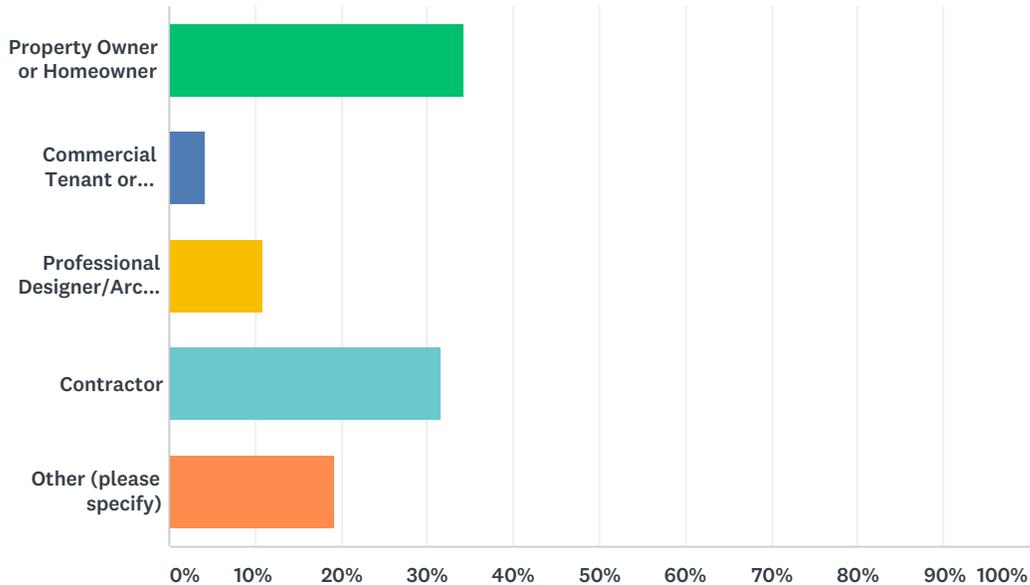


## Q1 Which of the following best describes you?

Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
Property Owner or Homeowner	34.25%	25
Commercial Tenant or Business Owner	4.11%	3
Professional Designer/Architect/Engineer	10.96%	8
Contractor	31.51%	23
Other (please specify)	19.18%	14
<b>TOTAL</b>		<b>73</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Property Manager	12/27/2017 4:54 PM
2	Agent for landowner	12/8/2017 8:20 AM
3	Corporation	11/16/2017 8:36 AM
4	non-profit agency	10/16/2017 10:13 AM
5	Owner/builder	10/3/2017 10:22 AM
6	Race Director for Sporting Events	10/3/2017 9:38 AM
7	Event Planner	10/2/2017 4:35 PM
8	Other City department user	10/2/2017 10:50 AM
9	Facilities Manager for 5 buildings downtown	10/2/2017 10:30 AM
10	festival manager	10/2/2017 9:59 AM
11	transportation company	10/2/2017 9:42 AM
12	Trucking Company	10/2/2017 9:12 AM
13	permit service	10/2/2017 9:02 AM

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14

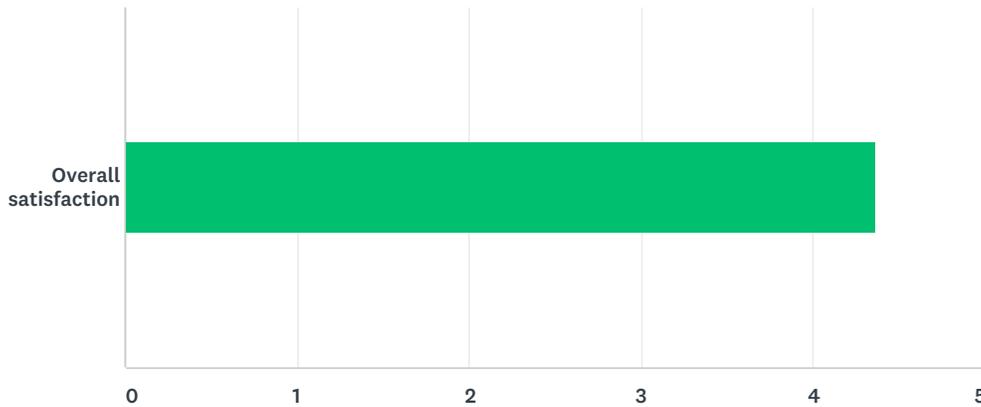
Architect's project manager

10/2/2017 9:02 AM

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

Answered: 72 Skipped: 1



	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Overall satisfaction	62.50%	26.39%	1.39%	4.17%	5.56%	72	4.36
	45	19	1	3	4		

