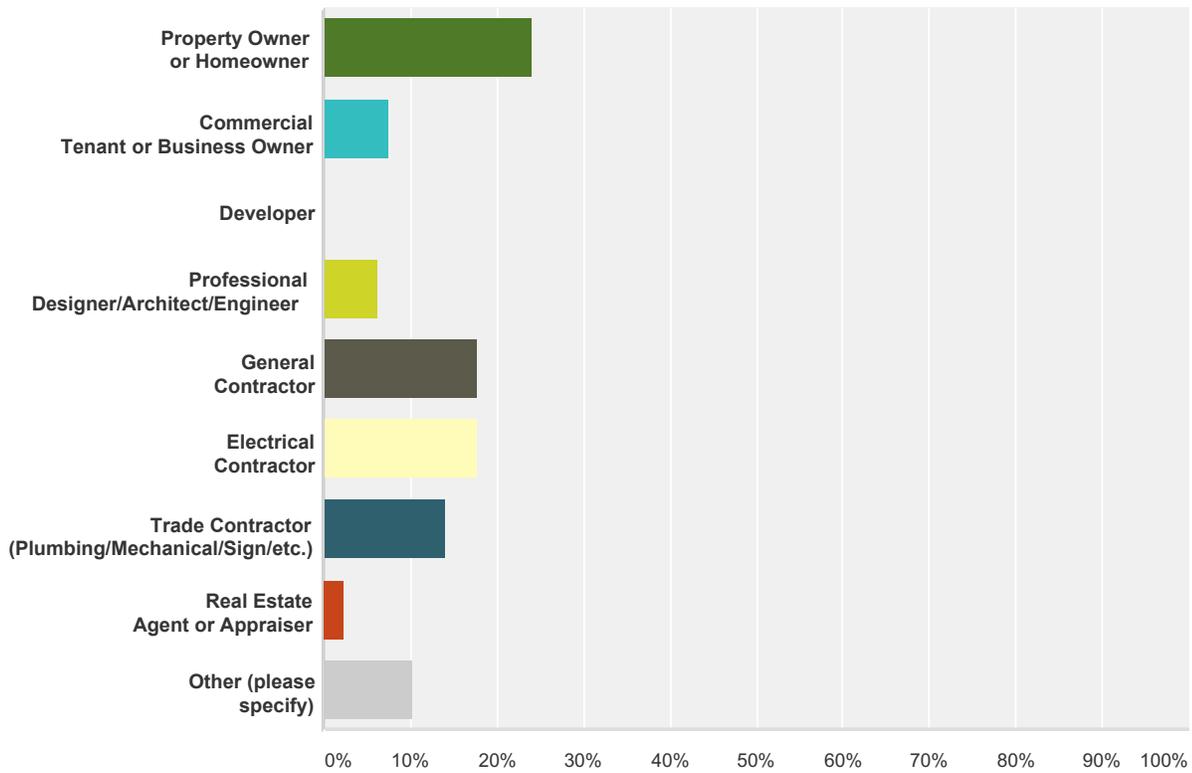


### Q1 Which of the following best describes you as a user of the Permit Center?

Answered: 79 Skipped: 0



Answer Choices	Responses
Property Owner or Homeowner	24.05% 19
Commercial Tenant or Business Owner	7.59% 6
Developer	1.27% 1
Professional Designer/Architect/Engineer	6.33% 5
General Contractor	17.72% 14
Electrical Contractor	17.72% 14
Trade Contractor (Plumbing/Mechanical/Sign/etc.)	13.92% 11
Real Estate Agent or Appraiser	1.27% 1
Other (please specify)	10.13% 8
<b>Total</b>	<b>79</b>

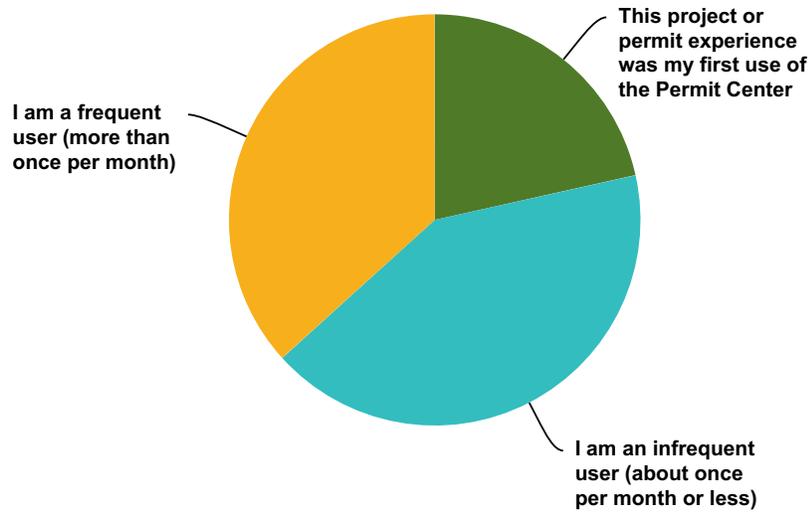
#	Other (please specify)	Date
1	employee of property owner	2/9/2016 9:08 AM
2	wireless carrier upgrades	1/27/2016 11:21 AM
3	utility	1/7/2016 6:33 AM

## Permit Center Survey v.2

4	Utility-telecommunications	1/6/2016 9:59 AM
5	City Parks Buildings Supervisor	1/6/2016 8:48 AM
6	installer	1/6/2016 8:46 AM
7	Land Use Consultant	1/6/2016 7:21 AM
8	Mechanical Contractor	1/5/2016 4:17 PM

