

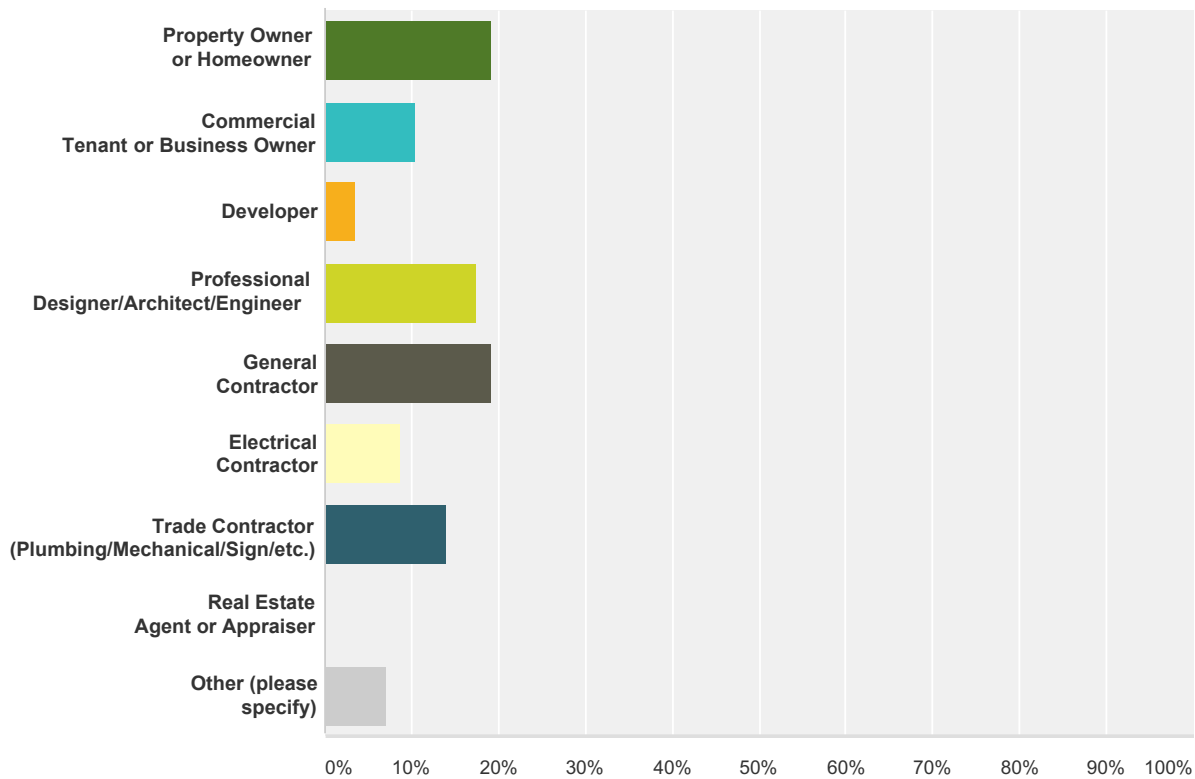
Permit Center Survey

2015 2Q Results

Permit Center Survey v.2

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

Answered: 57 Skipped: 0



Answer Choices	Responses
Property Owner or Homeowner	19.30% 11
Commercial Tenant or Business Owner	10.53% 6
Developer	3.51% 2
Professional Designer/Architect/Engineer	17.54% 10
General Contractor	19.30% 11
Electrical Contractor	8.77% 5
Trade Contractor (Plumbing/Mechanical/Sign/etc.)	14.04% 8
Real Estate Agent or Appraiser	0.00% 0
Other (please specify)	7.02% 4
Total	57

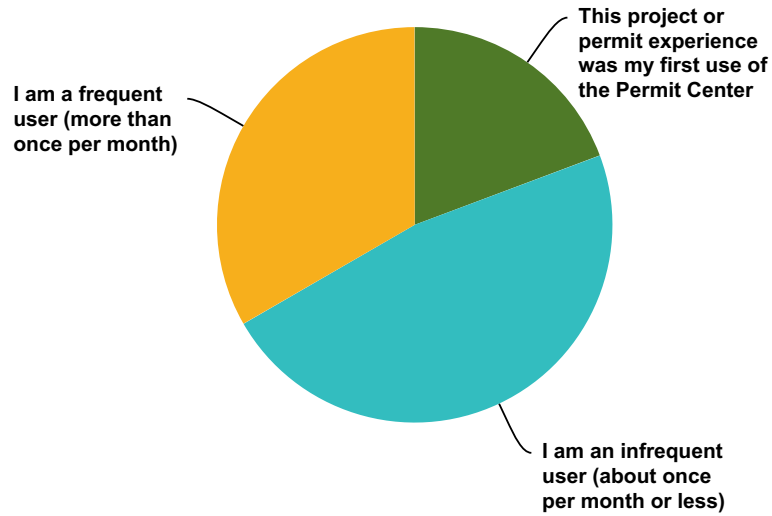
#	Other (please specify)	Date
1	Agent of property owner	8/24/2015 3:14 PM
2	looking at survey questions for Burien	8/10/2015 10:57 AM
3	Facility Supervisor	7/15/2015 2:30 PM

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4	Project Manager / Bldg Enclosure Inspector	7/15/2015 12:50 PM
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Q2 How often do you use the Permit Center?

