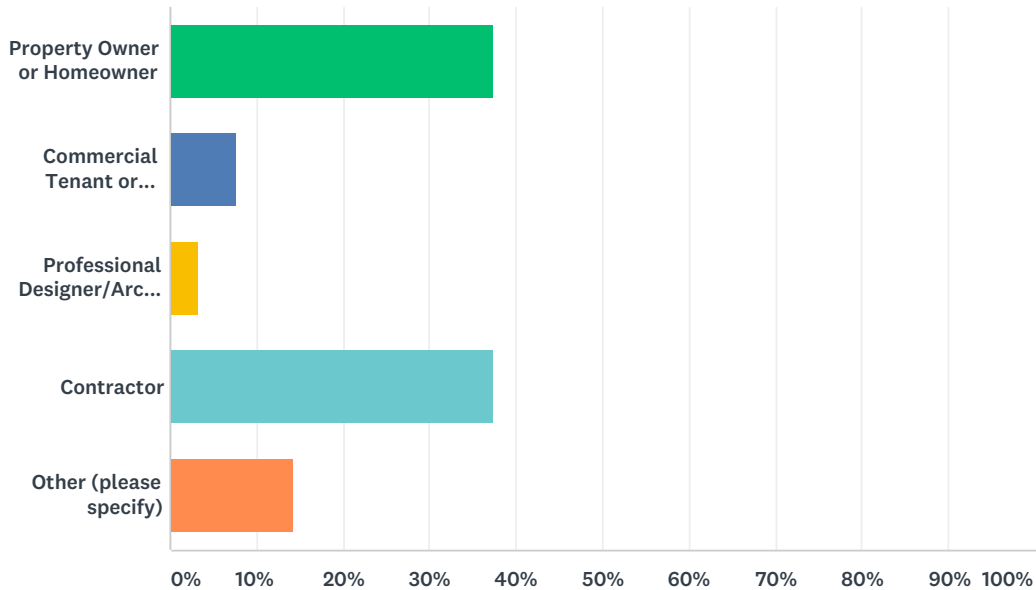


Q1 Which of the following best describes you?

Answered: 91 Skipped: 0

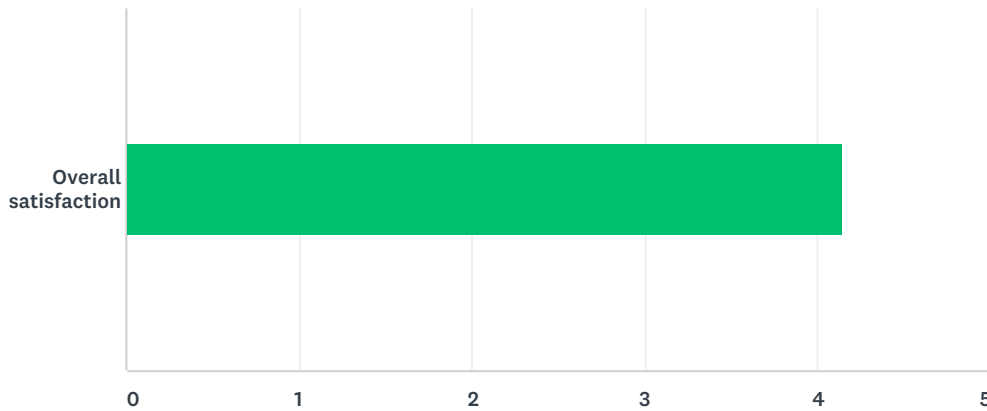


ANSWER CHOICES	RESPONSES	
Property Owner or Homeowner	37.36%	34
Commercial Tenant or Business Owner	7.69%	7
Professional Designer/Architect/Engineer	3.30%	3
Contractor	37.36%	34
Other (please specify)	14.29%	13
TOTAL		91

#	OTHER (PLEASE SPECIFY)	DATE
1	Citizen activist	4/5/2018 10:37 AM
2	Project Consultant	4/5/2018 8:08 AM
3	Board Member	4/5/2018 7:02 AM
4	non-profit	4/3/2018 10:35 AM
5	employee of a owner	4/3/2018 7:42 AM
6	Agent on behalf of Tenant	4/2/2018 1:59 PM
7	Race Director	4/2/2018 1:54 PM
8	Event Coordinator	4/2/2018 1:54 PM
9	Council of Governments employee	4/2/2018 1:42 PM
10	committee for the XXXXXX	4/2/2018 1:32 PM
11	Outreach Coordinator of local organization	4/2/2018 1:18 PM
12	special event coordinator	4/2/2018 1:17 PM
13	Project Coordinator	4/2/2018 1:17 PM

