

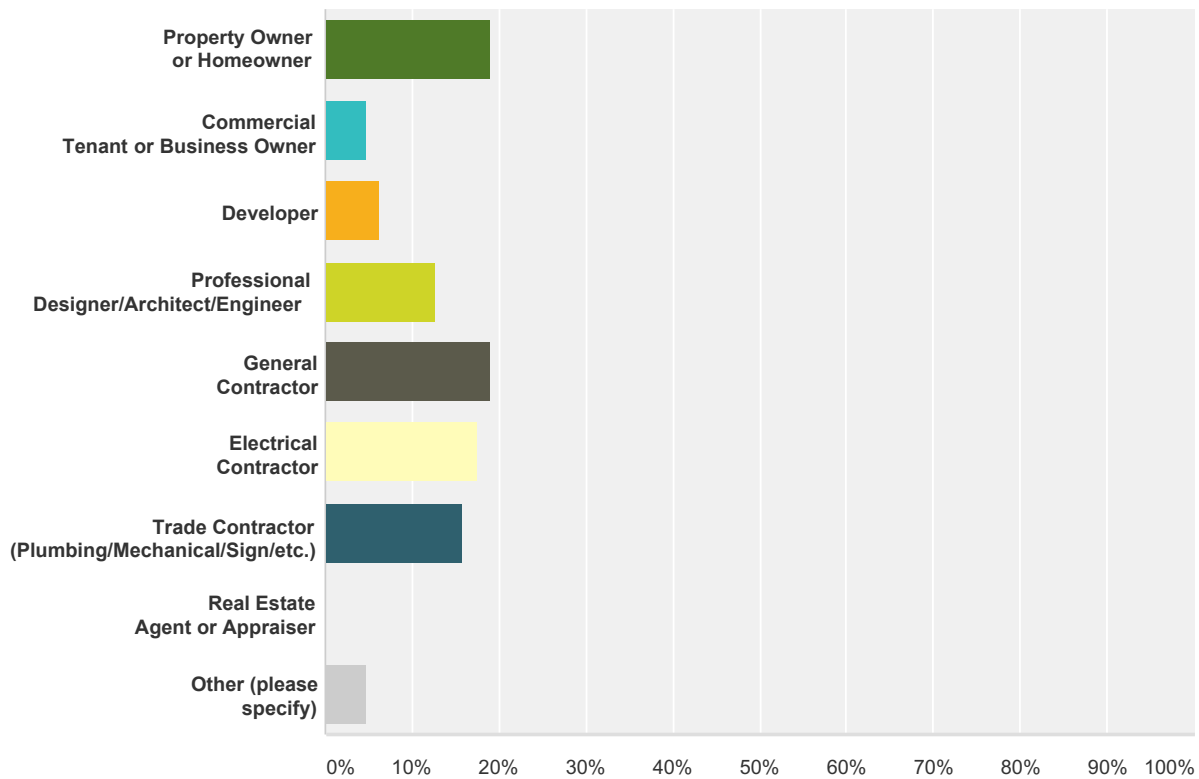
# Permit Center Survey

## 2015 1Q Results

Permit Center Survey v.2

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

Answered: 63 Skipped: 0



Answer Choices	Responses
Property Owner or Homeowner	19.05% 12
Commercial Tenant or Business Owner	4.76% 3
Developer	6.35% 4
Professional Designer/Architect/Engineer	12.70% 8
General Contractor	19.05% 12
Electrical Contractor	17.46% 11
Trade Contractor (Plumbing/Mechanical/Sign/etc.)	15.87% 10
Real Estate Agent or Appraiser	0.00% 0
Other (please specify)	4.76% 3
<b>Total</b>	<b>63</b>

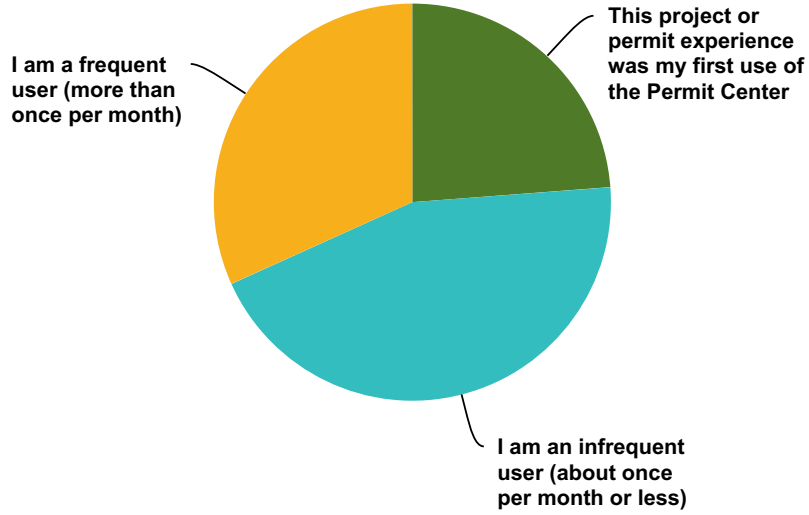
#	Other (please specify)	Date
1	We are in the process of buying land	5/21/2015 1:26 PM
2	Zoning Administrator	5/7/2015 10:59 AM

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3	Engineering Geologist	4/2/2015 2:34 PM
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## Q2 How often do you use the Permit Center?

