



## City of Harrison

2105 Sullivan Drive

Harrison, MI 48625

989-539-7145

[www.cityofharrisonmi.org](http://www.cityofharrisonmi.org)

[tconnelly@cityofharrison-mi.gov](mailto:tconnelly@cityofharrison-mi.gov)

### Customer Service Survey Land Use Development Review

In an effort to improve our procedures and processes, 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 and update 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. In how many different communities have you submitted land use development applications?**

This is the only community

Only one other community

Two (2) to five (5) communities

More than five (5) communities

**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 your land use development packet?**

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

**6. Did you attend one or more site plan review meetings prior to submitting your application?**

- Yes
- No

**7. Was the site plan review meeting helpful in guiding you through the application process?**

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

Please explain: \_\_\_\_\_

**8. Was staff helpful in guiding you through the application process?**

- Yes
- No

Please explain: \_\_\_\_\_

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

- Yes
- No

Please explain: \_\_\_\_\_

**10. Did you receive help and support from staff, including help in addressing and following up on questions and requests from the Planning Commission?**

- Yes
- No

Please explain: \_\_\_\_\_

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