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

Answered: 91 Skipped: 0



	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Overall satisfaction	61.54%	18.68%	2.20%	7.69%	9.89%	91	4.14
	56	17	2	7	9		

#	PLEASE SHARE ANY COMMENTS YOU HAVE ABOUT YOUR OVERALL EXPERIENCE.	DATE
1	Very rude, unprofessional and supersede code requirements. Definitely the worst of over 20 municipalities I have worked with	6/22/2018 4:36 PM
2	Very helpful. Always trying to help and assist.	5/24/2018 8:58 AM
3	In November, 2016 Inspector told us he'd received an anonymous complaint that we had code violations. We left a message offering to give a tour and supplied our contractors name/number. Then we received notice in February that we needed to register as a rental and complete inspection process. We did this. In March, Inspector visited renters again to follow up and left phone messages. I emailed him and he never responded. When I brought in evidence of our registration and subsequent inspection, I was told we weren't supposed to do inspections until next year and that according to computer the inspector was due to contact me that, which he never did. A May email from the office stated that I could drop off the Declaration of Inspection early this one time, which I did. I still don't know if the original issue is resolved as the inspector never made it clear what the issue was and didn't respond to the phone messages or email I sent.	5/23/2018 1:51 PM
4	I cancelled the inspection via email because the house has been sold. Inspector showed up anyway and i am being charged \$25.	5/21/2018 12:23 PM
5	XXXX was extremely helpful in presenting all of my options. His patience and understanding, as well as his analytical abilities, were very appreciated. He was able to help me see the path to achieving my goals	5/16/2018 2:48 PM
6	This is a single unit managed by a family. The cost of the permit and inspection and time required to deal with it I will cause us to raise our rent at the next year \$400 to cover those costs. It is an unnecessary expense That is driving up rent rates in Bellingham.	5/16/2018 2:20 PM
7	I resent this government intrusion into my personal business.	5/15/2018 1:45 PM

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8	I had an inspection done over a week ago and no response or follow up from the inspector. I was told I would receive a letter of what was needed for correcting and I have received nothing. The 2nd inspection was cancelled after I drove back from Seattle to be here. I have written three emails throughout this permit process and every one of them has gone unanswered. The actual install was the easiest part of this process and I am now two weeks behind because I simply do not know what the inspector wants to see exactly. I am willing and eager to make all changes that are required if I could simply have some communication.	4/13/2018 3:17 PM
9	My wife and I are buying a home that's currently under construction. We're very happy to know the COB has a great team of Inspectors and Administrative personnel looking out for homeowners like us! Thank you everyone!!	4/12/2018 3:11 PM
10	I was amazed how quick and easy it was to get my permit. The people I dealt with at the PC were friendly and helpful.	4/6/2018 3:17 PM
11		4/5/2018 2:44 PM
12	The process changes each time we've applied for the special event permit, including requirements and expectations.	4/5/2018 12:59 PM
13	XXXX was phenomenal to work with on all aspects of our event.	4/5/2018 10:37 AM
14	The process was easy, and XXXX was super informative and helpful!	4/5/2018 7:02 AM
15	Greeted professionally. Issue discussed was clearly defined. Timely responses.	4/4/2018 3:07 PM
16	Super efficient and fast	4/4/2018 2:47 PM
17	I am new to the permitting process but any time I had a question permit center staff was very prompt and helpful.	4/4/2018 9:37 AM
18	Short wait time. Very helpful attitude. Clear communications.	4/3/2018 9:19 PM
19	Everyone was helpful and knowledgeable.	4/3/2018 12:57 PM
20	Lots of helpful e-mail correspondence	4/3/2018 11:23 AM
21	So far so good. We haven't received final ok for banner placement	4/3/2018 10:35 AM
22	Friendly, warm, helpful	4/3/2018 6:41 AM
23	The people at the city of Bellingham permit office are absolutely the best. A joy and extremely helpful	4/2/2018 11:06 PM
24	Very helpful staff and easy quick on site inspection	4/2/2018 9:47 PM
25	Easy to find the water heater permit that I needed and apply for it.	4/2/2018 9:02 PM
26	would like to apply for the electrical permit, pay, and print it out instead of waiting for emails back and forth. More like labor and industries does.	4/2/2018 5:35 PM
27	The staff are helpful and friendly	4/2/2018 2:52 PM
28	Long turnaround times on permits	4/2/2018 2:47 PM
29	Very quick responses.	4/2/2018 2:36 PM
30	Everyone from the front counter person to the permit reviewer, gave us quick and accurate assistance throughout this process.	4/2/2018 2:31 PM
31	You have stated the energy code C404.3.1 hot water supply limited to 43Ft for 1/2 pipe . How do you do a hotel with a 200 ft circulation line .?	4/2/2018 2:06 PM
32	We have been trying to get approval for a Storm Water permit since February 23, 2018. This application is still in review.	4/2/2018 2:04 PM
33	Quick turnarounds and great response times.	4/2/2018 1:59 PM
34	I have had great luck with working with the permit center, thank you for your hard work!	4/2/2018 1:54 PM
35	There is a significant lack of communication. While the Etrakit portal has the means to add information about a permit it is not used. Also, quick, simple feedback would allow for quick revisions and save everyone time.	4/2/2018 1:47 PM
36	No weekend permits. Takes a full day to get permit making a trip back to the jobsite required. Permit should be available after payment has been made.	4/2/2018 1:35 PM