## Q2 How often do you use the Permit Center?

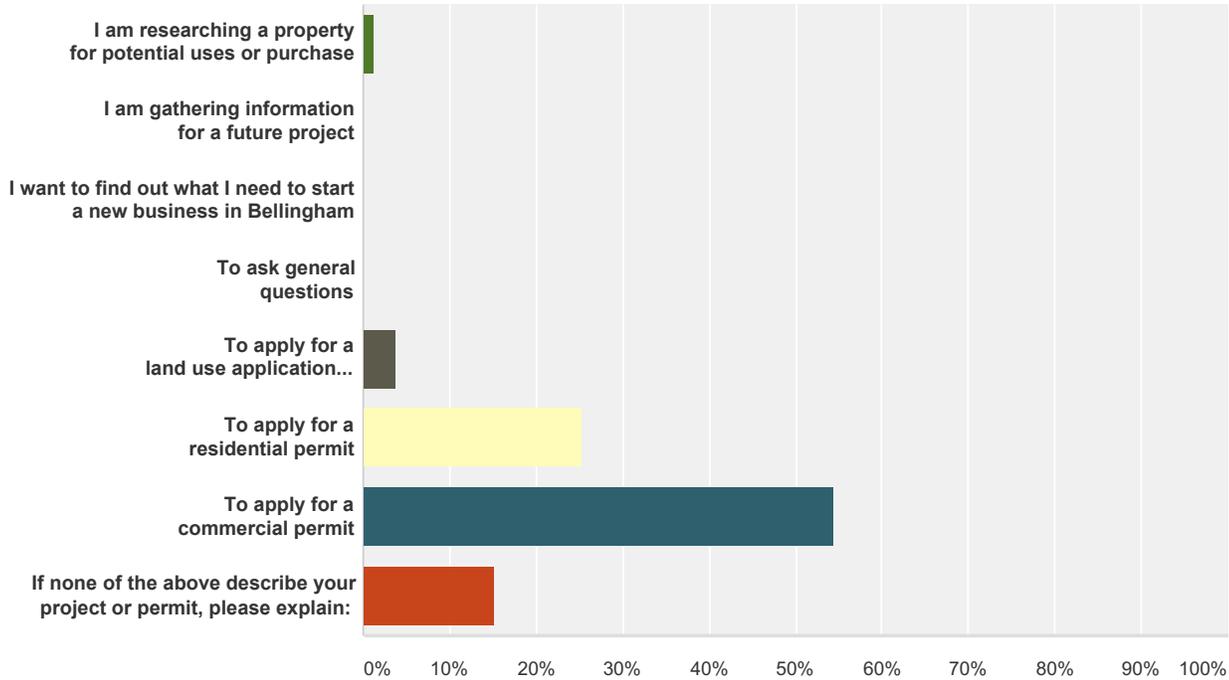
Answered: 79 Skipped: 0



Answer Choices	Responses	
This project or permit experience was my first use of the Permit Center	21.52%	17
I am an infrequent user (about once per month or less)	41.77%	33
I am a frequent user (more than once per month)	36.71%	29
<b>Total</b>		<b>79</b>

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

Answered: 79 Skipped: 0



Answer Choices	Responses
I am researching a property for potential uses or purchase	1.27% 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	0.00% 0
To ask general questions	0.00% 0
To apply for a land use application (ex. conditional use permit, subdivision, grading, home occupation)	3.80% 3
To apply for a residential permit	25.32% 20
To apply for a commercial permit	54.43% 43
If none of the above describe your project or permit, please explain:	15.19% 12
<b>Total</b>	<b>79</b>

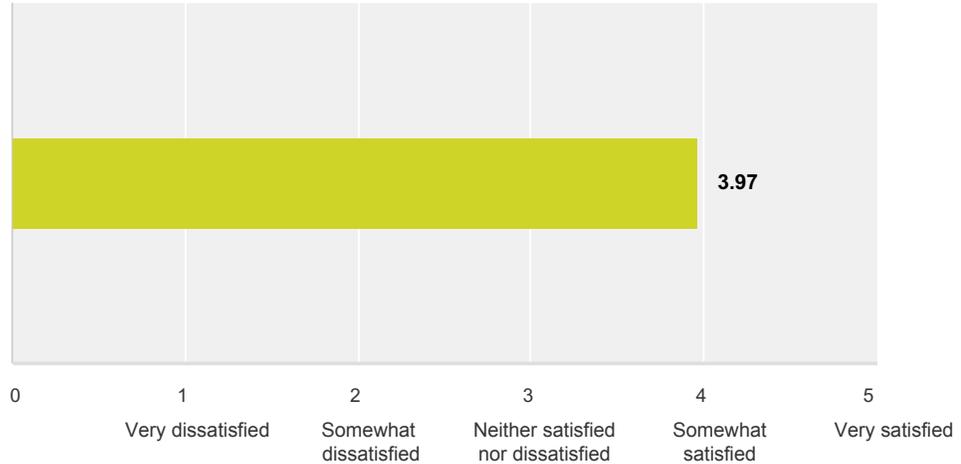
#	If none of the above describe your project or permit, please explain:	Date
1	Permitting for installations in the City of Bellingham.	1/22/2016 10:41 AM
2	To apply for pulbic Works permit for working in right of way	1/6/2016 9:59 AM
3	Electrical permit	1/6/2016 8:48 AM
4	Install Propane Tanks	1/6/2016 7:35 AM
5	Electrical residential permit	1/5/2016 9:53 PM

## Permit Center Survey v.2

6	made addition to garage	1/5/2016 4:43 PM
7	gather information about a prior plumbing issue	1/5/2016 4:40 PM
8	remodel	1/5/2016 4:40 PM
9	Payment of Permit	1/5/2016 4:06 PM
10	Sign Permits	1/5/2016 4:06 PM
11	electrical permits	1/5/2016 3:59 PM
12	expired permit by former owner of my house	1/5/2016 3:51 PM

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

Answered: 78 Skipped: 1



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Total	Weighted Average
(no label)	48.72% 38	23.08% 18	10.26% 8	12.82% 10	5.13% 4	78	3.97

