

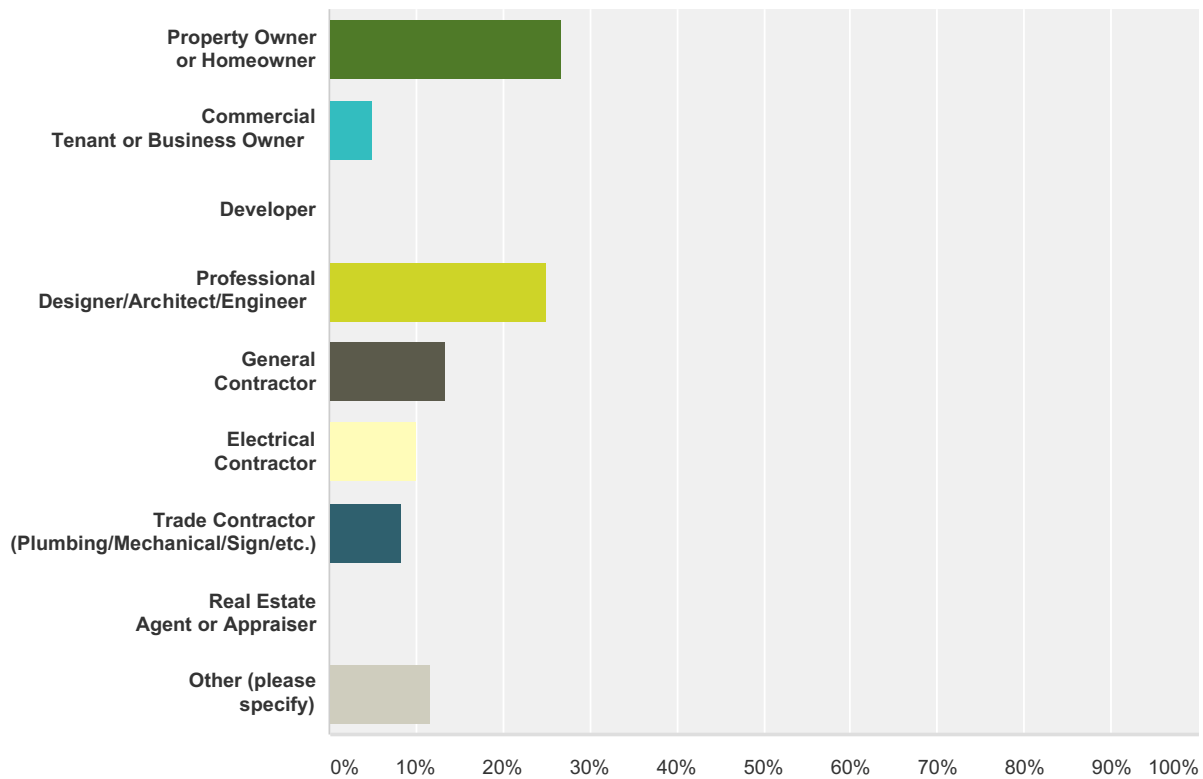
Permit Center Survey

2014 3Q Results

Permit Center Survey v.2

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

Answered: 60 Skipped: 0



Answer Choices	Responses
Property Owner or Homeowner	26.67% 16
Commercial Tenant or Business Owner	5.00% 3
Developer	0.00% 0
Professional Designer/Architect/Engineer	25.00% 15
General Contractor	13.33% 8
Electrical Contractor	10.00% 6
Trade Contractor (Plumbing/Mechanical/Sign/etc.)	8.33% 5
Real Estate Agent or Appraiser	0.00% 0
Other (please specify)	11.67% 7
Total	60

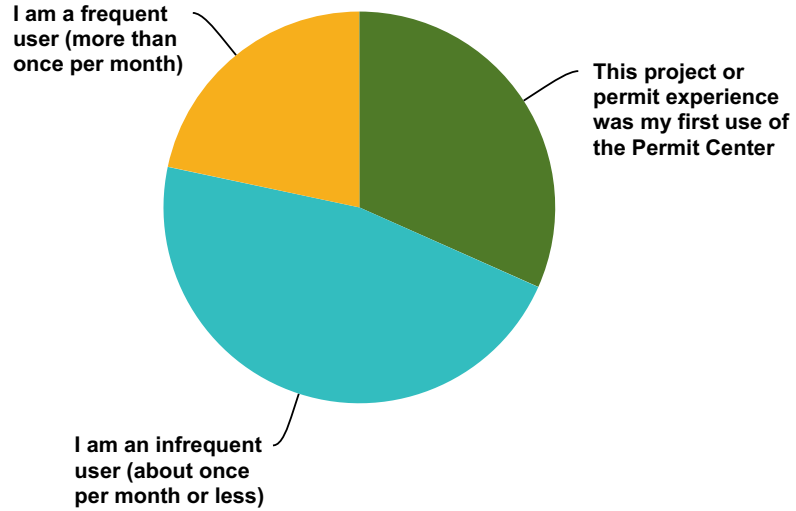
#	Other (please specify)	Date
1	Property Owner's Representative	10/20/2014 7:44 AM
2	Lender	10/6/2014 2:52 PM

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3	Telecommunications Contractor	10/6/2014 1:16 PM
4	Temporary structures/tent rentals	10/2/2014 10:13 AM
5	Work for COB Public works signed as applicant for the project	10/2/2014 9:15 AM
6	Permit Expeditor	10/2/2014 6:52 AM
7	Equipment rental provider	10/1/2014 9:29 PM

Q2 How often do you use the Permit Center?

