



**CITY OF FARMINGTON
PLANNING AND BUILDING DEPARTMENT
CUSTOMER SERVICE SURVEY**

Thank you for investing with the City of Farmington. We are always looking to make development processes clear and predictable for developers. In an effort to improve procedures and processes, we welcome your input on our site plan review process. We appreciate you taking the time to share your experiences and evaluate our process.

1. Please indicate the category that best describes you:
 Resident Contractor Commercial
 Business Owner Developer Other _____

2. Were you easily able to navigate the City’s website to find the information you needed regarding the site plan review process?
 Yes Somewhat No

3. Did you have a clear understanding of the materials needed, timeline, and processes for the site plan review?
 Yes Somewhat No

4. How was the pace of the site plan review process?
 Too fast/difficult to keep up Quick and efficient Medium/average
 Slower than most No action: required constant intervention for progress

5. Did you feel the City staff was helpful in guiding you through the application process?
 Yes Somewhat No

6. How many other communities have you worked with in the site plan review process?
 This is the only community Only one other community
 Two to five other communities More than five other communities

7. Did you feel the site plan review process was fair and judicious? Please explain.
 Yes Somewhat No

8. What can we do to improve the Planning and Building Department page of the City website?

9. Please share any additional comments and/or suggestions (attach additional pages, if necessary).

Thank you for your feedback!