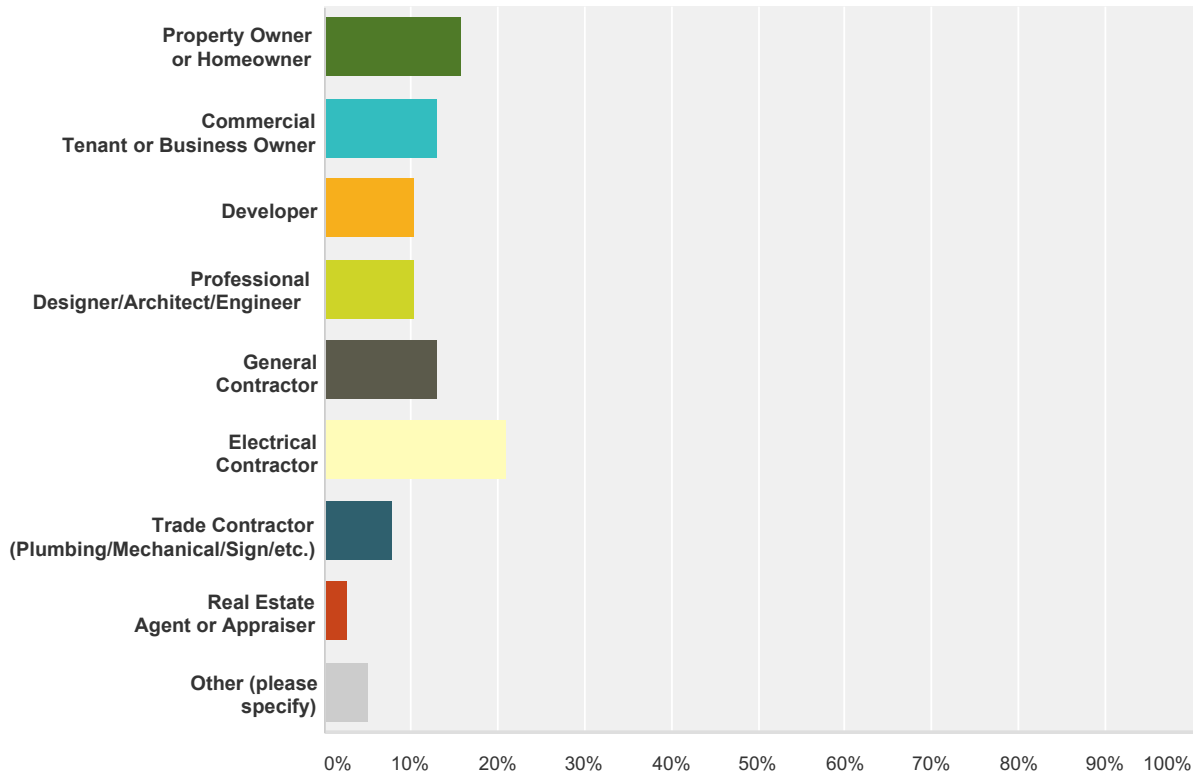


Permit Center Survey 2015 3Q Results

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

Answered: 38 Skipped: 0

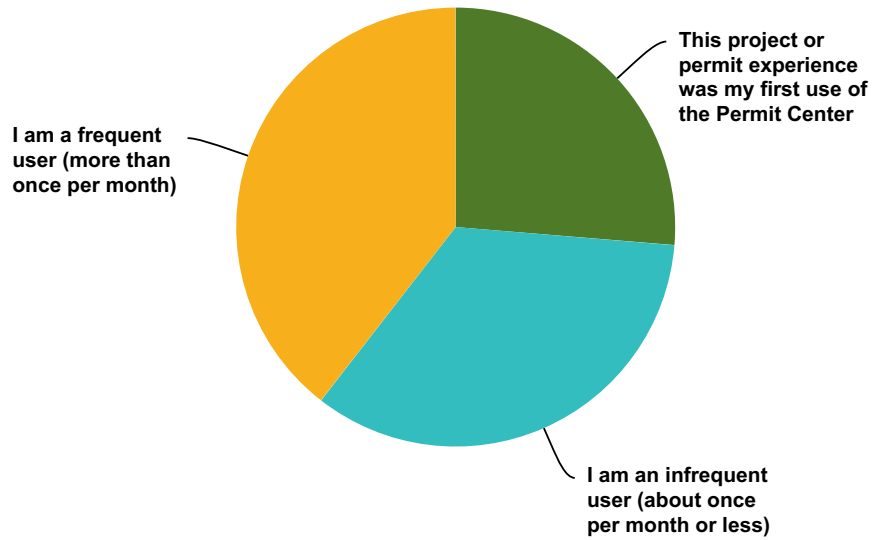


Answer Choices	Responses
Property Owner or Homeowner	15.79% 6
Commercial Tenant or Business Owner	13.16% 5
Developer	10.53% 4
Professional Designer/Architect/Engineer	10.53% 4
General Contractor	13.16% 5
Electrical Contractor	21.05% 8
Trade Contractor (Plumbing/Mechanical/Sign/etc.)	7.89% 3
Real Estate Agent or Appraiser	2.63% 1
Other (please specify)	5.26% 2
Total	38

#	Other (please specify)	Date
1	sprinkler contractor	10/13/2015 11:29 AM
2	Land Use Consultant	10/13/2015 9:25 AM

Q2 How often do you use the Permit Center?