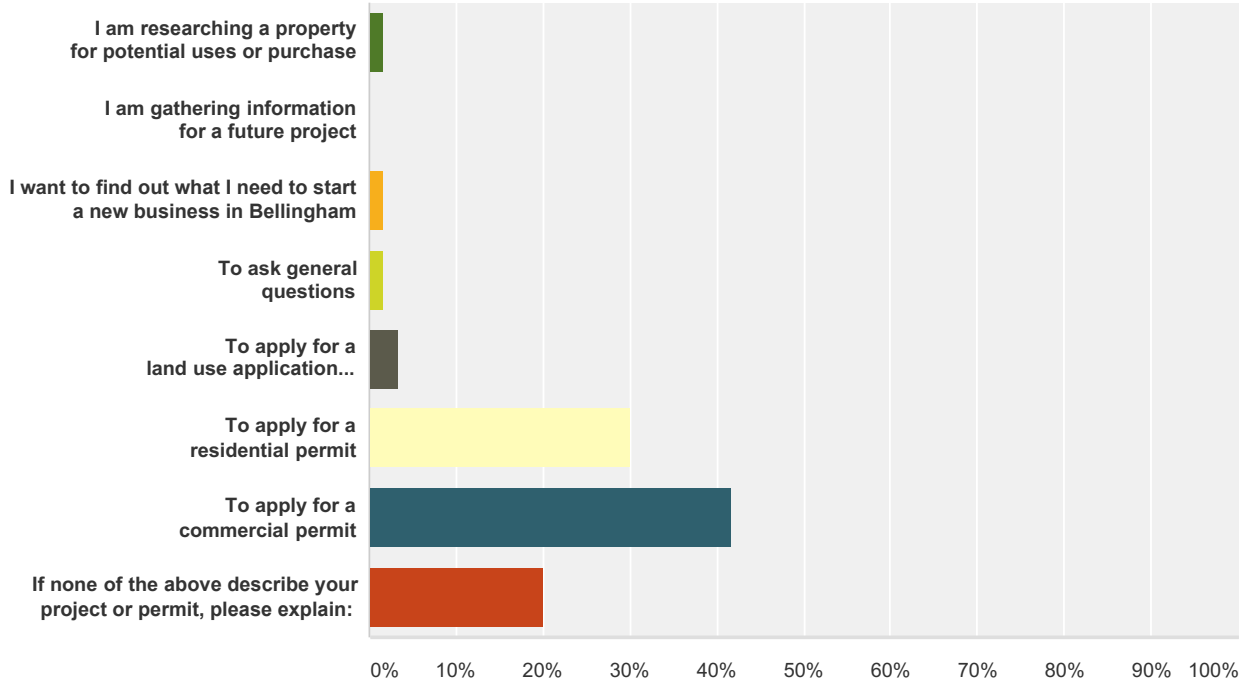
Answered: 60 Skipped: 0



Answer Choices	Responses
This project or permit experience was my first use of the Permit Center	31.67% 19
I am an infrequent user (about once per month or less)	46.67% 28
I am a frequent user (more than once per month)	21.67% 13
Total	60

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

Answered: 60 Skipped: 0



Answer Choices	Responses
I am researching a property for potential uses or purchase	1.67% 1
I am gathering information for a future project	0.00% 0
I want to find out what I need to start a new business in Bellingham	1.67% 1
To ask general questions	1.67% 1
To apply for a land use application (ex. conditional use permit, subdivision, grading, home occupation)	3.33% 2
To apply for a residential permit	30.00% 18
To apply for a commercial permit	41.67% 25
If none of the above describe your project or permit, please explain:	20.00% 12
Total	60

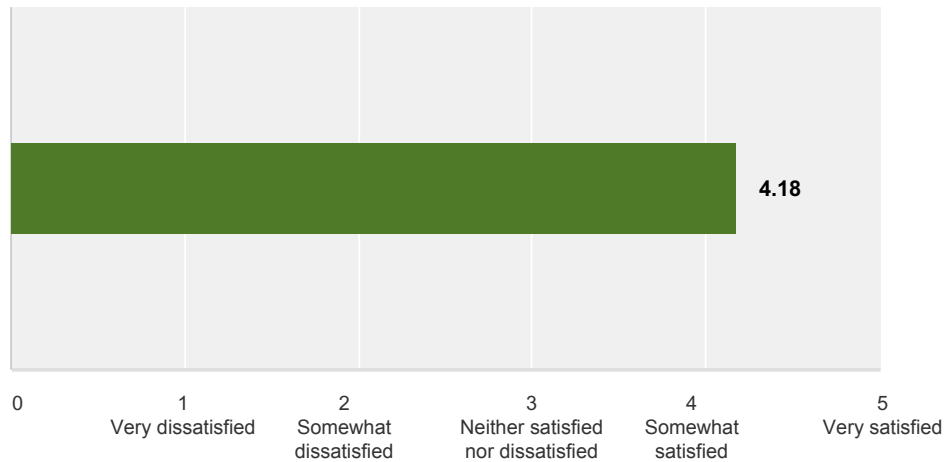
#	If none of the above describe your project or permit, please explain:	Date
1	Reporting permit violations	11/26/2014 3:30 PM
2	questions about an unfinished permit	11/24/2014 1:27 PM
3	L.L.A application	11/21/2014 8:11 PM
4	responding to a complaint	10/28/2014 6:52 PM

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5	To get a zoning status letter	10/6/2014 2:52 PM
6	Determining if my home complies with plans and ordinances.	10/4/2014 11:09 AM
7	Preparing to file to do with a neighbors outbuilding placement and whether they had a permit for the work.	10/2/2014 5:16 PM
8	Basement completion	10/2/2014 11:40 AM
9	to comply with temporary membrane structure installation protocol, special events	10/2/2014 10:13 AM
10	get building and occupancy permits	10/2/2014 9:15 AM
11	Apply for electrical permit	10/1/2014 10:04 PM
12	Canopy Rental	10/1/2014 9:29 PM

Q4 Please rate your satisfaction with your overall Permit Center experience.

