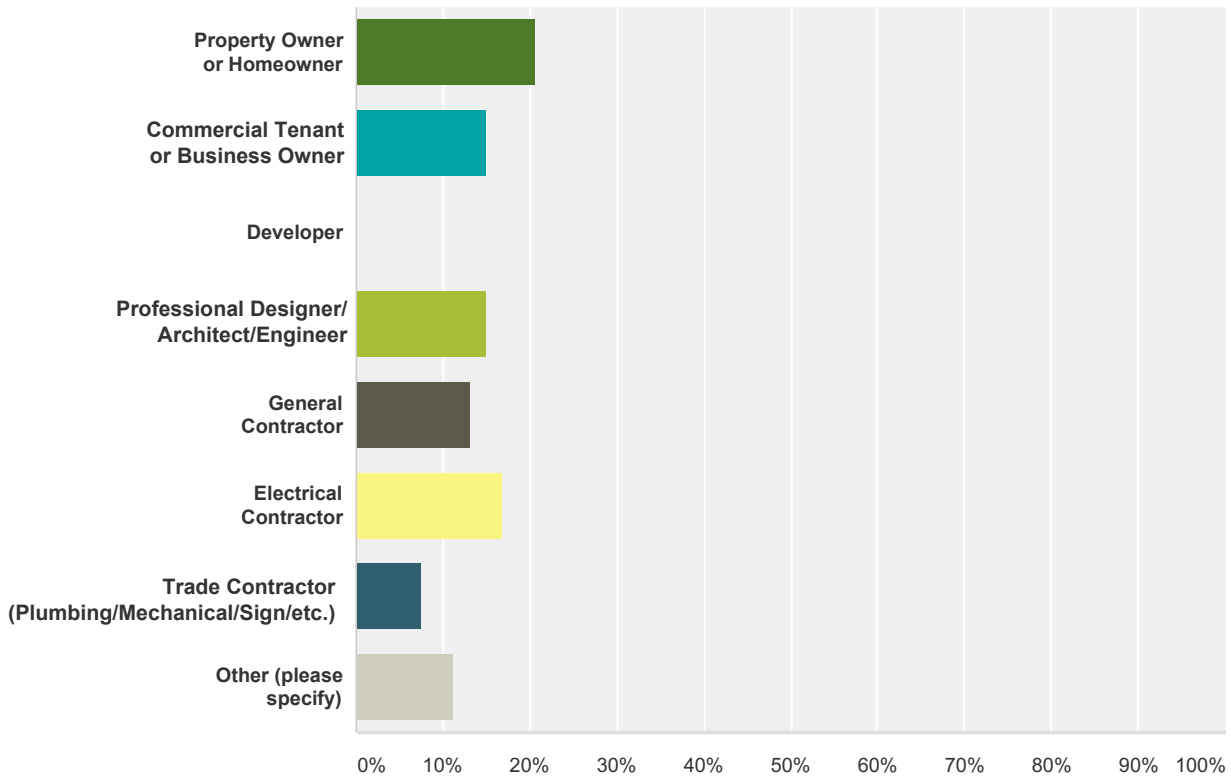


Q1 Which of the following best describes you as a user of the Permit Center?

Answered: 53 Skipped: 0



Answer Choices	Responses
Property Owner or Homeowner	20.75% 11
Commercial Tenant or Business Owner	15.09% 8
Developer	0.00% 0
Professional Designer/Architect/Engineer	15.09% 8
General Contractor	13.21% 7
Electrical Contractor	16.98% 9
Trade Contractor (Plumbing/Mechanical/Sign/etc.)	7.55% 4
Other (please specify)	11.32% 6
Total	53

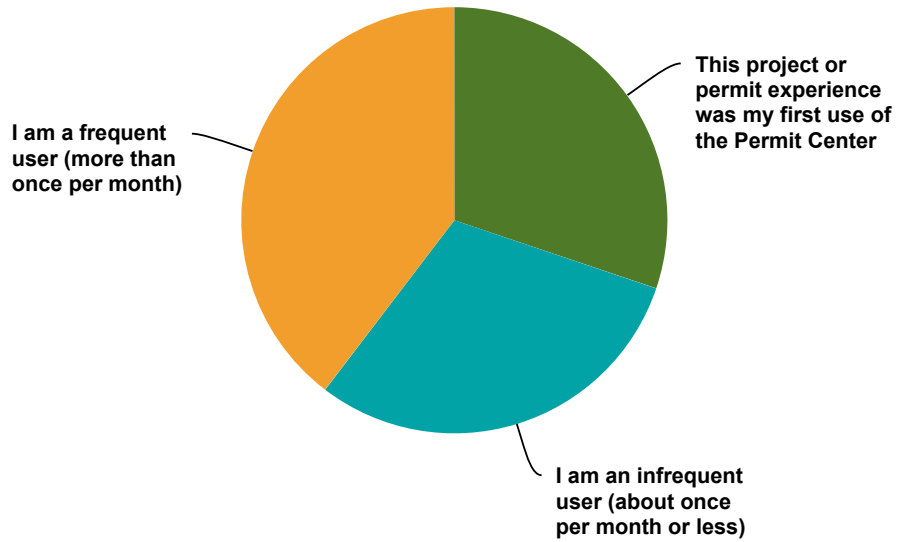
#	Other (please specify)	Date
1	community org	8/10/2014 3:22 PM
2	Church Project	8/7/2014 10:14 AM
3	asphalt	8/7/2014 6:17 AM

Permit Center Survey

4	project manager/ Bldg Encl Inspector	8/6/2014 6:32 PM
5	Tent rental contractor	8/6/2014 3:41 PM
6	temperary structure (tenting)	8/6/2014 2:32 PM

Q2 How often do you use the Permit Center?

Answered: 53 Skipped: 0

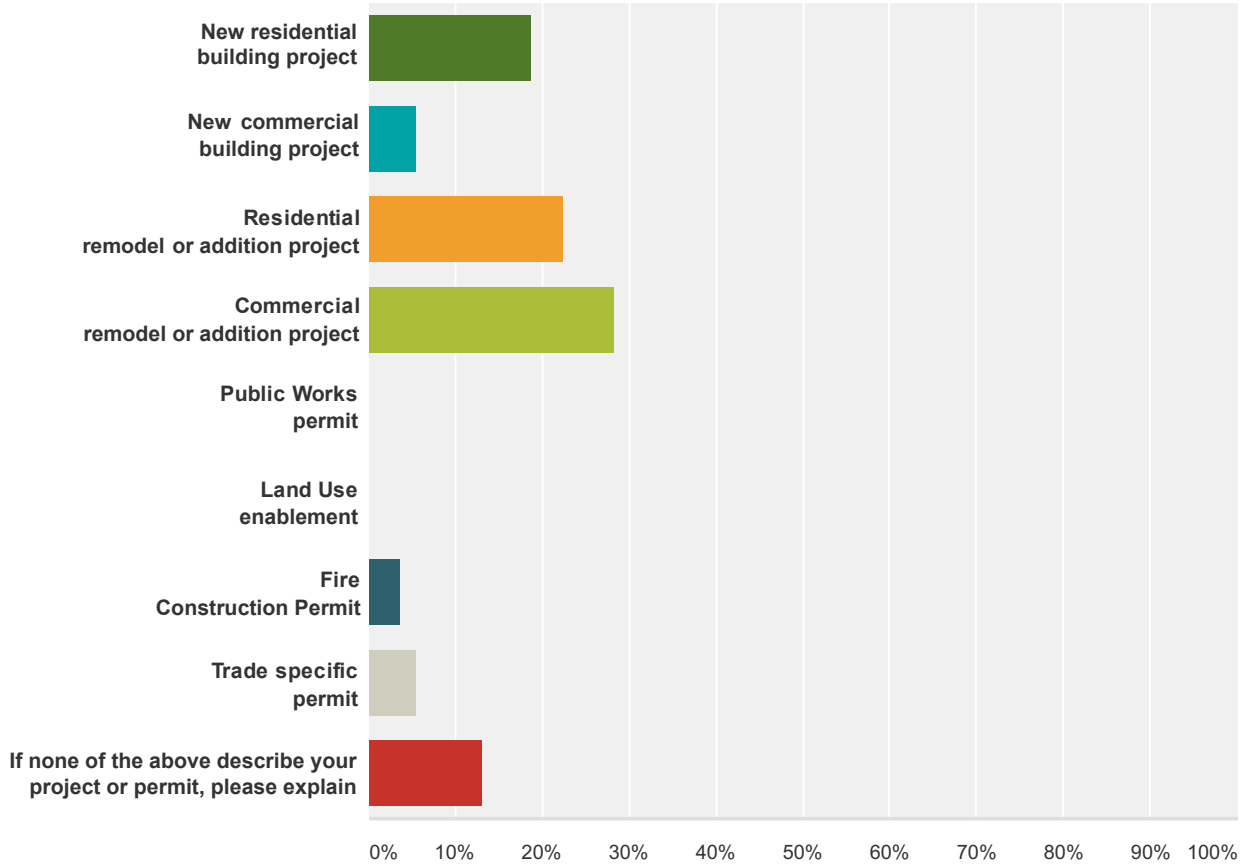


Answer Choices	Responses	
This project or permit experience was my first use of the Permit Center	30.19%	16
I am an infrequent user (about once per month or less)	30.19%	16
I am a frequent user (more than once per month)	39.62%	21
Total		53