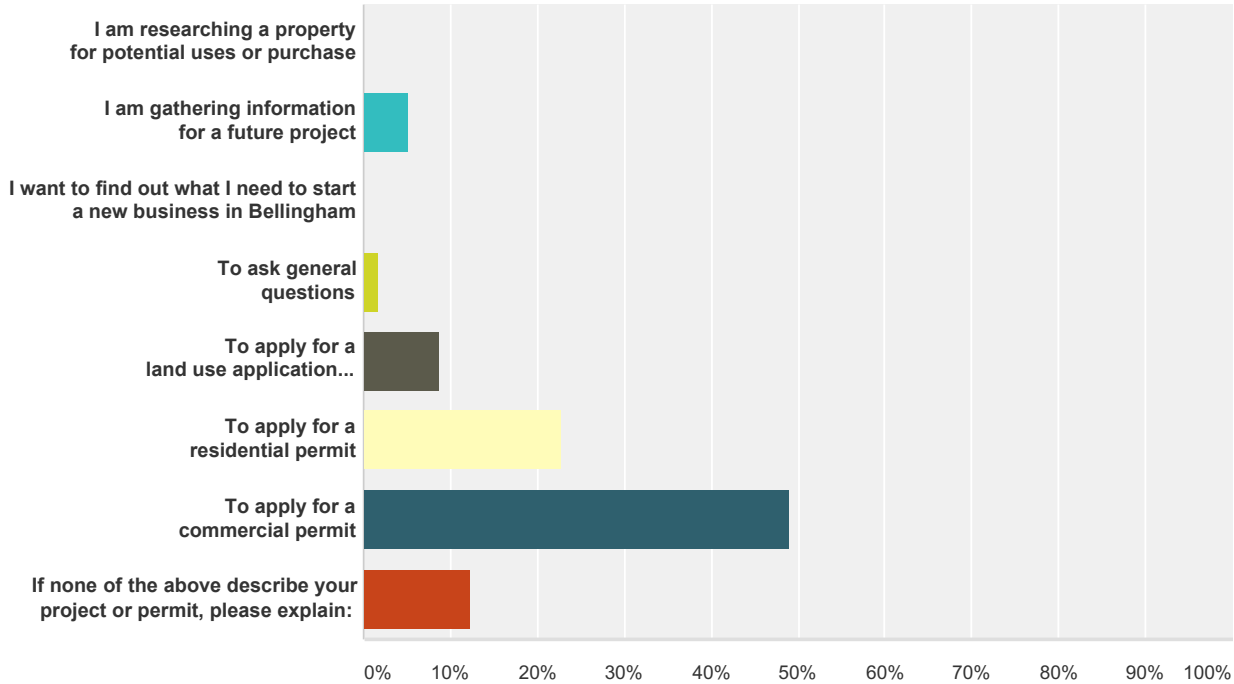
Answered: 57 Skipped: 0



Answer Choices	Responses	
This project or permit experience was my first use of the Permit Center	19.30%	11
I am an infrequent user (about once per month or less)	47.37%	27
I am a frequent user (more than once per month)	33.33%	19
Total		57

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

Answered: 57 Skipped: 0



Answer Choices	Responses
I am researching a property for potential uses or purchase	0.00% 0
I am gathering information for a future project	5.26% 3
I want to find out what I need to start a new business in Bellingham	0.00% 0
To ask general questions	1.75% 1
To apply for a land use application (ex. conditional use permit, subdivision, grading, home occupation)	8.77% 5
To apply for a residential permit	22.81% 13
To apply for a commercial permit	49.12% 28
If none of the above describe your project or permit, please explain:	12.28% 7
Total	57

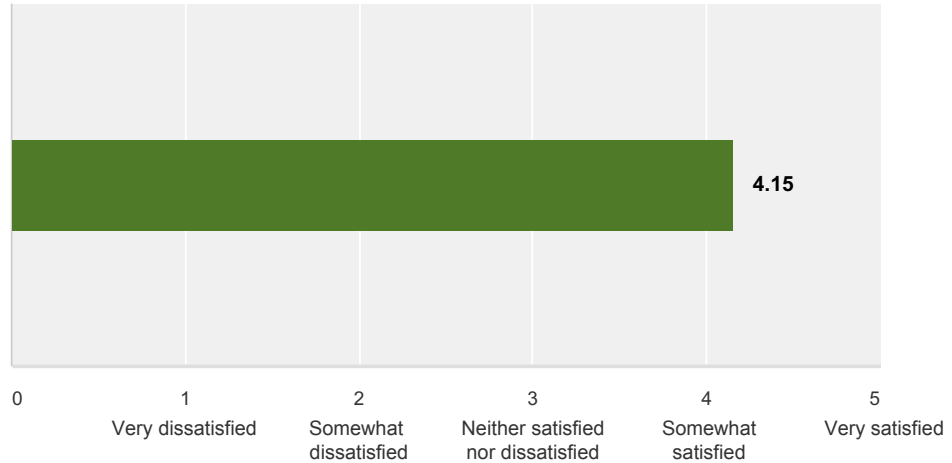
#	If none of the above describe your project or permit, please explain:	Date
1	Concerned about proper enforcement of single family zoning.	9/10/2015 10:14 AM
2	Looking at the survey	8/10/2015 10:57 AM
3	Providing selling agent with all permits for work done	8/10/2015 9:35 AM
4	Demo permit for comcast on Port property	7/23/2015 6:35 AM
5	Class B Electrical permits	7/16/2015 11:24 AM

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6	I use both #2 and #7 about equally. It would be good to allow multiple answers for this question, or a priority list from 1 to 8	7/15/2015 8:48 PM
7	Tenant Improvement	7/15/2015 1:22 PM

