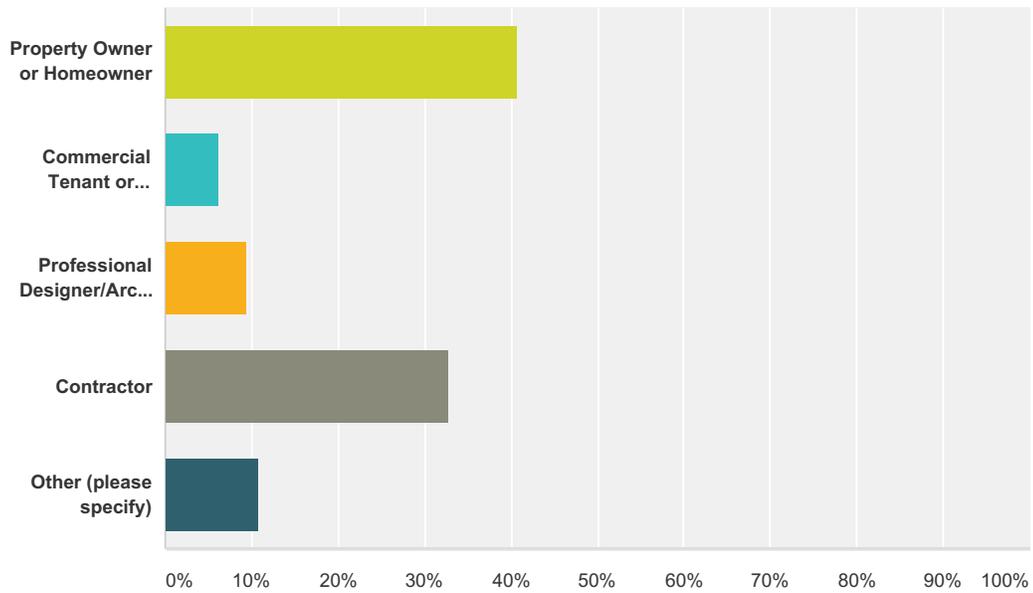


### Q1 Which of the following best describes you?

Answered: 64 Skipped: 0

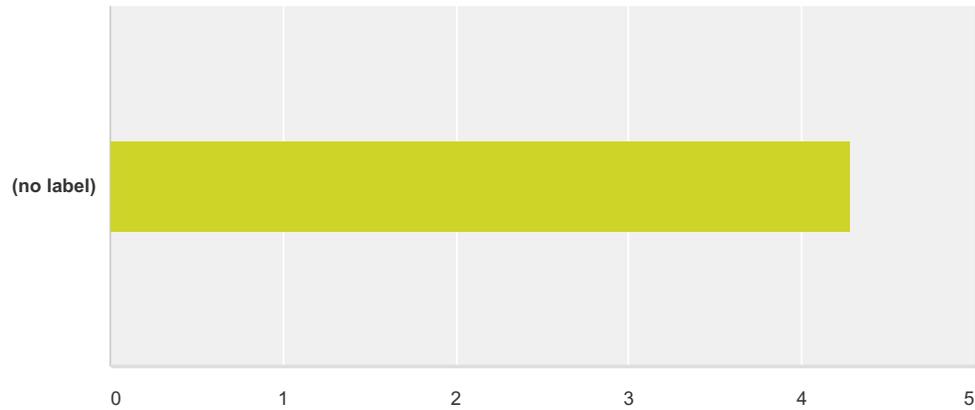


Answer Choices	Responses
Property Owner or Homeowner	40.63% 26
Commercial Tenant or Business Owner	6.25% 4
Professional Designer/Architect/Engineer	9.38% 6
Contractor	32.81% 21
Other (please specify)	10.94% 7
<b>Total</b>	<b>64</b>

#	Other (please specify)	Date
1	COB Employee	1/30/2017 2:42 PM
2	Employee for Guardian Security	1/23/2017 8:07 AM
3	City Department Staff	1/19/2017 11:09 AM
4	Local Government Agency (non-city)	1/19/2017 8:21 AM
5	Church	1/18/2017 3:43 PM
6	Nonprofit Corporation	1/18/2017 3:17 PM
7	Events Coordinator	1/18/2017 3:11 PM