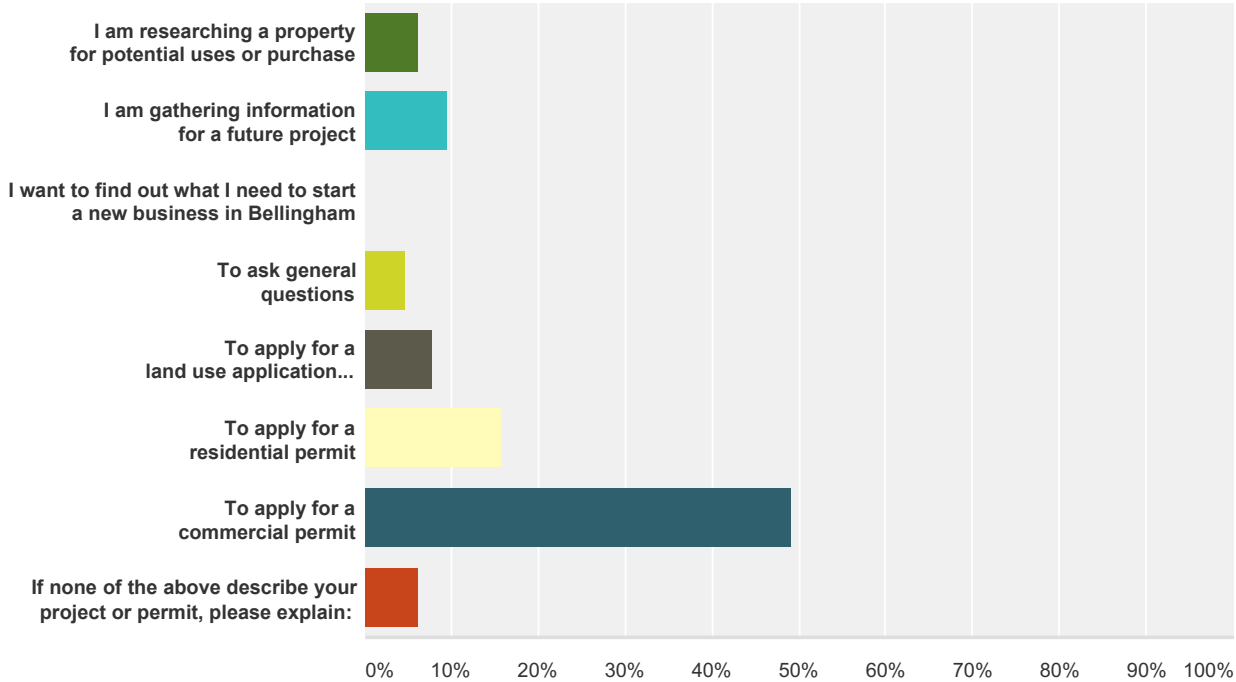
Answered: 63 Skipped: 0



Answer Choices	Responses	
This project or permit experience was my first use of the Permit Center	23.81%	15
I am an infrequent user (about once per month or less)	44.44%	28
I am a frequent user (more than once per month)	31.75%	20
<b>Total</b>		<b>63</b>

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

Answered: 63 Skipped: 0

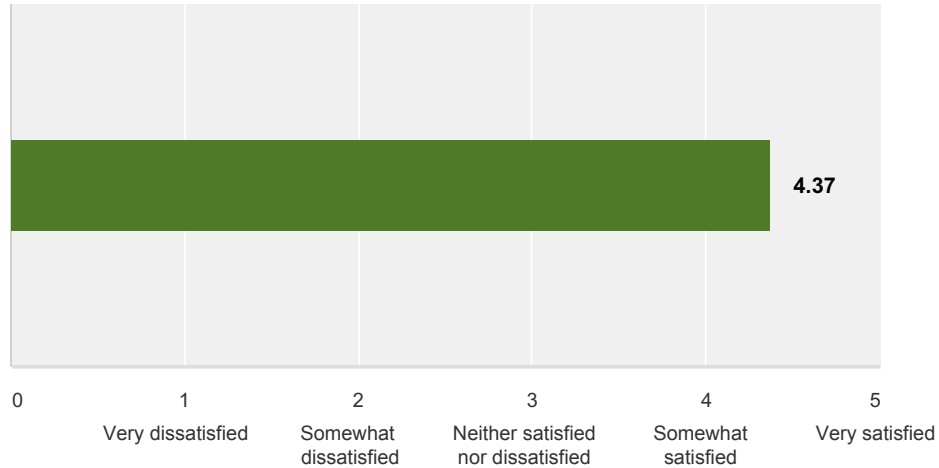


Answer Choices	Responses
I am researching a property for potential uses or purchase	6.35% 4
I am gathering information for a future project	9.52% 6
I want to find out what I need to start a new business in Bellingham	0.00% 0
To ask general questions	4.76% 3
To apply for a land use application (ex. conditional use permit, subdivision, grading, home occupation)	7.94% 5
To apply for a residential permit	15.87% 10
To apply for a commercial permit	49.21% 31
If none of the above describe your project or permit, please explain:	6.35% 4
<b>Total</b>	<b>63</b>

