



Our Vision:

“Manistee will be the community of choice on the Northwest Michigan coastline with a strong, diversified economy providing opportunities for all...a city whose prosperity continues into the future.”

Our Purpose:

“The purpose of the Manistee City Council is to provide direction for the community on behalf of its citizens. The Council will achieve this through exemplary leadership, being accessible and approachable for all upholding policy, ensuring financial stability, and providing citizens’ safety, economic opportunity and a better quality of life.”

Strategic Mission:

“To competitively position the City of Manistee as the community of choice and destination for business, industry, tourists and families.”

Planning & Zoning Department
City Hall
70 Maple Street
Manistee, MI 49660



Site Plan Review

Customer Service Survey

We want your feedback!



Planning & Zoning Department

70 Maple Street
Manistee, MI 49660
Phone: 231.398.2805
Fax: 231.723.1546

www.manisteemi.gov

In an effort to improve our procedures and processes, we are looking for feedback from those who have experienced the Site Plan Review process.

This survey will assist city personnel to learn from residents, clients, and contractors about the efficiency and effectiveness of our existing Site Plan Review Process and update as needed.

Category

Please indicate the category to which you belong below:

- Resident
- Contractor
- Commercial Property Owner
- Business Owner
- Other: _____

Process

Did you find the Site Plan Review Process to be well organized and easy to navigate?

- Yes
 - Somewhat
 - No - Please explain: _____
- _____
- _____

Pace

How did you find the pace of the Site Plan Review Process?

- Too fast: Difficult to keep up.
- Quick and efficient
- Medium
- Slower than most communities
- No Action: Requiring my constant intervention to move the process along

Planning Commission

Did you feel that the Planning Commission was thorough; Understanding your concerns and addressing all of the important and relevant items?

- Yes
 - No - Please explain: _____
- _____
- _____

Responsiveness

Were the City staff and/or the Planning Commission responsive to your questions, comments, and concerns?

- Yes
 - They tried, but lacked sufficient knowledge or skills to address my issues
 - No - Please explain: _____
- _____
- _____

How did we do?

Did you find the Site Plan Review to be fair and judicious process compared to other municipalities?

- Yes
 - No - Please explain: _____
- _____
- _____
- _____

Decision

Did you feel that the Final decision was consistent with the governing guidelines of the Site Plan Review process?

- Yes
 - No - Please explain: _____
- _____
- _____
- _____

Thank you for your participation!

Comments - Please write any additional comments, if any: _____