Answered: 57 Skipped: 3



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Total	Weighted Average
	54.39% 31.00	28.07% 16.00	7.02% 4.00	1.75% 1.00	8.77% 5.00	57	4.18

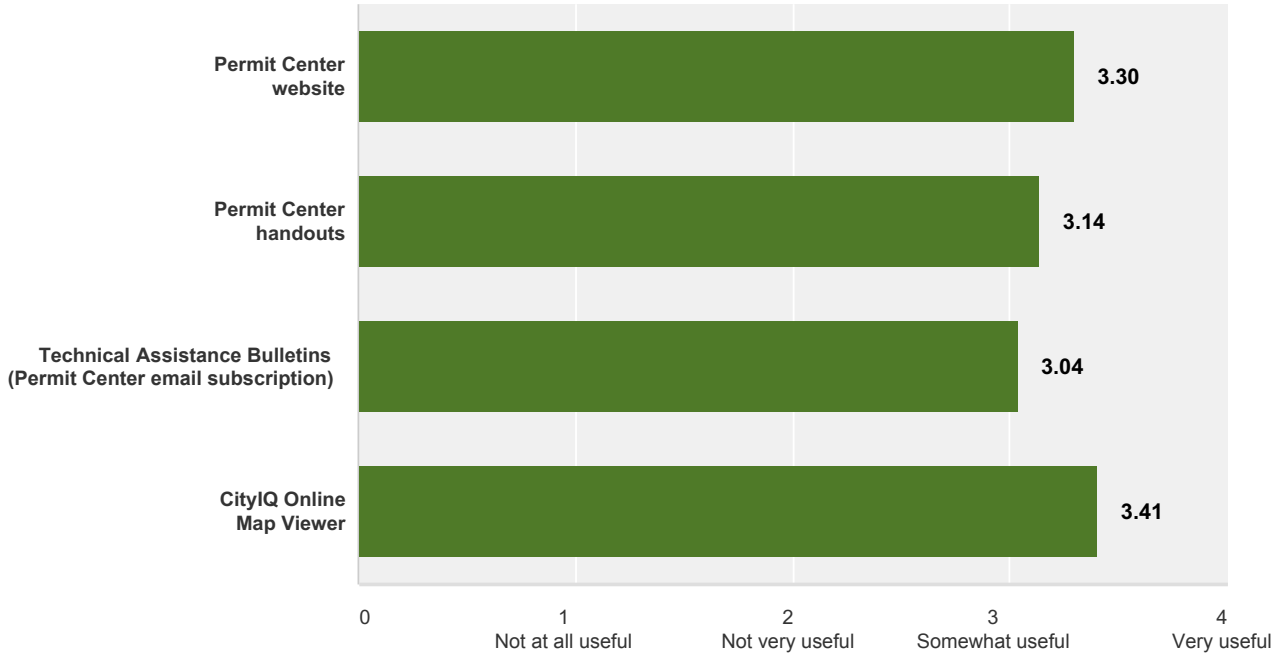
#	Please share any thoughts you have about your overall experience	Date
1	Seems like progress is discouraged at all costs	12/20/2014 7:22 AM
2	The staff is great, everyone very helpful and friendly.	12/12/2014 10:08 AM
3	I worked with a XXXX and was very impressed by his efficiency. We were able to complete my entire application process via email, and I was able to make payment online! This service made it much easier for me to obtain the necessary permits. I would encourage the permit center to move towards online payments as much as possible.	12/8/2014 8:53 PM
4	XXXX was very helpful. She met me at the site and made suggestions to improve the project and minimize potential impacts.	11/26/2014 10:48 AM
5	Staff were really helpful.	10/30/2014 8:33 AM
6	Staff were very helpful and professional	10/28/2014 6:52 PM
7	your phone tree is terrible. Unable to mail issued permits. Unable to get to the proper people or questions answered via phone.	10/28/2014 2:10 PM
8	Overall, we think the Building Services tries to be helpful.	10/9/2014 4:13 PM
9	I appreciate having the checklists for residential and commercial permits to review prior to submitting, however there isn't a lot of consistency between permit technicians in how thorough they're reviewed. Also the check in staff are somewhat abrasive. It's unfortunate there are "favorites" established within the design community you know you want to get when you go to the permit center, that speaks volumes of the inconsistency and attitudes of the employees.	10/7/2014 10:27 AM
10	Only issue I have is I have not received a receipt for the fee, despite my request.	10/6/2014 2:52 PM
11	It was good, and easy to use.	10/6/2014 1:17 PM
12	Just arrived at site and found survey.	10/4/2014 11:10 AM
13	it has been a pleasure to permit a project in bellingham!	10/4/2014 8:28 AM
14	All persons involved were very helpful and cheerful in doing so	10/3/2014 1:18 PM

