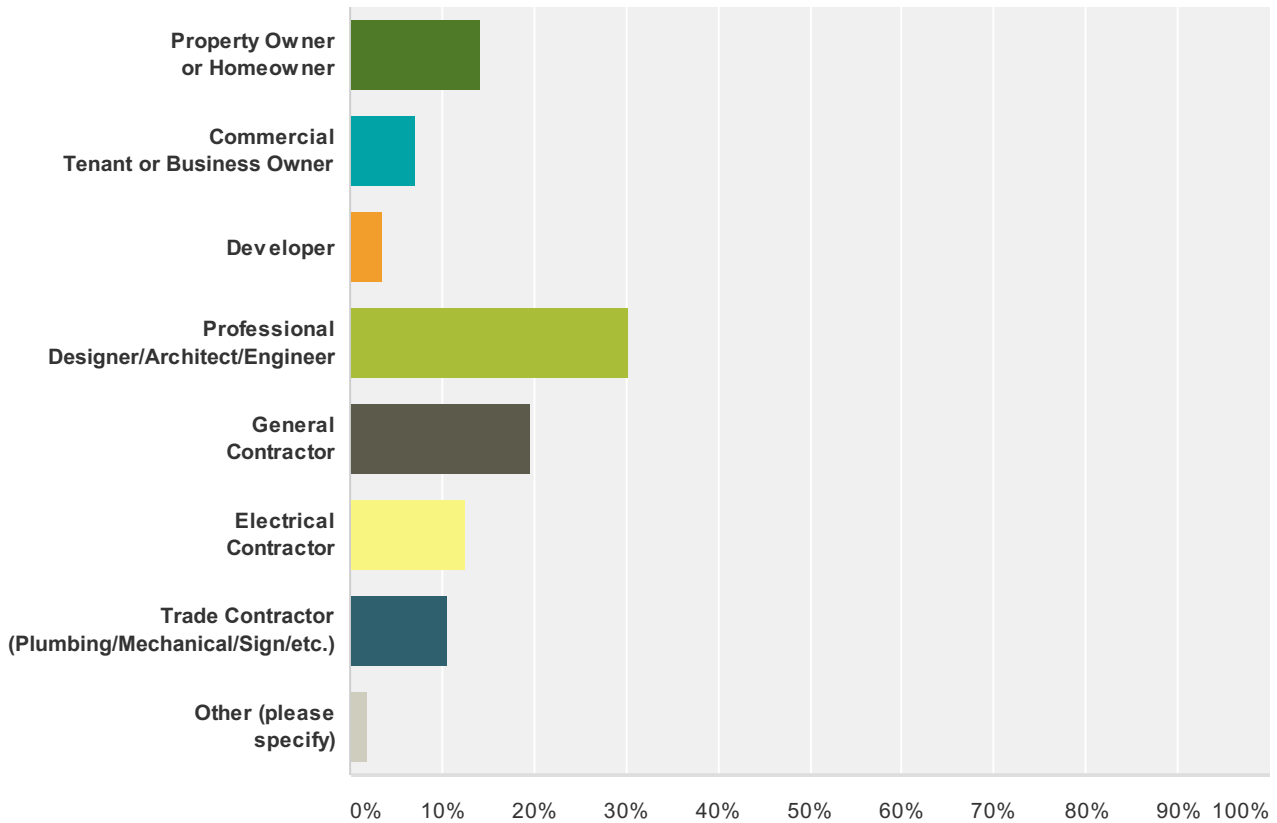


Q1 Which of the following best describes you as a user of the Permit Center?

Answered: 56 Skipped: 0

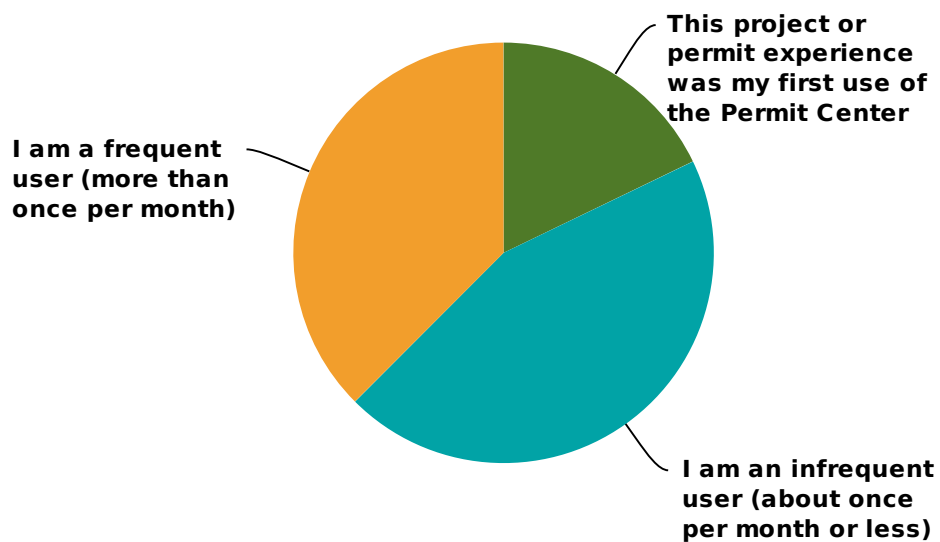


Answer Choices	Responses
Property Owner or Homeowner	14.29% 8
Commercial Tenant or Business Owner	7.14% 4
Developer	3.57% 2
Professional Designer/Architect/Engineer	30.36% 17
General Contractor	19.64% 11
Electrical Contractor	12.50% 7
Trade Contractor (Plumbing/Mechanical/Sign/etc.)	10.71% 6
Other (please specify)	1.79% 1
Total	56

#	Other (please specify)	Date
1	Engineer	2/25/2014 4:24 PM

Q2 How often do you use the Permit Center?

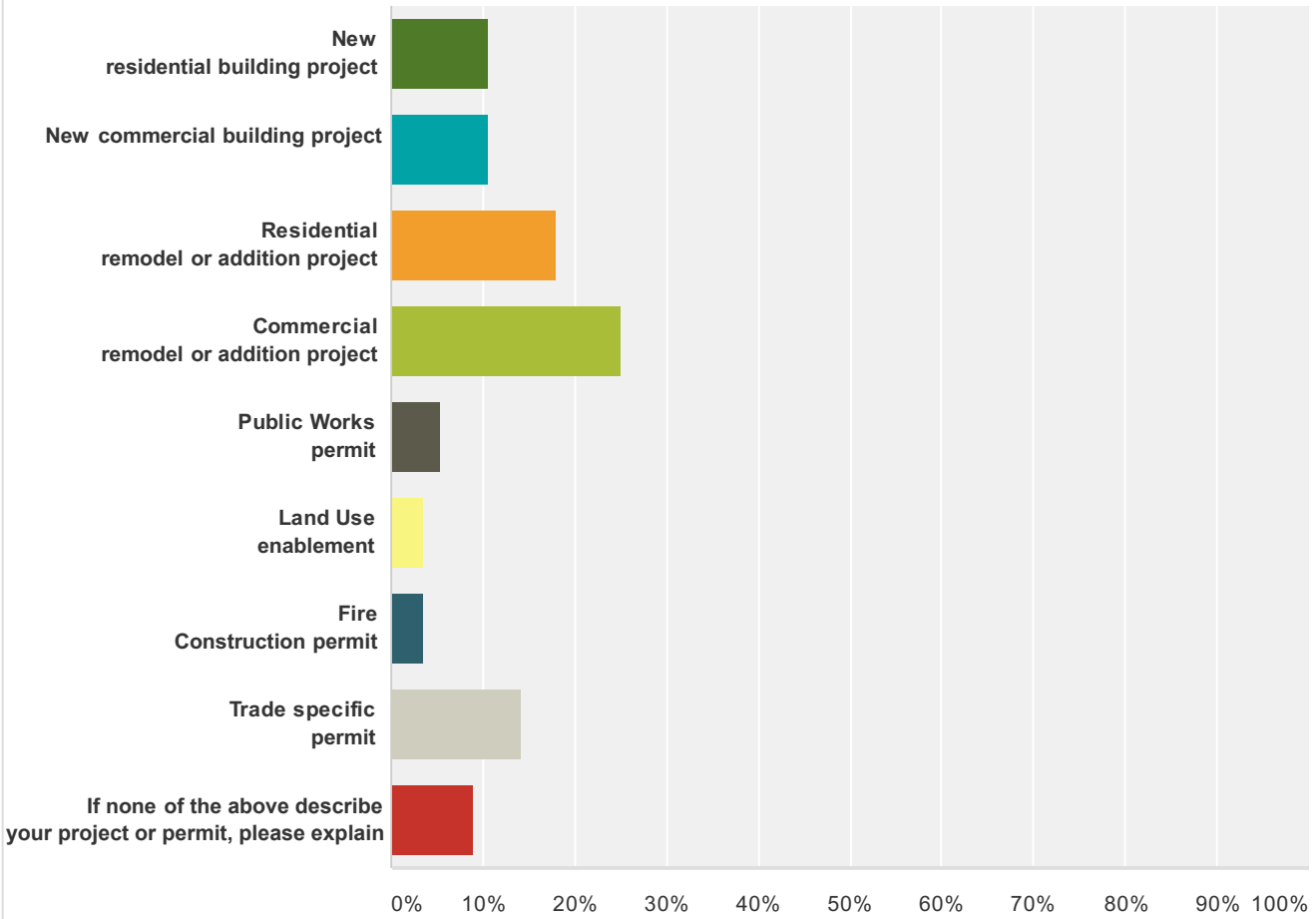
Answered: 56 Skipped: 0



Answer Choices	Responses	
This project or permit experience was my first use of the Permit Center	17.86%	10
I am an infrequent user (about once per month or less)	44.64%	25
I am a frequent user (more than once per month)	37.50%	21
Total		56

Q3 What best describes the type of your most recent project or permit experience with the Permit Center?

