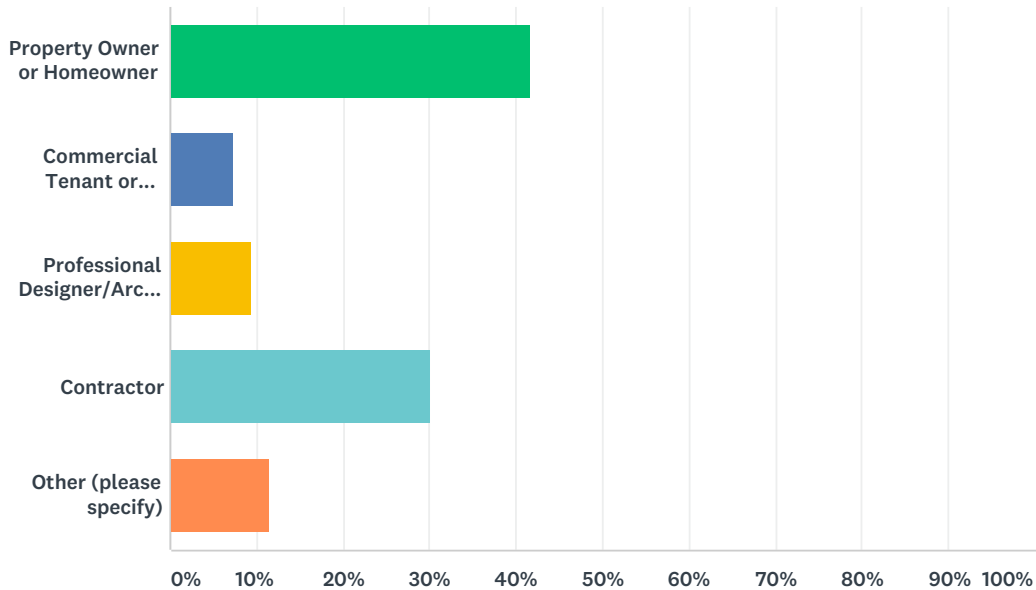


Q1 Which of the following best describes you?

Answered: 96 Skipped: 1

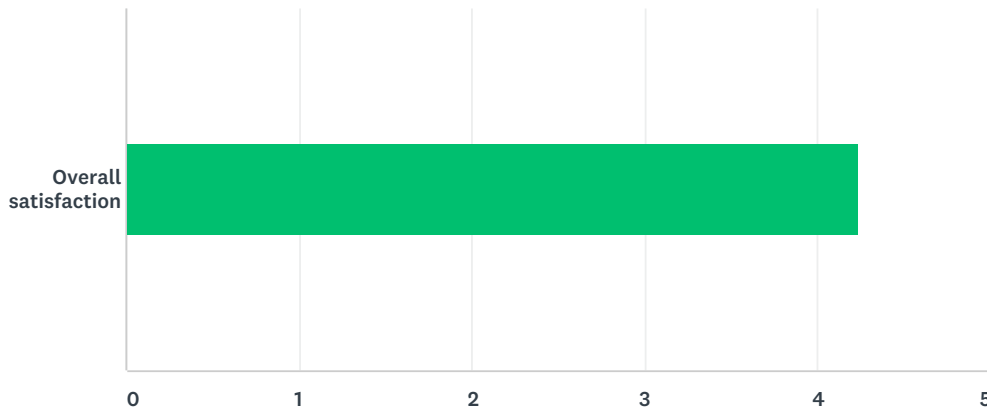


ANSWER CHOICES	RESPONSES	
Property Owner or Homeowner	41.67%	40
Commercial Tenant or Business Owner	7.29%	7
Professional Designer/Architect/Engineer	9.38%	9
Contractor	30.21%	29
Other (please specify)	11.46%	11
TOTAL		96