Permit Center Survey

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

Answered: 53 Skipped: 0



Answer Choices	Responses
New residential building project (including new residential accessory buildings like garages and sheds)	18.87% 10
New commercial building project	5.66% 3
Residential remodel or addition project	22.64% 12
Commercial remodel or addition project	28.30% 15
Public Works permit (ex. temporary right-of-way use permit, stormwater permit)	1.89% 1
Land Use enablement (ex. conditional use permit, subdivision, grading, home occupation)	0.00% 0
Fire Construction permit (ex. fire sprinkler or alarm)	3.77% 2
Trade specific permit (ex. plumbing, mechanical, electrical)	5.66% 3
If none of the above describe your project or permit, please explain:	13.21% 7
Total	53

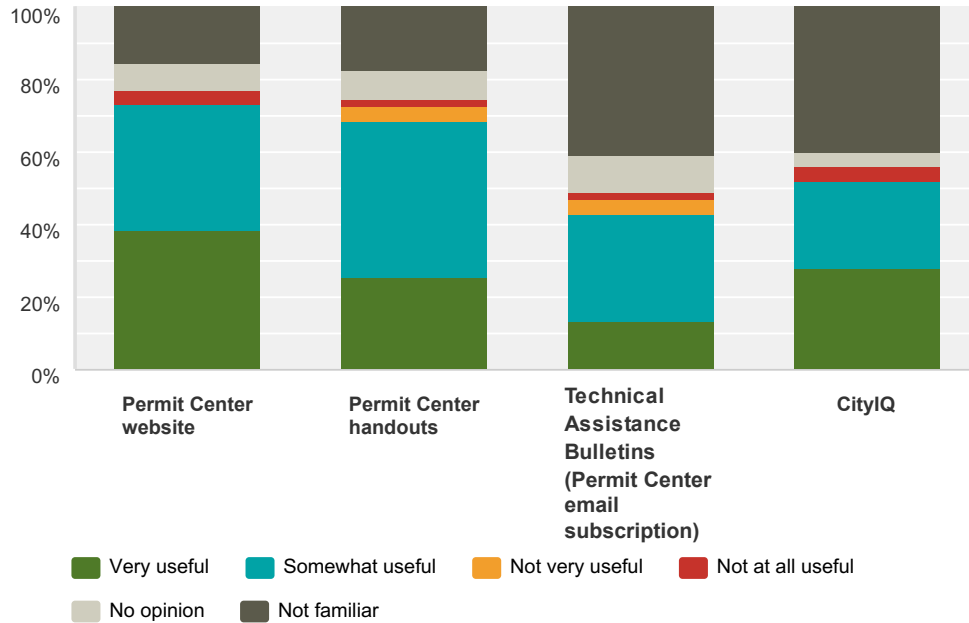
Permit Center Survey

#	If none of the above describe your project or permit, please explain:	Date
1	community event	8/10/2014 3:22 PM
2	telecom - wireless facility	8/7/2014 10:34 AM
3	Building repair	8/7/2014 8:30 AM
4	R&R asphalt maintenance	8/7/2014 6:17 AM
5	Condo Exterior Rehab Projects	8/6/2014 6:32 PM
6	temporary Membrane structure permit(s)	8/6/2014 3:41 PM
7	strip and reclad condominium	8/6/2014 2:23 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: 53 Skipped: 0

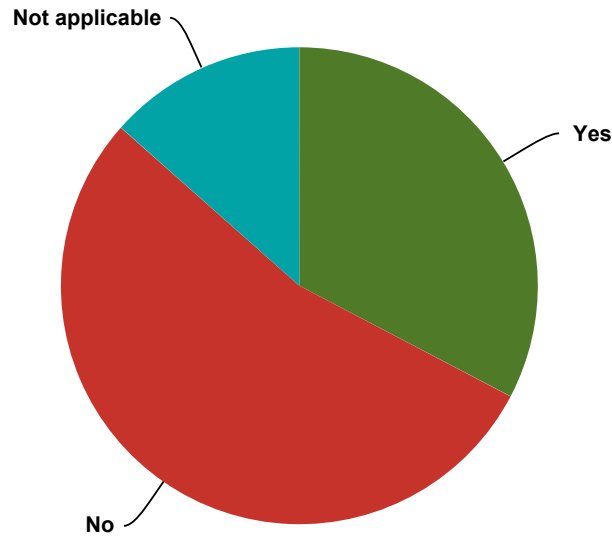


	Very useful	Somewhat useful	Not very useful	Not at all useful	No opinion	Not familiar	Total
Permit Center website	38.46% 20	34.62% 18	0.00% 0	3.85% 2	7.69% 4	15.38% 8	52
Permit Center handouts	25.49% 13	43.14% 22	3.92% 2	1.96% 1	7.84% 4	17.65% 9	51
Technical Assistance Bulletins (Permit Center email subscription)	13.73% 7	29.41% 15	3.92% 2	1.96% 1	9.80% 5	41.18% 21	51
CityIQ	28.00% 14	24.00% 12	0.00% 0	4.00% 2	4.00% 2	40.00% 20	50

#	Please share any suggestions to make the above resources more useful	Date
1	courteous education to applicants of available resources	8/16/2014 11:18 AM
2	XXXX is wonderful -he does his job perfect and helped me -I am in California and it sometimes is difficult to be in another state and get a permit--your city makes an effort to help	8/10/2014 7:35 AM
3	We would love an online permit process!	8/7/2014 9:45 AM
4	Navigating website is still difficult	8/7/2014 8:11 AM
5	you require a permit and storm water plan for anything over 300 ft many other over the top regulations which are not required by everyone. If I am the only one getting this ridiculous permit adding 25% to some jobs I just priced myself out of a job. This as well as some other anti business bellingham practices are why our business has left Bellingham to work somewhere more friendly.	8/7/2014 6:22 AM

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: 52 Skipped: 1



Answer Choices	Responses	
Yes	32.69%	17
No	53.85%	28
Not applicable	13.46%	7
Total		52

Permit Center Survey

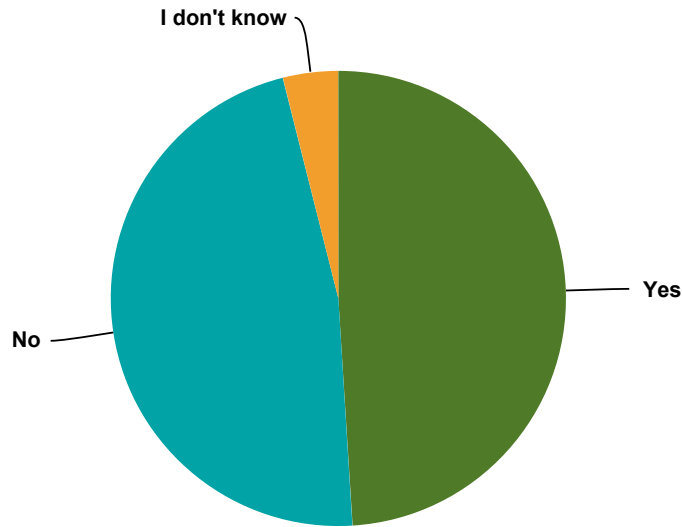
Q6 What technological improvements would you like to see in the Permit Center?