Answered: 56 Skipped: 0



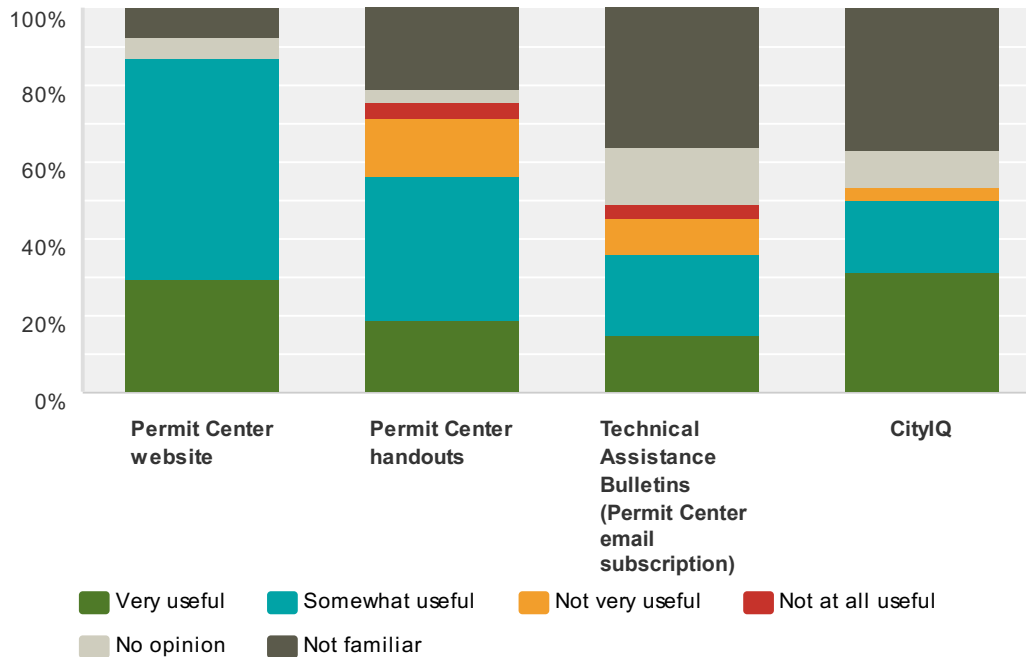
Answer Choices	Responses
New residential building project (including new residential accessory buildings like garages and sheds)	10.71% 6
New commercial building project	10.71% 6
Residential remodel or addition project	17.86% 10
Commercial remodel or addition project	25.00% 14
Public Works permit (ex. temporary right-of-way use permit, stormwater permit)	5.36% 3
Land Use enablement (ex. conditional use permit, subdivision, grading, home occupation)	3.57% 2
Fire Construction permit (ex. fire sprinkler or alarm)	3.57% 2
Trade specific permit (ex. plumbing, mechanical, electrical)	14.29% 8
If none of the above describe your project or permit, please explain:	8.93% 5
Total	56

Permit Center Survey

#	If none of the above describe your project or permit, please explain:	Date
1	Large mixed use structures, residential/commercial	1/15/2014 7:32 AM
2	fire lane no parking signs	1/13/2014 9:27 PM
3	Educational building	1/8/2014 10:03 AM
4	Low voltage security systems residential and commercial	1/2/2014 1:19 PM
5	Commercial Mechanical Permits both new and Retro	1/2/2014 1:06 PM

Q4 Please rate the following resources provided by the Permit Center. If you are not familiar with a particular resource, please choose "Not familiar".

Answered: 54 Skipped: 2

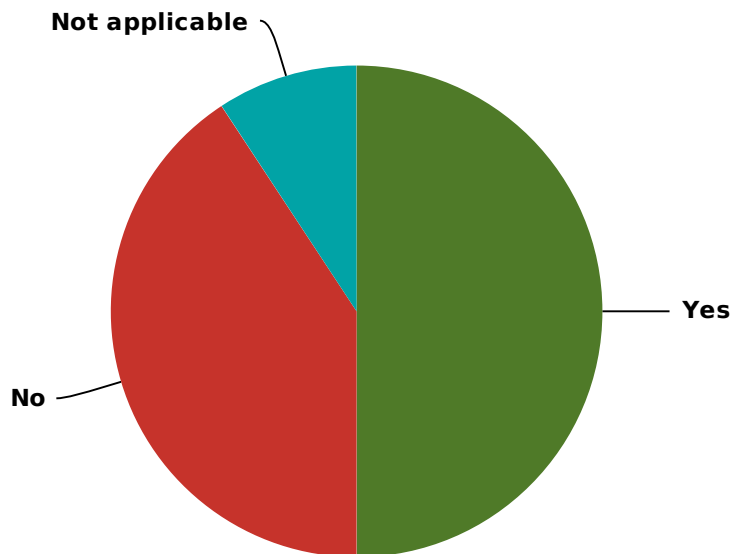


	Very useful	Somewhat useful	Not very useful	Not at all useful	No opinion	Not familiar	Total
Permit Center website	29.63% 16	57.41% 31	0.00% 0	0.00% 0	5.56% 3	7.41% 4	54
Permit Center handouts	18.87% 10	37.74% 20	15.09% 8	3.77% 2	3.77% 2	20.75% 11	53
Technical Assistance Bulletins (Permit Center email subscription)	15.09% 8	20.75% 11	9.43% 5	3.77% 2	15.09% 8	35.85% 19	53
CityIQ	31.48% 17	18.52% 10	3.70% 2	0.00% 0	9.26% 5	37.04% 20	54

#	Please share any suggestions to make the above resources more useful	Date
1	Really like the on line scheduling, one of the best improvements i have seen	1/15/2014 7:37 AM
2	Make portions of Tidemark available online	1/3/2014 7:00 AM
3	Simplify , streamline,	1/2/2014 5:41 PM
4	City IQ should be one of the Quick Links. Getting Started PAge should be as easy to use as the Applications & Forms page. Currently it is too wordy.	1/2/2014 3:10 PM
5	Well if you are going to roll out a new set of building rules for the watershed then please make sure staff is in the know on exactly the code etc and that all departments talk while in the process of the building permit instead of the last minute that something one department saw and didn't tell another one etc. Very aggravating and upsetting to deal with the permit center	1/2/2014 2:52 PM
6	Would be nice to be able to look up a permit number by street address, if you don't have it.	1/2/2014 2:20 PM
7	We use the City IQ the most	1/2/2014 1:35 PM

Q5 Would you be willing to pay a nominal technology fee in addition to permit fees to advance the Permit Center's available services (ex. online permitting, electronic plan review, permitting tie-in to GIS system)?

Answered: 54 Skipped: 2



Answer Choices	Responses	
Yes	50.00%	27
No	40.74%	22
Not applicable	9.26%	5
Total		54

Permit Center Survey

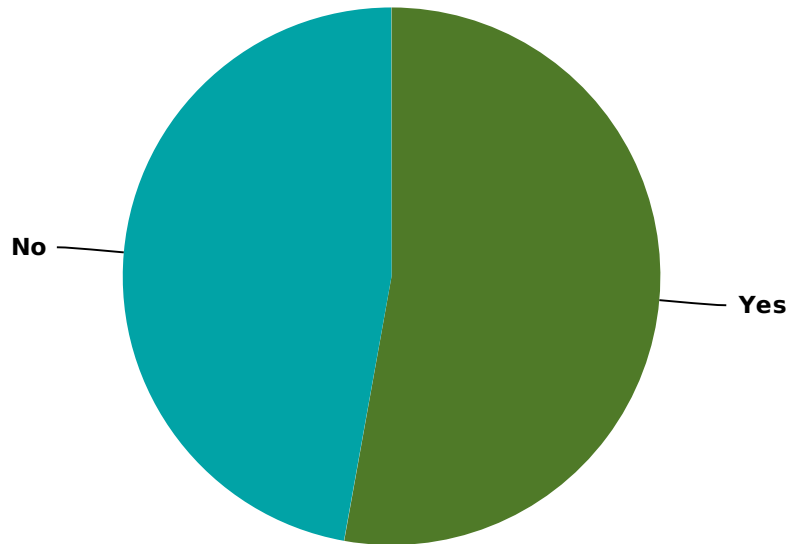
Q6 What technological improvements would you like to see in the Permit Center?

Answered: 19 Skipped: 37

#	Responses	Date
1	You have enough technology. What you need is to change the definition of your job. The Permit Center is not there to create obstacles for a citizen. Your job is to assist people through the complicated permitting process. More technology won't help.	2/25/2014 4:30 PM
2	Paperless plan review	2/14/2014 7:29 AM
3	Things are good here.	1/16/2014 7:21 PM
4	On-line application submissions and permit issuance	1/15/2014 9:38 PM
5	Online application process and review/interaction/comments.	1/6/2014 10:23 AM
6	Access to previous permits online. Eventually access to plans and documents online	1/3/2014 4:20 PM
7	Online submittal, access to Tidemark	1/3/2014 7:00 AM
8	Online permitting , electronic plan review. Speed up the process.	1/2/2014 5:44 PM
9	IQ accessibility. Follow up from staff through permit center program that tracks the process.	1/2/2014 3:15 PM
10	Offer on-line permitting!!! Especially at the level of re-submittal or sending in added information, AND for tracking a permit.	1/2/2014 3:11 PM
11	None	1/2/2014 2:52 PM
12	Optional online permit submittal, including electronic (PDF) drawing submittal.	1/2/2014 2:25 PM
13	Digital plan submissions.	1/2/2014 2:21 PM
14	posting pdf plans	1/2/2014 1:54 PM
15	Electronic submissions,.	1/2/2014 1:47 PM
16	Online permit printing and paymet	1/2/2014 1:35 PM
17	When calling into the permit center for help it would be nice if they didn't just always refer to the website	1/2/2014 1:21 PM
18	Visa/Master Card of any amounts along with online pay ability or account access	1/2/2014 1:07 PM
19	trade permits being able to fill out, print and pay through a secure login per company.	1/2/2014 12:48 PM

Q7 Did your most recent project or permit experience include any permits that were issued over the counter? (Over the counter permits are those that are issued as subject to field inspection permits, or are issued with no plan review).

