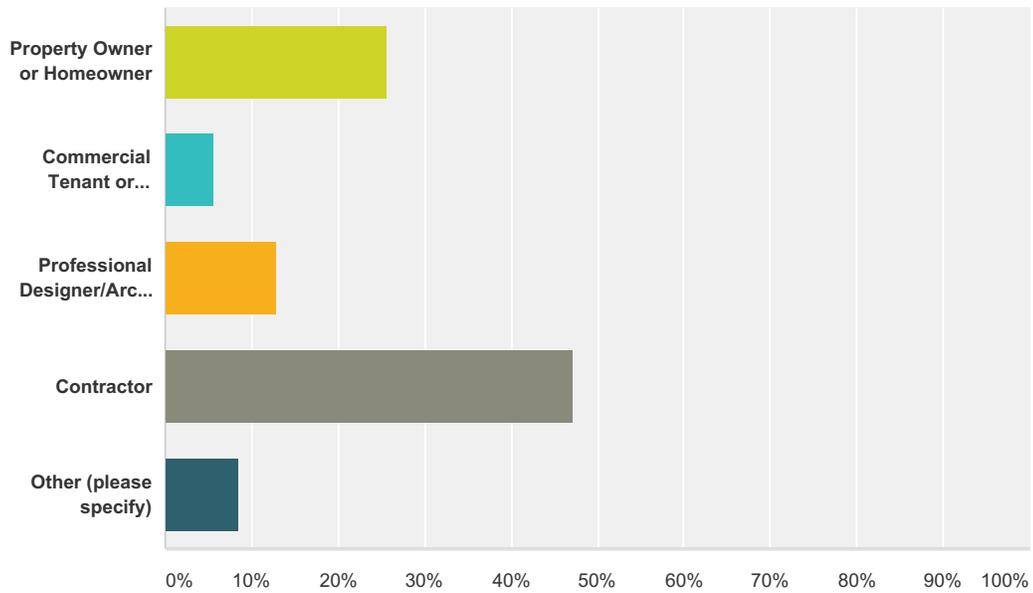


Q1 Which of the following best describes you?

