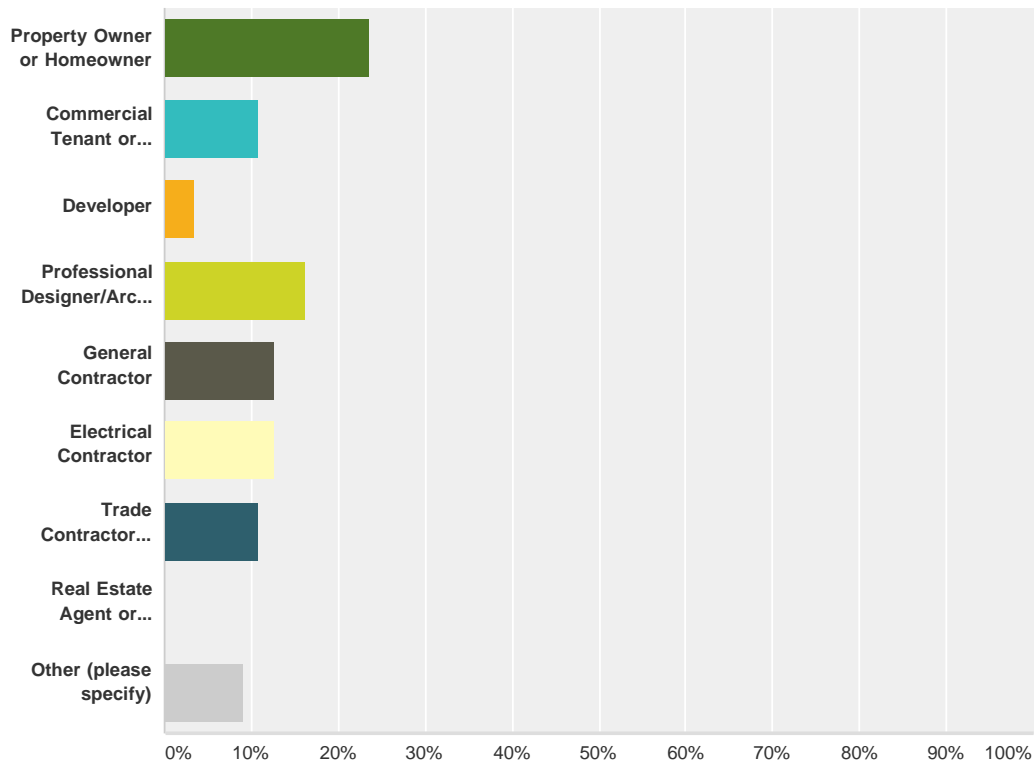


Q1 Which of the following best describes you as a user of the Permit Center?

Answered: 55 Skipped: 0



Answer Choices	Responses	Count
Property Owner or Homeowner	23.64%	13
Commercial Tenant or Business Owner	10.91%	6
Developer	3.64%	2
Professional Designer/Architect/Engineer	16.36%	9
General Contractor	12.73%	7
Electrical Contractor	12.73%	7
Trade Contractor (Plumbing/Mechanical/Sign/etc.)	10.91%	6
Real Estate Agent or Appraiser	0.00%	0
Other (please specify)	9.09%	5
Total		55

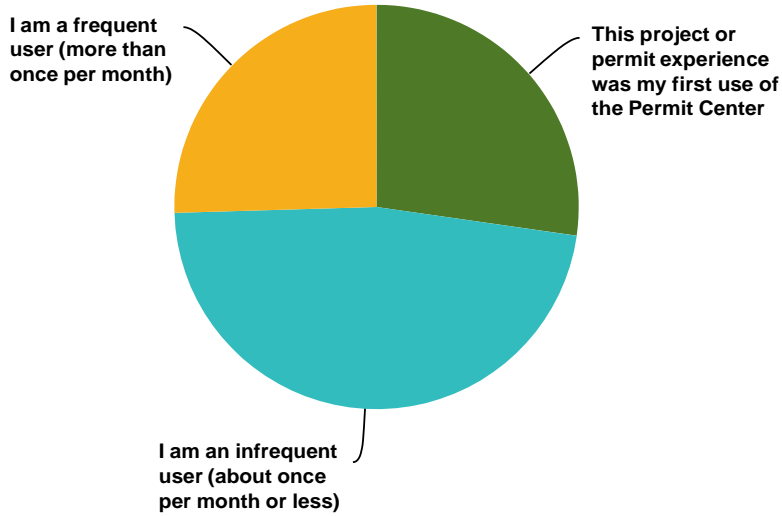
#	Other (please specify)	Date
1	utility company	4/18/2016 10:35 AM
2	COB Employee	4/4/2016 12:32 PM
3	Utility-telecommunications	4/4/2016 8:49 AM

Permit Center Survey v.2

4	Utility	4/4/2016 7:51 AM
5	Special Even Coordinator	4/1/2016 3:41 PM

Q2 How often do you use the Permit Center?

