

# TOWN of MILTON, VT | PLANNING OFFICE SURVEY

If you have any questions, call (802)893-1186 or visit us in the Milton Municipal Complex at 43 Bombardier Road, Milton, VT 05468.

*Help us improve the planning office by completing and returning this survey.*

- I am a:** (check all that apply)  Landowner |  Tenant |  Business Owner |  Year-Round Resident  
 Seasonal Resident |  Builder |  Real Estate Professional |  Zoning Permit Applicant  
 Certificate of Compliance/Occupancy Applicant |  Development Review Applicant  
 Other \_\_\_\_\_



**SCORING KEY:** (For low scores, please explain how we can improve in the boxes below.)

5 = Strongly Agree

4 = Agree

3 = Neither Agree nor Disagree

2 = Disagree

1 = Strongly Disagree

**Our mission:** Collaborating with the community to plan, protect and advance Milton's quality of life.

**COMMITMENT.** The planning staff is committed to their work and the mission above.

NOT APPLICABLE (DISAGREE) 1 2 3 4 5 (AGREE)

What are we doing well, or how can we improve?

**OFFICE ACCESSIBILITY.** The office hours and facility meet my needs.

NOT APPLICABLE (DISAGREE) 1 2 3 4 5 (AGREE)

What are we doing well, or how can we improve?

**HELPFULNESS.** The planning staff is helpful and responsive.

NOT APPLICABLE (DISAGREE) 1 2 3 4 5 (AGREE)

What are we doing well, or how can we improve?

**TIMELINESS.** Things are handled within a reasonable time frame.

NOT APPLICABLE (DISAGREE) 1 2 3 4 5 (AGREE)

What are we doing well, or how can we improve?

**ETHICS.** The planning staff and board members fairly administer the law and regulations.

NOT APPLICABLE (DISAGREE) 1 2 3 4 5 (AGREE)

What are we doing well, or how can we improve?

**INFORMATION ACCESSIBILITY.** I could find and understand the information I was looking for.

NOT APPLICABLE (DISAGREE) 1 2 3 4 5 (AGREE)

Information source(s):  online  printed  other \_\_\_\_\_

What are we doing well, or how can we improve?

**FORMS. The forms are understandable and user-friendly.**

NOT APPLICABLE (DISAGREE) 1 2 3 4 5 (AGREE)

Form type(s):  permit  certificate of compliance  development review  other \_\_\_\_\_

What are we doing well, or how can we improve?

**COMMUNICATIONS. I was provided with the information I needed, when I needed it.**

NOT APPLICABLE (DISAGREE) 1 2 3 4 5 (AGREE)

Communication source(s):  printed mailing  e-mail  phone call  in-person  other \_\_\_\_\_

What are we doing well, or how can we improve?

**COSTS. The application review fees are reasonable.**

NOT APPLICABLE (DISAGREE) 1 2 3 4 5 (AGREE)

Would you rather have:  A) the taxpayers or  B) the applicants cover the cost of the review?

What are we doing well, or how can we improve?

**COLLABORATION. The Town's staff and departments work cooperatively.**

NOT APPLICABLE (DISAGREE) 1 2 3 4 5 (AGREE)

What are we doing well, or how can we improve?

**RESOURCES. The office appears to be sufficiently resourced (people, technology, equipment, etc.) to deliver the level of service I expect.**

NOT APPLICABLE (DISAGREE) 1 2 3 4 5 (AGREE)

What are we doing well, or how can we improve?

**OVERALL. I am satisfied with my overall experience.**

NOT APPLICABLE (DISAGREE) 1 2 3 4 5 (AGREE)

What are we doing well, or how can we improve?

**OPPORTUNITIES. How can Milton improve its land use rules or process? Are there planning policies, goals and opportunities that the Town's decision-makers should consider?**

**OPTIONAL FOLLOW UP.**

I would like a staff member to follow-up with me about this survey.

I would like to learn how I can become involved in town planning.

Name

E-mail

Phone