#	If none of the above describe your project or permit, please explain:	Date
1	mechanical permits	4/27/2015 4:47 PM
2	fire alarm and electrical permits	4/6/2015 11:41 AM
3	apply for a sign permit	4/3/2015 2:13 PM
4	Code enforcement	4/2/2015 3:02 PM

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

Answered: 63 Skipped: 0



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Total	Weighted Average
	58.73% 37.00	28.57% 18.00	7.94% 5.00	0.00% 0.00	4.76% 3.00	63	4.37

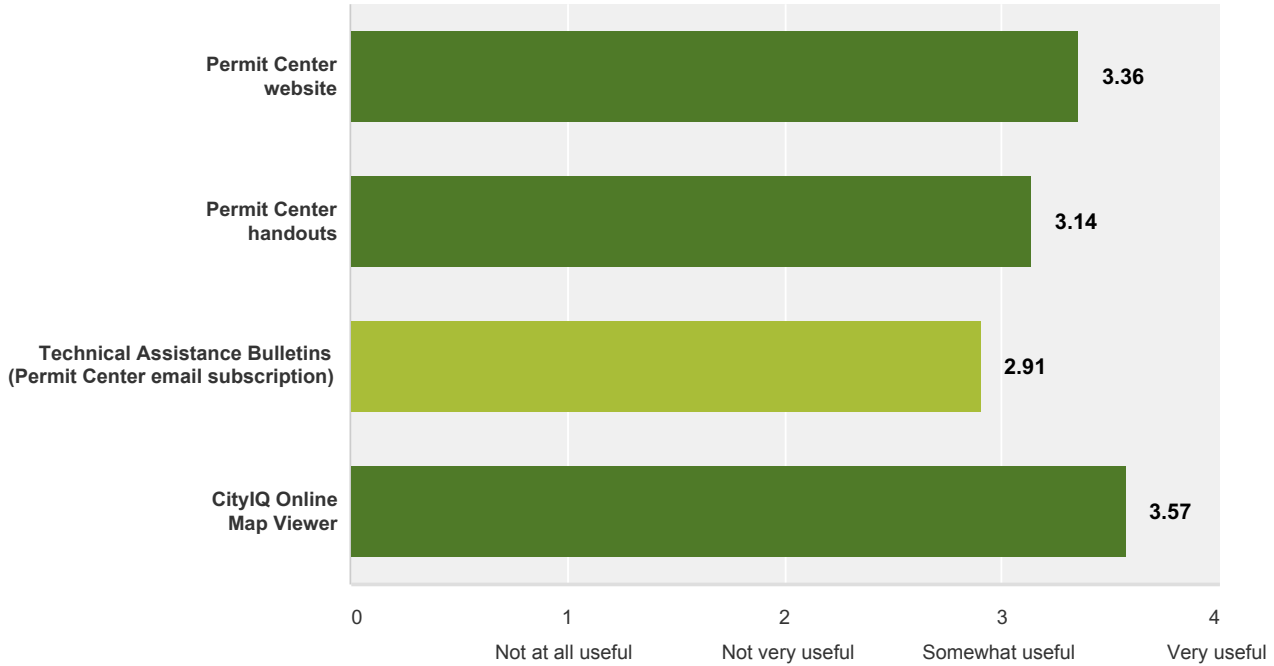
#	Please share any thoughts you have about your overall experience	Date
1	Never again	6/17/2015 7:15 PM
2	I read through the demolition permits weekly and have called several times to speak to the contractors or homeowners. I haven't found the right project yet, but I'm pretty knowledgeable just from the research. You're doing just what I want and need and doing it very well.	6/15/2015 9:53 AM
3	It has been a pleasure working with XXXX, XXXX, and XXXX. They guided us through the permitting process very well. This all-star team is another reason we're proud to live in Bellingham.	6/5/2015 10:12 AM
4	I have had the pleasure of contacting XXXX several times over the past several years, and I have found him to be both very professional and pleasant to work with; he quite a knowledgeable person. Thanks XXXX.	5/28/2015 5:27 PM
5	XXXX has been very responsive and helpful.	5/21/2015 1:27 PM
6	I found everyone i dealt with to be very helpful and friendly.	5/1/2015 12:20 PM
7	Staff in office are most helpful and friendly, but inspectors leave something to be desired as far as being helpful or flexible.	4/27/2015 4:49 PM
8	Very helpful staff	4/16/2015 11:10 AM
9	Personal, responsive, and approachable	4/14/2015 2:55 PM
10	Everyone one has been very helpful with typically have been over the counter residential remodel permits.	4/13/2015 5:04 PM
11	I had good experince with people helping me, however I was told miss information a couple of times and this made it difficult to get my plans approved	4/7/2015 5:54 AM
12	Best in Whatcom County	4/6/2015 4:43 PM
13	It would be great if the permits were completely electronic, without having to send hard copies of electronically stamped plans after they are approved. The process has made improvements, which is good.	4/6/2015 11:46 AM
14	Staff on more then 5 times didn't have the answer and said they needed to ask other staff	4/4/2015 3:19 PM
15	Fast service	4/4/2015 10:29 AM

