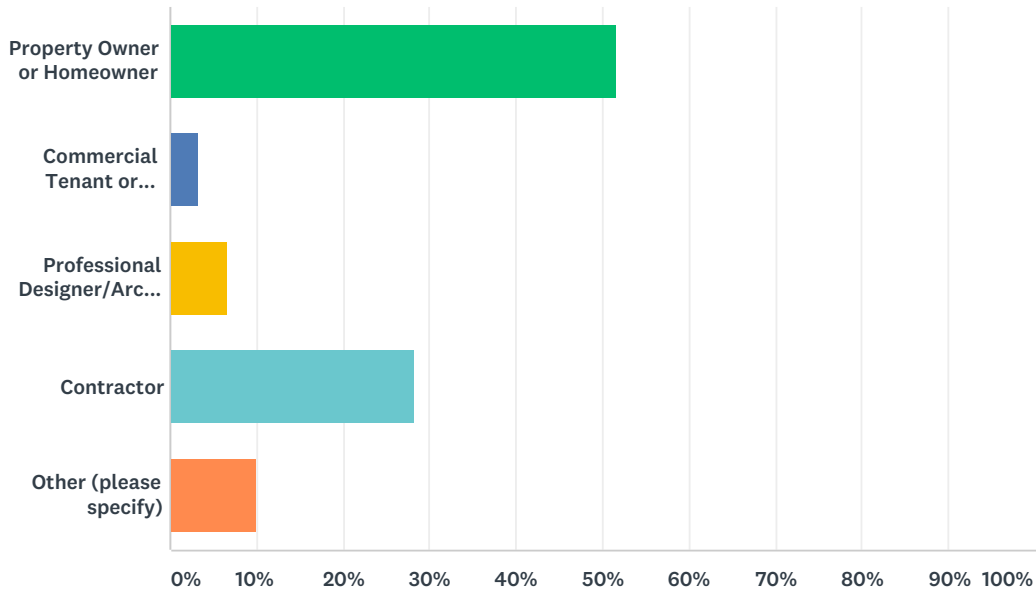


## Q1 Which of the following best describes you?

Answered: 60 Skipped: 0

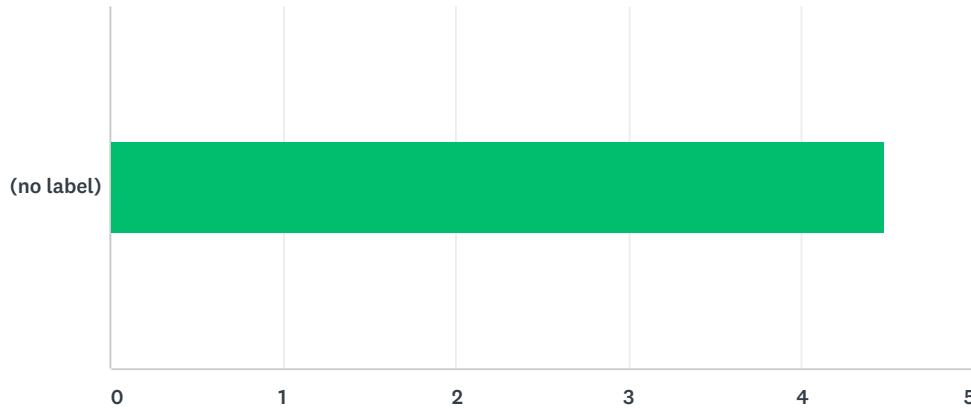


ANSWER CHOICES	RESPONSES	
Property Owner or Homeowner	51.67%	31
Commercial Tenant or Business Owner	3.33%	2
Professional Designer/Architect/Engineer	6.67%	4
Contractor	28.33%	17
Other (please specify)	10.00%	6
<b>TOTAL</b>		<b>60</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Employee of non-profit	7/10/2017 10:30 AM
2	Owner/Builder	7/7/2017 1:10 PM
3	Maintenance Supervisor WCC	7/6/2017 3:44 PM
4	Permit Expeditor	7/6/2017 11:19 AM
5	School District	7/6/2017 10:39 AM
6	COB employee	7/6/2017 10:39 AM

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

Answered: 60 Skipped: 0



	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	TOTAL	WEIGHTED AVERAGE
(no label)	75.00% 45	8.33% 5	10.00% 6	3.33% 2	3.33% 2	60	4.48