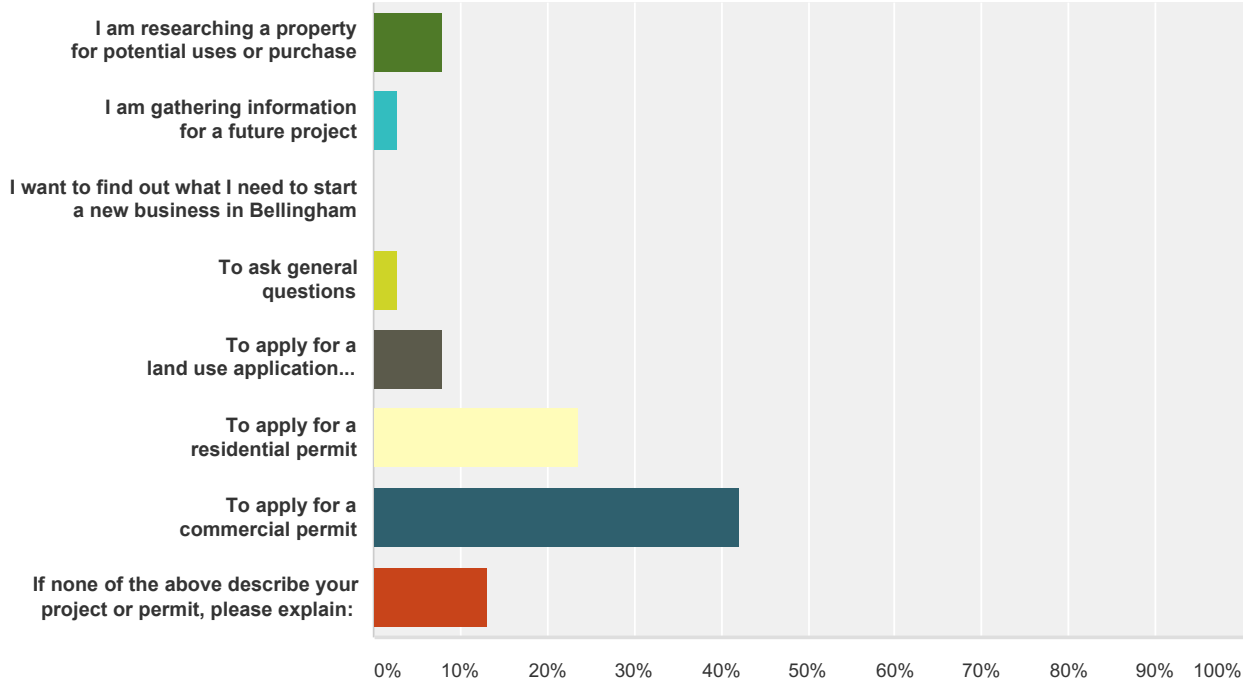
Answered: 38 Skipped: 0



Answer Choices	Responses	
This project or permit experience was my first use of the Permit Center	26.32%	10
I am an infrequent user (about once per month or less)	34.21%	13
I am a frequent user (more than once per month)	39.47%	15
Total		38

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

Answered: 38 Skipped: 0

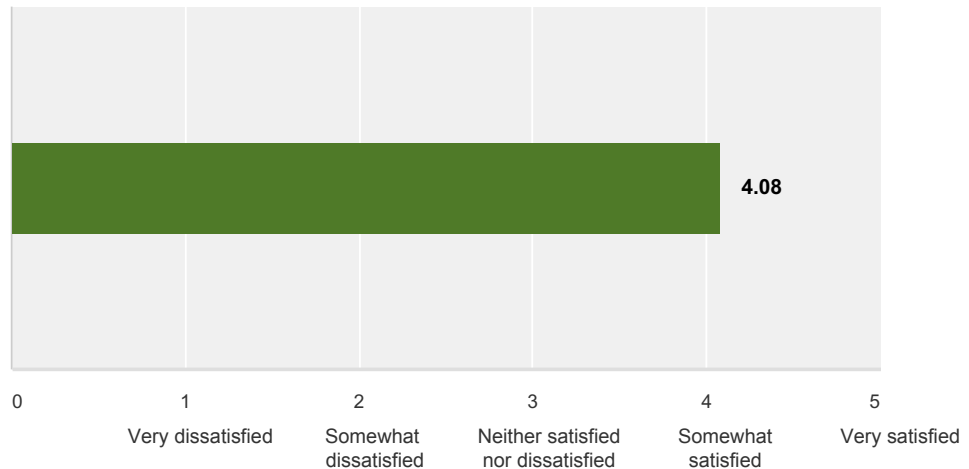


Answer Choices	Responses
I am researching a property for potential uses or purchase	7.89% 3
I am gathering information for a future project	2.63% 1
I want to find out what I need to start a new business in Bellingham	0.00% 0
To ask general questions	2.63% 1
To apply for a land use application (ex. conditional use permit, subdivision, grading, home occupation)	7.89% 3
To apply for a residential permit	23.68% 9
To apply for a commercial permit	42.11% 16
If none of the above describe your project or permit, please explain:	13.16% 5
Total	38