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16	Good service. Thanks, XXXX	4/3/2015 2:14 PM
17	Seemed to go better than usual for a semi-complex mech project	4/3/2015 8:48 AM
18	It's a lot of hoops to jump through.	4/3/2015 8:11 AM
19	i appreciate the process.	4/2/2015 4:03 PM
20	Did electrical permit online - was able to do without going to permit counter	4/2/2015 3:16 PM
21	I would like to have an on line way to view all of my open permits Commercial and residential so I can better manage the closing out of jobs. invariably there always seems to be one or two that I neglect to have inspected timely. a listing in your system would be a great help as I do a monthly review.	4/2/2015 3:03 PM
22	I submitted a code enforcement issue two months ago and the issue is still pending	4/2/2015 3:02 PM
23	very professional and obviously informed	4/2/2015 2:47 PM
24	very helpfull	4/2/2015 2:42 PM
25	Thanks for the great work!	4/2/2015 2:35 PM
26	Love the ability to apply and pay for electrical permits online! This is a huge time saver for us!	4/2/2015 2:26 PM
27	I have had no issues with anybody. Always helpful and nice.	4/2/2015 2:18 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: 62 Skipped: 1

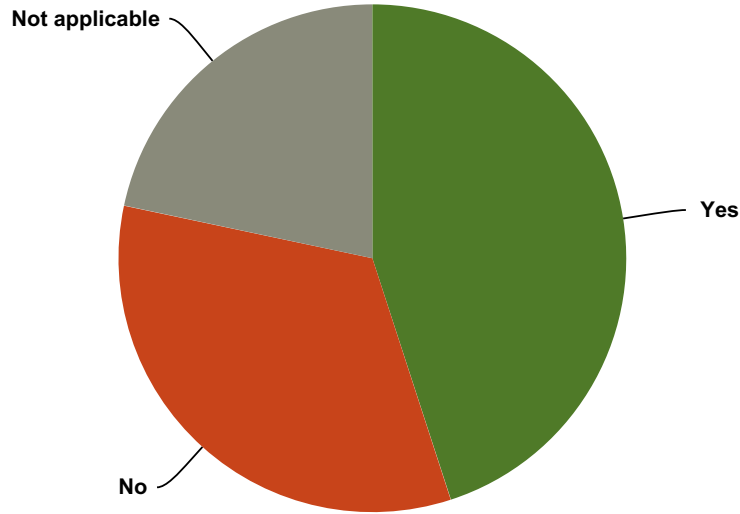


	Very useful	Somewhat useful	Not very useful	Not at all useful	Not familiar	Total	Weighted Average
Permit Center website	34.43% 21.00	44.26% 27.00	1.64% 1.00	1.64% 1.00	18.03% 11.00	61	3.36
Permit Center handouts	18.33% 11.00	31.67% 19.00	6.67% 4.00	1.67% 1.00	41.67% 25.00	60	3.14
Technical Assistance Bulletins (Permit Center email subscription)	6.67% 4.00	21.67% 13.00	6.67% 4.00	1.67% 1.00	63.33% 38.00	60	2.91
CityIQ Online Map Viewer	35.48% 22.00	19.35% 12.00	0.00% 0.00	1.61% 1.00	43.55% 27.00	62	3.57

#	Please share any suggestions to make the above resources more useful	Date
1	We use to make payments, and that works.	4/6/2015 11:47 AM

**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: 60 Skipped: 3



Answer Choices	Responses	
Yes	45.00%	27
No	33.33%	20
Not applicable	21.67%	13
<b>Total</b>		<b>60</b>



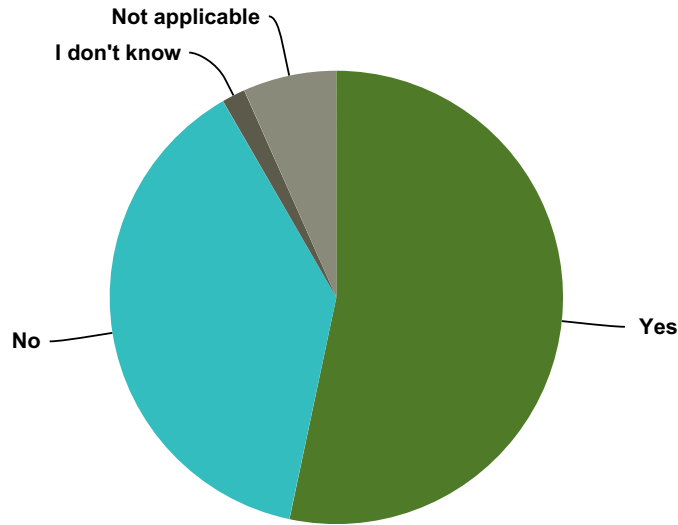
## Q7 What technological improvements would you like to see in the Permit Center?

