

City of Hamtramck



Permitting/Inspections – Feedback

In an effort to improve our procedures and processes, we are looking for feedback from those who have experienced the Permitting/Inspection Process. This voluntary survey will help city personnel learn from residents, clients, and contractors about the efficiency and effectiveness of our existing Permitting/Inspections Process, and update as needed. **Please note: this questionnaire is meant for internal use only. It will have zero effect on you and any past/present/future projects.**

Name / DBA: _____ Project: _____

1. Please indicate the category to which you belong below:
 Resident Contractor Commercial Property Owner Business Owner
 Other: _____
2. Did you find the Permitting/Inspection Process to be well organized, and easy to navigate?
 Yes Somewhat No—Please explain: _____
3. How did you find the pace of the Permitting/Inspection Process?
 Too fast: Difficult to keep up. Quick and efficient Medium Slower than most communities
 No action: Requiring my constant intervention to move the process along.
4. Did you feel that the process was thorough; the City understanding your concerns and addressing all of the important and relevant items?
 Yes No—Please explain: _____
5. Were the City staff and relevant departments/boards/commissions responsive to your questions, comments, and concerns?
 Yes They tried, but lacked enough knowledge or skills to address my issues
 No – Please Explain: _____
6. Did you find the Permitting/Inspection Process to be a fair and judicious process compared to other municipalities?
 Yes No—Please explain: _____
7. Did you feel that the final decision was consistent with the governing guidelines of the Permitting/Inspection Process?
 Yes No—Please explain: _____

Please write any additional comments, if any:
