

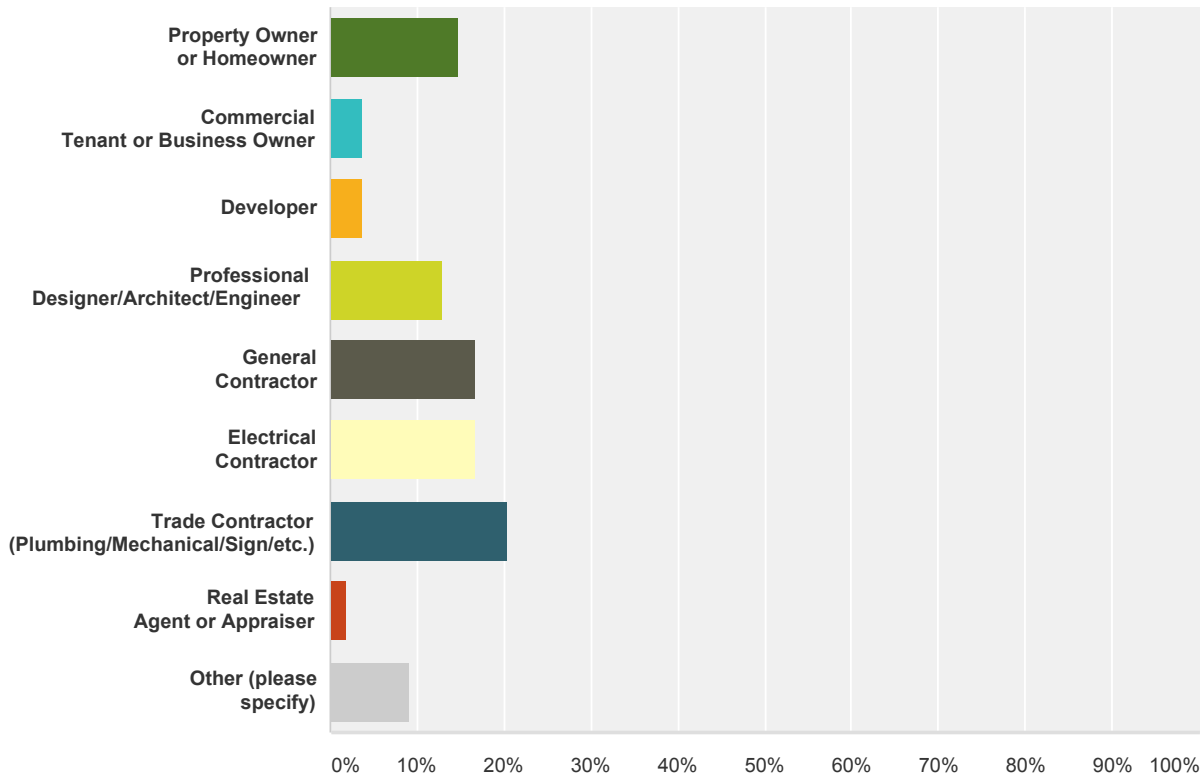
Permit Center Survey

2014 4Q Results

Permit Center Survey v.2

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

Answered: 54 Skipped: 0



Answer Choices	Responses
Property Owner or Homeowner	14.81% 8
Commercial Tenant or Business Owner	3.70% 2
Developer	3.70% 2
Professional Designer/Architect/Engineer	12.96% 7
General Contractor	16.67% 9
Electrical Contractor	16.67% 9
Trade Contractor (Plumbing/Mechanical/Sign/etc.)	20.37% 11
Real Estate Agent or Appraiser	1.85% 1
Other (please specify)	9.26% 5
Total	54

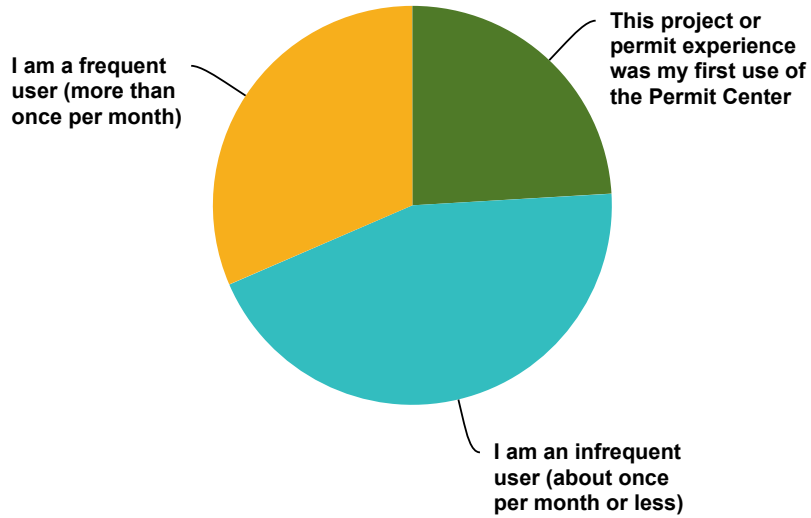
#	Other (please specify)	Date
1	research	3/2/2015 8:20 AM
2	potential property owner	2/3/2015 8:09 AM

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3	property manager/ electrician	1/12/2015 10:13 AM
4	Building designer, contractor and developer	1/8/2015 5:15 PM
5	Local Government Agency	1/8/2015 12:38 PM

Q2 How often do you use the Permit Center?