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

Answered: 55 Skipped: 2



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Total	Weighted Average
(no label)	50.91% 28	29.09% 16	9.09% 5	5.45% 3	5.45% 3	55	4.15

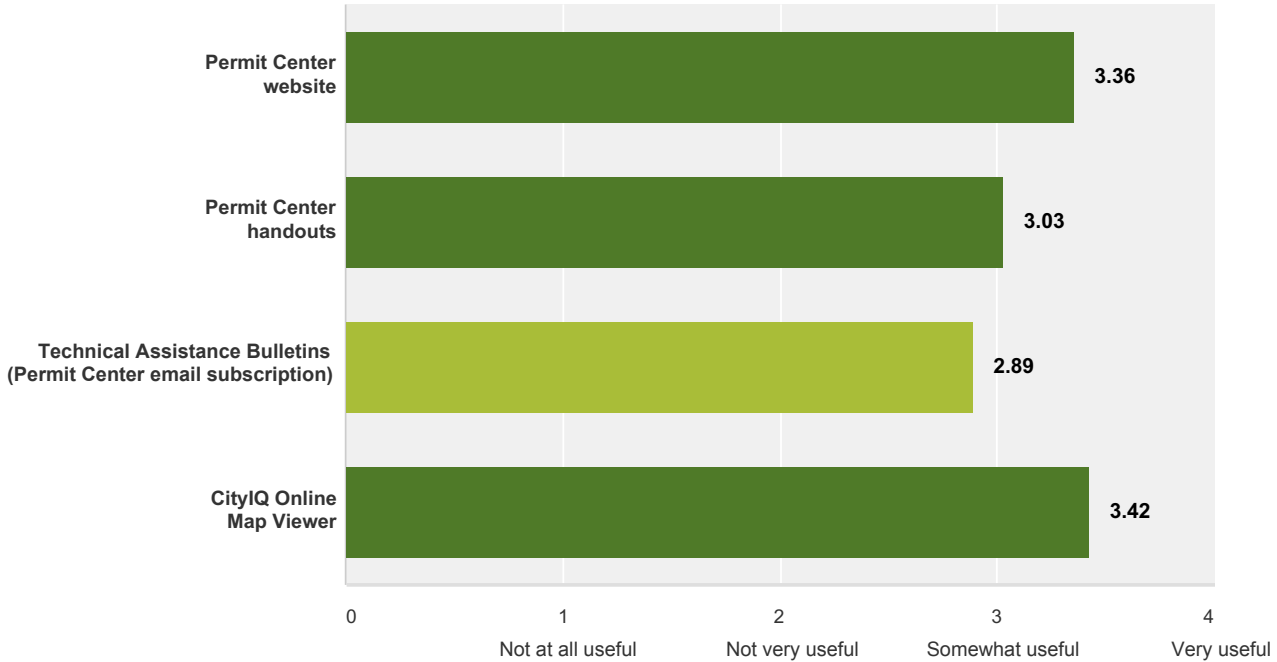
#	Please share any thoughts you have about your overall experience	Date
1	When people put their life savings into a single family zoned home, they expect the city to protect them.	9/10/2015 10:15 AM
2	All staff were very helpful and accommodating	8/24/2015 3:16 PM
3	viewing pages	8/10/2015 10:57 AM
4	Awesome!	8/10/2015 9:35 AM
5	there were challenges in that the bldg had no address. We resolved it quickly and all went well	7/23/2015 6:36 AM
6	all are very helpful	7/21/2015 4:28 PM
7	I've been working with the Permit Center for over 40 yrs, I've always felt the staff and people working at the PermitCenterwe're always trying to help. XXXX	7/18/2015 1:11 PM
8	The new online permit program is an awesome improvement for the City of Bellingham. Thank you!	7/17/2015 2:44 PM
9	Fast process	7/16/2015 11:29 AM
10	XXXX was very helpful and answered all my questions	7/16/2015 11:25 AM
11	Overall the process was somewhat arduous. COB is thorough to say the least. My project was new to the city and the fire dept. In the end everything worked out and my clients are very happy	7/16/2015 7:20 AM
12	Great experience with the center, but it felt very much like jumping through hoops.	7/15/2015 11:12 PM
13	Lately my experiences at the permit center have been excellent	7/15/2015 8:48 PM
14	Planning staff not informed on state law	7/15/2015 2:43 PM
15	permit techs forget not everyone knows all the permits that are required for projects. They could be more upfront with all permits that will be required.	7/15/2015 2:31 PM
16	Desk changed our TI permit to a building permit on shaky reasoning - extended permitting process and time/paperwork to complete application - delayed project - increased cost.	7/15/2015 1:25 PM
17	I feel like it takes a while sometime	7/15/2015 1:23 PM
18	Generally good, but some information presented in a very confusing manner leading conflicting direction from staff	7/15/2015 1:08 PM

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19	emailed request and received answer quickly	7/15/2015 12:53 PM
20	It was a pleasure wirking with the Permit and Planning technicians.	7/15/2015 12:52 PM
21	I was very satisfied with my most recent permit application. The Planner that I dealt with took the application in with the least fuss and the Plans Examiner made valid comments in the time frame promised.	7/15/2015 12:04 PM
22	Love the new on line applicaiton	7/15/2015 12:01 PM
23	nice people	7/15/2015 11:59 AM
24	It was very good	7/15/2015 11:52 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: 53 Skipped: 4

