



City of East Lansing

410 Abbot Road
East Lansing, MI 48823
517-319-6930

www.cityofeastlansing.com

customerservice@cityofeastlansing.com

Customer Service Survey Land Use Development Review

In an effort to improve our customer satisfaction, we are looking for feedback from those who have experienced the land use development review process. This survey will assist city personnel to learn from residents, clients, and contractors about the efficiency and effectiveness of our existing land use development review process. We will use the feedback received from customers to update our procedures and processes as needed. Thank you for your participation.

Date: _____

1. Please check all that apply:

- Contractor
- Commercial Property Owner
- Rental Property Owner
- Business Owner
- Other (specify): _____

2. Did you find the land use development review process to be well organized and easy to navigate?

- Yes
- Somewhat
- No

Please explain: _____

3. If you have submitted land use development applications in other communities, is there any particular process or procedure in another community that was more satisfying than your experience in East Lansing?

If Yes, please explain: _____

4. Was the land use development process application packet helpful in guiding you through the application submittal process?

- Yes
- Somewhat
- No

Please explain: _____



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5. How did you find our land use application?

- City website
- Picked up a copy at City Hall
- Staff e-mailed the packet
- Other _____

6. Did you attend one or more of the weekly City Staff site plan review meetings prior to submitting your application?

- Yes
- No
- Did not know about site plan meeting

7. If you attended the weekly site plan review meeting(s), was it valuable in terms of addressing your questions/ guiding you through the approval process?

- Yes
- No
- Did not attend meeting prior to submitting an application

Please explain: _____

8. Do you feel that the review process was thorough, fair and judicious?

- Yes
- No

Please explain: _____

9. Did you receive help and support from staff, such as guiding you through the application process, help in addressing and following up on questions and requests from the Planning Commission, etc?

- Yes
- No

Please explain: _____

This survey is anonymous, unless you would like a response. If so, please leave your name and phone number.