Answered: 15 Skipped: 48

#	Responses	Date
1	It would be great if we could have a permit fee sheet prior to issuance so that we can have an accurate development budget. The permitting costs and impact fees are already too high for me to support additional fees for upgrading services at the Permitting Center.	6/15/2015 4:48 PM
2	Would really love to have x,y,z coordinates to easily translate that to the field via our GPS systems	4/6/2015 4:45 PM
3	We have no choice as to what fees are imposed. It's not like we can go elsewhere. Many AHJs have a technology fee in addition to permit fees. Many have this built into their permit fees. It really doesn't matter if we are willing to pay any fees or not. If it costs the City extra money, then the money has to come from somewhere.	4/6/2015 11:49 AM
4	Computer screens to face customer	4/4/2015 3:36 PM
5	Where the permit is in the process	4/4/2015 10:30 AM
6	online application and submittal of pdf drawing files. Check out City of Arlington's process.	4/3/2015 8:49 AM
7	Pull permit online, check necessity of permit online	4/2/2015 4:50 PM
8	would like to view all of our permits on line	4/2/2015 3:36 PM
9	Search for a permit by address	4/2/2015 3:17 PM
10	Simplicity in Process	4/2/2015 3:00 PM
11	Be able to request an inspection online	4/2/2015 2:55 PM
12	take a number system ?	4/2/2015 2:51 PM
13	A more user friendly public computer permitting program in the Permit Center and the ability to email recorded documents from this computer.	4/2/2015 2:38 PM
14	complete on-line service for permits. Pull, pay, and then print your permit.	4/2/2015 2:19 PM
15	online commercial permit application	4/2/2015 2:18 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")**

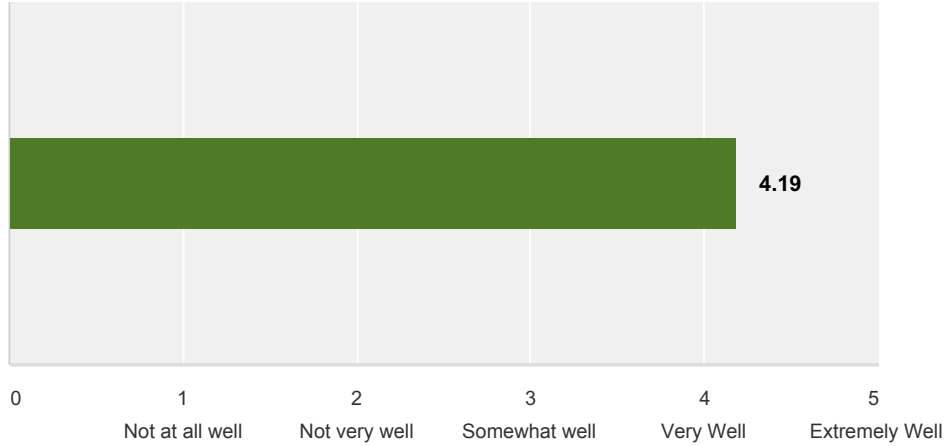
Answered: 60 Skipped: 3



Answer Choices	Responses	
Yes	53.33%	32
No	38.33%	23
I don't know	1.67%	1
Not applicable	6.67%	4
<b>Total</b>		<b>60</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?**

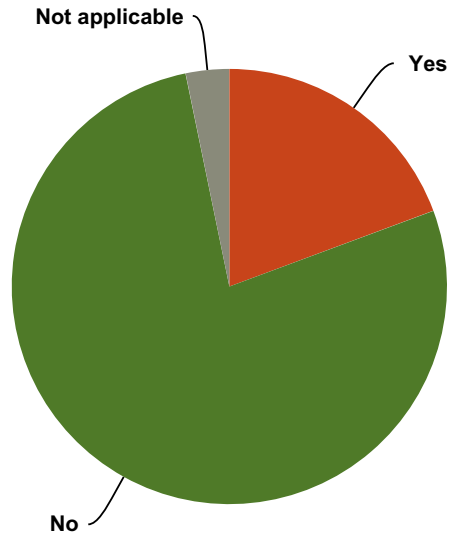
Answered: 31 Skipped: 32



	Extremely well	Very well	Somewhat well	Not very well	Not at all well	Total	Weighted Average
My application was reviewed for completeness	35.48% 11.00	51.61% 16.00	9.68% 3.00	3.23% 1.00	0.00% 0.00	31	4.19

**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: 31 Skipped: 32



Answer Choices	Responses	
Yes	19.35%	6
No	77.42%	24
Not applicable	3.23%	1
<b>Total</b>		<b>31</b>

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

Answered: 5 Skipped: 58

#	Responses	Date
1	The Planner, XXXX, seems to have little understanding of the cost implications of her suggestions and whims. She doesn't seem to coordinate well with the other planners (e.g. stormwater, land use, etc.) so it seems that we get a lot of misinformation.	6/15/2015 4:51 PM
2	We had to make changes to the plans due to a design oversight	4/14/2015 7:59 PM
3	Crawl space heights	4/7/2015 5:57 AM
4	The city said one thing the first time, another the next, and then back to the original the next, and finally something completely different. Consistency would be nice.	4/6/2015 4:47 PM
5	confusion over fees	4/2/2015 2:52 PM

