



## City of Hastings

201 East State Street

Hastings, MI 49058

269-945-2468

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

### Customer Service Survey Planning and Zoning Site Plan Development Review

To improve our processes and procedures, we are looking for feedback from those who have experienced the site plan review process with the City of Hastings. This survey will assist City personnel to learn from residents, clients, and contractors about the efficiency and effectiveness of our existing site plan review procedure and update as needed. Thank you for your cooperation in completing this survey.

Date: \_\_\_\_\_

**1. Please check all that apply:**

- Contractor
- Commercial Property Owner
- Rental Property Owner
- Business Owner
- Other (specify) \_\_\_\_\_

**2. Did you find the site plan review process to be well organized and easy to navigate?**

- Yes
- No

**3. Was the site plan application packet helpful in guiding you through the application submittal process?**

- Yes
- No

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

**4. Did you attend a predevelopment meeting prior to submitting the site plan?**

- Yes
- No

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

- Yes
- No
- Did not attend a meeting prior to submitting the application.

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

- Yes
- No

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

**7. Do you feel the site plan review process was thorough?**

- Yes
- No

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

**8. 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: \_\_\_\_\_

**9. 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: \_\_\_\_\_

\_\_\_\_\_

**10. Do you have suggestions for how the process could be improved?**

- Yes
- No

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

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**11. May we contact you to obtain additional feedback if necessary?**

- Yes
- No

Please provide preferred contact phone number or email address.

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**You may return this survey via mail attention:**

**City Manager  
City of Hastings  
201 E. State Street  
Hastings, Michigan 49058**

**or email to:** [smoyer-cale@hastingsmi.org](mailto:smoyer-cale@hastingsmi.org)

Thank you in advance for completing this survey and assisting the City of Hastings with this important process.