#	PLEASE SHARE ANY COMMENTS YOU HAVE ABOUT YOUR OVERALL EXPERIENCE.	DATE
1	My most recent experience building an ADU was actually quite pleasant! I found collaborating with the Permit Center an experience of team work. This is how it should be. Thank you for being available via email to answer questions. I found your prompt response very helpful and very much appreciated!	12/21/2017 7:55 AM
2	A	12/20/2017 9:43 AM
3	XXXX was polite, informed and very generous with his time and information regarding the possibilities for development	12/8/2017 8:20 AM
4	XXXX was very helpful!	11/16/2017 8:36 AM
5	system is working smoothly	11/1/2017 12:43 PM
6	As with most bureaucracies the bloat permeates!	10/20/2017 9:48 AM
7	There were many communications leading up to the permit, and discussion around our needs, to which the staff was incredibly helpful. However, afterwards it was not made clear what actions we needed to take to ensure the signs were put up for the closure. There was no verbal communication around that at all, and I think that should be made clear.	10/16/2017 10:13 AM
8	Less painful than what was expected! The inspector was very friendly and extremely helpful in navigating the process.	10/10/2017 9:46 AM
9	Your staff is the best! Friendly, efficient, and a pleasure to work with!	10/10/2017 4:59 AM
10	The initial notification about fees is confusing. I had to call XXXX at the City to understand it.	10/3/2017 7:33 PM
11	Most times, things run smoothly. Every once in awhile, we end up beebing over ridiculous details that astound even the inspectors.	10/3/2017 3:26 PM
12	Accurate information sometimes hit or miss. For example , I sometimes get different information from different people	10/3/2017 10:22 AM
13	knot sure if I'm approved.	10/3/2017 7:55 AM

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14	It takes way too long to be issued a permit. I can have one from L&I in minutes. If I show up to work after hours, I won't have one till the next day. And then, you I have to talk on the phone to discuss it before it gets released to be paid for.	10/3/2017 5:49 AM
15	The new lady at the front desk is not as friendly as XXXX	10/2/2017 8:09 PM
16	E Trakit has made things very smooth both in applying and during construction.	10/2/2017 4:37 PM
17	Much easier compared to when it wasn't electronic.	10/2/2017 4:35 PM
18	It was fine, but wrestling with the energy code cost me a lot of time.	10/2/2017 4:01 PM
19	I am confused as to why the process has to be a "mandatory" 28 days even when it is straightforward.	10/2/2017 2:01 PM
20	Staff is friendly and well trained.	10/2/2017 1:49 PM
21	I appreciate that everayone has a good attitude. Everyone seems very patient. I like XXXX at the front desk, nice guy.	10/2/2017 1:38 PM
22	The online permit process has made life a lot easier and faster for us. It was needed.	10/2/2017 12:36 PM
23	do to the lack of personal touch with the inspectors and when you don't allow them to use their phones this poses as a bad way to conduct business do to never knowing when they will be there.	10/2/2017 11:53 AM
24	I appreciate how accessible and friendly permit staff are.	10/2/2017 10:33 AM
25	We met repeatedly with many city service providers (BFD, BPD, PublicWorks, etc. ) and were never told we needed a Special Event Permit by anyone. We asked them repeatedly if we needed a permit. The answer was always NO. Then, when we heard that we needed a permit, and I attempted to find a permit, the person in the permit office didn't know anything about it -- where I could find such a permit. Very frustrating and took hours of our time at a crucial time for us.	10/2/2017 9:59 AM
26	I have had pretty uniformly positive experiences in the Permitting Center and with the Planning Department generally when approaching as a homeowner. Staff has been both helpful and patient. Really appreciate it!	10/2/2017 9:46 AM
27	Very nice platform to apply for permits on.	10/2/2017 9:39 AM
28	Very quick and courteous service, everyone is very nice.	10/2/2017 9:29 AM
29	Great customer service, explanations, and help from staff	10/2/2017 9:27 AM
30	So far the experience has been smooth. We only just submitted and have not yet gone through any revisions.	10/2/2017 9:13 AM
31	Permit office worked great with us.	10/2/2017 9:12 AM
32	Very responsive, and great to work with.	10/2/2017 9:07 AM
33	When trying to track the status of permits, it seems that the permits are sometimes not up-to-date. This creates confusion for permittees	10/2/2017 9:06 AM
34	Was very quick and organized.	10/2/2017 9:02 AM
35	Your staff helped me get a permit . Was super easy with there help	10/2/2017 9:00 AM