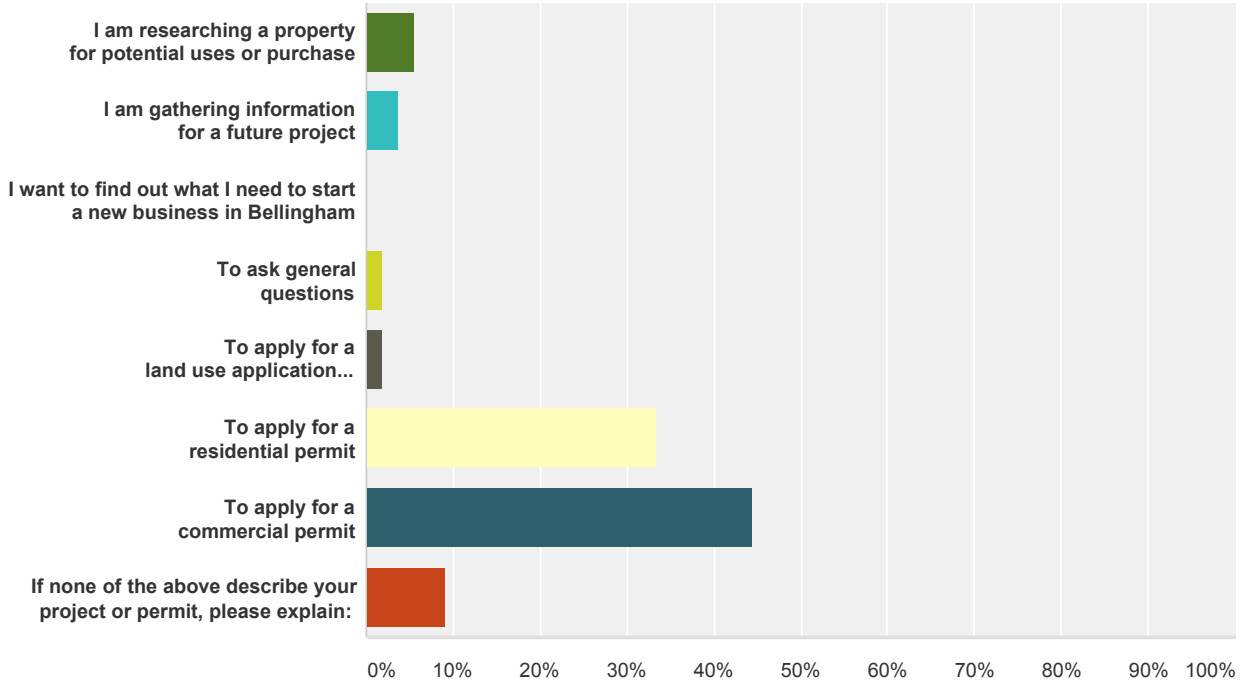
Answered: 54 Skipped: 0



Answer Choices	Responses	
This project or permit experience was my first use of the Permit Center	24.07%	13
I am an infrequent user (about once per month or less)	44.44%	24
I am a frequent user (more than once per month)	31.48%	17
Total		54

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

Answered: 54 Skipped: 0

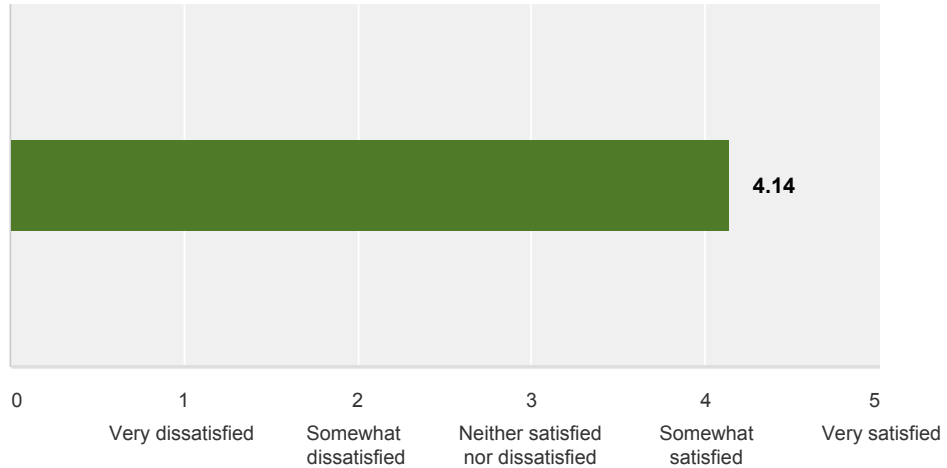


Answer Choices	Responses
I am researching a property for potential uses or purchase	5.56% 3
I am gathering information for a future project	3.70% 2
I want to find out what I need to start a new business in Bellingham	0.00% 0
To ask general questions	1.85% 1
To apply for a land use application (ex. conditional use permit, subdivision, grading, home occupation)	1.85% 1
To apply for a residential permit	33.33% 18
To apply for a commercial permit	44.44% 24
If none of the above describe your project or permit, please explain:	9.26% 5
Total	54

#	If none of the above describe your project or permit, please explain:	Date
1	mechanical permits	1/8/2015 8:06 PM
2	I design , apply for permits and inspections for remodels or custom construction, plus in progress Code Q & A	1/8/2015 6:33 PM
3	temporary right of way use permit	1/8/2015 4:35 PM
4	UST Removal	1/8/2015 9:39 AM

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

Answered: 51 Skipped: 3



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Total	Weighted Average
	52.94% 27.00	27.45% 14.00	9.80% 5.00	0.00% 0.00	9.80% 5.00	51	4.14