#	OTHER (PLEASE SPECIFY)	DATE
1	Event Coordinator	10/10/2018 2:01 PM
2	Property owner representative	10/9/2018 5:12 PM
3	Renter	10/9/2018 10:21 AM
4	Director of non-profit festival organization	10/9/2018 9:18 AM
5	Property Manager	10/9/2018 8:36 AM
6	nonprofit	10/8/2018 2:21 PM
7	prospective home owner	10/8/2018 10:13 AM
8	Food truck owner	10/8/2018 10:04 AM
9	Consultant	10/8/2018 9:38 AM
10	Consultant	10/8/2018 9:25 AM
11	Partner	10/8/2018 9:18 AM

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

Answered: 96 Skipped: 1



	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Overall satisfaction	59.38%	23.96%	5.21%	4.17%	7.29%	96	4.24
	57	23	5	4	7		

#	PLEASE SHARE ANY COMMENTS YOU HAVE ABOUT YOUR OVERALL EXPERIENCE.	DATE
1	Eventhought I always have a ton of questions the COB reps are always happy to provde their help	12/13/2018 6:44 PM
2	The overall experience was very frustrating. However, in the final stages I worked with XXXX and it made a huge difference. She was very knowledgeable, patient, and was able to provide very good service.	12/10/2018 11:03 PM
3	Departments not signing off on permits which in turn caused a lot of confusion and unnecessary multiple visits to the site. In addition, sceduled appointments missed and we were never notified that no one was coming or that they were going to be here much later than sceduled. The process seemed very disorganized and the inspectors were unprepared for the visit. Most of the issues seemed to stem from inspectors not completing or signing off on the system that is provided electronically.	11/27/2018 9:34 AM
4	XXXX was very helpful in answering my questions and providing additional information	11/15/2018 12:27 PM
5	Please follow-up and fine non permit holders, DO YOUR JOB!!!	10/31/2018 5:38 AM
6	I heard horror stories about the permit center. Not the case at all. I asked plenty of dumb questions and was never made to feel stupid or belittled. Rather, the entire staff was friendly, open to help, and welcoming. Thank you	10/30/2018 10:24 AM
7	I do not feel that staff makes an effort to solve problems. COB staff should be there to help people navigate the process, not make it more difficult.	10/24/2018 11:36 AM
8	XXXX was very helpful and made the permitting process very easy.	10/17/2018 8:11 AM
9	Very Helpful and fast!	10/15/2018 9:24 AM
10	It is very disheartening to ask all the right questions at the beginning of a Design only to find out later the Counter Person Lied to you. Or had no idea how to do their job.	10/11/2018 7:15 PM
11	The lady at the front counter who has been there a long time is a total grouch and completely unprofessional. I asked for help and the gal in plan review went to lunch as i was waiting and still hasn't called me back after numerous attempts.	10/11/2018 6:15 AM
12	My son did most of permitting work online. this was good for ALL of us!	10/10/2018 12:37 PM

