

**City and Borough of Juneau
Community Development Department**

Permit Center Customer Survey

**March 2009
Juneau, Alaska**

**Conducted By
League of Women Voters of Juneau**

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**History and Overview
City and Borough of Juneau
Community Development Department
Permit Center Customer Survey**

Conducted by League of Women Voters of Juneau

The League of Women Voters of Juneau (LWVJ) was contacted on July 22, 2008, by Dale Pernula, Director of the Community Development Department (CDD) for the City and Borough of Juneau (CBJ) to conduct a survey of users of the department, specifically people obtaining various permits from their Permit Center. The goal of the survey was to help determine how to improve services by the CDD Permit Center to the citizens of Juneau.

After an initial exploratory meeting between Dale Pernula and the current President, Valerie Watson, on July 29, 2008, the LWVJ Board of Directors was presented with the idea of doing the survey, discussed it at the August 2008 League Board meeting and invited Dale Pernula to attend the September LWVJ Board meeting for further discussion. Final approval by the League Board of Directors for the Permit Survey Project was given in October 2008.

Details of the survey were determined by the LWVJ and CDD staff between October 2008 and December 31, 2008. Included were the agreement, the actual survey form to be used, a survey timetable and selection of participants. It was determined that the survey conducted by the LWVJ would be a tabulated survey rather than a statistical one.

The completed survey form provided by CDD was mailed by the LWVJ to 600 survey participants on January 15, 2009, with a requested return date of January 31, 2009. Ten League members participated in the mail-out. Follow-up calls by League members were made after January 31, 2009, to all survey participants who did not respond to the initial mail-out. (See copy of mailed survey form on page 6 and copy of cover letter on page 3 of this report.)

Of the 600 surveys mailed out, 100 completed surveys were returned by mail and 32 were returned as undeliverable. Follow-up calls by 12 League members were made to 500 survey participants who either did not return the survey or were undeliverable. (See Caller Instruction Sheet on page 4 of this report.)

A total number of 288 completed surveys were received as a result of the mail-out and phone calling. This was a 48% survey return rate. Of these, 154 were received from survey respondents who categorized themselves as Homeowners, 65 were from survey respondents who categorized themselves as Contractor/Developers, 48 were from survey respondents who categorized themselves as Other, 18 survey respondents

History and Overview

categorized themselves as two or more of the categories and 3 survey respondents did not specify a category.

The ratings for questions 2, 3, 5 and 7 were tabulated and the information was formatted in tabulation grids. Any survey respondent comments to these questions were included in a “Notes” section following each category of grids.

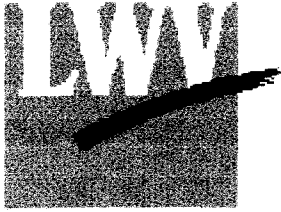
The survey participant responses to questions 4, 6 and 8 are included in a “Comments” section of the report.

Suggestions for survey form improvement for on-going use have been included in the report. Overall, though, the survey form was easy to work with and seemed clear and comprehensive.

An estimated 311 people hours of LWVJ volunteer time was involved in conducting the survey. This included preparation work for the survey, mail-out, receipt and logging of surveys returned by mail, preparation for and coordination of phone callers, follow-up phone calling, tabulation and compilation of the survey information, and report writing and editing.

The LWVJ commends CDD for this effort to determine the quality of the experience for permitting applicants in order to improve permit center services to the citizens of Juneau. We look forward to any improvements made from the information obtained from the survey results.

The LWVJ appreciates and thanks CDD for the opportunity to participate in conducting the survey. The LWVJ believes that responsible government should be responsive to the will of the people and has been working to ensure this principle since its inception.



The League of Women Voters

A Voice For Citizens, A Force For Change

P.O. Box 22048, Juneau, Alaska 99802

January 15, 2009

Dear CBJ Permit Recipient:

OFFICERS

Valerie Watson
President

Hetty Barthel
Past President

Cheryl Jebe
Treasurer

Judy Andree
Secretary

DIRECTORS

Carolyn Brown

Kay Gouyton

Carol Hedlin

Marjorie Menzi

Marianne Mills

Elise Tomlinson

This is your chance to "tell it to City Hall!" In an effort to improve service to the public, the Community Development Department of the City and Borough of Juneau (CBJ), in conjunction with the League of Women Voters of Juneau (LWVJ), is conducting the enclosed survey (on the back of this letter).

- The survey is short and sweet. The one-page document can be completed in a few minutes but also provides an opportunity to comment at length if you want to communicate more about your experience with the permitting process.
- Survey recipients have been randomly selected from residents who have applied for a permit for zoning, building, grading, signage, allowable use, conditional use, or variance during the past two years.
- The survey is anonymous. Only the LWVJ Survey Committee will be able to identify the respondents and this information will be destroyed before the survey results are provided to the CBJ. (Numerical identification of respondents will be made so that the League can make follow-up phone calls to those who don't return the survey.)
- The survey should be postmarked by January 25 to ensure that it is received by January 31 and so the results of the survey can be made available to the Department in a timely manner. Please return the survey in the stamped addressed envelope provided for your use. The survey is being returned to the League of Women Voters address to ensure the anonymity of the survey.

The LWVJ believes that responsible government should be responsive to the will of the people and has been working to ensure this principle since its inception. This is an opportunity for the Community Development Department to improve its service in 2009 based on your comments. Thank you for your participation.

Yours truly,

Valerie Watson, President
LWV Juneau

Enclosure: CBJ Permit Center/Customer Survey (on back of letter)
Stamped addressed envelope

Sample of Caller Instruction Sheet

League of Women Voters of Juneau Permit Survey Project Call Instruction Sheet

In your packet you should have: Applicant Call List, Call Log, and Blank Survey Forms. Applicant means survey participant. If you have any questions, call [REDACTED] at [REDACTED].

The Packets are alphabetically labeled. If you are Caller A, all the documents should be for Caller A.

Be sure your name is written on the black line on the front of the manila envelope.

The applicant numbers will not always be in sequence on the Caller List and Log. If the survey was returned already, it is not listed on a follow-up call list, and therefore, will not be on the list. For example, the Caller A list does not have a number 4, because that survey has already been returned.

Fill out the Call Log for each call you make. The applicant numbers on the Call Log match the applicant numbers on the Caller List. Please indicate the Status of each call by putting a check mark in the appropriate column. If you completed a verbal survey over the phone for an applicant, then you would put a check mark in the *Survey Done* column. If you contacted the applicant, but the applicant was not willing to do a verbal survey over the phone, you would put a check mark in the *Contacted But Refused* column. If you were unable to contact the applicant, then you would put a check mark in the *Unable to Contact* column.

If you have any relevant comments regarding the call, please put these in the Call Log Comments section.

After you have completed a call, record the number of minutes you spent on the call. This will help us determine how many people hours the League spent on this project.

Important: If an applicant is willing to do a verbal survey over the phone, put the number of the applicant (from the caller list) on the blank survey form that you use to record the answers from the applicant.

Suggested Text:

Hi, I am (your name) with the League of Women Voters of Juneau. In January, you were sent a survey that the League is doing in conjunction with the Community Development Department of the City and Borough of Juneau in an effort to improve service to the public regarding their permitting process. We have not received your survey form back, so are calling to see if you would be willing to do the survey over the phone. The survey is a one page document and should only take a few minutes to complete. The survey is anonymous and the identity of respondents will be destroyed before the survey results are provided to the CBJ. Would you be willing to do the survey over the phone?

When done, please place the Caller List, the Call Log and completed survey forms back in the manila envelope, and call [REDACTED] at [REDACTED] to arrange for return of the caller packet.

Permit Center Customer Survey Form Revision Suggestions

Following the survey and tabulation, those involved in conducting the survey made the following suggestions to improve the CDD Permit Center Customer survey form.

- Put a box around each question.
- Do not split questions between columns as it is confusing to the person filling out the form. (An example showing this formatting change has been included.)
- Add NA as a rating on questions 2, 3, 5 and 7.
- Either add "Type of Permit?" to Question One or ask that as a separate question.
- Respondents found Questions 2 and 3 redundant. To make the difference between the questions clearer, Question 2 could say, "Overall how would you rate the level of assistance from staff during the last two years? For example, were they courteous? Were they well-informed? Please rate only those with which you have had experience." Question 3 could say, "Rate the quality of your experience during the last two years when dealing with the following. Please rate only those with which you have had experience."

CITY AND BOROUGH OF JUNEAU - PERMIT CENTER - CUSTOMER SURVEY

To help us provide better service, we would appreciate your comments regarding our performance. Please take a moment to fill out the customer survey and let us know how we are doing. If you need more space for your comments, please use the back of the survey.

1) Please check the category that best describes your situation:

Homeowner _____ Contractor/Developer _____ Other _____

2) Overall how would you rate the level of assistance received within the last 2 years? Indicate all that apply:

	Poor	Average	High
Counter/Clerical Staff	1 2	3	4 5
Zoning/Planning Staff	1 2	3	4 5
Building Code/Inspectors	1 2	3	4 5
Grading/Engineering Staff	1 2	3	4 5

3) Rate the quality of service you have received within the last 2 years in these categories. Indicate all that apply:

	Poor	Average	High
Zoning/Planning Information	1 2	3	4 5
Building Code Information	1 2	3	4 5
Grading Permit Information	1 2	3	4 5
Building Permit Review	1 2	3	4 5
Grading Permit Review	1 2	3	4 5
Sign Permit	1 2	3	4 5
Allowable Use Permit	1 2	3	4 5
Conditional Use Permit	1 2	3	4 5
Variance	1 2	3	4 5
Rezone	1 2	3	4 5
Building Inspections	1 2	3	4 5
Grading Inspections	1 2	3	4 5

4) Did your application include a specialized area of permitting such as the Historic District, Wetland Fill or construction in a Hazard Zone? If so please describe what type:

5) Overall how would you rate the permit processing time you experienced? Indicate all that apply:

	Slow	Reasonable	Fast
Building Permit Review	1 2	3	4 5
Grading Permit Review	1 2	3	4 5
Sign Permit	1 2	3	4 5
Allowable Use Permit	1 2	3	4 5
Conditional Use Permit	1 2	3	4 5
Variance	1 2	3	4 5
Rezone	1 2	3	4 5
Building Inspections	1 2	3	4 5
Grading Inspections	1 2	3	4 5

6) Do you have any specific comments about processing time?

