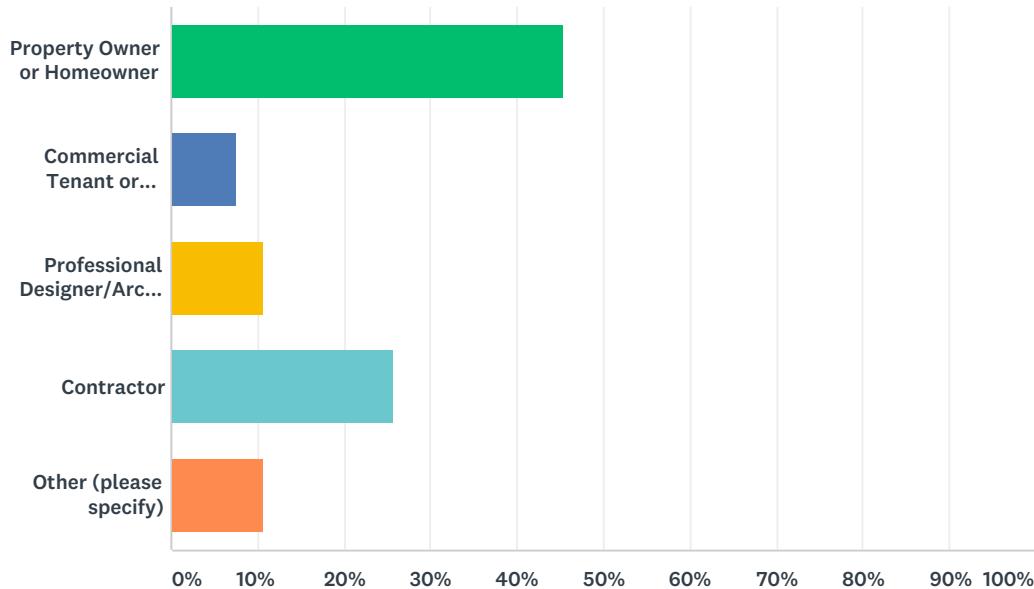


Q1 Which of the following best describes you?

Answered: 66 Skipped: 0

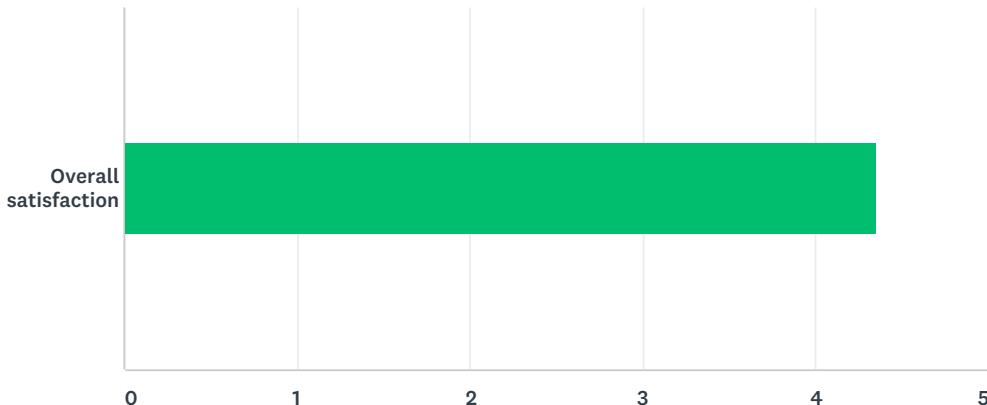


ANSWER CHOICES		RESPONSES	
Property Owner or Homeowner		45.45%	30
Commercial Tenant or Business Owner		7.58%	5
Professional Designer/Architect/Engineer		10.61%	7
Contractor		25.76%	17
Other (please specify)		10.61%	7
TOTAL			66

#	OTHER (PLEASE SPECIFY)	DATE
1	I forgot to mention the help I received was from XXXX.	2/16/2018 9:45 AM
2	investigating into acquiring a modular home	2/16/2018 9:41 AM
3	Presently looking into being a Bellingham property owner. I now own property in King Co	2/14/2018 5:30 PM
4	City Employee	1/24/2018 9:29 AM
5	City Employee	1/9/2018 12:26 PM
6	Sub Contractor	1/8/2018 4:48 PM
7	utility	1/8/2018 4:14 PM