Answered: 19 Skipped: 34

#	Responses	Date
1	purchase permits online like L & I electrical	9/12/2014 2:31 PM
2	everything seems to be ok at present time	8/21/2014 12:48 PM
3	Better Planning and Community Department contacts listing.	8/19/2014 8:18 AM
4	Electronic permit application	8/10/2014 8:34 PM
5	I think you are doing it right--I have never had a better more informed experience with a building department.	8/10/2014 7:37 AM
6	speed	8/7/2014 9:08 PM
7	Online permits	8/7/2014 9:46 AM
8	PDF permit submissions	8/7/2014 8:11 AM
9	worked well as is	8/7/2014 6:44 AM
10	you are all about that!!! more money more money more money. + waste time	8/7/2014 6:24 AM
11	Nothing really needed that would enhance an already great program. Maybe if I were tracking multiple permits, I might like to see a workflow stage indicator, but otherwise, it's fine as is.	8/6/2014 7:32 PM
12	on-line issue of permits vice going to pick up	8/6/2014 3:44 PM
13	contractor deposit accounts to purchase permits on line.	8/6/2014 3:19 PM
14	Online permitting/plan rooms/payments	8/6/2014 2:55 PM
15	quicker response time for city IQ system. at times very slow	8/6/2014 2:40 PM
16	not sure	8/6/2014 2:34 PM
17	Electronic permit plan submissions	8/6/2014 2:31 PM
18	paperless application	8/6/2014 2:30 PM
19	online permitting with credit card payment option	8/6/2014 2:26 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).

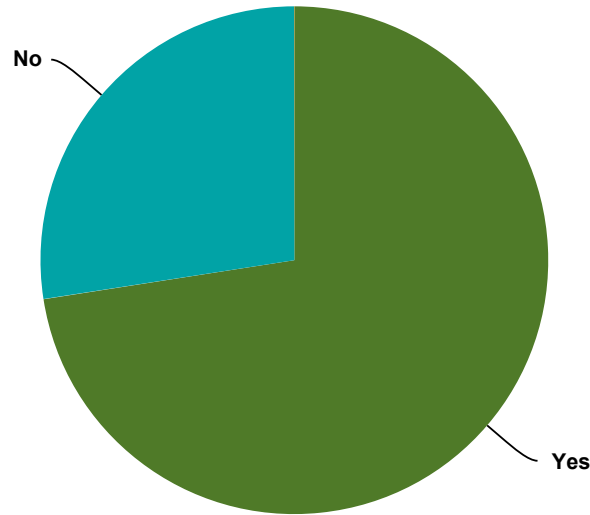
Answered: 51 Skipped: 2



Answer Choices	Responses	
Yes	49.02%	25
No	47.06%	24
I don't know	3.92%	2
Total		51

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")

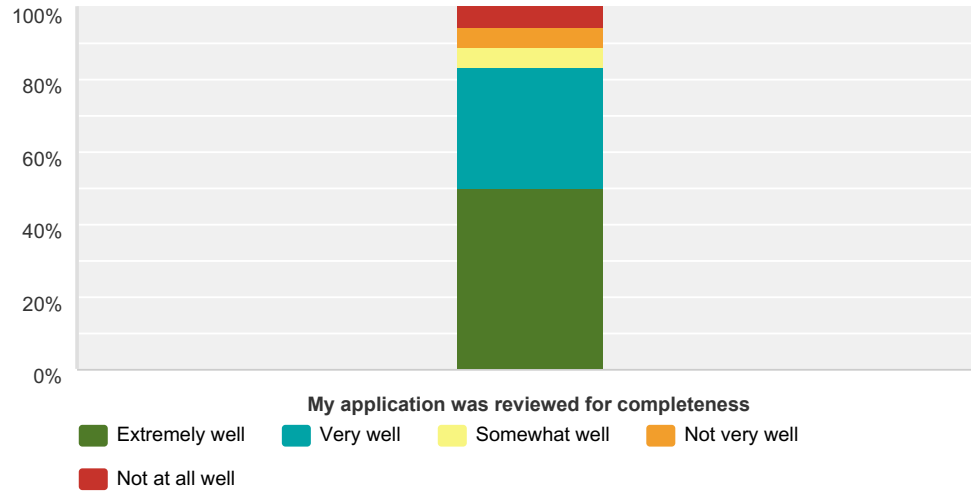
Answered: 51 Skipped: 2



Answer Choices	Responses	
Yes	72.55%	37
No	27.45%	14
I don't know	0.00%	0
Total		51

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

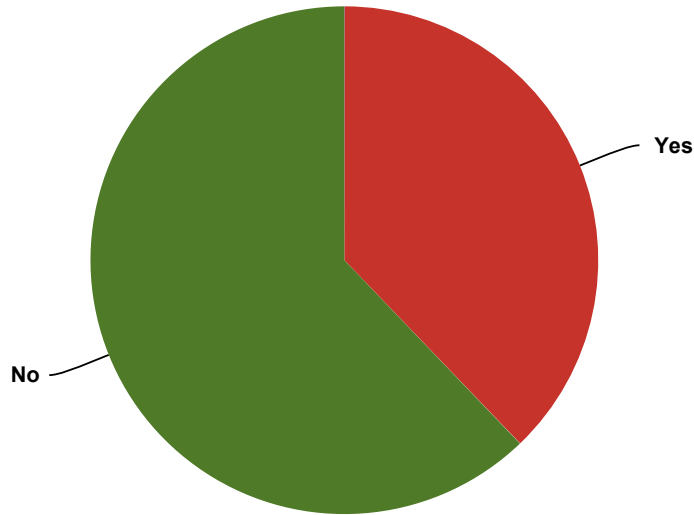
Answered: 36 Skipped: 17



	Extremely well	Very well	Somewhat well	Not very well	Not at all well	Total
My application was reviewed for completeness	50.00% 18	33.33% 12	5.56% 2	5.56% 2	5.56% 2	36

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: 37 Skipped: 16



Answer Choices	Responses	
Yes	37.84%	14
No	62.16%	23
Not applicable	0.00%	0
Total		37

Permit Center Survey

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

Answered: 12 Skipped: 41

#	Responses	Date
1	Plans were submitted under the 2012 IBC. Upon further review I resubmitted under the 2014 Existing Building code saving the client several thousand dollars not to mention difficult construction. The permit department said they are "not supposed" to suggest using the Existing Building code. Why is that? Why aren't we on the same team?	9/2/2014 11:24 AM
2	Code compliance interpretation issues that were eventually sorted out through the help of contacts made prior to the permit submittal (XXXX and XXXX) who ended up not being involved in the actual plan review.	8/19/2014 8:23 AM
3	energy code compliance	8/16/2014 5:53 PM
4	Let's start with common sense. "Change of Use" triggered several issues despite no change necessary to the physical structure. The cost to "comply" with "new" rules is stifling to the progress of small business.	8/16/2014 11:26 AM
5	XXXX is very confrontational. and definitely unprofessional everyone else was great	8/12/2014 1:14 AM
6	Planning department continual changes in what would be required and excepted. very frustrating and for several projects!	8/8/2014 9:37 AM
7	Project valuation throwing a red flag causing major issue with flood plain review. Much time was lost.	8/7/2014 9:13 PM
8	Two items came up on review letter that were internal issues at COB and were resolved via email.	8/7/2014 8:13 AM
9	small changes to the plans that do not have anything to do with codes, Every couple of weeks someone new would look at the plans and decide they needed something else added or changed.	8/6/2014 2:54 PM
10	See different permit people each time and they all come up with different items needed.	8/6/2014 2:32 PM
11	erosion control plan that we did not think we needed.	8/6/2014 2:24 PM
12	Ongoing issued with private road improvements were added to the project.	7/20/2014 7:44 PM

Permit Center Survey

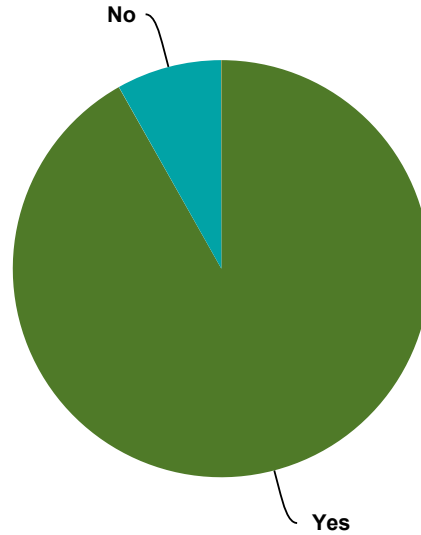
Q12 Do you have any suggestions for what staff could have done to prevent the above issue(s)?