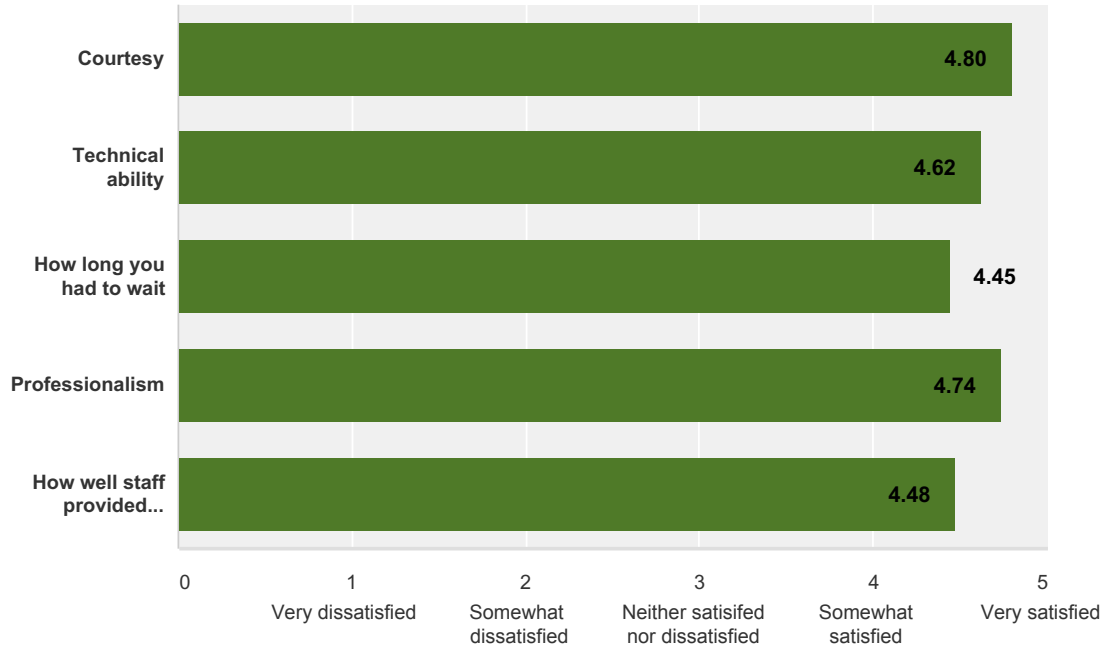
**Q12 Do you have any suggestions for what staff could have done to prevent the above issue(s)?**

Answered: 5 Skipped: 58

#	Responses	Date
1	Assign a planner with more experience?	6/15/2015 4:51 PM
2	The above issue had nothing to do with the permit center staff; in fact they were very helpful in helping me remedy the situation	4/14/2015 7:59 PM
3	Give correct information	4/7/2015 5:57 AM
4	They could be available or have authority to actually make a simple decision.	4/6/2015 4:47 PM
5	new system between finance and counter	4/2/2015 2:52 PM

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

Answered: 56 Skipped: 7



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Courtesy	82.14% 46.00	12.50% 7.00	3.57% 2.00	0.00% 0.00	0.00% 0.00	1.79% 1.00	56	4.80
Technical ability	67.86% 38.00	25.00% 14.00	3.57% 2.00	1.79% 1.00	0.00% 0.00	1.79% 1.00	56	4.62
How long you had to wait	57.14% 32.00	32.14% 18.00	5.36% 3.00	3.57% 2.00	0.00% 0.00	1.79% 1.00	56	4.45
Professionalism	72.73% 40.00	25.45% 14.00	0.00% 0.00	0.00% 0.00	0.00% 0.00	1.82% 1.00	55	4.74
How well staff provided relevant code sections, handouts or other applicable materials	46.43% 26.00	28.57% 16.00	7.14% 4.00	0.00% 0.00	0.00% 0.00	17.86% 10.00	56	4.48

#	Please share any other specific thoughts regarding staff	Date
1	The permitting staff is great, it's really been some of the planners that are the challenge.	6/15/2015 4:55 PM
2	Again, very positive experience working with XXXX, XXXX, and XXXX.	6/5/2015 10:14 AM
3	I realize that the field inspectors are looking out for safety issues and potential problems as far as engineering, but they take their jobs way too serious and come across as arrogant and unfriendly not to mention nitpicky	4/27/2015 4:53 PM
4	across the board good experience so far - professional, responsive, courteous, and personable.	4/14/2015 2:56 PM
5	I don't really work with the Permit Center, per se. We only really work with the Fire Dept for our permits.	4/6/2015 11:51 AM
6	XXXX is not friendly to the public	4/4/2015 3:41 PM

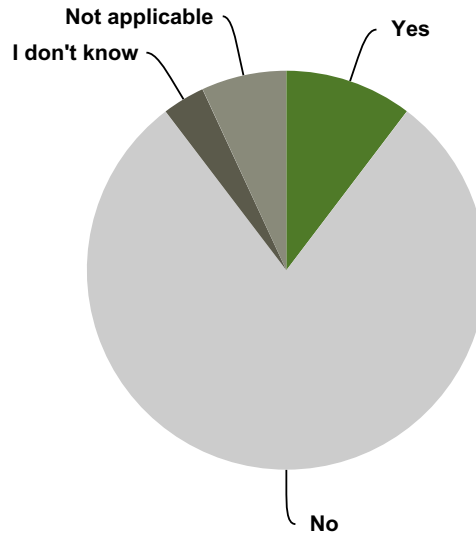
## Permit Center Survey v.2

7	Staff at the permit office are very courteous, however, its been two months since I submitted a code enforcement issue and it is still pending.	4/2/2015 3:04 PM
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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?**

