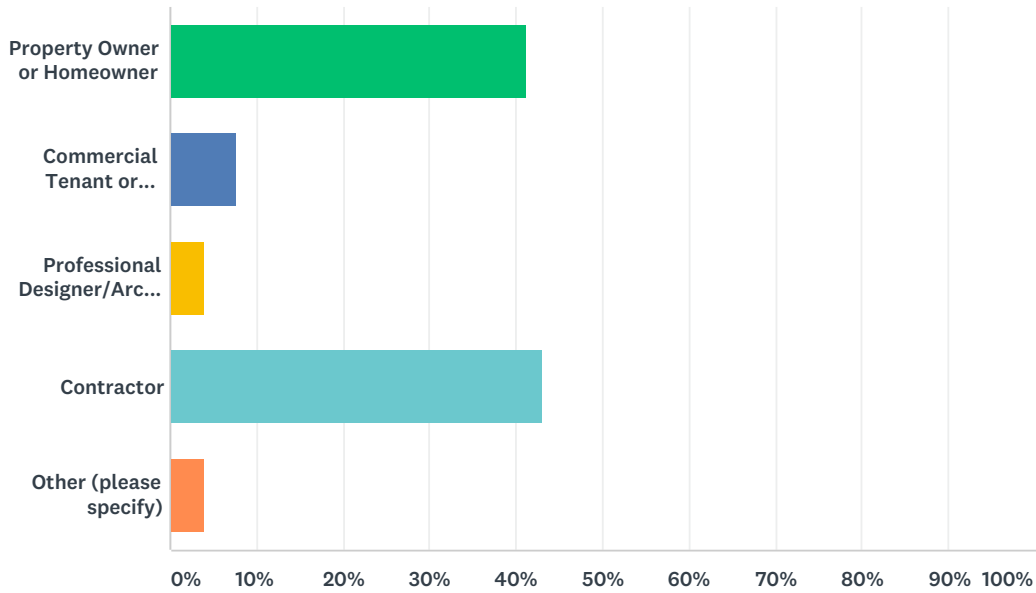


## Q1 Which of the following best describes you?

Answered: 51 Skipped: 0

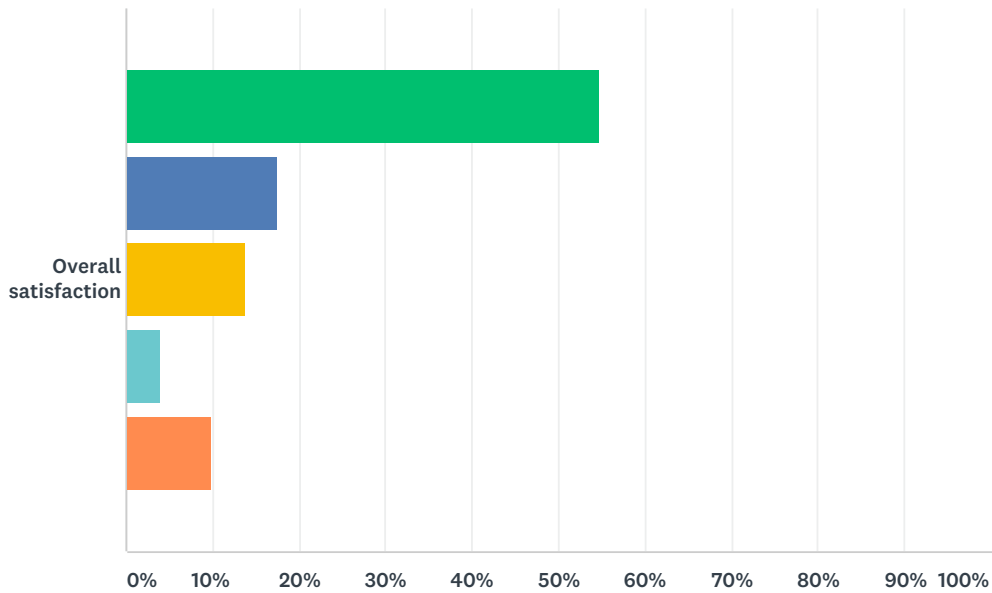


ANSWER CHOICES	RESPONSES
Property Owner or Homeowner	41.18% 21
Commercial Tenant or Business Owner	7.84% 4
Professional Designer/Architect/Engineer	3.92% 2
Contractor	43.14% 22
Other (please specify)	3.92% 2
<b>TOTAL</b>	<b>51</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	volunteer for Bellingham Greek Festival	5/21/2019 2:48 PM
2	someone listed in error on application by designer.	5/19/2019 5:29 PM

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

Answered: 51 Skipped: 0



■ Very satisfied   
 ■ Somewhat satisfied   
 ■ Neither satisfied nor dissatisfied  
■ Somewhat dissatisfied   
 ■ Very dissatisfied

	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
Overall satisfaction	54.90% 28	17.65% 9	13.73% 7	3.92% 2	9.80% 5	51	4.04

#	PLEASE SHARE ANY COMMENTS YOU HAVE ABOUT YOUR OVERALL EXPERIENCE.	DATE
1	Everyone, planners, engineers and inspectors were THE BEST. Thank you so very much!!	6/17/2019 11:59 AM
2	XXXX was very helpful in getting me a 30 day electrical inspection extension. Easier than I had hoped for, and it didn't cost.	6/6/2019 3:40 PM
3	Rey friendly staff willing to work through ideas and offer guidance	6/1/2019 2:46 PM
4	Given incorrect information and inspector attitude was very rude and unhelpful. Not necessary to behave like that.	5/29/2019 5:17 PM
5	You had so many requirements of us that didn't seem to match what other new housing around us had. We bought an old house and lot after checking with you that we could demolish and build on that lot. After we bought the property, you said we couldn't build now! We hired a land use attorney for 6 months in order to get you to reverse your decision. We had to build on the existing footprint of the old house, we had to put in a permeable driveway, we could not have sidewalks, and there was even some question as to whether we could get an occupancy permit until it was established that our new plantings would actually take root. It was a very stressful time. It does not appear as if other new houses in our area have been held to the same stringent standards that we were held to.	5/24/2019 4:58 PM
6	The staff person we worked with (XXXX?) was knowledgeable, patient and spent sufficient time explaining the process to us which was very helpful as we had never applied for a permit before.	5/23/2019 8:15 PM
7	Very smooth process, al questions answered and very helpful when I was unsure of things.	5/22/2019 10:52 AM

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8	the process is quite tedious and not well articulated. plans are not always available to "look over".	5/21/2019 12:04 PM