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15	We had a chimney installed for our new wood stove. It was much easier to get the permit then I expected. Very fast, and making the appointment for the inspector was very easy. Quick, painless process! Love when I don't have to get a run around on the phone to get things done! Thank you!	10/2/2014 5:45 PM
16	Very positive communication with XXXX and appreciated her suggestion for a dispute resolution.	10/2/2014 5:17 PM
17	Helpful information, appreciated the conversation.	10/2/2014 2:08 PM
18	Always very helpful	10/2/2014 11:40 AM
19	I appreciate the efforts to expedite permits when the situation occurs. Many times we get requests, days out not weeks out, and the permit process needs to get "fast tracked" the permit center has done all in their power to be helpful.	10/2/2014 10:20 AM
20	they did their best at getting the permits with little or no problems while searching through all the different regulations. Nicely done!	10/2/2014 9:18 AM
21	Somewhat outdated system as I'm not able to apply or pay online. Had to send a check from Kent and ask for special permission to have the permit scanned and emailed to me. Customer service was very helpful though.	10/2/2014 8:04 AM
22	everything went fine. no problems	10/2/2014 7:11 AM
23	It's feels friendly and not so stuffy as it has in past years	10/2/2014 7:05 AM
24	The receptionist is courteous, helpful and efficient, besides being very pleasant	10/1/2014 10:06 PM
25	Negative	10/1/2014 9:31 PM
26	5656	10/1/2014 12:02 PM

Q5 How useful do you think the following resources provided by the Permit Center are? If you are not familiar with a particular resource, please choose "Not familiar".

Answered: 54 Skipped: 6



	Very useful	Somewhat useful	Not very useful	Not at all useful	Not familiar	Total	Weighted Average
Permit Center website	35.19% 19.00	37.04% 20.00	3.70% 2.00	3.70% 2.00	20.37% 11.00	54	3.30
Permit Center handouts	21.15% 11.00	36.54% 19.00	7.69% 4.00	1.92% 1.00	32.69% 17.00	52	3.14
Technical Assistance Bulletins (Permit Center email subscription)	15.09% 8.00	24.53% 13.00	5.66% 3.00	3.77% 2.00	50.94% 27.00	53	3.04
CityIQ Online Map Viewer	28.30% 15.00	16.98% 9.00	3.77% 2.00	1.89% 1.00	49.06% 26.00	53	3.41

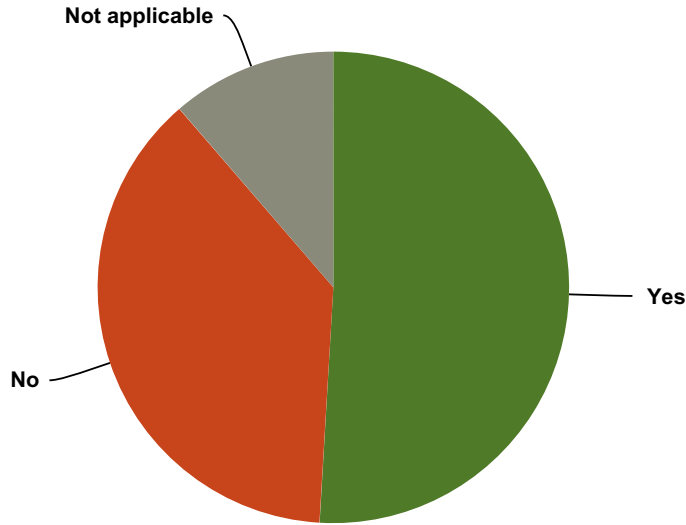
#	Please share any suggestions to make the above resources more useful	Date
1	I prefer the old map viewer which had access to contour lines. I use it almost daily.	12/12/2014 10:09 AM
2	I'm not sure how to get to the IQ viewer, and didn't know it was available.	10/30/2014 8:34 AM
3	publicize services and website - I was not aware of them	10/28/2014 6:54 PM
4	CityIQ Online Map Viewer is somewhat useful because you have to take it with a grain of salt, not all of the boundaries are adequately portrayed.	10/7/2014 10:28 AM
5	The CityIQ Online Map Viewer is amazing and makes it easier to find the exact location of a jobsite. I wish all City permitting would get a tool like this.	10/6/2014 1:18 PM
6	I don't recall seeing a FAQ to do with outbuilding setbacks or how I could check to see if someone got a permit before they built.	10/2/2014 5:20 PM

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7	Use CityIQ on a daily basis	10/2/2014 2:21 PM
8	Perhaps create more awareness of the above	10/2/2014 11:42 AM
9	wasn't aware of on-line map viewer, would like to see it and use it.	10/2/2014 10:22 AM
10	It would be great to have all of the GIS layers available on the web version of CityIQ that are available on the City's version	10/2/2014 9:19 AM
11	I wish the website would be better. It would be nice to be able to look up permits under our company name. Right now if you don't have the number of the permit, you can't get to it for requesting inspections.	10/1/2014 10:10 PM

Q6 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: 53 Skipped: 7



Answer Choices	Responses	
Yes	50.94%	27
No	37.74%	20
Not applicable	11.32%	6
Total		53

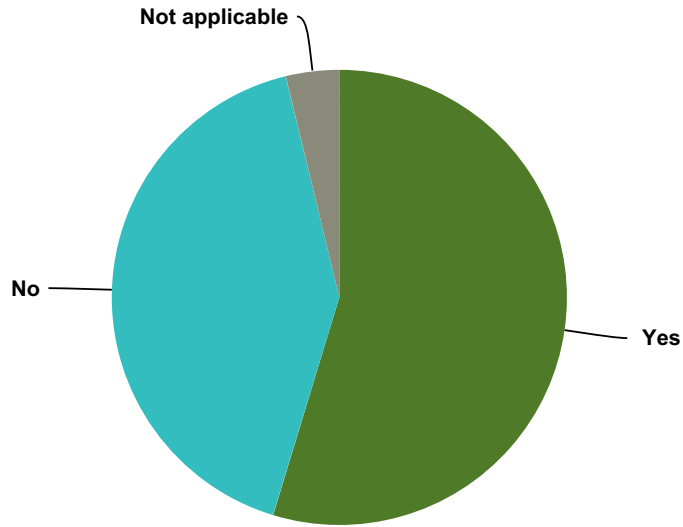
Q7 What technological improvements would you like to see in the Permit Center?