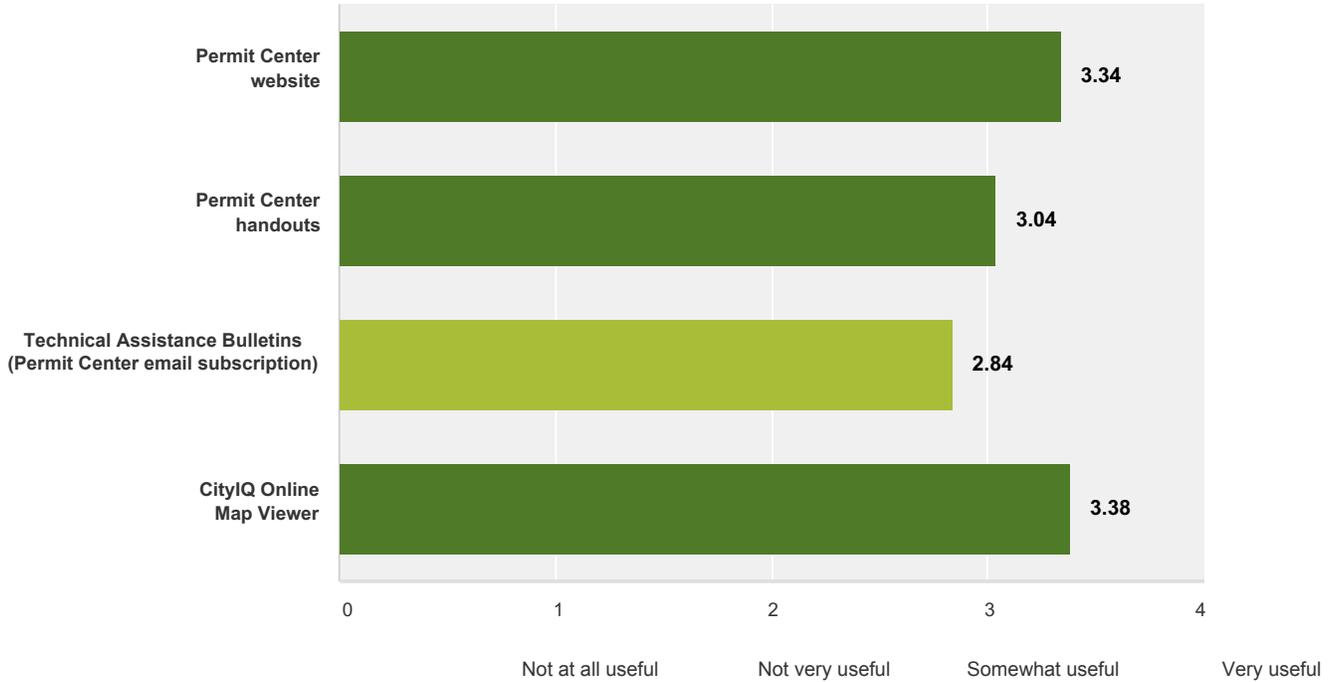
#	Please share any thoughts you have about your overall experience	Date
1	The people in the office are absolutely fantastic. Could not have nicer people working in a city office. Our only concern is the questions asked by the city (e.g., building construction type) of a building owned by the city. I assume the city expects owners of other buildings to know the codes of those buildings.	3/15/2016 8:46 PM
2	I don't like the new sign in account system	1/25/2016 10:52 PM
3	Process was smooth, staff very helpful.	1/22/2016 10:42 AM
4	It seemed to be a lengthy process that was quite expensive. As we made it over one hurdle, another one appeared. There was a problem with the residential address number for my vacant lot and I had to approach the bordering neighbors. It was awkward and due to one gracious neighbor, it was resolved.	1/17/2016 10:39 AM
5	I was very pleased with the overall process of getting a tenant improvement permit for a commercial use. The permit was obtained and paid for online and the timing met the owners requirements.	1/13/2016 12:13 PM
6	I appreciated being able to check the status of my permit and the associated reviews online.	1/12/2016 12:08 PM
7	I have had difficulties paying my permit fees online and printing copies of my permits. I have also found the login and password page hard to use.	1/6/2016 3:14 PM
8	it was confusing at first but I got through it. It would be nice for us at the port to be able to set up a purchase order setup so we don't have to find someone with a credit card.	1/6/2016 3:11 PM
9	I'm glad Bellingham finally updated to this solution.	1/6/2016 1:09 PM
10	the new system does not work, and takes to long to fill out	1/6/2016 1:03 PM
11	Class B Permits are to Expensive, Would be great if they were the same price as the county B Permits and could do them online like you can at the County.	1/6/2016 11:58 AM
12	It is nice to see the city trying to keep up with technology (finally). However I would like to see a petition started to Have XXXX relieved of her job. I don't like the fact that my tax dollars pay for such a rude and inappropriate civil servant!!!	1/6/2016 11:53 AM
13	Process is to difficult	1/6/2016 10:37 AM
14	The online payment option is very convenient, but I wish it didn't have a \$1500 cap.	1/6/2016 10:37 AM

## Permit Center Survey v.2

15	Staff is professional and nice.	1/6/2016 10:22 AM
16	great service	1/6/2016 8:46 AM
17	Planning department very confused & did not meet required timelines for reviews	1/6/2016 8:28 AM
18	I believe that certain staff could be friendlier especially the lady whom from time to time greets you at the front counter, I believe her name is XXXX. She can be very rude and unprofessional.	1/6/2016 7:23 AM
19	Electrical inspector came out to my house and did not sign the permit for ok to cover trench, did not leave a door hanger, When I called the electrical inspectors manager I did not receive a call back. Days later I received a call from the electrical inspector who was confused as to what he was there to look at although the electrical work permit was very descriptive. I did not think that the inspector added value to my to the inspection process	1/5/2016 9:57 PM
20	worst online experience ever. First you submit for approval which could take 1/2 day for approval. Second day check internet email to see if it's been approved yet. Pay for permit and wait for XXXX to ok permit. Later on log back on to see if the permit has been sent by XXXX. 1 1/2 days later I print out permit on my copy machine if it's working. The process takes way too long and it's a huge disappointment. The best online permit center is labor and industries in bellingham.	1/5/2016 6:33 PM
21	All staff were helpful and very pleasant.	1/5/2016 5:41 PM
22	Overall pleased with response times, plan check turn-around, etc.	1/5/2016 5:04 PM
23	I do not want to by a permit over the internet	1/5/2016 4:50 PM
24	we applied and we got it	1/5/2016 4:43 PM
25	Did online submittal process - not quite fully functioning but getting there.	1/5/2016 4:42 PM
26	Could be a tad more user friendly for the superintendents in the field	1/5/2016 4:31 PM
27	Communicating by email only is very frustrating and the demands to resend an entire packet when more info is needed is very time consuming for me.	1/5/2016 4:25 PM
28	XXXX and all the employees are great and helpful, but when it comes to the online system I have a lot of issues when trying to print a permit, pay, etc.	1/5/2016 4:23 PM
29	Online is going good, I know theres bugs... we'll get through it!	1/5/2016 4:22 PM
30	The online building permit process was fast and easy.	1/5/2016 4:08 PM
31	On a few of my permit applications the street address search tool didnt work very well. and had to keep entering it until it finally took the address given.	1/5/2016 4:03 PM
32	Make things much simpler.	1/5/2016 3:58 PM
33	XXXX was very helpful.	1/5/2016 3:56 PM
34	I have appreciated the updated platform experience, however my initial issue has been with screen sizing from the dashboard. There is a page set within the webpage, and it is awkward to scroll through multiple pages, up/down & left/right. For address searches, I would like it to more clearly indicate if they are within the city limits, as it shows addresses in the county as well.	1/5/2016 3:54 PM
35	Everyone was helpful and prompt	1/5/2016 3:51 PM
36	It's OK the only issue I have is the PDF forms	1/5/2016 3:48 PM
37	Easy, just a great experience and always has been!	1/5/2016 3:47 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: 77 Skipped: 2