9	staff is freindly and fairly responsie; their knowledge of the regulations and the cahnges in requirements that evoled over my permitting process were not confidence inspiring. i was left with the perception that outcomes could be different in paralell processes.	5/20/2019 8:54 PM
10	For our solar installation everything went smoothly and effeicently	5/20/2019 2:45 PM
11	Was contacted by the permit center and reviewed our permit and the requesting a special time for the inspection	5/20/2019 8:45 AM
12	It would be nice to get the permit right away, just like L&I	5/20/2019 8:24 AM
13	In last 6 months, I have applied twice and issued permits twice to find out the are state permits. Otherwise, very happy	5/19/2019 5:53 PM
14	your response to my befuddlement helped me clear up the error perfectly.	5/19/2019 5:29 PM
15	Different answers from the planners and staff	5/18/2019 11:35 AM
16	My primary residence is currently in another state, and I am remodeling a home in Bellingham. Your system has been so much more timely than others I've experienced. Very efficient, and I appreciate the ability to check status on line.	5/18/2019 8:22 AM
17	I am new as a contractor. I had an expectation that it would be laborious and ask a bunch of unnecessary questions - because it is government and government often makes things unnecessarily difficult. I was pleasantly surprised at how straightforward it was and how little unnecessary information I had to put in. KUDOS to all of you for making this as streamlined as it is.	5/18/2019 7:52 AM
18	EVERYBODY was always willing to help and provide advice. XXXX, XXXX, and XXXX were amazing!	5/17/2019 8:17 PM
19	Overall the process was easy and I was able to find most of the info I needed online. I did call in multiple times about different questions regarding what I needed to submit, and each time I talked to a new person. Each person told me different ideas about what was needed for me to submit. It was difficult to know which advice I should follow.	5/17/2019 5:46 PM
20	Appreciate the availability of plans examiners to discuss project code requirements early in the design process.	5/17/2019 4:38 PM
21	PFC are not easy to deal with	5/17/2019 3:29 PM
22	Overall my impressions of the staff are: inexperienced; incompetent; petty; lacking practical knowledge; egotistical; unhelpful, etc.	5/17/2019 3:22 PM
23	The staff are awesome. The process is very complicated and much more involved that made out to be.	5/17/2019 3:18 PM
24	I had to resubmit a set of plans that were already submitted by the contractor which took two weeks to review and submit our permit.	5/17/2019 3:16 PM
25	Very helpful on all aspects of my permit.	5/17/2019 3:11 PM
26	I do too many permits to remember	5/17/2019 3:09 PM
27	Quick response, easy to understand	5/17/2019 3:07 PM
28	My permit application has been in for almost two months.	5/17/2019 3:05 PM
29	Do not like the fully automated phone system...it used to be nice to have someone answer the phone and direct you or answer your questions	5/17/2019 3:04 PM

