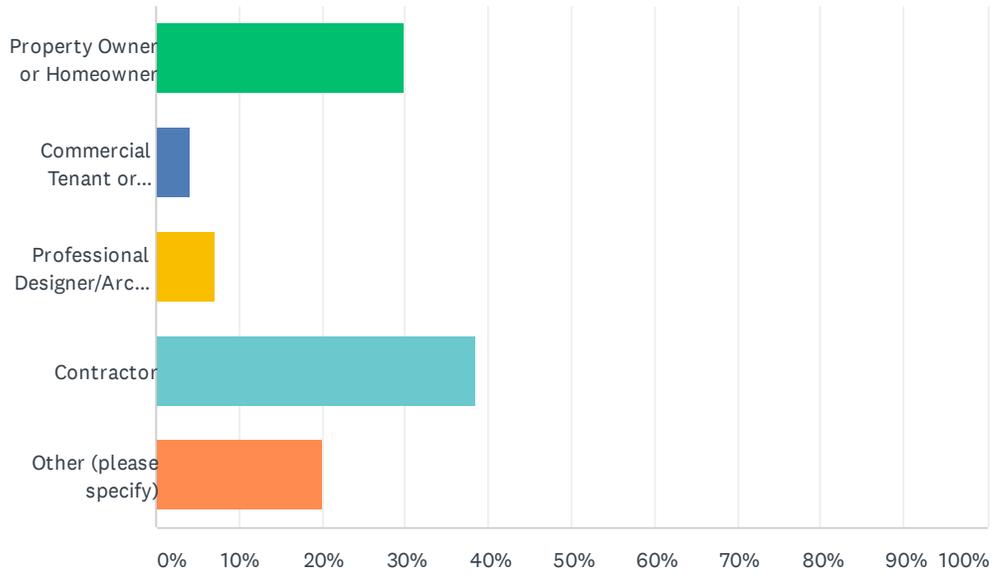


Q1 Which of the following best describes you?

Answered: 70 Skipped: 0



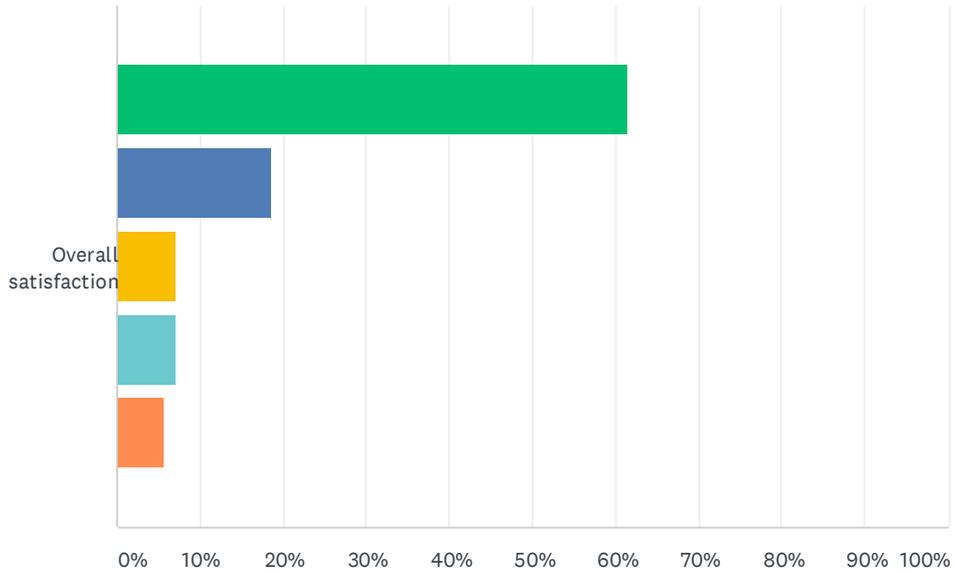
| ANSWER CHOICES | RESPONSES | |
|------------------------------------------|-----------|-----------|
| Property Owner or Homeowner | 30.00% | 21 |
| Commercial Tenant or Business Owner | 4.29% | 3 |
| Professional Designer/Architect/Engineer | 7.14% | 5 |
| Contractor | 38.57% | 27 |
| Other (please specify) | 20.00% | 14 |
| TOTAL | | 70 |

