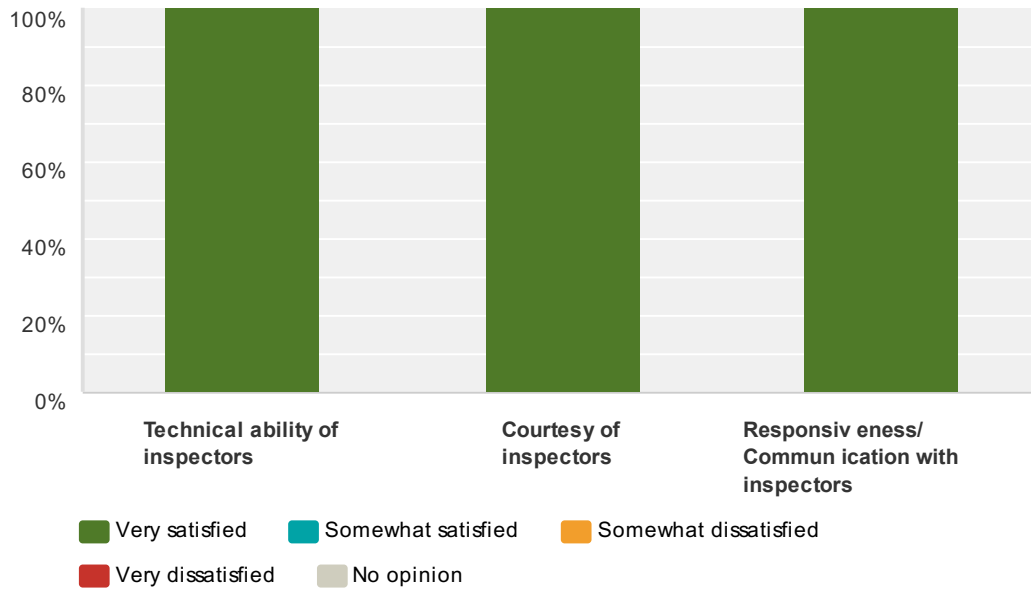
Answered: 26 Skipped: 36



| Answer Choices | Responses |
|----------------|-----------|
| Yes            | 11.54% 3  |
| No             | 88.46% 23 |
| Not sure       | 0.00% 0   |
| <b>Total</b>   | <b>26</b> |

### Q31 Please rate your satisfaction with the service you received from the Public Works and/or Stormwater inspector(s).

Answered: 3 Skipped: 59

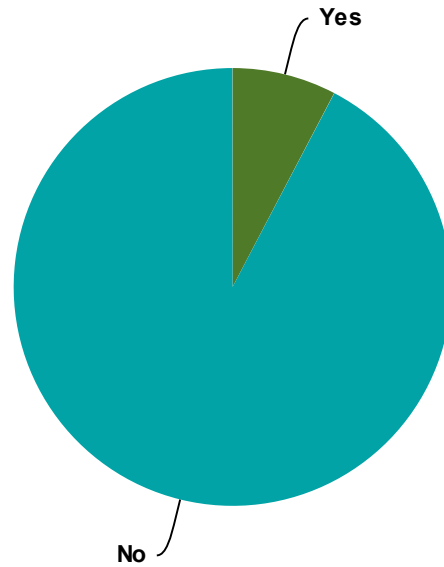


|  | Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied | No opinion | Total |
|--|----------------|--------------------|-----------------------|-------------------|------------|-------|
| Technical ability of inspectors              | 100.00%<br>3   | 0.00%<br>0         | 0.00%<br>0            | 0.00%<br>0        | 0.00%<br>0 | 3     |
| Courtesy of inspectors                       | 100.00%<br>3   | 0.00%<br>0         | 0.00%<br>0            | 0.00%<br>0        | 0.00%<br>0 | 3     |
| Responsiveness/Communication with inspectors | 100.00%<br>3   | 0.00%<br>0         | 0.00%<br>0            | 0.00%<br>0        | 0.00%<br>0 | 3     |

| # | Please share any other thoughts regarding this inspector | Date |
|---|--|------|
|   | There are no responses.                                  |      |