#	If none of the above describe your project or permit, please explain:	Date
1	Electrical Permit	10/16/2015 1:21 PM
2	To apply for sign permit	10/15/2015 8:59 AM
3	to apply for a fire sprinkler permit	10/13/2015 11:29 AM
4	Right of way permit	10/13/2015 10:23 AM
5	apply for an extension of an existing permit	10/13/2015 9:29 AM

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

Answered: 38 Skipped: 0



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Total	Weighted Average
	52.63%	23.68%	10.53%	5.26%	7.89%	38	4.08
	20	9	4	2	3		

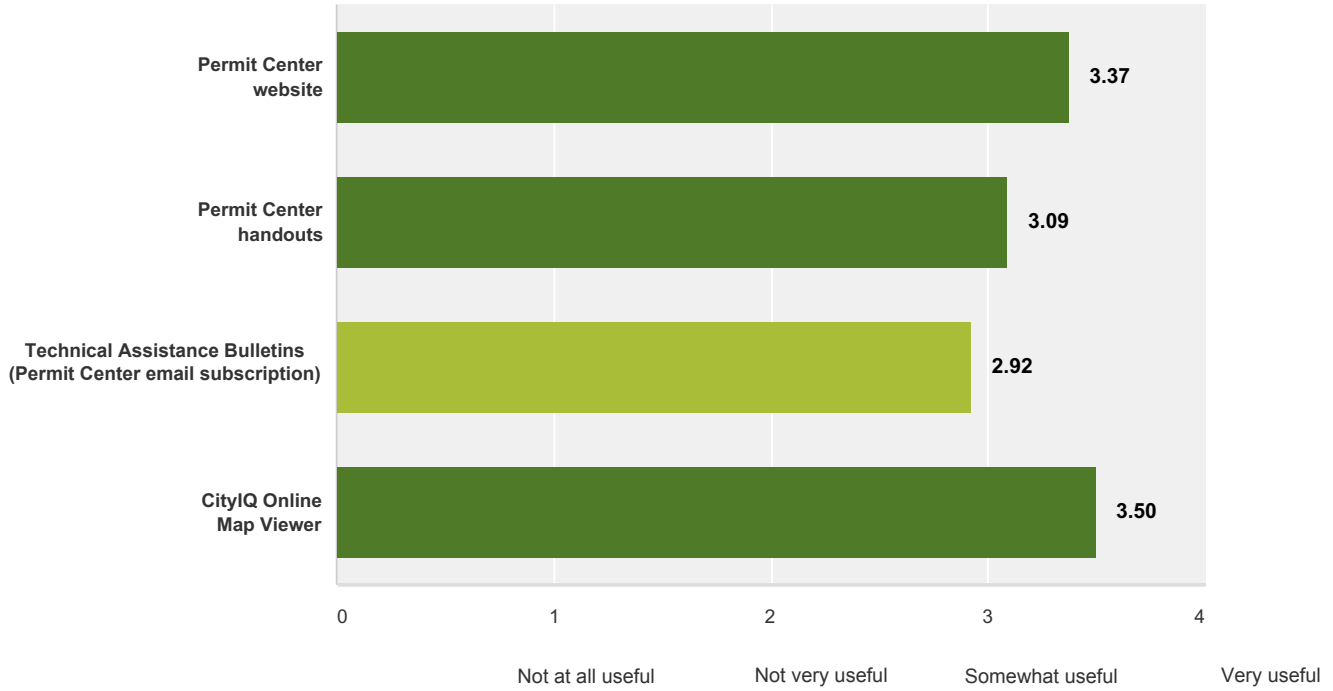
#	Please share any thoughts you have about your overall experience	Date
1	eTRAKiT is still new, that doesn't mean us contractors have forgotten how to do work to code.	12/4/2015 9:34 AM
2	As permits are now required to be submitted digitally, it would be helpful to have a confirmation of receipt email sent by permits@cob.org following the receipt of application materials. When applications were submitted in person, we knew the materials got to the necessary parties for review, but sending them via e-mail we have not confirmation until a fee is requested to be paid.	10/22/2015 1:05 PM
3	Very effiecent. Friendly well informed staff. Thank you!	10/15/2015 8:59 AM
4	It was great-help Seattle they are very confused	10/14/2015 7:42 AM
5	In the past I did not like going into the permit center. With in the last year or year and a half things have changed. Tis a vertical positive place, and the staff are great	10/13/2015 8:32 PM
6	this should have been over the counter permit. Had to run a little gas line from A to B. Its been a week and today is the first day I have had anykind of response. Should have had inspection and etc. done already. It took us 4hrs to run the gas line. Must be a learning curve in here somewhere	10/13/2015 2:36 PM
7	Everyone that I interfaced with was very professional and personable. There are a few jurisdictions in the greater Seattle area that could learn alot from COB about customer and public service relations.	10/13/2015 11:35 AM
8	always easy to work with	10/13/2015 11:31 AM
9	Friendly staff, short wait time, and quick TAT.	10/13/2015 10:23 AM
10	Phone information differed from that recieved at counter	10/13/2015 9:41 AM
11	I much appreciate the friendly and helpful service	10/13/2015 9:30 AM
12	Permit center staff are mostly courteous and helpful	10/13/2015 9:26 AM
13	The people were helpful (especially xxxxx) but it took almost a full year from the time i first talked to the city about the proposed project and having permits done. In the cities defense i was using the in fill tool kit, which is apparently a steep learning curve for everyone involved. However, i provided the city with everything they asked of me in a timely manner. a year from stating the process and getting permitted seems like way to much time.	10/13/2015 9:23 AM
14	I wish that I could see a list of all the permits that we have applied for and their status in one report.	10/13/2015 9:16 AM

