



UNIVERSAL CITY FIRE DEPT.



Fire Code Compliance Inspection Quality Assurance Survey

Dear Business Owner:

The Universal City Fire Department conducts fire code compliance inspections annually of all commercial occupancies within the city. The inspection process contributes to the overall reduction in risk associated with hazards for our community, community partners, and visitors.

As part of our quality assurance program, we ask a sample of business owners to complete a voluntary survey regarding their experience with the fire inspection to assist us in evaluating our service. Your responses are completely anonymous unless you choose to provide your identity. The following contact information may be used to return the survey:

Mail to: Fire Chief Todd Perna
2160 Universal City Blvd.
Universal City, TX 78148

or

Email: firechief@uctx.gov

You may also drop this form by the fire station, or FAX it to my attention at City Hall: 210-659-5574.

Thank you for taking the time to complete this survey.

Todd Perna
Fire Chief
Universal City Fire Department

Universal City Fire Department After-Inspection Survey

Based upon your interactions with the Universal City Fire Department during your most recent fire safety code inspection, please answer the following questions on a scale of 1 to 5, with 1 being Strongly Disagree, and 5 being Strongly Agree.

Questions	1	2	3	4	5	N/A
1. When they arrived, the inspector(s) made a clear and courteous introduction	<input type="checkbox"/>					
2. The inspector(s) explained why they were there and what they were going to do	<input type="checkbox"/>					
3. The inspector(s) was(were) familiar with his/her job and fire code requirements	<input type="checkbox"/>					
4. The inspector(s) did a good job explaining any deficiencies that were found and why they needed to be corrected	<input type="checkbox"/>					
5. The inspection report was easy to read and understand	<input type="checkbox"/>					
6. The information provided was accurate and complete	<input type="checkbox"/>					
7. The timeframe given to correct any violations found was adequate	<input type="checkbox"/>					
8. Requests for additional information were answered quickly	<input type="checkbox"/>					
9. The person(s) conducting the inspection was(were) courteous throughout the inspection	<input type="checkbox"/>					
10. The inspector(s) conducting the inspection was(were) professional in his/her/their conduct	<input type="checkbox"/>					
11. The inspectors(s) conducting the inspection was(were) professional in his/her/their appearance	<input type="checkbox"/>					

Please answer the following questions on scale of unacceptable to excellent.

Questions	Unacceptable	Below Average	Average	Above Average	Outstanding
12. Overall satisfaction with the fire inspection service provided by Universal City Fire Department	<input type="checkbox"/>				

Questions for fire responses only	Yes	No	Don't Know
13. Could we have done more to help you? <i>If "Yes", please explain below.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Would you like to receive information about fire prevention and fire safety for your business? <i>If "Yes", provide your contact information below. For survey anonymity, simply call my office.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

Optional information:

Name: _____ Phone number: _____ E-mail: _____

Address: _____

Best time to contact you (if you wish to be contacted): _____