### Q32 Have you had any inspections from the Fire Department?

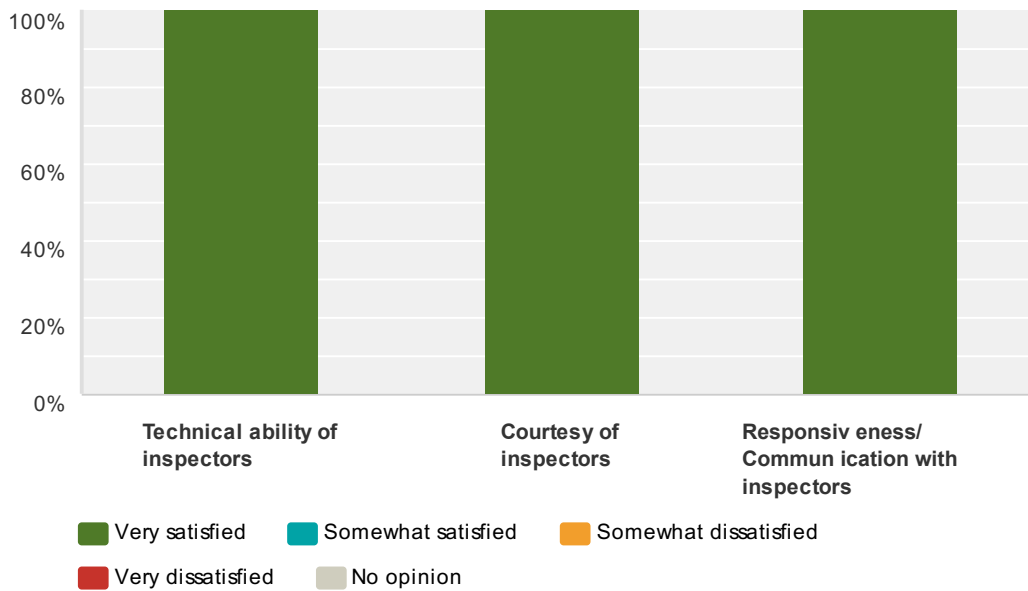
Answered: 26 Skipped: 36



| Answer Choices | Responses |
|----------------|-----------|
| Yes            | 7.69% 2   |
| No             | 92.31% 24 |
| Not sure       | 0.00% 0   |
| <b>Total</b>   | <b>26</b> |

### Q33 Please rate your satisfaction with the service you received from the Fire Department inspector(s).

Answered: 2 Skipped: 60

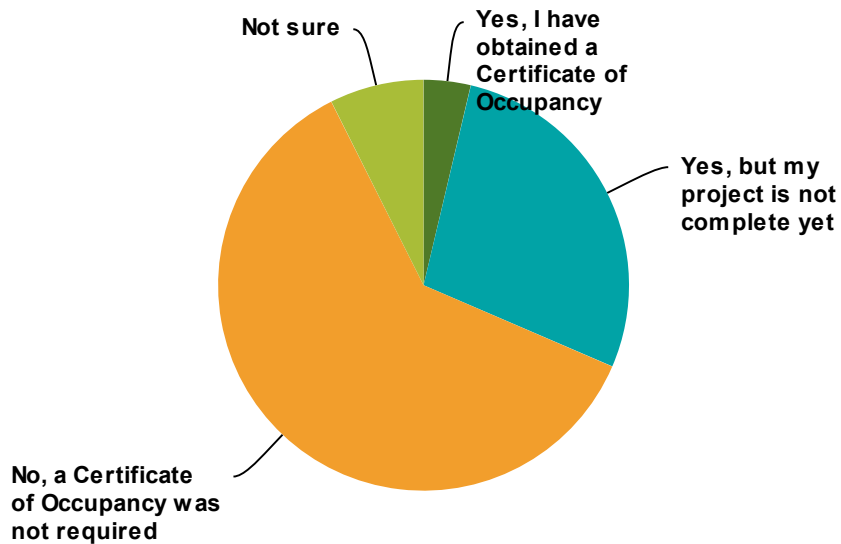


|  | Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied | No opinion | Total |
|--|----------------|--------------------|-----------------------|-------------------|------------|-------|
| Technical ability of inspectors              | 100.00%<br>2   | 0.00%<br>0         | 0.00%<br>0            | 0.00%<br>0        | 0.00%<br>0 | 2     |
| Courtesy of inspectors                       | 100.00%<br>2   | 0.00%<br>0         | 0.00%<br>0            | 0.00%<br>0        | 0.00%<br>0 | 2     |
| Responsiveness/Communication with inspectors | 100.00%<br>2   | 0.00%<br>0         | 0.00%<br>0            | 0.00%<br>0        | 0.00%<br>0 | 2     |

| # | Please share any other thoughts regarding this inspector | Date               |
|---|--|--------------------|
| 1 | very good  | 4/17/2014 12:24 PM |