Answered: 19 Skipped: 41

#	Responses	Date
1	Any and all to help eliminate the otherwise incoherence of the staff	12/20/2014 7:24 AM
2	I love the idea of on-line permitting	12/12/2014 10:09 AM
3	Total online access to zoning maps, wetland maps, etc. and all other maps that are used in researching a property site.	11/12/2014 10:14 AM
4	O-line PDF submittal would be helpful. Printed sets cost hundreds of dollars, then we have to re-print , at hundreds of dollars more, to resubmit.	10/30/2014 8:35 AM
5	maps on touch screens and some individual work stations for public use	10/28/2014 6:58 PM
6	We would like to be able to see the current zoning on line, comprehensive plan, and all drawings showing current utility locations. They might already be there, but not easy to find.	10/9/2014 4:15 PM
7	Online permit submission would be nice, and I think that would streamline the aforementioned inconsistencies between permit technicians when submitting. If it's similar to the checklist provided to ensure you have everything ready for submission, I think that would be great. It would be nice to easily upload PDF's of required materials this way, including special inspections, stormwater reports, and any amendments that may come later. It's very annoying we can not submit an amendment without having to take the extra 20 minutes to unbind and weave in the new material in the tiny conference room, so eliminating that step would be much improved. I'm also sure you're working out the kinks of whether something will be required to be wet stamped? Electronic Signature? How are notations to the plans for simple typos taken care of? Etc.	10/7/2014 10:32 AM
8	Not that I can think of.	10/6/2014 1:19 PM
9	I like talking to someone on the phone or at the counter...technology is inconvenient for me	10/4/2014 8:29 AM
10	The idea of putting permitting online would be for increased efficiency for all parties. This should result in less cost rather than increased cost.	10/3/2014 11:41 AM
11	City IQ had been great!! This new version is perplexing and non functioning. Help?	10/2/2014 10:57 PM
12	Online permitting for public works	10/2/2014 2:22 PM
13	Online permits	10/2/2014 8:14 AM
14	online permitting for residential and small commercial projects not needing plan review with Online pay.	10/2/2014 7:54 AM
15	To question #6. The City of Bellingham permit fees are absolutely off the charts expensive!!!! Way too much and asking for additional fees is a slap in the face	10/2/2014 7:45 AM
16	More on line permitting otions	10/2/2014 6:47 AM
17	I would like to be able to get permits online.	10/1/2014 10:12 PM
18	online permits, Whatcom county uses them and no FEE other than permit fee. Online registration of Class B Permits no mailing in.	10/1/2014 4:54 PM
19	Fine as is for what I need	10/1/2014 4:25 PM

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

Answered: 53 Skipped: 7



Answer Choices	Responses	
Yes	54.72%	29
No	41.51%	22
I don't know	0.00%	0
Not applicable	3.77%	2
Total		53

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

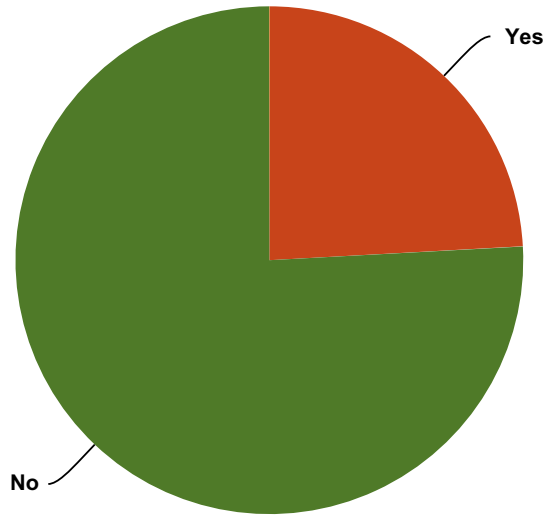
Answered: 28 Skipped: 32



	Extremely well	Very well	Somewhat well	Not very well	Not at all well	Total	Weighted Average
My application was reviewed for completeness	35.71% 10.00	46.43% 13.00	10.71% 3.00	3.57% 1.00	3.57% 1.00	28	4.07

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: 29 Skipped: 31



Answer Choices	Responses	
Yes	24.14%	7
No	75.86%	22
Not applicable	0.00%	0
Total		29

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

Answered: 7 Skipped: 53

#	Responses	Date
1	Instead of asking about my project they assumed they knew and because we r a new company with little regulation.	12/20/2014 7:28 AM
2	Showing an existing building (in elevation) as being non-conforming.Though this issue was addressed in the drawings and attached letter.	11/12/2014 10:19 AM
3	it wasn't noticed that an electrical permit was required.	10/28/2014 2:15 PM
4	It took too long.	10/6/2014 6:59 AM
5	Cost of mechanical permits has become unpredictable. This means I don't know what to allow in my estimates anymore, usually catching me short.	10/3/2014 11:43 AM
6	different interpretation of code section	10/2/2014 8:05 AM
7	Landmark alteration issues	10/2/2014 6:48 AM

