



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 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.