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37	Hard to find job addresses for Building Permits - Difficult reaching someone to talk directly with.	4/2/2018 1:32 PM
38	However, it was VERY DIFFICULT getting onto your web site	4/2/2018 1:32 PM
39	Permit center very helpful but online permitting can be a little confusing	4/2/2018 1:28 PM
40	Plans are currently in review, but so far has been an excellent experience.	4/2/2018 1:22 PM
41	I think overall the staff has been extremely helpful and friendly. I think the process is the only complicated or frustrating portion of the experience.	4/2/2018 1:18 PM
42	I received excellent customer service at the Permit Center and over the phone.	4/2/2018 1:18 PM
43	confusing process	4/2/2018 1:17 PM

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

Answered: 51 Skipped: 40

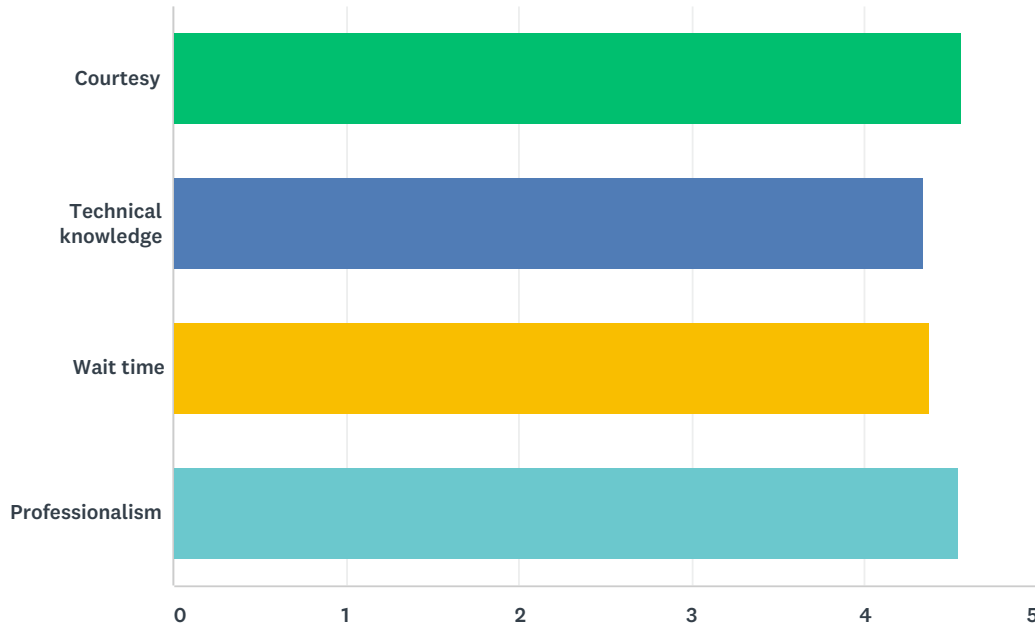
#	RESPONSES	DATE
1	Communication and not acting like they are more important than the customer who pays a lot of money to fund their jobs	6/22/2018 4:36 PM
2	It would be nice if all active permits could be viewed online with TAKit	5/24/2018 8:58 AM
3	Returning phone calls or email would be nice. Add a paragraph to the letter requiring registration that states exactly when inspection should be done for each zone. Current letter refers owners to the rental website and one would assume you are to complete the checklist in order to be compliant ASAP.	5/23/2018 1:51 PM
4	Better attention to email	5/21/2018 12:23 PM
5	None that I can think of.	5/16/2018 3:06 PM
6	It would have been helpful for me to sit during our interaction.	5/16/2018 2:48 PM
7	The inspector was pleasant and respectful and went over a bunch of trivia about the apartment that is required by the process. He did his job well so I have no complaint with the person just with the program.	5/16/2018 2:20 PM
8	Stop the program	5/15/2018 1:45 PM
9	Nothing	5/4/2018 10:10 AM
10	online process of paying for permits is just plain painful! Try coming into the year 2018 and improve your web page.	5/2/2018 2:35 PM
11	Better communication. Honestly, this process has been one of the worst experiences as a homeowner and ive done a lot of projects. I am not one to try to cheat, I do things right or to the best of my ability but when I pay for a service and receive absolutely no feedback whatsoever I dont know what to do next while I sit here and wait for the inspector to get back to me 8 days later.	4/13/2018 3:17 PM
12	Ability to choose same day inspection.	4/7/2018 3:28 PM
13	Microfilm archive is a very poor record for previous projects. Images were poor quality and there is no option for printing drawings to scale.	4/5/2018 2:44 PM
14	Would prefer to be able to submit the the application form online vs email, and be able to upload all attachments to the online application.	4/5/2018 12:59 PM
15	Make a checklist for applicants of each department/person they need approval from. Tighten up information between departments on permit requirements. For example, neither the COB or the BPD could give us a specific number of porta potties we needed except the fact that we needed at least one. This was not helpful.	4/5/2018 10:37 AM
16	An online experience would be wonderful.	4/5/2018 7:02 AM
17	Can't think of any	4/4/2018 2:47 PM
18	No issues	4/4/2018 10:10 AM
19	online experience-could the permitting process have a flow chart, etc. so I understand the steps better	4/4/2018 9:37 AM
20	Online Chat?	4/3/2018 9:19 PM
21	full online permitting would be great. We are based in Seattle and it would make my job easier.	4/3/2018 12:57 PM
22	Enhanced online permit application process	4/3/2018 8:34 AM
23	Things seemed quick and efficient.	4/3/2018 8:18 AM
24	easier navigation on the internet	4/3/2018 7:42 AM