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

Answered: 65 Skipped: 1



	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Overall satisfaction	64.62% 42	20.00% 13	6.15% 4	4.62% 3	4.62% 3	65	4.35

#	PLEASE SHARE ANY COMMENTS YOU HAVE ABOUT YOUR OVERALL EXPERIENCE.	DATE
1	Very attentive, helpful staff.	3/26/2018 3:56 PM
2	need to make a better time frame for meeting, like an hour	3/5/2018 4:06 PM
3	Oh I wish I had know about this last week, as I could have sent the check and it would be in review now. Now I am stuck having to drive it up there tomorrow, as we need the permit ASAP. Or doing a next day mail service. Darn. In the future, can you please let people know on your website about the ability to pay by check to the address: https://www.cob.org/services/permits/pages/fees.aspx on this link- it should be clear that one can mail a check in advance, and then apply for permits online. And a statement on that link that " Your application will not be reviewed until your payment is processed". Please send this comment to your Supervisor. Thanks,XXXX	2/15/2018 5:03 PM
4	I am impressed. XXXX sent me additional email information in addition to answering my questions.	2/14/2018 5:30 PM
5	Rental registration is just stupid	2/7/2018 8:01 PM
6	XXXX was extremely helpful during the whole process of reviewing the plans for my home.	2/1/2018 4:11 PM
7	Staff responded very quickly.	1/24/2018 9:29 AM
8	Staff were extremely helpful and offered creative solutions	1/23/2018 2:00 PM
9	People at permit center are always helpful and easy going, but informative	1/13/2018 9:29 AM
10	I have been treated with the upmost respect. Nothing negative has transpired in this process.	1/11/2018 10:33 AM
11	Someone is always happy and available to help. Wait times aren't too long.	1/11/2018 9:40 AM
12	The staff was very helpful and clear about what needed to be done.	1/10/2018 5:26 PM
13	Center staff typically provides quick approval of my PBW applications. Staff is also helpful if i have questions, which is typically when I need to go into the realm of stormwater or shoreline permits.	1/9/2018 12:30 PM
14	The website is difficult to navigate	1/9/2018 10:44 AM

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15	You folks have one of the BEST permitting systems! User friendly, but if a live person is needed, it is easy to reach someone. Keep up the great work!	1/9/2018 6:06 AM
16	Difficult to obtain answers.	1/8/2018 10:26 PM
17	Requirements were overbearing, so I nixed the job	1/8/2018 9:45 PM
18	I always appreciate working in Bellingham because i know the project will be assigned to a plans examiner soon and usually they have good comments and issue permits quickly.	1/8/2018 9:21 PM
19	2 very different experiences	1/8/2018 8:56 PM
20	helpful people	1/8/2018 8:38 PM
21	Great service. All my questions were answered and everyone was very polite and patient.	1/8/2018 6:17 PM
22	We were amazed that we received the permit so quickly.	1/8/2018 5:47 PM
23	My experience has been mostly positive. There is a big difference between plan reviewers strictness and code interpretation.	1/8/2018 4:49 PM
24	I felt that the online permitting was done very efficiently and involved contacts with several people which was completed very smoothly.	1/8/2018 4:45 PM
25	quick, courteous and professional	1/8/2018 4:28 PM
26	During the process most of the staff was very helpful and I appreciated their patience. There was one experience that was not so pleasant. I came in to determine what I needed to add to the plan I had drawn before submitting. The person that helped me made me feel pretty stupid and acted as if I was trying to get away with something. I did refer this incident to XXXX and he responded that he would deal with it.	1/8/2018 4:12 PM
27	I was told after my permit was processed I would get an email & I never received one. The whole site is confusing.	1/8/2018 4:02 PM
28	front desk/XXXX and XXXX were both top notch	1/8/2018 3:59 PM