#	PLEASE SHARE ANY COMMENTS YOU HAVE ABOUT YOUR OVERALL EXPERIENCE.	DATE
1	The permit process needs to be specific to student housing. I have very limited turn over. My tenants have remained for an average of 10 years.	7/31/2017 3:30 PM
2	Would be helpfull if the your review letter defined the difference be tween redlines and commnets	7/31/2017 11:11 AM
3	Everyone was very helpful, as they explained to me what I needed to do to apply for a stormwater permit.	7/25/2017 8:56 PM
4	Staff was very friendly and helpful	7/18/2017 7:01 PM
5	The people who greet you are very kind, I think if i were a contractor I would be treated better by everyone else. Also, the persons out for inspection were not helpful at all. I got conflicting recommendations from different people. No-one at your office was there to help me, it was made clear that the COB does not want homeowners to add to the tax base, nor make their neighborhoods a better/preatier/newer/safer/cleaner environment.	7/13/2017 3:32 PM
6	The process is super efficient, saved me a whole lot of driving between Seattle & Bellingham	7/10/2017 11:57 AM
7	I found it somewhat difficult to find the right form for our block party event. The staff was helpful.	7/10/2017 8:50 AM
8	Streamlined and helpful process	7/7/2017 1:10 PM
9	I am thrilled you have on-line permitting! Your system is easy and well designed.	7/7/2017 11:40 AM
10	XXXX and the staff there were very helpful and fast.	7/7/2017 10:48 AM
11	The staff was extremely helpful all the way through the process. Much appreciated!	7/7/2017 10:14 AM
12	Charged extra because of multiple planners with constantly changing criteria.	7/7/2017 9:04 AM
13	Could not get my copy of my permit online. Ended up going to city hall to get it	7/7/2017 8:22 AM
14	staff were pleasant and helpful	7/7/2017 7:08 AM
15	Great at call backs.	7/6/2017 5:57 PM
16	Some of the sections need to be clarified on what information is needed	7/6/2017 3:30 PM
17	I feel that permits if not accive should be a year befor there is a fine not 6 months	7/6/2017 3:24 PM

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18	The process made me wish I wouldn't have gone through proper channels.	7/6/2017 2:22 PM
19	staff were all very professional and helpful	7/6/2017 12:51 PM
20	Very quick responses to my questions	7/6/2017 12:47 PM
21	Staff who answered phones were always kind and helpful, plan reviewer was same, inspectors were nice. Went great for such a stressfull experience...getting permits as a homeowner	7/6/2017 11:47 AM
22	Very timely and profesional.	7/6/2017 11:34 AM
23	EASY & SIMPLE!	7/6/2017 11:19 AM
24	Like the ability to submit, track and pay online.	7/6/2017 11:17 AM
25	Staff were very respectful and helpful	7/6/2017 11:02 AM
26	XXXX has been wonderful to work with, and she was extremely helpful and patient as we tried to figure out a complicated permit.	7/6/2017 11:00 AM
27	Staff consistently tries to find a way to 'yes' as opposed to 'no', even though 'no' is sometimes the easier path.	7/6/2017 10:39 AM
28	Doing the Special Events permit was new for me this year. I've been doing the Temporary ROW-Use permit for all 16 years of the annual tricycle relay races. XXXX was very helpful working me through the new process.	7/6/2017 10:39 AM
29	Slow and tedious. The staff is generally very helpful, but the applications themselves are confusing.	7/6/2017 10:21 AM
30	Although I appreciate that you are all using the electronic system, I still felt like there were a lot of things I needed to go into the office for. Granted, I think without those onsite visits and help, it likely would have taken me a lot longer to get the permit application in.	7/6/2017 10:16 AM
31	There isn't always a lot of information coming back to me (confirmations, feedback, etc) but overall, it is quick and easy.	7/6/2017 10:10 AM

