

Building and Community Development Survey

City of Owosso
301 West Main Street
Owosso, MI 48867

The following is a survey to provide feedback in relation to your recent experience as a petitioner for certain commission or building approvals. Please give honest opinion. You can provide information anonymously. The intent is to improve the processes of the city to better serve its customers, petitioners, and the public.

Please answer the following by indicating which choice best describes your response and by giving supplemental information as necessary.

1. Which type of application did you submit for your most recent project? (check all that apply)
 - a. Site plan
 - b. Rezoning
 - c. Special land use
 - d. Appeal or variance
 - e. Tax abatement
 - f. Historic District Commission review
 - g. CDBG revolving loan fund
 - h. Other: _____
2. Was your application or petition approved? (choose the best option only)
 - a. Yes
 - b. No
 - c. Yes, with conditions
 - d. Yes, after multiple attempts
3. Which best describes your status in relation to the application?
 - a. Home owner
 - b. Professional consultant (architect, engineer, sign company)
 - c. Real estate developer
 - d. Business owner
4. What was your first point of contact with the City of Owosso?
 - a. City webpage
 - b. Contact by phone
 - c. Contact by email
 - d. Written correspondence/application
 - e. Face-to-face
5. Was find your first contact helpful in guiding you to the next appropriate step in the process?
 - a. Yes
 - b. No If no, why not? _____
6. Did you find the following information on the city's webpage to be adequate?

a. City contacts	Yes	No	Not applicable
b. Downloadable forms	Yes	No	Not applicable
c. Downloadable maps, ordinances, and procedures	Yes	No	Not applicable
d. Meeting dates, times, locations	Yes	No	Not applicable
e. Property information	Yes	No	Not applicable

7. Did you feel prepared for the public meeting?
 - a. Not applicable
 - b. Yes
 - c. No If no, why not? _____
8. Did city staff have a genuine interest in helping you with your application?
 - a. Not applicable
 - b. Yes
 - c. No If no, why not? _____
9. Was staff was ultimately successful in helping you with your application?
 - a. Not applicable
 - b. Yes
 - c. No If no, why not? _____
10. Was the procedure for your application or petition clear and easy to understand?
 - a. Not applicable
 - b. Yes
 - c. No If no, why not? _____
11. Was the decisions and input from the city staff and boards or commissions consistent?
 - a. Not applicable
 - b. Yes
 - c. No If no, why not? _____
12. Did you find your contacts on city staff to be available when you needed them?
 - a. Not applicable
 - b. Yes
 - c. No If no, why not? _____
13. How do you rate the entire process?
 - a. Very positive
 - b. Somewhat positive
 - c. Neither positive nor negative
 - d. Somewhat negative
 - e. Very negative
14. Please use the following space for additional comments related to the process, city standards, fees, public meetings, etc.