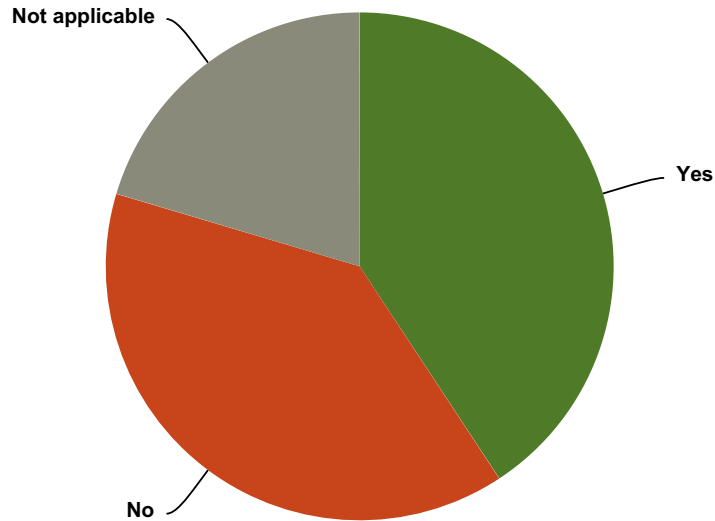


	Very useful	Somewhat useful	Not very useful	Not at all useful	Not familiar	Total	Weighted Average
Permit Center website	41.51% 22	32.08% 17	7.55% 4	1.89% 1	16.98% 9	53	3.36
Permit Center handouts	21.15% 11	32.69% 17	11.54% 6	3.85% 2	30.77% 16	52	3.03
Technical Assistance Bulletins (Permit Center email subscription)	9.62% 5	30.77% 16	7.69% 4	3.85% 2	48.08% 25	52	2.89
CityIQ Online Map Viewer	30.19% 16	28.30% 15	3.77% 2	0.00% 0	37.74% 20	53	3.42

#	Please share any suggestions to make the above resources more useful	Date
1	The online resource system is outdated and could be more user friendly.	10/1/2015 10:58 AM
2	Bulletins are not updated	7/16/2015 11:25 AM
3	CityIQ is a great tool, but in the recent updates it has become more difficult to use. Also, it can be unreliable in different browsers like Firefox and Chrome; we have to use Opera instead for it to work. Also, sometimes the address search doesn't work.	7/15/2015 1:03 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: 54 Skipped: 3



Answer Choices	Responses	
Yes	40.74%	22
No	38.89%	21
Not applicable	20.37%	11
Total		54

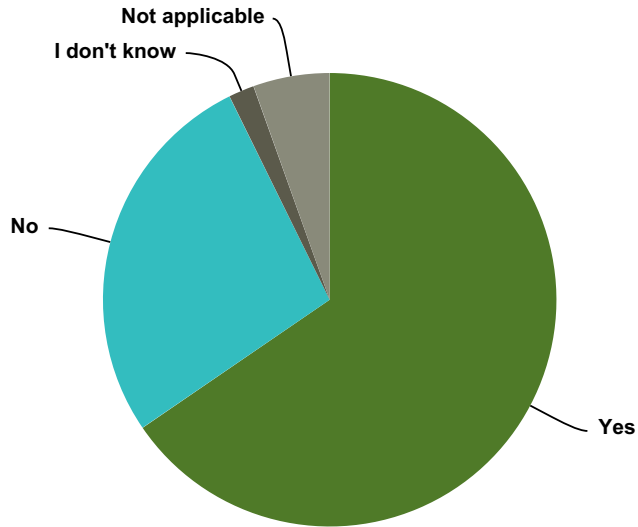
Q7 What technological improvements would you like to see in the Permit Center?

Answered: 20 Skipped: 37

#	Responses	Date
1	I think that this system could help. But like anything ran by this city or state, and after my experiences there you could probably cut some loose ends around there to more than accommodate any changes that could be made to make your office more efficient for us all.	10/1/2015 11:02 AM
2	As an individual, being able to pull up all permits issued. With the new real estate law in effect, permits are very important	8/10/2015 9:37 AM
3	not sure-probably check what permit centers are doing in california? They seem to be the incubator on solutions for managing construction challenges	7/23/2015 6:37 AM
4	Online purchases of Electrical permits similar to State of Washington	7/16/2015 11:26 AM
5	Direct links to code provisions related to any building questions	7/16/2015 7:21 AM
6	Online Permit Submission & Review	7/15/2015 11:13 PM
7	Please add an index of permits so that it is easier to locate a permit if I don't have the paper copy on hand. Now I have to page through the permits one at a time to locate a specific permit.	7/15/2015 8:50 PM
8	A technology fee? Online permitting and electronic plan review are going to save City money! If you need to charge extra to use technology you have incompetent workers. Technology is here to help you!	7/15/2015 7:44 PM
9	full online app to permit process	7/15/2015 3:53 PM
10	Its a lot better	7/15/2015 3:13 PM
11	Online for most things .	7/15/2015 2:44 PM
12	?	7/15/2015 2:32 PM
13	I would like to file online for permit	7/15/2015 1:24 PM
14	Expand ability for electronic submittals.	7/15/2015 1:10 PM
15	Public Works permits should be part of the permit center.	7/15/2015 1:04 PM
16	none	7/15/2015 12:54 PM
17	An online application that actually works well	7/15/2015 12:53 PM
18	The Planning Department already charges thousands of dollars to obtain a permit. Of course the fees are similar to other Municipalities because they all use the same building code. Never the less, the fees are too high. A permit to build a house in Bellingham is about \$30,000. The City uses the Building Department as a revenue source for the General Fund and uses Staff in the Building Department in other departments. Now, you want to charge us more to make the process easier?	7/15/2015 12:20 PM
19	The technology is fine. You need to improve some of the staff who have bad attitudes.	7/15/2015 12:08 PM
20	No ideas.	7/15/2015 11:22 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")