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

Answered: 30 Skipped: 30

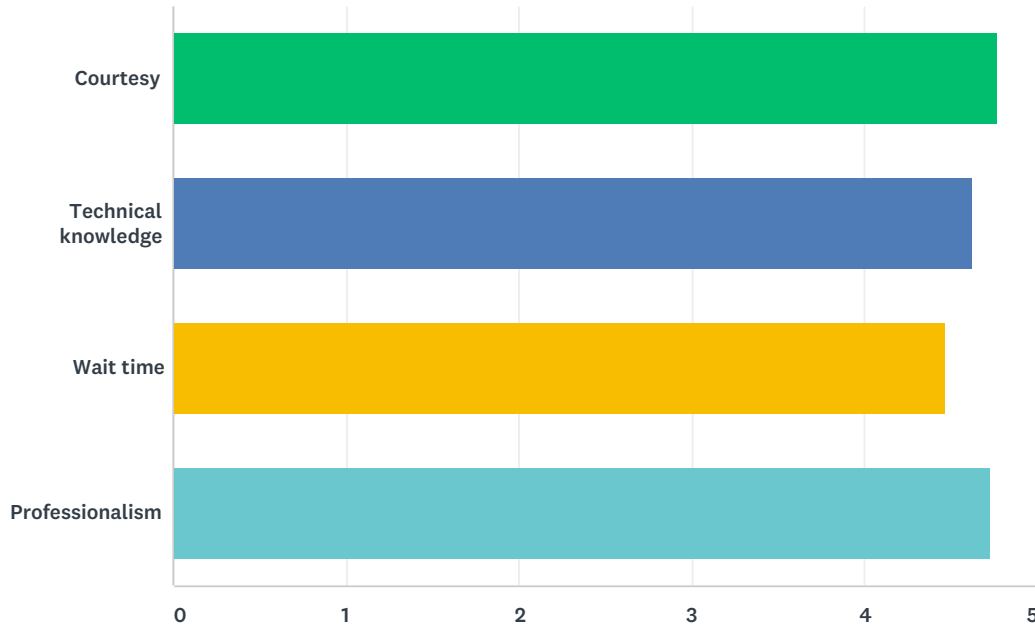
#	RESPONSES	DATE
1	get rid of rental inspection program until they issue renters license	9/19/2017 11:50 AM
2	Difficult to find the check off list	7/31/2017 3:30 PM
3	None. Everything went very smoothly.	7/25/2017 8:56 PM
4	I was satisfied with my experience and did not see room for improvement.	7/18/2017 7:01 PM
5	More open communication and input.	7/18/2017 5:54 AM
6	tech and online experiance only replace people with computers. This seems like an even bigger step backward. However, a computer may offer more compassion/understanding than the current workers in the building department, I doubt it would be a valuable service to the members of the community in the long run. Maybe, spend money on a think tank that will tell you why so many projects built by homeowners and contractors in this town are built without the cities involvement. Look inward and decide if the building department is doing anything beneficial at all. This town is blowing up in the housing market, do you want sub-urbs? or more infill? Should i move out of a 700sq/ft home to a 2200 sq/ft home out on Mt. Baker Highway? and drive and clog the roads? something is definatly wrong in the buidling department and it has nothing to do with moving the process online. Guys, remember last year when some psycho torched one of your cars? I don't think it was because that dude couldnt get online to call in his inspections.	7/13/2017 3:32 PM
7	Description of different inspections	7/7/2017 10:16 PM
8	Explanation of fee breakdowns and how to estimate them better	7/7/2017 1:10 PM
9	none	7/7/2017 11:40 AM
10	check in system on a computer	7/7/2017 10:48 AM
11	Common sense	7/7/2017 9:04 AM
12	Text or call before inspector shows up. Maybe a 30 minute warning. Just showed up.	7/7/2017 8:42 AM
13	keep up the good work	7/7/2017 7:08 AM
14	Everything is fine	7/6/2017 7:14 PM
15	Start emailing inspection results to customers.	7/6/2017 5:57 PM
16	permit	7/6/2017 3:30 PM
17	An account that we can deposit money in and pull from while paying for permits.	7/6/2017 3:24 PM
18	The staff was very helpful and when they didn't know an answer they were good at sourcing the answer. Although, a more knowledge/informed staff person on initial contact would be useful so that I didn't have to call back so many times.	7/6/2017 2:55 PM
19	Cost and timeliness.	7/6/2017 2:22 PM
20	I could not apply for the application online due to software issues on the city's end. I eventually had to go in person to apply but the person helping me was wonderful.	7/6/2017 1:43 PM
21	Your website looks like it was made in 1999, It needs an update. It still works great, just needs a change of theme.	7/6/2017 11:34 AM
22	none	7/6/2017 11:19 AM
23	The user interface seems slow at times and dated.	7/6/2017 11:17 AM
24	N/A	7/6/2017 11:00 AM