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13	Permit completion process is arcane and requires information peripheral and unrelated to project	10/10/2018 4:51 AM
14	XXXX is helpful and always very pleasant	10/9/2018 1:46 PM
15	Way too expensive	10/9/2018 1:39 PM
16	Very helpful staff	10/9/2018 1:08 PM
17	Personal service and quick to respond to emails, especially as we had a delay in the insurance from our side.	10/9/2018 10:32 AM
18	I was made to believe that this special event permit was a one-stop-shop/clearinghouse-type of permit which would mean that completing this ONE permit would suffice for all CoB entities (Fire, police, Public works, etc. etc.) However, we found out that this is not the case. We also needed to complete a Fire Dept Permit that we didn't know about. It would be helpful to mention this in the application process that all permit applicants ALSO need to complete a BFD permit.	10/9/2018 9:18 AM
19	Staff was pleasant and very quick to process application.	10/9/2018 8:08 AM
20	Bureaucratic rather than service oriented interactions have been disheartening.	10/9/2018 6:56 AM
21	Almost everyone is professional, helpful and friendly, though the new female receptionist always seems cross.	10/8/2018 2:32 PM
22	The people were really great and super helpful, but the process was confusing and I don't think I could have figured it out on my own	10/8/2018 2:21 PM
23	The process was far faster than we expected. From the time we sent in the permit, it only took 48 hours for someone to stop by our property and give us an initial approval. The written approval followed the next day. Hard to improve on that.	10/8/2018 1:10 PM
24	XXXX was an excellent front intake person. That position sets the tone for the permit experience.	10/8/2018 12:55 PM
25	everyone I encountered by phone or in person was nice, knowledgeable and helpful.	10/8/2018 10:13 AM
26	They communicated back to me in a very timely manner and told me what I needed to complete my permit request	10/8/2018 10:04 AM
27	On a regular basis, XXXX is incredibly rude. She makes me feel bad for asking for information, asking to see someone and when she does provide a service I'm made to feel bad for that as well. I have heard her be incredibly rude to many, many other customers. I've seen planners and other staff overhear her rude comments and tone and make faces indicating they a) sympathize with me and the other customers and b) are shocked she feels the need to speak to anyone that way, and someone gets away with that attitude and behavior. I have been attempting to submit materials in person and been informed I need to submit online. This creates a delay and backlog for my clients and my projects. If I submit something online it takes multiple days for it to be input in the system and for the review period to start, which delays everything. If I submit online I've had permit techs email me asking for changes or additional information, at this point days after I've submitted. When I was allowed to submit in person I would find out immediately if something was missing that the permit tech wanted included so I could provide that, receive a fee sheet to pay, and have the review period start immediately. Not to mention, XXXX has made me feel bad for submitting in person rather than online. XXXX has been a wonderfully pleasant addition and both her and XXXX are accommodating, friendly and provide excellent support and explanations.	10/8/2018 10:01 AM
28	Failutr by staff to attach the plans for review to the permitt. Has caused a two month delay.	10/8/2018 9:49 AM
29	In office folks are great! A very positive experience. Calls to the phone numbers listed on forms went unreturned. when you can get someone on the phone they were helpful and. responsive	10/8/2018 9:41 AM
30	The layout and process is good. You enter, talk to one person, then get assigned to the right person on counter. However,XXXX is consistently unpleasant on some days and out right rude on most others. Please get her out of the front counter, she's the face of the City to some people.	10/8/2018 9:38 AM
31	Our nonprofit was putting together a multi-permitted festival this summer for the first time and the support and guidance of the permitting offices and their staff was great overall.	10/8/2018 9:22 AM
32	The Permit Center has been struggling with the workload and has not been as responsive as in the past.	10/8/2018 9:17 AM
33	Amazing that staff took so much time to explain and assist this process. Thank you.	10/8/2018 9:16 AM
34	XXXX at the front desk was very helpful	10/8/2018 9:16 AM
35	Very easy process!	10/8/2018 9:13 AM