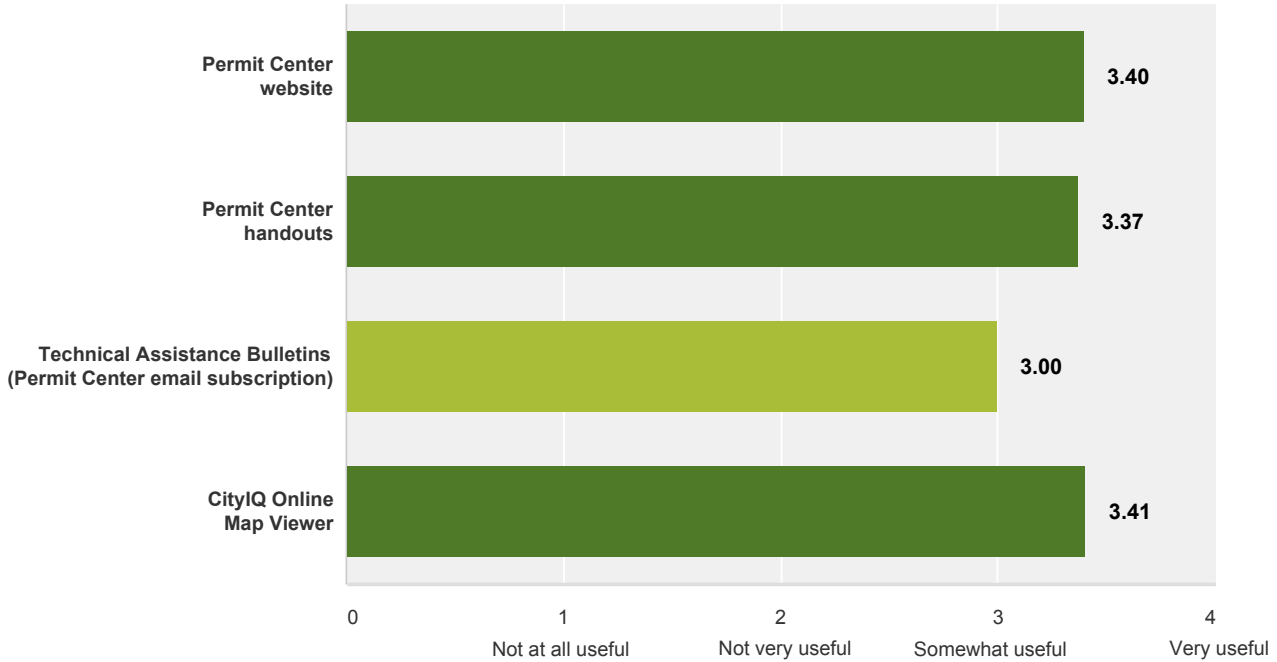
#	Please share any thoughts you have about your overall experience	Date
1	Not quite finished with the process but look forward to receiving a permit for this project. Everyone has been very helpful.	3/1/2015 11:43 AM
2	XXXX, XXXX & XXXX were VERY helpful in answering my questions. XXXX was not so; he seemed eager to get rid of me when I came in on another visit.	2/3/2015 8:11 AM
3	I have received false information that led to financial loss	1/24/2015 11:32 AM
4	Just recently had a terrible experience with XXXX. He must be let go as he is not an ambassador for Bellingham and not helpful.	1/13/2015 7:07 PM
5	The process was smooth and fast.	1/12/2015 1:21 PM
6	It was kind of fuzzy about my situation in applying, but the people handled well	1/12/2015 10:15 AM
7	Bellingham need an online permitting system	1/9/2015 5:46 PM
8	Your staff was very prompt and helpful!	1/9/2015 4:16 PM
9	The permit process is now faster than ever I am impressed Kudos to COB	1/8/2015 6:34 PM
10	Process was timely and staff helpful but I was told after permit was issued and work was startd that I needed an additional plumbing permit. This was missed during the initial review process	1/8/2015 12:40 PM
11	I build commercial properties all around the country. Bellingham was one of the top best experience if not the top. Every staff member was extremely helpful. I wish other cities were as help full as you guys are. As a contractor and new budiness owner, city of bellingham made me feel like that you wanted us there and helped us achieve that goal in professional and efficient manner. As an owner of XXXX and owner of XXXX I thank you guys for making this experience pleasent. Thank you	1/8/2015 12:39 PM
12	I've been a customer of the Permit Center for 40 years. Over the last few years I've seen much improvement to the service I receive. From talking with various personal behind the counter, I see the service getting better. XXXX	1/8/2015 11:49 AM
13	Frustrating from pre app to permit issuance	1/8/2015 11:32 AM

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14	This last permit we got went smoother than in the past. In the past we hated dealing with the city of Bellingham. There wasn't much help and often quite rude. Inspections have also been very difficult in the past. They too were difficult to work with. They offered no help, wouldn't work with us on inspections and VERY RUDE! We will see what happens in the future.	1/8/2015 10:07 AM
15	XXXX and XXXX were great to work with.	1/8/2015 9:40 AM
16	We would love an online permit process for simple applications that don't require a review.	1/8/2015 9:27 AM
17	Planning department , unclear and difficult to work with . Very slow	1/8/2015 9:14 AM
18	I was impressed with the short wait times and helpful staff.	1/8/2015 8:52 AM
19	Recent experiences with other municipalities say you are behind the curve with online permitting and communication.	1/8/2015 8:47 AM
20	I have been dealing with the permit center for many years and I have really never had a bad experience. XXXX is my go to person and has been very helpful, great person!	1/8/2015 8:46 AM
21	Appreciate the cooperation	1/8/2015 8:43 AM