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

Answered: 36 Skipped: 37

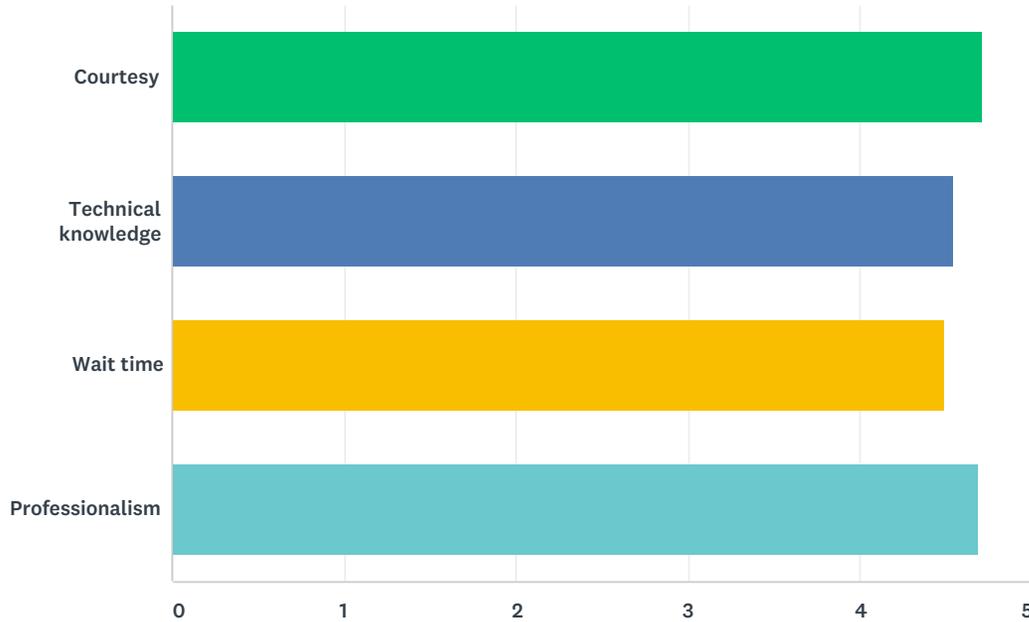
#	RESPONSES	DATE
1	Online experience. It isn't intuitive. I have had to call for clarification several times.	12/20/2017 6:32 PM
2	It should be abolished	11/20/2017 12:02 PM
3	None	11/16/2017 8:36 AM
4	I would love to see the staff take accountability for what they say. Their direction can cost a homeowner a lot of money if not given correctly.	10/20/2017 9:48 AM
5	There was no verbal communication around that at all, and I think that should be made clear to the person who is paying for the payment.	10/16/2017 10:13 AM
6	Online information was very confusing. I couldn't find simple info that applied to my situation as a homeowner needing a stormwater permit. I know all details need to be listed, but it would be nice if they were sorted more clearly.	10/10/2017 9:46 AM
7	All is excellent - no recommendations for improvement.	10/10/2017 4:59 AM
8	Fix the problem I noted in #1, otherwise okay.	10/3/2017 7:33 PM
9	I would like to see the permit amendments process streamlined.	10/3/2017 3:26 PM
10	Time estimates for how little the permits will take	10/3/2017 2:00 PM
11	More basic structural assistance in order to avoid expensive and time consuming engineering.	10/3/2017 10:22 AM
12	plan check response "organization" is terrible. Number comments sequentially for future reference in correspondence.	10/3/2017 8:58 AM
13	everything is fine it is nice after the initial permitting to receive notification from email. Nice not to have to go back to your office	10/3/2017 7:55 AM
14	Just let us pay and then issue the permit. Permit review is inefficient.	10/3/2017 5:49 AM
15	More user friendly	10/2/2017 5:18 PM
16	Over the counter Public Works permits(sewer replacements) able to apply on E Trakit.	10/2/2017 4:37 PM
17	It would be better if the form was an electronic version that could be filled in online, and submitted with attached documents that need to support the permit application.	10/2/2017 4:35 PM
18	It wasn't bad. The online interface is not incredibly user-friendly.	10/2/2017 4:01 PM
19	More information as to where the process is besides "in review".	10/2/2017 2:01 PM
20	Fewer comments in the CCL.	10/2/2017 1:49 PM
21	A form that you can sign once it has been determined that we do not need certain permits.	10/2/2017 1:38 PM
22	Stay current with technology changes for the future	10/2/2017 12:36 PM
23	better ways of communicating with inspectors and them not just failing you if your arent there to let them in to the site when they aren't there at the extamated time frame. There has to be a compromise	10/2/2017 11:53 AM
24	Clearer instructions	10/2/2017 10:50 AM
25	More comprehensive online permit information (such as owner/applicant info). System is difficult/impossible to login.	10/2/2017 10:33 AM
26	Make building codes more accessible to the layman.	10/2/2017 10:30 AM
27	if anything , to get the word out not to be scared or nervous about the process . The staff is so helpful !	10/2/2017 10:00 AM