Answered: 10 Skipped: 43

#	Responses	Date
1	Give known suggestions to help lower construction/permit costs.	9/2/2014 11:24 AM
2	Better communication.	8/19/2014 8:23 AM
3	could have educated me at time of submission regarding insulation requirements for my project	8/16/2014 5:53 PM
4	Take the time to familiarize yourself with the building and business you are reviewing. The city should be facilitating the growth of small business. Use common sense decision making. Act like you have some responsibility and accountability to citizen tax payers applying for permits.	8/16/2014 11:26 AM
5	don't have XXXX on the counter and don't have him do inspections .put him in a dark corner somewhere where he can not talk or see anybody	8/12/2014 1:14 AM
6	Have a list of clear requirements and make them reasonable (NVPA) and don't think that your the only people that know good design are planners!	8/8/2014 9:37 AM
7	knowing about the threshold (at 50%) for "substantial improvements" would have eliminated major setbacks and dollars wasted.	8/7/2014 9:13 PM
8	Have someone go through the plans after they are received, if changes need to be made, provide a complete list of all the changes needed.	8/6/2014 2:54 PM
9	Have them all on the same page!	8/6/2014 2:32 PM
10	Spend more time in the preliminary phases addressing specific details with the project opposed to generalizing their intended requirements.	7/20/2014 7:44 PM

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

Answered: 49 Skipped: 4

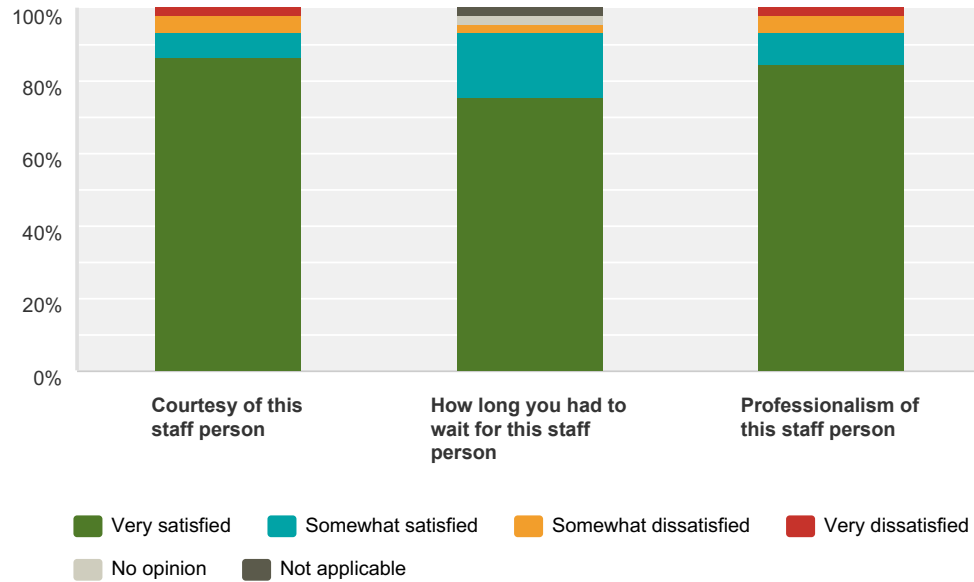


Answer Choices	Responses	
Yes	91.84%	45
No	8.16%	4
I don't know	0.00%	0
Total		49

Permit Center Survey

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

Answered: 45 Skipped: 8



	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Not applicable	Total
Courtesy of this staff person	86.67% 39	6.67% 3	4.44% 2	2.22% 1	0.00% 0	0.00% 0	45
How long you had to wait for this staff person	75.56% 34	17.78% 8	2.22% 1	0.00% 0	2.22% 1	2.22% 1	45
Professionalism of this staff person	84.44% 38	8.89% 4	4.44% 2	2.22% 1	0.00% 0	0.00% 0	45

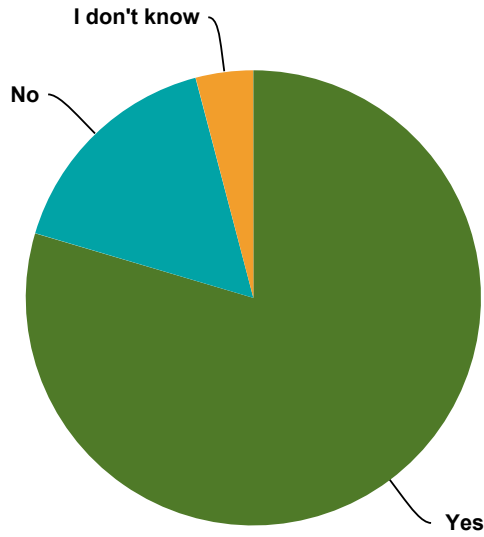
#	Please share any other thoughts regarding this staff person	Date
1	rude	9/12/2014 2:33 PM
2	there is one person there that is always rude. don't know her name. XXXX, usually only there during lunch?	8/21/2014 11:59 AM
3	friendly and prompt	8/16/2014 5:54 PM
4	I felt like a nuisance for asking simple questions about what was required of me. I was/am ignorant of the permitting process and would appreciate some courteous guidance.	8/16/2014 11:29 AM
5	great	8/12/2014 1:15 AM
6	the friendliness of this person kind of sets the tone for the whole permit experience. Some people are great, others kind of crabby	8/11/2014 11:12 AM
7	XXXX answered emails almost immediately with accurate information about the project (burlington coat factory) he returned all calls answered all emails he had accurate current information -I felt that he really cared about the project (I know cared might not be the correct word but --he got back to me immediately) He was great there were no surprises--he responded quickly --was well informed from the beginning and gave me all the information I needed to start the project--I wish more retailers (I am a permit expeditor for many many retailers) would remodel or build in your city	8/10/2014 7:44 AM

Permit Center Survey

8	The younger woman is quite pleasant. The older lady...slightly less pleasant, but still professional.	8/7/2014 9:15 PM
9	Attractive and warm personality set the tone for the rest of the process	8/6/2014 7:33 PM
10	Extremely professional,courteous,and helpfull	8/6/2014 2:56 PM
11	Very impressed with quality of service!	8/6/2014 2:37 PM
12	Your receptionist is awesome	8/6/2014 2:34 PM

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

Answered: 49 Skipped: 4

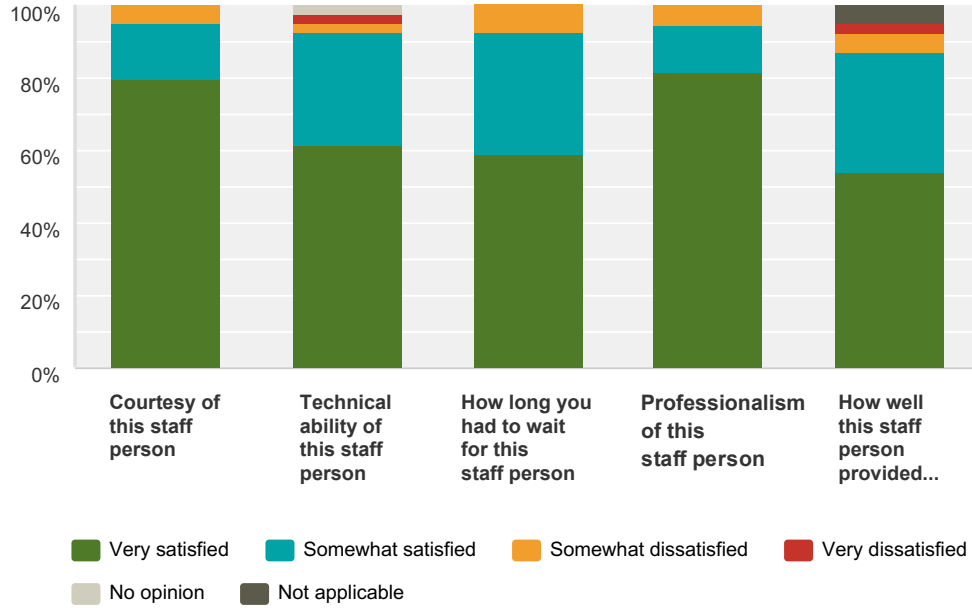


Answer Choices	Responses	
Yes	79.59%	39
No	16.33%	8
I don't know	4.08%	2
Total		49