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

Answered: 44 Skipped: 53

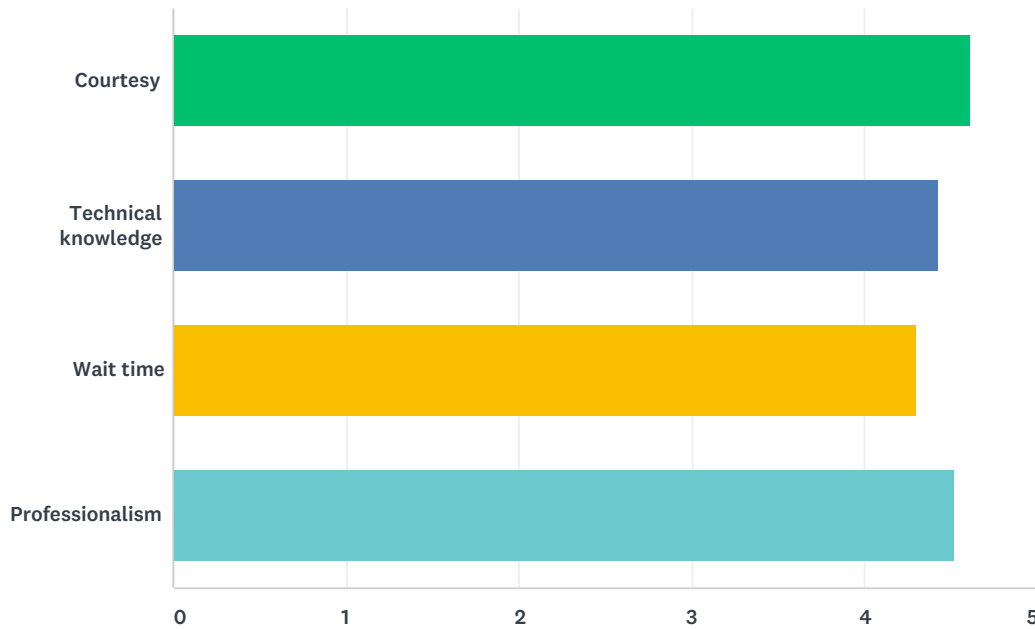
#	RESPONSES	DATE
1	It would be great if response times were shorter; but I realized they have their hands full the majority of the time	12/13/2018 6:44 PM
2	It would help if one person was assigned to projects for improved communication.	12/10/2018 11:03 PM
3	The electronic system is only as good as the person using it. If no one completes the process or enters their data then the system is not efficient for the next person in line. I was appalled at the disorganization. Every inspector had a different view of what needed to be done or what was already done. It was an inefficient and frustrating experience. The kicker is, it didn't need to be. It seemed you had the tools they just were not being utilized.	11/27/2018 9:34 AM
4	I can't think of anything. Online scheduling of inspections were very helpful.	10/30/2018 10:24 AM
5	Focus on helping people get through the process.	10/24/2018 11:36 AM
6	Easier access to someone to help walk thru the process when we have a problem	10/15/2018 7:59 AM
7	If You would learn to use a PDF editor to add small notes so as not to delay the Building process over 1 or 2 simple notes.	10/11/2018 7:15 PM
8	better microfiche reader and printer	10/11/2018 6:59 AM
9	City employees are available via phone and call back those that have legitimate questions. Also, when changes in the process are made, it is published and made clear - for instance new Energy Forms are needed for all building permits. Not previously needed.	10/11/2018 6:15 AM
10	N/A	10/10/2018 12:37 PM
11	Would have been nice to have more options for future booking date options instead of just a few days.	10/9/2018 2:04 PM
12	I think the permit center is fantastic. They are considerate, informative and very knowledgeable.	10/9/2018 1:46 PM
13	Reduced fees	10/9/2018 1:39 PM
14	Would like to see the plans get reviewed quicker	10/9/2018 1:08 PM
15	Improved links between permits, requests, and navigating site.	10/9/2018 12:56 PM
16	Would prefer to submit the indemnity form online vs having to drop off original with wet ink	10/9/2018 10:32 AM
17	Clear information about needing an additional Fire Dept Permit. Information is misleading.	10/9/2018 9:18 AM
18	Notification system like in restaurants where they'll text you when it's your turn to avoid many wasted hours sitting in permit center.	10/9/2018 6:56 AM
19	I don't know	10/9/2018 2:33 AM
20	Be kinder to folks who might need more assistance than others.	10/8/2018 4:45 PM
21	an easy flow chart or process	10/8/2018 2:21 PM
22	Technology: When I opted to pay permit fee in person at City Hall, I became aware the Permit Office had no idea a payment had just been made 100 feet away at the Financial Office. Since reviews are not commenced until payment has been made, it appears it would be helpful to minimize time from submission to review is very important	10/8/2018 12:08 PM
23	Expanded access to satellite images used by actual visit to the permit center would eliminate need for owner taken photos, etc	10/8/2018 10:43 AM
24	Online Experience	10/8/2018 10:39 AM
25	none that I can think of, unless more online availability to info on parcels (historical data)	10/8/2018 10:13 AM