Permit Center Survey v.2

15	Takes way too long to process a permit with very little transparency given to the applicant on timing of comment or approval.	10/13/2015 8:59 AM
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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: 37 Skipped: 1

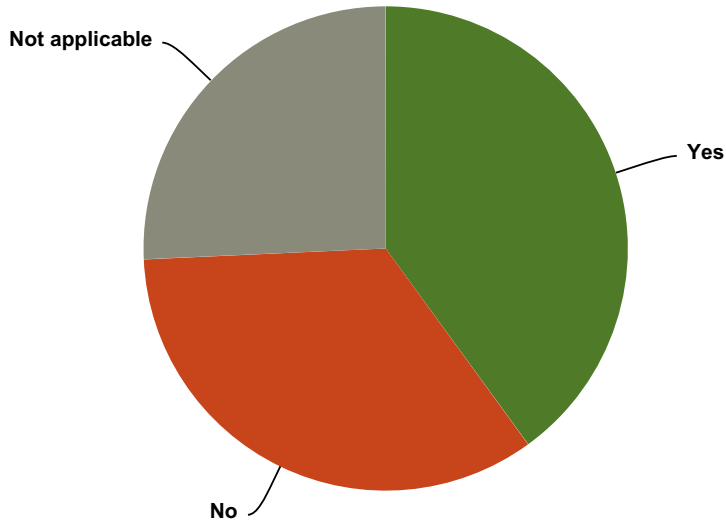


	Very useful	Somewhat useful	Not very useful	Not at all useful	Not familiar	Total	Weighted Average
Permit Center website	35.29% 12	50.00% 17	2.94% 1	0.00% 0	11.76% 4	34	3.37
Permit Center handouts	19.44% 7	30.56% 11	8.33% 3	2.78% 1	38.89% 14	36	3.09
Technical Assistance Bulletins (Permit Center email subscription)	8.57% 3	20.00% 7	5.71% 2	2.86% 1	62.86% 22	35	2.92
CityIQ Online Map Viewer	35.29% 12	26.47% 9	2.94% 1	0.00% 0	35.29% 12	34	3.50

#	Please share any suggestions to make the above resources more useful	Date
1	I think eventually this will be great tool	10/13/2015 2:37 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: 35 Skipped: 3



Answer Choices	Responses	
Yes	40.00%	14
No	34.29%	12
Not applicable	25.71%	9
Total		35

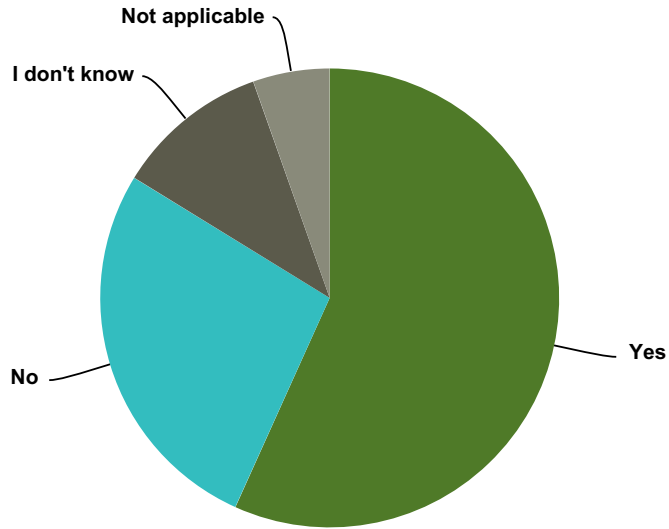
Q7 What technological improvements would you like to see in the Permit Center?