7) Did you use our website? Yes ___ No ___ If yes, was it useful?

	Poor	Average	Helpful
Permit Applications	1 2	3	4 5
Zoning/Planning Info	1 2	3	4 5
Building Information	1 2	3	4 5
Grading Information	1 2	3	4 5

8) Do you have any comments you would like to share? What was done well? Could anything be improved?

CITY AND BOROUGH OF JUNEAU - PERMIT CENTER - CUSTOMER SURVEY

To help us provide better service, we would appreciate your comments regarding our performance. Please take a moment to fill out the customer survey and let us know how we are doing. If you need more space for your comments, please use the back of the survey.

1) Please check the category that best describes your situation:

Homeowner____ Contractor/Developer____ Other____

2) Overall how would you rate the level of assistance received within the last 2 years? Indicate all that apply:

	Poor	Average	High		
Counter/Clerical Staff	1	2	3	4	5
Zoning/Planning Staff	1	2	3	4	5
Building Code/Inspectors	1	2	3	4	5
Grading/Engineering Staff	1	2	3	4	5

3) Rate the quality of service you have received within the last 2 years in these categories. Indicate all that apply:

	Poor	Average	High		
Zoning/Planning Information	1	2	3	4	5
Building Code Information	1	2	3	4	5
Grading Permit Information	1	2	3	4	5
Building Permit Review	1	2	3	4	5
Grading Permit Review	1	2	3	4	5
Sign Permit	1	2	3	4	5
Allowable Use Permit	1	2	3	4	5
Conditional Use Permit	1	2	3	4	5
Variance	1	2	3	4	5
Rezone	1	2	3	4	5
Building Inspections	1	2	3	4	5
Grading Inspections	1	2	3	4	5

4) Did your application include a specialized area of permitting such as the Historic District, Wetland Fill or construction in a Hazard Zone? If so please describe what type:

5) Overall how would you rate the permit processing time you experienced? Indicate all that apply:

	Slow	Reasonable	Fast		
Building Permit Review	1	2	3	4	5
Grading Permit Review	1	2	3	4	5
Sign Permit	1	2	3	4	5
Allowable Use Permit	1	2	3	4	5
Conditional Use Permit	1	2	3	4	5
Variance	1	2	3	4	5
Rezone	1	2	3	4	5
Building Inspections	1	2	3	4	5
Grading Inspections	1	2	3	4	5

6) Do you have any specific comments about processing time?

7) Did you use our website? Yes___ No___ If yes, was it useful?

	Poor	Average	Helpful		
Permit Applications	1	2	3	4	5
Zoning/Planning Info	1	2	3	4	5
Building Information	1	2	3	4	5
Grading Information	1	2	3	4	5

8) Do you have any comments you would like to share? What was done well? Could anything be improved?

Introduction: Permit Survey Tabulation Grids

The first four tabulation grids, called the Combined Overall Rating grids, contain tallies from all surveys for questions 2, 3, 5 and 7. The respondent category grids, found after the combined grids, are as follows: Homeowner, Contractor/Developer, Other, Multiple and Unspecified. The Multiple Category Grid includes those surveys in which the survey participant checked more than one category. The Unspecified Category Grid includes those surveys in which the survey participant did not specify a category.

If there are notes related to a category grid, the notes are on the page following the grid pages in the report.

When more than one rating was indicated on a line, the higher rating was used in the grid. For example, if in question 2, a survey participant rated the Counter/Clerical Staff with ratings of both 3 and 4, then the 4 rating was used on the grid. This happened infrequently enough that it did not significantly affect the ratings.

Each row and column of the tabulation grid is totaled. The total of each row is the number of completed survey documents received in that category. Each column total indicated the number of responses in that particular rating for the questions.

If there was no response made by a survey participant for a row, a tally was made in the No Response column.

**Combined Overall Rating
For All Survey Participants (288 Surveys)
Question 2**

Overall how would you rate the level of assistance received within the last 2 years?

	Poor		Average		High		No Response	Total
Question 2	1	2	3	4	5			
Counter/Clerical Staff	4	10	63	112	81		18	288
Zoning/Planning Staff	14	24	58	60	28		104	288
Building Code/Inspectors	8	17	59	87	57		60	288
Grading/Engineering Staff	14	14	54	50	23		133	288
TOTAL	40	65	234	309	189		315	1152

**Combined Overall Rating
For All Survey Participants (288 Surveys)
Question 3**

Rate the quality of service you have received within the last 2 years in these categories.

	Pool		Average		High		No Response	Total
Question 3	1	2	3	4	5			
Zoning/Planning Information	16	27	58	58	22		107	288
Building Code Information	15	23	59	84	39		68	288
Grading Permit Information	7	14	43	38	16		170	288
Building Permit Review	20	18	57	67	34		92	288
Grading Permit Review	9	13	33	39	11		183	288
Sign Permit	7	8	40	30	11		192	288
Allowable Use Permit	7	10	35	15	6		215	288
Conditional Use Permit	10	9	30	20	9		210	288
Variance	5	17	25	18	10		213	288
Rezone	8	7	18	12	6		237	288
Building Inspections	11	10	48	75	53		91	288
Grading Inspections	5	5	27	33	17		201	288
TOTAL	120	161	473	489	234		1979	2456

**Combined Overall Rating
For All Survey Participants (288 Surveys)
Question 5**

Overall how would you rate the permit processing time you experienced?

	Slow		Reasonable		Fast		No Response	Total
Question 5	1	2	3	4	5			
Building Permit Review	24	25	79	58	54		48	288
Grading Permit Review	11	19	36	29	12		181	288
Sign Permit	12	9	38	28	8		193	288
Allowable Use Permit	16	7	29	16	7		213	288
Conditional Use Permit	15	8	28	15	4		218	288
Variance	16	8	26	13	5		220	288
Rezone	16	8	18	9	4		233	288
Building Inspections	12	10	43	60	81		82	288
Grading Inspections	6	5	24	29	27		197	288
Total	128	99	321	257	202		1585	2897

**Combined Overall Rating
For All Survey Participants (288 Surveys)
Question 7
Did you use our website? Was it useful?**

	Poor		Average		Helpful		No Response	Total
Question 7	1	2	3	4	5			
Permit Applications	6	11	38	35	23		175	288
Zoning/Planning Info	6	9	31	25	11		206	288
Building Information	6	15	32	35	10		190	288
Grading Information	6	9	22	13	8		230	288
TOTAL	24	44	123	108	52		801	1152

61
71
66
79

Homeowner Category Grid (154 Surveys)

Question 2

Overall how would you rate the level of assistance received within the last 2 years?

	Peer		Average		High			
Question 2	1	2	3	4	5		No Response	Total
Counter/Clerical Staff	3	4	33	66	39		9	154
Zoning/Planning Staff	2	8	24	33	14		73	154
Building Code/Inspectors	2	8	29	50	33		32	154
Grading/Engineering Staff	5	5	21	29	11		83	154
TOTAL	12	25	107	178	97		197	616

Homeowner Category Grid (154 Surveys)

Question 3

Rate the quality of service you have received within the last 2 years in these categories.

	Poor		Average		High			
Question 3	1	2	3	4	5		No Response	Total
Zoning/Planning Information	5	7	29	35	12		66	154
Building Code Information	5	13	31	44	17		44	154
Grading Permit Information	1	7	14	17	5		110	154
Building Permit Review	6	6	27	37	22		56	154
Grading Permit Review	3	2	10	17	2		120	154
Sign Permit	0	0	12	16	6		120	154
Allowable Use Permit	1	2	5	8	2		136	154
Conditional Use Permit	1	2	5	8	4		134	154
Variance	2	2	6	9	3		132	154
Rezone	2	1	2	6	3		140	154
Building Inspections	4	4	27	35	28		56	154
Grading Inspections	1	1	10	9	4		129	154
TOTAL	31	47	178	241	108		1243	1848

Homeowner Category Grid (154 Surveys)

Question 5

Overall how would you rate the permit processing time you experienced?

	Slow		Reasonable		Fast		No Response	Total
Question 5	1	2	3	4	5			
Building Permit Review	7	8	40	39	36		24	154
Grading Permit Review	4	2	11	18	3		116	154
Sign Permit	3	0	10	7	10		124	154
Allowable Use Permit	5	0	4	7	3		135	154
Conditional Use Permit	4	0	6	5	2		137	154
Variance	5	0	8	6	2		133	154
Rezone	5	0	2	6	1		140	154
Building Inspections	4	5	23	29	41		52	154
Grading Inspections	3	1	7	11	6		126	154
TOTAL	40	16	111	128	104		987	1386

Homeowner Category Grid--All (154 Surveys)

Question 7

Did you use our website? If yes, was it useful?

	1	2	3	4	5	No Response	Total
Permit Applications	2	6	16	21	14	95	154
Zoning/Planning Info	0	3	11	15	5	120	154
Building Information	0	9	14	19	6	106	154
Grading Information	1	1	7	8	4	133	154
TOTAL	3	19	48	63	29	454	154

Homeowner Category Grid
Question 7-"Yes" (67 Surveys)
Did you use our website? If yes, was it useful?

	Poor		Average		Helpful			
Question	1	2	3	4	5		Useful	67
Permit Applications	2	6	16	19	13		11	67
Zoning/Planning Info	0	3	11	15	4		34	67
Building Information	0	9	14	18	5		21	67
Grading Information	1	1	7	8	3		47	67
TOTAL	3	19	48	60	25		113	267

Homeowner Category Grid
Question 7-"No" (87 Surveys)
Did you use our website? If yes, was it useful?

	Post		Average		Helpful		No Response	Total
Question 7	1	2	3	4	5			
Permit Applications	0	0	0	2	1		84	87
Zoning/Planning Info	0	0	0	0	1		86	87
Building Information	0	0	0	1	1		85	87
Grading Information	0	0	0	0	1		86	87
TOTAL	0	0	0	3	4		341	348

NOTES: A few participants said they looked at the website for the first time after receiving the survey.