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26	The ability to upload plans to the site.	10/8/2018 10:12 AM
27	No comment seems to work fine	10/8/2018 10:04 AM
28	Planners who are sitting in their cubes should be available to speak with someone if they come in and specifically ask for them. I've gone to see a planner multiple times, fully aware they are in the building (having seen them in the restroom or hallway) only to be told at the Permit Center they are "unavailable." It's dodging, it's not transparent and if it takes going to the Permit Center to actually get ahold of someone after a handful of attempts by phone/email, they need to come to the desk and help their patrons.	10/8/2018 10:01 AM
29	I have no issues with the permit center. The online experience was good.	10/8/2018 9:53 AM
30	Better explanation of "Cost of Project"	10/8/2018 9:49 AM
31	NA	10/8/2018 9:41 AM
32	A 4-hour (business hours) turn around for response to online/email submittals. Get fee sheet, etc. It can take more than 24hrs currently.	10/8/2018 9:38 AM
33	n/a	10/8/2018 9:30 AM
34	A place for contact info	10/8/2018 9:29 AM
35	In person experience	10/8/2018 9:25 AM
36	Submit forms, pay fees, and receive approval digitally	10/8/2018 9:23 AM
37	Its so helpful to be able to pick up the phone and talk with someone who knows the answers to your questions!	10/8/2018 9:22 AM
38	it is easy to use	10/8/2018 9:20 AM
39	More staff....	10/8/2018 9:17 AM
40	It may make it easier for staff to copy my architect drawing with a cell phone photo.	10/8/2018 9:16 AM
41	N/A	10/8/2018 9:15 AM
42	Nothing comes to mind	10/8/2018 9:13 AM
43	Takes too long to get a permit	10/8/2018 9:13 AM
44	Better microfilm machines	10/8/2018 9:13 AM

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

Answered: 96 Skipped: 1



	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Courtesy	76.04% 73	14.58% 14	3.13% 3	3.13% 3	2.08% 2	1.04% 1	96	4.61
Technical knowledge	61.46% 59	20.83% 20	7.29% 7	5.21% 5	1.04% 1	4.17% 4	96	4.42
Wait time	53.68% 51	30.53% 29	6.32% 6	4.21% 4	3.16% 3	2.11% 2	95	4.30
Professionalism	73.96% 71	13.54% 13	3.13% 3	5.21% 5	3.13% 3	1.04% 1	96	4.52

#	PLEASE PROVIDE ANY OTHER SPECIFIC COMMENTS REGARDING THE SERVICE YOU RECEIVED.	DATE
1	The above rating is specifically reflective of XXXX service and willingness to sort through the complexities of my particular situation and was very professional.	12/10/2018 11:03 PM
2	Several times I was assured that I would receive an email updating me on needed information and I never once received any contact whatsoever.	11/27/2018 9:34 AM
3	All inspection field staff have been great and on time for inspections. Thank you.	10/30/2018 10:24 AM
4	I just wish that everyone would follow the sign on the door to the left of reception as it states, I have never felt this.	10/11/2018 7:15 PM
5	Terrible customer service to the public. Numerous people in my position feel the same way, both via phone call response and face to face interaction in the office. It is bad and would never work in a service industry.	10/11/2018 6:15 AM
6	Staff sometimes conflicting information	10/10/2018 4:51 AM