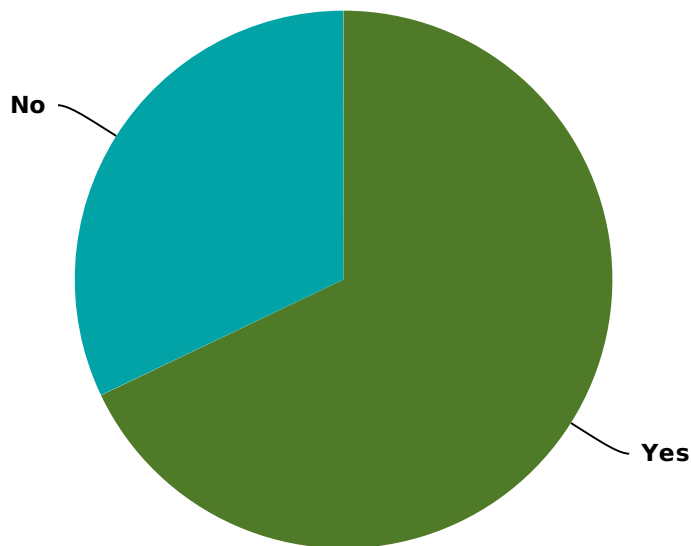
Answered: 53 Skipped: 3



Answer Choices	Responses	
Yes	52.83%	28
No	47.17%	25
I don't know	0.00%	0
Total		53

Q8 Did your most recent project or permit experience include any permits that required plan review? (If your permit(s) was issued over the counter, please select "No")

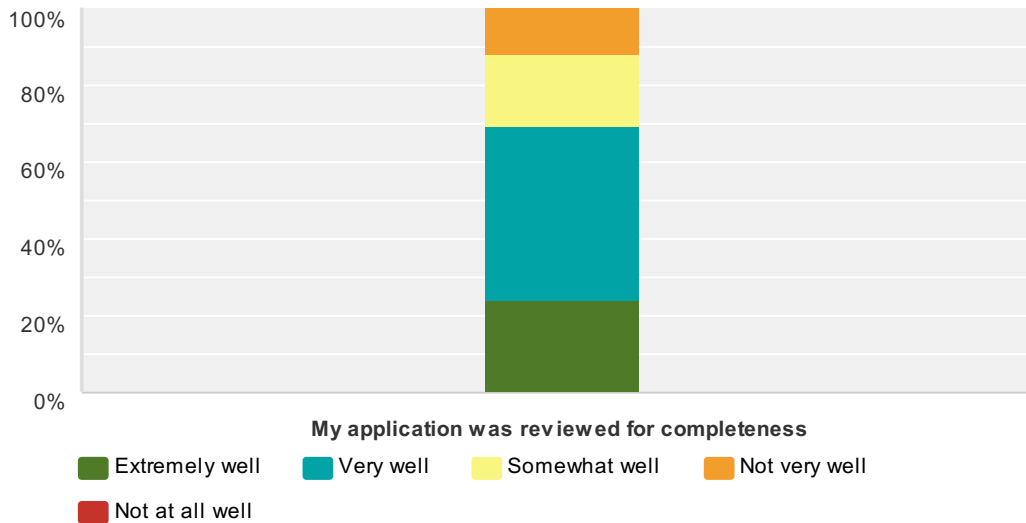
Answered: 53 Skipped: 3



Answer Choices	Responses	
Yes	67.92%	36
No	32.08%	17
I don't know	0.00%	0
Total		53

Q9 Please rate the quality of the intake process: How well did staff review your application for completeness before accepting it for plan review?

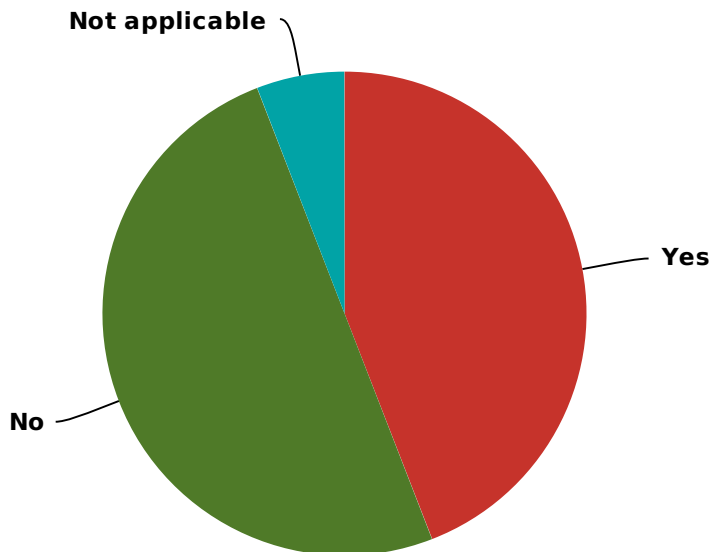
Answered: 33 Skipped: 23



	Extremely well	Very well	Somewhat well	Not very well	Not at all well	Total
My application was reviewed for completeness	24.24% 8	45.45% 15	18.18% 6	12.12% 4	0.00% 0	33

Q10 Once your application was accepted for plan review, did anything arise that you did not anticipate based on your initial interactions with staff?

Answered: 34 Skipped: 22



Answer Choices	Responses	
Yes	44.12%	15
No	50.00%	17
Not applicable	5.88%	2
Total		34

Permit Center Survey

Q11 Please explain what issue(s) arose during plan review that you were not expecting.

Answered: 12 Skipped: 44

#	Responses	Date
1	We forgot the need for a mechanical permit but it was issued quickly.	2/28/2014 9:05 AM
2	hrthwh	2/13/2014 12:59 PM
3	dhhrrh	2/13/2014 12:47 PM
4	Confusion with staff concerning scope of project. Perhaps Monday meeting with one staff from each department would help.	1/16/2014 7:30 PM
5	Over the course of the year I had half a dozen permits issued after plan review. There were a number of issues which cropped up. These included- question of whether hazardous materials might reach drains, question of exiting, questions about rated walls.	1/3/2014 4:24 PM
6	Requests for more information seemed over extended or excessive for small projects	1/2/2014 4:51 PM
7	Well there was two issues that came up the short plat amendment that was an issue and was not discussed at all in the two months we were working with the permit center and then they refused to issue permits because of it after they found out some issues and people were on vacation and the deadline was fast approaching. Also issues with out of date culverts and access points to the property which were never discussed until last minute.	1/2/2014 2:56 PM
8	Additional comments after initial review comments received and answered.	1/2/2014 2:31 PM
9	critical areas	1/2/2014 1:58 PM
10	Landslide hazard in a developed neighborhood	1/2/2014 1:56 PM
11	Inconsistencies arose between sets of identical homes submitted over the year. Some accepted, some required additional information.	1/2/2014 1:51 PM
12	Flip flop from preapplication comments	1/2/2014 1:12 PM

Permit Center Survey

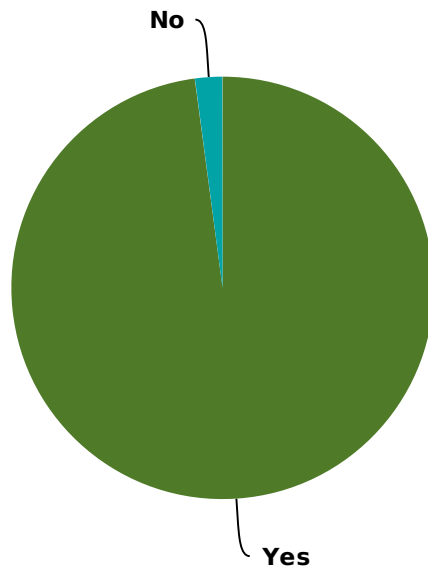
Q12 Do you have any suggestions for what staff could have done to prevent the above issue(s)?

Answered: 9 Skipped: 47

#	Responses	Date
1	tyjtyjtj	2/13/2014 12:59 PM
2	One staff member reviewed and never relayed project scope. Maybe weekly meeting would include	1/16/2014 7:30 PM
3	There will be some issues not caught at the counter. The only way I see to avoid this is to have the plans examiner at the counter to review each permit application. This doesn't seem practical. Most of the issues have been handled over the phone alright.	1/3/2014 4:24 PM
4	Once info was provided responses did not always come in a timely manner.	1/2/2014 4:51 PM
5	Have the staff be knowledgable and all be on the same page and not spring things on people on the last second and if they do please have the staff be more workable as they did not try and make the process easy at all. and then charged us a fine for something they did not know about till last minute which is crazy	1/2/2014 2:56 PM
6	Applicant conversation, prior to review comments goug out. A "heads-uop" about the potential issues. Also, if EVERYONE gets a cover sheet to fill out for all the issues, like DCLU in Seattle, i think that would help you. (I do it, but not others;)	1/2/2014 2:31 PM
7	Be realistic.	1/2/2014 1:56 PM
8	Issue identical home permits (ones that have all city stamps but are not part of the registered program) without the need for the seven day clock.	1/2/2014 1:51 PM
9	thoroughly review the preapplication materials and provide accurate feedback	1/2/2014 1:12 PM

Q13 During your most recent project or permit experience, did you interact with the Permit Center Receptionist?

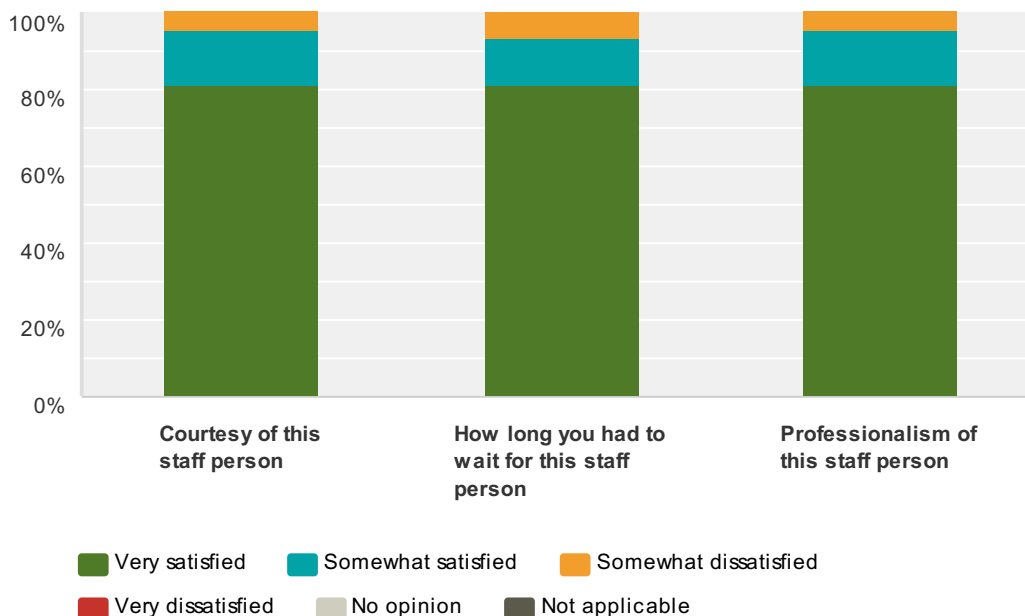
Answered: 48 Skipped: 8



Answer Choices	Responses	
Yes	97.92%	47
No	2.08%	1
I don't know	0.00%	0
Total		48

Q14 Please rate your satisfaction with the service you received from the Permit Center Receptionist.

