

**City of Hagerstown**  
**Planning and Code Administration Department**  
**Customer Front Office Survey**

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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. What prompted you to contact our office?**

- Apply for a trade permit (electrical, plumbing, mechanical)
- Apply for a building permit
- Apply for a fence permit
- Apply for a right-of-way closure/no parking signs
- Apply for a zoning certificate
- Apply for historic district review
- Apply for site plan review
- Apply for subdivision review
- Other (please specify)

**3. Is this the first time you've worked with us?**

- Yes
- No

**4. What description best fits you as a user of our services?**

- One-time or infrequent user
- Developer
- Contractor/Trade person
- Professional architect/engineer/designer
- Other (please specify)

**5. How did you make contact with us?**

- In person
- Mail
- Fax
- Online/email
- Telephone

**6. If you accessed the Code Administration website, did you find it helpful?**

- Yes
- No
- Not applicable

Comments:

**7. If you accessed the Planning & Zoning website, did you find it helpful?**

- Yes
- No
- Not applicable

Comments:

**8. How did your experience with us compare to experiences you've had with permits and zoning offices in other jurisdictions?**

- Better
- Similar
- Worse

Comments:

**9. How quickly and effectively did we respond to your needs and answer your questions?**

- Better than expected
- As expected
- Worse than expected

Comments:

**10. Were calls and/or emails to office staff returned in a timely manner?**

- Yes
- No

Comments:

**11. How professional, courteous, and knowledgeable was our staff?**

- Better than expected
- As expected
- Worse than expected

Comments:

**12. Was your permit issued in the time frame that staff indicated?**

- Yes
- No
- Not applicable.

Comments:

**13. Was your site plan or subdivision plat approved in the time frame that staff indicated?**

- Yes
- No
- Not applicable.

Comments:

**14. Was your historic district design review application approved in the time frame that staff indicated?**

- Yes
- No
- Not applicable.

Comments:

**15. Additional comments**