Answered: 10 Skipped: 28

#	Responses	Date
1	As stated before, confirmation e-mails need to be sent to applicants by the Permit Center upon receipt of digital application materials.	10/22/2015 1:07 PM
2	online tracking of permits	10/14/2015 7:43 AM
3	hope your on the right track, you may want somebody to screen applications so the ones that are simple don't have to wait a week to get response.	10/13/2015 2:40 PM
4	Better online payment system	10/13/2015 11:56 AM
5	Full online access to all mapping, shoreline, topo., zoning, wetlands, etc.	10/13/2015 9:43 AM
6	You already have them in process	10/13/2015 9:31 AM
7	Depending on the cost of the fee. I'm not the financial decision maker for the organization.	10/13/2015 9:17 AM
8	make it very user friendly for everyone	10/13/2015 9:05 AM
9	ALL permits should be electronic and easy to track by the applicant. Fees are already exorbitant. Electronic solutions should save staff time and therefore money, so the solutions can pay for themselves without further taxing the customer.	10/13/2015 9:01 AM
10	Ability to print out a copy of the actual permit. Sometimes our copy gets "misplaced" at the site.	10/13/2015 8:58 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")

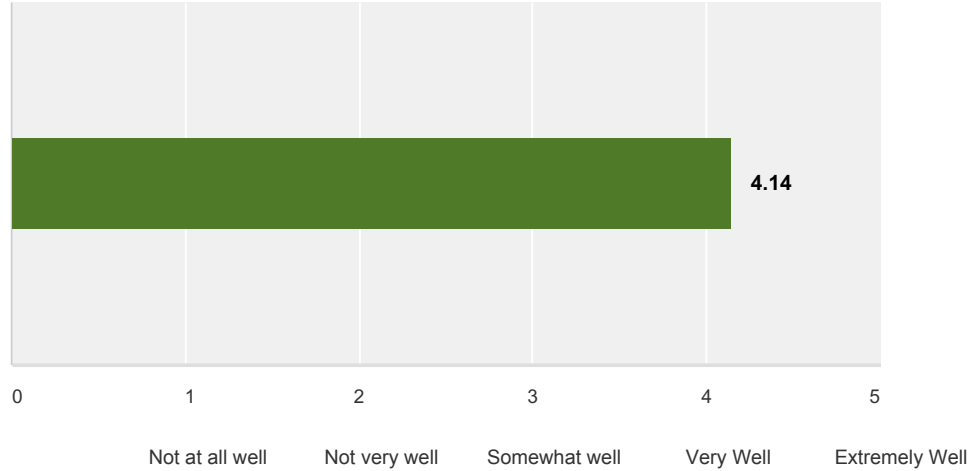
Answered: 37 Skipped: 1



Answer Choices	Responses	
Yes	56.76%	21
No	27.03%	10
I don't know	10.81%	4
Not applicable	5.41%	2
Total		37

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

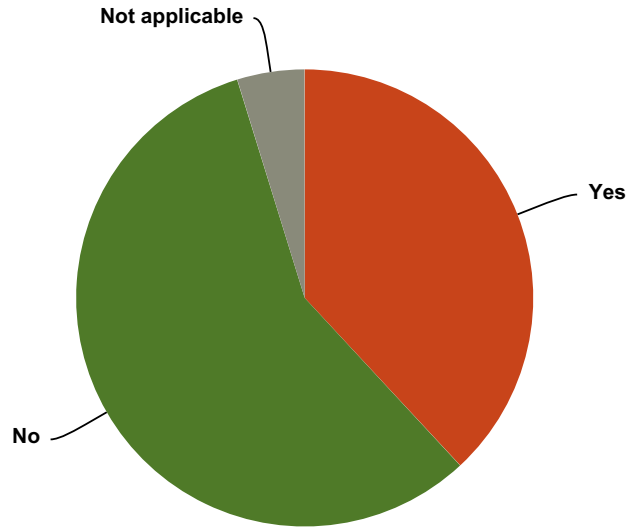
Answered: 21 Skipped: 17



	Extremely well	Very well	Somewhat well	Not very well	Not at all well	Total	Weighted Average
My application was reviewed for completeness	42.86% 9	33.33% 7	19.05% 4	4.76% 1	0.00% 0	21	4.14

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: 21 Skipped: 17



Answer Choices	Responses	
Yes	38.10%	8
No	57.14%	12
Not applicable	4.76%	1
Total		21

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

Answered: 6 Skipped: 32

#	Responses	Date
1	energy code lighting compliance was required - I thought it would be part of the separate electrical permit	10/14/2015 9:37 AM
2	All departments reviewed a very specific scope that did not include all departments. Some second round comments were new.	10/13/2015 10:00 AM
3	The need to not pay for electrical and mechanical permits at the time of picking up the permit, by the owner.	10/13/2015 9:45 AM
4	Planning staff raised new issues with landscaping, critical areas and other design considerations. Certain planning staff showed a general inability to comprehend the plans, scale, legend, etc...	10/13/2015 9:28 AM
5	The staff departments DO NOT COMMUNICATE WITH EACH OTHER.	10/13/2015 9:03 AM
6	Plan reviewer needed more info - we needed to refer back to electrical engineer	10/13/2015 9:00 AM