Permit Center Survey

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

Answered: 39 Skipped: 14

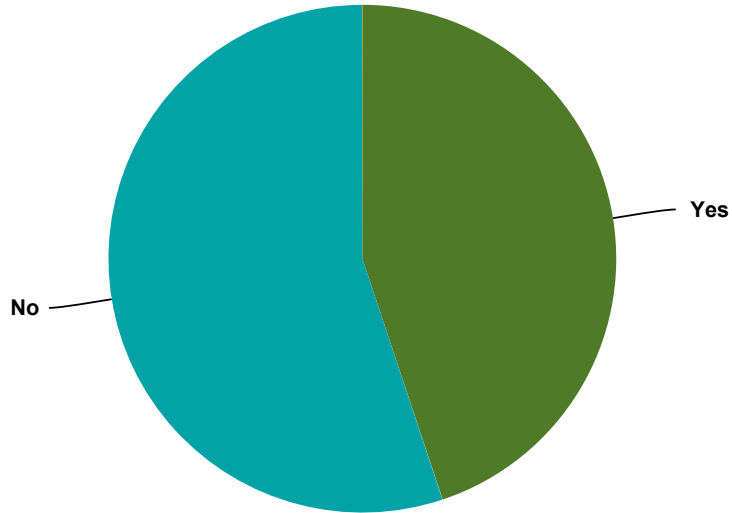


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Not applicable	Total
Courtesy of this staff person	79.49% 31	15.38% 6	5.13% 2	0.00% 0	0.00% 0	0.00% 0	39
Technical ability of this staff person	61.54% 24	30.77% 12	2.56% 1	2.56% 1	2.56% 1	0.00% 0	39
How long you had to wait for this staff person	58.97% 23	33.33% 13	7.69% 3	0.00% 0	0.00% 0	0.00% 0	39
Professionalism of this staff person	81.58% 31	13.16% 5	5.26% 2	0.00% 0	0.00% 0	0.00% 0	38
How well this staff person provided relevant code sections, handouts or other applicable materials	53.85% 21	33.33% 13	5.13% 2	2.56% 1	0.00% 0	5.13% 2	39

#	Please share any other thoughts regarding this staff person	Date
1	XXXX is great!	8/11/2014 11:13 AM
2	XXXX (not sure on the spelling of the last name)-great great and again made the whole process flow very smooth	8/10/2014 7:46 AM
3	Have worked with 2 permit techs for my project. Both are great, one was able to make things happen and the other takes a lot of days off.	8/7/2014 9:17 PM
4	Very helpful & courteous!	8/7/2014 8:34 AM
5	All were very good to work with and helpful	8/6/2014 7:34 PM
6	Very helpful and informative	8/6/2014 2:33 PM

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

Answered: 49 Skipped: 4



Answer Choices	Responses	
Yes	44.90%	22
No	55.10%	27
I don't know	0.00%	0
Total		49

Permit Center Survey

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

Answered: 22 Skipped: 31

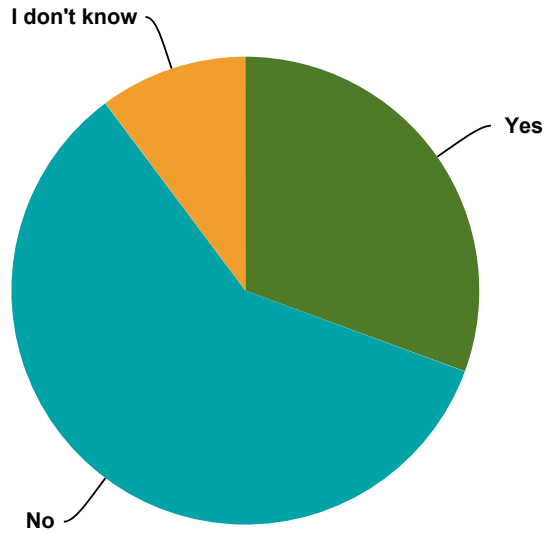


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Not applicable	Total
Courtesy of this staff person	81.82% 18	4.55% 1	4.55% 1	9.09% 2	0.00% 0	0.00% 0	22
Availability of this staff person	72.73% 16	9.09% 2	4.55% 1	9.09% 2	4.55% 1	0.00% 0	22
Technical ability of this staff person	68.18% 15	22.73% 5	0.00% 0	4.55% 1	4.55% 1	0.00% 0	22
How long you had to wait for this staff person	63.64% 14	18.18% 4	4.55% 1	9.09% 2	4.55% 1	0.00% 0	22
Professionalism of this staff person	81.82% 18	4.55% 1	4.55% 1	9.09% 2	0.00% 0	0.00% 0	22
How well this staff person provided relevant code sections, handouts or other applicable materials	57.14% 12	28.57% 6	0.00% 0	9.52% 2	0.00% 0	4.76% 1	21

#	Please share any other thoughts regarding this staff person	Date
1	Overall my impression is the plans reviewer has a "God" complex. His authority sets him above the common permit applicant and he demonstrated no sense of responsibility to the applicant. The review process was not timely, he did not familiarize himself with the business and building associated with the permit. The process took months and cost me tens of thousands of dollars more than budgeted. The permit center has hurt my business.	8/16/2014 11:39 AM
2	XXXX is very confrontational and horrible with customers and this is shared with many contractors	8/12/2014 1:20 AM
3	professional/polite	8/11/2014 11:14 AM
4	Fire examiner-very good professional	8/10/2014 7:46 AM
5	Workload is too much	8/7/2014 8:14 AM

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

Answered: 49 Skipped: 4

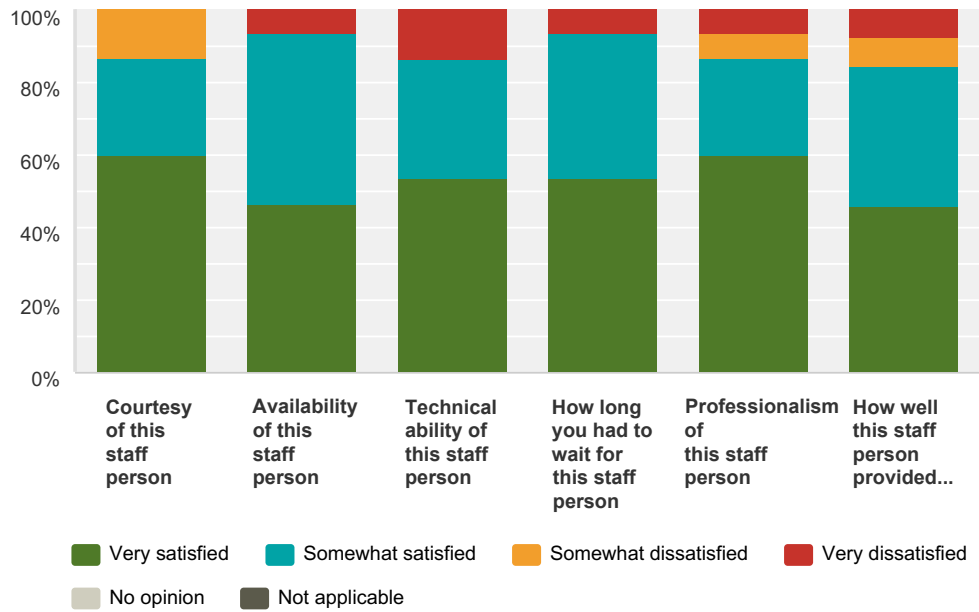


Answer Choices	Responses	
Yes	30.61%	15
No	59.18%	29
I don't know	10.20%	5
Total		49

Permit Center Survey

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

Answered: 15 Skipped: 38

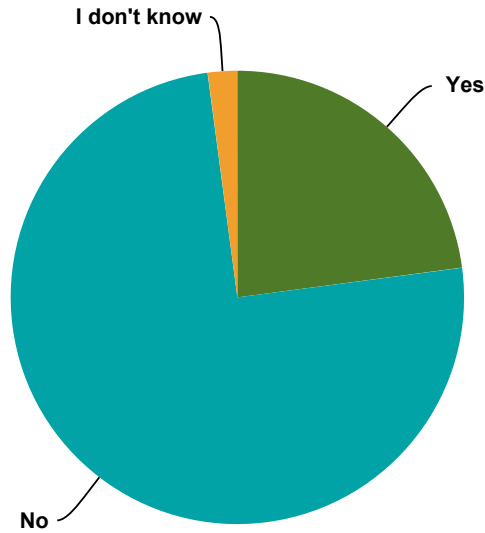


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Not applicable	Total
Courtesy of this staff person	60.00% 9	26.67% 4	13.33% 2	0.00% 0	0.00% 0	0.00% 0	15
Availability of this staff person	46.67% 7	46.67% 7	0.00% 0	6.67% 1	0.00% 0	0.00% 0	15
Technical ability of this staff person	53.33% 8	33.33% 5	0.00% 0	13.33% 2	0.00% 0	0.00% 0	15
How long you had to wait for this staff person	53.33% 8	40.00% 6	0.00% 0	6.67% 1	0.00% 0	0.00% 0	15
Professionalism of this staff person	60.00% 9	26.67% 4	6.67% 1	6.67% 1	0.00% 0	0.00% 0	15
How well this staff person provided relevant code sections, handouts or other applicable materials	46.15% 6	38.46% 5	7.69% 1	7.69% 1	0.00% 0	0.00% 0	13

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

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

Answered: 48 Skipped: 5



Answer Choices	Responses	
Yes	22.92%	11
No	75.00%	36
I don't know	2.08%	1
Total		48

