



CITY OF BIG RAPIDS

Zoning Permit or Site Plan Review Survey

In an effort to improve our procedures and processes, we are looking for feedback from those who have experienced the Site Plan Review process. This survey will assist City personnel to learn from residents, clients and contractors about the efficiency and effectiveness of our existing Site Plan Review process and update as needed. Thank you for your participation!

Date:

Please indicate the category to which you belong:

- Resident Business Owner
 Contractor Other _____
 Commercial Property Owner

Did you find the Site Plan Review process to be well organized and easy to navigate?

- Yes
 No (Please Explain) _____

How did you find the pace of the Site Plan Review Process?

- Too fast; Difficult to keep up Quick and efficient
 Medium Slower than most communities
 No action; Required my constant intervention to move the process along.

Do you feel that the Planning Commission was thorough; Understood your concerns and addressed all relevant items?

- Yes
 No (Please Explain) _____

Was City Staff and/or the Planning Commission responsive to your questions, comments and concerns?

- Yes
 They tried, but lacked sufficient knowledge or skills to address my issue.
 No

Do you feel the timeline for approval was acceptable?

- Yes
 No (Please Explain) _____

Do you feel that the final decision was consistent with the governing guidelines of the Site Plan Review process?

- Yes
 No (Please Explain) _____