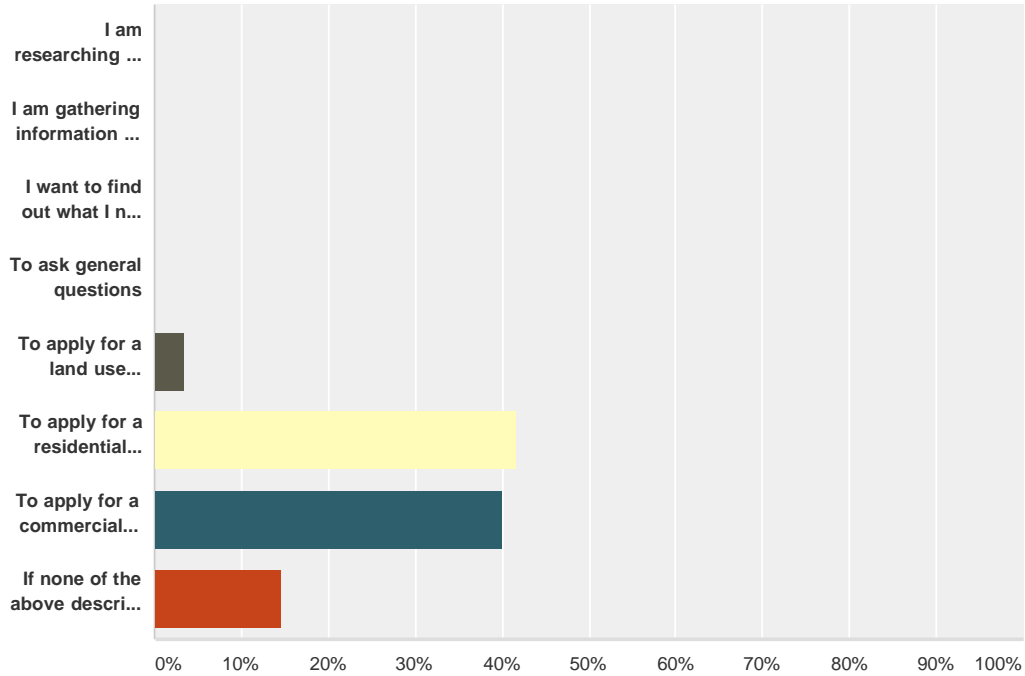
Answered: 55 Skipped: 0



Answer Choices	Responses
This project or permit experience was my first use of the Permit Center	27.27% 15
I am an infrequent user (about once per month or less)	47.27% 26
I am a frequent user (more than once per month)	25.45% 14
Total	55

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

Answered: 55 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	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)	3.64% 2
To apply for a residential permit	41.82% 23
To apply for a commercial permit	40.00% 22
If none of the above describe your project or permit, please explain:	14.55% 8
Total	55

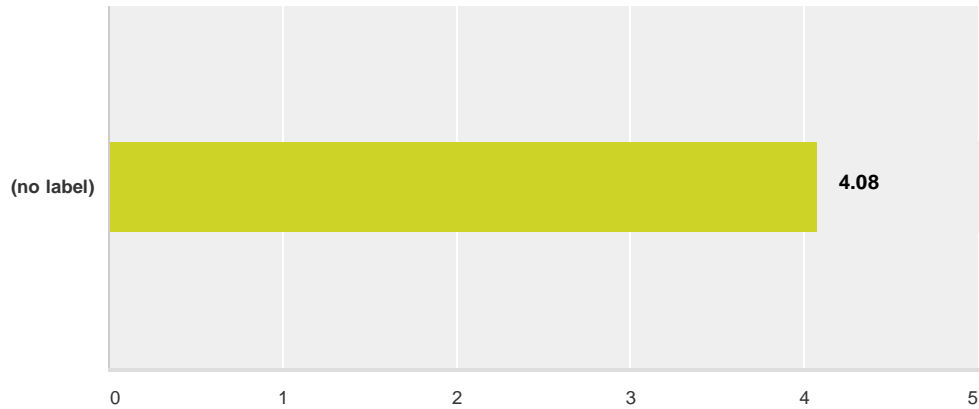
#	If none of the above describe your project or permit, please explain:	Date
1	looking for reviewer comments	6/24/2016 1:30 PM
2	Boundary Lline Adjustment application	6/16/2016 1:20 PM
3	Street tree permit for COB ROW	4/4/2016 12:32 PM
4	To apply for pulbic Works permit for working in right of way	4/4/2016 8:49 AM
5	Need to get smarter management to speed up process	4/2/2016 8:19 AM

Permit Center Survey v.2

6	Hazardous Materials (Fire) Permit	4/1/2016 4:20 PM
7	Right of Way Permit	4/1/2016 3:41 PM
8	Street Closure permit	4/1/2016 3:40 PM

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

Answered: 52 Skipped: 3



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Total	Weighted Average
(no label)	53.85% 28	28.85% 15	0.00% 0	5.77% 3	11.54% 6	52	4.08