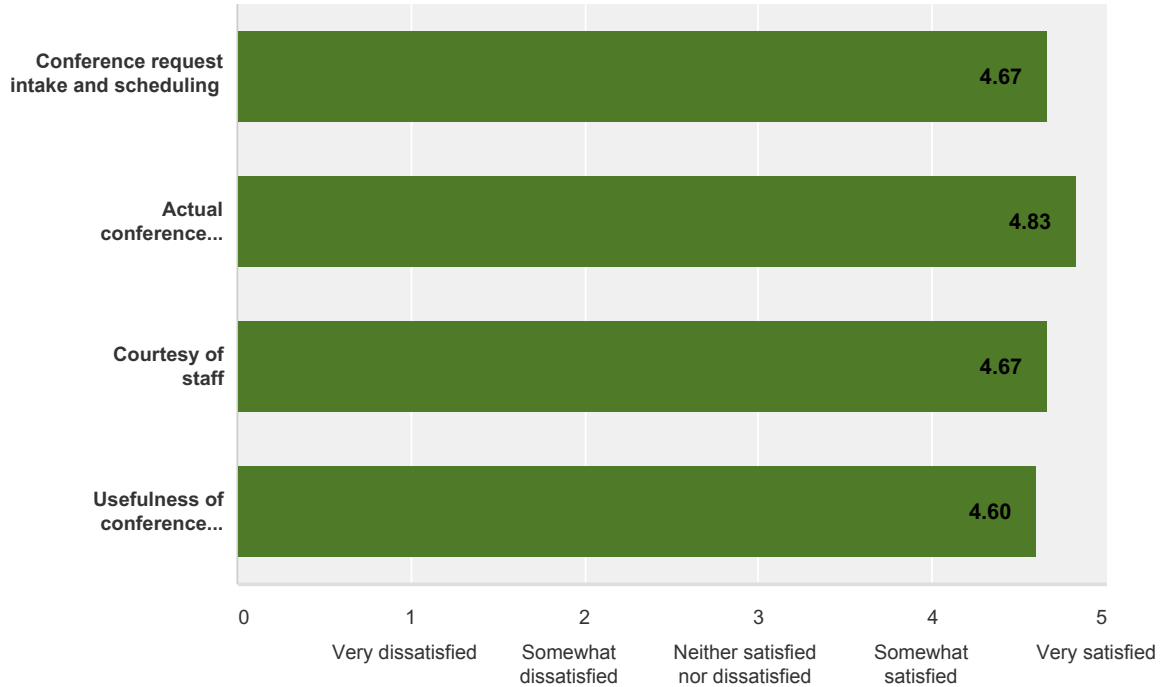
Answered: 58 Skipped: 5



Answer Choices	Responses	
Yes	10.34%	6
No	79.31%	46
I don't know	3.45%	2
Not applicable	6.90%	4
<b>Total</b>		<b>58</b>

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

Answered: 6 Skipped: 57

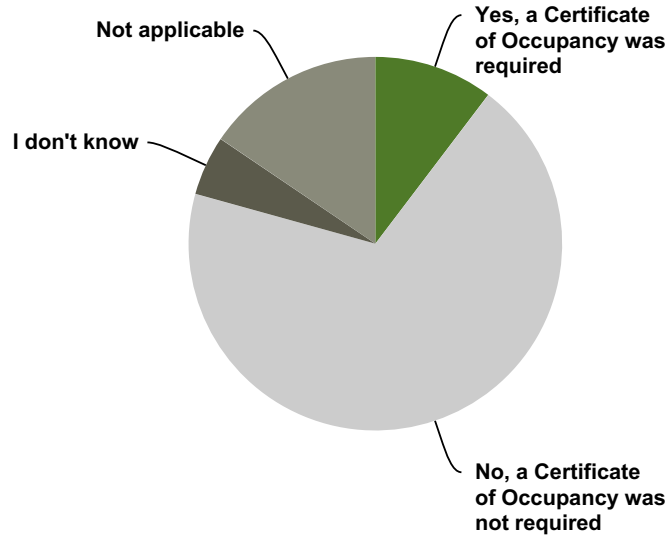


	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Conference request intake and scheduling	66.67% 4.00	33.33% 2.00	0.00% 0.00	0.00% 0.00	0.00% 0.00	0.00% 0.00	6	4.67
Actual conference (facilitation of the meeting, material covered)	83.33% 5.00	16.67% 1.00	0.00% 0.00	0.00% 0.00	0.00% 0.00	0.00% 0.00	6	4.83
Courtesy of staff	66.67% 4.00	33.33% 2.00	0.00% 0.00	0.00% 0.00	0.00% 0.00	0.00% 0.00	6	4.67
Usefulness of conference toward preparing complete applications	60.00% 3.00	40.00% 2.00	0.00% 0.00	0.00% 0.00	0.00% 0.00	0.00% 0.00	5	4.60