	Very useful	Somewhat useful	Not very useful	Not at all useful	Not familiar	Total	Weighted Average
Permit Center website	42.86% 33	40.26% 31	3.90% 3	3.90% 3	9.09% 7	77	3.34
Permit Center handouts	16.88% 13	35.06% 27	6.49% 5	3.90% 3	37.66% 29	77	3.04
Technical Assistance Bulletins (Permit Center email subscription)	7.79% 6	22.08% 17	9.09% 7	2.60% 2	58.44% 45	77	2.84
CityIQ Online Map Viewer	28.57% 22	27.27% 21	5.19% 4	0.00% 0	38.96% 30	77	3.38

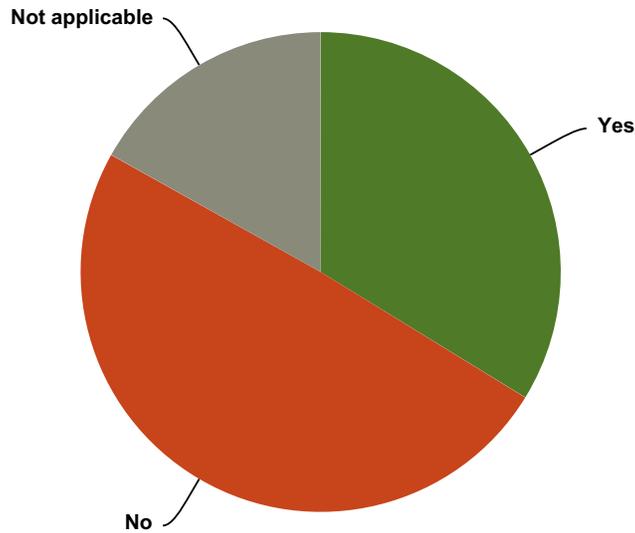
#	Please share any suggestions to make the above resources more useful	Date
1	Some of the zoning map information could be updated and a bit more accurate.	1/13/2016 12:14 PM
2	I would love to see some more communication of the processes. For example: we applied for fire line permits and it would have been great to have a handout on the work needed and timelines for water testing etc. We closed our business to perform the work and had no idea of the long intervals between required water tests, pressure tests, etc. We could have been more prepared with that information.	1/12/2016 12:10 PM
3	having cityIQ map viewer available to contractors at their office computers would be very very helpful	1/7/2016 11:21 AM
4	when we set up a inspection it would be nice to have a more detailed time because we generally have to escort the inspector	1/6/2016 3:12 PM
5	When I spoke to the front counter staff I was told that my concerns were not their problem talk to someone else.. Really UGG oh and that she was just filling in for someone else. The person did not own my call	1/5/2016 10:00 PM

## Permit Center Survey v.2

6	You had outdated handouts that I was working from, then went online and the paper handouts had been updated (only 4 months later). Keep EVERYTHING in print updated, or get rid of it. But don't give me a handout, then tell my what you gave me is outdated and I have make changes to my plans.	1/5/2016 4:15 PM
7	Fixture count for commercial projects very inadequate and difficult to read and fill out	1/5/2016 4:02 PM
8	See my note from #4 related to making the online map more helpful (indicate city limits)	1/5/2016 3:55 PM
9	for a novice, some of the info was confusing - it presumed an understanding of the jargon	1/5/2016 3:52 PM
10	I found all the information I needed for a TI on your site.	1/5/2016 3:48 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: 77 Skipped: 2



Answer Choices	Responses	
Yes	33.77%	26
No	49.35%	38
Not applicable	16.88%	13
<b>Total</b>		<b>77</b>

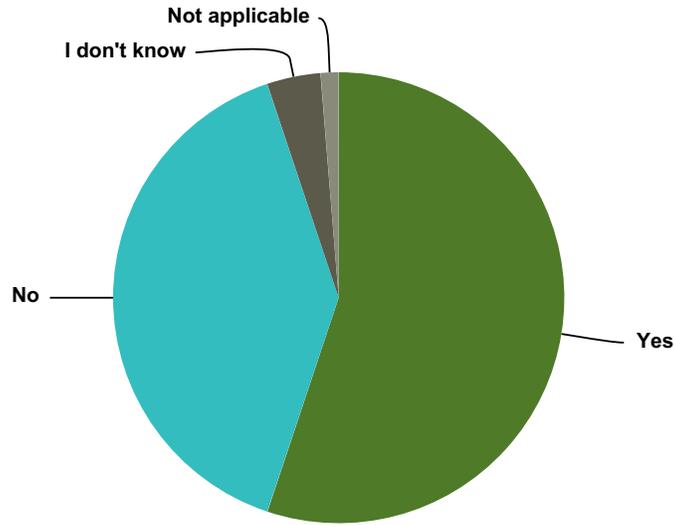
## Q7 What technological improvements would you like to see in the Permit Center?