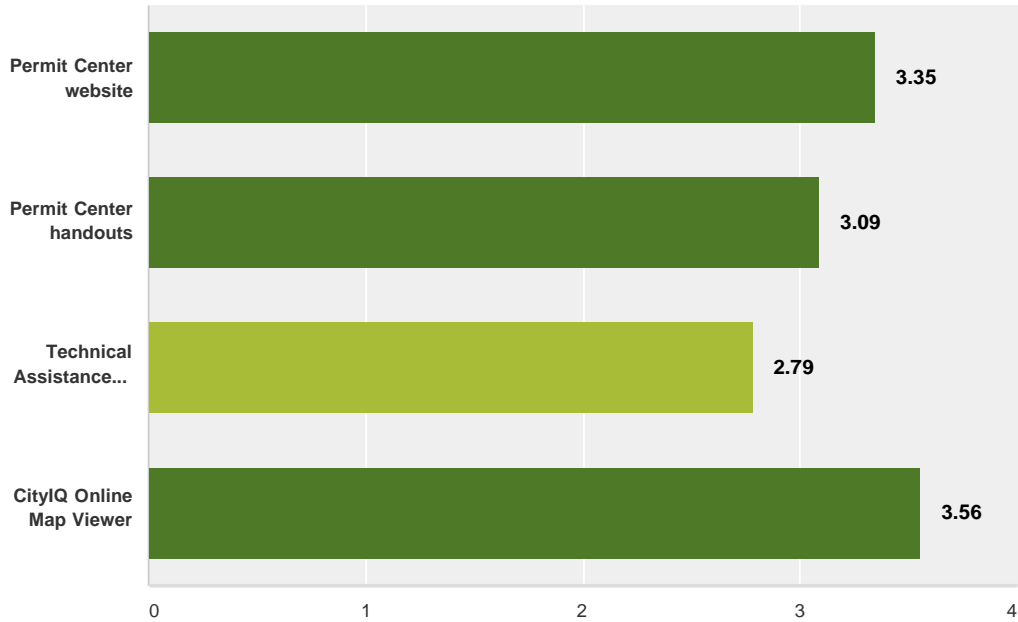
#	Please share any thoughts you have about your overall experience	Date
1	The permit was selfed due to staff changes and XXXX suggested in the future I need to be checking fequently to make sure the permit center does their job correctly. Did realize I should make sure city staff should do their job I thought you had managment for that. Maybe time find better managers.	6/29/2016 2:59 PM
2	Very hard to find a project, you need the reviewers to put notes as to what they need	6/24/2016 1:32 PM
3	this is the first time we have e-filed for a building permit. In the past, we have often had others(i.e.-designer) apply for the permit, but because of the excellent help we received this time from permit technician, XXXX, we have the confidence to apply for permits ourselves. This will be both time and money saving.	6/23/2016 10:10 AM
4	Extremely slow processing and poor communication along the way. Incorrect information by the City. Not meeting deadlines set by the planning. Difficult to access information of the process. incorrect information required by the City. Stopping and delaying the normal processing of information to the next department by Planning for silly reasons that could easily be addressed by adding a note to the file and continueing with the processing system. failur of the Planning department to communicate with the management or each other. Slow, poor quality, misleading and misinformation.	6/16/2016 1:24 PM
5	Very easy to use which i like. Only issue i had was when paying for fees, i could not print the receipt. it was processing for a long time and session timed out. I went back in to print and could not find the receipt, only a page that states permit fee paid. Need this receipt to get reimbursed and should have Payee listed on receipt.	6/3/2016 12:28 PM
6	I can't remember the last time I needed to deal with City Government and the entire staff was as amazing, knowledgeable and helpful as this Department. XXXX, XXXX and XXXX all deserve a special mention for their great attitudes and teamwork. Thank you!	6/2/2016 9:45 AM
7	My permit applications are typically completed within 2 days. Excellent!	4/18/2016 10:37 AM
8	Each time we have used the permit center in Bellingham, the permit tech sent us incorrect information, which was corrected after we pointed it out.	4/5/2016 12:34 PM
9	We had minor technical issues with file formatting	4/5/2016 10:42 AM
10	Everyone is very helpful, however, I had received some misleading/incomplete information coupled with my lack of experience that caused my permits to expire. It was easily fixed though.	4/5/2016 6:13 AM
11	STP application is good. It is best to have it on line.	4/4/2016 12:34 PM

Permit Center Survey v.2

12	Lack of industry knowledge of permit counter can be frustrating.	4/4/2016 7:39 AM
13	inspections scheduled online have not made it to inspectors schedule,so inspection was not preformed on timely basis	4/3/2016 10:09 AM
14	The experience itself is good. The process is very straight forward. However, I got an email stating that my application could not be accepted. Then moments later a second email, stating that my application was in deed accepting. Aside from that confusing factor the overall transaction was good.	4/3/2016 6:50 AM
15	Everyone was really nice and quite helpful, even with the new system switch	4/2/2016 4:53 PM
16	Electrical Permits cost too much.	4/2/2016 1:45 PM
17	You are always trying to reinvent wheel re:wetlands issue, water make a system like building codes	4/2/2016 8:20 AM
18	Permit Technicians and Inspectors are very helpful!	4/2/2016 8:02 AM
19	The technical hurdles posed by the new system were a bit daunting and off-putting. Most property owners would never be able to get through this process on their own.	4/1/2016 7:30 PM
20	It's especially easy to use the payment system, which keeps the process moving forward. Very helpful staff for questions that come up.	4/1/2016 4:20 PM
21	I was able to do everything online. Totally painless!!!	4/1/2016 3:47 PM
22	People at the center were more than willing to spend time making sure my application was correct to avoid any delays	4/1/2016 3:45 PM
23	It seems like the requirements are inconsistent and vary by agency.	4/1/2016 3:41 PM
24	Every department was great with exception of the storm water department.	4/1/2016 3:37 PM
25	Great Scheduling experience with the inspector	4/1/2016 3:34 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: 49 Skipped: 6



	Very useful	Somewhat useful	Not very useful	Not at all useful	Not familiar	Total	Weighted Average
Permit Center website	48.98% 24	34.69% 17	4.08% 2	6.12% 3	6.12% 3	49	3.35
Permit Center handouts	18.37% 9	42.86% 21	4.08% 2	4.08% 2	30.61% 15	49	3.09
Technical Assistance Bulletins (Permit Center email subscription)	8.16% 4	20.41% 10	4.08% 2	6.12% 3	61.22% 30	49	2.79
CityIQ Online Map Viewer	53.06% 26	26.53% 13	2.04% 1	2.04% 1	16.33% 8	49	3.56