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25	easier way to schedule inspections	4/3/2018 7:12 AM
26	works good	4/3/2018 6:15 AM
27	It's perfect I'm my book	4/2/2018 11:06 PM
28	already really good	4/2/2018 9:51 PM
29	Currently, getting a small electrical permit is a two step process: fill out the application, then wait for approval to pay. If the project amount is under \$1000, say, why not expedite the payment, with spot screening / cross referencing to BLD permits after the payment? As an electrician, working with L+I's payment system, it is not unusual for an adjustment to the fee to be made before the final inspection. In fact, when fees have not been paid, the L+I final inspection cannot be requested. Thank you, XXXX	4/2/2018 9:00 PM
30	dl prefer person-to-person and it has been fine.	4/2/2018 4:58 PM
31	Address search sometimes take six to seven tries to locate the address	4/2/2018 4:46 PM
32	None	4/2/2018 3:17 PM
33	none	4/2/2018 2:52 PM
34	It would be nice to have ONE phone number or email to call instead of having to hunt to find the right person for various questions on the same project.	4/2/2018 2:36 PM
35	None	4/2/2018 2:31 PM
36	I would like to see more consistent answers from all inspectors if the code and not having a variance in the interpretation of it.	4/2/2018 2:06 PM
37	Faster approvals.	4/2/2018 2:04 PM
38	the website is not user friendly when uploading files	4/2/2018 2:01 PM
39	none	4/2/2018 1:59 PM
40	if anything just having more people to talk to in person, but thats understandable as well.	4/2/2018 1:54 PM
41	The staff I have interacted with have been great, but the transparency along the way could improve dramatically. More granular updates on status and the means to address them more quickly would be welcome.	4/2/2018 1:47 PM
42	See above	4/2/2018 1:35 PM
43	Faster Turnaround on permits/payments - Seems to be quite a delay of when permit is ready and ability to pay and print actual permit	4/2/2018 1:32 PM
44	Have a more defined listing for obtaining permits	4/2/2018 1:32 PM
45	online permit training	4/2/2018 1:28 PM
46	None.	4/2/2018 1:21 PM
47	I think a clearer online format would make a huge difference.	4/2/2018 1:18 PM
48	none	4/2/2018 1:18 PM
49	Information about what applicants can expect with process	4/2/2018 1:17 PM
50	NA	4/2/2018 1:17 PM
51	none that I know of	4/2/2018 1:16 PM