Homeowner Category Notes

The following are comments made by survey participants in the Homeowner Category on the survey form relating to questions 2, 3, 5 and 7. They are typed as they were on the form with the exception of spelling corrections. The question number each comment relates to is referenced at the beginning of the comment. Additional information is in parentheses after the comment.

1. (Question 2) Worst service I have ever received from CBJ. (Engineering was circled.)
2. (Question 2) Didn't deal. (This was next to Zoning/Planning Staff line.)
3. (Question 2) Doing best--doesn't like law. They were doing their job. (Comment relating to the Grading/Engineering Staff)
4. (Question 2) Incompetent.
5. (Question 2) [REDACTED] very good, helpful, prompt. Gets it. [REDACTED] is thorough, can be nit picky. [REDACTED] cost \$550 that was unnecessary--needs education, inflexible. (Relating to the Building Code/Inspectors line.)
6. (Question 2) Easy.
7. (Question 2) Inspectors know what they are doing. Up front staff does not know their jobs. Certain people don't know what they are doing.
8. (Question 2) Friendly and helpful but lacking in knowing it all. I didn't get all the info needed, even though the plans and maps that I provided early on contained all the info the city needed. Never mentioned stream setbacks or required elevations when building on the water front. (Related to Zoning/Planning Staff)
9. (Question 3) Very helpful. Timely.
10. (Question 3) The very first phone call from the city I was told that I could not build this garage because it exceeded the maximum lot coverage for my lot. I told them (the city) that it was a sub-standard lot and he needed to look at the sub-standard lot formula for lot coverage. The city was wrong and I was correct. BP was issued.
11. (Question 3) Needed fire marshal only for childcare facility. (Relating to a 5 rating of Building Inspections.)
12. (Question 5) Fast.
13. (Question 5) Paid for expedited service.
14. (Question 5) Gave wrong information which cost time and money.
15. (Question 5) Easier than trying to find a person to help.
16. (Question 7) (Survey participant added a rating line for Scheduling Inspection and gave a 5 rating and indicated "yes" for use of the website)

Contractor/Developer Category Grid (65 Surveys)

Question 2

Overall how would you rate the level of assistance received within the last 2 years?

	Pop		Average		High		No Response	Total
Question 2	1	2	3	4	5			
Counter/Clerical Staff	0	2	16	22	21		4	65
Zoning/Planning Staff	5	7	18	16	6		13	65
Building Code/Inspectors	2	4	18	23	9		9	65
Grading/Engineering Staff	5	3	20	14	6		17	65
TOTAL	12	16	72	75	42		43	260

**Contractor/Developer Category Grid (65 Surveys)
Question 3**

Rate the quality of service you have received within the last 2 years in these categories.

	Poor		Average		High		No Response	Total
Question 3	1	2	3	4	5			
Zoning/Planning Information	5	10	17	11	6		16	65
Building Code Information	2	7	15	23	12		6	65
Grading Permit Information	3	3	19	11	6		23	65
Building Permit Review	4	5	18	21	4		13	65
Grading Permit Review	1	4	15	14	5		26	65
Sign Permit	1	1	19	8	2		34	65
Allowable Use Permit	2	3	19	4	1		36	65
Conditional Use Permit	4	2	16	6	1		36	65
Variance	1	7	12	4	1		40	65
Rezone	2	3	9	4	1		46	65
Building Inspections	1	3	11	25	14		11	65
Grading Inspections	1	0	12	16	4		32	65
TOTAL	27	48	182	147	57		319	780

Contractor/Developer Category Grid (65 Surveys)

Question 5

Overall how would you rate the permit processing time you experienced?

	Slow		Reasonable		Fast		No Response	Total
Question 5	1	2	3	4	5			
Building Permit Review	8	9	24	13	8		3	65
Grading Permit Review	1	13	14	7	4		26	65
Sign Permit	1	6	13	7	2		36	65
Allowable Use Permit	7	4	13	3	1		37	65
Conditional Use Permit	7	4	11	4	1		38	65
Variance	7	6	9	2	1		40	65
Rezone	6	5	8	2	1		43	65
Building Inspections	1	2	10	19	26		7	65
Grading Inspections	1	2	9	12	11		30	65
TOTAL	39	51	111	69	55		260	585

Contractor/Developer Category Grid-All (65 Surveys)

Question 7

Did you use our website? If yes, was it useful?

	Poor		Average		Helpful		No Response	Total
Question 7	1	2	3	4	5			
Permit Applications	1	3	11	6	6		38	65
Zoning/Planning Info	3	5	11	4	4		38	65
Building Information	2	5	10	10	2		36	65
Grading Information	2	7	10	4	2		40	65
TOTAL	8	20	42	24	14		152	260

Contractor/Developer Category Grid
Question 7-"Yes" (31 Surveys)
Did you use our website? If yes, was it useful?

	Poor		Average		Helpful		No Response	Total
Question 7	1	2	3	4	5			
Permit Applications	1	3	9	5	5		8	31
Zoning/Planning Info	2	5	10	3	3		8	31
Building Information	1	5	9	9	1		6	31
Grading Information	1	7	9	3	1		10	31
TOTAL	5	20	37	20	10		32	124

Contractor/Developer Category Grid
Question 7-"No" (34 Surveys)
Did you use our website? If yes, was it useful?

Question 7	Poor		Average		Helpful		No Response	Total
	1	2	3	4	5	6		
Permit Applications	0	0	2	1	1		30	34
Zoning/Planning Info	1	0	1	1	1		30	34
Building Information	1		1	1	1		30	34
Grading Information	1	0	1	1	1		30	34
TOTAL	3	0	5	4	4		120	136

Contractor/Developer Category Notes

The following are comments made by survey participants in the Contractor Category on the survey form relating to questions 2, 3, 5 and 7. They are typed as they were on the form with the exception of spelling corrections. The question number each comment relates to is referenced at the beginning of the comment. Additional information is in parentheses after the comment.

1. (Question 2) Up to last year then trouble. [REDACTED] (Grading/Engineering Staff) rated as 0. Rest of Engineers are 4. (Rated grading engineering staff as 4.)
2. (Question 2) Pleased with CBJ now.
3. (Question 2) Want to impose their views on project regardless of cost. (Comment relates to Zoning/Planning Staff and Grading/Engineering Staff)
4. (Question 2) Level of service depends on who you get. (Comment relates to Building Code/Inspectors.)
5. (Question 3) Arbitrary decisions. Good old boy network. (Comment relates to Allowable Use Permit line.)
6. (Question 3) Slow. (Comment regarding Building Permit Review.)
7. (Question 3) Never depends on answers to be correct. (Comment relates to Zoning/Planning Information.)
8. (Question 3) Difficult to interpret as it involves state law and regulations as well and doesn't seem a very clear fit with local law and regulations. (Comments relates to Grading Permit Information.)
9. (Question 5) Impossible. (Comment related to Rezone line-added a rating of 0 for Rezone.)
10. (Question 7) Too complicated – not intuitive. (The survey participant indicated “yes” on use of website.)
11. (Question 7) Hard to find listing (related to Permit Applications) and hard to find (related to Building Information. The survey participant indicated “yes” on the use of website.)
12. (Question 7) Can't find. (Comment relating to Zoning/Planning Info and Building Information. The survey participant indicated “yes” on the use of website.)
13. (Question 7) Some information unavailable on website. (The survey participant indicated “yes” on use of website.)
14. (Question 7) Used web site only for phone numbers. (The survey participant indicated “yes” on use of website.)
15. (Question 7) Would like to see IBC on line. (The survey participant indicated “yes” on the use of website.)
16. (Question 7) Like to have questions answered in person. (The survey participant indicated “no” on the use of website.)
17. (Question 7) Response was slow. (The survey participant indicated “no” on the use of website and gave all “5” ratings to question 7.)

Other Category Grid (48 Surveys)

Question 2

Overall how would you rate the level of assistance received within the last 2 years?

	Poor		Average		High		No Response	Total
Question 2	1	2	3	4	5			
Counter/Clerical Staff	0	2	10	19	14		3	48
Zoning/Planning Staff	2	5	11	10	6		14	48
Building Code/Inspectors	1	3	8	10	10		16	48
Grading/Engineering Staff	1	3	8	5	3		28	48
TOTAL	4	13	37	44	33		61	192

Other Category Grid (48 Surveys)

Question 3

Rate the quality of service you have received within the last 2 years in these categories.

	1	2	3	4	5	No Response	Total
Zoning/Planning Information	2	5	7	10	3	21	48
Building Code Information	4	2	5	14	7	16	48
Grading Permit Information	0	2	8	4	2	32	48
Building Permit Review	4	4	9	5	6	20	48
Grading Permit Review	1	5	5	3	3	31	48
Sign Permit	3	5	6	5	2	27	48
Allowable Use Permit	1	3	9	1	2	32	48
Conditional Use Permit	2	4	7	3	3	29	48
Variance	1	3	5	3	4	32	48
Rezone	0	2	6	1	1	38	48
Building Inspections	3	2	7	9	7	20	48
Grading Inspections	1	3	3	3	6	32	48
TOTAL	22	40	77	61	46	330	576

Other Category Grid (48 Surveys)

Question 5

Overall how would you rate the permit processing time you experienced?

	Slow		Reasonable		Fast		No Response	Total
Question 5	1	2	3	4	5			
Building Permit Review	2	6	10	4	8		18	48
Grading Permit Review	1	3	7	1	4		32	48
Sign Permit	4	1	9	3	2		29	48
Allowable Use Permit	2	2	8	5	2		29	48
Conditional Use Permit	2	3	8	5	0		30	48
Variance	0	2	7	5	0		34	48
Rezone	0	1	6	1	1		39	48
Building Inspections	3	2	6	9	10		18	48
Grading Inspections	0	1	5	4	5		33	48
TOTAL	14	21	66	37	32		262	482

Other Category Grid--All (48 Surveys)

Question 7

Did you use our website? If yes, was it useful?