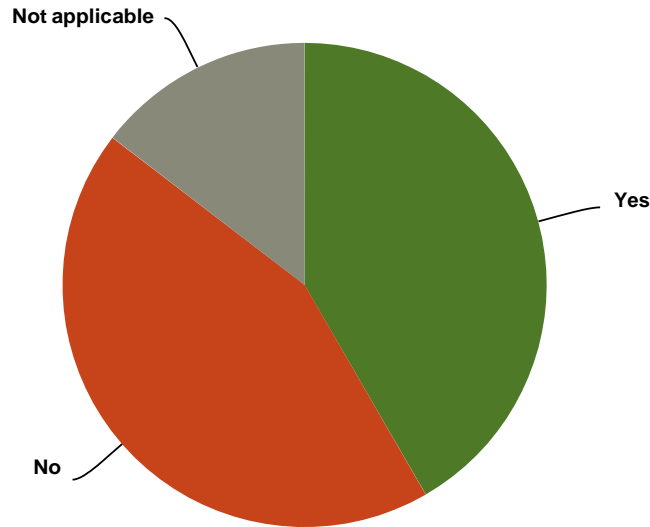
#	Please share any suggestions to make the above resources more useful	Date
1	Correct your Website information and application procedures to make information accurate and easy to use by the consumer.	6/16/2016 1:26 PM
2	We used to get a printed booklet, with Bellingham permitting requirements; "Plan Review & Construction Guide". It was more useful than collecting bits of information on the website.	4/5/2016 12:36 PM
3	New city IQ is great. Lots of good information	4/4/2016 12:35 PM
4	I've had some trouble using the online map to see which addresses are actually within the city limits, and that is only when the map actually loads in my browser window.	4/4/2016 11:07 AM
5	The cityiq is amazing... wish I had it back in Seattle!	4/2/2016 4:54 PM
6	Need new management to speed up process. Development and project should be only 60 days. If not it means management do not know what they are doing they are stuck trying to interpret not make a decision.	4/2/2016 8:22 AM

Permit Center Survey v.2

7	The website is still in transition it seems, from over the counter permits to electronic permits. There are some glitches that need to be worked out. For example: not all over the counter permits are available electronically.	4/2/2016 8:03 AM
8	the online inspection request is detestable.	4/1/2016 6:27 PM
9	From what I remember, the CityIQ viewer was a little difficult to use. I imagine it would be more user friendly the more one used it.	4/1/2016 3:49 PM
10	Love City IQ. It would be handy to find speed limits on the site.	4/1/2016 3:42 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: 48 Skipped: 7



Answer Choices	Responses	
Yes	41.67%	20
No	43.75%	21
Not applicable	14.58%	7
Total		48

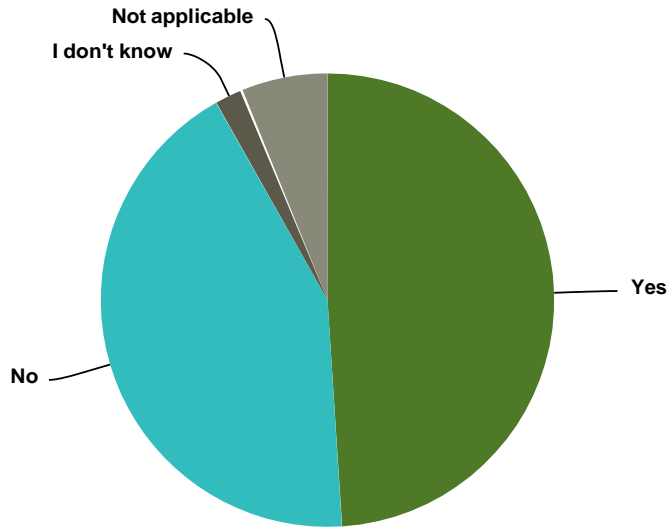
Q7 What technological improvements would you like to see in the Permit Center?

Answered: 19 Skipped: 36

#	Responses	Date
1	We are a family business and someone is not by the computer the entire day. I would like to have been able to pay for the permit online without having to wait for a username and password to be sent to me.	6/23/2016 10:17 AM
2	In the age of going paperless planning would be miles ahead if all of their processing was on line. It is not rocket science to put all of your processes on line and allow your agents to use that format and share that with us as the consumer. one of my biggest heart aches is that i don't know what your planner is in fact doing! When if ever they have actually done something, submitted things to the next city department etc. That would hold your employes to a new honesty that they currently don't have. They can tell me that they have done something but i will never know if they did or not.	6/16/2016 1:36 PM
3	if it makes the plan review quicker, may be worth paying nominal fee. But, Bellingham has been quick to begin with so this is not an item i'd push too hard; your service in my opinion has been with a "reasonable" time frame for project turnaround times	6/3/2016 12:30 PM
4	It seems fractured; we email our permit request documents, then go on trakit to pay the fees. But it still does not let us set up an account as a business; we have to go through a "homeowners" public account, which seems odd.	4/5/2016 12:37 PM
5	Categorical file uploading to track components of a permit submittal and update individual pieces.	4/5/2016 10:43 AM
6	None at this time	4/4/2016 12:35 PM
7	Mechanical permitting wasn't recognized on the web selection page. Had to use commercial permit to enter. not clear.	4/4/2016 12:15 PM
8	n/a	4/4/2016 11:08 AM
9	The money part didn't work so I had to mail in a check. Online payments would be nice.	4/4/2016 9:28 AM
10	The parameters in place are appropriate for scope of my work.	4/4/2016 8:51 AM
11	Get the bugs out of the system and don't try and make me feel like an idiot when it is your systems problems as I have found out from other contractors. Not all but some of the staff up front need to have better attitudes toward the users.	4/4/2016 8:42 AM
12	It would be convenient if the city allowed the electrical plan reviewer access to the online permit applications.	4/4/2016 7:40 AM
13	It seems overcomplicated, old system was more user friendly for me.	4/3/2016 10:12 AM
14	none it is fine the way it is	4/3/2016 6:51 AM
15	Not sure. Bellingham is pretty technologically advanced now.	4/2/2016 4:55 PM
16	I would pay to have a real person from the permit center to come on site and assist with evaluation so I don't waste time on drawings or other actions that the city isn't interested in. Technology cannot do that. Also, the 'BlueBeam' markup system used by the center couldn't properly read the PDF's I published, even though Adobe Reader could read them just fine. Adobe is the standard for PDF, not BlueBeam.	4/1/2016 7:37 PM
17	reliability	4/1/2016 6:29 PM
18	None that I can think of.	4/1/2016 4:22 PM
19	I don't use the permit center enough to comment on this.	4/1/2016 3:51 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")