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| # | OTHER (PLEASE SPECIFY) | DATE |
|----|--------------------------------------------------------------------------------------------|--------------------|
| 1 | Retired building teacher and building designer assisting my sos apply for a small addition | 6/25/2020 1:57 AM |
| 2 | Employee | 1/21/2020 10:13 AM |
| 3 | Trade Association | 1/13/2020 10:37 AM |
| 4 | Heavy Haul/Overdimensional Transport | 1/8/2020 2:51 PM |
| 5 | Museum educator | 1/7/2020 9:54 AM |
| 6 | Carpenter | 1/6/2020 10:01 PM |
| 7 | Community Event Planner | 1/6/2020 5:43 PM |
| 8 | Expeditor | 1/6/2020 4:27 PM |
| 9 | Electrical Contractor | 1/6/2020 4:06 PM |
| 10 | Owner's Representative/Project manager | 1/6/2020 3:20 PM |
| 11 | Residential tenant | 1/6/2020 3:13 PM |
| 12 | Maintenance technician | 1/6/2020 2:59 PM |
| 13 | Heavy Transport company | 1/6/2020 2:59 PM |
| 14 | Contractor Permit Specialist/McKinstry Co. | 1/6/2020 2:39 PM |

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

Answered: 70 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 | 61.43% 43 | 18.57% 13 | 7.14% 5 | 7.14% 5 | 5.71% 4 | 70 | 4.23 |

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| # | PLEASE SHARE ANY COMMENTS YOU HAVE ABOUT YOUR OVERALL EXPERIENCE. | DATE |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1 | Some of the requirements are ridiculous. - to verify the existence of a lot of record - had to go to WLT and pay them do do the research that you have access to in public records.. Many designers and architects and builders do not want to work with Semiahmoo and Bellingham cause they ask us to perfect the irrelevant.. | 6/25/2020 1:57 AM |
| 2 | ██████ was very professional and was a pleasure to deal with on the telephone. | 3/23/2020 12:02 PM |
| 3 | The electrical inspector who came to our home arrived without the agreed upon advance notice, was dismissive and made me feel incompetent for asking a question about an electrical inspection form for the Community Energy Challenge, and did not actually inspect most of the new work. He checked a few outlets and switches, but major new installations including a 40 amp EVSE for charging a car were not reviewed, and there was no review that I could tell to see whether the knob and tube wiring was actually removed. | 2/25/2020 12:11 AM |
| 4 | Most of the firds are irrelevant to what we do, and then I always get a phone call or email that our permit is incomplete. | 2/21/2020 8:41 AM |
| 5 | We are satisfied with the permit center staff they are helpful and friendly. If its not broke don't fix it please! | 2/12/2020 11:37 AM |
| 6 | When calling about the permit application and its requirements, the questions were answered kindly and was informative. Also, it did not go to voice mail. | 2/5/2020 12:56 PM |
| 7 | We just got hit with a code change on BMC | 1/21/2020 10:13 AM |
| 8 | Staff are great to work with once you make contact via phone or in person at your office or via site inspections. But customer portal is not easy to work with nor it is intuitive for homeowners. | 1/13/2020 7:25 PM |
| 9 | The rental registration coordinator is very helpful. | 1/13/2020 4:47 PM |
| 10 | ██████ provided exceptional and fast service. | 1/11/2020 9:26 PM |
| 11 | Website sucks takes to long to approve | 1/9/2020 6:23 PM |
| 12 | It was fast and easy to apply and go thru the permitting process. It was easy to navigate | 1/8/2020 9:06 AM |
| 13 | The Permit Center staff are helpful and generally seem invested in their work. My disappointment is derived from experiences with Planning and Public Works staff outside the Permit Center experience. | 1/7/2020 11:33 PM |
| 14 | Friendly and helpful staff | 1/7/2020 10:23 AM |
| 15 | great help from permitting officers. | 1/7/2020 9:54 AM |
| 16 | Attentive to our needs & most willing to provide the correct information. | 1/7/2020 8:56 AM |
| 17 | The people I have had contact with are extremely professional and we able to help me through the submittal process | 1/7/2020 8:49 AM |
| 18 | the Permit Center seems unclear of some of it's guidelines - I was given different answers to the same question. Additionally, there were instances when Planning and Permitting seemed more concerned about a neighbors minor complaints - holding up the DADU project in a not meaningful way simply to extract more concessions, time, and money. It's clear that it's a learning process for them. They need to prioritize the homeowners if they want people to actually build DADU's versus holding up projects with insignificant requests that will be meaningless within a years time. Ex. Asking for privacy screening per a neighbors request that had no idea that we were not putting windows in on second story to give her desired privacy. Should have been a non issue - instead my building designer has to spend several hours collecting data, send to Permit Ctr - all for not. Feels like they are making/changing guidelines as they go - making the process tedious! | 1/7/2020 12:01 AM |
| 19 | Everyone is very patient kind and helpful. | 1/6/2020 10:01 PM |
| 20 | the staff at the permit center were extremely helpful. | 1/6/2020 6:38 PM |
| 21 | Cumbersome, confusing and convoluted | 1/6/2020 4:31 PM |
| 22 | It's been fine. | 1/6/2020 4:27 PM |
| 23 | Serious lack of communication, decision making and code interpretation between the plan reviewer and office staff. | 1/6/2020 4:06 PM |