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

Answered: 27 Skipped: 39

#	RESPONSES	DATE
1	You should not charge for missed appointment and you should call to see if the work has been completed.	3/21/2018 12:06 PM
2	better timing frame	3/5/2018 4:06 PM
3	Perfect - 100% helpful.	2/14/2018 5:30 PM
4	None come to mind	1/24/2018 9:29 AM
5	all is good	1/23/2018 2:00 PM
6	None at this time.	1/22/2018 9:49 AM
7	not sure its possible but an easier way for ignorant homeowners to navigate arcane building codes	1/11/2018 10:24 PM
8	I think you have perfected the process.	1/11/2018 10:33 AM
9	Improved links between permits, requests, and navigating site.	1/10/2018 11:15 AM
10	The online systems seems to work well.	1/10/2018 10:44 AM
11	Would nice to have a Street Tree Permit form in other places on the website. Was hard to find and only in Parks.	1/9/2018 12:26 PM
12	Update the website to be more intuitive and userfriendly	1/9/2018 10:44 AM
13	As a condo owner doing my own wiring, the application process was a little confusing. The multifamily application didn't allow to indicate the owner was going to do the work - only a contractor. It would be nice to have a box to check indicating the owner will be doing the work.	1/9/2018 7:22 AM
14	Change nothing - it works perfectly!	1/9/2018 6:06 AM
15	Should be an "off line" option.	1/8/2018 10:26 PM
16	Payment of permit fees > your \$1000 threshold by credit card would enhance the convenience. Or use Routing /check accout for electronic checks to pay	1/8/2018 9:21 PM
17	Show a history of how much was paid by permit. In order to pay, we could see each by line-item. After paying, they only showed up as lump sums.	1/8/2018 9:15 PM
18	Online more up to date: this time it was specifically about new stormwater requirements	1/8/2018 8:56 PM
19	less cumbersome requirements	1/8/2018 8:38 PM
20	It would be nice to start the process online and pick up the permit at City Hall.	1/8/2018 6:17 PM
21	None to date.	1/8/2018 5:47 PM
22	Plans Examiner comment numbers really need to be coordinated with Etrakit.	1/8/2018 5:30 PM
23	I think a consistent approach to code interpretation between code reviewers.	1/8/2018 4:49 PM
24	None at this time	1/8/2018 4:45 PM
25	Regarding the eTRAKiT system, please include sections for "Completed Inspections" and "Completed Permits".	1/8/2018 4:20 PM
26	The move from personal "over the counter" assistance to much more online work is understandable, but certainly has a negative impact in some ways to the process. When a person is told, "you could do this online" it makes them feel that they are bothering the person they have asked to help. I understand that for contractors and such that do this all the time it works much better...but, you asked! I need to add that the front desk person (XXXX and others) has always done a great job.	1/8/2018 4:12 PM

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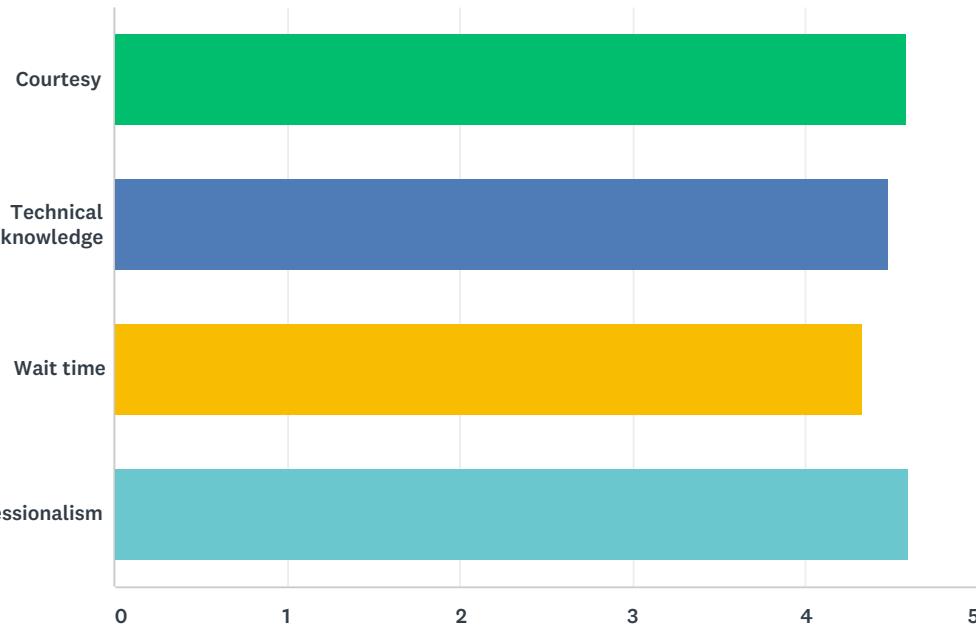
27

The LNI permit system works great, maybe convert over to their system.