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

Answered: 64 Skipped: 0



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Total	Weighted Average
(no label)	64.06% 41	17.19% 11	7.81% 5	4.69% 3	6.25% 4	64	4.28

#	Please share any comments you have about your overall experience.	Date
1	Counter service is fine but your on line system is not user friendly.	3/21/2017 4:55 PM
2	Complete moving maze. Different answers literally every time I talk to the same person!!	3/8/2017 8:24 PM
3	.	2/28/2017 2:48 PM
4	The request could have been handled on site in 5 minutes. Due to resubmit talk request it took an extra week and I had to pay the daftsperson do redo paperwork.	2/23/2017 1:06 PM
5	I do everything online, see survey question 5	2/17/2017 11:50 AM
6	XXXX was very prompt, professional and helpful in my request for information.	2/6/2017 10:49 AM
7	I find everyone very helpful.	2/1/2017 10:26 AM
8	Meh	1/31/2017 11:07 AM
9	XXXX is very helpful	1/30/2017 2:42 PM
10	Everyone at the permit center is very kind and helpful and it's very pleasant to work with everyone there.	1/23/2017 8:38 AM
11	XXXX is always very helpful and quick with her responses.	1/23/2017 8:07 AM
12	Staff is professional, flow of visitor intake is logical and reasonably quick.	1/20/2017 9:04 AM
13	While the inspector was polite and professional, the process for rectifying the noted issues was not and we didn't receive any direct guidance on how to correct the situation.	1/19/2017 10:12 PM
14	staff is courteous and friendly	1/19/2017 8:40 AM
15	Staff was friendly and helpful at the desk.	1/19/2017 8:21 AM
16	I was happy with the counter service at the center. But unhappy on how picky you guys where on accepting the plans . Had to submit 3 times.	1/19/2017 7:08 AM
17	It seems like getting a permit is a waste of time for the owner of the property. It would seem more efficient and less bureaucratic to let the tennant complain to initiate some action by the city. Also if a rental is part of a condo association then it is unlikely that there would be a problem with the rental.	1/18/2017 4:24 PM

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18	discovered in October, 2016 that my building permit expired on 02/11/03. Why?	1/18/2017 4:09 PM
19	Got my remodel/addition permit in just under a week.	1/18/2017 3:47 PM
20	XXXX and XXXX are basically phenomenal.	1/18/2017 3:29 PM
21	Permit technicians are responsive, friendly, and helpful.	1/18/2017 3:22 PM
22	I submitted the application to get a permit to hang our banner at the earliest possible date allowed. Our status never changes from the application being received. I called to follow-up and learned that it was not processed. Fortunately I was still able to get the dates I wanted to hang the banner.	1/18/2017 3:17 PM