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| | | |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 24 | Staff at the permit desk were friendly and helpful. | 1/6/2020 3:54 PM |
| 25 | please try to remember to not discourage people away make it easy as possible for getting a permit \$ thatch the scary part | 1/6/2020 3:23 PM |
| 26 | Ya'll rock! Every time I have come into apply for permits, ask questions, seek direction, etc., I have been greeted and assisted by great staff with attention to detail and a great attitude. I have to do this all over the place and I gotta believe that Bellingham is one of the best I deal with on a fairly regular basis. | 1/6/2020 3:20 PM |
| 27 | The process was smooth and painless | 1/6/2020 2:59 PM |
| 28 | Was able to apply for and receive our permit in a timely manner | 1/6/2020 2:59 PM |
| 29 | It was much easier to navigate than most online permitting sites. | 1/6/2020 2:51 PM |
| 30 | It was timely and I was able to get the info I needed | 1/6/2020 2:43 PM |
| 31 | Still left wondering if I had asked *all* of the *right* questions to learn what I needed to know. If you don't ask, the person at the counter may not tell you. | 1/6/2020 2:35 PM |
| 32 | All of the staff in the Permit office were patient and helpful. | 1/6/2020 2:31 PM |
| 33 | always seem to have time for good service | 1/6/2020 2:31 PM |