Answered: 47 Skipped: 9

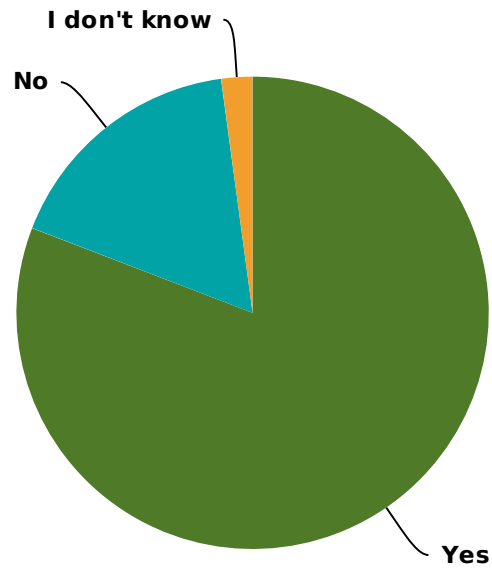


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Not applicable	Total
Courtesy of this staff person	80.85% 38	14.89% 7	4.26% 2	0.00% 0	0.00% 0	0.00% 0	47
How long you had to wait for this staff person	80.85% 38	12.77% 6	6.38% 3	0.00% 0	0.00% 0	0.00% 0	47
Professionalism of this staff person	80.85% 38	14.89% 7	4.26% 2	0.00% 0	0.00% 0	0.00% 0	47

#	Please share any other thoughts regarding this staff person	Date
1	XXXX ws courteous and professional. She seemed to have a clear knowlege of the processes and staff that could help me	2/28/2014 9:05 AM
2	Great staff - love working with them!	1/27/2014 2:35 PM
3	excellent	1/16/2014 7:32 PM
4	XXXX has done a fine job this year	1/3/2014 4:25 PM
5	XXXX could be nicer.	1/2/2014 12:53 PM
6	XXXX does a great job, very professional, polite and friendly.	1/2/2014 12:50 PM

Q15 During your most recent project or permit experience, did you interact with a Permit Technician?

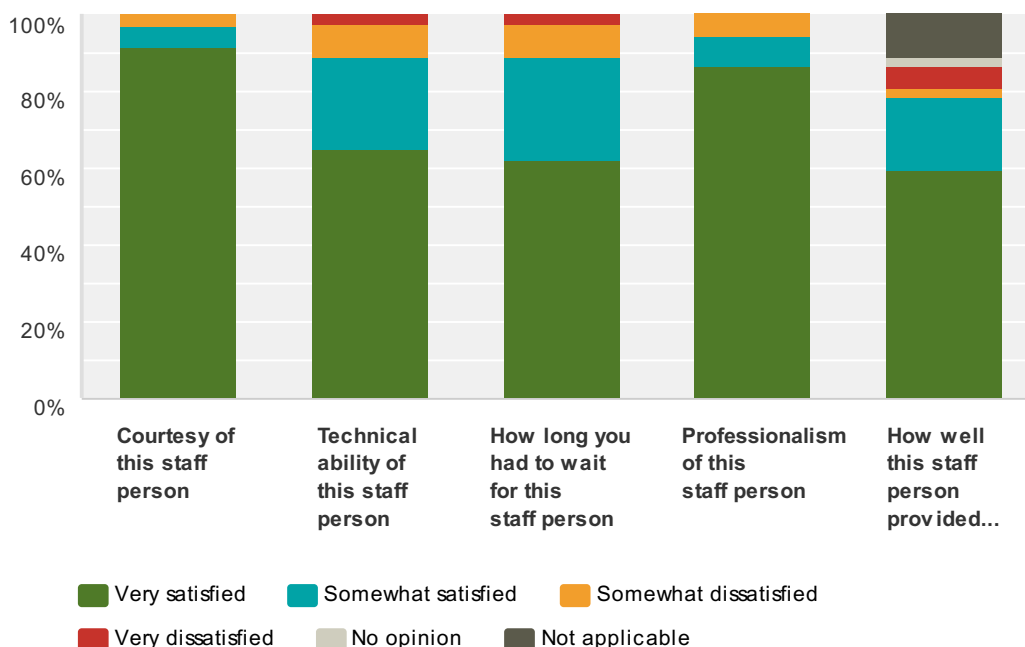
Answered: 47 Skipped: 9



Answer Choices	Responses	
Yes	80.85%	38
No	17.02%	8
I don't know	2.13%	1
Total		47

Q16 Please rate your satisfaction with the service you received from the Permit Technician.

Answered: 37 Skipped: 19

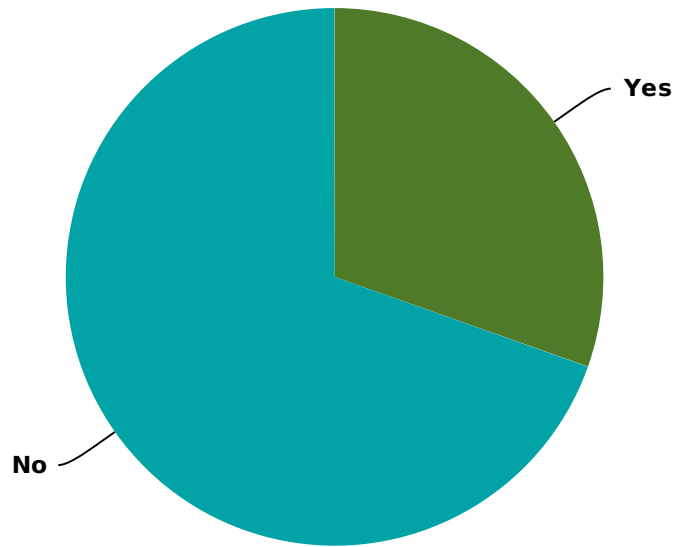


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Not applicable	Total
Courtesy of this staff person	91.67% 33	5.56% 2	2.78% 1	0.00% 0	0.00% 0	0.00% 0	36
Technical ability of this staff person	64.86% 24	24.32% 9	8.11% 3	2.70% 1	0.00% 0	0.00% 0	37
How long you had to wait for this staff person	62.16% 23	27.03% 10	8.11% 3	2.70% 1	0.00% 0	0.00% 0	37
Professionalism of this staff person	86.49% 32	8.11% 3	5.41% 2	0.00% 0	0.00% 0	0.00% 0	37
How well this staff person provided relevant code sections, handouts or other applicable materials	59.46% 22	18.92% 7	2.70% 1	5.41% 2	2.70% 1	10.81% 4	37

#	Please share any other thoughts regarding this staff person	Date
1	I would like to share that XXXX was fantastic! He helped walk my permit application through the process so that it could be issued in as timely a manner as possible. He helped me make changes to the application on the fly instead of having me come back several times. He followed up by phone and made himself available when I had questions. He is a great addition to the permit center staff.	2/28/2014 9:08 AM
2	good tool	1/16/2014 7:34 PM
3	They were very helpful in transferring the permit by mail	1/15/2014 9:40 PM
4	All of the permit technicians have done a fine job.	1/3/2014 4:25 PM
5	Having phone calls returned in a timely manner was an issue.	1/2/2014 3:13 PM
6	People without design or construction experience should not be permit technicians.	1/2/2014 1:58 PM

Q17 During your most recent project or permit experience, did you interact with a Building Services Plans Examiner?

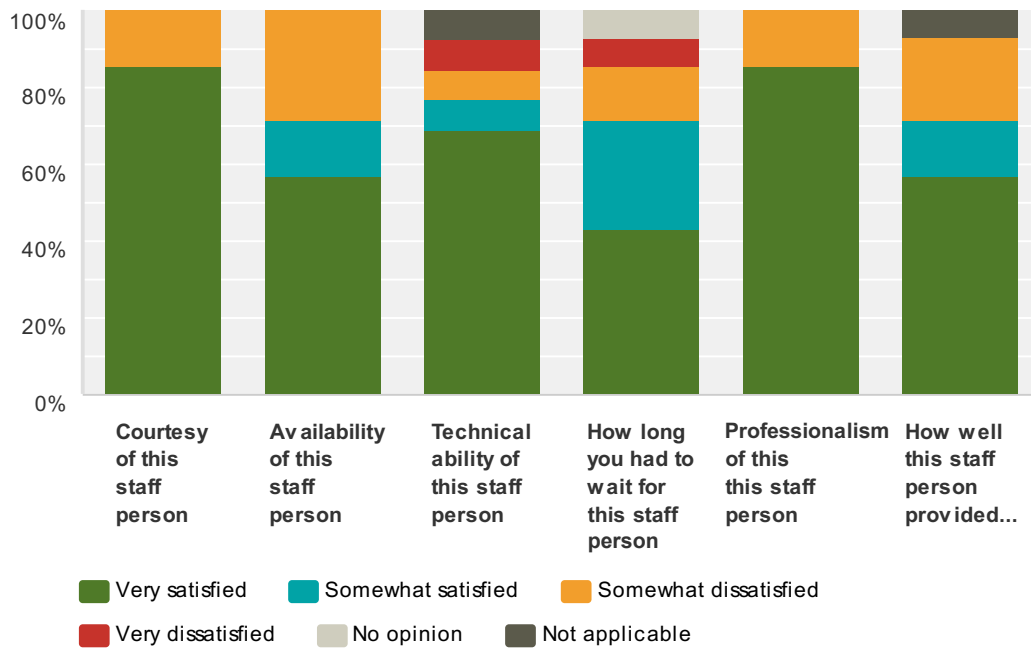
Answered: 46 Skipped: 10



Answer Choices	Responses	
Yes	30.43%	14
No	69.57%	32
I don't know	0.00%	0
Total		46

Q18 Please rate your satisfaction with the service you received from the Building Services Plans Examiner.