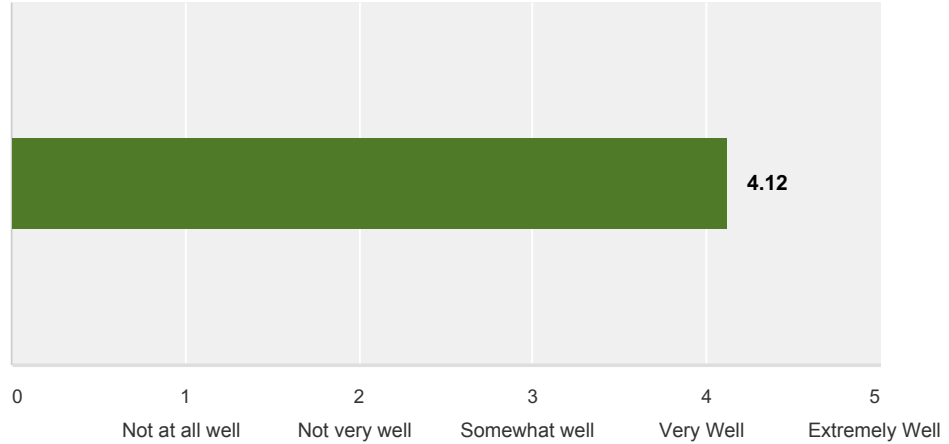
Answered: 55 Skipped: 2



Answer Choices	Responses	
Yes	65.45%	36
No	27.27%	15
I don't know	1.82%	1
Not applicable	5.45%	3
Total		55

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

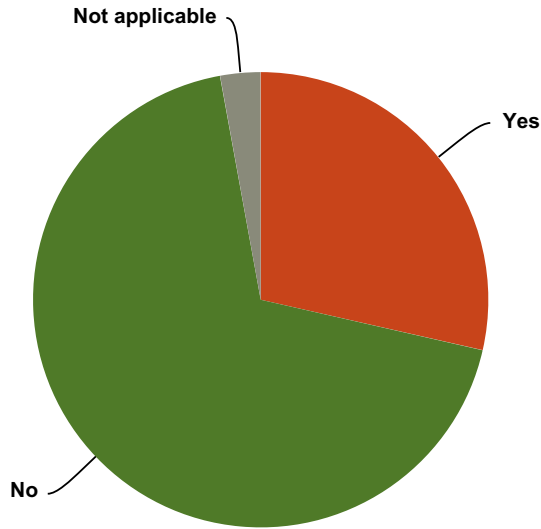
Answered: 34 Skipped: 23



	Extremely well	Very well	Somewhat well	Not very well	Not at all well	Total	Weighted Average
My application was reviewed for completeness	38.24% 13	44.12% 15	8.82% 3	8.82% 3	0.00% 0	34	4.12

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: 35 Skipped: 22



Answer Choices	Responses	
Yes	28.57%	10
No	68.57%	24
Not applicable	2.86%	1
Total		35

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

Answered: 8 Skipped: 49

#	Responses	Date
1	the staff does not explain things very well. And if they dont see something on the first look and notice it later on. It's the end users issue they claim no fault in the error.	10/1/2015 11:14 AM
2	needed more information	7/21/2015 4:29 PM
3	Mine was the first of its kind for cob	7/16/2015 7:22 AM
4	Totally my fault. Weights were contradictory between drawing and calcs. I was pleased they caught it.	7/15/2015 3:54 PM
5	Additional information required that was not made clear at initial submittal/review	7/15/2015 1:12 PM
6	The Planning Department has somehow got the idea that noting in Bellingham should change. If there is an ugly building, the Owner has to get permission for the Planning Department to change it. This is wrong! It is not within the purview of the Planning Department to stop change.	7/15/2015 12:25 PM
7	None this time.	7/15/2015 12:08 PM
8	Fire department	7/15/2015 12:03 PM

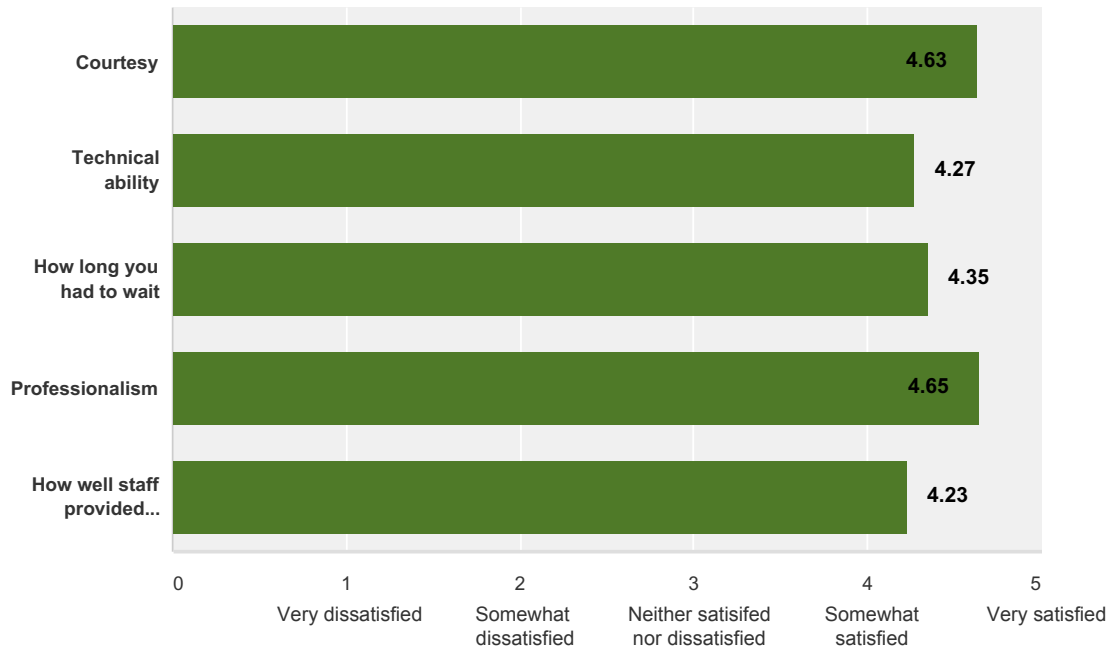
Q12 Do you have any suggestions for what staff could have done to prevent the above issue(s)?