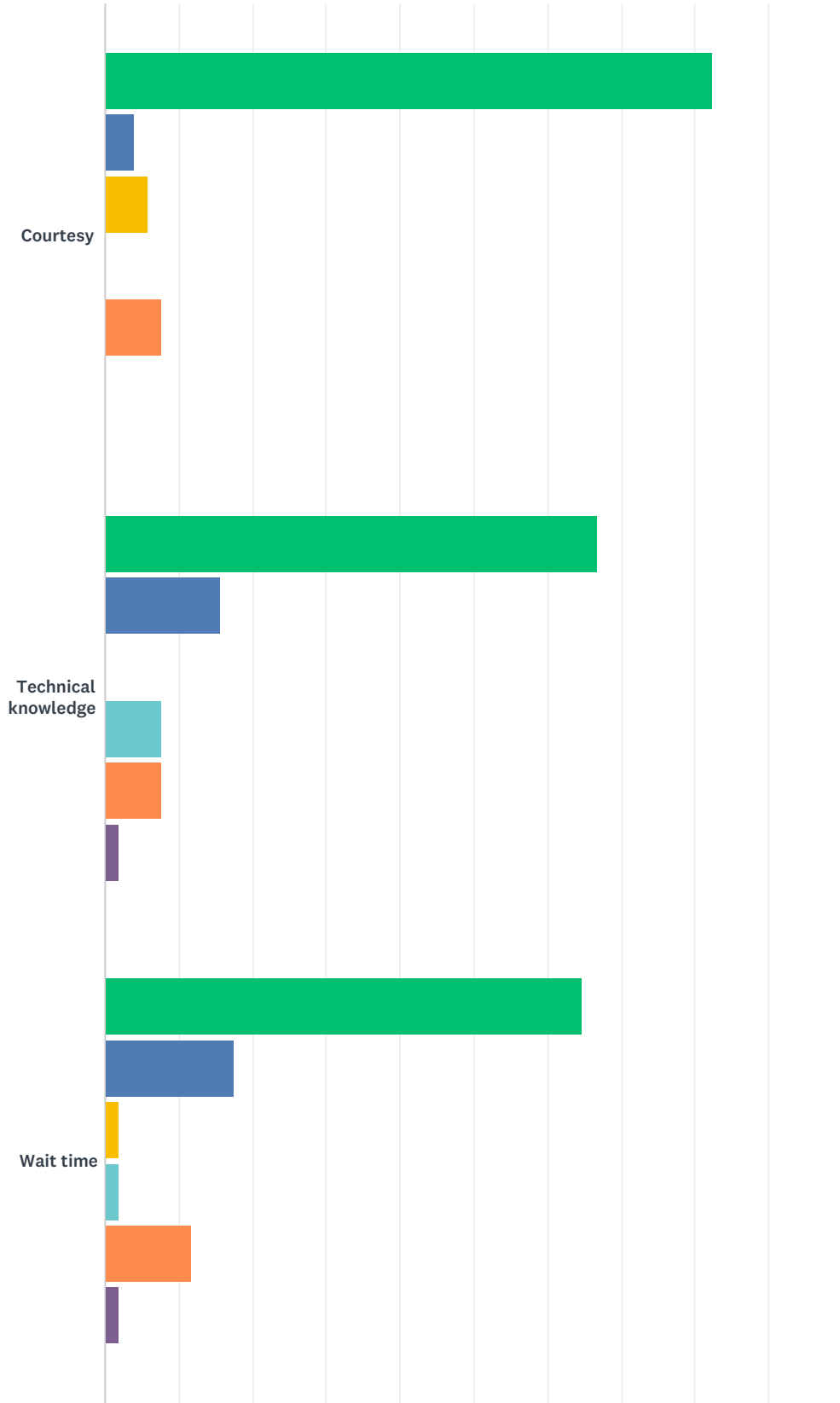
### Q3 What improvements would you like to see in the Permit Center? For example, technology, online experience, etc.