1/8/2018 4:02 PM

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

Answered: 64 Skipped: 2



	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Courtesy	80.95% 51	6.35% 4	3.17% 2	3.17% 2	4.76% 3	1.59% 1	63	4.58
Technical knowledge	68.75% 44	18.75% 12	4.69% 3	1.56% 1	4.69% 3	1.56% 1	64	4.48
Wait time	60.32% 38	20.63% 13	7.94% 5	3.17% 2	4.76% 3	3.17% 2	63	4.33
Professionalism	76.56% 49	12.50% 8	4.69% 3	0.00% 0	4.69% 3	1.56% 1	64	4.59

#	PLEASE PROVIDE ANY OTHER SPECIFIC COMMENTS REGARDING THE SERVICE YOU RECEIVED.	DATE
1	I am an owner/designer/builder and the staff have been very patient in explaining what I need to do.	3/26/2018 3:56 PM
2	The person I spoke with on the phone did not have any answers for me. He barely knew how the program worked.	3/21/2018 12:06 PM
3	i work and my husband works, a 2 hour window means \$ loss, not counting what we are paying you!	3/5/2018 4:06 PM
4	Thank you, XXXX	2/16/2018 9:45 AM
5	XXXX was also very helpful in providing the plans and knowing who I needed to talk to resolve questions.	2/1/2018 4:11 PM
6	extremely satisfied	1/23/2018 2:00 PM
7	XXXX is not very people friendly!	1/11/2018 5:08 PM

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8	Every encounter with XXXX was better than the one before!	1/11/2018 10:33 AM
9	Of course, it would have been helpful if it could have gone a little faster, but all of the contact was detailed and helpful.	1/10/2018 5:26 PM
10	When ever I have a question and call in for assistance XXXX has been GREAT!	1/10/2018 11:15 AM
11	I don't think I've had to talk to anyone regarding permitting or inspections. It is all handled online.	1/10/2018 10:44 AM
12	The female receptionist was very rude, gruff and unwelcoming.	1/8/2018 10:26 PM
13	Providing manufacturer's approval rather than a third party approval for special inspection is rare and hard to coordinate. Need provisions for special inspection for eifs on wood to be by third party inspector. EIFS, contrary to past performance in the 90's is now turned into a insulated superwall, so the drainable installation no longer has the moisture problems that initially existed.	1/8/2018 9:21 PM
14	2 different staff: one who was very attentive listener, I felt like she understood my concerns, helpful. The other: nice enough, but I felt like he was prejudging what I had to say.	1/8/2018 8:56 PM
15	Not every visit goes this way but generally my experience has always been positive when dealing with the Permit office.	1/8/2018 7:26 PM
16	Everyone has been polite and prompt in correspondence. There were some code questions I could not get an answer to.	1/8/2018 4:49 PM
17	Permit review and response time took longer than it was supposed to. Staff were professional, knowledgeable, and helpful.	1/8/2018 4:20 PM
18	read above re: XXXX and XXXX	1/8/2018 3:59 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: 33 Skipped: 33