	Poor		Average		Helpful			
Question 7	1	2	3	4	5		No Response	Total
Permit Applications	0	1	8	6	1		32	48
Zoning/Planning Info	0	0	7	4	0		37	48
Building Information	1	1	5	6	0		35	48
Grading Information	0	1	4	1	0		42	48
TOTAL	1	3	24	17	1		146	192

Other Category Grid
Question 7-"Yes" (22 Surveys)
Did you use our website? If yes, was it useful?

	Poor		Average		Helpful		No Response	Total
Question 7	1	2	3	4	5			
Permit Applications	0	1	8	5	1		7	22
Zoning/Planning Info	0	0	7	3	0		12	22
Building Information	0	1	5	5	0		11	22
Grading Information	0	1	4	1	0		16	22
TOTAL	0	3	24	14	1		46	88

Other Category Grid
Question 7-"No" (26 Surveys)
Did you use our website? If yes, was it useful?

	Poor		Average		Helpful			
Question 7	1	2	3	4	5		No Response	Total
Permit Applications	0	0	0	1	0		25	26
Zoning/Planning Info	0	0	0	1	0		25	26
Building Information	1	0	0	1	0		24	26
Grading Information	0	0	0	0	0		26	26
TOTAL	1	0	0	3	0		100	104

Other Category Notes

The following are comments made by survey participants in the Other Category on the survey form relating to questions 2, 3, 5 and 7. They are typed as they were on the form with the exception of spelling corrections. The question number each comment relates to is referenced at the beginning of the comment. Additional information is in parentheses after the comment.

1. (Question 5) Commercial property--Some work not properly inspected and had to get another permit (someone else had gotten first permit). Inspection wasn't done right in the first place. Mechanical drawings accepted even though it was done by an unapproved architect. Cost owners \$20,000 and resulted in lawsuit. (Related to the Building Inspections line.)
2. (Question 7) Little confusing. Homeowner lots, assessments not an easy flow. Takes a bit of time. Come up with alternate solutions. (The survey participant indicated "yes" on use of website.)
3. (Question 7) Maps are too large. Prefer files 1/10th of size (suitable for e-mail) with option for more detail when needed. Takes too long to load!!

Multiple Category Grid (18 Surveys)

Question 2

Overall how would you rate the level of assistance received within the last 2 years?

	Poor		Average		High		No Response	Total
Question 2	1	2	3	4	5			
Counter/Clerical Staff	1	2	4	5	6		0	16
Zoning/Planning Staff	5	4	5	1	1		2	18
Building Code/Inspectors	3	2	4	4	4		1	18
Grading/Engineering Staff	3	3	5	2	2		3	18
TOTAL	12	11	18	12	13		6	72

Multiple Category Grid (18 Surveys)

Question 3

Rate the quality of service you have received within the last 2 years in these categories.

	Poor		Average		High		No Response	Total
Question 3	1	2	3	4	5			
Zoning/Planning Information	4	5	5	2	0		2	18
Building Code Information	4	1	8	3	2		0	18
Grading Permit Information	3	2	2	6	2		3	18
Building Permit Review	6	3	3	4	1		1	18
Grading Permit Review	4	2	3	5	0		4	16
Sign Permit	3	2	3	1	0		9	18
Allowable Use Permit	3	2	2	2	0		9	18
Conditional Use Permit	3	1	2	3	0		9	18
Variance	1	5	2	2	1		7	18
Rezone	4	1	1	1	0		11	18
Building Inspections	3	1	3	6	3		2	18
Grading Inspections	2	1	2	5	2		6	18
TOTAL	40	26	36	40	11		63	216

Multiple Category Grid (18 Surveys)

Question 5

Overall how would you rate the permit processing time you experienced?

	Slow		Reasonable		Fast			
Question 5	1	2	3	4	5		No Response	Total
Building Permit Review	7	2	5	2	1		1	18
Grading Permit Review	5	1	4	3	0		5	18
Sign Permit	3	0	5	0	0		10	18
Allowable Use Permit	2	1	4	1	0		10	18
Conditional Use Permit	2	1	3	1	0		11	18
Variance	4	0	2	0	1		11	18
Rezone	5	2	2	0	0		9	18
Building Inspections	4	1	4	3	3		3	18
Grading Inspections	2	1	3	2	4		6	18
TOTAL	34	9	32	12	9		66	162

Multiple Category Grid--All (18 Surveys)

Question 7

Did you use our website? If yes, was it useful?

	Poor		Average		Helpful		No Response	Total
Question 7	1	2	3	4	5			
Permit Applications	3	1	3	2	1		8	10
Zoning/Planning Info	3	1	2	2	1		9	10
Building Information	3	0	3	0	1		11	14
Grading Information	3	0	1	0	1		13	15
TOTAL	12	2	9	4	4		41	72

Multiple Category Grid
Question 7-"Yes" (12 Surveys)
Did you use our website? If yes, was it useful?

	Poor		Average		Helpful			
Question?	1	2	3	4	5		No Response	Total
Permit Applications	2	1	3	2	1		3	12
Zoning/Planning Info	2	1	2	2	1		4	12
Building Information	2	0	3	0	1		6	12
Grading Information	2	0	1	0	1		8	12
TOTAL	8	2	9	4	4		21	48

Multiple Category Grid
Question 7-"No" (6 Surveys)
Did you use our website? If yes, was it useful?

	Poor		Average		Helpful		No Response	TOTAL
Question 7	1	2	3	4	5			
Permit Applications	1	0	0	0	0		5	6
Zoning/Planning Info	1	0	0	0	0		5	6
Building Information	1	0	0	0	0		5	6
Grading Information	1	0	0	0	0		5	6
TOTAL	4	0	0	0	0		20	24

Multiple Category Notes

The following are comments made by survey participants in the Multiple Category on the survey form relating to questions 2, 3, 5 and 7. They are typed as they were on the form with the exception of spelling corrections. The question number each comment relates to and the survey participants categories are referenced at the beginning of the comment. Additional information is in parentheses after the comment.

1. (Question 2: Homeowner-Contractor/Developer) Whole process is a joke.
2. (Question 2: Homeowner-Contractor/Developer-Business Owner) Extra poor. (This comment was next to the Building Code/Inspectors line.)
3. (Question 3: Homeowner-Contractor/Developer) Too much time, money and hoops.
4. (Question 3: Homeowner-Contractor/Developer-Business Owner) Extra poor. (This comment was next to the Building Code Information line, Sign Permit line and Building Inspections line.)
5. (Question 5: Homeowner-Contractor/Developer-Business Owner) When someone retires it is back to square 1. Is this question a joke?
6. (Question 7: Homeowner-Contractor/Developer) Confusing-no way to ask questions. (This survey participant indicated “yes” on use of website.)

Unspecified Category Grid (3 Surveys)

Question 2

Overall how would you rate the level of assistance received within the last 2 years?

	Good		Average		Not		No Response	Total
Question 2	1	2	3	4	5			
Counter/Clerical Staff	0	0	0	0	1		2	3
Zoning/Planning Staff	0	0	0	0	1		2	3
Building Code/Inspectors	0	0	0	0	1		2	3
Grading/Engineering Staff	0	0	0	0	1		2	3
Total	0	0	0	0	4		8	12

Unspecified Category Grid (3 Surveys)

Question 3

Rate the quality of service you have received within the last 2 years in these categories.

	Poor		Average		High			
Question 3	1	2	3	4	5		No Response	Total
Zoning/Planning Information	0	0	0	0	1		2	3
Building Code Information	0	0	0	0	1		2	3
Grading Permit Information	0	0	0	0	1		2	3
Building Permit Review	0	0	0	0	1		2	3
Grading Permit Review	0	0	0	0	1		2	3
Sign Permit	0	0	0	0	1		2	3
Allowable Use Permit	0	0	0	0	1		2	3
Conditional Use Permit	0	0	0	0	1		2	3
Variance	0	0	0	0	1		2	3
Rezone	0	0	0	0	1		2	3
Building Inspections	0	0	0	0	1		2	3
Grading Inspections	0	0	0	0	1		2	3
TOTAL	0	0	0	0	12		24	36

Unspecified Category Grid (3 Surveys)

Question 5

Overall how would you rate the permit processing time you experienced?

	Slow		Reasonable		Fast			
Question 5	1	2	3	4	5		Not Applicable	Total
Building Permit Review	0	0	0	0	1		2	3
Grading Permit Review	0	0	0	0	1		2	3
Sign Permit	0	0	0	0	1		2	3
Allowable Use Permit	0	0	0	0	1		2	3
Conditional Use Permit	0	0	0	0	1		2	3
Variance	0	0	0	0	1		2	3
Rezone	0	0	0	0	1		2	3
Building Inspections	0	0	0	0	1		2	3
Grading Inspections	0	0	0	0	1		2	3
TOTAL	0	0	0	0	9		18	27

Unspecified Category Grid (3 Surveys)

Question 7

Did you use our website? If yes, was it useful?

	1	2	3	4	5	No Response	Total
Permit Applications	0	0	0	0	1	2	3
Zoning/Planning Info	0	0	0	0	1	2	3
Building Information	0	0	0	0	1	2	3
Grading Information	0	0	0	0	1	2	3
TOTAL	0	0	0	0	4	8	12

Unspecified Category Notes

There were no comments made by survey participants in the Unspecified Category on the survey form relating to questions 2, 3, 5 and 7.

Introduction: Permit Survey Comments

The Survey Comments section of the survey report contains information from questions 4, 6 and 8. Comments made in questions 6 and 8 by survey participants were typed as is from the survey form with the exception of spelling corrections. The comments are arranged in categories. The categories are: Homeowner, Contractor/Developer, Other, Multiple and Unspecified. The Multiple Category includes those surveys in which the survey participant checked more than one category. The Unspecified Category includes those surveys in which the survey participant did not specify a category.

Homeowner Category Comments Survey Questions #4, #6, and #8

These comments represent surveys in which the Homeowner category was checked by the survey participant.

A total of 154 surveys were received in the Homeowner category.