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7	Quick responses, professional emails, informative every time I have gone into the center.	10/9/2018 10:32 AM
8	We realize this is a new system/procedure but helping each staff member be clear about the process would be helpful to the applicants. When you reach the actual engineers, they're very aware of their particular jurisdiction but helping everyone be aware of the entire process and the various jurisdictions would be helpful to the applicant.	10/9/2018 9:18 AM
9		10/9/2018 8:08 AM
10	I had minimal service	10/9/2018 2:33 AM
11	I've come to believe some of the permit processors aren't as knowledgeable about the difference between code recommendations and requirements.	10/8/2018 2:32 PM
12	Staff was so patient and kind, incredibly helpful!	10/8/2018 2:21 PM
13	I was helped by XXXX. I had some trouble navigating the process, which frankly was a bit confusing. XXXX took the initiative and was extremely helpful and friendly. She got me through it.	10/8/2018 12:12 PM
14	Thanks! Having relocated to B'ham from out of state, and built a home elsewhere this was a very positive experience, independent of fruit or candy	10/8/2018 12:08 PM
15	The service was done by a third party dealing with the rental company that manages the home.	10/8/2018 11:33 AM
16	I am so impressed and happy to be in Bellingham, with the city being SO helpful and courteous	10/8/2018 10:13 AM
17	There have been a few times where a permit application revision is lost or not responded to and a delay occurs.	10/8/2018 10:12 AM
18	On a regular basis, XXXX is incredibly rude. She makes me feel bad for asking for information, asking to see someone and when she does provide a service I'm made to feel bad for that as well. I have heard her be incredibly rude to many, many other customers. I've seen planners and other staff overhear her rude comments and tone and make faces indicating they a) sympathize with me and the other customers and b) are shocked she feels the need to speak to anyone that way, and someone gets away with that attitude and behavior. I have been attempting to submit materials in person and been informed I need to submit online. This creates a delay and backlog for my clients and my projects. If I submit something online it takes multiple days for it to be input in the system and for the review period to start, which delays everything. If I submit online I've had permit techs email me asking for changes or additional information, at this point days after I've submitted. When I was allowed to submit in person I would find out immediately if something was missing that the permit tech wanted included so I could provide that, receive a fee sheet to pay, and have the review period start immediately. Not to mention, XXXX has made me feel bad for submitting in person rather than online. XXXX has been a wonderfully pleasant addition and both her and XXXX are accommodating, friendly and provide excellent support and explanations.	10/8/2018 10:01 AM
19	With three different agencies weighing in on street tree permits (in my case removal) you get different options and direction. At the counter I was told my client wouldn't have any problem taking down the trees she wanted to. As it turned out, "WE" don't like taking down trees and she wasn't able to take down what I initially told her we would based on my conversation at the counter.	10/8/2018 9:41 AM
20	Courtesy from all staff is great except for XXXX.	10/8/2018 9:38 AM
21	Average, can have the feeling employees are being put out by spending time in person	10/8/2018 9:25 AM
22	Professional and friendly	10/8/2018 9:23 AM
23	There were a couple of small issues - I spent a lot of time (and almost money) to find the correct No Parking signs, which the permitting office told me to buy and that they'd be cheapest at a hardware store in town. None of the stores had the required type of sign and I finally called Parking Services to get some help and they told me I could pick up, for free, as many signs as I wanted at their office. The permit for the parking lot between Depot and La Fiamma Pizza took a bit of wrangling at the end to get everyone to sign off and pieces in place (maybe summer schedules and vacations?).	10/8/2018 9:22 AM
24	The only reason I did not say "very satisfied" on all four items is because the front counter person (female), XXXX, is extremely rude. Her behavior is at times embarrassing for people waiting in the lobby.	10/8/2018 9:17 AM
25	Friendly and personable staff throughout the process.	10/8/2018 9:16 AM
26	N/A	10/8/2018 9:15 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: 42 Skipped: 55