Answered: 7 Skipped: 50

#	Responses	Date
1	The staff stemming from the people in charge! could actually be there for the people, and to legitimately want to help the people that come into their office. And do so in a timely cost effective manner. Not treating their job like they have this hierarchy over the people that come in. Only to have them run in circles over mundane details that could have been taken care of in easier ways.	10/1/2015 11:14 AM
2	my issue not staffs	7/21/2015 4:29 PM
3	No	7/16/2015 7:22 AM
4	N/A	7/15/2015 3:54 PM
5	Yes. The Planning Department needs to do planning not prevent Citizens from working on their property. The Planning Department should NOT run the Building Department.	7/15/2015 12:25 PM
6	No	7/15/2015 12:08 PM
7	Have a fire department staff at the permit center	7/15/2015 12:03 PM

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

Answered: 49 Skipped: 8



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Courtesy	77.55% 38	14.29% 7	4.08% 2	2.04% 1	2.04% 1	0.00% 0	49	4.63
Technical ability	46.94% 23	40.82% 20	2.04% 1	6.12% 3	2.04% 1	2.04% 1	49	4.27
How long you had to wait	63.27% 31	14.29% 7	12.24% 6	8.16% 4	0.00% 0	2.04% 1	49	4.35
Professionalism	77.55% 38	12.24% 6	4.08% 2	2.04% 1	2.04% 1	2.04% 1	49	4.65
How well staff provided relevant code sections, handouts or other applicable materials	50.00% 23	26.09% 12	8.70% 4	6.52% 3	2.17% 1	6.52% 3	46	4.23

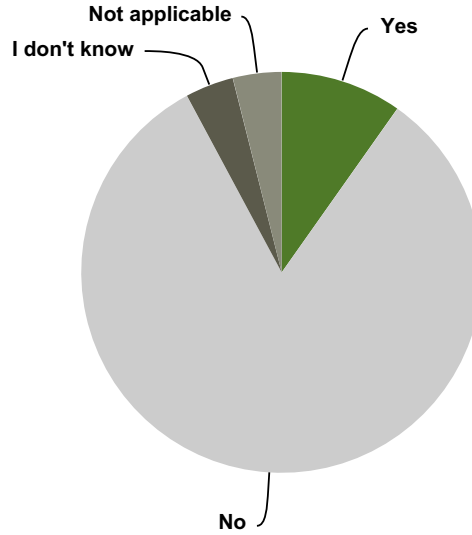
#	Please share any other specific thoughts regarding staff	Date
1	Unprofessional across the board, expect for the guy that greets you when you walk in the door.	10/1/2015 11:15 AM
2	Please remember the impacts to the existing home owners	9/10/2015 10:17 AM
3	some of the departments took too long to review their portion of the permit, which delayed the resubmittal process	7/20/2015 10:00 AM
4	XXXX is very helpful	7/17/2015 2:45 PM
5	I dealt with XXXX and XXXX The majority of the time. Both were personable and knowledgable and seemed to be passionate about what the job entails. Their job is difficult and they do it well.	7/16/2015 7:25 AM
6	I have been very pleased with the staff.	7/15/2015 8:51 PM
7	Seems like they are starting to click. I am encouraged.	7/15/2015 3:55 PM
8	XXXX is really really hard to work with some times	7/15/2015 3:14 PM

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9	Planning staff not properly knowledgeable	7/15/2015 2:46 PM
10	Staff is courteous and professional - just disappointed that a straight forward TI permit was arbitrarily converted to a building permit without sound reasoning.	7/15/2015 1:32 PM
11	XXXX at the permit center is FANTASTIC about getting back to us almost immediately. She has excellent communication too when there will be a delay. The public works permit techs, however, can be quite delayed in their responsiveness.	7/15/2015 1:06 PM
12	Some Planners seem to think that their job is to put up obstacles. That is NOT their job. Their job is to help Citizens through a complicated process. One Planner in particular seems ONLY to want to generate revenue for the department. She seems ONLY to want to get a Customer to go through the design review process.	7/15/2015 12:10 PM
13	This is a challenge to answer because you combined the field staff with the permit center staff. the permit center staff are knowledgeable, helpful, professional and kind. XXXX your field inspector is unprofessional, rude and continuously calls items outside the scope of the project and not related to the inspection in any way. XXXX is a far better electrical inspector and much more professional than XXXX will ever be. I would like nothing more than to never see XXXX step foot on my property again.	7/15/2015 12:06 PM