Answered: 25 Skipped: 54

#	Responses	Date
1	Have information available from past tenants/permits so finding information such as building codes and fire ratings is more readily available.	3/15/2016 8:48 PM
2	online permitting	2/9/2016 9:09 AM
3	Unfortunately my permit was during your transition period and I can not answer this.	1/17/2016 10:43 AM
4	It would be great to have a way to have documented, signed proof of permissions or statements made by city inspectors and personnel. We have found it difficult to get equal information from all folks--so we may have something approved by one person, installed at our cost, and then challenged by a different person. That is not only frustrating, it's downright expensive for a small business.	1/12/2016 12:13 PM
5	heh	1/7/2016 11:21 AM
6	Residential permits are ridiculously and prohibitively expensive at this point. Any further increase in cost I strongly oppose	1/7/2016 7:58 AM
7	I was happy with applying for our permits in person, and I think it was quicker and easier for my company's use. I would not like to pay extra for more online services.	1/6/2016 3:16 PM
8	Tie-in to GIS system	1/6/2016 10:38 AM
9	Staffs ability to pick up a phone to ask simple questions that could avoid receiving a review letter. Also, treat customers as such, not as a problem and that the staff needs to make their life harder. It is the the city that is to serve the citizen and protect their health, safety and welfare. It seems like a majority of the city staff thinks it's their job to determine what is an acceptable design and approach to someone else's private project. As if they are the expert that is investing a lot of money and knows what their end use wants.	1/6/2016 8:34 AM
10	A functional online permitting system.	1/6/2016 7:26 AM
11	accountability when someone edits my electrical work permit their name dos on the permit as editing it. Also develop a guideline process for editing electrical permits	1/5/2016 10:02 PM
12	I want people to help, we the people should have both online and at the counter service.	1/5/2016 4:55 PM
13	I don't get to charge for tech advances. I do it with the expectation of a return on investment. Get all the links working on the website.	1/5/2016 4:45 PM
14	I like walking in with my permit packet in hand and talking with the people at the counter.	1/5/2016 4:27 PM
15	I would just like to see the website function as originally intended.	1/5/2016 4:25 PM
16	GIS would be nice.	1/5/2016 4:23 PM
17	Higher Online Credit Card Pay Limit	1/5/2016 4:18 PM
18	Its nice to be able to pay on line with a credit card for permits. But it would be nice to have an account that we can pay for permits like L&I has set up	1/5/2016 4:07 PM
19	A simple design tool to submit drawings. Rather than scan and submit	1/5/2016 4:04 PM
20	It would be nice to do the applications, pay and get the permit in one move all online.	1/5/2016 4:01 PM
21	Online access to all past building permits and other materials associated with a property	1/5/2016 3:59 PM
22	Researching past permits to a property.	1/5/2016 3:59 PM
23	the ability to access construction drawings online for past and present projects	1/5/2016 3:56 PM
24	Put and underline note on the forms page to clearly tell all that you must download the PDF to your computer before filling it out	1/5/2016 3:50 PM
25	A lot of Cities in Oregon all charge a tech fee and it is not that much.	1/5/2016 3:48 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")**

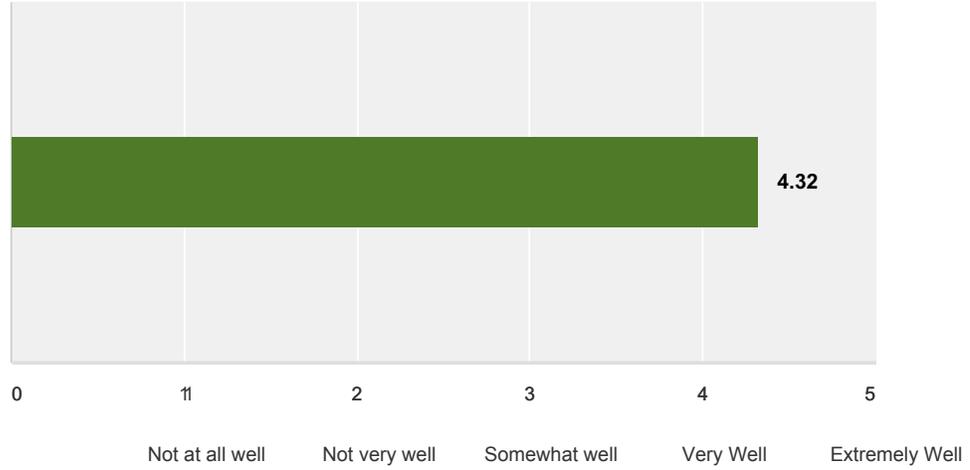
Answered: 78 Skipped: 1



Answer Choices	Responses	
Yes	55.13%	43
No	39.74%	31
I don't know	3.85%	3
Not applicable	1.28%	1
<b>Total</b>		<b>78</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?**

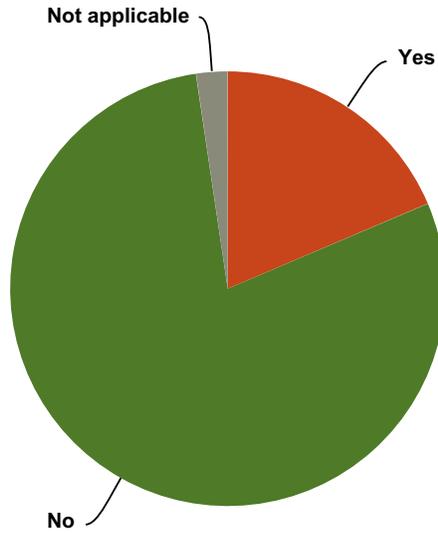
Answered: 41 Skipped: 38



	Extremely well	Very well	Somewhat well	Not very well	Not at all well	Total	Weighted Average
My application was reviewed for completeness	41.46% 17	48.78% 20	9.76% 4	0.00% 0	0.00% 0	41	4.32

**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: 43 Skipped: 36



Answer Choices	Responses	
Yes	18.60%	8
No	79.07%	34
Not applicable	2.33%	1
<b>Total</b>		<b>43</b>

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

Answered: 7 Skipped: 72

#	Responses	Date
1	Having to find information on a building owned by the city.	3/15/2016 8:49 PM
2	Had problems with handling of run off and assignment of new address number.	1/17/2016 10:46 AM
3	Plan review took way longer than allowed and many excuses were given but none that mattered. There needs to be more accountability and less regulations.	1/6/2016 8:37 AM
4	Upon resubmittal, there was no notification that the information was received and/or accepted.	1/6/2016 7:30 AM
5	several different departments had a comment that needed addressed that I couldn't answer and they could have. Not very helpful, especially when all they needed was to change a dimension and put a circle around it. They could have done that and initialed...	1/5/2016 4:30 PM
6	Everyone working in the same department needs to be on the same page as far as giving out information to potential permittees.	1/5/2016 4:18 PM
7	The complexity of my projects always leave a few items unanswered But staff was very helpful	1/5/2016 3:52 PM