Answered: 70 Skipped: 1

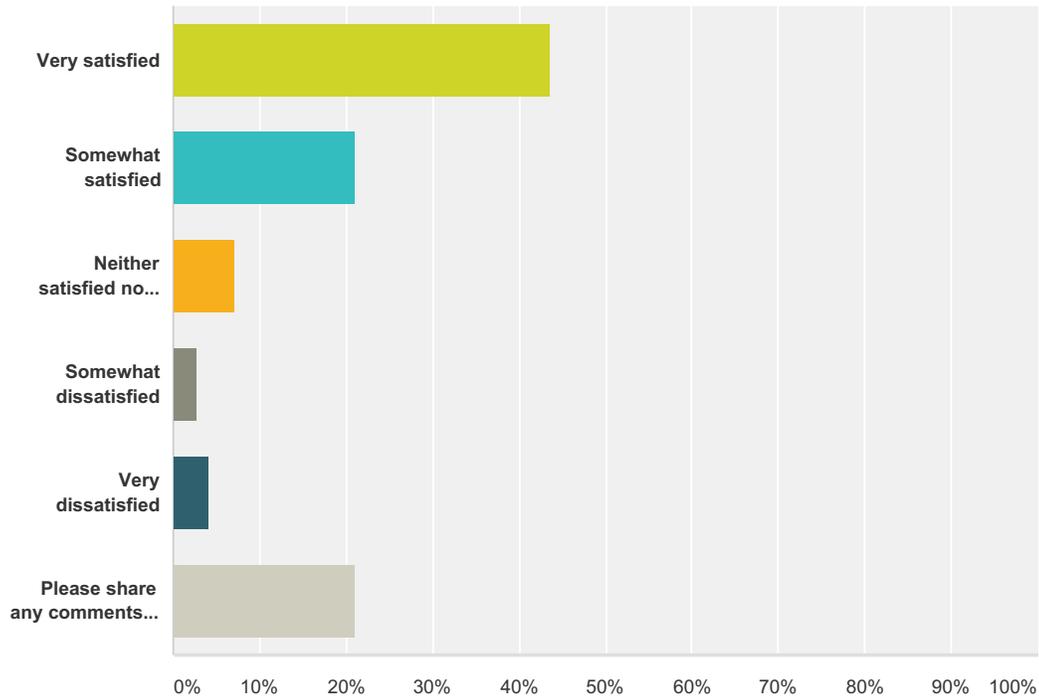


Answer Choices	Responses
Property Owner or Homeowner	25.71% 18
Commercial Tenant or Business Owner	5.71% 4
Professional Designer/Architect/Engineer	12.86% 9
Contractor	47.14% 33
Other (please specify)	8.57% 6
Total	70

#	Other (please specify)	Date
1	Utility employee	10/11/2016 10:28 AM
2	Dispatch of a Heavy Haul Trucking Company	10/4/2016 3:07 PM
3	Electrical and Plumbing Heating Company	9/29/2016 8:49 AM
4	utility franchise	9/28/2016 3:55 PM
5	Utility Engineering/Construction	9/28/2016 2:32 PM
6	Heating/Cooling/Plumbing Provider	9/28/2016 2:30 PM

Q2 Please rate your overall satisfaction with your Permit Center experience.

Answered: 71 Skipped: 0



Answer Choices	Responses
Very satisfied	43.66% 31
Somewhat satisfied	21.13% 15
Neither satisfied nor dissatisfied	7.04% 5
Somewhat dissatisfied	2.82% 2
Very dissatisfied	4.23% 3
Please share any comments you have about your overall experience.	21.13% 15
Total	71

#	Please share any comments you have about your overall experience.	Date
1	You're trying to cover too much at one site. A specific site for rental renewals is needed.	11/10/2016 9:36 PM
2	Contractor handled everything.	10/14/2016 1:28 PM
3	I'd say mostly satisfied. Apparently one can't both check a rating AND leave a comment?	10/11/2016 10:28 AM
4	I have found the staff to be very helpful. Being able to do permits online is a plus!	10/5/2016 6:03 AM
5	I have dealt with xxxx each time I have needed a permit & each time received excellent customer service.	10/4/2016 3:07 PM
6	being new to getting permits, it was challenging to find the correct place to submit an application. I first spent time on eTrackit which just ran me into dead ends for what I needed. However this felt like the direction I was let when using the website.	9/29/2016 9:21 PM
7	First inspection on time. The next group of 4 No Show. I'll try to schedule again.	9/29/2016 3:49 PM

Permit Center Customer Comment Portal

8	When there are very minor narrative comments, corrections or clarifications needed, it would save significant time if the reviewer could just cut and paste the comment on the page, as was true when there was paper copies. I understand you cannot change plans, but previous paper copies were full of red marks corrections and pasted on code sections, that sped up the process significantly. Currently, minor items have to go back and forth thru digital sub missions and it takes significantly more time than before. Digital process is good. However, I have not seen the time saving yet. Also, the numbering system is very awkward, with blueberry numbering pages sequentially, vs. the actual page number/name, which is different.	9/29/2016 1:05 PM
9	Very difficult to deal with person issuing permits lots of unrelated questions making things extremely unpleasant	9/29/2016 8:49 AM
10	Most all of time i get all the info an help I need.	9/28/2016 6:33 PM
11	The platform is nice. Only issue comes up with commercial electrical permits for solar systems	9/28/2016 3:17 PM
12	responsive staff; professional communications	9/28/2016 2:51 PM
13	Your front man, xxxx is AMAZING. Very calm and kind. Your techs are also super helpful and able to be calm and polite when we are not - kiddos to them. I am less satisfied with the upper level management - for fear of giving away my identity, I would just say that the "boss" who weighs in with the inspectors ought to be more available. His comments and requirements made independent of the property owner who is trying to do the right thing have cost me 1,000s of dollars and it isn't because I did anything wrong. He made a decision AFTER our permit was issued and it just doesn't seem fair.	9/28/2016 2:37 PM
14	Good job.	9/28/2016 2:36 PM
15	Love working with xxxx, very prompt. Never any problems. :)	9/28/2016 2:28 PM

Q3 What improvements would you like to see in the Permit Center? For example, technology, online experience, etc.