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

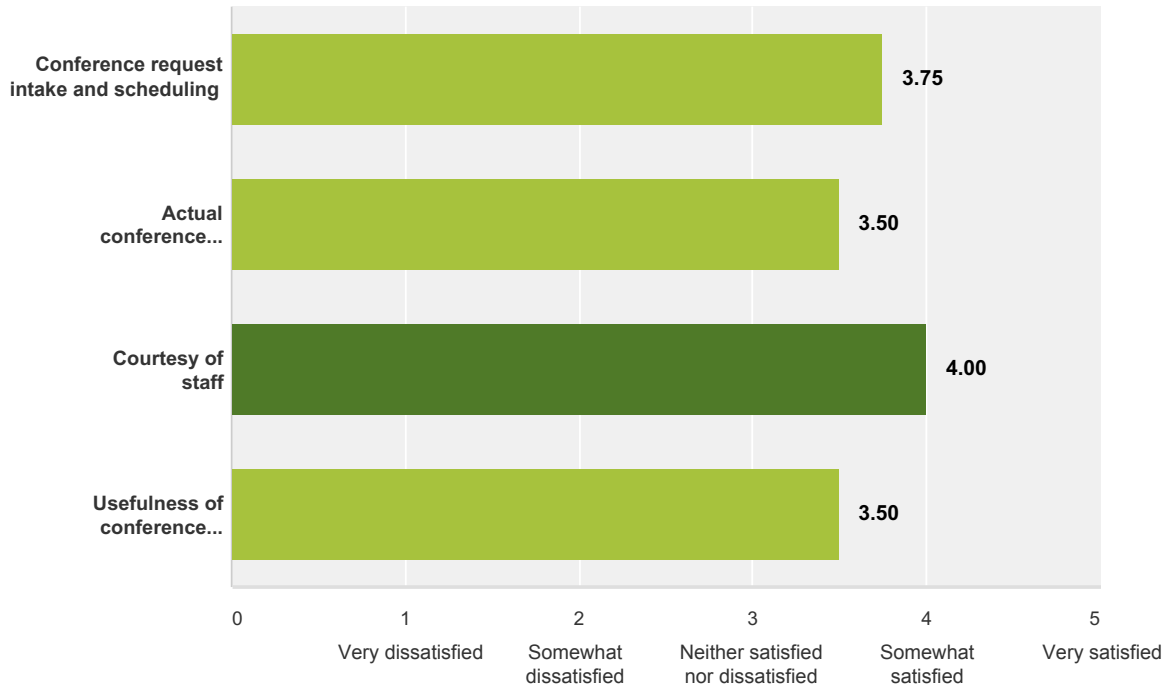
Answered: 51 Skipped: 6



Answer Choices	Responses	
Yes	9.80%	5
No	82.35%	42
I don't know	3.92%	2
Not applicable	3.92%	2
Total		51

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

Answered: 5 Skipped: 52

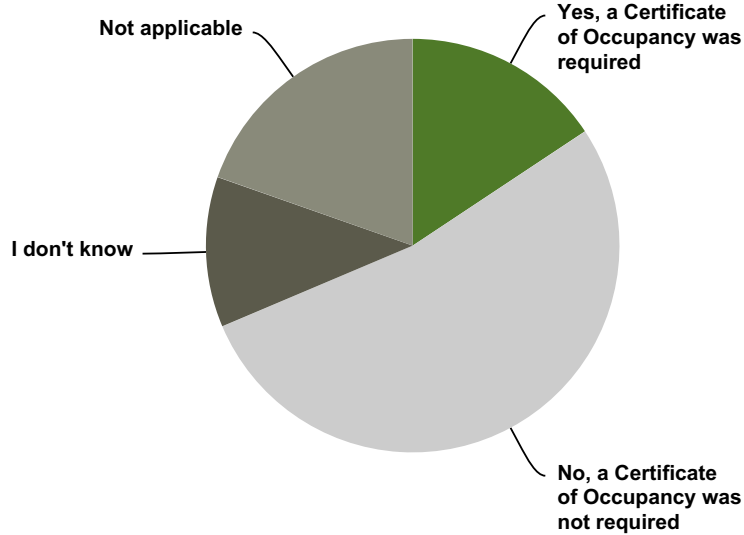


	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Conference request intake and scheduling	40.00% 2	20.00% 1	0.00% 0	0.00% 0	20.00% 1	20.00% 1	5	3.75
Actual conference (facilitation of the meeting, material covered)	20.00% 1	40.00% 2	0.00% 0	0.00% 0	20.00% 1	20.00% 1	5	3.50
Courtesy of staff	20.00% 1	40.00% 2	20.00% 1	0.00% 0	0.00% 0	20.00% 1	5	4.00
Usefulness of conference toward preparing complete applications	20.00% 1	40.00% 2	0.00% 0	0.00% 0	20.00% 1	20.00% 1	5	3.50

#	Please share any other thoughts regarding this process	Date
1	Waste of time and money. NOTHING we did not already know	7/15/2015 2:48 PM