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

Answered: 90 Skipped: 1



	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Courtesy	81.11% 73	6.67% 6	4.44% 4	2.22% 2	5.56% 5	0.00% 0	90	4.56
Technical knowledge	65.17% 58	16.85% 15	3.37% 3	4.49% 4	6.74% 6	3.37% 3	89	4.34
Wait time	62.92% 56	19.10% 17	6.74% 6	6.74% 6	2.25% 2	2.25% 2	89	4.37
Professionalism	80.00% 72	7.78% 7	5.56% 5	0.00% 0	6.67% 6	0.00% 0	90	4.54

#	PLEASE PROVIDE ANY OTHER SPECIFIC COMMENTS REGARDING THE SERVICE YOU RECEIVED.	DATE
1	The permit center office staff were professional and courteous. The inspector doesn't return calls/email.	5/23/2018 1:51 PM
2	Everyone is going a great job.	5/16/2018 3:06 PM
3	I would be happy to be more specific about my time spent with XXXX--he spent over an hour with me--call me--	5/16/2018 2:48 PM
4	The staff is great and they are doing their job well	5/15/2018 1:45 PM
5	If the inspector tells me to contact him with questions and I do just that only to have my emails ignored. Also, after an inspection please provide the homeowner with the required changes in some formal way. I immediately made the changes he suggest in person but was told he would get back to me on what else was needed and I havent heard a thing. I provided him with all the information he requested in an email right after the inspection and I have received no communication whatsoever.	4/13/2018 3:17 PM

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6	XXXX provided timely guidance and code information. My wife and I greatly appreciate her help and support!!	4/12/2018 3:11 PM
7	Loved being able to leave a message for the Inspector.	4/7/2018 3:28 PM
8	Everyone has been polite, kind and helpful!	4/5/2018 12:59 PM
9	Easy to deal with the office staff when I have questions	4/4/2018 2:47 PM
10	Folks were courteous and helpful.	4/3/2018 8:18 AM
11	The staff is very helpful in answering questions. The turn around time in regards to permits is fast.	4/2/2018 11:35 PM
12	Best service I've ever received	4/2/2018 11:06 PM
13	XXXX is amazing is as all the people in the permitting department	4/2/2018 9:51 PM
14	I would like to see some more field experience at the counter.	4/2/2018 3:17 PM
15	The staff that I have worked with directly were great.	4/2/2018 1:47 PM
16	They were great getting back to me and answering questions	4/2/2018 1:42 PM
17	Overall the staff is friendly & professional.	4/2/2018 1:28 PM
18	Very friendly staff that are willing to help when you have no idea where to start.	4/2/2018 1:18 PM
19	Permit office was able to work with us in every aspect of our move.	4/2/2018 1:17 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: 38 Skipped: 53