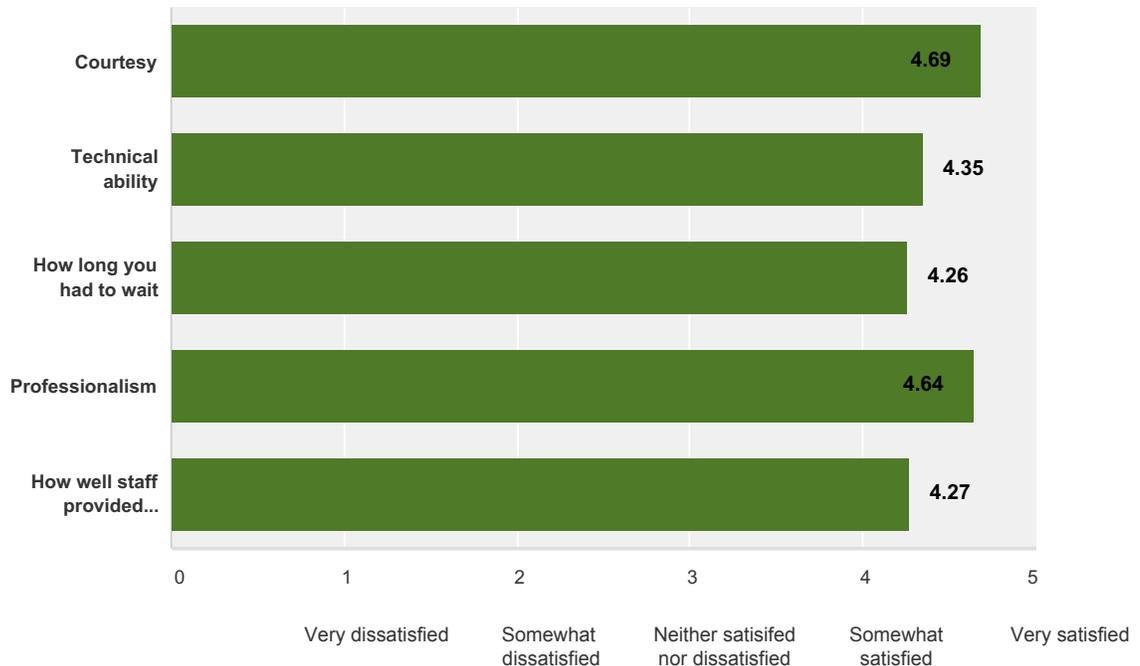
**Q12 Do you have any suggestions for what staff could have done to prevent the above issue(s)?**

Answered: 7 Skipped: 72

#	Responses	Date
1	Have information on buildings more readily available.	3/15/2016 8:49 PM
2	Rather than kicking it back and forth, discussing solutions for approval would have been helpful.	1/17/2016 10:46 AM
3	Be accountable and don't place personal preference on clear code issues.	1/6/2016 8:37 AM
4	Respond accordingly.	1/6/2016 7:30 AM
5	Talking in person at the counter	1/5/2016 4:30 PM
6	The larger the organization, the harder that is - I understand it. Just was confused by it and had to make significant changes to compensate.	1/5/2016 4:18 PM
7	Not really everybody's very helpful	1/5/2016 3:52 PM

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

Answered: 77 Skipped: 2



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Courtesy	77.92% 60	11.69% 9	2.60% 2	2.60% 2	1.30% 1	3.90% 3	77	4.69
Technical ability	53.25% 41	28.57% 22	2.60% 2	5.19% 4	2.60% 2	7.79% 6	77	4.35
How long you had to wait	48.05% 37	27.27% 21	7.79% 6	2.60% 2	3.90% 3	10.39% 8	77	4.26
Professionalism	72.73% 56	15.58% 12	2.60% 2	2.60% 2	1.30% 1	5.19% 4	77	4.64
How well staff provided relevant code sections, handouts or other applicable materials	45.45% 35	22.08% 17	7.79% 6	3.90% 3	2.60% 2	18.18% 14	77	4.27

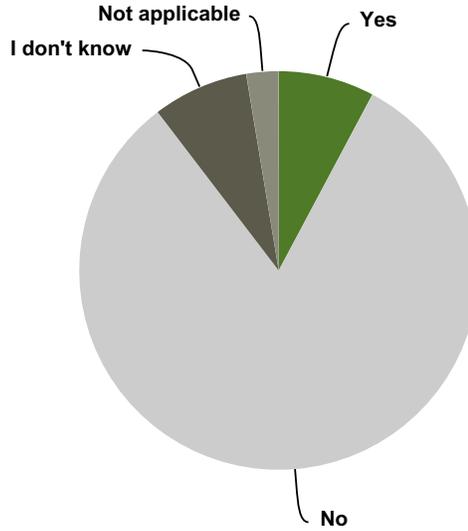
#	Please share any other specific thoughts regarding staff	Date
1	Permit center staff are very helpful, responsive, and courteous.	1/6/2016 3:18 PM
2	Permit center should be able to take payments, and not have to go to the permit center then go pay and THEN come back to permit center just to get a permit.	1/6/2016 12:01 PM
3	XXXX has ruined the satisfaction I had with the permit center, all other staff has been courteous and helpful	1/6/2016 11:56 AM
4	XXXX was extremely helpful and friendly	1/6/2016 7:37 AM
5	I find it discouraging when I email and leave voice messages for certain Planning staff and get no response and have to keep attempting to get hold of them.	1/6/2016 7:33 AM
6	the permit manager had someone edit a electrical permit without understanding what was being done. The edit falsified the inspection description causing problems on the next electrical inspection. There is no accountability or guideline for editing an electrical permit	1/5/2016 10:06 PM

## Permit Center Survey v.2

7	permit done through etrack	1/5/2016 6:17 PM
8	The staff is awesome, thats why I want to deal with them	1/5/2016 4:56 PM
9	this was my first and hope the last need for a permit	1/5/2016 4:46 PM
10	Getting better all the time.	1/5/2016 4:45 PM
11	All your staff members are very pleasant to email with and usually in person when that was an option.	1/5/2016 4:31 PM
12	XXXX is awesome and great to work with	1/5/2016 4:26 PM
13	Little rough in the beginning, but warmed up over time.	1/5/2016 4:19 PM
14	The planner I met with at the counter provided inaccurate information that caused me some time asnd energy to clear up with her and the Planning Director.	1/5/2016 4:12 PM
15	XXXX was VERY patient with me. I am not from the WA area so her patience was grateful when talking me through what I needed to know about paying for our permits.	1/5/2016 4:09 PM
16	Good system....Step in the right direction	1/5/2016 3:59 PM
17	They are consistently prompt and friendly. I greatly appreciate the work that they do!	1/5/2016 3:57 PM
18	Plan Tech - XXXX was very helpful with my last permitting/plan review experience.	1/5/2016 3:53 PM
19	Sometimes it can be a long time before getting a phone call back from a tech	1/5/2016 3:53 PM
20	I submitted for a simple TI and you treated it as such and exceded my time expectations, great job!	1/5/2016 3:50 PM

