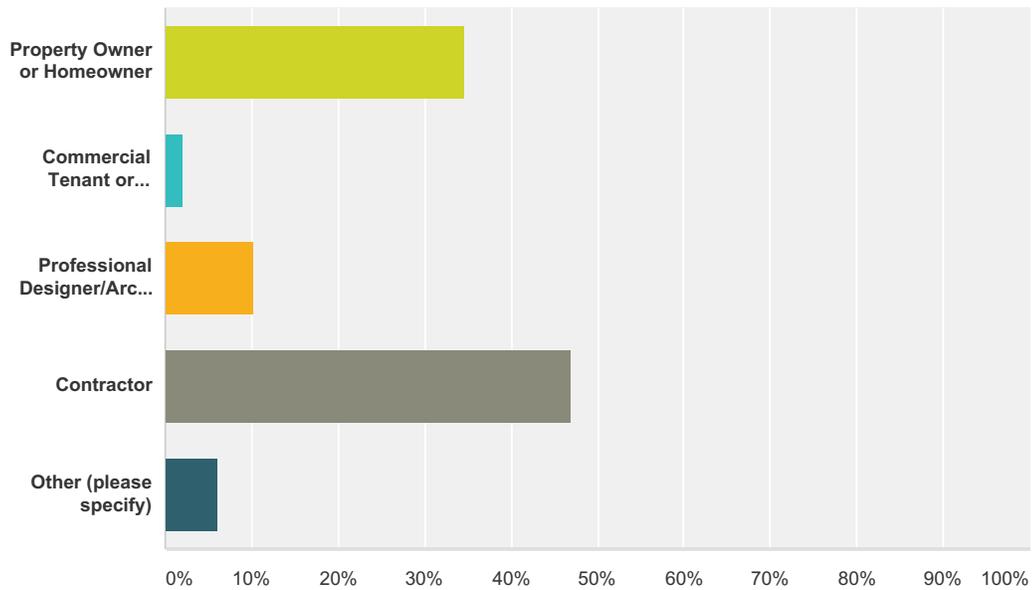


Q1 Which of the following best describes you?

Answered: 49 Skipped: 0

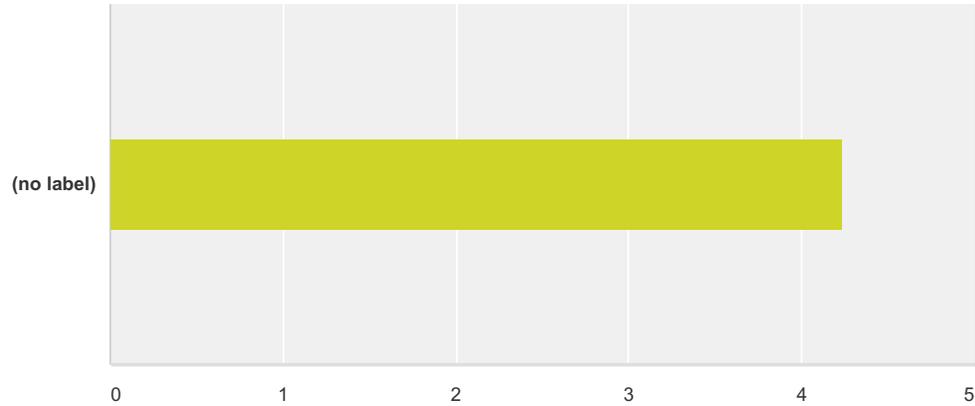


| Answer Choices | Responses |
|--|-----------|
| Property Owner or Homeowner | 34.69% 17 |
| Commercial Tenant or Business Owner | 2.04% 1 |
| Professional Designer/Architect/Engineer | 10.20% 5 |
| Contractor | 46.94% 23 |
| Other (please specify) | 6.12% 3 |
| Total | 49 |

| # | Other (please specify) | Date |
|---|-------------------------|-------------------|
| 1 | Rental Property Manager | 6/29/2017 8:49 AM |
| 2 | G | 4/16/2017 9:43 AM |
| 3 | i | 4/13/2017 5:55 PM |