#	RESPONSES	DATE
1	Great system! Once I figured it out it went very smoothly! thanks for being so innovative!	6/27/2018 3:10 PM
2	I really appreciate that fact that an over-the-counter permit is available if COB staff have time for a counter review of smaller permits.	5/24/2018 8:58 AM
3	Anonymous complaint process is not a recipe for successful relationship with owners and permit staff. When the communication is vague and unclear the owner is left to trying to guess what needs to be resolved and who needs to be made happy.	5/23/2018 1:51 PM
4	On behalf of XXXX, I would like to thank staff for guidance and cooperation during construction of our building. Especially XXXX., XXXX. XXXX, XXXX and XXXX. Your help is appreciated, XXXX	5/17/2018 9:48 AM
5	The service I received during the application process was courteous and professional. Several people went out of their ways to assist me with the project. The process itself took only one week, followed by 10 days of corrections on my part, and another week for final approval. Incredible!	5/16/2018 3:06 PM
6	XXXX	5/16/2018 2:48 PM
7	Stop the program	5/15/2018 1:45 PM
8	Nothing	5/4/2018 10:10 AM
9	terrible process for paying for permits.	5/2/2018 2:35 PM
10	I feel like I have made my feelings known above. I went into this process initially very impressed with the courtesy and professionalism I was receiving. Getting the actual permit was fairly easy. The process since that point has been dysfunctional to say the least. I am not one to try and cheat or pull something over. I want to do things right and I like to learn. I have been waiting 8 days to hear back from the inspector on what is needed to pass inspection and I have heard nothing and had my 2nd inspection cancelled after I drove all the way back from Seattle to be there. I have provided everything I was asked for to the inspector and I am still waiting. Even a communication saying they are busy but will get back to me would be appreciated but at this point I don't know what to do but sit and wait. This latter part of this whole process needs a serious overhaul. If you have any questions you are more then welcome to call me XXXX.	4/13/2018 3:17 PM
11	Great job, folks! Your department serves a vital function that's too often misunderstood or taken for granted. As a homeowner in Bellingham I'd like to let you know your work is greatly appreciated! Thank you very much!!	4/12/2018 3:11 PM
12	I hope my future permitting experiences go as smoothly!!	4/7/2018 3:28 PM
13	I was hesitant to apply for a permit for my project because I assumed it would be a slow, frustrating and expensive process. Thanks for thoroughly reworking my expectations.	4/6/2018 3:17 PM
14	It is getting easier, and quicker to apply for a special events permit. Much better now that as the applicant we do not have to go to the BPD etc. THANK YOU!	4/5/2018 12:59 PM
15	As indicated above, all departmental workers I spoke with (XXXX, XXXX, and XXXX) were very helpful and willing to take questions.	4/5/2018 10:37 AM
16	It would always be nice if the process could be quicker, but I understand there are a lot of pieces to the puzzle that have to be considered before giving a seal of approval. Thank you!	4/5/2018 7:02 AM
17	Perhaps a bit more privacy when discussing the issue with staff. Was not an issue with my discussion but could potentially be with other clients.	4/4/2018 3:07 PM
18	I really enjoy working with the City of Bellingham Permitting staff. They are wonderful	4/4/2018 2:47 PM

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19	I didn't seem to receive any documentation after the permit was signed off on?	4/3/2018 11:23 AM
20	My only point would be that when I left the Permit Office and had paid for my Permit, I was unclear on my next step. Do I submit something for further review? Is the process completed? It would be nice to have a sheet with a step-by-step process laid out on it so I am confident that all my bases are covered when I leave.	4/3/2018 8:18 AM
21	all of your people do great jobs	4/3/2018 6:15 AM
22	Kudos for sure. Keep up the good work and thank you for your help always.	4/2/2018 11:06 PM
23	nope	4/2/2018 9:51 PM
24	Very helpful staff, always looking for solutions to problems not shutting down projects.	4/2/2018 5:11 PM
25	Great customer service, permit (side sewer repair) took a matter of minutes to obtain. Field Staff: XXXX gave great customer service	4/2/2018 3:25 PM
26	Everything has gone smoothly so far. Now I am just waiting on my Permit Application to be approved.	4/2/2018 3:17 PM
27	Keep up the good work :-)	4/2/2018 2:52 PM
28	The online process is good to upload documents.	4/2/2018 2:47 PM
29	No	4/2/2018 2:31 PM
30	The permit staff was very professional and always responded promptly to my questions.	4/2/2018 2:01 PM
31	The lack of quickly addressing revisions is frustrating and unnecessary. It costs both the permit office and the applicants unnecessary time.	4/2/2018 1:47 PM
32	I need to change my status from applying every quarter into ones a year due to slow business and low income. I hope I can change this online. Thank you	4/2/2018 1:38 PM
33	Have a more defined space for obtaining permits. I had to go to construction....who would have thought??	4/2/2018 1:32 PM
34	The permitting staff is extremely accommodating and understands their positions well	4/2/2018 1:28 PM
35	I think overall, the process needs to clearly define every aspect and task that will be needed. I think when an application is not fully complete, follow ups with the applicant would help to make a difference in things being timely taken care of. Overall, I think the process is very complicated and can be frustrating at times but the Permit Center staff does a great job trying to reduce the frustrations and are very willing to help.	4/2/2018 1:18 PM
36	My street closure is for an event. The Event packet on the website is extremely helpful. I've done this for many years, before there was such a comprehensive packet and I really appreciate it.	4/2/2018 1:18 PM
37	appreciated staff walking me through the process.	4/2/2018 1:17 PM
38	They were very expedient to get me the permit within the time frame I needed to complete the work, good job!	4/2/2018 1:16 PM