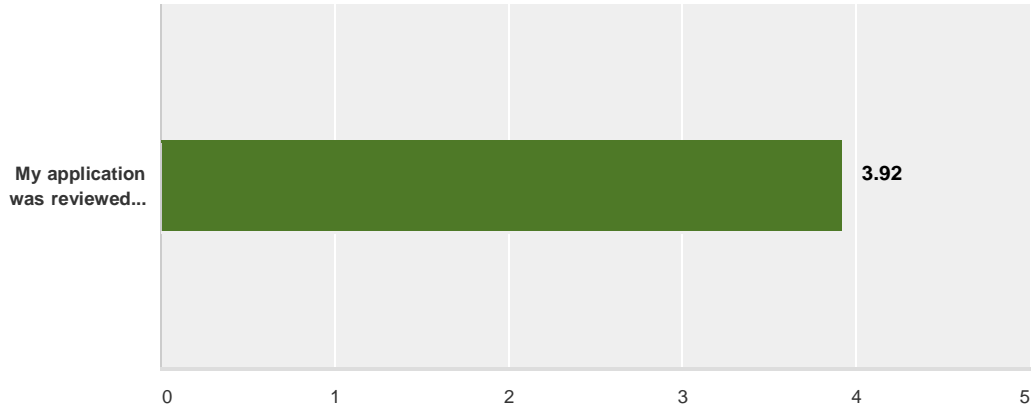
Answered: 49 Skipped: 6



Answer Choices	Responses	
Yes	48.98%	24
No	42.86%	21
I don't know	2.04%	1
Not applicable	6.12%	3
Total		49

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

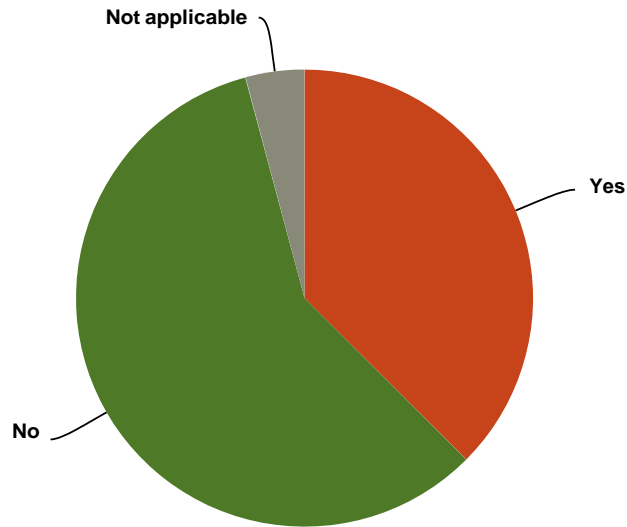
Answered: 24 Skipped: 31



	Extremely well	Very well	Somewhat well	Not very well	Not at all well	Total	Weighted Average
My application was reviewed for completeness	29.17% 7	50.00% 12	8.33% 2	8.33% 2	4.17% 1	24	3.92

Q10 Once your application was accepted for plan review, did anything arise that you did not anticipate based on your initial interactions with staff?

Answered: 24 Skipped: 31



Answer Choices	Responses	
Yes	37.50%	9
No	58.33%	14
Not applicable	4.17%	1
Total		24

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

Answered: 8 Skipped: 47

#	Responses	Date
1	Not one department was coordinated with the other so review was slow and delayed and unspecific as well as review did not provide contact info in review and contact info is nearly impossible to find on web site	6/29/2016 3:01 PM
2	We were submitting for a homeowners interior remodel that was for a new half bath. We did not know they were close to the maximum plumbing fixture units for their meter, and a few thousand dollar job looked like it would cost an additional \$7,000 dollars for a new water meter and sewage fees.	4/5/2016 12:40 PM
3	I was advised to remove the plumbing fixture count from the application of a TI general construction permit, without notification that a separate permit should be filed.	4/5/2016 10:47 AM
4	Applied for an ADU and was unaware that the prescriptive code allows only 20 ADU's per neighborhood. It did not affect my permit however as our neighborhood had less than 20.	4/5/2016 6:20 AM
5	I received to contradictory emails. 1. stating my application was denied. 2. stating my permit was issued.	4/3/2016 6:52 AM
6	If a plan stipulates permeable concrete.It shouldn't require the engineering of that concrete. It is like requiring the engineering of a 2x4.	4/2/2016 8:25 AM
7	I was issued a building permit, instead of a combo permit. Therefore all my inspections were voluntary. I made a list with the first inspector and was able to coordinate the process that way.	4/2/2016 8:06 AM
8	1) Inability to assimilate published PDF's, 2) needed more guidance on how to interpret applicable code.	4/1/2016 7:45 PM