Answered: 37 Skipped: 34

#	Responses	Date
1	Trying to renew my rental property license but seems to be no way to search for my license number so I can pay the fee. Should be clearer in the email/attached directions how to do this of if it can be done, it should say you need to call for your number so you can complete the renewal.	11/11/2016 5:02 AM
2	Discontinue the program	11/10/2016 11:35 PM
3	online experience	11/10/2016 9:36 PM
4	Windows 10 does not allow you to zoom in enough to see the comments that have been redlined into the plans.	10/27/2016 1:52 PM
5	I would like to be able to print issued permits within an hour of having paid for the permit online. Maybe that's asking too much?	10/11/2016 10:28 AM
6	It appears you have been making improvements as the whole permit process has improved.	10/5/2016 6:03 AM
7	Everything seems great so far.	10/4/2016 3:07 PM
8	None	9/30/2016 1:01 PM
9	I was concerned that your record-keeping was not very good. I was required to provide a copy of a permit you granted from 2012 to prove some existing fixtures. I am concerned that something only 4 years old is lost in your records....	9/30/2016 11:05 AM
10	Improve visibility of building permit application process for website. Also give some instructions on how to use cityIQ to make a site plan. I was told over the phone that my permit required this and that I could do it on cityIQ, but I could not find the tools to do this. I ended up submitting without the site plans and my permit was accepted. In the process I felt like I wasted a lot of time trying to figure out how to do something, failing at it and then in the end not even needing it.	9/29/2016 9:21 PM
11	A live person with info available in office or by phone would sure help.	9/29/2016 3:49 PM
12	Planning should better coordinate with Public Works on the issues.	9/29/2016 1:42 PM
13	Permit center process is good, as is staff. See above comments.	9/29/2016 1:05 PM
14	I had a garage built, I wasn't aware of need for additional permit for paved driveway until after completion this maybe a builders issue, maybe an improvement could be listing of all possible permits needed for a project.	9/29/2016 10:50 AM
15	Online is not user friendly and when you talk to someone on the phone for any help it doesnt seem they are looking at the same things the contractor or homeowner is.	9/29/2016 8:49 AM
16	time period of turn-around. Charge more fees if it would accelerate service	9/29/2016 7:35 AM
17	A confirmation that your requested inspection day/time is going to happen. Currently you request a day/time but have no confirmation that someone will actually be coming out.	9/29/2016 7:07 AM
18	appreciate the electronic version of the process	9/29/2016 6:35 AM
19	It would be nice if it didn't take 6 weeks to get the permit back. Some times we're under the gun to get things done for someone else.	9/29/2016 6:13 AM
20	More personal time to walk through questions emails work and get the job done but more face time really helps.	9/28/2016 6:33 PM
21	Perhaps help in securing contractor to determine feasibility of project	9/28/2016 5:53 PM
22	I like dealing with people, and you guys are super helpful, so don't change.	9/28/2016 5:21 PM
23	I like dealing with people, and you guys are super helpful, so don't change.	9/28/2016 5:21 PM
24	Get permits on line and in person at city hall	9/28/2016 4:31 PM
25	n/a	9/28/2016 3:33 PM
26	You are already on line. Communication great...xxxx.	9/28/2016 3:22 PM
27	process for repeat and identical applications?	9/28/2016 3:11 PM