Permit Center Survey

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

Answered: 11 Skipped: 42

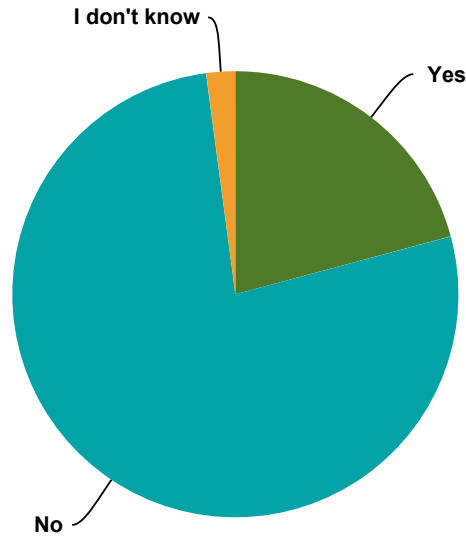


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Not applicable	Total
Courtesy of this staff person	54.55% 6	27.27% 3	0.00% 0	9.09% 1	9.09% 1	0.00% 0	11
Availability of this staff person	45.45% 5	27.27% 3	9.09% 1	9.09% 1	9.09% 1	0.00% 0	11
Technical ability of this staff person	36.36% 4	36.36% 4	0.00% 0	9.09% 1	18.18% 2	0.00% 0	11
How long you had to wait for this staff person	45.45% 5	36.36% 4	0.00% 0	9.09% 1	9.09% 1	0.00% 0	11
Professionalism of this staff person	50.00% 5	30.00% 3	0.00% 0	10.00% 1	10.00% 1	0.00% 0	10
How well this staff person provided relevant code sections, handouts or other applicable materials	36.36% 4	27.27% 3	9.09% 1	9.09% 1	18.18% 2	0.00% 0	11

#	Please share any other thoughts regarding this staff person	Date
1	Cited wrong code sections	8/7/2014 8:15 AM
2	HATE this department. F U	8/7/2014 6:26 AM

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

Answered: 48 Skipped: 5



Answer Choices	Responses	
Yes	20.83%	10
No	77.08%	37
I don't know	2.08%	1
Total		48

Permit Center Survey

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

Answered: 10 Skipped: 43

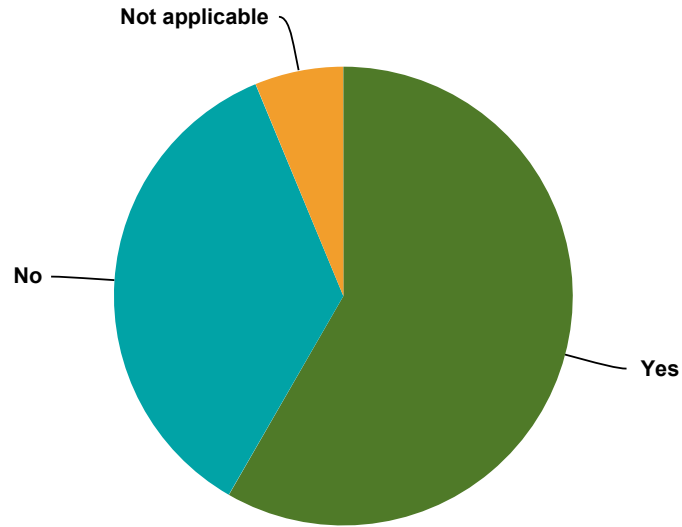


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Not applicable	Total
Courtesy of this staff person	100.00% 10	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	10
Availability of this staff person	80.00% 8	20.00% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	10
Technical ability of this staff person	90.00% 9	10.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	10
How long you had to wait for this staff person	100.00% 10	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	10
Professionalism of this staff person	100.00% 10	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	10
How well this staff person provided relevant code sections, handouts or other applicable materials	80.00% 8	20.00% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	10

#	Please share any other thoughts regarding this staff person	Date
1	This staff person was unclear on some codes, but together we came up with common sense solutions.	8/16/2014 11:41 AM
2	They are awesome to deal with	8/12/2014 1:22 AM
3	XXXX very professional--his only concern is for safety	8/10/2014 7:49 AM

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

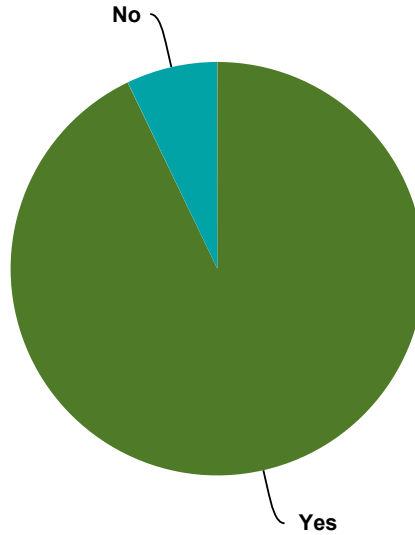
Answered: 48 Skipped: 5



Answer Choices	Responses	
Yes	58.33%	28
No	35.42%	17
Not applicable	6.25%	3
Total		48

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

Answered: 28 Skipped: 25

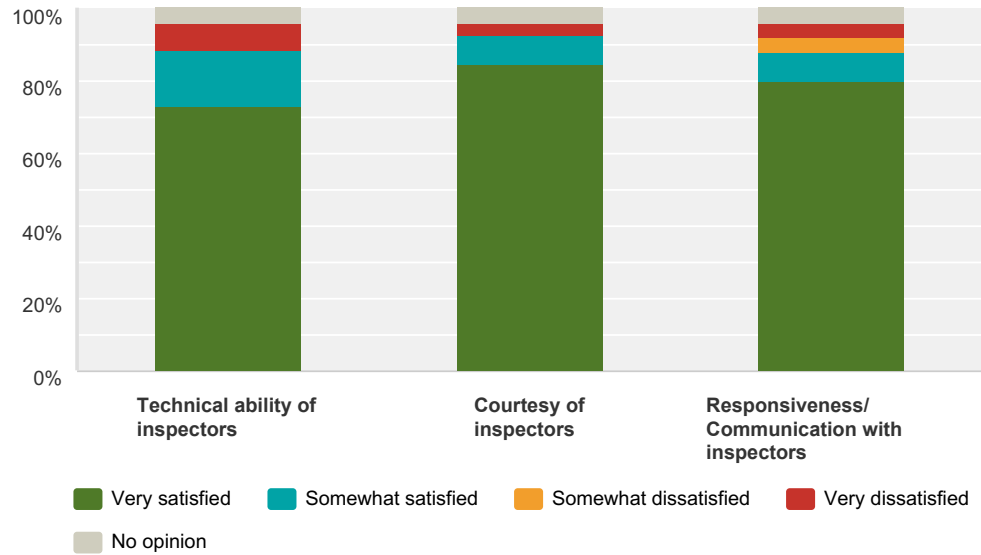


Answer Choices	Responses	
Yes	92.86%	26
No	7.14%	2
Not sure	0.00%	0
Total		28

Permit Center Survey

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

Answered: 26 Skipped: 27

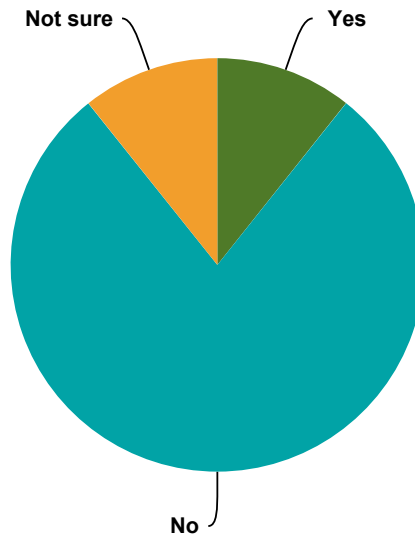


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Total
Technical ability of inspectors	73.08% 19	15.38% 4	0.00% 0	7.69% 2	3.85% 1	26
Courtesy of inspectors	84.62% 22	7.69% 2	0.00% 0	3.85% 1	3.85% 1	26
Responsiveness/Communication with inspectors	80.00% 20	8.00% 2	4.00% 1	4.00% 1	4.00% 1	25

#	Please share any other thoughts regarding this inspector	Date
1	XXXX makes up code, writes corrections but doesn't cite NEC or WAC article. Do it because he says so.	9/12/2014 2:35 PM
2	my architect interacted without any difficulty	8/21/2014 12:52 PM
3	Appreciated availability of head building official for interpretation of code issue brought forth by on-site inspector	8/19/2014 12:56 PM
4	everyone was great but XXXXhorrible to deal with people cringe when he comes on the job same as in the office	8/12/2014 1:24 AM
5	Was not present for inspections	8/7/2014 9:20 PM
6	The first inspector that I dealt with for the first 3 inspections was great. A good representative of the city. On my last inspection I dealt with XXXX. Not a please experience. I would NOT let him be a representative of my company. I have had him in the past, never any issues with any city inspectors till I had to deal with him. The feeling is uniform with me and my coleauge.	8/7/2014 1:49 PM
7	I was not home, but received phone contact	8/6/2014 9:13 PM
8	Very satisfied with XXXX's willingness to give a call with an eta when requested on the inspection request	8/6/2014 3:08 PM
9	good crew	8/6/2014 2:35 PM

Q28 Have you had any inspections from Planning?