Answered: 25 Skipped: 26

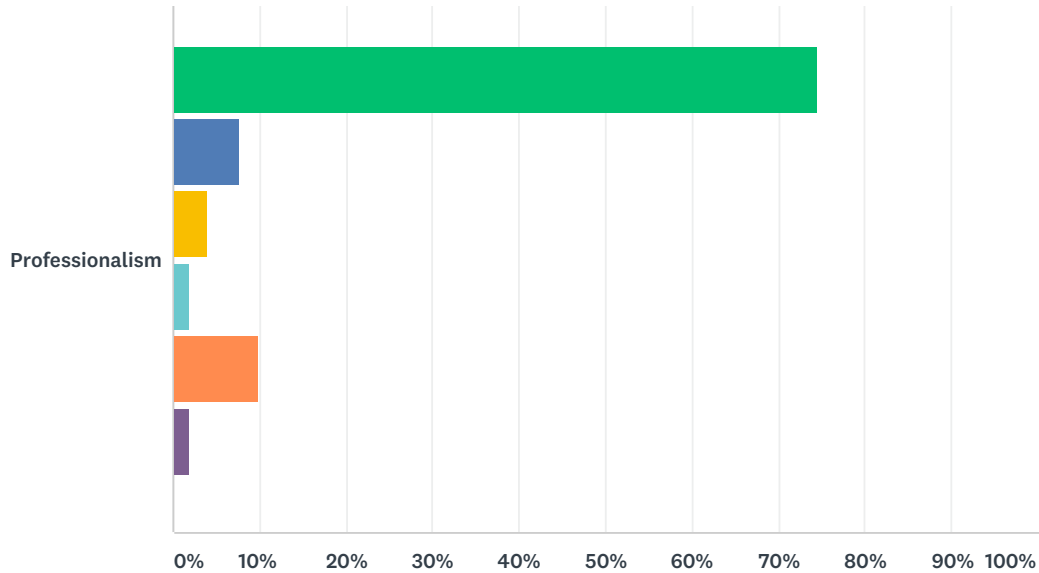
#	RESPONSES	DATE
1	An automated fee calculation for residential	6/20/2019 2:06 PM
2	All have been knowledgeable, considerate and so helpful	6/17/2019 11:59 AM
3	Perhaps and Inspection liaison that would be available to talk over ideas and issues related to remodels before designs get started. A guide of sorts to talk over what might be encountered and what to look for before you start into the process	6/1/2019 2:46 PM
4	Find a better way to have pertinent information available for homeowners doing small projects	5/29/2019 5:17 PM
5	NA	5/24/2019 11:01 AM
6	nothing at this time	5/21/2019 2:48 PM
7	the online part is pretty good as is	5/21/2019 12:04 PM
8	tech is decent	5/20/2019 8:54 PM
9	none	5/20/2019 9:06 AM
10	Instant permit	5/20/2019 8:24 AM
11	I would like to see it become more like the states with just paying at same time as applying	5/19/2019 5:53 PM
12	none.	5/19/2019 5:29 PM
13	Easier online credit card payment would be great.	5/18/2019 5:05 PM
14	Consistency! With staff.	5/18/2019 11:35 AM
15	Great on-line experience. Would benefit from electronic notifications (rather than regularly checking status, and finding that a permit has been approved).	5/18/2019 8:22 AM
16	More explanation of the inspection process and what aspects of the project need to be inspected and when.	5/17/2019 5:46 PM
17	Please link to WSEC forms on COB Applications and Forms website.	5/17/2019 4:38 PM
18	More options in our account profile in order to add additional individuals to receive certain email notifications.	5/17/2019 4:27 PM
19	PFC contracts run more like everything else	5/17/2019 3:29 PM
20	Get experienced staff. People who know what it takes to build a building. XXXX was one of those people. From what I understand about the candidates being considered for XXXX job, they are not experienced building professionals, and they have never managed a large staff. Get another XXXX, or be prepared for a huge backlash.	5/17/2019 3:22 PM
21	mobile app for requesting inspections	5/17/2019 3:16 PM
22	Speed of service. City of Everett can accept, review and complete a permitting application for an already submitted set of plans in about 15 minutes. It takes you 15 days. What kind of service is that?	5/17/2019 3:16 PM
23	None	5/17/2019 3:11 PM
24	The best thing you could do is talk to the applicant	5/17/2019 3:05 PM
25	technology is good and questions get answered but sometimes there isn't time to leave a message or find the person to leave a message with	5/17/2019 3:04 PM