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

Answered: 49 Skipped: 0



| | Very satisfied | Somewhat satisfied | Neither satisfied nor dissatisfied | Somewhat dissatisfied | Very dissatisfied | Total | Weighted Average |
|------------|----------------|--------------------|------------------------------------|-----------------------|-------------------|-------|------------------|
| (no label) | 61.22% 30 | 22.45% 11 | 4.08% 2 | 4.08% 2 | 8.16% 4 | 49 | 4.24 |

| # | Please share any comments you have about your overall experience. | Date |
|----|--|--------------------|
| 1 | The persons working at the permit center are fantastic to work with. XXXX particularly is always helpful, cheerful and very quick to respond when I have questions or concerns. | 6/29/2017 8:49 AM |
| 2 | My experience was wonderful! XXXX helped me promptly through a process I was not looking forward to. Thank you XXXX! | 5/24/2017 4:51 PM |
| 3 | I made a call and XXXX took care of my question right away! | 5/8/2017 10:14 AM |
| 4 | I received a certified letter stating that a BLD2014XXXX was expired and had not received final inspection. I talked with a permit tech saying that I was sure that it had been taken care of. She asked, "do you have a sign-off ticket?" I did not. We had provided an engineer's letter stating that everything was complete and had been inspected in accordance with the special inspections standards. I truly thought we were done with this last year, but apparently we were not. We re-applied for a building permit (BLD2017-XXXX) so that the final inspection could be done. I used Trakit to schedule a final inspection with the special instruction to "CALL BEFORE YOU GO TO THE SITE FOR INSPECTION." I placed plans and the permit in a plastic bag on the fence next to the wall. Two weeks passed. No call. I check on the website, which says that final inspection was completed. I went to the site to retrieve the permit. There are no markings of any kind on the permit or plans that indicate that the final inspection has been completed. My points are these: 1) WHEN I ASK TO BE CALLED IN ADVANCE OF AN INSPECTION, I WANT TO BE CALLED. 2) IF YOU ARE GOING TO REQUIRE ME ON THE ONE HAND TO PRODUCE AN INSPECTION TICKET TO PROVE THAT INSPECTIONS HAVE BEEN DONE, THEN YOU NEED TO PROVIDE ONE. | 4/24/2017 5:00 PM |
| 5 | Sure has improved over the years! | 4/19/2017 9:17 AM |
| 6 | Permit technicians and planners are always very helpful and responsive when asking initial project questions, but it seems once projects go into submittal a decision can be changed or it can be more difficult to get a response from your project contact. | 4/17/2017 4:31 PM |
| 7 | It was a short notice permit, I called the permit center Friday after applying on-line and they made sure to get my permit approved in time for our work on Monday. | 4/17/2017 8:02 AM |
| 8 | Pleasant staff, who are available for questions over and over and over again! | 4/15/2017 11:08 AM |
| 9 | The counter staff are great. Getting response from the back office is somewhat frustrating. | 4/14/2017 10:45 AM |
| 10 | Why does the city need 2 months to review one drawings? Why does the city need 6 different people to review one drawing for one permit? | 4/14/2017 8:57 AM |

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| | | |
|----|--|--------------------|
| 11 | Very simple to use. Process was streamlined and instructions were clear. | 4/14/2017 7:32 AM |
| 12 | Does not reference either bussiness name of customer name, permit # way too small. Very difficult to match to correct location. | 4/14/2017 6:41 AM |
| 13 | I have had to go into the court house 2 time to get my account passwords straighten out,when I e-mailed I got no reply, some time I am able to print a hard copy of the permit other times I can't | 4/14/2017 6:40 AM |
| 14 | Wasn't clear how to navagate the menus between permit items | 4/13/2017 10:15 PM |
| 15 | I could not have had a better experience! You are prompt, courteous, and completely helpful! | 4/13/2017 8:56 PM |
| 16 | Very knowledgeable staff. XXXX has been very helpful on all types of questions. | 4/13/2017 5:07 PM |
| 17 | Everyone in the permit center I have encountered is friendly and professional, and takes care of my business efficiently. | 4/13/2017 4:42 PM |
| 18 | Support staff is super helpful and nice | 4/13/2017 4:00 PM |
| 19 | It is nice to perform all the permit actions on line. | 4/13/2017 3:57 PM |
| 20 | XXXX has always been very helpful! | 4/13/2017 3:55 PM |