Question 4: Did your application include a specified area of permitting such as the Historic District, Wetland Fill, or Construction in a Hazard Zone? If so, describe which type?

The majority of respondents did not indicate any specified area of permitting. There were 16 responses regarding a specialized area of permitting by 15 respondents with one respondent indicating multiple areas of permitting. Of those responding, 10 responses had to do with Wetland Fill or Wetland issues, 3 had to do with Historic District and 1 was for a Hazard Zone. Two (2) others mentioned were an Eagle Tree and Farm Animals in a D1 area.

Question 6: Do you have any specific comments about processing time?

The following comments represent 68 of 154 Homeowner category participants.

1. I provided computer designed drawings to take advantage of the expedited review, but I still had to wait 2 weeks for the review. The extra effort required to make the drawings was not adequately rewarded in time savings. I will not do this effort again.
2. Permit too expensive--every 2 years--harsh.
3. Built my own home in 2007/2008. Overall the city staff was very helpful and cooperative.
4. Response was very quick—faster than expected (just a few days).
5. Even though we got approved for variance quickly, months (5) later we are still waiting on building permit after many phone calls not returned.
6. Worked great for us—but we had a trusted (by CBJ) engineer.

7. I felt that the process should have been quicker considering my easy project and the amount of permits being reviewed in the spring of 2008. The very first phone call from the City I was told I could not build this garage because it exceeded the maximum lot coverage for my lot. I told them (the City) that it was a sub standard and he needed to look at the substandard lot formula for lot coverage. The City was wrong and I was correct BP (building permit) was issued.
8. Staff is very courteous.
9. The process isn't about safety or getting work inspected. It is only about the process and collecting money. No one in the entire department cares at all about helping. Rude and uninformed.
10. Confusing. Not at all clear as to the steps.
11. No – good.
12. Quick, efficient and friendly.
13. I grade the experience low because it was confusing for a 1st time user. A personal visit was necessary to understand the process.
14. Departments don't seem to communicate well between each other. No one seems to know what was going on and I waited 2 extra months on grading due to my app[lication] lost in the shuffle.
15. My permit was small in scope. It was processed very fast.
16. Variance, conditional use, take way too long!
17. During late stages of staff variance recommendation/report info was not available in a timely manner.
18. Less staff, better training.
19. I thought they did a good job in a reasonable time frame.
20. Great experience with build engineer permit staff.
21. Extra time improved foundation. Simplified design.
22. Staff were very helpful.

23. Fine.
24. Overall very helpful.
25. Great job and convenient.
26. Inspections.
27. Pretty good.
28. Good experience overall.
29. Not really. We're very happy with how things went.
30. I appreciated that permit could be amended over phone.
31. No--very satisfactory.
32. Okay, no complaints.
33. Fine.
34. EZ. Quick, well explained.
35. Fine.
36. Helpful to very good.
37. Very responsive.
38. Different people, 8 different conclusions.
39. Fine service.
40. A little slow but employee helpful and went more smoothly after talking to dept.
41. Don't like to have to pay fee up front not knowing if permit will be granted.
42. My contractor was the problem, not the city.
43. Very frustrating. Referred to different people and got different answers!

44. Very good.
45. Did not use office because process there too slow.
46. Pretty pleased and satisfied with results overall.
47. Didn't think drawings should be necessary for the project in question.
48. Satisfied.
49. No—fun process in Spring. Electrical upgrades.
50. Process efficient.
51. Desk staff does a good job in helping as they can.
52. Slow to arrive.
53. Fine—small project.
54. OK—no real problem.
55. Process was slow.
56. Desk/office staff helpful.
57. Clerks were helpful.
58. Instructions were clear. Staff helpful.
59. OK—None.
60. Need to meet times better. Waited.
61. Slow—For inspection.
62. Right of way permit—diff. to get information re the permit.
63. Fortunately 1st one in line. Gal very helpful. Engineer was helpful.

64. Did not receive good timely service until made phone call to elected official. Part of the problem is that they are short-handed. Some hired people think they can shove you off.

65. Frustrated by delay—complicated issues, staff not getting back.

66. Staff very helpful.

67. Permit goes through so many hands that if one person holds it up, the process grinds to a halt.

68. Went fine.

Question 8: Do you have any comments you would like to share? What was done well? Could anything be improved?

The following comments represent 101 of 154 Homeowner category participants.

1. I think the permit center staff are great--especially when compared to similar staff I've had experience with in another state (NJ).

2. Staff were very helpful. I had no problems.

3. Permit folks did lots of research, caused by a neighbor complaint. They were able to present factual info to city council instead of the false allegations that neighbor attempted to present as fact. I am sure the time spent was way more expensive than permit costs.

4. Our permit was for a fireplace propane install. Easily done over the phone and paid for by credit card and mailed the same day—very efficient, helpful staff.

5. Very helpful.

6. Staff very friendly and helpful

7. I called more than once to ask what type of inspection had to be done, and did not get it until building inspector showed up and then I had to reschedule. I was very disappointed in that aspect of the process--not user friendly to your average homeowner.

8. In general, staff was very knowledgeable and helpful.

9. No complaints. The only problems I had were my own fault not being familiar with the system/process.
10. (1) It seems harder than it should be to find specific information about what is and isn't allowed to be built without a permit.
(2) The staff @ the permit center was very helpful.
(3) The cost of a permit for a storage building only slightly larger than the limit for needing a permit at all seems disproportionately high (\$250 for a 160 ft squared building/shed).
11. I found the service quite satisfactory for two building permits last year. Inspectors came as scheduled and on time.
12. As stated above we are very frustrated that even though we have been told everything is done on our part and acceptable we are still waiting final verification. We call many times with no return call or promise things will be taken care of.
13. Inspector approved my finished project; several months later a CBJ engineer wrote me a letter stating that I violated code and part of my structure would need to be removed. The engineering staff refused to return my calls for clarification/resolution, did not answer my messages and refused to talk about the issue. I have since moved from Juneau and do not plan on ever returning. The building permit and inspection process was such an ordeal that even if I still lived in Juneau, I would never again apply for a building permit as a homeowner.
The building inspector said my work was of exceptional quality and in compliance with code; the CBJ engineer told me it was 'sub-standard' and 'must be removed immediately'!
Whose 'standard' applies?
14. No bad memories—so it's all good.
15. Overall I was, and am very happy with this building permit experience. The only real concern is that it cost way more than I thought. The many fees associated w/permitting added up to a significant cost on my project. Please lower the cost!
16. I only got one permit to allow a gas stove to be installed. Really no experience w/CBJ otherwise.
17. (1) During my first sit down meeting (at least 2 hours in length) the BP dept. failed to mention some very important info concerning my project that was going to be placed 32 feet from a stream. The stream set backs were never mentioned until the BP was issued. Then the project had to be changed in size and re-engineered (contractors were put on hold). These re-engineered costs and delays added at least \$5,000 to the project.

(2) Half way through the project I learn that the building must be at least 24 feet above MLLW. I ask if it isn't then what? The City replies then you would have to raise it.

Why weren't these 2 items (#1 and #2) brought up in the very first sit down meeting? Inexperienced people were giving me info that was not complete.

Early on meetings with the BP officials assured me the project was good to go. Then when the permit was issued I am then told about the 50' set back requirements from a stream. The very first meeting I had maps showing the stream and proposed building. Months later I am told the new building must be 24' above MLLW, or it will have to be raised.

Why weren't these 2 items mentioned in the first 2 sit down meetings? It cost me 2 months and at least \$ 5,000 in changes and re-engineering the project.

18. Inspectors were always on time and were very helpful when questions came up.

19. As above, this department is just about making their jobs important. They make it hard as they can to get a permit—encouraging people to do without one—without thought that their jobs depend on us, the public. Maybe with the slumping economy they will get a clue.

20. More building requirements help on the web site.

21. Regulations online did not match updated codes. Time was wasted. Mis-information. Overall 'D' grade.

22. Silly survey.

23. Staff is helpful, but it seems CBJ has a lot of rules/conditions to comply with.

24. I didn't know you had a website that gave permit information.

25. Please make a cover sheet w/each Dept needed to look at and comment on each area of permit and have them sign off and send to next on list in a buildable order (foundation up). If this already happens, it doesn't work so well.

26. I could not find hazard zone maps.

27. The only problem noted was an additional inspection, which caught us off guard. We were able to meet the requirements and were inspected in a timely manner. However, it almost put us behind schedule. Other than the one glitch mentioned above we found the CBJ staff very helpful and informative. Thanks.

28. Less laws, more freedom, please!

29. I have always found CBJ staff to be polite, responsive, and helpful.
30. Our permit was handled by the contractor so I don't have any knowledge of the experience.
31. The people who do not follow the rules do not get into much trouble, like taking out tree that should not be topped or cut down. Do it then plea.
32. I didn't have a huge permit; but staff was very responsive.
33. Variance review staff was friendly, receptive to new info provided by me that further explained the circumstances but was non-receptive to info provided by me that supported my variance request. Relevant updated staff reports were not made available.
34. Planning staff was particularly helpful in getting application for building permit and conditional use permit ready for submittal.
35. I only got the plan review and have not proceeded to the permit or building stage.
36. Information on anti-scald device improved.
37. Great experience.
38. Great experience with build engineer permit staff.
39. Before requiring further engineering, inspector should know what he is talking about.
40. Helpful. Need someone to help people in drawing plans.
41. City shouldn't be involved in minor job on one's own property. Permit was for cutting trees and bringing in fill. Told needed a survey. Not so. Wasn't building anything.
42. Didn't like all information about house/permit posted online; shouldn't be public info.
Easy process because lived downtown and could easily get to CBJ offices. Knew someone at CBJ personally and could get ready answers to questions.
43. Helpful.
44. Website not user friendly. Some of code should be changed. Electrical code should be changed. Gauge 12 required in some places and shouldn't have to be. 14 gauge not allowed.