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

Answered: 51 Skipped: 0



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■ Very satisfied   
 ■ Somewhat satisfied   
 ■ Neither satisfied nor dissatisfied  
■ Somewhat dissatisfied   
 ■ Very dissatisfied   
 ■ N/A

	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Courtesy	82.35% 42	3.92% 2	5.88% 3	0.00% 0	7.84% 4	0.00% 0	51	4.53
Technical knowledge	66.67% 34	15.69% 8	0.00% 0	7.84% 4	7.84% 4	1.96% 1	51	4.28
Wait time	64.71% 33	17.65% 9	1.96% 1	1.96% 1	11.76% 6	1.96% 1	51	4.24
Professionalism	74.51% 38	7.84% 4	3.92% 2	1.96% 1	9.80% 5	1.96% 1	51	4.38

#	PLEASE PROVIDE ANY OTHER SPECIFIC COMMENTS REGARDING THE SERVICE YOU RECEIVED.	DATE
1	Thank you my inspectors for XXXX. They are so great.	6/17/2019 11:59 AM
2	Thank you for continuing to seek improvement and in providing a welcoming environment	6/1/2019 2:46 PM
3	see above	5/24/2019 4:58 PM
4	snarky comments are often made when a simple thing is forgotten or done incorrectly on the form...not very professional at all.	5/21/2019 12:04 PM
5	Don't really want to have to come in, but each time I've had to, the staff have been great.	5/18/2019 5:05 PM
6	Would like more professionalism.would like planners and staff all on the same page. Answers of questions are all over the place.	5/18/2019 11:35 AM
7	I had 2 great experiences. Again - you are shaking up my long-held belief that government agencies are always inefficient.	5/18/2019 7:52 AM
8	Permit Center Staff is very helpful.	5/17/2019 3:29 PM
9	Quit writing letters. Quit hiding behind email and voicemail. Get on the phone to your customers and make a difference!	5/17/2019 3:22 PM
10	Laughing at City of Beauracracy...They were rude, unresponsvie and ultimately held up a project for two weeks because of their "system" Very HA HA!!!	5/17/2019 3:16 PM