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25	Being able to apply for building permits through the online portal rather than by email could be nice. At least an explanation about linking your permit to your online portal would have been very helpful.	7/6/2017 10:21 AM
26	You guys are great with quick responses on permits unlike some jurisdictions we deal with who can't seem to get anything done in under 45-60 days.. thanks for all your hard work	7/6/2017 10:21 AM
27	ability to make larger payments, understanding the different types of permits and what is required to go together, ability to download forms (ie. request for temporary certificate of occupancy)	7/6/2017 10:17 AM
28	In our situation, it seemed that there was some confusion about what kind of permit to apply for. I think it would be nice to have a initial survey to complete to kick off the type of permit to apply for.	7/6/2017 10:16 AM
29	Many of the instructions are difficult to find, or are in higher level jargon. Simplified language would make it easier for everyone to make sure the applications are done correctly.	7/6/2017 10:10 AM
30	everything is awesome but if an addition feature of notification to the applicant regarding the fee can be added it will be helpful for all applicants .	7/6/2017 10:09 AM

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

Answered: 60 Skipped: 0



	VERY SATISFIED	SOMEWHAT SATISFIED	NEITHER SATISFIED NOR DISSATISFIED	SOMEWHAT DISSATISFIED	VERY DISSATISFIED	N/A	TOTAL	WEIGHTED AVERAGE
Courtesy	85.00% 51	10.00% 6	1.67% 1	3.33% 2	0.00% 0	0.00% 0	60	4.77
Technical knowledge	75.00% 45	15.00% 9	1.67% 1	1.67% 1	3.33% 2	3.33% 2	60	4.62
Wait time	63.33% 38	26.67% 16	3.33% 2	6.67% 4	0.00% 0	0.00% 0	60	4.47
Professionalism	85.00% 51	10.00% 6	0.00% 0	3.33% 2	1.67% 1	0.00% 0	60	4.73

#	PLEASE PROVIDE ANY OTHER SPECIFIC COMMENTS REGARDING THE SERVICE YOU RECEIVED.	DATE
1	Do to the city current work volume, my wiat time for permit review was longer than expected.	7/31/2017 11:11 AM
2	I was quite intimidated by the process and really knew nothing about it. The staff was well-informed and showed me how to comply with regulations and fill out the necessary forms.	7/25/2017 8:56 PM
3	XXXX emailed me to make sure I knew my application was approved and ready to download. Thank you! The two ladies that helped me were very helpful and helped me pick out the perfect tree for the front of my house.	7/18/2017 7:01 PM
4	Again, whoever is rocking that front desk needs a raise, that guy is the shining star in the building department.	7/13/2017 3:32 PM
5	The turnaround time from when I pay the fee to when I received the approved permit is almost immediate, no wait time needed like some other jurisdictions electronic system	7/10/2017 11:57 AM
6	The secretary who is slightly deaf is very friendly and super helpful	7/7/2017 10:48 AM

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7	Two different people helped me with different experiences.	7/6/2017 2:22 PM
8	Only once has it taken me more than one day to get a permit, and that one time was a huge jib so I understand.	7/6/2017 11:34 AM
9	I worked with a gentleman by the name of XXXX during registration and permit application process, He was so helpful, professional and pleasant.	7/6/2017 10:42 AM
10	It seems a bit strange for a City department to be charged \$53 for the application review for an all City department event.	7/6/2017 10:39 AM
11	Whenever I've called or come into the permit office with questions the staff have been very helpful. I did have some issues with a field inspector refusing to sign off on a sink drainage configuration I had already gotten okayed though.	7/6/2017 10:21 AM
12	The Permit Application was not approved until the afternoon of the last day before the application expired. That was a little stressful as we neared the date of our major event. A little more communication would have been reassuring.	7/6/2017 10:10 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: 29 Skipped: 31

