

City of Hagerstown
Planning and Code Administration Department
Inspections Customer Survey

Thank you for taking our customer service questionnaire.

It should only take 2-3 minutes to complete. We appreciate your business and value your opinion. We'll use your opinions to take stock of our service and support and to make improvements.

1. Overall, what is your level of satisfaction with services provided?

- Better than expected
- As expected
- Worse than expected

Comments:

2. Please select the inspection type you requested.

- Building
- Electrical
- Plumbing
- Mechanical
- Rental License
- Vacant Structure License
- Property Maintenance
- Fence
- Zoning

3. Did inspectors thoroughly answer your questions, including citing codes or policies?

- Yes
- Somewhat
- No

Comments:

4. How professional, courteous, and knowledgeable were the inspector(s) you dealt with?

Better than expected

As expected

Worse than expected

Comments:

5. Were your phone calls and/or emails to inspectors returned in a timely manner?

Yes

No

Comments:

6. Were written comments and correction notices clearly and adequately provided?

Yes

No

Comments:

7. Were inspection requests handled in a timely manner?

Yes

No

Comments:

8. Did the automated telephone inspection request system meet your needs?

Yes

No

Not used

Comments:

9. If this project was part of a larger building permit, did you receive a copy of the plan review comments that affect your work?

Better than expected

As expected

Worse than expected

Comments:

10. Additional comments

We want to thank you for sharing your opinions. We appreciate your candor and will strive to use this information to improve your experience in the future.

Please return your completed survey to:
Planning and Code Administration Department
One East Franklin Street, Suite 300
Hagerstown, Maryland 21740