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: 51 Skipped: 3



	Very useful	Somewhat useful	Not very useful	Not at all useful	Not familiar	Total	Weighted Average
Permit Center website	37.25% 19.00	41.18% 21.00	3.92% 2.00	0.00% 0.00	17.65% 9.00	51	3.40
Permit Center handouts	36.00% 18.00	32.00% 16.00	8.00% 4.00	0.00% 0.00	24.00% 12.00	50	3.37
Technical Assistance Bulletins (Permit Center email subscription)	14.29% 7.00	34.69% 17.00	6.12% 3.00	4.08% 2.00	40.82% 20.00	49	3.00
CityIQ Online Map Viewer	35.42% 17.00	25.00% 12.00	4.17% 2.00	2.08% 1.00	33.33% 16.00	48	3.41

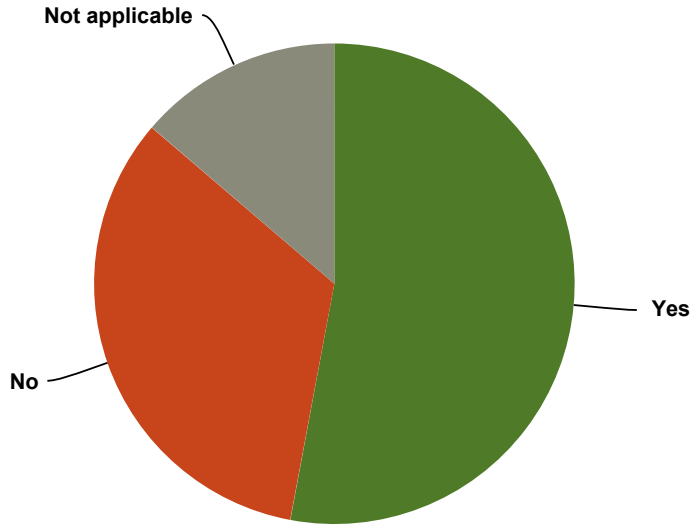
#	Please share any suggestions to make the above resources more useful	Date
1	I had a little trouble navigating the layers on the CityIQ map viewer.	3/1/2015 11:45 AM
2	on my three visits over two different days, I only spoke to employees	2/3/2015 8:12 AM
3	Sometimes it is hard to find information on the website	1/12/2015 1:22 PM
4	No Suggestions for things that I have not used	1/8/2015 6:59 PM
5	The new revised CityIQ is not as user friendly as the older system, tech's might think it works but it is not very easy to use	1/8/2015 5:18 PM
6	City IQ has gotten more difficult to use	1/8/2015 2:28 PM
7	You guys rock. Keep up the good work.	1/8/2015 12:40 PM

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8	The online mapping service still needs improvement.	1/8/2015 11:50 AM
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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: 51 Skipped: 3



Answer Choices	Responses	
Yes	52.94%	27
No	33.33%	17
Not applicable	13.73%	7
Total		51

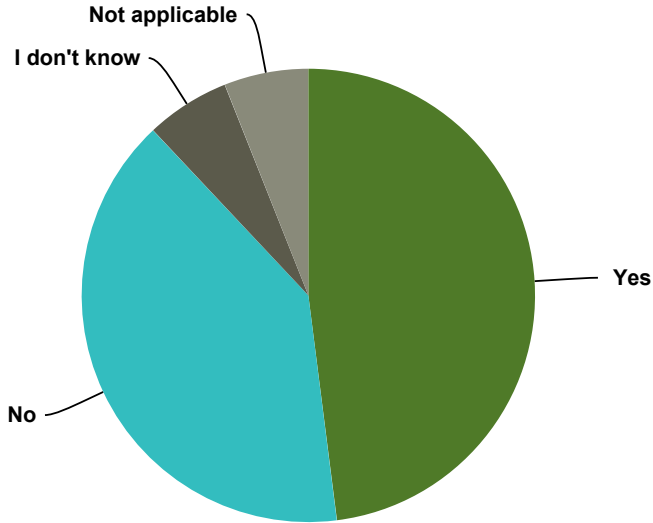
Q7 What technological improvements would you like to see in the Permit Center?

Answered: 18 Skipped: 36

#	Responses	Date
1	My wife and I are only aware of the procedures dealing with ADU requirements-IE: very limited	3/14/2015 11:35 AM
2	Fire XXXX. Period. He is horrible and in no way should be working for our great City.	1/13/2015 7:09 PM
3	none	1/12/2015 10:16 AM
4	Online permitting	1/9/2015 5:47 PM
5	on line permitting	1/9/2015 4:03 PM
6	No Suggestions	1/8/2015 7:01 PM
7	On line payment process for permits	1/8/2015 12:42 PM
8	Paperless is the future	1/8/2015 11:50 AM
9	Online permitting, electronic plan review, tie in .. Tech should save money not cost more. Permits and fees are already much to expensive.	1/8/2015 11:35 AM
10	reduce complexity and minutiae focus! Increase reliance on State licensed professionals.	1/8/2015 10:42 AM
11	On-line permitting/payment	1/8/2015 9:52 AM
12	To be able to view the water and sewer diagrams from my Ipad.	1/8/2015 9:37 AM
13	Online permits	1/8/2015 9:28 AM
14	I'm actually someone who works best with direct help from another human being, but that help can include talking on the phone with someone while we both look at a website. I'm not a frequent user, but I do call sometimes for information.	1/8/2015 9:24 AM
15	Permits and fees are already far to expensive . Tech. Should improve service and reduce cost not increase costs.	1/8/2015 9:17 AM
16	to see a list of all permits that we have on one site so if i did not have permit number on hand i could look it up	1/8/2015 9:11 AM
17	I would expect you to raise rates, but no new fee adders, please. Enhancements ultimately should LOWER your costs.	1/8/2015 8:49 AM
18	Online Permitting would save vehicle trips to the city. This improves all aspects from time,\$,environment etc..	1/8/2015 8:46 AM