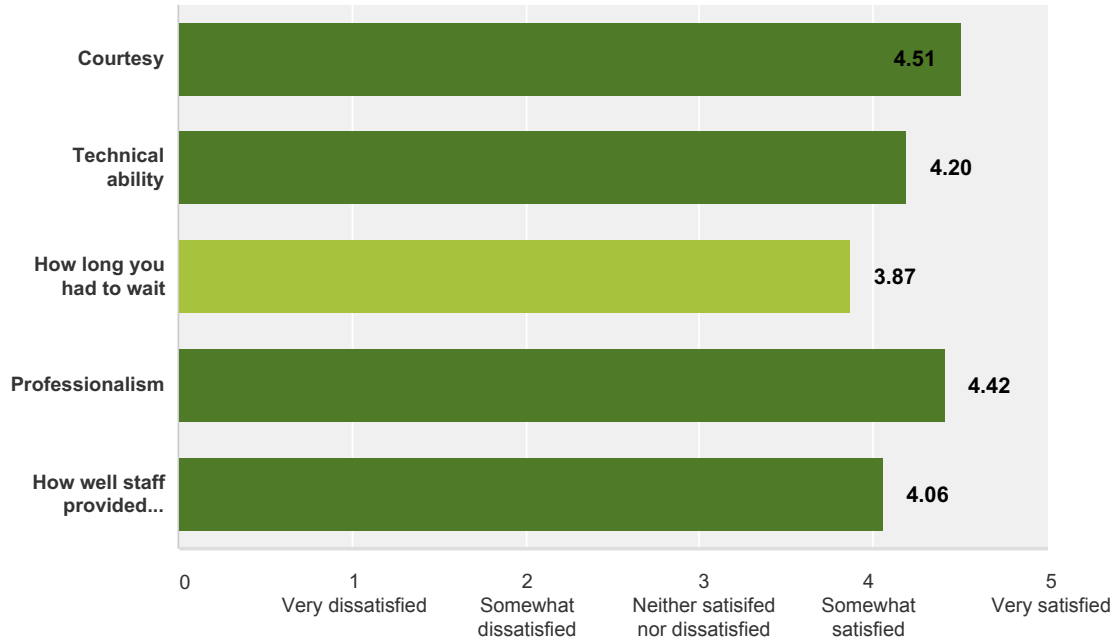
Q12 Do you have any suggestions for what staff could have done to prevent the above issue(s)?

Answered: 6 Skipped: 54

#	Responses	Date
1	Trust a little more that people want what's best and without being able to start working it's hard to make a living	12/20/2014 7:28 AM
2	None. Other than it could have been addressed at the time of the initial submission review. Which could have been added at the counter at that time.	11/12/2014 10:19 AM
3	because i had to pick up in person, i was unable to receive this info in a timely manner. Instead it was discovered the day of work and the day i attempted to pick up the permit.	10/28/2014 2:15 PM
4	Faster.	10/6/2014 6:59 AM
5	Have a predictable formula, even if it might be 10% of project cost or whatever. Surely you are following some logic to determine costs. Share it so we can be more accurate with our customer.	10/3/2014 11:43 AM
6	More thorough knowledge of zoning or inquiry of Planning at intake	10/2/2014 6:48 AM

Q13 Please rate your satisfaction with the service you received from Permit Center office and field staff.

Answered: 53 Skipped: 7



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Courtesy	71.70% 38.00	15.09% 8.00	7.55% 4.00	3.77% 2.00	1.89% 1.00	0.00% 0.00	53	4.51
Technical ability	51.92% 27.00	28.85% 15.00	3.85% 2.00	5.77% 3.00	5.77% 3.00	3.85% 2.00	52	4.20
How long you had to wait	39.62% 21.00	30.19% 16.00	9.43% 5.00	13.21% 7.00	5.66% 3.00	1.89% 1.00	53	3.87
Professionalism	59.62% 31.00	28.85% 15.00	7.69% 4.00	1.92% 1.00	1.92% 1.00	0.00% 0.00	52	4.42
How well staff provided relevant code sections, handouts or other applicable materials	44.23% 23.00	25.00% 13.00	9.62% 5.00	5.77% 3.00	5.77% 3.00	9.62% 5.00	52	4.06

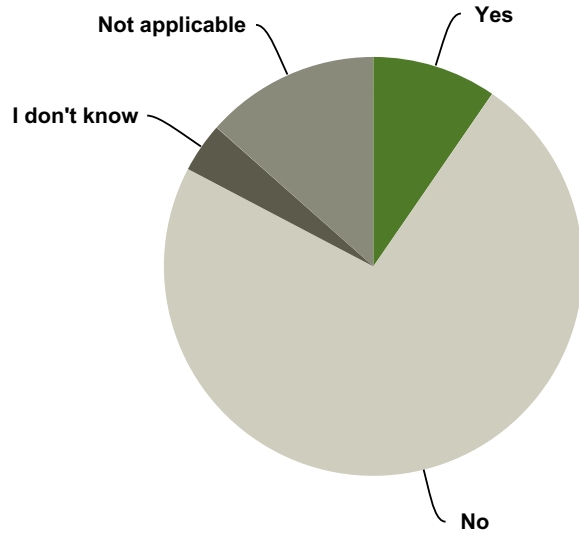
#	Please share any other specific thoughts regarding staff	Date
1	They're great	12/12/2014 10:10 AM
2	It's amazing to me how some of the staff still do not know the codes in their entirety. I've been turned away a couple times for simple things such as wetland setbacks, or familiarity with geo-reports associated with permits. Like I said, favorite is a telling sign of the courtesy and technical ability of the staff.	10/7/2014 10:34 AM
3	Very courtesy lady I spoke too, and haven't had any problems with Staff.	10/6/2014 1:20 PM
4	She led me on a path to being a better neighbor... I hope :)	10/2/2014 5:22 PM
5	XXXX was very helpful, both in this meeting as well as on line communications	10/2/2014 2:09 PM
6	XXXX was extremely helpful in getting us what we needed.	10/2/2014 8:06 AM

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7	excellent staff	10/2/2014 7:12 AM
8	The lady at the fire department, she looked at me with extreme anger, she finished by telling me "maybe I will handle my time better" I have worked with FEMA, WA DNR, they treat people with respect and dignity just like I do and have to.	10/1/2014 9:36 PM
9	Great working with XXXX at the FD permitting	10/1/2014 4:26 PM

Q14 Did your most recent project or permit experience require a formal Pre-application Conference with staff prior to application submittal?