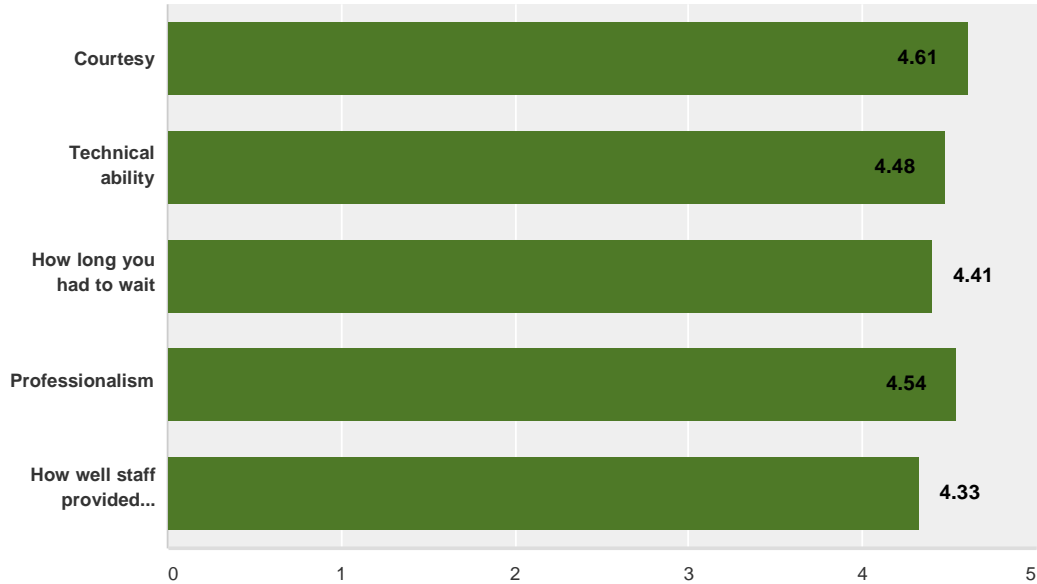
Q12 Do you have any suggestions for what staff could have done to prevent the above issue(s)?

Answered: 8 Skipped: 47

#	Responses	Date
1	All review comments require contact info.	6/29/2016 3:01 PM
2	I don't know.	4/5/2016 12:40 PM
3	A comment to the effect would have sufficed.	4/5/2016 10:47 AM
4	Make that information easier to find up front.	4/5/2016 6:20 AM
5	maybe communicate better?	4/3/2016 6:52 AM
6	Get a management and officials who are educated enough to understand most of the water issues don't need to be rethought and rehased. Quit trying to reinvent the wheel. Don't be afraid that water will go into the ground and it also at time could run off property. The world is perfect and with any water quality improvement you have improved the city 10 fold as the city has done literally nothing to deal with all construction pre 1990's that has never deal with water issues.	4/2/2016 8:25 AM
7	Issue the correct permit for the plans.	4/2/2016 8:06 AM
8	Current process seems to favor general contractors, which many property owners cannot afford. Need a process for informal discussion of project elements and requirements prior to undergoing time and expense of formal submission ... It's expensive on both ends to amend documents after the fact. Next time I'll just visit the office first.	4/1/2016 7:45 PM

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

Answered: 47 Skipped: 8



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Courtesy	76.60% 36	12.77% 6	2.13% 1	4.26% 2	2.13% 1	2.13% 1	47	4.61
Technical ability	61.70% 29	21.28% 10	6.38% 3	2.13% 1	2.13% 1	6.38% 3	47	4.48
How long you had to wait	57.45% 27	29.79% 14	6.38% 3	2.13% 1	2.13% 1	2.13% 1	47	4.41
Professionalism	74.47% 35	10.64% 5	6.38% 3	4.26% 2	2.13% 1	2.13% 1	47	4.54
How well staff provided relevant code sections, handouts or other applicable materials	51.06% 24	25.53% 12	6.38% 3	4.26% 2	2.13% 1	10.64% 5	47	4.33

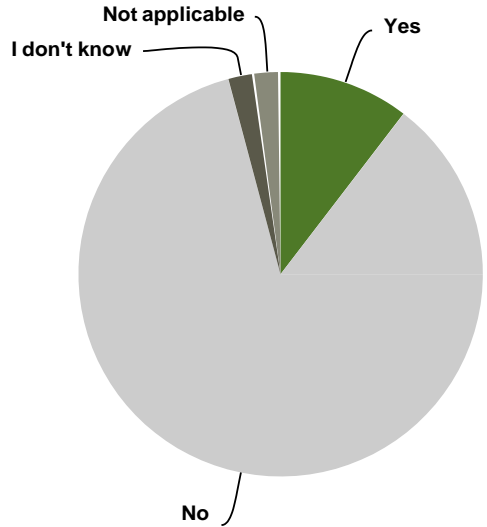
#	Please share any other specific thoughts regarding staff	Date
1	Both XXXX and XXXX provided us with clear and concise direction on the phone and XXXX through email, as well.	6/23/2016 10:17 AM
2	They told me to download BLA forms off of city web site. it did . It was wrong and was full of bad information that cost me money and time wasted.	6/16/2016 1:38 PM
3	I already did, but the only feedback I would have is to possibly allow visitors a time limit so that other folks can be helped.	6/2/2016 9:49 AM
4	I was very surprised that after I talked to a tech person on the phone, and we resolved the issue about the limited plumbing fixture units, the approved plans still included the upsized water meter. I had to call and have it removed.	4/5/2016 12:42 PM
5	I felt that I often had to know the right questions to ask to get complete answers. This may just be inherent in the code complexities and the need for the applicant to have experience with the process.	4/5/2016 6:22 AM
6	The email notification system on STP permits is good.	4/4/2016 12:36 PM