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

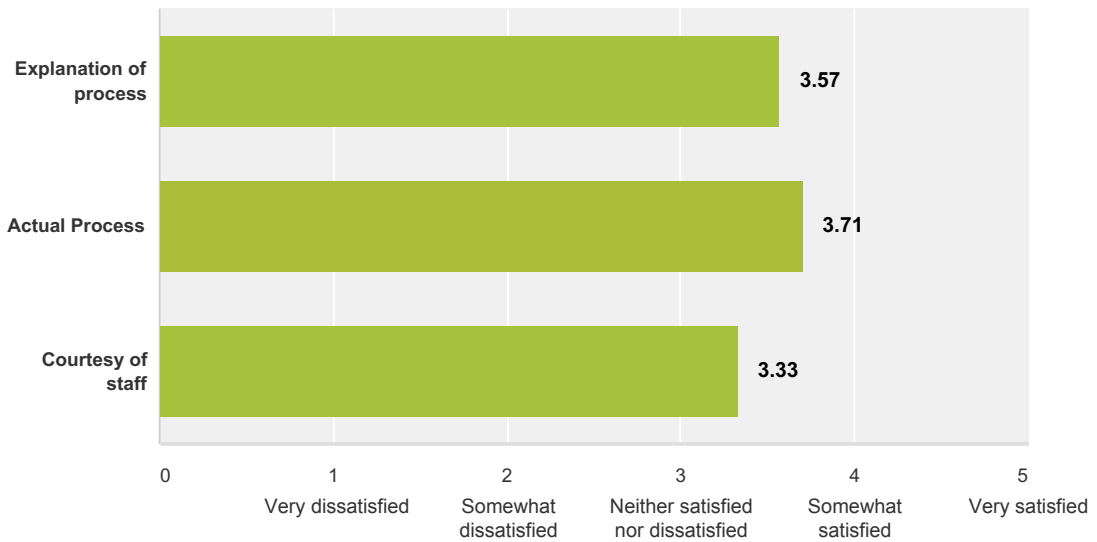
Answered: 51 Skipped: 6



Answer Choices	Responses	
Yes, a Certificate of Occupancy was required	15.69%	8
No, a Certificate of Occupancy was not required	52.94%	27
I don't know	11.76%	6
Not applicable	19.61%	10
Total		51

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

Answered: 7 Skipped: 50



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Explanation of process	42.86% 3	28.57% 2	0.00% 0	0.00% 0	28.57% 2	0.00% 0	7	3.57
Actual Process	42.86% 3	28.57% 2	0.00% 0	14.29% 1	14.29% 1	0.00% 0	7	3.71
Courtesy of staff	33.33% 2	33.33% 2	0.00% 0	0.00% 0	33.33% 2	0.00% 0	6	3.33

#	Please share any other thoughts regarding this process	Date
1	Not 100 percent sure of this portion regarding occupancy. But when it was brought up on my permit in my revision I was told after questioning it that the person that did my review didn't know the change in the code.	10/1/2015 11:20 AM
2	A house was built next to an existing house contrary to regulations. Now they want to go to the Hearing Examiner to get around the regulations.	9/10/2015 10:19 AM
3	I often have to obtain temporary certificates of occupancy. This has gone reasonably well.	7/15/2015 8:52 PM

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

Answered: 19 Skipped: 38

#	Responses	Date
1	The permitting staff should want and be geared to actually help the people come to a quick and cost effective solution. If I had to pay more for someone hands on that could do that I would. But getting attorneys involved and the back in for with my attorney and the city attorneys over mundane details. That is not a timely or cost effective way to come to a solution. Everything there is black and white and if you are in a grey area no body in this state knows how to deal with you. Thus since you are in a grey area, they just assume your are in the wrong. But the unprofessionalism is the biggest downfall that is in there. People should feel like they are going to a place where the person on the other side of the desk wants to help you. and will go out of their way to do so.	10/1/2015 11:45 AM
2	Developers are often clever at ways to get around regulations. Then the neighborhood and neighbors suffer the consequences.	9/10/2015 10:20 AM
3	Great follow up by XXXX to provide information after my visit. Very helpful, good attention to detail, and professional.	8/24/2015 3:20 PM
4	Not necessarily with permit center so much as being able to schedule a specific time for some of our customers who are not on site or work and have to meet the inspector.	7/22/2015 9:09 AM
5	Sometimes it feels like there is a bit of a disconnect between each department. I think that is the biggest issue at this moment.	7/20/2015 10:01 AM
6	Keep up the good work	7/18/2015 1:14 PM
7	Thank you again for everthing	7/16/2015 7:29 AM
8	It would be good to have the broken acoustical ceiling panels above the front desk replaced. This is not expensive and the ceiling looks bad.	7/15/2015 8:53 PM
9	Electronic Submitting Please, I work with my structural engineer 90% remotely and he's no whiz!	7/15/2015 7:47 PM
10	Would like to see opening time to coincide with most contractor business hours.	7/15/2015 3:56 PM
11	Its sad to see XXX the inspector leave. No good that all we have is XXXX.	7/15/2015 3:16 PM
12	planning staff is not aware of state Regulation. And or they call out State regulations that are not real or true costing time delay and many thousands of dollars	7/15/2015 2:54 PM
13	XXXX can sometimes be challenging. I feel he often is looking at things that are not a part of his scope.	7/15/2015 1:27 PM
14	Please improve CityIQ - this is such an invaluable tool to our trade! Also, PLEASE get the public works permits to join the permit center - it is not only confusing but inconvenient to call for information and be jostled back and forth between the two departments. Also, we can pull almost all our permits online now - except public works.	7/15/2015 1:08 PM
15	I think an electrical permit should last one year. It now only lasts one year if there is a building permit as well.	7/15/2015 12:57 PM
16	Not at this time.	7/15/2015 12:54 PM
17	The permit center is a pleasure to work with.	7/15/2015 12:07 PM
18	Seems the city should help businesses get permits not try to find reasons to delay them.	7/15/2015 12:00 PM
19	No	7/15/2015 11:24 AM