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

Answered: 37 Skipped: 27

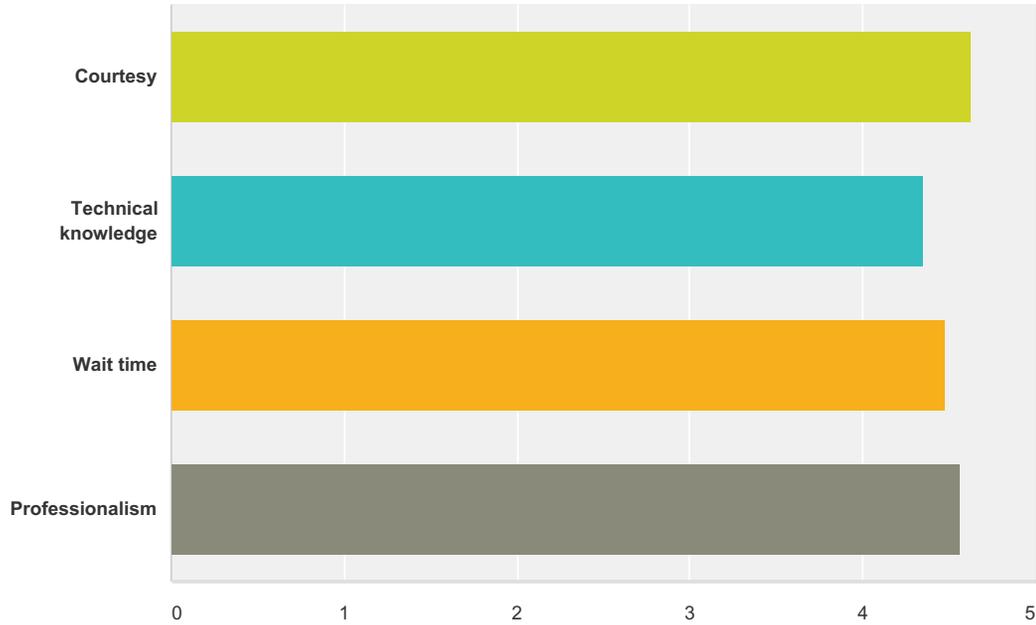
#	Responses	Date
1	Make the syetem to retrive plans and permits easier to access or just send back a pdf approved like I sumitted.	3/21/2017 4:55 PM
2	Consistency. Legal answers.	3/8/2017 8:24 PM
3	The fill in space needs to be bigger on number 2. I can't see what I type. Just like this one.	2/28/2017 2:48 PM
4	Give counter people authority to make common sense corrections. There was a miscounted of plumbing fixtures. I explained the actual count on site. The counter person agreed I should not be charged the amount since we actually had 2 fewer fixtures. We then had to completely resubmit. It was a waste of time and money both for the city and me.	2/23/2017 1:06 PM
5	A new status - see question 5	2/17/2017 11:50 AM
6	N/A	2/6/2017 10:49 AM
7	All good.	1/31/2017 5:03 PM
8	better communication with applicant	1/31/2017 11:07 AM
9	None at this time	1/30/2017 2:42 PM
10	Linking permits so that they show up when I log in has not been intuitive. To be honest though, I haven't really tried, I just notice that when I log in all the permits that I have filed are not directly in front of me.	1/23/2017 4:58 PM
11	When listening to the options for inspections etc. The man speaks too fast. I had to listen several times to get to the right choice. Please have him slow down	1/23/2017 12:57 PM
12	The address entry on etrakit does not allow for multiple address/units to be entered for duplex or 4-plexes.	1/23/2017 8:38 AM
13	Online permitting needs to be available at any time day or night and on weekends	1/19/2017 4:19 PM
14	Clarity about processes: i.e. what permits are actually required for each project, and why.	1/19/2017 11:01 AM
15	Easy access to plans and documents on a buildings history	1/19/2017 8:58 AM
16	still getting used to last changes	1/19/2017 8:40 AM
17	Fruit in the waiting room.	1/19/2017 8:21 AM
18	Process works well. Maybe accept online payments over \$1500.	1/19/2017 8:16 AM
19	I dont like having to submit everything vie computer. Had to hire a person everytime to make corrections on the plans, where if it was a paper copy the homeowner could have done the corrections.	1/19/2017 7:08 AM
20	None, the process was very streamlined	1/19/2017 6:38 AM
21	More clear directions on how to apply for certain permits	1/19/2017 6:24 AM
22	Online information made easier	1/19/2017 5:48 AM
23	Increase your online payment and charge the fee to the end user.	1/19/2017 5:48 AM
24	Less clunky, easier to understand permit options as a homeowner not familiar with the technical term for 'replace my fireplace' :)	1/18/2017 9:55 PM
25	complete incompetence of counter personnel. Contradictions between staff. No way for a homeowner to ever feel safe that no one will change their mind	1/18/2017 9:27 PM
26	the web interface is confusing for scheduling permits, would be nice if there was a way to lock permits to your account instead of having to look them up.	1/18/2017 8:28 PM
27	Do away with it.	1/18/2017 4:24 PM
28	I would like to know why my residence did not have a permit issued before being occupied.	1/18/2017 4:09 PM