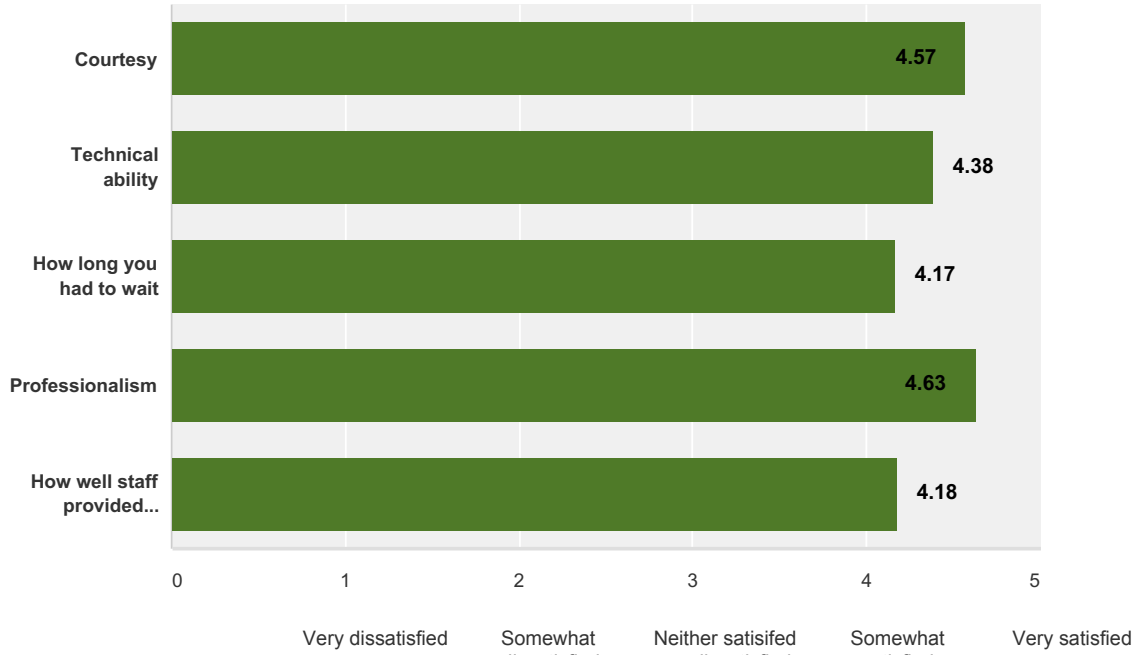
Q12 Do you have any suggestions for what staff could have done to prevent the above issue(s)?

Answered: 4 Skipped: 34

#	Responses	Date
1	Need more accuracy to initial evaluation of what is being submitted to improve review time. Given that building permit is submitted after Site Plan review approval, the reviewers should have familiarity to the project and efficient review times.	10/13/2015 10:00 AM
2	Staff could engage in a tutorial on how to read plans. Staff could make sure that they check their prior comments and/or land use approvals to insure they are making consistent decisions on a specific project.	10/13/2015 9:28 AM
3	Departments need to talk to each other and stop pointing fingers.	10/13/2015 9:03 AM
4	More feedback as to the actual status of the plans being reviewed.	10/13/2015 9:00 AM

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

Answered: 32 Skipped: 6



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Courtesy	70.97% 22	12.90% 4	9.68% 3	3.23% 1	0.00% 0	3.23% 1	31	4.57
Technical ability	61.29% 19	16.13% 5	9.68% 3	3.23% 1	3.23% 1	6.45% 2	31	4.38
How long you had to wait	51.61% 16	29.03% 9	6.45% 2	0.00% 0	9.68% 3	3.23% 1	31	4.17
Professionalism	70.97% 22	16.13% 5	9.68% 3	0.00% 0	0.00% 0	3.23% 1	31	4.63
How well staff provided relevant code sections, handouts or other applicable materials	50.00% 16	15.63% 5	12.50% 4	6.25% 2	3.13% 1	12.50% 4	32	4.18

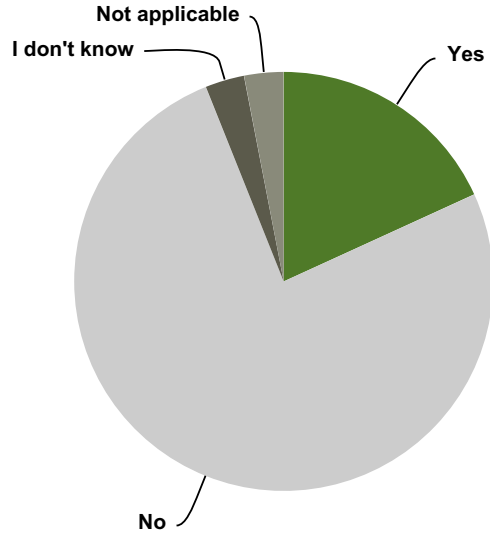
#	Please share any other specific thoughts regarding staff	Date
1	xxxxx attitude is really poor, still.	12/4/2015 9:36 AM
2	Office personal very friendly and helpful...inspector in the field difficult at best.	10/16/2015 1:25 PM
3	xxxxx is always a great help with any questions	10/13/2015 11:33 AM
4	Not sure who is leading the review team (arch, struct, civil, mech, etc). It would appear the individual review departments are not accountable to anyone.	10/13/2015 10:09 AM
5	helpful	10/13/2015 9:46 AM
6	Certain Planning staff are less competent and professional than others. Particularly difficult to work with are xxxxx and xxxxx. xxxxx is cheery but provides negative feedback. xxxxx feedback is all over the board.	10/13/2015 9:34 AM
7	I appreciate the staff's willingness to think , rather than to just respond	10/13/2015 9:33 AM