Permit Center Customer Comment Portal

28	response times	9/28/2016 3:01 PM
29	We were given a lot of misinformation that caused significant delays on our project ultimately out of our control. We would have appreciated more helpful service when it came to the city apologizing for the delays they caused and sifting through getting back on track.	9/28/2016 2:51 PM
30	I like that you have the online option, but it sure would be. I've to not have to wait ALL day for an inspector. At least a ballpark time in the morning could be helpful.	9/28/2016 2:37 PM
31	We only pull water heater permits so our permitting process is short. I love being able to do it all on line. Finding the permit on the website in order to pay for it is a bit clumsy. It would be nice to see it as soon as I log on. Thanks for all the improvements you've made.	9/28/2016 2:36 PM
32	Inspection process & permit close out.	9/28/2016 2:33 PM
33	N/A	9/28/2016 2:32 PM
34	START CONTRACTOR ACCOUNTS	9/28/2016 2:30 PM
35	Permit Center is easy to work with.	9/28/2016 2:29 PM
36	Nothing	9/28/2016 2:28 PM
37	Shorter review period.	9/28/2016 2:28 PM

Permit Center Customer Comment Portal

Q4 Please rate your satisfaction with the service you received from the Permit Center office and field staff.

Answered: 68 Skipped: 3

#	Please provide any other specific comments regarding the service you received.	Date
1	This program is stupid and invasive	11/10/2016 11:35 PM
2	99% of my dealings w/permit center are with the office staff, not field staff.	10/11/2016 10:28 AM
3	After I scheduled the appointment, I called to ask some questions about what the inspector would be looking for when he/she came to inspect the project. The office staff member was unable to answer my questions. I called at a later time to ask if it was possible to speak with an inspector, and the person I talked to seemed annoyed that I even asked that question.	9/30/2016 1:01 PM
4	I felt the staff was very kind and helpful overall, and that our issues were handled exceptionally well and with professionalism.	9/30/2016 11:05 AM
5	City requirements for permits appears to be arbitrary. Also signoff on permits at times has requirements that are arbitrary - many instances requirements will not be put in writing but we are still held to the verbal additions to the permit.	9/30/2016 8:22 AM
6	It would help to have a contact person with info about a project and trust of the city to make suggestions. A new person every timewithout knowledge of a project is inefficient.	9/29/2016 3:49 PM
7	xxxx is extremely rude and makes permit pulling very difficult. The other contractors I have spoke with in Whatcom County feel the same way she is a nightmare to deal with	9/29/2016 8:49 AM
8	Very easy to work with the people at the permit office. Very helpful and friendly.	9/29/2016 7:07 AM
9	Didn't talk to anyone on the permit office or staff	9/29/2016 6:13 AM
10	Again super helpful.	9/28/2016 5:21 PM
11	Again super helpful.	9/28/2016 5:21 PM
12	Not naming names but some at front desk try to be obstinate and some are great!??	9/28/2016 4:31 PM
13	The permit team xxxx, xxxx, and xxxx are the greatest folks to work with. xxxx and xxxx are very knowledgeable and willing to answer questions.	9/28/2016 3:55 PM
14	we need more interaction/coordination with city inspectors.	9/28/2016 2:33 PM
15	I APPRECIATE WILLINGNESS TO OFFER HELP WHEN WE NEED IT	9/28/2016 2:30 PM

Q5 Is there anything else you would like to share with us about the Permit Center (i.e. pre-application process, permit or project reviews or inspections, kudos or constructive criticism)?