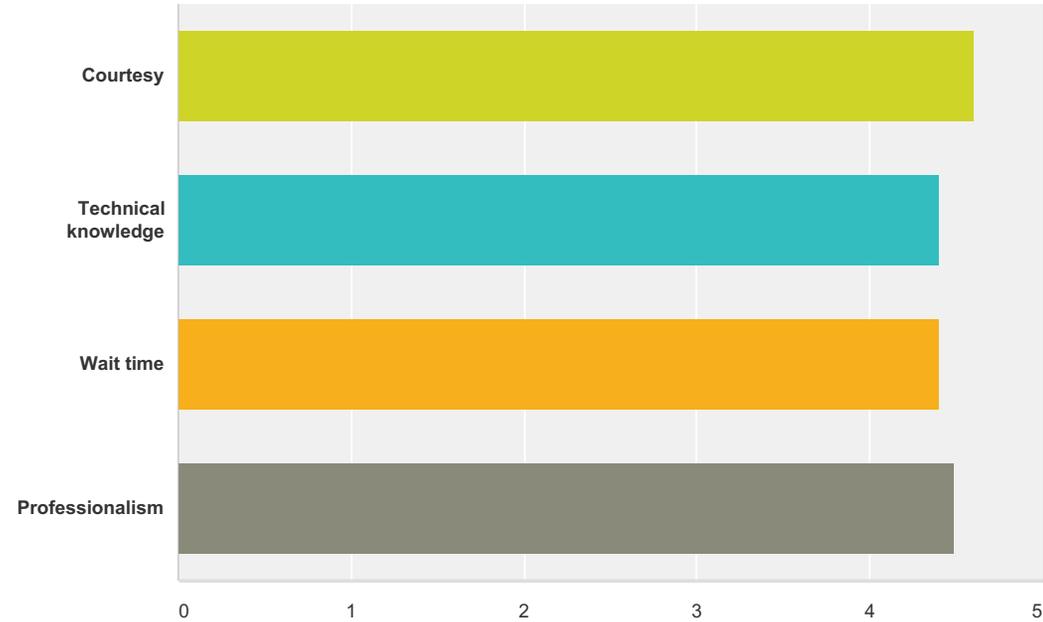
Q3 What improvements would you like to see in the Permit Center? For example, technology, online experience, etc.

Answered: 19 Skipped: 30

| # | Responses | Date |
|----|--|--------------------|
| 1 | E-Check payment option online in addition to credit card payment options. | 6/29/2017 8:49 AM |
| 2 | none | 5/8/2017 10:14 AM |
| 3 | Don't try to fix something that works! | 4/19/2017 9:17 AM |
| 4 | Coffee and donuts - glazed old fashion are my favorite. | 4/18/2017 2:13 PM |
| 5 | It's supposed to be paperless, however we must have everything on paper. Maybe a lot easier to let your office scan in the plans and then they are paperless. Big waste of our time and resources. | 4/16/2017 9:43 AM |
| 6 | Forms are confusing, although might just be the nature of the process for a newbie. | 4/15/2017 11:08 AM |
| 7 | More streamlined (do all things in one place) | 4/14/2017 2:04 PM |
| 8 | Quicker response time, give contractors a notice of what permits they will need when plans so up at the city so the process can be started earlier. | 4/14/2017 8:57 AM |
| 9 | Why do I have to keep looking different path ways to get to the same information | 4/14/2017 6:40 AM |
| 10 | Better navigation and description between menus | 4/13/2017 10:15 PM |
| 11 | Could not have improved on this one at all. | 4/13/2017 8:56 PM |
| 12 | It would be nice to track in real time when the inspector is arriving. So you would have a lot more information than just AM or PM, and it updated as they were later or earlier. Corrections done by photo would be nice, rather than scheduling a new inspection for something simple. Mobile app for inspections vs web site? | 4/13/2017 7:26 PM |
| 13 | It would be nice to have one person to work with through the process, one who is willing to guide one through the process and have a calendar that shows days for access ability and clarification. | 4/13/2017 5:55 PM |
| 14 | This is the best system I've seen so far. I get to talk to real people, but also get to submit online. This is perfect. | 4/13/2017 5:07 PM |
| 15 | Can't think of any | 4/13/2017 4:42 PM |
| 16 | Being able to pay larger amounts for Permits online | 4/13/2017 4:20 PM |
| 17 | It would be nice to be able to search with more than 1 parameter, (ie address & contractor) | 4/13/2017 4:09 PM |
| 18 | Works super well for me | 4/13/2017 4:00 PM |
| 19 | You are the best jurisdiction for online ease. | 4/13/2017 3:55 PM |

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

Answered: 49 Skipped: 0



| | Very satisfied | Somewhat satisfied | Neither satisfied nor dissatisfied | Somewhat dissatisfied | Very dissatisfied | N/A | Total | Weighted Average |
|---------------------|----------------|--------------------|------------------------------------|-----------------------|-------------------|------------|-------|------------------|
| Courtesy | 77.55% 38 | 10.20% 5 | 4.08% 2 | 4.08% 2 | 2.04% 1 | 2.04% 1 | 49 | 4.60 |
| Technical knowledge | 56.25% 27 | 29.17% 14 | 6.25% 3 | 2.08% 1 | 2.08% 1 | 4.17% 2 | 48 | 4.41 |
| Wait time | 68.09% 32 | 14.89% 7 | 6.38% 3 | 4.26% 2 | 4.26% 2 | 2.13% 1 | 47 | 4.41 |
| Professionalism | 72.92% 35 | 8.33% 4 | 12.50% 6 | 0.00% 0 | 4.17% 2 | 2.08% 1 | 48 | 4.49 |