Answered: 28 Skipped: 25

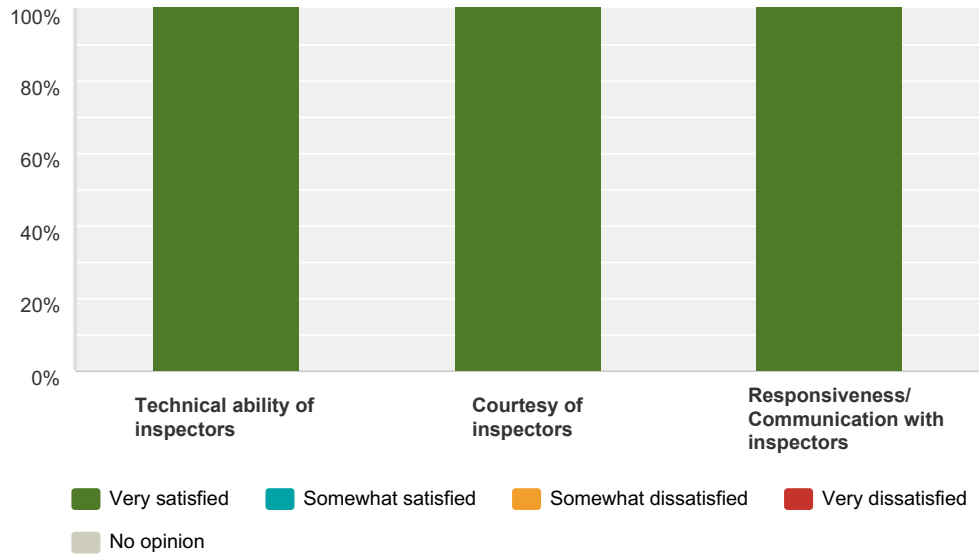


Answer Choices	Responses	
Yes	10.71%	3
No	78.57%	22
Not sure	10.71%	3
Total		28

Permit Center Survey

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

Answered: 3 Skipped: 50

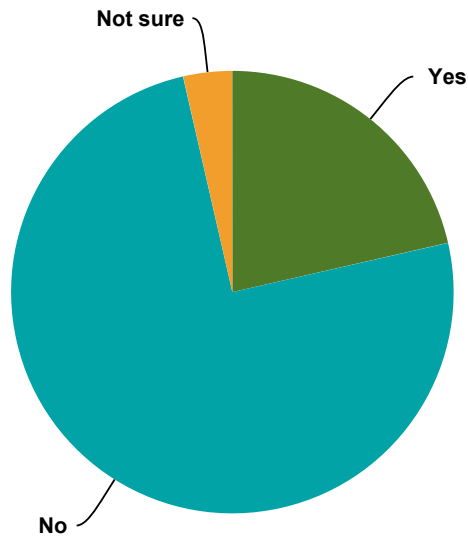


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Total
Technical ability of inspectors	100.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3
Courtesy of inspectors	100.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3
Responsiveness/Communication with inspectors	100.00% 3	0.00% 0	0.00%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

#	Please share any other thoughts regarding this inspector	Date
1	my architect interacted without difficulty	8/21/2014 12:53 PM

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

Answered: 28 Skipped: 25

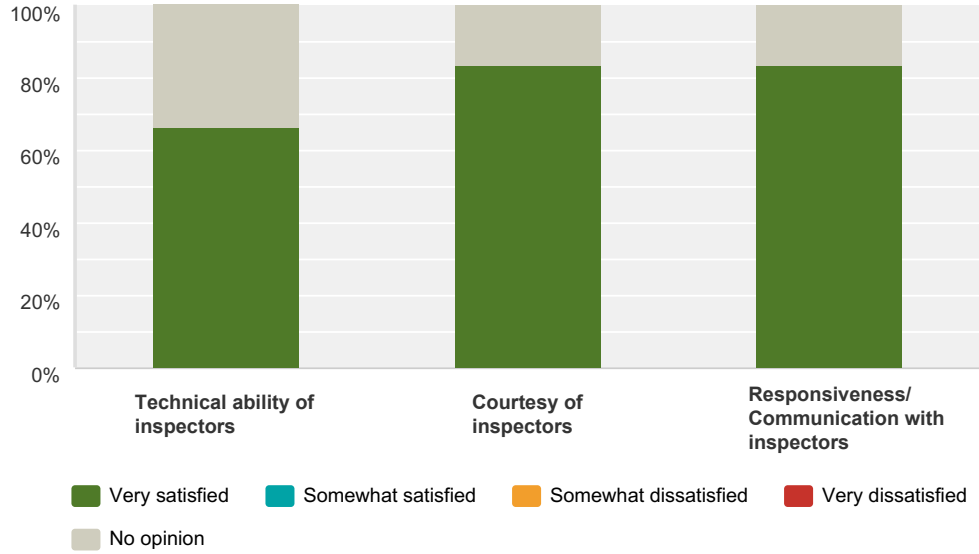


Answer Choices	Responses	
Yes	21.43%	6
No	75.00%	21
Not sure	3.57%	1
Total		28

Permit Center Survey

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

Answered: 6 Skipped: 47

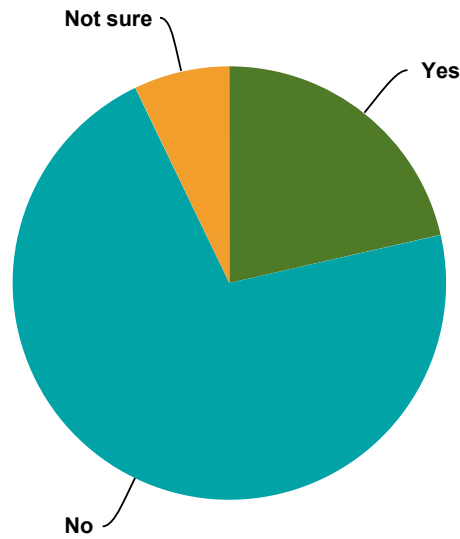


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Total
Technical ability of inspectors	66.67% 4	0.00% 0	0.00% 0	0.00% 0	33.33% 2	6
Courtesy of inspectors	83.33% 5	0.00% 0	0.00% 0	0.00% 0	16.67% 1	6
Responsiveness/Communication with inspectors	83.33% 5	0.00% 0	0.00% 0	0.00% 0	16.67% 1	6

#	Please share any other thoughts regarding this inspector	Date
1	was not present	8/7/2014 9:21 PM

Q32 Have you had any inspections from the Fire Department?