Permit Center Survey v.2

7	I think there was a hand-off problem between reviewers that delayed my permit issuance.	4/4/2016 12:17 PM
8	I very much enjoy working with the permitting and inspection staff.	4/4/2016 11:09 AM
9	My permit tech said she would go review the documents and left the counter, but didn't mention it would take about 15-20 minutes, so I stood there at the counter awkwardly. Perhaps let the applicant know they can take a seat.	4/4/2016 8:55 AM
10	Some (not all) need to be more helpful and not so condescending.	4/4/2016 8:45 AM
11	The staff doesn't understand electrical and rely on a third party plan reviewer.	4/4/2016 7:41 AM
12	XXXX and XXXX are extremely professional, clear, and helpful gals.	4/3/2016 6:53 AM
13	The one older brunette gal at the counter needs to quit taking sour pills. She needs an attitude adjustment.	4/2/2016 8:27 AM

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

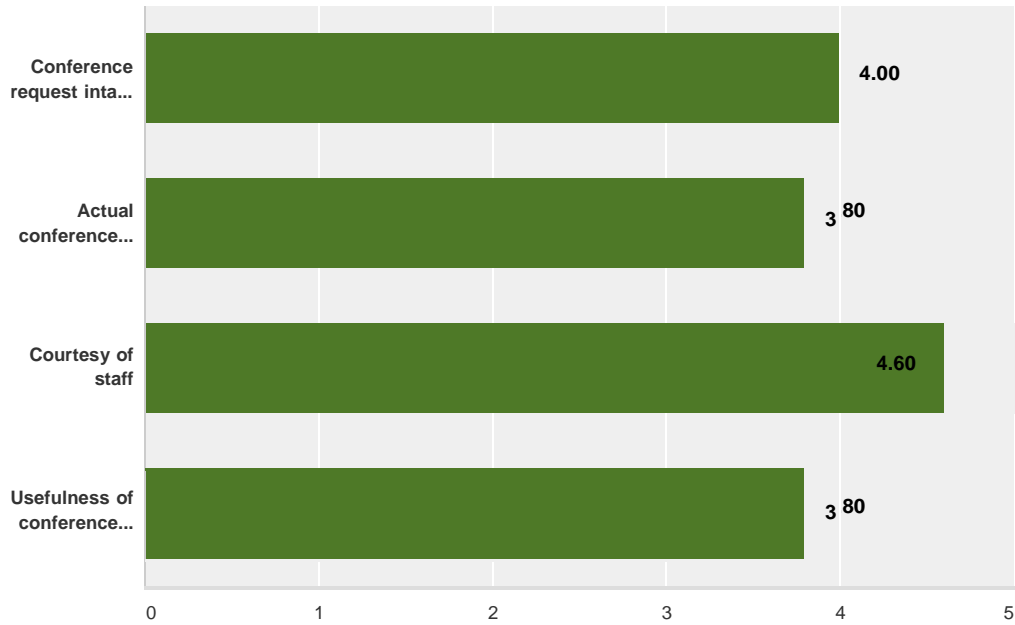
Answered: 48 Skipped: 7



Answer Choices	Responses
Yes	10.42% 5
No	85.42% 41
I don't know	2.08% 1
Not applicable	2.08% 1
Total	48

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

Answered: 5 Skipped: 50

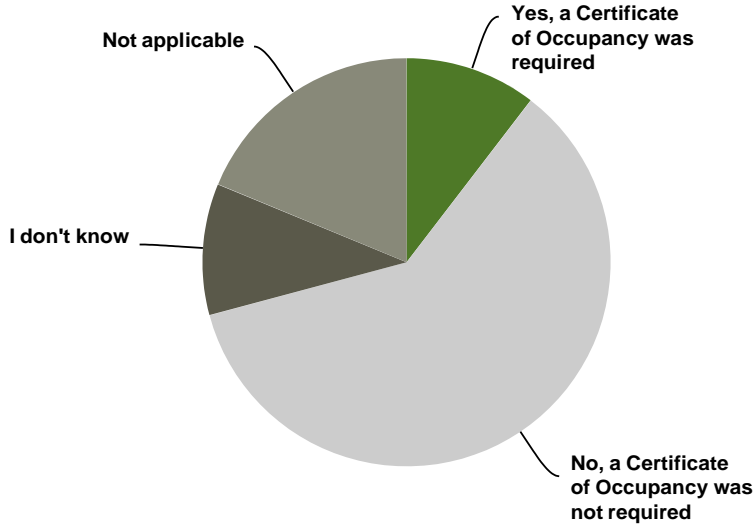


	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Conference request intake and scheduling	60.00% 3	20.00% 1	0.00% 0	0.00% 0	20.00% 1	0.00% 0	5	4.00
Actual conference (facilitation of the meeting, material covered)	40.00% 2	40.00% 2	0.00% 0	0.00% 0	20.00% 1	0.00% 0	5	3.80
Courtesy of staff	80.00% 4	0.00% 0	20.00% 1	0.00% 0	0.00% 0	0.00% 0	5	4.60
Usefulness of conference toward preparing complete applications	40.00% 2	40.00% 2	0.00% 0	0.00% 0	20.00% 1	0.00% 0	5	3.80

#	Please share any other thoughts regarding this process	Date
1	Was always told after application just waiting for platt approval but plan was never reviewed.	6/29/2016 3:02 PM
2	See previous.	4/5/2016 6:23 AM
3	To much concern of unimportant details that were resolved by what was engineered yet questioned beyond any rationality	4/2/2016 8:28 AM