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")

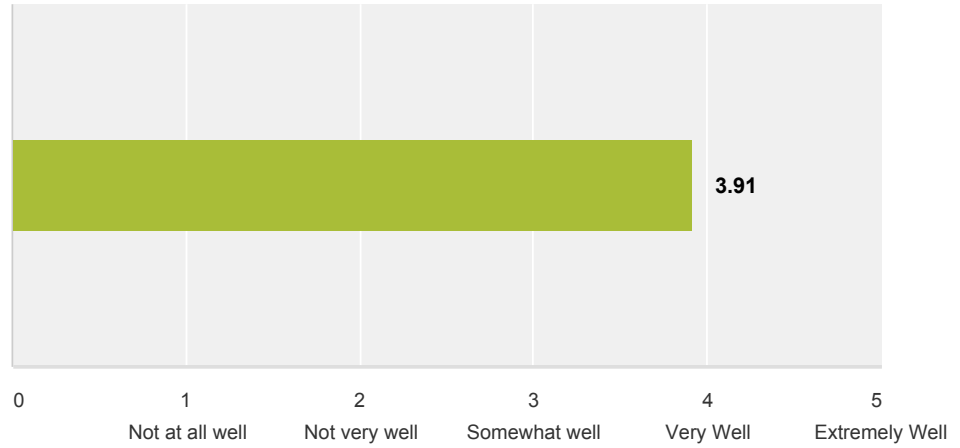
Answered: 50 Skipped: 4



Answer Choices	Responses	
Yes	48.00%	24
No	40.00%	20
I don't know	6.00%	3
Not applicable	6.00%	3
Total		50

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

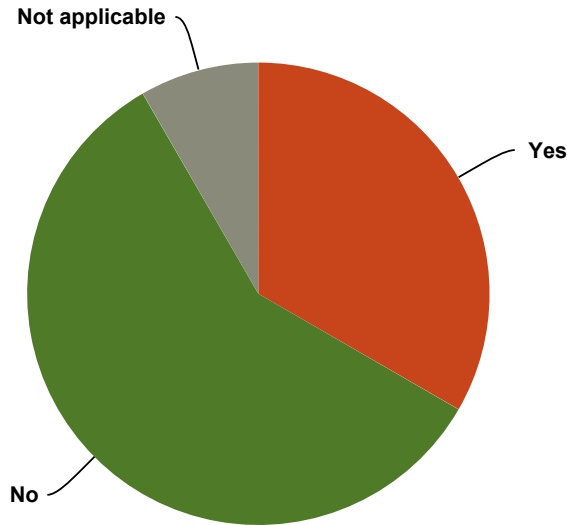
Answered: 23 Skipped: 31



	Extremely well	Very well	Somewhat well	Not very well	Not at all well	Total	Weighted Average
My application was reviewed for completeness	30.43% 7.00	47.83% 11.00	8.70% 2.00	8.70% 2.00	4.35% 1.00	23	3.91

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: 24 Skipped: 30



Answer Choices	Responses	
Yes	33.33%	8
No	58.33%	14
Not applicable	8.33%	2
Total		24

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

Answered: 8 Skipped: 46

#	Responses	Date
1	That the proposed building has to be considerably modified to fit on the property. This will affect the look and feasibility of the project. I was told from six different staff, (2 permit techs, two planners, one public works and one shorelines) that the lot was buildable for what I was proposing.	1/24/2015 11:52 AM
2	We had issues with setbacks.	1/8/2015 8:50 PM
3	Mainly due to inefficient data provided by me.	1/8/2015 12:45 PM
4	I was told after permit was issued that I needed a plumbing permit, this delayed my project completion.	1/8/2015 12:44 PM
5	List is way to long	1/8/2015 11:37 AM
6	signage, address discussion for second building on same lot, exterior fire extinguisher requirement not required previously.	1/8/2015 10:52 AM
7	Additional requirements that were not covered in any of the process from pre app throughout. Planning staff adding things later.	1/8/2015 9:21 AM
8	Some confusion over the fees.	1/8/2015 9:18 AM