Answered: 14 Skipped: 42

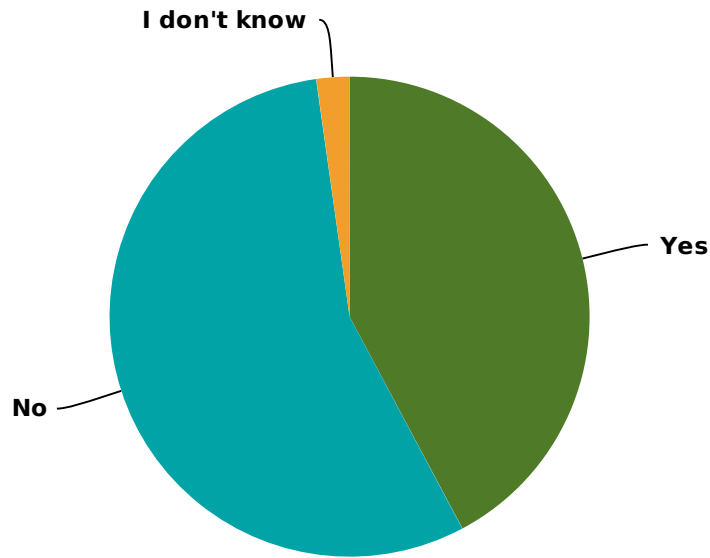


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Not applicable	Total
Courtesy of this staff person	85.71% 12	0.00% 0	14.29% 2	0.00% 0	0.00% 0	0.00% 0	14
Availability of this staff person	57.14% 8	14.29% 2	28.57% 4	0.00% 0	0.00% 0	0.00% 0	14
Technical ability of this staff person	69.23% 9	7.69% 1	7.69% 1	7.69% 1	0.00% 0	7.69% 1	13
How long you had to wait for this staff person	42.86% 6	28.57% 4	14.29% 2	7.14% 1	7.14% 1	0.00% 0	14
Professionalism of this staff person	85.71% 12	0.00% 0	14.29% 2	0.00% 0	0.00% 0	0.00% 0	14
How well this staff person provided relevant code sections, handouts or other applicable materials	57.14% 8	14.29% 2	21.43% 3	0.00% 0	0.00% 0	7.14% 1	14

#	Please share any other thoughts regarding this staff person	Date
1	XXXX was too new and was unable to help. His knowledge of local protocol and rules was so limited that he was going to bottleneck the review process. he needs to work with supervision before being left to function on his own. He did not even know his email address and seemed reluctant to receive any documents or information this way	2/28/2014 9:14 AM
2	The reviews are easy to understand and reply	1/15/2014 9:40 PM
3	We will miss XXXX, but will carry on.	1/3/2014 4:26 PM
4	Thank God XXXX has retired! Hopefully his successor does not get poisoned by his actions.	1/2/2014 1:59 PM

Q19 During your most recent project or permit experience, did you interact with a Planner?

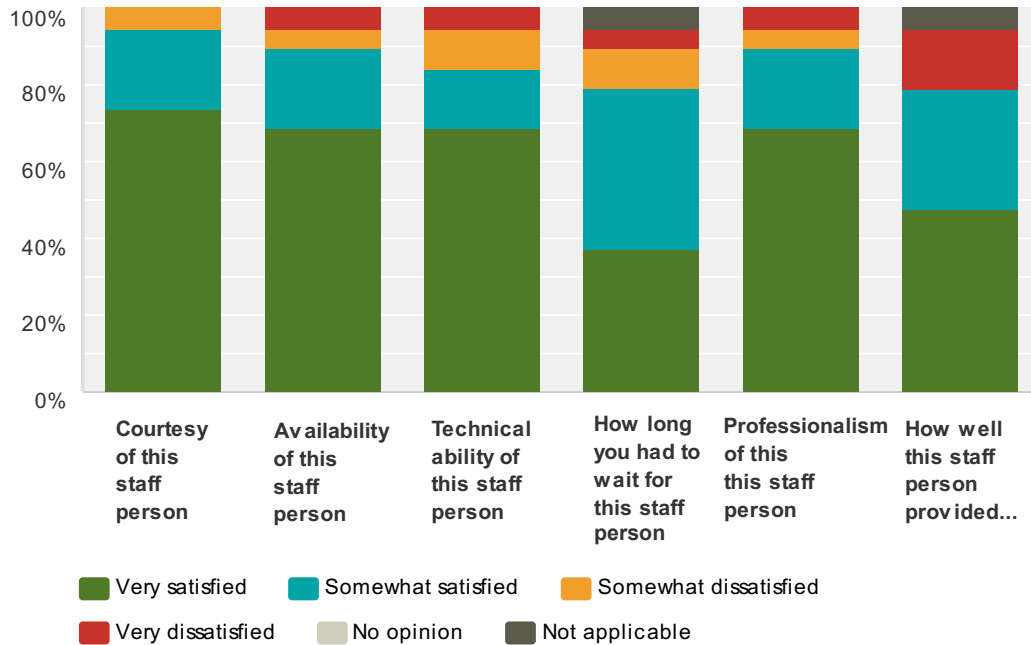
Answered: 45 Skipped: 11



Answer Choices	Responses	
Yes	42.22%	19
No	55.56%	25
I don't know	2.22%	1
Total		45

Q20 Please rate your satisfaction with the service you received from the Planner.

Answered: 19 Skipped: 37

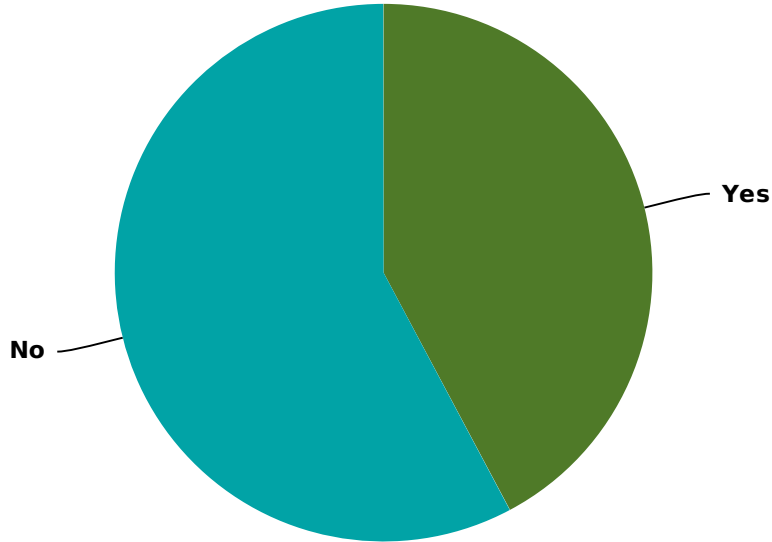


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Not applicable	Total
Courtesy of this staff person	73.68% 14	21.05% 4	5.26% 1	0.00% 0	0.00% 0	0.00% 0	19
Availability of this staff person	68.42% 13	21.05% 4	5.26% 1	5.26% 1	0.00% 0	0.00% 0	19
Technical ability of this staff person	68.42% 13	15.79% 3	10.53% 2	5.26% 1	0.00% 0	0.00% 0	19
How long you had to wait for this staff person	36.84% 7	42.11% 8	10.53% 2	5.26% 1	0.00% 0	5.26% 1	19
Professionalism of this staff person	68.42% 13	21.05% 4	5.26% 1	5.26% 1	0.00% 0	0.00% 0	19
How well this staff person provided relevant code sections, handouts or other applicable materials	47.37% 9	31.58% 6	0.00% 0	15.79% 3	0.00% 0	5.26% 1	19

#	Please share any other thoughts regarding this staff person	Date
1	Very hard to communicate with, unreasonable.	1/2/2014 2:00 PM
2	By far the worst portion of the permitting process has been the interaction with planning. The seemingly arbitrary nature of decisions where an identical home is reviewed differently on a nearly identical lot has been very frustrating.	1/2/2014 1:57 PM

Q21 During your most recent project or permit experience, did you interact with a Public Works and/or Stormwater representative?

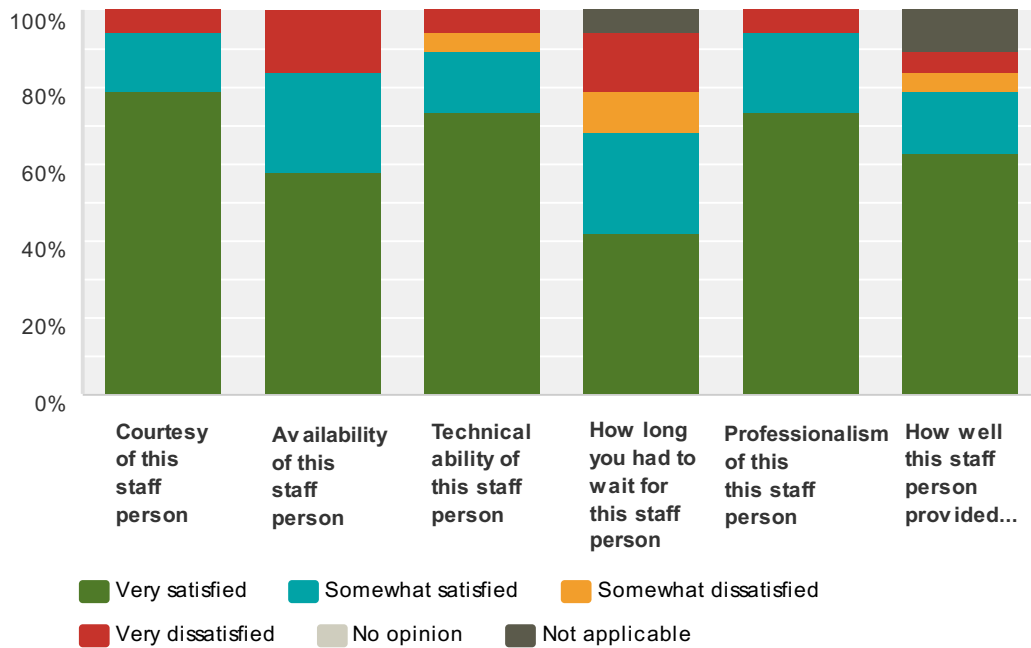
Answered: 45 Skipped: 11



Answer Choices	Responses	
Yes	42.22%	19
No	57.78%	26
I don't know	0.00%	0
Total		45

Q22 Please rate your satisfaction with the service you received from the Public Works and/or Stormwater representative.