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28	Agency-wide awareness of the Permit Process, notification of all employees so everyone is able to be helpful.	10/2/2017 9:59 AM
29	I was very satisfied, and don't know much about it, so no suggestions.	10/2/2017 9:46 AM
30	Nonr	10/2/2017 9:41 AM
31	Maybe email alerts	10/2/2017 9:39 AM
32	To slow	10/2/2017 9:30 AM
33	The ability to pay for a permit with a contractor deposit fund(similar to L&I) would be a nice addition.	10/2/2017 9:29 AM
34	None	10/2/2017 9:07 AM
35	Eliminate the need to go to the permit center, then to finance and then back to the permit center in order to receive the permit.	10/2/2017 9:06 AM
36	none	10/2/2017 8:56 AM

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

Answered: 72 Skipped: 1



	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Courtesy	80.56% 58	11.11% 8	2.78% 2	0.00% 0	2.78% 2	2.78% 2	72	4.71
Technical knowledge	69.44% 50	13.89% 10	1.39% 1	6.94% 5	1.39% 1	6.94% 5	72	4.54
Wait time	69.44% 50	19.44% 14	4.17% 3	0.00% 0	5.56% 4	1.39% 1	72	4.49
Professionalism	80.56% 58	11.11% 8	2.78% 2	2.78% 2	1.39% 1	1.39% 1	72	4.69

#	PLEASE PROVIDE ANY OTHER SPECIFIC COMMENTS REGARDING THE SERVICE YOU RECEIVED.	DATE
1	Field staff made this a great experience, above and beyond! Felt that office staff was a little short with me though.	10/10/2017 9:46 AM
2	I was told early on that everything was fine but just waiting for plan examiner...28 days came and went with no change to status. Just disappointed it had to take this long.	10/10/2017 9:04 AM
3	I'd like to have the option to have the inspector call 15-30 min. before arrival so that I can meet him/her and not have just a 2-hour window during which s/he will show up.	10/3/2017 7:33 PM
4	Counter staff is great!	10/3/2017 3:26 PM
5	XXXX should not be representing the City. At all. While describing a project, she's gotten confused and told me that I need to submit the proposed project in writing before hanging up on me.	10/3/2017 5:49 AM
6	Everyone is great except the XXXX receptionist. She often seems cranky and sours the overall experience. O	10/2/2017 8:09 PM

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7	XXXX and XXXX were very thorough and helpful with my permit application process. They expedited my request, as it was short notice, and followed up with the approval progress. They also supplied me with the information needed for future permit requests. I really appreciated their help.	10/2/2017 7:38 PM
8	No problems at all. Good customer service experience.	10/2/2017 4:01 PM
9	Although I heard quickly that the application was received, nothing more was heard until I called and was told it was in a "28 day" review. As of today, I still don't know the status. I am hoping they won't wait 28 days to tell me they needed more information which results in more wait.	10/2/2017 2:01 PM
10	I use the online service and love it!	10/2/2017 10:43 AM
11	From ,XXXX, XXXX and XXXX I was taken care of and very impressed by them . Give them a raise \$	10/2/2017 10:00 AM
12	Once we secured the permit, and began completing it, (after 5 very frustrating days and many hours), it was simple to complete. However, the requirement for the stage was a stumbling block. The stage vendor has been installing stages/sound in B'ham and PNW for over 30 years (recently, installed a huge stage for WWU graduation Spring '17) and has never had to complete a permit/submit cad drawings, etc. If this is the policy, it needs to be advertised and ALL city employees aware of it from the beginning.	10/2/2017 9:59 AM
13	See above.	10/2/2017 9:46 AM
14	Working with the permitting folks has been great, they are very helpful with lots of info.	10/2/2017 9:39 AM
15	XXXX is always very helpful and kind, she can usually turn around an online permit and get it back to us in a matter of minutes.	10/2/2017 9:29 AM
16	So far the experience has been smooth. We only just submitted and have not yet gone through any revisions.	10/2/2017 9:13 AM