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11	If a certain person didn't know the answer they always found someone who did.	5/17/2019 3:11 PM
12	Went smooth	5/17/2019 3:07 PM
13	Still miss the human interaction on the front end...it's frustrating to just hear message and prompt after message and prompt	5/17/2019 3:04 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: 23 Skipped: 28

#	RESPONSES	DATE
1	A way to print the inspection report as an attachment from the Permit Center. Sometimes the emailed version after inspection does not come through.	6/20/2019 2:06 PM
2	I think you have a perfect department. Keep those same nice planners, engineers and inspectors. My kind thanks to them!!!	6/17/2019 11:59 AM
3	Another thought. I might be helpful for the Inspection group to look over plans (if requested) for new/less experienced builders pointing out areas that they are likely to pay special attention to. This would help to remove the 'I wonder if this is OK' or 'is this important?' Questions that might arise before an inspection. Areas of note could be helpful	6/1/2019 2:46 PM
4	Desk staff try to help but have no power to help in important ways. Field inspector behavior unacceptable and completely lied to the homeowners. Why and created unnecessary problems that were not warranted. Seems to enjoy behaving poorly. He should be fired for his behavior.	5/29/2019 5:17 PM
5	During our very long time getting permits, we were told that we should believe only 1/2 of what the front desk tells us!! We did believe the front desk and so bought a very expensive lot and then had to deal with your change of direction. the entire process was very stressful and expensive.	5/24/2019 4:58 PM
6	Not at this time, but thank your for your help!	5/22/2019 10:52 AM
7	My request was handled in a most efficient and gracious manner. Thank you.	5/21/2019 2:48 PM
8	I understand that permits are necessary but I feel like there should not be a cost to "review" the "plans" as well as a permit fee. It should be combined into one price. Fees have been missed because sometimes there are two fees and sometimes there is only one. Be more uniform throughout.	5/21/2019 12:04 PM
9	Seems to be an efficient and thorough process. Ours is a small addition and processing time was about as we expected.	5/20/2019 5:53 PM
10	XXXX is wonderful to work with! She is very professional with a great sense of humor. We have a lot of Bellingham projects and its a please to work with her on a weekly basis!	5/20/2019 9:06 AM
11	Electrical inspectors are very knowledgable and the office staff is very helpful and prompt	5/19/2019 5:53 PM
12	Great experience so far. We hope the rest of the process goes as smoothly. Thank you!	5/18/2019 8:22 AM
13	At this point - I have only done a couple of permits and I had to go in to get my license. I am not exxagerating when I say that this is my best experience with a government agency and a process. It is just plain old good customer service. Thank you.	5/18/2019 7:52 AM
14	Keep being amazing, helpful, and approachable	5/17/2019 8:17 PM
15	The entire process was quick, easy, and painless.	5/17/2019 5:37 PM
16	On line system seems to work very well. Thanks!	5/17/2019 4:38 PM
17	Make PFC more like others.	5/17/2019 3:29 PM
18	I believe there is a double standard in the Building Department. There is a house being built next to me and they have made significant structural changes, and the documentation on file with the City is very amateurish and incomplete. And yet on one of my projects, because a toilet was moved about 12" the plans had to be changed and resubmitted. I get paid by the hour to make these changes, so I really don't mind. But my clients have to pay, and those costs are passed through to the homebuyers, resulting in more and more expensive housing. You need experienced building professionals running the department, reviewing plans and making the inspections, people who understand the difference between protecting the public's health safety and welfare and being petty.	5/17/2019 3:22 PM



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19	I would flush what you have now. Find a more compliant city by which model your structure and start over.	5/17/2019 3:16 PM
20	You might want to review the date a permit is filed and the date it is finalized and draw your own conclusions.	5/17/2019 3:11 PM
21	Kudos for professionalism and courtesy.	5/17/2019 3:11 PM
22	Very efficient.	5/17/2019 3:07 PM
23	Project reviews have taken excessively long. Each review results in new questions. Why can't there be one review with all questions at one time?	5/17/2019 3:05 PM