#	RESPONSES	DATE
1	XXXX, XXXX, XXXX, and XXXX are very knowledgeable, and always willing to	12/13/2018 6:44 PM
2	helps provided incomplete information several times. As an example I was told my house needed to be hard-wired with smoke detectors only to find out that wifi smoke detectors were acceptable. Hard wiring would have cost \$10,000 and it took several weeks to find this out after I had already brought in an electrician.	12/10/2018 11:03 PM
3	The process seemed to be unnecessarily disjointed and disorganized. This in turn caused a lot of wasted time for me as well as the inspector. Which in turn caused a lot of frustration due to no show scheduled appointments and inspector arriving with incorrect or incomplete information.	11/27/2018 9:34 AM
4	Most contractors know you are easy to get around and wait until they are caught before permitting. Thanks	10/31/2018 5:38 AM
5	Whomever changed the attitude around there that has made for a welcoming environment has done a wonderful job. Please keep up the good work.	10/30/2018 10:24 AM
6	I was impressed with the friendly, willing staff. If they didn't have the answer, they found someone who knew.	10/28/2018 8:30 AM
7	I know everything changes daily and that all of the Staff have a difficult job to perform. I respect all of the Bellingham Staff. My Father once told me if You don't like your job, You will never be Happy. I love my Job, right up till I have to deal with the City of Bellingham Building Dept. I think a few of the employees need to find a new line of work. It is not their job to but heads with Professional Engineers and or Civil Engineers. Thank You.	10/11/2018 7:15 PM
8	I was very pleased about the permit process, from the front desk to building technicians to the inspectors it was a great experience and more city and county's should be ran like the city of Bellingham permit center, very friendly and professional, thank you and to XXXX and all, please have a great and safe holiday season with your family's from all of us and our family's at Anacortes Construction Services Regards- XXXX	10/11/2018 6:22 PM
9	all good	10/11/2018 6:59 AM
10	Something needs to be done about trying to help. A change in culture down there would be nice, as many times people don't know how to navigate the process.	10/11/2018 6:15 AM
11	liked the pre-ap process. XXXX was very helpful.	10/10/2018 12:37 PM
12	Completion of permit requirements was difficult because of arcane language used. Not accessible to non-builder citizens.	10/10/2018 4:51 AM
13	Kudos to the planning dept, public works, storm water, electrical, and fire Marshall. Literally have never had such an amazing experience with a city dept!	10/9/2018 1:46 PM
14	There seems to be more information and requirements each time we apply for a special occasion permit. Even when we apply at the same time for each permit, the information on each permit is slightly different - although nothing on our end changes. For example one permit required that we have inspections for our electricity but the other permit did not require this. May be more consistency needed in info on permit.	10/9/2018 10:32 AM
15	Each department is very competent and helpful. However, overall coordination regarding the many departments involved would be helpful to the applicant. And, the awareness that this is not a comprehensive permit --that a Fire Dept permit is separate would be very helpful!	10/9/2018 9:18 AM
16	Maybe be able to process fees at your counter?	10/9/2018 8:08 AM
17	Generally pleasant, approachable, and easy	10/9/2018 5:49 AM