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8	helpful, pleasant, not enough autonomy	10/13/2015 9:26 AM
9	very good people who really care, going through the short plot process and building is no easy task	10/13/2015 9:10 AM
10	Front desk staff was fantastic. Planning reviewers were awful.	10/13/2015 9:04 AM

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

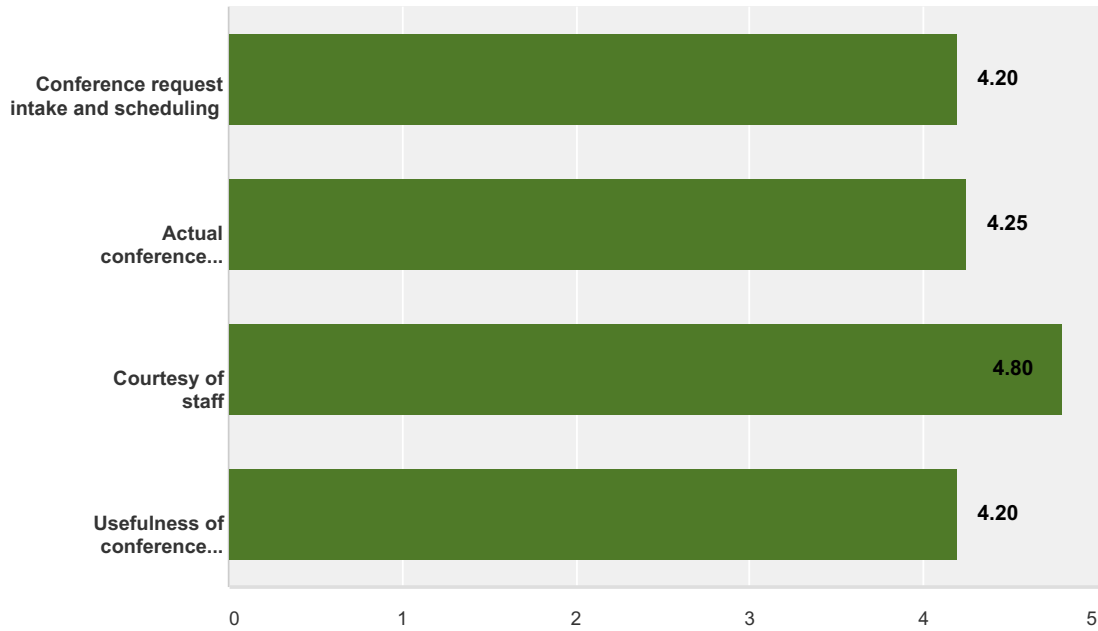
Answered: 33 Skipped: 5



Answer Choices	Responses	
Yes	18.18%	6
No	75.76%	25
I don't know	3.03%	1
Not applicable	3.03%	1
Total		33

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

Answered: 5 Skipped: 33

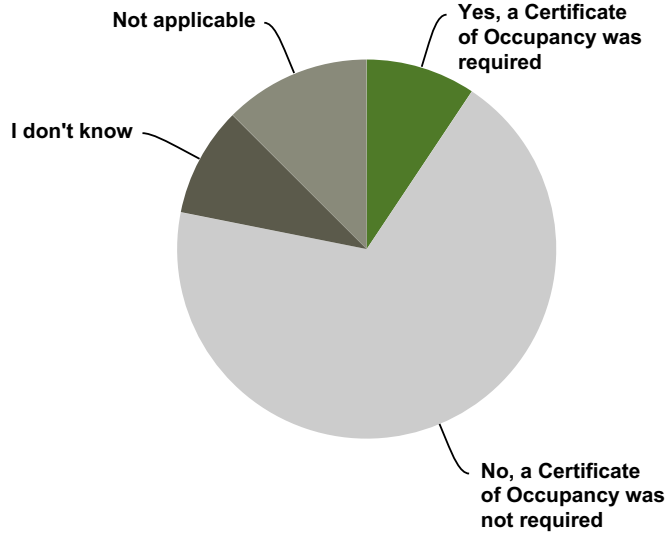


	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Conference request intake and scheduling	40.00% 2	40.00% 2	20.00% 1	0.00% 0	0.00% 0	0.00% 0	5	4.20
Actual conference (facilitation of the meeting, material covered)	25.00% 1	75.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	4	4.25
Courtesy of staff	80.00% 4	20.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	5	4.80
Usefulness of conference toward preparing complete applications	40.00% 2	40.00% 2	20.00% 1	0.00% 0	0.00% 0	0.00% 0	5	4.20