Answered: 19 Skipped: 37

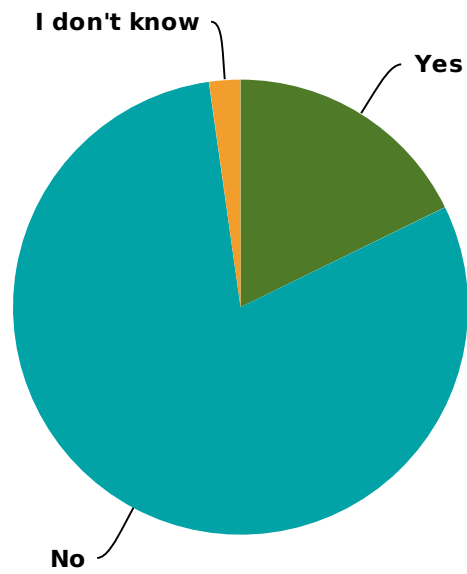


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Not applicable	Total
Courtesy of this staff person	78.95% 15	15.79% 3	0.00% 0	5.26% 1	0.00% 0	0.00% 0	19
Availability of this staff person	57.89% 11	26.32% 5	0.00% 0	15.79% 3	0.00% 0	0.00% 0	19
Technical ability of this staff person	73.68% 14	15.79% 3	5.26% 1	5.26% 1	0.00% 0	0.00% 0	19
How long you had to wait for this staff person	42.11% 8	26.32% 5	10.53% 2	15.79% 3	0.00% 0	5.26% 1	19
Professionalism of this staff person	73.68% 14	21.05% 4	0.00% 0	5.26% 1	0.00% 0	0.00% 0	19
How well this staff person provided relevant code sections, handouts or other applicable materials	63.16% 12	15.79% 3	5.26% 1	5.26% 1	0.00% 0	10.53% 2	19

#	Please share any other thoughts regarding this staff person	Date
1	there are certain people within PW that seem to have their own agenda a seem to care less about customer service. This is on the plan review/engineering side. A lot of the field staff are great and give excellent customer service	1/15/2014 7:43 AM
2	Both XXXX and XXXX have been very helpful	1/3/2014 4:26 PM
3	Dealt with Stormwater Rep. primarily over the phone. It was VERY difficult to have phone calls returned in a timely manner.	1/2/2014 3:15 PM

Q23 During your most recent project or permit experience, did you interact with a Fire Department representative?

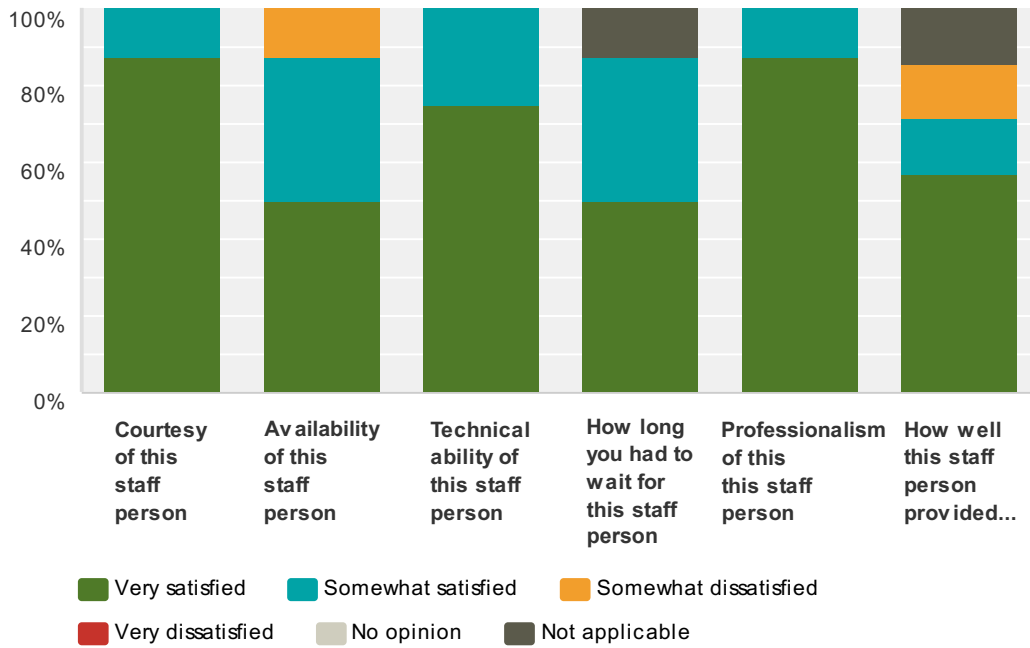
Answered: 45 Skipped: 11



Answer Choices	Responses	
Yes	17.78%	8
No	80.00%	36
I don't know	2.22%	1
Total		45

Q24 Please rate your satisfaction with the service you received from the Fire Department representative.

Answered: 8 Skipped: 48

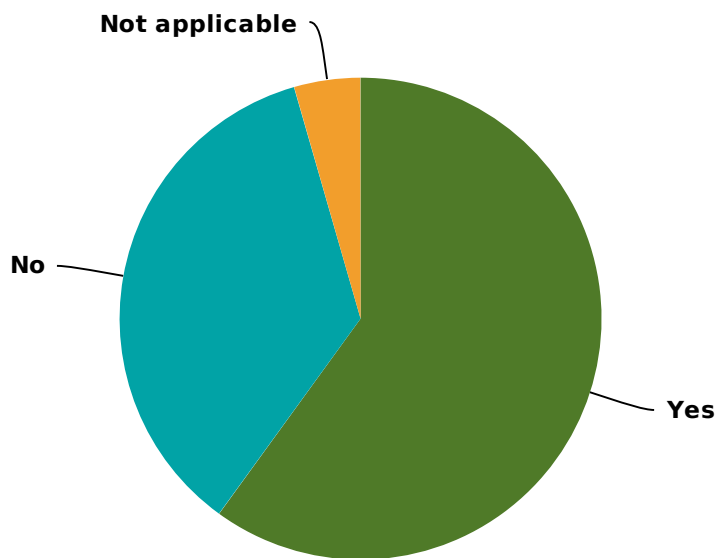


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Not applicable	Total
Courtesy of this staff person	87.50% 7	12.50% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	8
Availability of this staff person	50.00% 4	37.50% 3	12.50% 1	0.00% 0	0.00% 0	0.00% 0	8
Technical ability of this staff person	75.00% 6	25.00% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	8
How long you had to wait for this staff person	50.00% 4	37.50% 3	0.00% 0	0.00% 0	0.00% 0	12.50% 1	8
Professionalism of this staff person	87.50% 7	12.50% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	8
How well this staff person provided relevant code sections, handouts or other applicable materials	57.14% 4	14.29% 1	14.29% 1	0.00% 0	0.00% 0	14.29% 1	7

#	Please share any other thoughts regarding this staff person	Date
1	Many times we don't find out about a new requirement until work is under way instead of letting us know at plan review time when the change is already known to the BFD, makes it very hard to plan and gets very expensive to make corrections after the fact	1/15/2014 7:45 AM

Q25 At this time in your most recent project or permit experience, have you had any permit inspections?

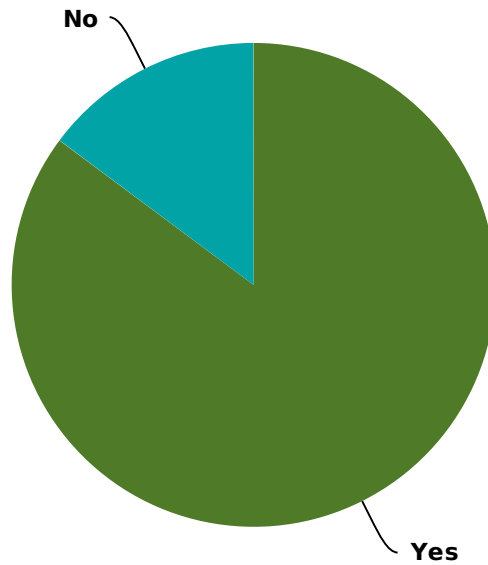
Answered: 45 Skipped: 11



Answer Choices	Responses	
Yes	60.00%	27
No	35.56%	16
Not applicable	4.44%	2
Total		45

Q26 Have you had any inspections from Building Services (ex. building, plumbing, mechanical and/or electrical inspections)?

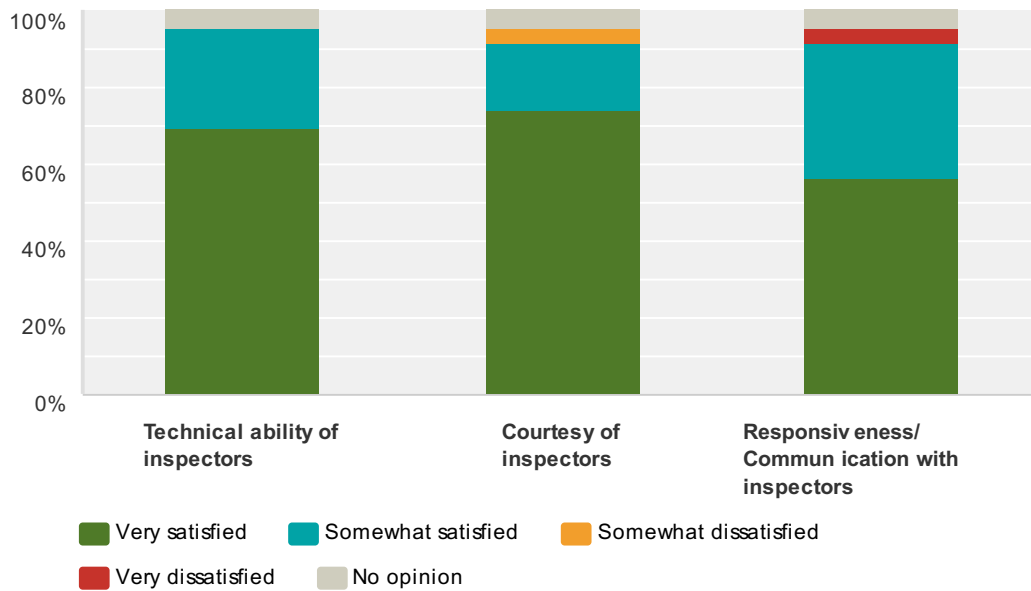
Answered: 27 Skipped: 29



Answer Choices	Responses	
Yes	85.19%	23
No	14.81%	4
Not sure	0.00%	0
Total		27

Q27 Please rate your satisfaction with the service you received from the Building Services inspector(s).