#	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?

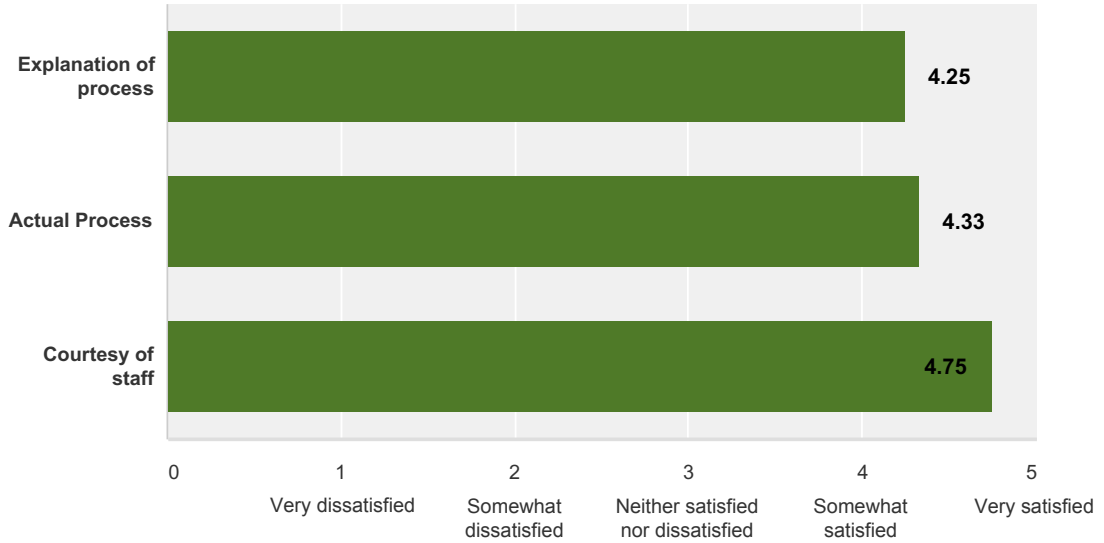
Answered: 58 Skipped: 5



Answer Choices	Responses	
Yes, a Certificate of Occupancy was required	10.34%	6
No, a Certificate of Occupancy was not required	68.97%	40
I don't know	5.17%	3
Not applicable	15.52%	9
<b>Total</b>		<b>58</b>

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

Answered: 6 Skipped: 57



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Explanation of process	33.33% 2.00	16.67% 1.00	16.67% 1.00	0.00% 0.00	0.00% 0.00	33.33% 2.00	6	4.25
Actual Process	16.67% 1.00	33.33% 2.00	0.00% 0.00	0.00% 0.00	0.00% 0.00	50.00% 3.00	6	4.33
Courtesy of staff	50.00% 3.00	16.67% 1.00	0.00% 0.00	0.00% 0.00	0.00% 0.00	33.33% 2.00	6	4.75

#	Please share any other thoughts regarding this process	Date
1	still under construction	4/2/2015 10:17 PM

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

Answered: 17 Skipped: 46

#	Responses	Date
1	I live in the county, so I go through county planning for my permits.	6/15/2015 9:55 AM
2	Keep up the great work. As homeowners here in Bellingham, my wife and I were very much facilitated in improving our home for our family. We received personal and professional attention. A department is only as good as its people, and from what we've experienced with XXXX, XXXX, and XXXX (and also XXXX at the front desk), you have great people! Thank you!	6/5/2015 10:23 AM
3	Thanks for your help.	5/28/2015 5:29 PM
4	A Gentleman by the name of XXXX was very helpful and pleasant	5/7/2015 11:01 AM
5	everyone was friendly, helpful, and knowledgeable.	5/1/2015 12:25 PM
6	The city and upper management would be wise to listen to the staff at the permit center, especially with regards to any future policy changes.	4/14/2015 8:01 PM
7	Good job - keep it up.	4/14/2015 2:57 PM
8	Keep up the great work!	4/13/2015 5:06 PM
9	Eliminating the process of sending hard copies to the AHJ for what is promoted as electronic plan review would be super!	4/6/2015 11:52 AM
10	Appreciate the support received to facilitate the permit process.	4/5/2015 10:57 AM
11	The FIRE DEPT. Should be required to have a staff member at the Permitt center so the public can go to one location, as it was originally designed.	4/4/2015 3:46 PM
12	Keep up the improvements - it seems to be getting better!	4/3/2015 8:52 AM
13	No	4/2/2015 3:38 PM
14	Why does the city take so long in responding to code enforcement issues. It has been two months since I submitted a code enforcement issue with no contact from the city. I was told that it could be many months before I hear back. The violation that I submitted is clearly a violation of code and yet I am told that it is not considered a priority so therefore it will take several months before it is resolved.	4/2/2015 3:07 PM
15	no thanks,	4/2/2015 2:56 PM
16	all round a good experience.	4/2/2015 2:54 PM
17	all good!	4/2/2015 2:21 PM