## 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: 34 Skipped: 39

#	RESPONSES	DATE
1	I enjoy working with XXXX. She is quick to respond, very polite, knowledgeable, and flexlle!	12/27/2017 4:54 PM
2	XXXX was very helpful answering questions in the field and helping to get the project done on time.	12/21/2017 7:55 AM
3	The Rental registration and safety program is a waste of my time and money. Not a fan.	12/20/2017 6:32 PM
4	The inspector should stick to safety concerns. I had an inspector fail a property because the microwave oven wasn't working. How is that a safety concern.	11/20/2017 12:02 PM
5	Very pleased with the inspections--they took less time than we expected and were very straightforward	11/13/2017 1:47 PM
6	Please ensure all needs are communicated, both verbally and written.	10/16/2017 10:13 AM
7	Overall, not as difficult of a process as expected. Thank you :)	10/10/2017 9:46 AM
8	I just wish that it didn't have to be such a long process OR if they know its going to take a month+ that they just tell us that up front. It is very hard to plan your business when you don't know when you will have space available and no one really seems to care about that.	10/10/2017 9:04 AM
9	Everyone is awesome! Keep doing what you do in your important work for the City of Bellingham.	10/10/2017 4:59 AM
10	Wish we didn't have to do this, but the people I've worked with are very nice and helpful.	10/3/2017 7:33 PM
11	A job well done by the staff.	10/3/2017 2:36 PM
12	I like the new system of putting in one application that is forwarded to law enforcement and necessary entities.	10/3/2017 9:38 AM
13	It is way faster to walk in and get a permit, and we don't have to talk to XXXX. Check out L&I's online process, permits are issued withing minutes. Also, please add some more permit descriptions. There's no clear category for working on or extending branch circuits, or adding equipment.	10/3/2017 5:49 AM
14	The application process, reviews, dialog with permit technicians and inspections has been very smooth. Thank you.	10/2/2017 8:09 PM
15	We were happy with the results of our event and are planning on more of them.	10/2/2017 7:38 PM
16	I am impressed by the improvement in efficiency over the past few years. Compared to Whatcom County COB is way ahead.	10/2/2017 4:37 PM
17	Really appreciate the responsiveness of the permit staff when emailing to ask questions!	10/2/2017 4:35 PM
18	For residential improvements where the applicant doesn't necessarily have professional design help, the energy code was a pain. I got good help from the staff, but there has got to be a way that can be simplified.	10/2/2017 4:01 PM
19	I felt the information on the website and from the few people I interacted with was EXCELLENT. I have done TI in 3 other cities in our area and Bellingham's department organization is the best by far.	10/2/2017 2:01 PM
20	Building Services CCL comments/redlines are becoming more and more detailed as time goes on. It is time to review what is truly necessary to protect public safety. It would be useful if plan examiners would look at the big picture and understand the difficulty meeting all building codes with sometimes conflicting land use codes.	10/2/2017 1:49 PM
21	It does seem at times that we receive conflicting information. Depending on who you talk to, you get a certain answer form one person, then when you talk to someone else they give us different answers.	10/2/2017 1:38 PM

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22	It seems like positive changes have occurred over the past 2 years or so	10/2/2017 12:36 PM
23	The guy at the front desk was very helpful	10/2/2017 12:01 PM
24	Doing business in Bellingham is enjoyable compared with larger cities. Permit fees are outrageously expensive.	10/2/2017 10:33 AM
25	I think you do a good job, but I have been frustrated in the past by inconsistent answers at the counter.	10/2/2017 10:30 AM
26	Just keep up the great work and maybe let the community know how easy it is .	10/2/2017 10:00 AM
27	Thank you to XXXX for assistance. Again, ALL city agencies/employees need to know about this and be able to assist from the very beginning. The plan is a good one -- one stop-shop/clearinghouse-type of permit for Special Events -- but, unless the public knows about it and when meeting with various depts, no one tells us, then it's not a good system. Awareness for ALL from the get-go is essential.	10/2/2017 9:59 AM
28	Thanks for the kindness and professionalism I have encountered at the City Permit Center. XXXX and XXXX both helped me with this permit -- both were outstanding. Really appreciate the help!	10/2/2017 9:46 AM
29	We are good as gum	10/2/2017 9:41 AM
30	XXXX has been exceedingly helpful with my issues, I very much appreciate him explaining when a permit has issue or if we need to look at something.	10/2/2017 9:39 AM
31	You guys do great work, thank you for being so helpful.	10/2/2017 9:29 AM
32	requiring a \$300 stormwater permit for an asphalt patch 10' x 14' is ridiculous	10/2/2017 9:06 AM
33	Staff is helpful and will make phone calls/conduct research to answer permit questions.	10/2/2017 9:06 AM
34	again, it was very quick and easy-thanks.	10/2/2017 9:02 AM