45. Disconnect between planning department and field inspection. Had a signed plan and field guy said it was against drain plan for neighborhood.
46. Just put in hot water heater. Worked with fellow who was putting it in.
47. Had trouble getting consistent information from different staff at different times. Not consistent in application and enforcement of rules.
48. If you plan ahead and get info the process works better.
49. The only business respondent had during last two years was renew his business license by mail, and that went fine.
50. Staff were “results oriented.”
51. Process worked well for respondent.
52. Overall super job. Some went above and beyond—very helpful.
53. Knew the process. Two inspections pretty easy. Happy.
54. Overall satisfied.
55. Was replacing couple windows—did give information asked for but didn’t know what to ask. Suggest people/staff ask if they’ve [permitted] done this before and help walk newbies through the process. Difficulties because didn’t know how to do it.
56. Online process—everything was great.
57. Seems that permit process needed for everything. Discouraging from doing the work myself.
58. Gave direction when needed.
59. Did pretty good.
60. Positive and helpful experience.
61. Complicated process to know where to begin, what the process is, steps forward are not self-evident.

62. A little put out with inspectors. Asked for one kind, and got another specialty. There was not a long wait at desk. When asked for final inspection, the inspector gave a list of things that had not been mentioned before, which could have been mentioned at the previous inspection. Conflicting information and inconsistent information was received from inspectors that caused delays. Answers to specific questions were not consistent.
63. Not really.
64. Took 3 years and \$5000 for an accretion survey; slow, expensive bureaucratic process.
65. No, pretty helpful.
66. Very helpful. Some inspectors could not agree.
67. Has improved—better and better with customer service.
68. Nightmare. OKed the plans, then clarification & said no go. Not helpful, not timely manner. Tough on stuff on plan review—not development friendly—they said too bad.
69. Inspectors with an engineering background would be helpful.
70. Very pleased with process which for this permit license was handled through daycare licensing department.
71. Price for permit is a bit high; a good experience otherwise.
72. Was very pleased with the ease of the permit process—project was a fairly simple one.
73. Had a satisfactory experience.
74. Frustration with not knowing if will get permit or not. Delay.
75. Contractor had most of interaction so doesn't have answers to most of the questions. Permittee feels there should be more coordination between staff, and applicants should be told up front all the permitting requirements. After had permit, a grading inspector showed up and said there were other problems. He gave a conditional certificate of occupancy, but owner has no clear idea what more is expected (but believes must do further work on the project).
76. Staff doesn't really try to work with you. Particularly disturbed by "██████" attitude. Phone messages unanswered or delay. Rude over the phone and in person.

77. Happy—no problems.

78. First time some years ago found process very slow and difficult. More recently paid someone else to get permit etc. so cannot answer these questions accurately.

79. Do not understand why it takes 30-45 minutes in the office when doing it on line is so efficient. Believe there should be parking available.

80. Inspector—I was five minutes late for appointment and he had already left!!

81. Definitely need a searchable database of building codes. For example, couldn't find distances for building hearth or deck rails. Also, a way to submit plans electronically (upload them) would save much time.

82. A couple of staff members had different opinions. Better if able to work with one person. Staff needs to take better notes and organize files so there is follow through and story does not change.

83. No concerns.

84. Downloading worked well. Staff reasonable to work with.

85. Process went OK. Cheaper would be good but overall experience positive.

86. No real problems.

87. I only get a permit (1) if I must and (2) for the sales tax benefit. Otherwise I would not. CBJ does not back-up what they have signed off on.

88. Website was confusing.

89. Need a better website.

90. It was OK, paperwork.

91. Clearer instructions. Faster follow-up.

92. Didn't know about website.

93. I thought the quality of inspections for each phase was poor. As a homeowner, I wanted the inspector to be very critical. But most issues were completely overlooked.

- 94.** Wonderful—League of Women should be praised for volunteering their time to assist the city with this survey.
- 95.** Left message—no call back.
- 96.** Permitting should be easy process. People are trying to be honest and abiding by the regulations. They should be approached with respect and courtesy in timely manner. Their experience should not cause them to want to evade the process.
- 97.** Negative attitude, almost hostile, about educating new-time permit appliers. If you don't know exactly what you're doing, they don't help.
- 98.** Liked being able to use the website.
- 99.** Very pleased—staff helpful and informative.
- 100.** People generally do a good job and are conscientious, but the sequencing process of so many people needing to handle a permit seems slow.
- 101.** Costs were high for building review for what they had to do.

Contractor/Developer Category Comments Survey Questions #4, #6, and #8

These comments represent surveys in which the Contractor/Developer category was checked by the survey participants.

A total of 65 surveys were received in this category.

Question 4: Did your application include a specified area of permitting such as the Historic District, Wetland Fill, or Construction in a Hazard Zone? If so, describe which type?

The majority of respondents did not indicate any specified area of permitting. There were 22 responses regarding a specialized area of permitting by 15 respondents, some of whom indicated multiple areas of permitting. Five (5) responses related to Wetland issues, 2 related to Hazard Zone and 9 related to Historic District. Other specific areas mentioned with one mention each included Corps Permit, Coastal Zone Management, Electrical Service Upgrade, Electrical designs and review only, Flood Plain and Variance to improve existing road within a stream setback.

Question 6: Do you have any specific comments about processing time?

The following comments represent 32 of 65 Contractor/Developer category participants.

1. CBJ—Very slow. Well below average in regards of time to receive permit.
2. Items that get reviewed are changed in the field by the inspection staff.
3. CDD has gotten faster on the planning side. In the early 90's, there was faster action than today, but the late 90's were very slow. I don't have deep experience on the building side, but it has always seemed pretty fast to me.
4. Would like to have a consistent time period—so I can plan ahead. No consistent time--should be a standard time.
5. When all are on the same page—all goes well.
6. Very long. Too long.

7. Anything that goes through planning commission takes too long.
8. Engineering seems like they love to slow down projects. Unreasonably rude [REDACTED].
9. Planning staff fights and stalls permits relating to development.
10. Almost all aspects of the overall experience are contingent upon the quality of the planner that you are assigned.
11. Slow and Confused.
12. It is not a Comm. Development Dept but rather a Non-Development Dept.
13. The people need some real world training.
14. Building, zoning, etc, should all happen at the same time, not one after the other.
15. Need to be consistent with rules. Generally very good.
16. Like relationship with everyone there.
17. 30 days—slow but generally it was good.
18. Gotten better in last 2 yrs.
19. People who work there are helpful except for community development. They say “no”—zero cooperation. Job should be to help develop the community. People ok but need to reduce level of administration. Just can’t help much. Attitude in engineering is better—want to be helpful.
20. Some of utilities took too long (3 mos.) to figure out. Onsite inspection took a long time. Some are better than others if it is their area of expertise.
21. No complaints.
22. Staff members work for themselves. Only place in SE where it is so difficult. Drag people down. Building in another town so don’t need to deal with CBJ. Plan review and engineering staff difficult. Staff doesn’t know anything.
23. Feel they went a bit overboard on review process.

24. The slow process created big problems. Difficult to know what to do to move forward. Turn-in documentation was continually revised.

25. Speed it up.

26. Customer not always pleased with time—also employees must sometimes wait to be put to work—turn around could be faster.

27. Very professional and timely.

28. Processing time seemed reasonable.

29. Some of the paperwork takes too long—too much time to get email responses.

30. Finds it annoying that only one door to municipal building unlocked.

31. The plan review system is slow. It should be in one detailed explanation up front to avoid having to return for additional approval.

32. No problem.

Question 8: Do you have any comments you would like to share? What was done well? Could anything be improved?

The following comments represent 41 of 65 Contractor/Developer category participants.

1. Give planners the power to make decisions and then do what they say. Things are always changing under current mgt/process.

2. I have been an applicant for CUs, AUs, Rezones, and other planning authorizations since 1996. Early on, the staff work was erratic and the applicant had no idea what the individual planner might be doing with his application. Staff reports were last-minute and there was no warning if the staffer was presenting a negative recommendation. Certainly, the staff never made any effort to work with the applicant to improve their application packages and never made any suggestions for changes.

Things have gotten better in the last few years. There is a feeling that staff will try to get you through the process. They are better at sensing trouble for applicants and will call to say "We have an issue that we need your help with" and give the applicant a chance to deal with the matter. This should be clear policy. I think they know to do that with me because they know I can indeed help with the issue and that there will be hell to pay if they don't involve me in their reviews.

Things are MUCH better at the Planning Commission and Wetlands Review Board. There had been a person who was a member of both and was an arrogant bully. He would personally insult applicants (though never me¹) with things like "you know you don't have a very good reputation in this town, why should we trust you to follow through on this?" The rest of the members never rose to defend the applicant or call the man out of order. The Planning Commission chair sometimes would gently rebuke this guy but never firmly enough to correct him.

Thankfully, the bully is gone, but he could get reappointed and I promise to do everything possible to prevent that from happening. However, there are still some other members of the commission who seem to think they were put on the board as some sort of recognition of their personal desires and who do not understand the proper role of a planning commission member. This is difficult to describe and a bit of history might help.

Decades ago, in Juneau and elsewhere, the planning commission was seen as a sort of buffer between staff and the public. Planners do spend their time doing things that can have a direct, and possible dire, impact on an individual's or company's well-being.

They often do this carelessly and with no creativity. They will apply a law that was meant for an entirely different situation than what they are working on but, through some fluke of law-writing, feel like they have to apply the law to what they are working on, even if it makes no sense. Planning Commissions are supposed to be the soft landing and the watchdog acting on behalf of the public to make sure staff doesn't go off the deep end. This did not always result in truly legally defensible decisions.

An example is the variance. From the 1970s until the early '90s, the CBJ variance rules were very similar to those of other jurisdictions and they were strict. Believing they had no choice, staff recommended against nearly every one of them. In almost every case, the Planning Commission approved the application after hearing from a teary-eyed applicant in a public hearing. There were hundreds of instances of this and everyone of those commission actions was legally vulnerable? Still, the commissions at the time felt it was their job to humanize the application of the zoning code to citizens in the community. Another example is in conditional uses where staff often recommended overly stringent conditions. An applicant knew that he had a second chance at the planning commission hearing and frequently got relief at the commission level.