#	RESPONSES	DATE
1	Get rid of the socialist mayor and council members.	9/19/2017 11:50 AM
2	Communication between the inspectors and office is poor. A 2 hour window for the inspectors should be reduced by a simple cell phone call just previous to arriving for the inspection.	7/31/2017 3:30 PM
3	XXXX & XXXX were always willing to help me get any information that I need and normally processed by applications with in minutes of receiving them. On all commercial permit application, I would always process Architectural, Mechanical and Plumbing reviews upon initial submittal. I wasn't aware of this on my first application that I would need to ask for them. Also, make it clear to applicants that electrical reviews are not complete until after the electrical subcontractor make application. In other jurisdiction and in other states the electrical reviews are always completed at the time of application but the permit isn't issued until the electrical sub contractor make application.	7/31/2017 11:11 AM
4	Kudos to the staff in the Permit Center!	7/25/2017 8:56 PM
5	It was easier than I expected. I am assuming things are better. I have heard that permits are hard to apply for, that was not my experience. Kudos to the two ladies that helped me.	7/18/2017 7:01 PM
6	There is a lack of engagement in problem solving.	7/18/2017 5:54 AM
7	Stop with the online forms. Force everyone into classes that inform them what it means to be a civil servant, and how that position should carry clout in our society.... but... it doesn't. Builders in your own industry don't even come to you. The only reason someone gets an inspection it seems is because WECU makes it mandatory because of the loan process. Guys! Please just think about this last statement, why does the private sector believe that the government is slowing progress down? I love paying taxes, I love the idea that the building department could be a resource to help build quality safe buildings. I hate the current state of the building department. Thanks for reading.	7/13/2017 3:32 PM
8	Great staff, very helpful every time.	7/7/2017 10:16 PM
9	Prompt and helpful, turned info around on or ahead of deadlines - much easier process than other jurisdictions.	7/7/2017 1:10 PM
10	all steps were great!	7/7/2017 11:40 AM
11	Really nice people!	7/7/2017 10:14 AM
12	Storm water permits in the watershed for landscaping and removal of grass are ridiculously hard and expensive. We are told grass produces phosphorus and it is bad. Yet when we go to take steps to do something about it, it is treated as a mitigation not something that is an effort to help. I will not be engaging the city any further to aid in phosphorus reduction.	7/7/2017 9:04 AM
13	no	7/7/2017 7:08 AM
14	Please start emailing inspection results to customer's.	7/6/2017 5:57 PM
15	Kudos to XXXX	7/6/2017 3:44 PM
16	Asking about curtain jobs, instead of accusing. Otherwise great	7/6/2017 3:30 PM
17	It's a frustrating process. And hard to understand why a homeowner has to jump through so many hoops and give the City \$\$ for my fence height. It made me feel penalized for using proper channels.	7/6/2017 2:22 PM
18	Everyone was very nice and it was a pleasant experience.	7/6/2017 1:43 PM
19	Pre-application process could be a bit less confusing - so many steps and forms.... it was quite intimidating.	7/6/2017 12:51 PM



## Copy of Permit Center Customer Comment Portal

20	XXXX (sp?) is very nice and helpful.	7/6/2017 11:34 AM
21	XXXX and XXXX were very helpful, friendly and professional. We appreciated the quick approval.	7/6/2017 11:09 AM
22	The permit center gave excellent, helpful service. My dealings with the Public Works department, XXXX, were very positive.	7/6/2017 11:02 AM
23	I like this system and have used it with other cities also. It was not clear to me initially that we would submit our job scope and then wait for the permit staff to assign a cost - so it may be beneficial to outline that in some way if it isn't there already and I missed it! But I asked your staff and got a timely reply which clarified it for me.	7/6/2017 10:42 AM
24	Keep up the good work.	7/6/2017 10:39 AM
25	Overall, I've been very satisfied with my interactions with Permit Center staff. Kind, courteous, responsive, professional! Customer service isn't the easiest job and you guys do it well. XXXX does a particularly excellent job as the first point of contact.	7/6/2017 10:39 AM
26	Obtaining an accurate address for a mall tenant was difficult but your staff was helpful in overcoming the problem.	7/6/2017 10:33 AM
27	Personally I'm not too happy with my current Building Permit Application. It was long and difficult to fill out, felt extremely excessive for minor tenant work, and the review process is very slow. I applied over a month ago and still have two major reviews left. I also had to resubmit a permit which was to code, but didn't specifically call out that it was on the plans, which was irritating.	7/6/2017 10:21 AM
28	Everyone has been wonderful to deal with, helpful with information and time constraints.	7/6/2017 10:17 AM
29	XXXX was very responsive with my emails and my onsite meetings- I really appreciate her help and patience with me as I learned the process. As far as some of the feedback from our contractor and his staff, they seem to feel like not every inspector is equal. There are a few that the don't like to see come to the door and others that they really like. It would be great if there was more consistency in that department.	7/6/2017 10:16 AM