Answered: 23 Skipped: 33

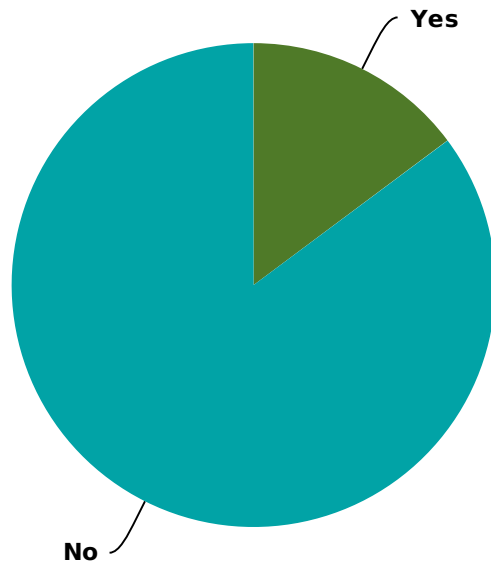


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Total
Technical ability of inspectors	69.57% 16	26.09% 6	0.00% 0	0.00% 0	4.35% 1	23
Courtesy of inspectors	73.91% 17	17.39% 4	4.35% 1	0.00% 0	4.35% 1	23
Responsiveness/Communication with inspectors	56.52% 13	34.78% 8	0.00% 0	4.35% 1	4.35% 1	23

#	Please share any other thoughts regarding this inspector	Date
1	These scores are for XXXX, XXXX and XXXX. I would score XXXX as somewhat dissatisfied	1/15/2014 7:47 AM
2	We will miss XXXX very much. He was extremely professional. All of the inspectors seem to be doing well, although our experience with XXXX, XXXX, and XXXX are substantially less than with XXXX.	1/3/2014 4:28 PM
3	Clients misplace permits frequently, requiring reinspections. Is it absolutely necessary for inspector to sign client's copy if there are no issue that would require a reinspection?	1/3/2014 7:06 AM
4	It would be great if the inspector got the address right! I received a correction notice for another project.	1/2/2014 2:02 PM
5	New Inspector enforcing items post construction	1/2/2014 1:10 PM

Q28 Have you had any inspections from Planning?

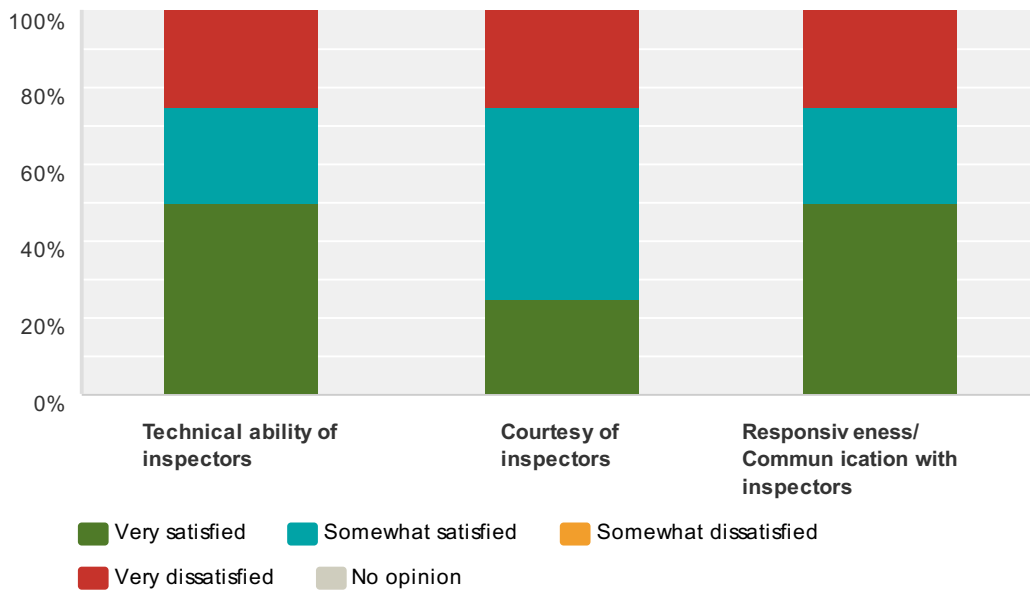
Answered: 27 Skipped: 29



Answer Choices	Responses
Yes	14.81% 4
No	85.19% 23
Not sure	0.00% 0
Total	27

Q29 Please rate your satisfaction with the service you received from the Planning inspector(s).

Answered: 4 Skipped: 52

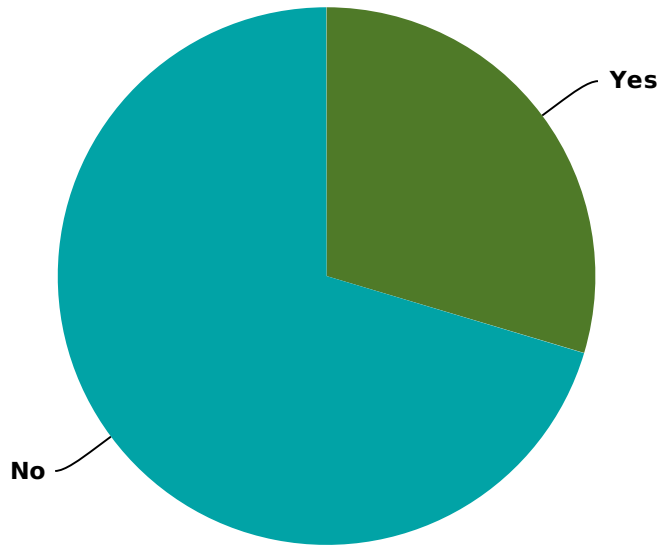


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Total
Technical ability of inspectors	50.00% 2	25.00% 1	0.00% 0	25.00% 1	0.00% 0	4
Courtesy of inspectors	25.00% 1	50.00% 2	0.00% 0	25.00% 1	0.00% 0	4
Responsiveness/Communication with inspectors	50.00% 2	25.00% 1	0.00% 0	25.00% 1	0.00% 0	4

#	Please share any other thoughts regarding this inspector	Date
	There are no responses.	

Q30 Have you had any inspections from Public Works and/or Stormwater?

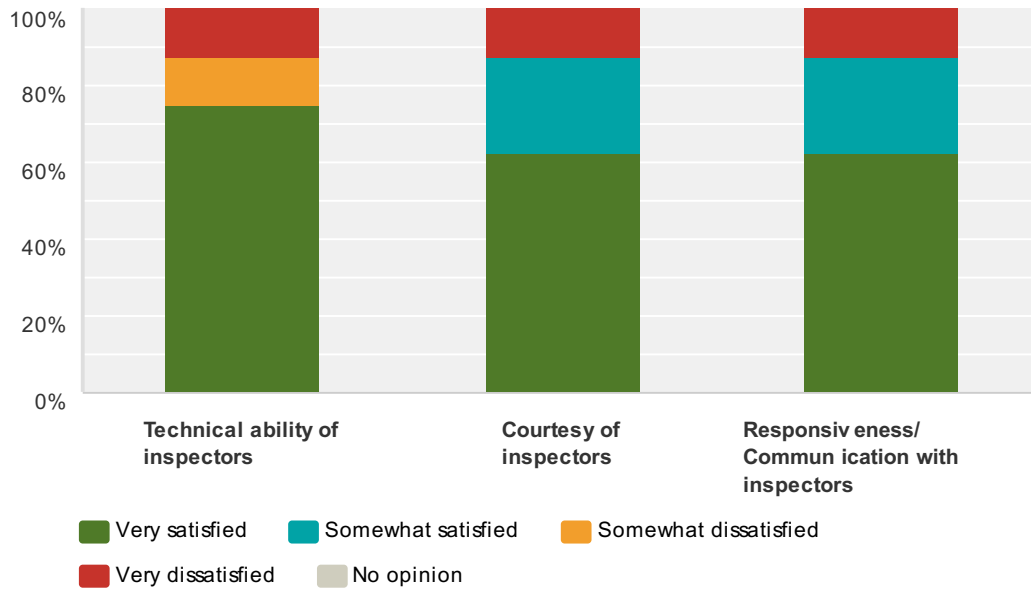
Answered: 27 Skipped: 29



Answer Choices	Responses	
Yes	29.63%	8
No	70.37%	19
Not sure	0.00%	0
Total		27

Q31 Please rate your satisfaction with the service you received from the Public Works and/or Stormwater inspector(s).

Answered: 8 Skipped: 48

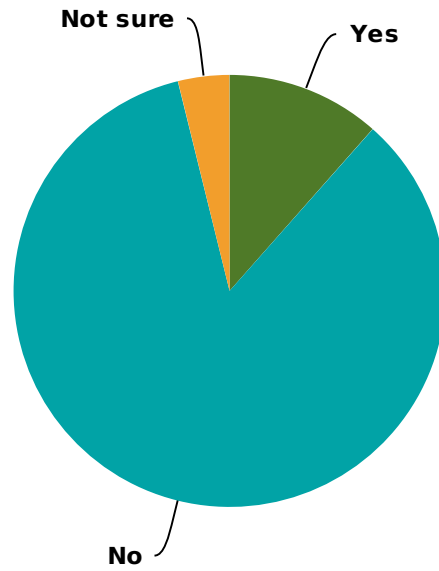


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Total
Technical ability of inspectors	75.00% 6	0.00% 0	12.50% 1	12.50% 1	0.00% 0	8
Courtesy of inspectors	62.50% 5	25.00% 2	0.00% 0	12.50% 1	0.00% 0	8
Responsiveness/Communication with inspectors	62.50% 5	25.00% 2	0.00% 0	12.50% 1	0.00% 0	8

#	Please share any other thoughts regarding this inspector	Date
	There are no responses.	

Q32 Have you had any inspections from the Fire Department?