| # | Please provide any other specific comments regarding the service you received. | Date |
|---|---|--------------------|
| 1 | Great Job! | 5/8/2017 10:14 AM |
| 2 | Dissatisfied with wait time, because I was not notified of the inspection, even after I had asked to and had given a specific phone number to call. | 4/24/2017 5:00 PM |
| 3 | It's very helpful when the specific code is cited to know why something is the way it is, which I've seen a large improvement in. | 4/17/2017 4:31 PM |
| 4 | There seemed to be some confusion about my tenant improvement, pretty easy build out. | 4/16/2017 9:43 AM |
| 5 | Wait time is killing this process. The city of Seattle can push small permits in a week why cant we in little Bellingham? | 4/14/2017 8:57 AM |
| 6 | XXXX was very knowledgeable about the process and was able to assist me with all questions that I had. Great experience. | 4/14/2017 7:32 AM |
| 7 | Have had no contact | 4/14/2017 6:05 AM |
| 8 | Just in the beginning states, but the process so far has been quick and painless. | 4/14/2017 12:12 AM |

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| | | |
|----|---|--------------------|
| 9 | Very quick online response and helpful | 4/13/2017 10:15 PM |
| 10 | when it costs me too much time and money it is difficult. | 4/13/2017 5:55 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: 22 Skipped: 27

| # | Responses | Date |
|----|--|--------------------|
| 1 | Thank you, XXXX for always being so helpful and informative! | 6/29/2017 8:49 AM |
| 2 | I just wish I had known about this area much earlier. I didn't want to even look into my issue as I was afraid it would be a bureaucratic nightmare. It turned out to be pretty straightforward! | 5/24/2017 4:51 PM |
| 3 | Give XXXX a raise! | 5/8/2017 10:14 AM |
| 4 | Seems like more inspectors are needed. The inspector never showed up for the final inspection appointment. When I caught him on the phone an hour later, he said he'd driven by prior to the appointment time, but it didn't look like anyone was home. He said the department was down an inspector and he was overbooked. He was apologetic, which cures it in my mind-- but this was a pretty big disappointment at the time... | 4/25/2017 9:43 AM |
| 5 | See comment 2 and 4 above. You need to add a notification to the permittee that tells of inspections performed. This will save on incomplete permits. | 4/24/2017 5:00 PM |
| 6 | Kudos to the entire staff. Some of our requests were not approved but the explanations were cordial, precise, objective and professional. | 4/19/2017 9:17 AM |
| 7 | It would be nice on the TV set above the door had the hours of operation. I didn't know about one day you opened later. I just assumed every day was the same. | 4/18/2017 2:13 PM |
| 8 | We had an inspector walk off our job because we didn't have the approved set of plans. We weren't give the approved set through your paperless system. Maybe a little common sense would would go a long way. We went down to the permit center and got them and had them printed for him, it all worked out fine, but the inspector could have solved it in a couple of minutes so he didn't have to make another trip out. | 4/16/2017 9:43 AM |
| 9 | The waterfront homeless shelter is a stupid idea. You guys are great though. | 4/14/2017 2:04 PM |
| 10 | Kudos to XXXX | 4/14/2017 7:32 AM |
| 11 | Make permit number larger and more detail of the site. | 4/14/2017 6:41 AM |
| 12 | Appreciate the on-line convenience and rapid responses. | 4/14/2017 12:12 AM |
| 13 | e mail staff very good | 4/13/2017 10:15 PM |
| 14 | Kudos galore. You made a stressful situation painless and pretty close to enjoyable. Thank you so much. | 4/13/2017 8:56 PM |
| 15 | A lot of people complain about you guys, but I'd say your customer service is pretty darn good. | 4/13/2017 7:26 PM |
| 16 | While I appreciate a fast permitting process, it was not made clear that "subject to field inspection" meant the permitted plans may not meet code, despite their approval. This resulted in costly change orders. I'd discourage this type of approval process - code checks are a necessity. | 4/13/2017 7:13 PM |
| 17 | Working with real people who all need to share ideas and purpose that is willing to do extra for those who plan long term understanding that we have a responsibility to take care of ourselves and this planet. | 4/13/2017 5:55 PM |
| 18 | Can't speak highly enough of XXXX. | 4/13/2017 5:07 PM |
| 19 | Kudos all around. I like the new online application process! | 4/13/2017 4:42 PM |
| 20 | I like being able to check status of permits without having to call someone. The ease in printing approved drawings and issued permits has made things much easier. | 4/13/2017 4:09 PM |
| 21 | Love the staff I deal with...so easy to get permits | 4/13/2017 4:00 PM |
| 22 | Just that XXXX and everyone else go out of their way to help and make this a win-win positive experience. Thank you all! | 4/13/2017 3:55 PM |