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

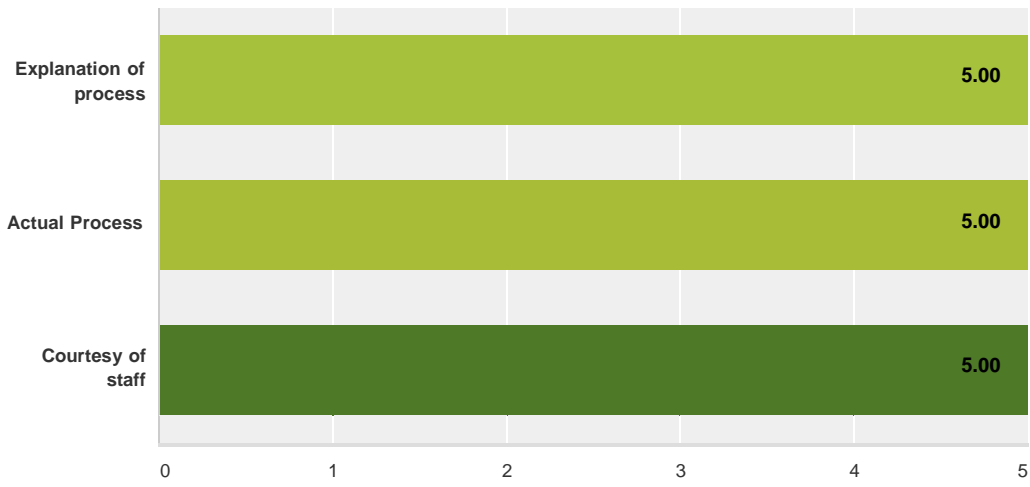
Answered: 48 Skipped: 7



Answer Choices	Responses	
Yes, a Certificate of Occupancy was required	10.42%	5
No, a Certificate of Occupancy was not required	60.42%	29
I don't know	10.42%	5
Not applicable	18.75%	9
Total		48

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

Answered: 5 Skipped: 50



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Explanation of process	60.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	40.00% 2	5	5.00
Actual Process	60.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	40.00% 2	5	5.00
Courtesy of staff	60.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	40.00% 2	5	5.00

#	Please share any other thoughts regarding this process	Date
1	Made 100% easier by the staff.	6/2/2016 9:50 AM
2	The C of O has not been issued as the building is still under construction.	4/1/2016 3:40 PM

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

Answered: 18 Skipped: 37

#	Responses	Date
1	All staff should receive a hand out reminding them they are public servants and do not work for their own self aggrandizement but for the public. All supervisor should be required to spend out of their own pocket for 7 hrs of classes instructing them how they can perform better for the public. This requirement should be for them to keep their job. Real estate agents,Bankers,lawyers,and many more need to do this paid by themselves should be the same for any supervisory position of government. They don't care if the cost individuals or public money for their poor performance. Their attitude displays it.	6/29/2016 3:08 PM
2	No. Thank you very much.	6/23/2016 10:17 AM
3	Slow, delayed, misinformation, holding processing up for minor reasons. Unnecessary compliance of setbacks unfairly demanded.	6/16/2016 1:40 PM
4	I was in and out of that office for two weeks and I have never seen a nicer, more professional group of people. Thank you!	6/2/2016 9:52 AM
5	Friendly staff as always. I appreciate the willingness to review projects in advance of permit submittal.	4/5/2016 10:48 AM
6	I had heard many complaints about the the permit center but was generally, pleasantly surprised at how well the process went.	4/5/2016 6:25 AM
7	New system seems to be working fine.	4/4/2016 12:37 PM
8	getting better every time! Good job!	4/4/2016 12:17 PM
9	TRAKiT has been very useful and cut down on my accounting process as it provides immediate receipts with issuance and permits.	4/4/2016 8:53 AM
10	Can basic electrical permits be issued the same time they are applied for? It would be nice to be able to get permit during hours you are not open.	4/4/2016 8:50 AM
11	It would be really nice to pay for permits with a Credit card for amounts higher than \$1500. That's a really low limit. I was over by \$5 and had to pay by check. It would just make juggling the large amounts of cash involved in a Construction project that much easier.	4/2/2016 4:57 PM
12	The state electrical permits cost about one fourth of the City of Bellingham permits. We pay \$500 and the inspector only spends 20 to 30 minutes total. We are low voltage electrical.	4/2/2016 1:48 PM
13	Get rid of any official and employee who don't understand a person who owns the land should have 100% unquestioned right to do what they want with their property they own it not the city.The city must be required to proof the development is harmful not the owner that it meets requirements. If a person development is deterred more than 1 year the city should be required to purchase the property at an appraised price.	4/2/2016 8:34 AM
14	Thanks for helping us with our project.	4/2/2016 8:07 AM
15	The new system was rolled out with relatively little fanfare ... but impact was substantial. Paper drawings have been an engineering standard since the sand table went out of fashion centuries ago, nobody expected them to disappear overnight in B'ham. When the nearest huge scanner is 30 min away (for me anyway), it slows things down a lot. It took me 6 weeks to successfully prepare, submit, and gain approval for a relatively simple mechanical permit.	4/1/2016 7:54 PM
16	You're doing a great job to make it easier on consultants and their clients. Thanks!	4/1/2016 4:23 PM
17	In my particular instance, for a government agency I'm amazed at how well it functions. Well done!	4/1/2016 3:54 PM
18	The storm drain review and approval was very slow and overly complicated.	4/1/2016 3:43 PM