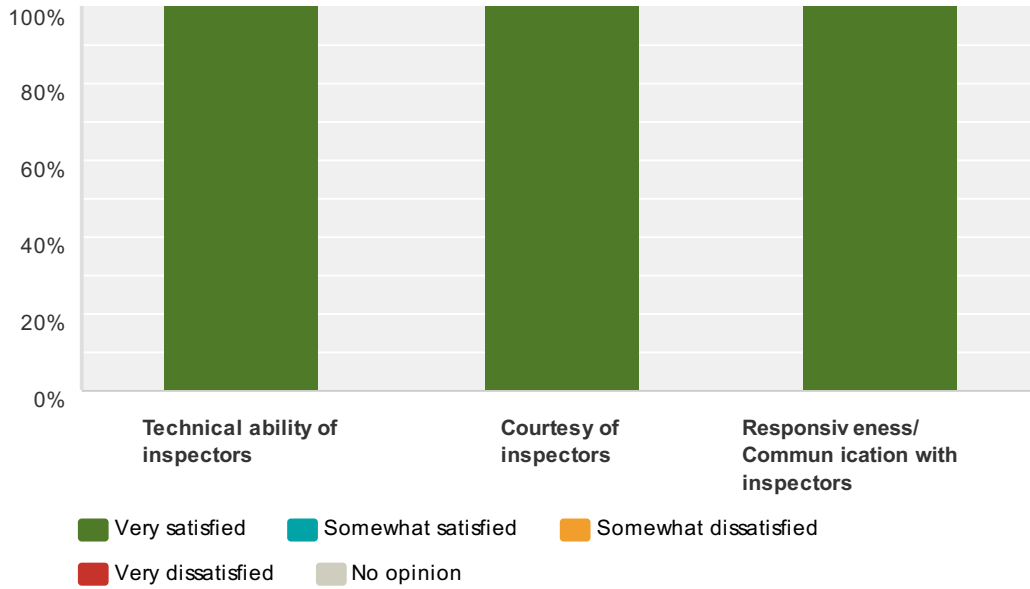
Answered: 26 Skipped: 30



Answer Choices	Responses
Yes	11.54% 3
No	84.62% 22
Not sure	3.85% 1
Total	26

Q33 Please rate your satisfaction with the service you received from the Fire Department inspector(s).

Answered: 3 Skipped: 53

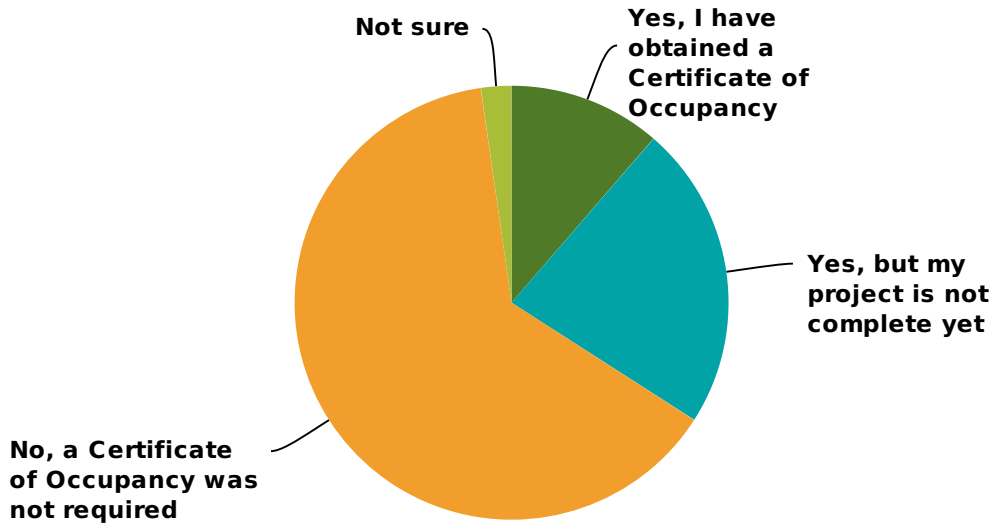


	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Total
Technical ability of inspectors	100.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3
Courtesy of inspectors	100.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3
Responsiveness/Communication with inspectors	100.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3

#	Please share any other thoughts regarding this inspector	Date
1	All three of the inspectors are very good to work with	1/3/2014 4:29 PM

Q34 Does/did your most recent project or permit experience require the issuance of a Certificate of Occupancy?

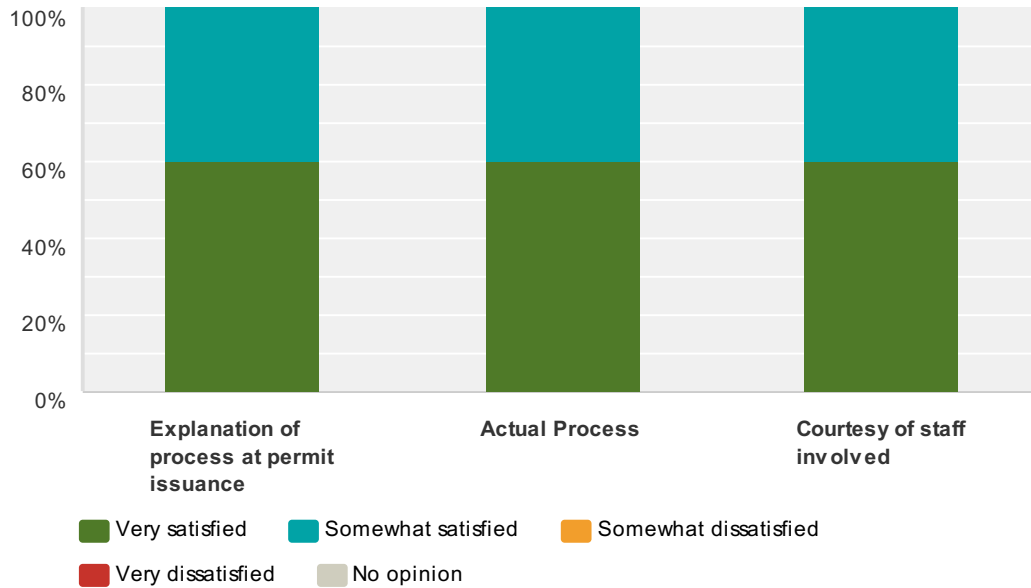
Answered: 44 Skipped: 12



Answer Choices	Responses	
Yes, I have obtained a Certificate of Occupancy	11.36%	5
Yes, but my project is not complete yet	22.73%	10
No, a Certificate of Occupancy was not required	63.64%	28
Not sure	2.27%	1
Total		44

Q35 Please rate your satisfaction with the Certificate of Occupancy process.

Answered: 5 Skipped: 51



	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	No opinion	Total
Explanation of process at permit issuance	60.00% 3	40.00% 2	0.00% 0	0.00% 0	0.00% 0	5
Actual Process	60.00% 3	40.00% 2	0.00% 0	0.00% 0	0.00% 0	5
Courtesy of staff involved	60.00% 3	40.00% 2	0.00% 0	0.00% 0	0.00% 0	5

#	Please share any other thoughts regarding this process	Date
1	these scores reflect the Permit Techs, Inspectors and BFD. I would give a very dissatisfied to PW and Planning.	1/15/2014 7:49 AM

Permit Center Survey

Q36 Is there anything else you'd like to share about your experience with the Permit Center?

Answered: 13 Skipped: 43

#	Responses	Date
1	Yes, I think the Planning department has implemented a system to extract fees from any Citizen who wants to build anything. I don't think the Building Department should be a part of the Planning Department.	2/25/2014 4:38 PM
2	You folks are doing a good job... some odd miscommunication occurs.. B U. T. the most critical problem with city permitting is INFIGHTING...AND ARGUMENTS AMONST City employees... planning versus public works...displayed at commercial meeting... shocking that two city employees would have LOUD VISIIBLE ARGUMENTS at a plans review meeting... unnecessary childishness!!!	1/16/2014 7:51 PM
3	Overall the experience has been positive	1/15/2014 9:41 PM
4	One of the hardest things that we deal with are plan reviews that are not thorough. The worst is Public Works who traditionally don't seem to care what is on the approved plans and continuously are a moving target on what they want. This causes extreme difficulty try to get the work done and generates cost to the customer that come as a surprise. HVAC is also an area that does not get proper review until the work is under way. Main area i would like to see improved is plan review, unaccounted for changes once the process is underway.....very difficult.	1/15/2014 7:54 AM
5	Overall performance has been satisfactory.	1/6/2014 3:47 PM
6	We have numerous inspections on multiple simultaneous projects during the course of the year. XXXX was excellent at scheduling the inspections and notifying us early in the day as to the time of inspection. This was very helpful. We always plan to meet the inspector because projects can be in places that are secured spaces such as the YWCA, large buildings such as the hospital, or complicated buildings such as Heath Tecna. Even half an hour of prior notice of an inspection time is very helpful to make sure that someone can meet the inspector, and expedite the inspection.	1/3/2014 4:34 PM
7	Friendly and professional service from office personnel. Responsive and knowledgeable inspectors. Generally, very good service all around.	1/3/2014 8:15 AM
8	response to written material submitted seemed to take significant time	1/2/2014 4:57 PM
9	Expand On-line permitting capability!!	1/2/2014 3:15 PM
10	With recent staff changes I am very hopeful for a more collaborative, open process.	1/2/2014 2:03 PM
11	The latest permit submittal should be one that qualifies as a quick turn-around project, though it was classified as a 28-day project. Way too long for such a small & simple project.	1/2/2014 1:59 PM
12	Process is laborious and appears to be geared toward checking process boxes in a one-size-fits-all approach, not results. Very frustrating.	1/2/2014 1:16 PM
13	The changes in attitude and staff over the past 3 years has made the COB a much more pleasant environment to do business in.	1/2/2014 1:13 PM