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

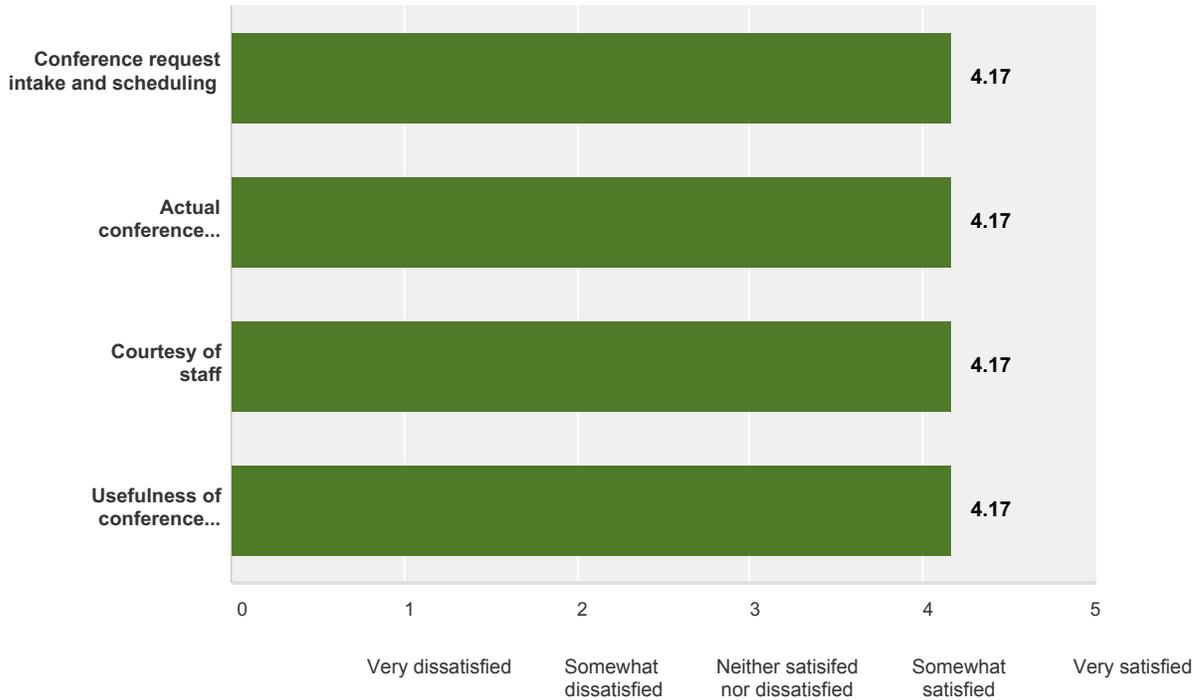
Answered: 77 Skipped: 2



Answer Choices	Responses	
Yes	7.79%	6
No	81.82%	63
I don't know	7.79%	6
Not applicable	2.60%	2
<b>Total</b>		<b>77</b>

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

Answered: 6 Skipped: 73

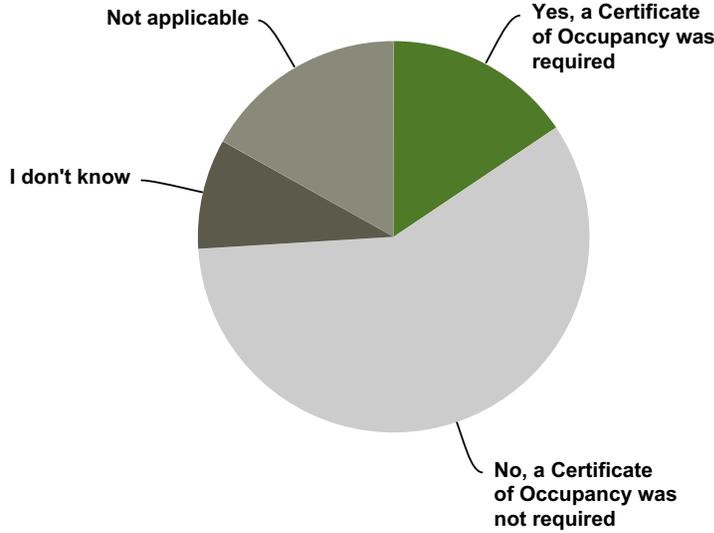


	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Conference request intake and scheduling	50.00% 3	33.33% 2	0.00% 0	16.67% 1	0.00% 0	0.00% 0	6	4.17
Actual conference (facilitation of the meeting, material covered)	50.00% 3	33.33% 2	0.00% 0	16.67% 1	0.00% 0	0.00% 0	6	4.17
Courtesy of staff	33.33% 2	50.00% 3	16.67% 1	0.00% 0	0.00% 0	0.00% 0	6	4.17
Usefulness of conference toward preparing complete applications	50.00% 3	33.33% 2	0.00% 0	16.67% 1	0.00% 0	0.00% 0	6	4.17