#	Please share any other thoughts regarding this process	Date
1	Pre-app's function well and are useful	10/13/2015 9:34 AM
2	Decent meeting, but then after it seemed none of the departments in the room coordinated on the project at all.	10/13/2015 9:05 AM

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

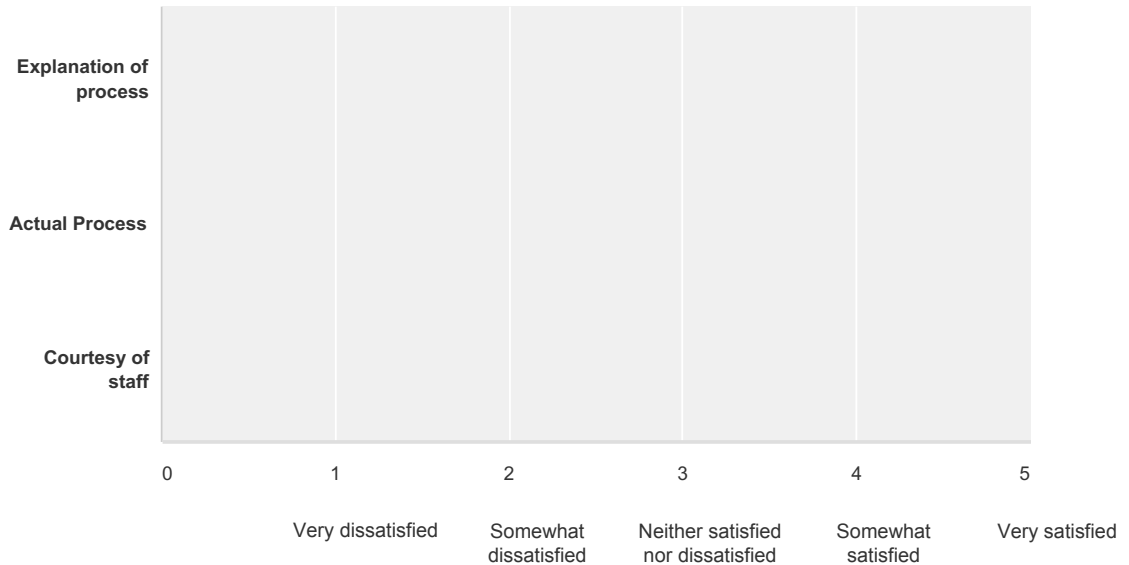
Answered: 32 Skipped: 6



Answer Choices	Responses	
Yes, a Certificate of Occupancy was required	9.38%	3
No, a Certificate of Occupancy was not required	68.75%	22
I don't know	9.38%	3
Not applicable	12.50%	4
Total		32

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

Answered: 2 Skipped: 36



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Explanation of process	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 2	2	0.00
Actual Process	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 2	2	0.00
Courtesy of staff	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 2	2	0.00

#	Please share any other thoughts regarding this process	Date
1	not through this process at this time	10/13/2015 9:47 AM
2	Required, but not obtained yet.	10/13/2015 9:05 AM

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

Answered: 10 Skipped: 28

#	Responses	Date
1	When requesting an inspection on the new system, some really important staff (IE the inspector, and xxxxx) were unable to find the contact information supplied by us in the notes field. Other staff within the city were able to find it.	12/4/2015 9:38 AM
2	The on-line permit form was easy to use. Everyone I have dealt with in the office has been super helpful and friendly. An easy experience. Thank you.	10/16/2015 1:27 PM
3	Nothing besides overall the Permit Center has been great to work with. Thank you!	10/15/2015 11:25 AM
4	always a smooth process, one of the better permit centers I have dealt with	10/13/2015 11:34 AM
5	The permit center functions well in general and I enjoy working with staff. Really the only issue is that certain Planning staff (xxxxx and xxxxx) are either not competent or take a negative (super conservative) attitude towards development.	10/13/2015 9:59 AM
6	I have heard that permits maybe applied for over the internet. Drawings to be sent in on pdf for staff review. How does the Owner/Contractor receive a onsite copy of the drawings as their official set. How does one sign the drawings sent by email?	10/13/2015 9:49 AM
7	Thanks for all you do	10/13/2015 9:34 AM
8	Steam line the process for using the in fill tool kit. Everyone I talked to liked the project, but still a year from application to issuance is just to long.	10/13/2015 9:28 AM
9	I appreciate xxxxx assistance with clarifying locations when I'm uncertain.	10/13/2015 9:19 AM
10	Communication is the biggest complaint. No reviewer would ever answer their phone and calls back were very delayed if they happened at all. Also, reviewers adding new comments in subsequent rounds of review should be prohibited or limited in some fashion. It creates a never ending process where a developer can not predict in the slightest when they will be complete. City and Staff need to remember all the constraints, outside of obtaining permits, that a developer must handle, like keeping lenders happy. Developers not being able to accurately estimate approval timelines because of unpredictable and un-transparent city reviews is very hindering. They must remember who the customer is and practice MUCH better customer service instead of waiving their power around and hiding behind it. Front desk was great, it's the back of house that needs the work.	10/13/2015 9:13 AM