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29	Continue to improve on line presence, keep website fresh and up to date	1/18/2017 3:47 PM
30	A tap serving some local microbrew and XXXX bartending.	1/18/2017 3:29 PM
31	SET UP DEPOSIT ACCOUNTS FOR CONTRACTORS. ALSO ENABLE US TO APPLY, PAY AND PRINT THE PERMIT IN ONE VISIT TO THE SITE.	1/18/2017 3:28 PM
32	No feedback at this time.	1/18/2017 3:22 PM
33	Efficient technology	1/18/2017 3:17 PM
34	Consistency with requirements and deadlines; Communication between city departments	1/18/2017 3:11 PM
35	Inspection Scheduling.....in regards to notifications of time of inspections.	1/18/2017 3:11 PM
36	Worked well for me...simple permit for demolition	1/18/2017 3:11 PM
37	It would be nice if the sign-in form online was more standard and could be used with a password manager (e.g. LastPass).	1/18/2017 3:10 PM

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

Answered: 63 Skipped: 1



	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	N/A	Total	Weighted Average
Courtesy	85.71% 54	3.17% 2	3.17% 2	3.17% 2	4.76% 3	0.00% 0	63	4.62
Technical knowledge	66.67% 42	15.87% 10	7.94% 5	4.76% 3	4.76% 3	0.00% 0	63	4.35
Wait time	68.25% 43	19.05% 12	7.94% 5	1.59% 1	3.17% 2	0.00% 0	63	4.48
Professionalism	80.95% 51	6.35% 4	6.35% 4	0.00% 0	6.35% 4	0.00% 0	63	4.56

#	Please provide any other specific comments regarding the service you received.	Date
1	No one seems to have a clear and consist answer for anything!	3/8/2017 8:24 PM
2	Please train back up for XXXX. So far this year it hasn't been too bad but 2016 & 2015 was horrible as far as her being out of the office. It was ridiculous to the point of a busy business owner going online to find this survey just to tell you about this.	3/2/2017 12:33 PM
3	And this one	2/28/2017 2:48 PM
4	There needs to be better communication between inspector and applicant. Also I was literally yelled at when asking a question about my permit application when calling into the permit center.	1/31/2017 11:07 AM
5	most of the inspectors were very nice and helpful with their requests for changes needed.	1/23/2017 12:57 PM
6	I appreciate the Permit center employees very much!	1/23/2017 8:38 AM
7	Sometimes permit techs or planners will take the jump drive back to their desk to upload files and take up to 20min. XXXX is great, but she takes a very long time to return the jumpdrive.	1/20/2017 9:04 AM

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8	We have been in many times and the staff is always professional, friendly and willing to listen and give us the time we need. Such a nice experance from other cities we have had to use in years past. Thanks!	1/19/2017 8:58 AM
9	The review process is a little slow.	1/19/2017 5:48 AM
10	No explanation of why one needs a permit to rent their property. I have no problem with renters filing complaints. But is it necessary to baby sit them as long as they know they have the right to file a complaint. I was told my inspection wouldn't happen for 3 years. If you just addressed complaints as they happened you wouldn't be wasting time or taxpayer money.	1/18/2017 4:24 PM
11	Made 2 separate appointments and XXXX did not show as the appointment was made on the wrong date. Could not tell me what happened.	1/18/2017 4:09 PM
12	Had a great experience getting my permit through, inspections went smoothly even though it was during a very busy time.Worked with the inspector to clear up a few issues. Very willing to find a way to get to the intention of the code and not just be black and white.	1/18/2017 3:47 PM
13	The new system and staff attention are great.	1/18/2017 3:29 PM
14	My interactions with XXXX are always great!	1/18/2017 3:22 PM
15	XXXX was very helpful!	1/18/2017 3:17 PM
16	City of Bellingham has gotten 100% better over the past couple of years.	1/18/2017 3:11 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: 29 Skipped: 35