That changed in the late '90s and grew worse in recent years until the departure of the aforementioned bully. The commission members began to see themselves as an extension of staff rather than as laypeople reviewing the work of staff. This is not so for all members over the years. There have always been those that fit the earlier mold, but there have also been plenty of members who feel some sense of expertise in the field and belief they were put on the commission because of their vast intellectual gifts but what they really love is being able to apply their judgment (meaning personal attitude and bias) to their fellow citizens.

In the last year, there were three such people not counting the bully. I now see that one of them is also gone, and there are some new faces. The bully actually made it possible for the three with the god complex to be even worse members and they gave him cover for greater degrees of noxious behavior. There were several times when I pulled an item of mine from the agenda when I saw that two or more of the normal members were not attending that evening. I knew that my application might not be approved because it takes five affirmative votes for the commission to take an action and if all nine were not present, or at least all five of the normal members, you could be denied for lack of enough affirmative votes. This was one of the greatest injustices of all during this dark reign. Two identical applications could get radically different results depending on whether the bully and his co-religionists had control of the meeting when one application was heard and did not have control for the other. Talk about unfair!

Finally, on the mundane side. The on-line version of the DPA and CU/AU forms are hard to work with. Other forms cannot be filled out electronically at all. The whole online setup needs substantial work.

1 His thing with me was to try to catch me with inconsistencies. "Well that's not what you said about (issue) at our hearing two months ago on (another matter.) He never succeeded but it was clear he had a personal vendetta going for me and it was nearing the point where I might have had to take more drastic action.

2 This changed in the early '90s when staff wrote a new set of criteria for variances. Since then, nearly every application has received an approval recommendation. The commission has upheld denial recommendations because they are only given for truly wrong situations.

3. Excessive minor new/remodel work is now requiring needless inspection simply to bring in more revenue to the bldg. dept. What is needed is less govt. intrusion, not more. Simplicity and economy make for a more efficient operation all around.

4. In general you have a good staff. I get along with them. I enjoy working with them. I have heard from other contractors that [REDACTED] can be a little too confrontational and picky. I would like the city to have a better program to let us know what's not included in the Permit and what will be taxed.

5. Less Government including Zoning-Permitting-Fees-Etc. Safety is a concern--Yes.

6. Have a set of rules that apply and keep everybody's anti-development mind set out of the process.

7. Late in posting on web.

8. [REDACTED] exceeded my expectations as a courteous and knowledgeable Inspector. The Front counter is always friendly and helpful.

9. The planning code is archaic. It does not reflect modern thinking. The parking requirements for the downtown area are not based on science. The number of cars used by businesses and residences is in many cases far less than what is required by the code.

Downtown Juneau has not seen any significant addition of dwelling units other than low-income for more than 20 years. Much of this is due to the parking requirements.

There is no vision for a vibrant downtown Juneau. There are many buildings on the waterfront and in the interior of the area that would support moderate and upper income dwellings. In order to have a vibrant downtown, there have to be more folks living there with money to spend on the attributes that a vibrant downtown could offer.

The planners are not encouraged to plan. They spend the vast majority of their time policing the code and putting out fires. Some of their time should be spent envisioning how to encourage the development of the community. I often ask them if they envisioned themselves acting as enforcers when they were studying planning in college.

Far too many issues are brought before the planning commission. They commission is so tied up hearing about minor variances and such that they, too, are unable to look at the big picture. I often wonder what would happen in Seattle if their planning commission had to hear the mundane issues that are required by our code. They would have to meet 24 hours a day seven days a week!

The relationship between the planners and the developers is adversarial. There have been numerous consultants who have interviewed the development community and the reports are buried because the results are so scathing. A similar discussion was held during the latest housing effort and appears to be of no avail.

I have been told by assembly members that the planning code is complex and not a focal point of the public, so there are no votes to clean it up.

A good starting point would be to take one of the planners and provide the new planner with the title Research Development Specialist to look at the latest planning solutions developed through out the US and make recommendations for improvements to our code.

Enforcement of the code is extremely poor. There is nothing more frustrating for a developer than to propose a plan and to be told that it isn't allowed when many property owners are employing developments which aren't allowed by the code. For instance, in the Costco area, back out parking is not allowed and parking on the right of way is not allowed for

consideration in meeting the parking requirements. Many of the businesses in the area are engaged in both. However, there is no enforcement to stop these activities. That leads me to believe the activities are de facto OK. So why not rewrite the code to allow it?

These types of questions, when asked of the planning staff, fall on deaf ears.

10. If you get a good planner to present your project then it can be a good experience. Our last project of \$2,000,000 was lost due to a poor planner who cost us time and customer confidence.

11. All the people I have to deal with are prompt and pleasant.

12. Staff sends everything to planning commission.

13. The [REDACTED] inspector, [REDACTED], has an attitude and a “Bedside Manner” that is giving the Bldg. Dept. a “Black Eye”. He is confrontational and unrealistic in his demands. He is relatively inexperienced in construction techniques and because of this requires builders to retain engineering firms to verify acceptability of work, even when these are accepted industry standards. His approach to the builders often costs time and money. Many builders refuse to have him conduct their inspections.

14. Just be honest and say the city wants no development. They are just a bunch of naysayers. Need to completely change the culture at city hall. It can only be done by removal of problem staffers.

15. The staff needs to be accountable for decisions that are made and enforcement should be fair and uniform.

16. Obtaining the fire hydrant key was a bit daunting.

17. Building code inspections—service poor this last year. [REDACTED]—not good.

18. Lack of reliability and information in zoning—planning dept.

19. Happy.

20. Website—easier access to code information.

21. Everything fine.

- 22.** Hoop for building permits complicated. Setup drags it down. Takes too long. Never how promoted in newspapers. 6 weeks--2 months regardless for any development. Hasn't changed in years as no intellect needed. If interpretation needed, they are helpless. Immediate answer is "no"—no cooperation. Bureaucracy on steroids.
- 23.** Harder to get out than it should be (web). Helpful people at desk. Sometimes inspector isn't trained in what they are inspecting and disagreements result. Pretty good job generally.
- 24.** Parking is hardest thing at CBJ offices.
- 25.** Nickel and dime them death—building permits take up to 6-8 mos. Very bad.
Standard foundation plan as per CBJ plans—need to take a drawing, attach it, constant changes, not informed from the beginning.
- 26.** Do pretty good job. They are very inconsistent in terms of meeting regulations. Would "hold feet to fire" of some developers but not others.
- 27.** There was some misunderstanding in the past with converting garage to recreation room. Told plan was not standard and asked what was wrong. Was told staff was not supposed to tell what was wrong. Took plan to an engineer who signed it and then the city accepted it but staff never told what the problem was. Was afraid to complain because of being Filipino and was afraid that it was prejudice and that they would have problems when they applied for a permit for cousin. The process went OK for cousin as the individual who had dealt with was no longer there.
- 28.** Make available the GIS info for sale or public information. Aerial imaging/topographic info could be useful to developers.
- 29.** 1 1/2 years ago had problem getting building permit for house that had \$90,000 of flood problems. Refused to give a permit. Had to charge sales tax to customer. New code eliminated section that was problem.
Glazing requirements for windows. Positive response.
- 30.** It was ok.
- 31.** Lower costs.
- 32.** Overall good job. Always helpful.
- 33.** Setbacks and variances should not apply outside downtown historic area.

34. Staff helpful.

35. Always pleased on turn-around on simple permits.

36. No complaints—good experience.

37. Website wouldn't let me schedule inspections. [REDACTED] was extremely helpful and always called back if I had a question.

38. A year or so ago the process was a nightmare. Staff has own personal agenda. Not sure presently as staff turnover is high. Process is not systematically clear. . . not consistent. Have heard some improvements have been made recently.

Process in article 49 needs work. In-house minor subdivision problematic—planning commission omitted and it all depends now (under 49) on staff . . . leaves no room for negotiation. Need option to go to planning commission.

Why do we need to adhere to both borough & federal environmental rules?

Some of the process actually drives up housing costs, especially in the hiring of experts.

39. Staff technically astute and professional—many good suggestions—esp. [REDACTED] and the Senior Planner on call.

40. Grading people need to keep personalities out of the process.

41. Sometimes inspectors give different opinions—better if they were on same page.

Other Category Comments Survey Questions #4, #6, and #8

These comments represent surveys in which the Other category was checked by the survey participants.

A total of 48 surveys were received in this category.

Twenty-seven (27) survey participants did not specify any particular type of Other, but just checked the Other Category. Twenty-one (21) survey respondents indicated a specific type. There were 11 that classified themselves as Business, 2 that classified themselves as Engineers (one was also the Construction Manager) and one each of the following: Child Care Provider, Consultant, Retailer, Architect, Real Estate Agent, Appraiser, Landlord and Commercial Tenant.

Question 4: Did your application include a specified area of permitting such as the Historic District, Wetland Fill, or Construction in a Hazard Zone? If so, please describe what type.

The majority of respondents did not indicate any specified area of permitting. There were 11 responses regarding a specialized area of permitting by 11 respondents. Of those responding, there were 6 related to Wetland issues and 3 related to Historic District. One of the wetlands respondents stated it was for a grading permit for wetland fill and the U.S. Corp of Engineers issued the fill permit. The other two responses were for Airport Safety Area Projects and a Propane Gas Installation.

Question 6: Do you have any specific comments about processing time?

The following comments represent 19 of 48 Other category participants.

1. Typically poor/late. The sign code says 3 days! 1-2 weeks is too long.
2. 1st two weeks + for approval was frustrating.
3. The Permit Review Staff needs more Professional Engineer skills to shorten time & BS.
4. Over burdensome demands to meet sign permit arrangements.

5. Permit (Building) reviews based on first come, first reviewed penalizes the professional designers by forcing them to wait on the poorly prepared plans.
6. Had to bug CBJ planning dept to get grating permit.
7. Small company, but great.
8. Paid "fast track" fee.
9. Very quick.
10. Enforcement is lacking especially Sign.
11. The plan review process is slow and of poor quality.
12. The sign permit is vague – not really happy with person who harassing employees. Clearer now.
13. Have worked with same person for about 10 years.
14. We wanted to do everything by the rules and we gave staff over a month's lead time – but the first person did not tell us that several other people had to sign off on our permit. We had to return 8 times to find out each time that something else had to be changed. If we had known up front that we needed to work with several different people we would have talked to them all the first time and been finished much sooner.
15. Excellent throughout process—during last two years.
16. Never as fast as applicant wishes but that's nature of process.
17. Confusing.
18. Entities in CBJ don't always talk to each other, which slows things down.
19. No—projects are small.