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

Answered: 39 Skipped: 31

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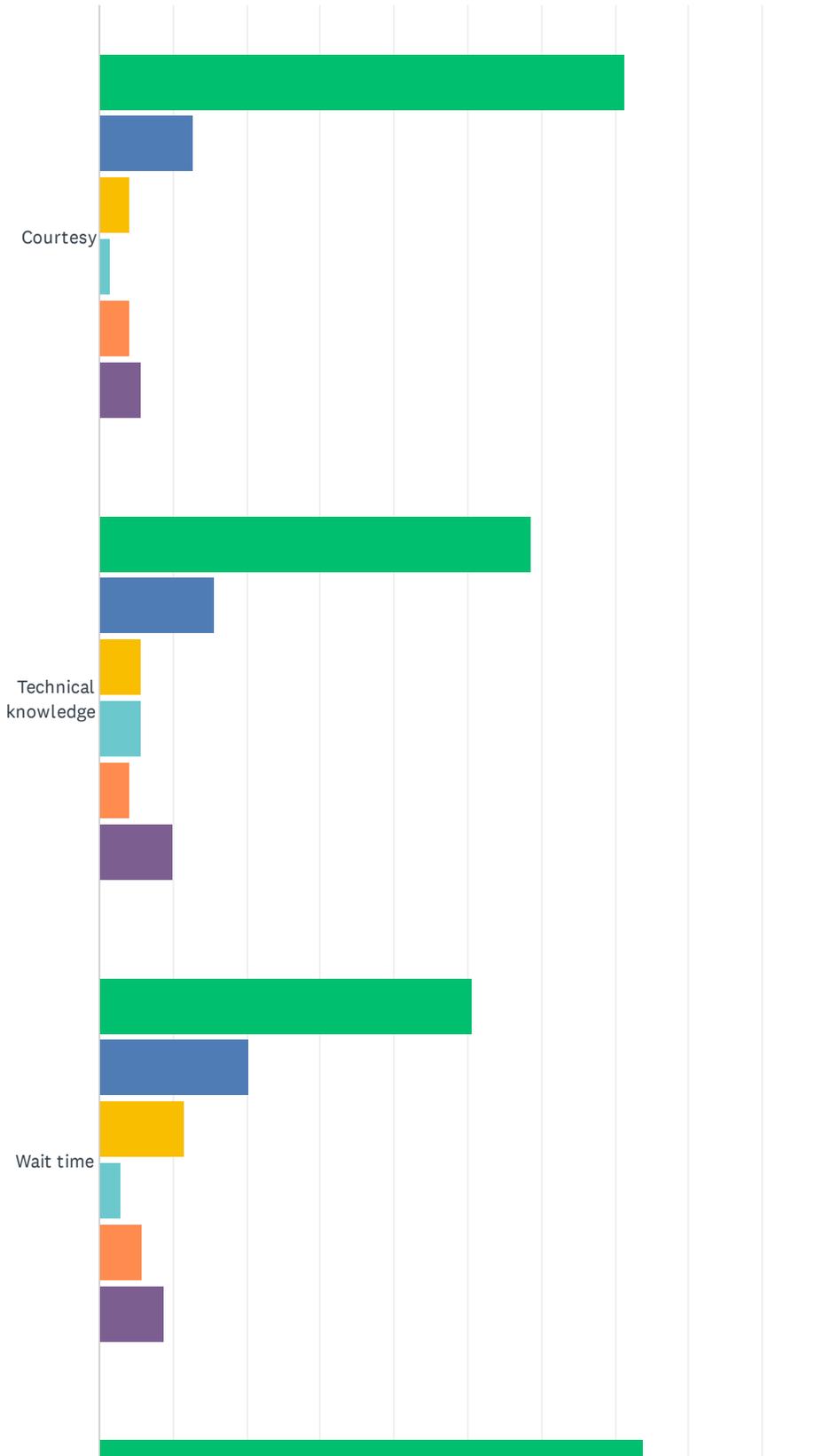
| # | RESPONSES | DATE |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1 | The Email only as a means of turning in plans etc is a pain in the @\$\$\$. Our project is a VERY SMALL project and it has taken nearly a month and I am still being asked to add more things to add to the process. | 6/25/2020 1:57 AM |
| 2 | Clearer communication with customers. My inspector showed up without warning and did not know what the contractor had him out to inspect. | 2/25/2020 12:11 AM |
| 3 | There needs to be no assumption that we are a simple electrician contractor and that there are other categories. We are low voltage and I often have issues getting the permit completed. | 2/21/2020 8:41 AM |
| 4 | Prior to the new update the online permit portal was one of the most user friendly sites we use in all of Washington. Since the new updates it has been frustrating to say the least. Please go back to the old version if its not broke don't fix it! | 2/12/2020 11:37 AM |
| 5 | Your online portal is terrible, nobody answers the phone. 5th graders could run this better | 1/30/2020 1:09 PM |
| 6 | Having the process completed at one station. | 1/16/2020 3:55 PM |
| 7 | Seems the online portal for permitting is geared for contractors who know what is expected and in what sequence. It would be nice to have it so homeowners not using a general contractor to seek out permits, could understand fully what is needed and when. | 1/13/2020 7:25 PM |
| 8 | None. | 1/13/2020 4:47 PM |
| 9 | confirmation email that my email submission was received | 1/13/2020 10:37 AM |
| 10 | Easier Navagation for Address/job locate | 1/10/2020 3:20 PM |
| 11 | It would be a vast improvement if eTrakit was mobile friendly. | 1/10/2020 7:55 AM |
| 12 | To many steps to finally get to asking for inspection takes to long | 1/9/2020 6:23 PM |
| 13 | I think the permit center functions well and has good resources. | 1/7/2020 11:33 PM |
| 14 | Improvement with online experience; some of the links on the documents where broken. I reported broken links as I came across them. | 1/7/2020 9:54 AM |
| 15 | Links to appropriate city codes for Homeowner projects. | 1/7/2020 8:56 AM |
| 16 | none at this time, however your survey has arrived prior to my permit being issued | 1/7/2020 8:49 AM |
| 17 | Better communication! Less of a righteous attitude. Possibly consider learning from those in the neighborhoods vs relying on one blueprint for all. | 1/7/2020 12:01 AM |
| 18 | A page that shows where your permit is once submitted and all stages with the status of each area. | 1/6/2020 10:01 PM |
| 19 | N/A | 1/6/2020 8:09 PM |
| 20 | It seems that the online program doesn't address low voltage work and this is a huge part of today's technology | 1/6/2020 7:34 PM |
| 21 | reduce response time from planning | 1/6/2020 6:07 PM |
| 22 | A very clear check list. I think the codes need to be overalled by professionals in the field so they are fair and sensible and allow for innovation. | 1/6/2020 4:31 PM |
| 23 | Don't think out sourcing plan review is the way to go for Bellingham. | 1/6/2020 4:06 PM |
| 24 | None at this time. | 1/6/2020 3:55 PM |
| 25 | not to easy | 1/6/2020 3:23 PM |
| 26 | Nothing I can think of. I have had zero issues with the services available. | 1/6/2020 3:20 PM |
| 27 | faster reviews and permits issued | 1/6/2020 3:10 PM |
| 28 | Schedule inspection times for AM PM and have them show up at those times. When leaving a note for the inspector to call prior to showing up on site to make sure someone will be there to let them in would help as well. | 1/6/2020 3:09 PM |
| 29 | faster turn around getting permits | 1/6/2020 3:07 PM |
| 30 | Text notifications when inspector is arriving to insure a representative is on site | 1/6/2020 3:01 PM |

