

City of Hagerstown
Planning and Code Administration Department
Plan Review 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. How professional, courteous, and knowledgeable was plan review staff?

- Better than expected
- As expected
- Worse than expected

Comments:

3. Did plan review comments clearly and adequately describe what is being required?

- Yes
- No

Comments:

4. Were your phone calls and/or emails to plan review staff returned in a timely manner?

Yes

No

Comments:

5. If you participated in a pre-construction meeting, please note your satisfaction with the process.

Better than expected

As expected

Worse than expected

Comments:

6. If you participated in a post-construction meeting, please note your satisfaction with the process.

Better than expected

As expected

Worse than expected

Comments:

7. 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