#	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?

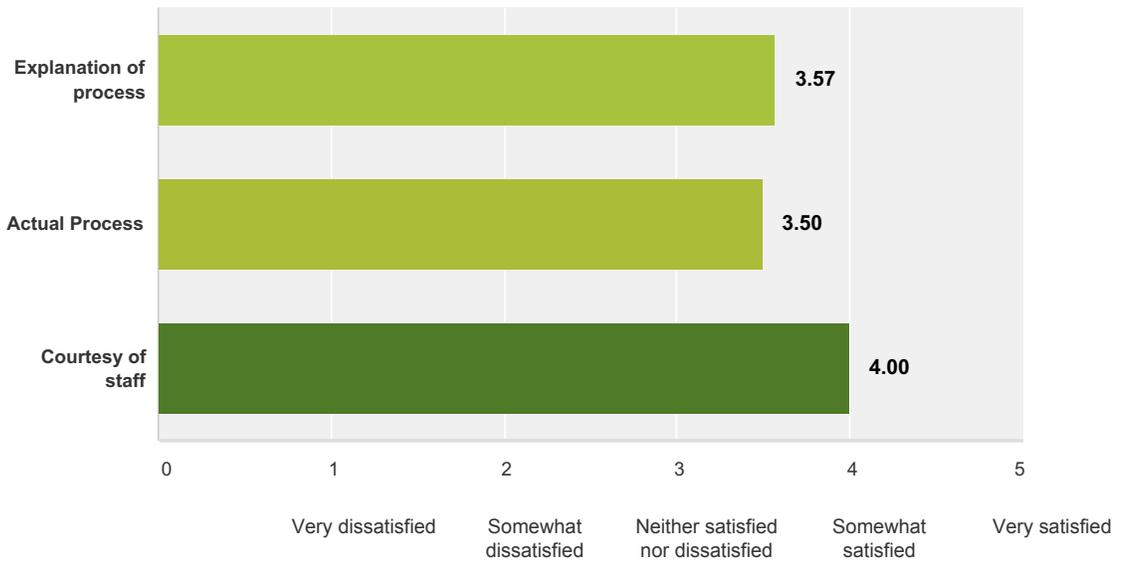
Answered: 77 Skipped: 2



Answer Choices	Responses	
Yes, a Certificate of Occupancy was required	15.58%	12
No, a Certificate of Occupancy was not required	58.44%	45
I don't know	9.09%	7
Not applicable	16.88%	13
<b>Total</b>		<b>77</b>

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

Answered: 12 Skipped: 67



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Explanation of process	8.33% 1	25.00% 3	16.67% 2	8.33% 1	0.00% 0	41.67% 5	12	3.57
Actual Process	9.09% 1	18.18% 2	18.18% 2	9.09% 1	0.00% 0	45.45% 5	11	3.50
Courtesy of staff	27.27% 3	0.00% 0	27.27% 3	0.00% 0	0.00% 0	45.45% 5	11	4.00

#	Please share any other thoughts regarding this process	Date
1	Have not completed the process yet.	1/5/2016 5:06 PM
2	XXXX was very helpful.	1/5/2016 4:01 PM
3	The contractor deals with this and I usually am not involved	1/5/2016 3:54 PM
4	I was not involved with the Cert. of Occupancy process so I cannot comment on our satisfaction.	1/5/2016 3:53 PM

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

Answered: 24 Skipped: 55

#	Responses	Date
1	It is so expensive to build in Bellingham and my permit was over \$24,000. I have the means but my grown children do not. I want to see Bellingham stay a working class community and not another Bellevue or Mercer Island.	1/17/2016 10:49 AM
2	I was quite impressed with the process, particularly since I believe our project was one of the first to go through this system.	1/13/2016 1:13 PM
3	The cost of permitting in the City of Bellingham is way out of line with other cities in the area. When I reviewed the line items on permits and their associated costs, I had the definite understanding I was being overcharged!	1/7/2016 3:10 PM
4	It would make everyones experience more pleasant without having to talk to or see XXXX	1/6/2016 11:57 AM
5	Cost to high across the board	1/6/2016 10:43 AM
6	Thanks for your efforts to move this process online and for providing draft notes in advance of the pre-app meeting.	1/6/2016 10:40 AM
7	No, keep up the good work.	1/6/2016 10:26 AM
8	The new electrical inspector didn't know what he was looking at. The electrical work permit description had been edited by counter staff which deleted inspection history, The electrical inspector when he arrived did not sign the electrical work permit for pass or fail. The permit manager did not return my call when I left a message on his machine. Do your self and everyone else a favor let the state of Washington do your electrical inspections. It will be more consistent enforcement with established guidelines which are already in place and the city can save some money for other more important issues like plumbing and framing inspections. You can't pay enough money to the inspectors for what you ask them to do to keep them on board. Right now the stake holder does not get value for what they pay for when it comes to electrical inspections. Reach out to the state of Washington for electrical inspections.	1/5/2016 10:15 PM
9	It takes too long to get a permit and this is a problem. I had to check my email too many times thru out the days and night. It shouldn't take so long. I would rather just go down and pull a permit at the front desk. I don't even know why you have an online center, it didn't save me any time?	1/5/2016 6:46 PM
10	Very pleasant and helpful. I'm looking forward to future "permitting".	1/5/2016 5:46 PM
11	I want to buy the permits at the counter.	1/5/2016 4:57 PM
12	Would like to be able to anticipate permit costs a little better, as we need to include them in bid estimates. Have not got a good sense of how to estimate these costs yet.	1/5/2016 4:47 PM
13	compared to East Hampton NY , Bellingham was pleasant and fast	1/5/2016 4:47 PM
14	The change over from over the counter to on line went a lot smoother then expected. good job on the planning of that change.	1/5/2016 4:38 PM
15	I feel walking in to apply for a building permit was more convenient for me as I received my permit within 7 days. It took almost two months having to go back and forth with submitting and re-submitting the information. If I was talking face to face with the tech all the info would have been easily understood from the start.	1/5/2016 4:34 PM
16	Actually - about this survey. Now that the city is becoming more online based, please change the questions to help be relevant what contractors may face. Otherwise, those in fire (marshal, inspectors, and permit tech) have been awesome.	1/5/2016 4:25 PM
17	Overall, the experience was a good one - I just wish Bellingham didn't choose to be so ridiculous in terms of ADU permitting costs and would view things case by case, not using a blanket theory. In doing so, you prohibit those of us with the best intentions, and with the best situations to make beautiful apartments for people, and scare other landlords into being illegal or worse, never wanting to upgrade/remodel their housing, making the housing situation for students/and others truly appalling and potentially dangerous.	1/5/2016 4:24 PM
18	Overall the City is doing Great!	1/5/2016 4:19 PM
19	e trackit seems to have some rough spots. inspection confirmation is lacking. not sure if some I have requested have been completed.	1/5/2016 4:18 PM

## Permit Center Survey v.2

20	The online permit process was awesome!	1/5/2016 4:13 PM
21	Maybe I was lucky, but it was very fast once I submitted	1/5/2016 4:07 PM
22	The ability to accept an online signature	1/5/2016 3:59 PM
23	No	1/5/2016 3:54 PM
24	We have worked in Bellingham over the years and have always been satisfied with the permit office and inspection experience. Keep up the good work!	1/5/2016 3:51 PM