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18	It would help to have confirmation on the inspections. I am never certain if I sent it correctly or at all.	10/8/2018 4:45 PM
19	Tempered glass is required for the window, but was not specified on the approved permit. I almost ordered the wrong custom window and had to call the permit office to verify. It would be nice to have a checklist of things that the inspector will check. Also I don't know if the inspector needs to see the framing or just the finished window.	10/8/2018 2:51 PM
20	well done by all	10/8/2018 2:32 PM
21	Overall, I found it to be a surprisingly pleasant experience!	10/8/2018 2:32 PM
22	Plan reviews are getting more detailed and difficult. Inspections are getting more detailed and difficult.	10/8/2018 12:55 PM
23	A completed project review without need for re-submission🙏🙏🙏. Since today is day 1 of this expected project review, my hopes are high since all interactions with COB staff were positive and constructive to achieve this go. So are there metrics COB is prepared to support my expectation?	10/8/2018 12:08 PM
24	I would like to see a more expedited process concerning the purchase of the permit, electrical, and the ability to print up the permit as shown as completed versus the purchasing of the permit online and then waiting for issuance before having the ability to print the said permit at a later time and or date. Example...in Seattle when you apply for the permit you are able to pay for it online and receive a copy of that permit at the same time so as to show the inspector the course of work and the application for it.Thank you.	10/8/2018 11:35 AM
25	copy to home owner?	10/8/2018 11:33 AM
26	Please ask the ref dept for more block party trailers!! Would have been great to have, but it was booked	10/8/2018 10:54 AM
27	You all are doing a good job in what I think can be a stressful job. I know it's a stress to me. Thanks for your service	10/8/2018 10:21 AM
28	very helpful!! XXXX	10/8/2018 10:13 AM
29	When I've submitted revisions or applications, it often takes 2-4 days to have it submitted in the system and thereby start the review period. It's very frustrating that on top of the City imposing 2-week review periods for very simple building revisions (when they are supposed to be 7-day periods), it takes multiple days for that review period to start. It delays projects and costs property owners and professional consultants time and money.	10/8/2018 10:01 AM
30	A way to review before submitting permit form that all attachments are there.	10/8/2018 9:49 AM
31	I've never had a problem walking in, waiting my turn, and getting the information I needed to know what was possible and where to start. I'm very happy with everything but the lack or return phone calls from a center mailbox.	10/8/2018 9:41 AM
32	Keeping to the review comments due date is extremely important, give or take 24hrs. When one department holds up the correction letter, it pushes everything back and creates frustration and unreliability for project schedules. The building dept. has been a problem lately. If you included the street tree permit as part of the consolidated permits instead of a separate permit, would be beneficial.	10/8/2018 9:38 AM
33	Review deadlines are being missed more frequently, and when checking in on things that are past due a common excuse is that the person is too busy. XXXX at the front desk is rude and condescending, I have had her say things to me like "You do know that? Don't you?" and put her hand up towards my face and say "No, I am not ready to talk to you" unnecessarily aggressive. It is also frustrating being told now to send everything in online, waiting 1-2 days for any feedback, if there is something missing sending it in and waiting again for a fee sheet. Turning things in in-person catches things quicker and getting the fee sheet in an acceptable time, if turning things in online was as fast it would be fine.	10/8/2018 9:25 AM
34	Really hard to find the information on over-height fences online (or even figure out WHAT information I needed to seek out). Had to call and the fellow I spoke to was kinda rude; pretty much told me to just look it up online - which I had told him I had already done. Then when I came to the office to drop off the forms and pay, the woman working the desk seemed to think that helping me (aka doing her job) was a total hassle. The actual technician that I worked with and approved my request was wonderful though. It would be really neat if every new homeowner received a packet or flyer with a simple-to-understand list of what might require approval and how to go about that.	10/8/2018 9:23 AM

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35	Overall it was great. The online book was a super helpful resource, as were individuals in departments, specifically XXXX, XXXX, XXXX and XXXX at the Health Dept, and XXXX at Public Works. Why insurance companies are so hard to work with is neither here nor there but deserves to be asked...	10/8/2018 9:22 AM
36	Everyone has been fantastic to work with throughout the special event permitting process. Communication between departments involved in the permit process could be improved.	10/8/2018 9:18 AM
37	BP review has been missing deadlines this past summer on a regular basis, 7 day review taking 9 or 10 days, 28 day review taking 30+ days. Staff has indicated that these are "suggested" timeframes, not deadlines, and appears to be struggling with the work load. XXXX is extremely rude and unprofessional at the counter (keep in mind she is the first person your customers encounter in the Permit Center). Staff have started to refuse to take permits in person, forcing an online submittal (Maybe due to workload?). This doesn't always work well for complex land use permits, where we benefit from having the Planner available at the counter during intake.	10/8/2018 9:17 AM
38	would be nice if we could avoid having to go to both Finance and the permit center	10/8/2018 9:17 AM
39	I love Bellingham city support; thank goodness you're here!	10/8/2018 9:16 AM
40	N/A	10/8/2018 9:15 AM
41	Job well done!	10/8/2018 9:13 AM
42	It's a clunky process that would better serve the public by issuing a permit within 24 hours	10/8/2018 9:13 AM