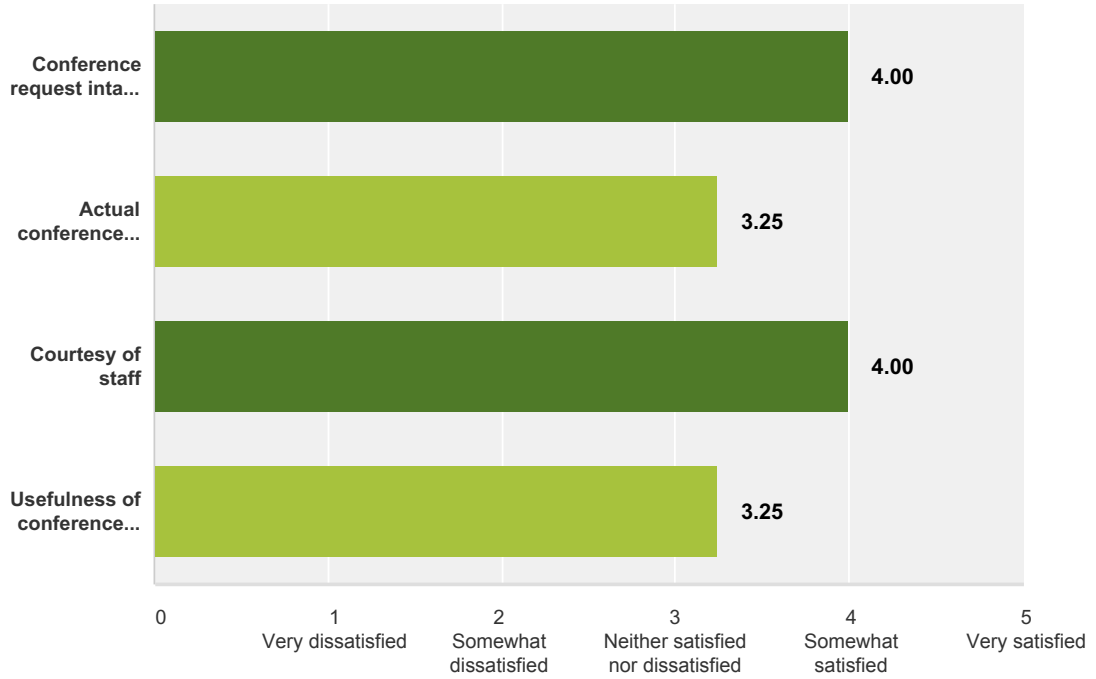
Answered: 52 Skipped: 8



Answer Choices	Responses	
Yes	9.62%	5
No	73.08%	38
I don't know	3.85%	2
Not applicable	13.46%	7
Total		52

Q15 Please rate your satisfaction with the Pre-application Conference process.

Answered: 4 Skipped: 56

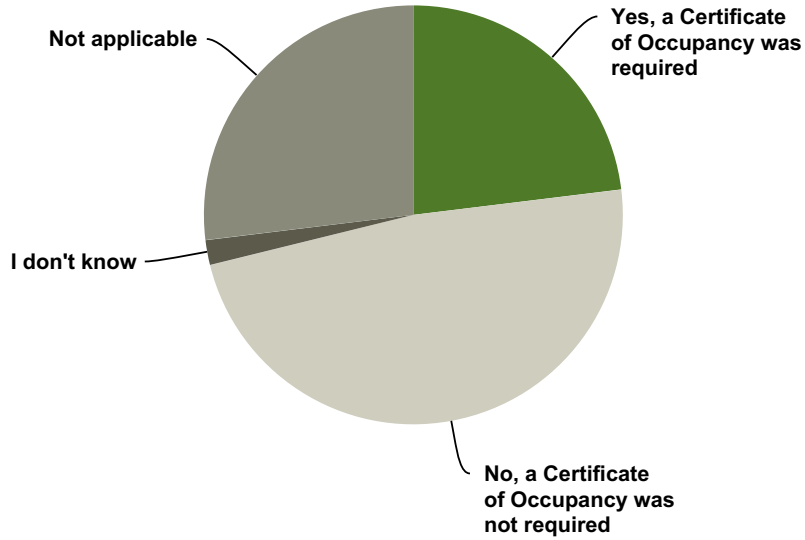


	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Conference request intake and scheduling	25.00% 1.00	50.00% 2.00	25.00% 1.00	0.00% 0.00	0.00% 0.00	0.00% 0.00	4	4.00
Actual conference (facilitation of the meeting, material covered)	0.00% 0.00	25.00% 1.00	75.00% 3.00	0.00% 0.00	0.00% 0.00	0.00% 0.00	4	3.25
Courtesy of staff	25.00% 1.00	50.00% 2.00	25.00% 1.00	0.00% 0.00	0.00% 0.00	0.00% 0.00	4	4.00
Usefulness of conference toward preparing complete applications	0.00% 0.00	50.00% 2.00	25.00% 1.00	25.00% 1.00	0.00% 0.00	0.00% 0.00	4	3.25

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

Q16 Did your most recent project or permit experience require the issuance of a Certificate of Occupancy?