#	RESPONSES	DATE
1	Special thanks to XXXX, XXXX, and XXXX. Excellent, friendly service, all around.	3/26/2018 3:56 PM
2	This program was invented a few years back. What data is available proving necessity of a rental inspection program? What is the purpose of this program? It seems it goes way above renters safety and guarding renters against horrible landlords. Why not just focus on the renters that have a complaint or question their living situations rather than bother all landlords. I have done everything my tenants ask without hesitation. I don't need a government agent telling me. I see this program as a waste of money. What experience level do the people have that work in this program? Are they college educated? Do they need a certificate? Think about the ever increasing homeless population in Bellingham. They would love to stay in a home with a few minor issues. I'd much rather pay \$100 and \$25 for missed appointments to a program that actually helps people....take my money and do something worthwhile like building roofs for the homeless people.	3/21/2018 12:06 PM
3	Much more user friendly than past experiences. A we are here to help you verses to stop you is refreshing!	3/20/2018 9:47 PM
4	I am a limited income senior. This rental is the main source of my income. The fee is excessive for 15 min. inspection.	3/5/2018 4:57 PM
5	The fee is excessive for a 15 min. inspection. My neighbors live in a Lakeway Realty Property with 5 units. Very run down, deferred maintanence, etc. Tenants are living in poor conditions (leaks) so why don't the inspections work?	3/5/2018 4:55 PM
6	better apt. times	3/5/2018 4:06 PM
7	Oh I wish I had know about this last week, as I could have sent the check and it would be in review now. Now I am stuck having to drive it up there tomorrow, as we need the permit ASAP. Or doing a next day mail service. Darn. In the future, can you please let people know on your website about the ability to pay by check to the address: https://www.cob.org/services/permits/pages/fees.aspx on this link- it should be clear that one can mail a check in advance, and then apply for permits online. And a statement on that link that " Your application will not be reviewed until your payment is processed". Please send this comment to your Supervisor. Thanks, XXXX	2/15/2018 5:03 PM
8	Please hire more people like her when you add staff.	2/14/2018 5:30 PM
9	Big shout-out to XXXX. We had some questions about a neighbor's permit as we are planning our own project. She was incredibly helpful and went above and beyond to figure out what was going on (the neighbor's lot had accidentally been tagged with an address in a way that made those permits appear in our name, resulting in some confusion and chuckles).	1/31/2018 11:28 AM
10	Permit Center staff have exceeded my expectations and facilitated our remodel-rehab downtown restaurant project	1/23/2018 2:00 PM
11	Nothing at this time.	1/22/2018 9:49 AM
12	XXXX has been rude and not helpful at all to multiple employees and shows no patience to people learning the permit process. I hope I don't have to deal with her again! The rest of the staff that I have been in contact with has been very helpful and willing to help me learn. Bellingham's permit application processes one of the easier processes throughout Washington State I have got the pleasure to work with. Please keep that up!	1/11/2018 5:08 PM
13	I really appreciated the staff's ability to combine the need to have a safe and environmentally responsible building with a desire to help keep downtown alive and the realities of working on an older building. It's a story I would like to share with others in a way that is most helpful to you! Thank you, XXXX	1/10/2018 5:26 PM
14	Nothing specific.	1/10/2018 10:44 AM

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15	Keep up the good work XXXX, XXXX, and XXXX!	1/9/2018 12:30 PM
16	Keep up the good work.	1/9/2018 12:26 PM
17	One of the best systems/process in the country! You have designed a user friendly process and made it easy to reach staff when question arises.	1/9/2018 6:06 AM
18	My application was for a fairly unusual project and I appreciated how they took the time to understand it and to make suggestions about how the forms should be filled out.	1/8/2018 10:47 PM
19	We've received inconsistent information multiple times!! There appears to be only one person (XXXX) who seems to have way too much power/control which results in problematic bottleneck! We are still awaiting answer to questions from several months ago.	1/8/2018 10:26 PM
20	I feel like it's a crap shoot whether the permit will be approved or not. The notes we have received back have been detailed, but we wish we their could have been more examples beforehand, to save us all some time.	1/8/2018 10:22 PM
21	front staff administrative XXXX was excellent to work with and same on the plans examining end with XXXX!	1/8/2018 9:21 PM
22	First interaction with the receptionist was very negative. She was not nice or particularly helpful. All other interactions were positive since that first day. Understand that the vast majority of us are trying to do the right thing. We just want respectful and responsive help and we think that you lived up to that. Overall, a positive experience - other than the very high costs.	1/8/2018 9:15 PM
23	I am installing all low flow water faucets, sower, etc...there should be some consideration of this when determining what size water 5/8 vs 3/4. I'm just over the line in total fixtures....but they should be, I feel, weighted as are window efficiencies.	1/8/2018 8:56 PM
24	I was treated well and the permit center was great	1/8/2018 8:14 PM
25	It worked well for me	1/8/2018 8:06 PM
26	Just did!	1/8/2018 7:26 PM
27	The e-permit interface is amazing. Having submitted permits in LA and SF, this has been a a nice utilization of technology.	1/8/2018 4:49 PM
28	I found it surprising that even though the item I wanted or even thought it should be removed (tree), on city property, they insisted the adjoining property owners could take it down, as if the city could care less ? Permit was granted to adjoining owners.	1/8/2018 4:45 PM
29	Kudos to XXXX and XXXX for providing great customer service!	1/8/2018 4:20 PM
30	great billing system.	1/8/2018 4:14 PM
31	Pre-application walk-in meeting with the specialist was VERY helpful.	1/8/2018 4:13 PM
32	Again, XXXX does a great job at the front. XXXX was a huge help in working through understanding the requirements of a specific project.	1/8/2018 4:12 PM
33	The LNI permit system works great, maybe convert over to a system similar to theirs.	1/8/2018 4:02 PM