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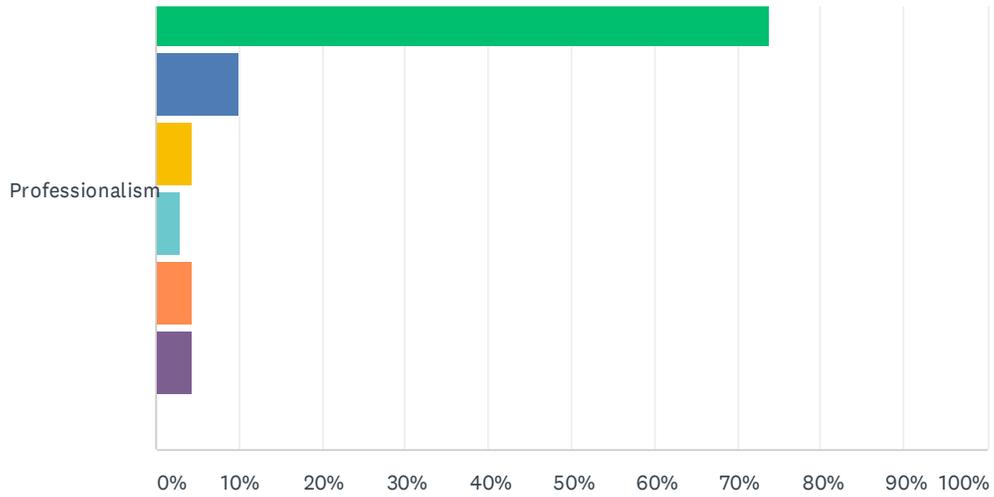
| | | |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 31 | The ability to ask for an inspection online | 1/6/2020 2:59 PM |
| 32 | With our permit volume anything online helps. | 1/6/2020 2:39 PM |
| 33 | You know, most went well. Having helped some friends through the process now, I have seen some problems though. Reviews aren't consistent. If there are issues, and there isn't a checkbox method to resolve them it can get tough. Staff are great, and you guys do a wonderful job overall, but there is room to improve. | 1/6/2020 2:36 PM |
| 34 | tell other municipalities to follow your example | 1/6/2020 2:36 PM |
| 35 | Building permit guidelines published online, a least to the standard of Skagit Count or Whatcom County planning. | 1/6/2020 2:35 PM |
| 36 | Better interaction with inspectors would be helpful | 1/6/2020 2:33 PM |
| 37 | It would be nice if permit fees could be paid a permit counter. | 1/6/2020 2:31 PM |
| 38 | the etrak it system is great, though our company cannot figure out our login and no one at COB can seem to help change it. This requires employees in our company to create personal logins for company use. Not a huge deal, but we would like to keep business related permits associated to the company. | 1/6/2020 2:31 PM |
| 39 | more seating | 1/6/2020 2:31 PM |