Answered: 30 Skipped: 41

#	Responses	Date
1	Get rid of the program	11/10/2016 11:35 PM
2	The Planning staff seem to disregard the recommendations of the Design Review Board and do what they want. I recently attended a meeting where the DRB gave 100% unanimous approval to my client's project, and rejected staff's recommendations. After the meeting, xxxx came up to us and announced "you realize this is just advisory" with the clear implication that she was going to still require the changes that the DRB had overruled. And in fact, that is what she has done. Speaking with a member of the DRB afterwards, this is apparently a problem that the DRB is well aware of and not content with.	10/27/2016 1:52 PM
3	I'm anxious for a replacement to be hired for permit reviewers. Kudos to xxxx, he consistently processes permit apps quickly, sends me a fee sheet, and then emails me issued permits for printing in a timely manner.	10/11/2016 10:28 AM
4	Appreciate your work.	10/5/2016 6:03 AM
5	I feel that the overall turn around time of obtaining a permit is great. Staff has been great. I wish more permit centres were like this one.	10/4/2016 3:07 PM
6	The inspector was very friendly and incredibly helpful when he did come to inspect the project	9/30/2016 1:01 PM
7	The above survey question 2 has a field for comments, but it is incorrectly tied to the survey question answer, so it cannot be filled.	9/30/2016 11:05 AM
8	We are regularly asked to obtain inspections or reviews that are not set up on the portal. Need an online system that encompasses all the city inspection requirements for any project. The online system highlights the different requirements that the different city employees have in place - requirements that can vary from engineer to engineer(city), job to job, contractor to contractor, owner to owner and inspector to inspector. If a requirement is not on the online system, what is the process to obtain an inspection? Also, if it is not on the system, why is it part of the process? We regularly see changes/additions beyond the approved permit. These new requirements must be done to obtain permit signoff however we are not provided written documentation from the city - even when requested. These issues appear to be primarily at the city management level.	9/30/2016 8:22 AM
9	Clarification of when the inspector will arrive for a scheduled inspection. Maybe an email the day before or morning of giving a target window for arrival time.	9/30/2016 7:42 AM
10	Some time ago, my job as a director for a state department was to return a division from the theoretical efficiency of a cockamamie plan that removed personal contact and personal accountability from public interactions to sanity. I hope you get a director to do the same for you. (This all puts me in mind of black and white movies of the early to mid 20th century, comedies revolving around the chaos created by so-called efficiency experts.)	9/29/2016 3:49 PM
11	Thanks for all your help on my project.	9/29/2016 1:42 PM
12	It was my first permit experience and it was positive. Thanks!	9/29/2016 10:50 AM
13	For small block parties and such I am wondering if we need so much paper work from Insurance companies! All your people were extremely helpful however!!!	9/29/2016 9:54 AM
14	Inspection process is no problem	9/29/2016 8:49 AM
15	xxxx consistently gives great customer service and has made all of our dealings with your office easy - even the complicated projects	9/29/2016 7:29 AM
16	no	9/29/2016 6:35 AM
17	I'm still somewhat a novice at acquiring permits. But xxxx was very patient with me and very helpful.	9/29/2016 6:07 AM

Permit Center Customer Comment Portal

18	the computer program that routes inspectors needs to account for am and pm requests. 2 day wait for concrete inspections is a problem. Maybe assign an inspector to concrete requests. the two new inspectors need to learn to communicate with builders before failing an inspection. A simple phone call and correction notice could eliminate a lot of unnecessary re inspections.	9/28/2016 6:47 PM
19	Many kudos, I am a fairly new contractor and had alot of questions and worries that I would do something wring. Your staff walked me through the process and made me feel like they were a part of my team. I am very glad to have worked with your department and look forward to many more interactions in the future.	9/28/2016 5:21 PM
20	Many kudos, I am a fairly new contractor and had alot of questions and worries that I would do something wring. Your staff walked me through the process and made me feel like they were a part of my team. I am very glad to have worked with your department and look forward to many more interactions in the future.	9/28/2016 5:21 PM
21	For a simple electrical permit it takes too long and too many steps to get a permit. L&I I can get, pay, print permit in 5 minutes any time I want.	9/28/2016 4:31 PM
22	kudos to the online process. paying permit fees upfront streamlines my invoicing. gives me hours back in my week.	9/28/2016 3:55 PM
23	fast, effective, good to work with	9/28/2016 3:33 PM
24	Fire Department has been great.	9/28/2016 3:22 PM
25	Center has been very accommodating with last minute client requests, proofing and get an inspection scheduled in under a week is very much appreciated. KUDOs!	9/28/2016 3:11 PM
26	I appreciate all of the staff I've encountered. All are very professional and helpful	9/28/2016 2:51 PM
27	See above.	9/28/2016 2:37 PM
28	Good job all-around. Great inspectors.	9/28/2016 2:36 PM
29	I love etrakit system and being able to pay with a credit card. The weakest link in your chain are permit inspections.	9/28/2016 2:33 PM
30	N/A	9/28/2016 2:32 PM