

## PROPOSED APPROACH

The survey will be used to reach out to customers on a regular basis for the long term. Staff will be sending the survey out to customers at the end of each portion of the city's Development Review Process:

**TO:** Property Owner, Project Owner, Owner Representatives, Consultants, Etc.

**FROM:** Staff issuing report, decision, or permit

**WHAT:** Surveys with introduction messages for

- **Pre-Application Conference**  
After meeting held and notes sent
- **Application and Plan Review**
  - Land Use Application Review and Decision  
Post-issuance of decision
  - Site Development Permit Review and Issuance  
At issuance of permit/Pre-Construction Meeting
  - Building Permit Review and Issuance  
At issuance of permit/Pre-Construction Meeting
- **Construction Inspections & Certificate of Occupancy**  
After issuance of Certificate of Occupancy
- **Acceptance & Closeout**  
After of maintenance/plant establishment/bonds released/etc.

**WHEN:** Send whenever one of the six process types, above, is complete

**HOW:** E-mail, coversheet, or business card

**ADMINISTRATIVE RIGHTS:** Managers / Directors / City Engineer / Operations Manager

**REVIEW:** On a regular basis to identify issues and trends that need to be addressed.

**RESOLVE:** Through continuous improvement approach

- Plan > Do > Study > Act
- Involve customers in resolution if applicable

**REPORT:** Let customers know how an issue(s) is being addressed