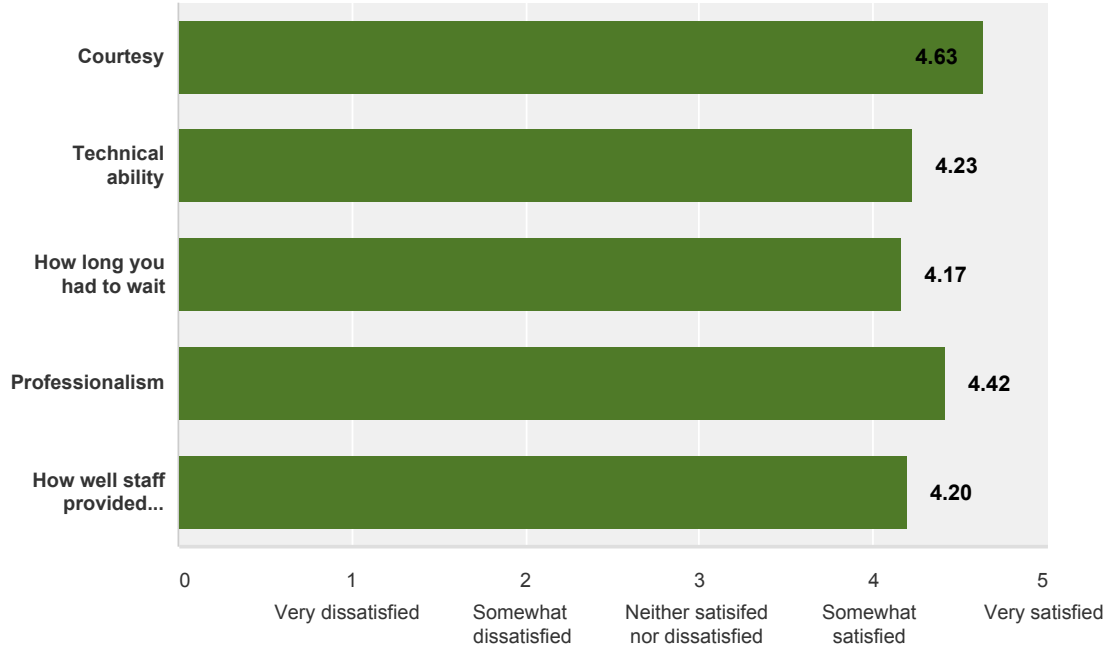
Q12 Do you have any suggestions for what staff could have done to prevent the above issue(s)?

Answered: 8 Skipped: 46

#	Responses	Date
1	The staff needs to realize that financial decisions (sometimes these decisions are in the hundreds of thousand dollar range) are being made from the information that they give out. We come to them for direction. The City of Bellingham is well known for being costly and having a laborious permit permit process.	1/24/2015 11:52 AM
2	The staff were able to work through the process.	1/8/2015 8:50 PM
3	Staff was awesome and helped me achieve my permit and helped me on every step of the way	1/8/2015 12:45 PM
4	Checklist for any additional permit types needed?	1/8/2015 12:44 PM
5	Clear, consistent communications from staff and consistent application of code/	1/8/2015 11:37 AM
6	Delineate and justify by code reference, the justification for requirements not required for previous structures.	1/8/2015 10:52 AM
7	Apply same rule interpretation to all projects. Some projects are given flex and others are not depending on the planner you are assigned .	1/8/2015 9:21 AM
8	More thorough research	1/8/2015 9:18 AM

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

Answered: 50 Skipped: 4



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Courtesy	72.00% 36.00	18.00% 9.00	2.00% 1.00	2.00% 1.00	2.00% 1.00	4.00% 2.00	50	4.63
Technical ability	54.00% 27.00	26.00% 13.00	4.00% 2.00	2.00% 1.00	8.00% 4.00	6.00% 3.00	50	4.23
How long you had to wait	44.00% 22.00	34.00% 17.00	12.00% 6.00	2.00% 1.00	4.00% 2.00	4.00% 2.00	50	4.17
Professionalism	62.00% 31.00	24.00% 12.00	2.00% 1.00	4.00% 2.00	4.00% 2.00	4.00% 2.00	50	4.42
How well staff provided relevant code sections, handouts or other applicable materials	46.00% 23.00	28.00% 14.00	4.00% 2.00	6.00% 3.00	4.00% 2.00	12.00% 6.00	50	4.20

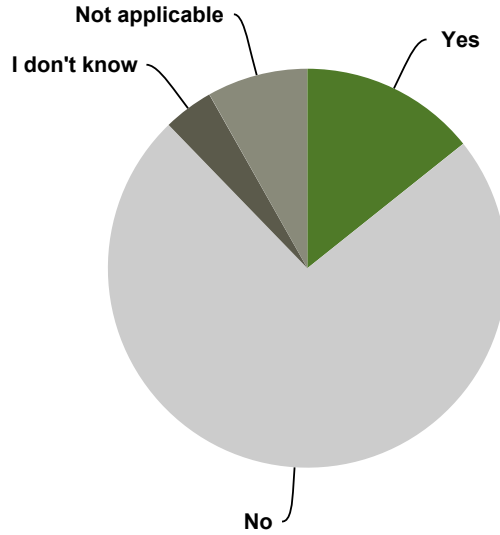
#	Please share any other specific thoughts regarding staff	Date
1	XXXX treated the owner of the building extremely poorly, told them they were unsafe, and offered opinions rather than strict code references. He needs to be fired immediately before a lawsuit is filed because of him.	1/13/2015 7:10 PM
2	I find the staff to be both helpful and friendly	1/12/2015 1:24 PM
3	they are polite.,always to me anyway	1/8/2015 7:05 PM
4	Very helpful and accomodating	1/8/2015 3:40 PM
5	My eperience at permit was the most positive experience ever. I build around the country and you guys are cream of the crop.	1/8/2015 12:48 PM
6	Again, planning staff XXXX is the problem	1/8/2015 9:23 AM

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7	This was probably the best interaction I've had with city employees ever, anywhere.	1/8/2015 8:54 AM
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Q14 Did your most recent project or permit experience require a formal Pre-application Conference with staff prior to application submittal?