Answered: 28 Skipped: 25

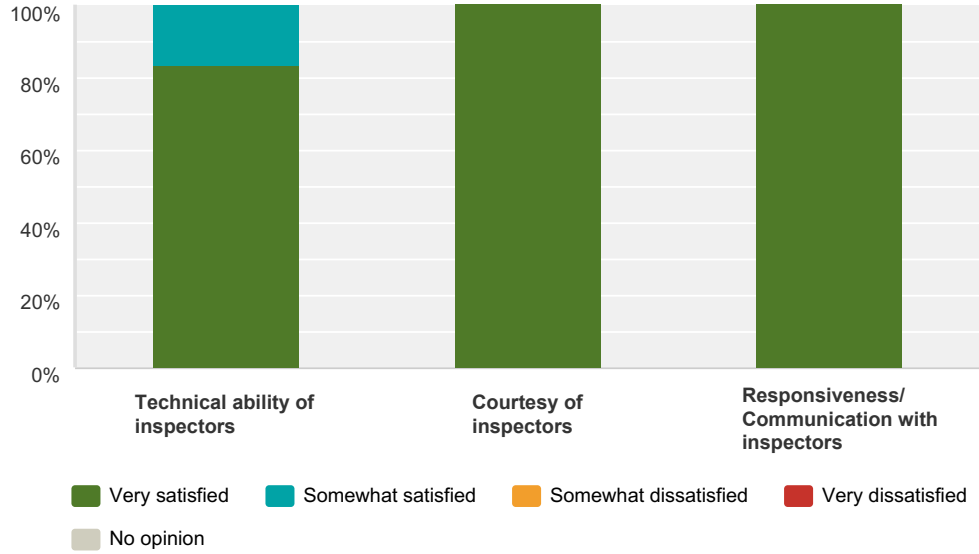


Answer Choices	Responses	
Yes	21.43%	6
No	71.43%	20
Not sure	7.14%	2
Total		28

Permit Center Survey

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

Answered: 6 Skipped: 47

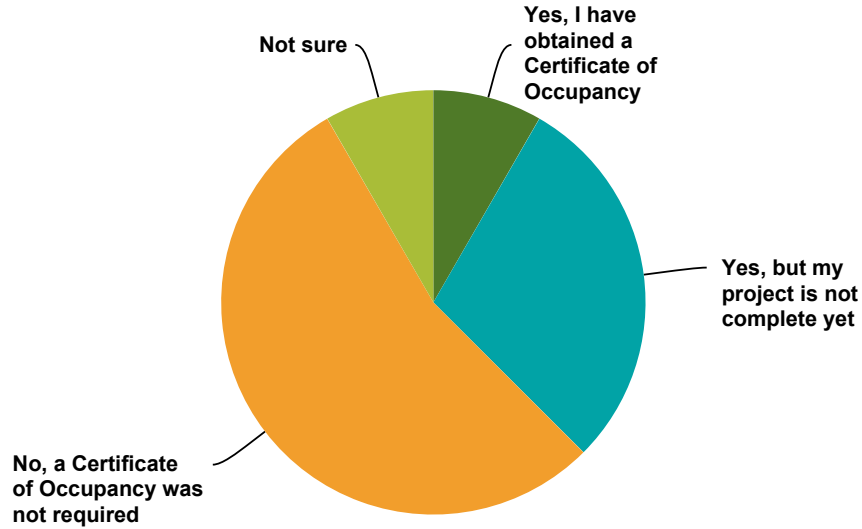


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Total
Technical ability of inspectors	83.33% 5	16.67% 1	0.00% 0	0.00% 0	0.00% 0	6
Courtesy of inspectors	100.00% 6	0.00% 0	0.00% 0	0.00% 0	0.00% 0	6
Responsiveness/Communication with inspectors	100.00% 6	0.00% 0	0.00% 0	0.00% 0	0.00% 0	6

#	Please share any other thoughts regarding this inspector	Date
1	they are fantastic to deal with	8/12/2014 1:25 AM

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

Answered: 48 Skipped: 5

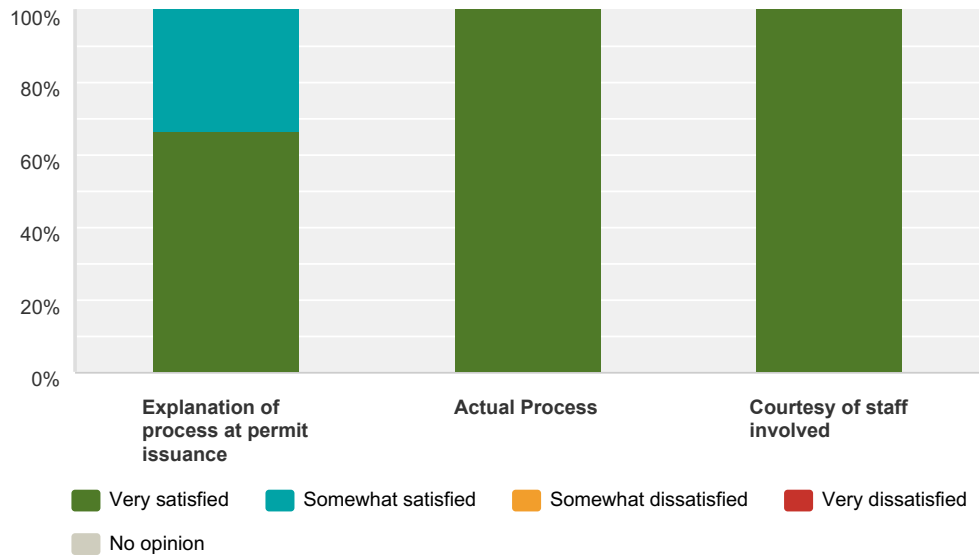


Answer Choices	Responses	
Yes, I have obtained a Certificate of Occupancy	8.33%	4
Yes, but my project is not complete yet	29.17%	14
No, a Certificate of Occupancy was not required	54.17%	26
Not sure	8.33%	4
Total		48

Permit Center Survey

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

Answered: 3 Skipped: 50



	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Total
Explanation of process at permit issuance	66.67% 2	33.33% 1	0.00% 0	0.00% 0	0.00% 0	3
Actual Process	100.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3
Courtesy of staff involved	100.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3

#	Please share any other thoughts regarding this process	Date
1	I wasn't 100% sure about how it worked, but in the end it was fine.	8/6/2014 7:37 PM

Permit Center Survey

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

Answered: 22 Skipped: 31

#	Responses	Date
1	Staff is generally unprofessional. Electrical inspectors make it up as they go along.	9/12/2014 2:37 PM
2	no thank you	8/21/2014 12:54 PM
3	Attitude / promptness / problem solving seems to have improved dramatically.	8/19/2014 1:01 PM
4	They are very courteous, helpful, and accessible should you have any questions throughout the permit process, which is very much appreciated from an architect's end.	8/19/2014 8:28 AM
5	I think all of the staff should be reminded that we (the permit applicants) are customers. The staff is there to HELP us. They should help us with the process so that laypeople feel confident with it. They should help facilitate the development of small business and help find common sense, practical/pragmatic solutions to challenges. They should get out in the field and familiarize themselves with the projects they are reviewing. There are employees working in the permit center who would be fired if it were privately run.	8/16/2014 11:54 AM
6	Everyone is great except for one bad apple and it is definitely rotten	8/12/2014 1:27 AM
7	This time was much easier than in 2006 which was a nightmare	8/11/2014 11:16 AM
8	Great to work with, keep it up!	8/10/2014 8:36 PM
9	Good very good	8/10/2014 7:50 AM
10	Mostly a good experience but the Planning department needs to be fixed. Need's to know their purpose, and provide clients clear direction and reasons for biased feedback.	8/8/2014 9:44 AM
11	Time is of the essence with projects like ours. We have burned thousands of dollars waiting for and dealing with nonsense requests and requirements from the building dept. Time is money and for a small business like ours we don't have money to burn. Please speed the process if possible!	8/7/2014 9:25 PM
12	Have had most contact with XXXX. She is very knowledgable and helpful. Responds to requests in a very timely manner.	8/7/2014 8:58 AM
13	An emerging problem on a couple of recent projects: Permit application review and issuance has not been comprehensive. While we may get a building permit, plumbing permit etc, there are often permits that are missing and arise during construction. Often, the documents were included in the initial submission but not reviewed for some reason. This causes scheduling and cost problems during construction. With the amount of permits required to do a project these days, we expect City staff to advise what permits are needed for a complete project and notify us when something is missing. At the very least, we expect staff to review the submitted documents and grant the appropriate permits in a comprehensive manner. We are concerned because this seems to be happening more often these days and its not isolated to our projects from what I hear.	8/7/2014 8:22 AM
14	I also applied for a street tree permit , unrelated to the building permit. I was surprised at how long it took to get through planning. When I checked a week or more into it, it had not yet been assigned to a planner. I can see how busy you are! It would have been better for me to expect it to take two weeks rather than be told 1 week and have the surprise of findind itnot yet assigned. I also realize it is not a very high priority during a busy time. Better to think it takes 2 weeks and possibly get it early rather than to think one week and find it takes over 2. Just a suggestion.	8/6/2014 9:18 PM
15	In the words of Billy Joel, don't go changin' to try and please me...I like you just the way you are.	8/6/2014 7:38 PM
16	It is working well lately, Thank you!	8/6/2014 3:38 PM
17	The changes in the past few years have made a positive impact on our permitting process. Much appreciated..	8/6/2014 3:00 PM
18	Newly implimented Fire permits and the high fee's of (\$180.) for temporary structure have significantly effected our business. The standards for securing tenting is so high it is not practical. If we were in tornado or hurricane enviroment I could understand, but we are not. have	8/6/2014 2:44 PM

Permit Center Survey

19	Everyone has been quite helpful. Thanks.	8/6/2014 2:43 PM
20	Overall very satisfied and I hope to do business in the City of Bellingham again sometime soon.	8/6/2014 2:38 PM
21	You guys are some much better than L&I!	8/6/2014 2:37 PM
22	Great service and friendly staff	8/6/2014 2:26 PM