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

Answered: 70 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 | 71.43% 50 | 12.86% 9 | 4.29% 3 | 1.43% 1 | 4.29% 3 | 5.71% 4 | 70 | 4.5 |
| Technical knowledge | 58.57% 41 | 15.71% 11 | 5.71% 4 | 5.71% 4 | 4.29% 3 | 10.00% 7 | 70 | 4.3 |
| Wait time | 50.72% 35 | 20.29% 14 | 11.59% 8 | 2.90% 2 | 5.80% 4 | 8.70% 6 | 69 | 4.1 |
| Professionalism | 73.91% 51 | 10.14% 7 | 4.35% 3 | 2.90% 2 | 4.35% 3 | 4.35% 3 | 69 | 4.5 |

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| # | PLEASE PROVIDE ANY OTHER SPECIFIC COMMENTS REGARDING THE SERVICE YOU RECEIVED. | DATE |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1 | Im addition to the concerns above, our contractor was unable to secure an inspection on the intended day even though they called the day before. This was the first time they say that's happened to them, so maybe additional staff are needed? | 2/25/2020 12:11 AM |
| 2 | The office person who emailed me was not comprehending the type of wiring we are about to do, and asked questions that didn't make sense in this context. | 2/21/2020 8:41 AM |
| 3 | ██████ response was unexpectedly quick. Don't know if the problem will be solved | 2/6/2020 11:05 AM |
| 4 | So far. | 2/5/2020 12:56 PM |
| 5 | The permit specialist are a great resource | 1/21/2020 10:13 AM |
| 6 | I did everything on line and it was streamline. | 1/13/2020 4:47 PM |
| 7 | Inspector is too anal | 1/9/2020 6:23 PM |
| 8 | Planning staff are not able to provide uniform consistent feedback on code questions and certain staff such as ██████ are unqualified to provide feedback. Feedback received is often different with each staff member and is at times proven to be inaccurate. This makes planning for a project more difficult. | 1/7/2020 11:33 PM |
| 9 | A ██████ was condescending when I made visits to the office. Struck me as insecure and unwilling to acknowledge lack of how the process would unfold. | 1/7/2020 12:01 AM |
| 10 | Personal judgements and interpretations by staff made the permitting process time consuming | 1/6/2020 4:31 PM |
| 11 | very professional | 1/6/2020 3:23 PM |
| 12 | I have never waited more than 5 minutes on any occasion when visiting the building department permit center. | 1/6/2020 3:20 PM |
| 13 | All of the city staff I worked with were very professional | 1/6/2020 2:59 PM |
| 14 | Questions asked were handled in a knowledgeable manner | 1/6/2020 2:59 PM |
| 15 | A little slow on the plan review. | 1/6/2020 2:51 PM |
| 16 | I think there is a problem with staff mixing up subjective policy with code but acting as if policy is the rule. | 1/6/2020 2:43 PM |
| 17 | The staff are overall awesome, but the process isn't without some frustrations. Overall I'm not dissatisfied. | 1/6/2020 2:36 PM |
| 18 | As a homeowner, it can be tough knowing exactly what department representative I need to answer questions. Other representatives may give an incomplete answer. | 1/6/2020 2:35 PM |
| 19 | One inspector failed us without following the directions we'd left for them regarding access to our property. This cost us time and money and could have been avoided if he'd only called the number I left. | 1/6/2020 2:33 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: 33 Skipped: 37