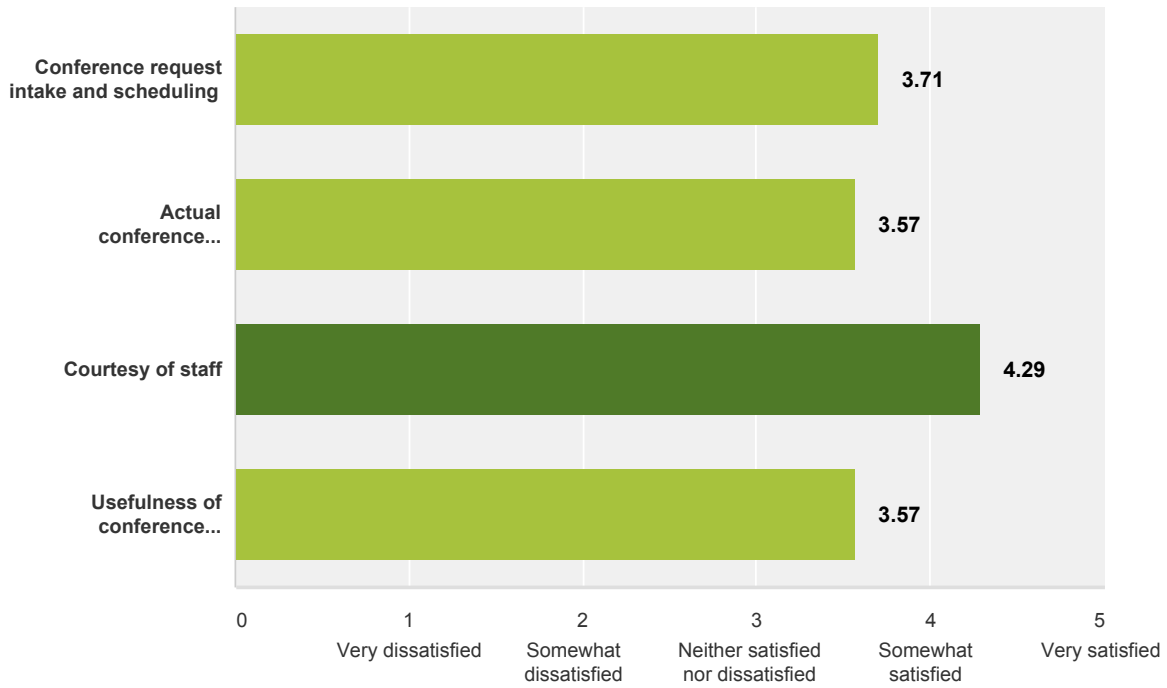
Answered: 49 Skipped: 5



Answer Choices	Responses	
Yes	14.29%	7
No	73.47%	36
I don't know	4.08%	2
Not applicable	8.16%	4
Total		49

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

Answered: 7 Skipped: 47

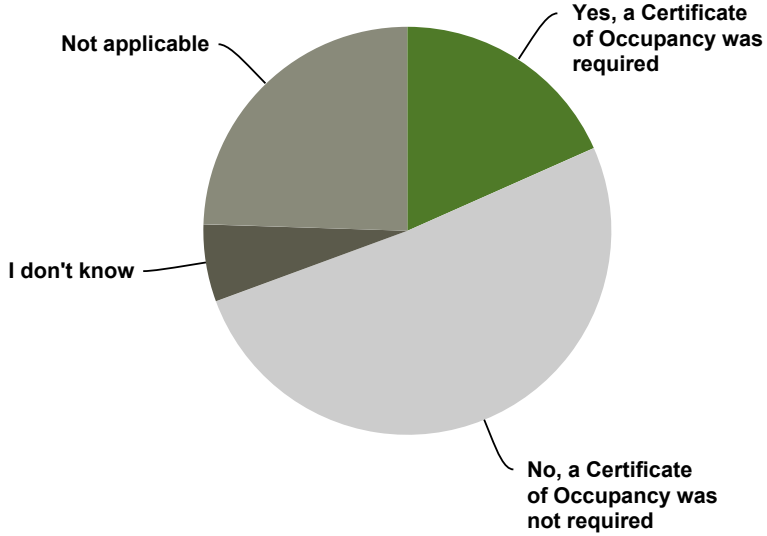


	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Conference request intake and scheduling	57.14% 4.00	14.29% 1.00	0.00% 0.00	0.00% 0.00	28.57% 2.00	0.00% 0.00	7	3.71
Actual conference (facilitation of the meeting, material covered)	42.86% 3.00	28.57% 2.00	0.00% 0.00	0.00% 0.00	28.57% 2.00	0.00% 0.00	7	3.57
Courtesy of staff	57.14% 4.00	14.29% 1.00	28.57% 2.00	0.00% 0.00	0.00% 0.00	0.00% 0.00	7	4.29
Usefulness of conference toward preparing complete applications	42.86% 3.00	28.57% 2.00	0.00% 0.00	0.00% 0.00	28.57% 2.00	0.00% 0.00	7	3.57

#	Please share any other thoughts regarding this process	Date
1	My Best of Thanks to XXXX- Expediting my process made us all look intelligent	1/8/2015 7:11 PM
2	Meeting was a waste of time and money. Some from city did not come to meeting, not only wast of time for meeting but added additional 6 weeks to process unnecessarily . Made process more difficult , not less.	1/8/2015 11:42 AM
3	Many depts did not show up. Many things changed from what was agreed in pre app.	1/8/2015 9:25 AM