### Q34 Does/did your most recent project or permit experience require the issuance of a Certificate of Occupancy?

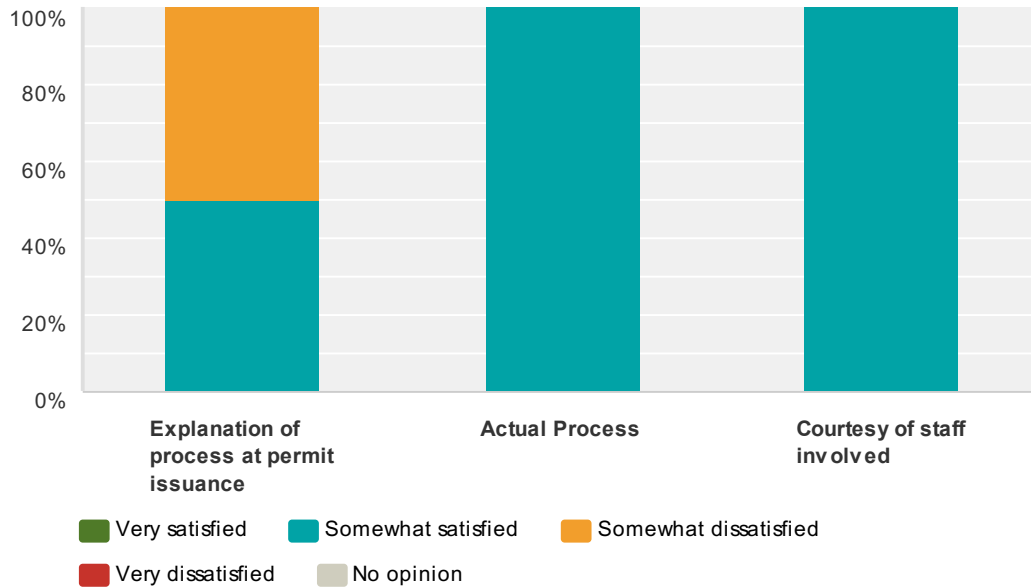
Answered: 54 Skipped: 8



| Answer Choices                                  | Responses |
|---|-----------|
| Yes, I have obtained a Certificate of Occupancy | 3.70% 2   |
| Yes, but my project is not complete yet         | 27.78% 15 |
| No, a Certificate of Occupancy was not required | 61.11% 33 |
| Not sure  | 7.41% 4   |
| <b>Total</b>                                    | <b>54</b> |

### Q35 Please rate your satisfaction with the Certificate of Occupancy process.

Answered: 2 Skipped: 60



|   | Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied | No opinion | Total |
|---|----------------|--------------------|-----------------------|-------------------|------------|-------|
| Explanation of process at permit issuance | 0.00%<br>0     | 50.00%<br>1        | 50.00%<br>1           | 0.00%<br>0        | 0.00%<br>0 | 2     |
| Actual Process                            | 0.00%<br>0     | 100.00%<br>2       | 0.00%<br>0            | 0.00%<br>0        | 0.00%<br>0 | 2     |
| Courtesy of staff involved                | 0.00%<br>0     | 100.00%<br>2       | 0.00%<br>0            | 0.00%<br>0        | 0.00%<br>0 | 2     |

| # | Please share any other thoughts regarding this process  | Date               |
|---|---|--------------------|
| 1 | I only picked up the certificate of occupancy without any real discussion.                        | 4/17/2014 1:22 PM  |
| 2 | seems like an added layer that could use more clarity as to why city does it and benefit for such | 4/17/2014 12:25 PM |

# Permit Center Survey

## Q36 Is there anything else you'd like to share about your experience with the Permit Center?

Answered: 13 Skipped: 49

| #  | Responses   | Date              |
|----|---|-------------------|
| 1  | A suggestion: regarding the plan review letter, when revisions are required, only the department with corrections is listed. I think it would be good to list every department & if there are no corrections required then it would simply indicate "approved" by that department.  | 5/5/2014 8:32 AM  |
| 2  | The current turn around time for the permitting is excellent. Bin bump up used to be a great incentive of encouraging people to register their projects as 'built-green' but now that this doesn't really apply, I wonder if there's any other incentives for green building through the permitting process.  | 5/3/2014 7:54 AM  |
| 3  | XXXX is fantastic don't ever lose her.  | 5/2/2014 3:26 PM  |
| 4  | Very slow and did not meet the 7 day deadline. Had to chase down one of the representatives for a simple project like a deck replacement. Not remodel but replacement - same deck just new materials. Took over 9 days to get the permit.   | 4/18/2014 1:26 PM |
| 5  | I really appreciate the 3 timeline options for permits. Mine qualified for a 7 day turn around as opposed to waiting in line behind more extensively reviewed permits. Great system that I hope neighboring counties will implement someday.  | 4/17/2014 8:46 PM |
| 6  | The permit process was smooth and I really appreciate the capability of submitting and getting the permit via mail.   | 4/17/2014 5:32 PM |
| 7  | Overall, a great bunch of people that are very helpful and are concerned about the outcome of the project.  | 4/17/2014 3:25 PM |
| 8  | Examiner/reviewer was not at all reasonable, more training needed. Examiner did not take the time understand the engineers drawings and made unreasonable demands that all drawings must be redone even though the technicians assured us that what we had was okay.  | 4/17/2014 3:13 PM |
| 9  | No  | 4/17/2014 2:05 PM |
| 10 | Bellingham Permit Center is a step ahead of other jurisdictions. They are very productive and treat the customer with respect. I am never anxious to go in and the magazine selection is great!   | 4/17/2014 1:25 PM |
| 11 | I know this may be out of your control, but there needs to be a better place to weave in 24x36 sheets into existing drawing sets, the conference room provided is too small when clients have more than one set and more than 5 drawings to replace. It also becomes even more cumbersome when you've also got the various staplers, tools, and other devices present. Just something to think about. | 4/17/2014 1:24 PM |
| 12 | The staff is friendly and courteous. I enjoy the interaction with them. ( very professional)  | 4/17/2014 1:09 PM |
| 13 | The Plans Examiner and Permit Technician were very pleasant to work with. I was able to be permit ready 10 days before my planned schedule based off of preliminary information. Helpful!   | 4/17/2014 1:03 PM |