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| # | RESPONSES | DATE |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1 | My email was not working and I could not turn in paper application.. Took nearly three weeks to get the paperwork turned in. I actually made prints and was prepared to mail them in but you could not scan them into the system because they were D sized. NO one said anything about a size during my many conversations. Any changes and modifications must have a cover letter and cover sheet. again nothing was said about this so I had turned in just the pages that were changed. Wrong again. OK now i turned in the changes, cover letter, worksheet, fixture list, change request, land title, ... It won't take this long to do the addition. it is only 200 feet. Your people have been very helpful. and have tried... but their hands are tied by the regulations that have been put into place. bureaucracy that survives only to create more paperwork and bureaucratic busy work. Streamline the process. I used to have a sign in my classroom. " Are you perfecting the irrelevant? " | 6/25/2020 1:57 AM |
| 2 | Bring back the old portal! Staff is helpful and friendly please keep up the good work. | 2/12/2020 11:37 AM |
| 3 | Have not gone through review but other jurisdictions should be as helpful and courteous. | 2/5/2020 12:56 PM |
| 4 | Please get with the times | 1/30/2020 1:09 PM |
| 5 | Good experience | 1/16/2020 3:55 PM |
| 6 | Keep up the good work. | 1/13/2020 4:47 PM |
| 7 | The permit staff is very helpful. From the reception to the folks in the back. Thank you for all that you do! | 1/10/2020 7:55 AM |
| 8 | Your system was very user friendly and the help I received from your staff made the process quite simple! | 1/8/2020 9:06 AM |
| 9 | Project reviews are taking too long. Building Permit reviews are consistently late per self imposed deadlines in Etrakit. This is frustrating and difficult to plan for. Land Use permitting takes far too long. Efforts should be made to improve performance on timelines. | 1/7/2020 11:33 PM |
| 10 | Everything went really smoothly overall. | 1/7/2020 9:54 AM |
| 11 | Very helpful staff. | 1/7/2020 8:56 AM |
| 12 | I would be happy to respond again at the end of my construction process and interaction with the city and its employees | 1/7/2020 8:49 AM |
| 13 | Get on the same page. When you are not - admit as much. | 1/7/2020 12:01 AM |
| 14 | So far I have been very satisfied in getting help with all the paperwork and getting walked through on what needed to be done so I can submit paperwork. Since i've submitted the paperwork I get responses back in a timely manner and am glad to be working with such a great staff. | 1/6/2020 10:01 PM |
| 15 | It was simply for a 2 hour street closure. | 1/6/2020 8:09 PM |
| 16 | I believe your online program should address low voltage network security data and phone as a separate project. Just our opinion from a 38 year contractor in the business ????? | 1/6/2020 7:34 PM |
| 17 | all nice helpful people | 1/6/2020 6:07 PM |
| 18 | The staff is trying | 1/6/2020 4:31 PM |
| 19 | I had a great experience. The permit was issued without comments. Your tech added a couple notes(insulation and blocking) that didn't delay your issuing. Really appreciate this. In the past, some comments seemed minor and not impactful/significant yet required a whole other round of clerical and drafting work. So thank you | 1/6/2020 3:56 PM |
| 20 | Very pleasant people at the center! | 1/6/2020 3:55 PM |
| 21 | Thanks! | 1/6/2020 3:54 PM |
| 22 | no con criticism hours open to the public should be early in the morning most contractors start at 7:00 every day | 1/6/2020 3:23 PM |
| 23 | I don't have all the staff names I have interfaced with, but everyone (and I do mean EVERYONE) has been considerate, patient, friendly and very customer service oriented. Thank you because frankly this is never expected! | 1/6/2020 3:20 PM |
| 24 | Most of our experiences are positive. However, some of our permits and thus jobs have been | 1/6/2020 3:10 PM |

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held up for weeks due to reviews. Very little communication occurs during this wait time. Hopefully you will find ways to make this better.

| | | |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 25 | Your ladies in the permit department are always so nice and very responsive when I email them. I really want to give a shout out to [REDACTED] she has done an exceptional job with all of my needs. | 1/6/2020 3:09 PM |
| 26 | I really like the online permits much better then the old system. It would be nice if you could set up an account that we put money into for paying for permits Like L&I has. | 1/6/2020 3:09 PM |
| 27 | I think the process is working well | 1/6/2020 2:59 PM |
| 28 | I have always been treated very well with any communications I have had with the city of Bellingham. thank you for your support. | 1/6/2020 2:39 PM |
| 29 | When the fire permit technician is out due to vacation/ill, whatever, please have appropriate back up. That position is extremely important. | 1/6/2020 2:37 PM |
| 30 | You guys are great. A little more effort to resolve issues that are outside of the normal would go a long way, but now that I'm more familiar with the process, I think I could work around the issues. Thanks for all of your help! | 1/6/2020 2:36 PM |
| 31 | Some of the staff are very helpful and knowledgeable. The biggest improvement would be in the amount of time it takes the city to respond to permit comments. I assume it is due to the shortage of staff. | 1/6/2020 2:36 PM |
| 32 | Thank you for all of your help! | 1/6/2020 2:31 PM |
| 33 | This permit was for a like for like furnace replacement so it was super simple. | 1/6/2020 2:31 PM |