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

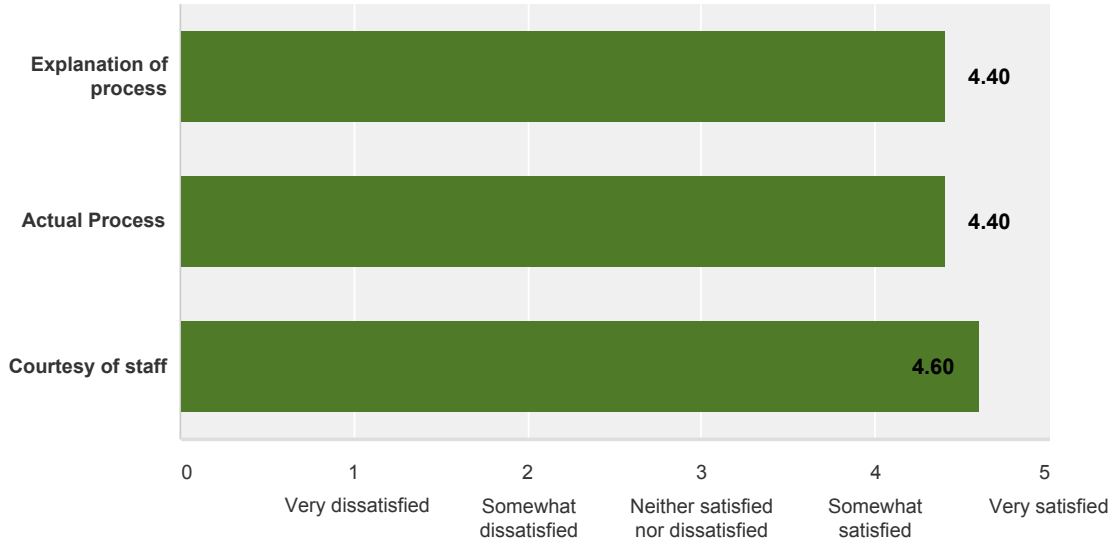
Answered: 49 Skipped: 5



Answer Choices	Responses	
Yes, a Certificate of Occupancy was required	18.37%	9
No, a Certificate of Occupancy was not required	51.02%	25
I don't know	6.12%	3
Not applicable	24.49%	12
Total		49

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

Answered: 9 Skipped: 45



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Explanation of process	22.22% 2.00	33.33% 3.00	0.00% 0.00	0.00% 0.00	0.00% 0.00	44.44% 4.00	9	4.40
Actual Process	22.22% 2.00	33.33% 3.00	0.00% 0.00	0.00% 0.00	0.00% 0.00	44.44% 4.00	9	4.40
Courtesy of staff	33.33% 3.00	22.22% 2.00	0.00% 0.00	0.00% 0.00	0.00% 0.00	44.44% 4.00	9	4.60

#	Please share any other thoughts regarding this process	Date
1	Nothing short of awesome	1/8/2015 12:49 PM
2	Project still in construction	1/8/2015 11:43 AM
3	Project not yet complete	1/8/2015 9:26 AM
4	Not completed yet	1/8/2015 9:19 AM

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

Answered: 15 Skipped: 39

#	Responses	Date
1	The people working at the permit center were very professional and courteous to us.	3/14/2015 11:37 AM
2	See above re three outstanding employees and one mediocre employee	2/3/2015 8:14 AM
3	Remember that contractors and home owners rely on getting permits on a timely basis not only for needed revenue for paying bills but to get people into their homes quicker when repairs and remodels are being performed.	1/26/2015 7:05 PM
4	Please stress that the staff give out correct information. And if they give out false information, they take responsibility for that information when it affects the public they serve in a negative manner	1/24/2015 12:03 PM
5	Permit center is fine. The inspection folks specifically XXXX is not professional, not knowledgeable in electrical work, should not offer opinions but strict code references, and should not go into a facility looking for problems but should offer solutions as a public servant. He needs to go as he is not what embodies a Bellingham resident.	1/13/2015 7:12 PM
6	no	1/12/2015 10:17 AM
7	Keep up the great work!	1/9/2015 4:17 PM
8	Please add on-line permitting for contractors	1/9/2015 4:08 PM
9	I have been a professional builder since 1972 - I have had to adopt code changes for 40 years- Inspectors have been great- we need everything that you do for us.	1/8/2015 7:15 PM
10	I'm not sure if this is in place now, but assigning a permit tech to a large project and following it to the end would be helpful. If a snag or more info needed then this would help expedite the permit.	1/8/2015 11:56 AM
11	Public works engineer / throws in new requirement at very end requiring over 7 k in additional work from our engineers and then an additional 3 months plus, to approve those (his own) changes. Putting us in the worst weather for these street improvements. And adding over 15 k in added construction costs. (XXXX ,) 22k total is no small sum, and it could have easily been brought forward many months before , not waiting until all others had signed off. Incompetence is to easily tolerated in this department.	1/8/2015 11:51 AM
12	Too much emphasis on non-building code related concerns!	1/8/2015 10:57 AM
13	Unequal application and interpretation of code and rule based on who you get as a planner. Confusing and contradictory communication from planning staff XXXX.	1/8/2015 9:29 AM
14	You would do well to test drive other cities plan center online services and processes. Even smaller cities are far ahead of you in the process.	1/8/2015 8:51 AM
15	I appreciate your efforts to improve.	1/8/2015 8:48 AM