Question 8: Do you have any comments you would like to share? What was done well? Could anything be improved?

The following comments represent 27 of 48 Other participants .

1. Staff that have several years of experience still have “all” the answers to my questions.
2. Staff does well. The Planning Commission is usually who my issues are with.
3. ██████████ was excellent to work with.
4. Your Good Old Boy System tried to keep me out of this town. The Building Dept tried to financially destroy me.
5. Overall a pleasure to deal with.
6. Staff have been helpful in resolving all outstanding issues.
7. Good; timely inspections (next day). Permit costs—very high. Wetlands check—too picky, to the point of unreasonable.
8. Inspectors are all OK! Costs for 2 identical cabins had high fees. \$800 each for 1/2 hour review, that was unreal. Former CBJ Engineer.
I would support more engineering skills in the building permit staff, and pay taxes for it. This would speed-up reviews, lessen stupid questions & cut overall costs.
Technicians should not be expected to take crap (or humiliation) from engineers. I support extensive training for inspectors and plan review people!
9. The requirement to obtain an Allowable Use Permit for Childcare is unreasonable. The permit is expensive and the time it took to obtain in was time that I couldn't operate my facility, which in turn cost me more money.
The reason I am on this mailing list is because I was forced to get a permit to provide childcare! The requirement needs to be changed! There are currently so many obstacles for providers (most of them are women) to get past. There is a childcare crisis in Juneau (not enough spaces) right now and it seems as though the city should be partnering with providers to create solutions not obstacles!
10. Overall, extremely dissatisfied with the process. 1 step forward 10 steps back for months, despite sending to staff well before anticipated building start date. Need to work together with Fire Dept and intra-office staff—would get conflicting information repeatedly.

Other Category Comments

11. The sign permit was delayed partly by staff turnover I think—but the sign ordinance is also hard to interpret.
12. Staff should allocate time based on getting the most permits out the door. Delaying all permits because of a big or poorly proposal plan set is not justifiable.
Zoning staff needs to get a “can do” attitude. Most of the time they act as if their goal was to stop a project.
13. “Code” enforcement arbitrary. Inspector [REDACTED] has illegally trespassed on my property.
14. Staff is helpful.
15. No problems.
16. Could use some web organization. Changes that would improve use.
17. Had to post bond and got money back.
18. Building permit requires that owner (not tenant) sign off on permit but city didn’t check on this and get authorization. Fire Marshall saw it didn’t meet code. Bunch of screw ups.
19. Very quick, very efficient.
20. Uses them all the time.
21. Their understanding and application of the ADA could be improved. The ADA review process does not have adequate process of exceptions and different conditions and uses.
22. Getting better signing stuff is ridiculous. The ADA does not apply. Spending extra money when regulations don’t apply.
23. More than helpful.
24. We have no quarrel with the process but the lack of communication between staff – even when they were all together was very frustrating. The CBJ permitting staff puts the responsibility for knowing the system on the public instead of explaining it. This may work for architects and contractors but not for the public. More coordination and more questions asked/answered in first meeting are urgently needed!!
25. Great improvement over experience a decade ago. Staff much more knowledgeable and helpful now.

26. In general believes permit center does a very good job.

27. Satisfied with service. Wish there was more of a design review board. City planning as whole is poorly done regarding zoning. Trying to do mixed use but see property values in town being dragged down—when people have trash around. Example: Should be mixed use on parking lot downtown where [REDACTED] is trying to get funding for an office building on prime real estate, which should be denoted to mixed use. The downtown is dying.

Multiple Category Comments Survey Questions #4, #6, and #8

These comments represent surveys in which the participant checked two or more categories.

A total of 18 surveys were received in this category.

Question 4: Did your application include a specified area of permitting such as the Historic District, Wetland Fill, or Construction in a Hazard Zone? If so, describe which type?

The majority of responses did not indicate any specified area of permitting. There were 6 responses regarding a specialized area of permitting by 6 respondents. Of those responding, 2 had to do with Historic District and 4 had to do with Wetland Fill.

Question 6: Do you have any specific comments about processing time?

The following comments represent 13 of 18 Multiple category participants.

- 1. (Homeowner-Other) Go Faster**
- 2. (Homeowner-Contractor/Developer) Some of our paperwork took months to process after CBJ received it.**
- 3. (Homeowner-Contractor/Developer) Things seem to get misplaced.**
- 4. (Homeowner-Contractor/Developer) Very slow process. Too slow – needs to move through the system faster, not sit in zoning.**
- 5. (Homeowner-Contractor/Developer) Should take half the time!!!**
- 6. (Homeowner-Contractor/Developer-Business Owner) One can process permits 5 times faster anywhere else in Alaska. The CBJ process is scaring people away and one of the reasons why I left.**
- 7. (Homeowner-Contractor/Developer) 3 ½ months to get building permit.**
- 8. (Homeowner-Contractor/Developer) Pretty good—2 weeks beginning to end.**

9. **(Homeowner-Contractor/Developer-Other)** Good response.
10. **(Homeowner-Contractor/Developer)** Took forever.
11. **(Homeowner-Contractor/Developer)** Seems to take forever; hard to get.
12. **(Homeowner-Contractor/Developer)** Generally good.
13. **(Homeowner-Contractor/Developer)** Character of individual staff important. There are good people there now.

Question 8: Do you have any comments you would like to share? What was done well? Could anything be improved?

The following comments represent 14 of 18 Multiple category participants.

1. **(Homeowner-Other)** Get rid of all staff, start over with intent to assist permit applicants to obtain permits as opposed to current intent to stop permits from being obtained.
2. **(Homeowner-Contractor/Developer)** The city has made it where contractors don't even want to do business here.
3. **(Homeowner-Contractor/Developer)** I will not build anything in Juneau again. The whole process is too complex and too expensive. The people were nice, but they have a bad job.
4. **(Homeowner-Contractor/Developer)** Helpful front counter; not sure what happens after you leave the counter.
5. **(Homeowner-Contractor/Developer)** Eng./Zoning needs improvement! Too many issues left up to debate-too lengthy. Mine was a simple request, plus I've been self employer builder for 20 years and I'm having to be a part of the city process to teach their people. I'm too busy, I have too many contracts to tolerate any time delays! Times money.
6. **(Homeowner-Contractor/Developer-Business Owner)** The rules don't apply to CBJ, yet their rules are applied to the general public. This is the most difficult town to work with and no small wonder that commerce is packing it in and leaving in droves.
CBJ's ordinances, codes and interpretations and mind changes forces construction projects and buildings to cost more than they will ever be worth. There are already foreclosures and more to come as the tourism industry flees to another incompetent town leaving Juneau filled with useless expensive buildings.

CBJ roams around town looking for structures built in the 70's and then decides to cite the new owner for failure to get a building permit (which was issued in the 70's but never signed off). Same with my greenhouse and playhouse, which was less than 120 square feet.

Easier to ask for forgiveness than permission with this incompetent, power hungry, bend the rules for some. Don't apply any of the code and ordinances to themselves. Lot of louses. I could go on, I left instead.

7. (Homeowner-Contractor/Developer) Building permit staff does a good job. Building permit close out process goes well. Seem to know builders can't get paid until certification of occupancy is issued.

Work on planners and zoners and engineers who push personal agendas through positions. Being inflexible.

Different people give different opinions. Shouldn't be a political climate that forms policies. Individuals do what they want to do. Miserable experience last time.

8. (Homeowner-Contractor/Developer) Lots of people get away without anything. Whole building department should go away and get new one.

Working in Haines. Costs too much to do anything.

Different treatment for different people.

Amount charged for inspection is a joke. Building department is a joke. \$7,000 for building inspection. Don't get anything for your money.

██████████ was kicked out of union because he didn't know what he was doing.

Building department people should specialize in what they know and are trained to do.

Shouldn't take 3 months to get plans okayed by city.

Fair should be fair. Different strokes for different folks shouldn't happen.

9. (Homeowner-Other) Give out the actual regulations about what you have to do in advance of the inspection.

The inspector had a checklist and it would have been helpful to have known about the items beforehand.

10. (Homeowner-Contractor/Developer-Other) Inspections in phases with different inspectors who didn't agree on project. First inspection should be complete list.

11. (Homeowner-Contractor/Developer) Fix website. Help with knowledge. Not have to check with 13 people and get wrong information.

12. (Homeowner-Contractor/Developer) Wishes the department was more user friendly and did not assume that every user already knows the code.

13. (Homeowner-Other) They do not give you all the information you need. You have to dig deeper and deeper and information comes out one bit at a time.

14. (Homeowner-Contractor/Developer) It is a difficult job asking people to enforce regulations. Developers look at regulations differently.

Important to have enough staff for follow-up.

Staff shouldn't assume that something is being done incorrectly.

Service orientation is important. There should be one-on-one help. Staff should consider themselves part of the design team rather than regulatory.

Get outside of the office and engage!

Unspecified Category Comments Survey Questions #4, #6, and #8

These comments represent surveys in which no category was checked by survey participants.

A total of 3 surveys were received in this category.

Question 4: Did your application include a specified area of permitting such as the Historic District, Wetland Fill, or Construction in a Hazard Zone? If so, describe which type?

There were no responses to this question.

Question 6: Do you have any specific comments about processing time?

No comments were made.

Question 8: Do you have any comments you would like to share? What was done well? Could anything be improved?

The following comments represent 3 of 3 Unspecified category participants.

1. Detached green houses should be exempt from building permit requirements.
2. Our contractor dealt with most of this so I can't really remember which was which. This project was a remodel. 25 years ago when we built our house, it was a nightmare. ¼ of our time went into dealing with the city.
3. Communication with staff has been great.