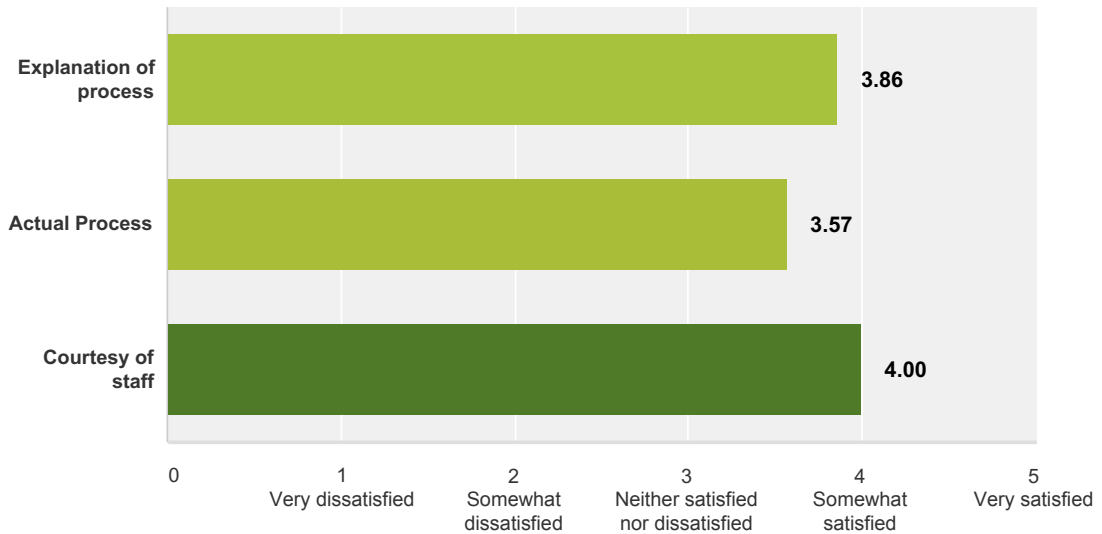
Answered: 52 Skipped: 8



Answer Choices	Responses	
Yes, a Certificate of Occupancy was required	23.08%	12
No, a Certificate of Occupancy was not required	48.08%	25
I don't know	1.92%	1
Not applicable	26.92%	14
Total		52

Q17 Please rate your satisfaction with the Certificate of Occupancy process.

Answered: 10 Skipped: 50



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Explanation of process	10.00% 1.00	40.00% 4.00	20.00% 2.00	0.00% 0.00	0.00% 0.00	30.00% 3.00	10	3.86
Actual Process	10.00% 1.00	40.00% 4.00	10.00% 1.00	0.00% 0.00	10.00% 1.00	30.00% 3.00	10	3.57
Courtesy of staff	10.00% 1.00	50.00% 5.00	10.00% 1.00	0.00% 0.00	0.00% 0.00	30.00% 3.00	10	4.00

#	Please share any other thoughts regarding this process	Date
1	After completion of construction a CO will be issued by the City. At time of permit submittal, not required.	11/12/2014 10:21 AM
2	im still building	10/4/2014 8:31 AM
3	Have not gotten to this process yet	10/2/2014 9:21 AM

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Q18 Is there anything else you'd like to share about your experience with the Permit Center?

Answered: 16 Skipped: 44

#	Responses	Date
1	Seems like the general consensus around town is one of discontent. The process and length of time to actually get the permit is long and drawn out. Progress requires both the city and the permit request person be on the same page moving forward. Not backwards. I understand both sides but the COB has taken the cake and eaten it too. Makes me not want to deal with this again and change professions.	12/20/2014 7:37 AM
2	There was no "voice mail jail" to get to a human voice. Much appreciated!	11/24/2014 1:31 PM
3	I like working with XXXX, even though response time can be too long sometimes.	11/21/2014 8:16 PM
4	We did encounter second review issues at Public Works. These issues should have been caught at the initial review, and could have saved us time and a second resubmittal.	10/30/2014 9:52 AM
5	I think it would be great if there was a space for the public to explore maps, city codes, permit requirements and fees, etc in individual computer workstations with large touch screens	10/28/2014 7:02 PM
6	Overall, I believe the costs that individuals are charged for the plan review, and permitting is gotten so expensive, that we would expect more from this department, but it seems we get less for more, which does not seem reasonable. We do not look for real estate in the Bellingham area due to having to deal with the Permit and Storm Water Center. We love the planning department, and they have always been helpful, but permitting and Stormwater, not so much.	10/9/2014 4:21 PM
7	The permit center I think is in need of some revamping. I've had a few projects now that have required different items from different people. Again it all comes down to consistency between staff when accepting or reviewing a permit.	10/7/2014 10:35 AM
8	Keep up the good work in making advances to your team to better help my team. :)	10/6/2014 1:21 PM
9	More efficiently to process the permit.	10/6/2014 7:07 AM
10	Subcontractor permits issued after final clearance and sale of property.	10/4/2014 11:13 AM
11	Great work folks!	10/4/2014 8:31 AM
12	The ability to issue a residential building permit within a week. Thank You!	10/2/2014 11:09 PM
13	Thank you very much.	10/2/2014 5:22 PM
14	Would love it if you had an online permitting system and allowed us to pay via credit card.	10/2/2014 8:07 AM
15	Ferndale gets most of our business. A Bellingham caller calls, we tell them the permit fees, they lose interest. Consider we might setup the same canopy, stage, etc for a Harley Davidson dealership. We on average would do the same setup 10 times a year. In Bellingham you would have permit fees each time, to look at the same thing. Insanity.	10/1/2014 9:46 PM
16	Payments should be online or at the permit office not down the hall and then back to get permit	10/1/2014 4:56 PM