#	Responses	Date
1	XXXX is a top notch ee. Probably the best government employee I ever encountered. Please pass along my compliments to her.	3/31/2017 1:36 PM
2	Quit frankly the online system seemed to work okay for a while but now unless your a computer guru your system is not user friendly.	3/21/2017 4:55 PM
3	Unbelievably unnecessary roadblocks.	3/8/2017 8:24 PM
4	I'll get back to you. But so far everyone has been super nice.	2/28/2017 2:48 PM
5	Alarm contractor here: review times are up to 4 weeks for a new fire alarm. A 30 day get started permit or status on applied permits similar to City of Seattle would really benefit construction projects. Contractors understand an administrative fee, that's not a problem. Contractors understand that the burden is on us to provide code compliance throughout the entire project, so this shouldn't be an issue if an error was found during review. But a separate electrical permit is redundant, and makes it so that the city is receiving money twice for the same project (as electrical permits and part of FPS's are value based). In addition, we believed that these FPS permits would cover the AC power as well, but there's plenty of confusion on that. Please fix this part of the process so that we know how to run our jobs. Thanks!	2/17/2017 11:50 AM
6	Electronic sign-off after inspections is a bit spotty. I have signatures on the paper and no visibility of the completed inspection in the system.	2/1/2017 10:26 AM
7	I would also love to see better communication between inspectors and permit enforcement officer.	1/31/2017 11:07 AM
8	Trakit system seems to be working.	1/30/2017 2:42 PM
9	This type of place can be full of petty bureaucrats who know they have the upper hand. None of that here. Super helpful, empathetic staff, who understood I don't do this for a living. Never felt dumb or pesky!	1/25/2017 5:18 PM
10	XXXX. is very helpful and quick to respond. I incorrectly filed a permit when I didn't need to and she called to resolved the issue quickly and was pleasant despite me causing her extra work.	1/23/2017 4:58 PM
11	I had a breakdown in communication with my electrician. I missed an inspection because I wasn't aware I needed this particular inspection. Instead of a friendly reminder from the building department that this inspection was still due, I get a certified letter from the Police department! I definitely think there is a nicer way to deal with innocent oversights. Other than that everyone had been very helpful and nice to work with.	1/23/2017 12:57 PM
12	Great job! Thank you all so much!! :)	1/23/2017 8:38 AM
13	Though I appreciate XXXX's thoroughness, he often gets too involved in projects that aren't assigned to him and creates extra work for customers and other planners to pull him away. When taking in work for a project that is already underway, it would be helpful not to have to explain every detail and conversation had with the lead planner. Just look for application completeness and leave it for the lead planner.	1/20/2017 9:04 AM
14	More leeway for tree planting in ROW.	1/19/2017 11:56 AM
15	Kudos to XXXX, she is always very helpful in explaining how it all works and what is missing.!	1/19/2017 8:40 AM
16	It has been a pleasure working with XXXX in the Fire Department.	1/19/2017 8:16 AM
17	Like making me submit on a one hour fire break, when a note would have been sufficient.	1/19/2017 7:08 AM
18	Great help, ease to obtain permit, quick service, payment etc	1/18/2017 10:23 PM
19	Permit center isn't hard to figure out, but it would be nice when one shows up at the office to simply be able to deal with the permit while there rather than be sent home to muddle through on ones own.	1/18/2017 9:55 PM

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20	You approved another Costco. You should be fired. YOU dare to give a permit for the destruction of Bellingham by allowing such disaster with an acre of paved surface yet you harass home owner for every petty little*\$&% . It is an outrage and utter, utter scam and unfairness. You are a disgrace!	1/18/2017 9:27 PM
21	No.	1/18/2017 4:24 PM
22	Please ask planning director what happened to XXXX and why the bldg. permit was not issued. There was an 8inch steel beam to be installed under my deck and it was never installed. Why not? How could Mr. XXXX miss it?	1/18/2017 4:09 PM
23	Please don't let your software become to far advanced too fast most people will not buy compatible software for small jobs . you people have always been very nice and always helpful thanks XXXX	1/18/2017 3:38 PM
24	City of Bellingham is the only Jurisdiction requiring deferred MEP permits that have a parent bldg permit under the 2012 code be turned in under the 2015 code.By far the toughest Jurisdiction in the State is Seattle and Bellevue. They Nest the Deferred permits under the Parent Bldg Permit Code. Makes zero sense to have a 2015 mechanical/wsec nested under a 2012 building all being buildt at the same time.	1/18/2017 3:35 PM
25	You've made made great progress since I started working in Bellingham in 2002. Keep up the good work. Always make sure that applicants know that they and their businesses are important.	1/18/2017 3:29 PM
26	Thank you.	1/18/2017 3:17 PM
27	Would like a way to better schedule actual field inspection times better.	1/18/2017 3:11 PM
28	Responses were very timely which is great service.	1/18/2017 3:11 PM
29	Making some great changes, it is more efficient..	1/18/2017 3:11 PM