Planning Commission Customer Survey: Staff Reports

August 2025

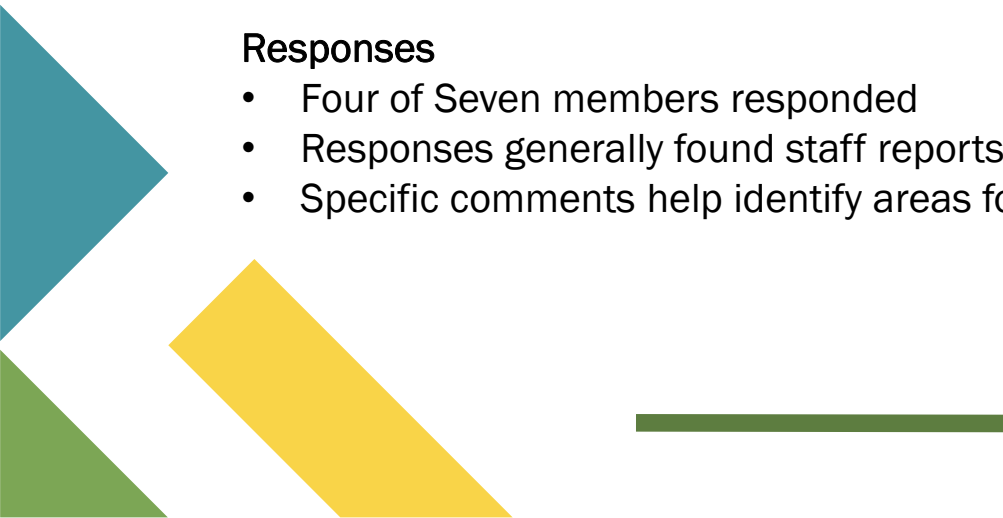# Planning Commission Customer Survey: Staff Reports

Staff Reports
- An important tool in the development review process
- Formal communication and record of staff's professional review and recommendation

Survey
- Designed to solicit the Planning Commission's feedback
- Responses help identify improvements for future reports

Responses
- Four of Seven members responded
- Responses generally found staff reports to be of high quality
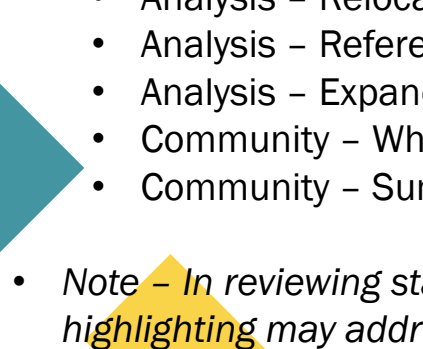- Specific comments help identify areas for improvement

Survey Results

	Highly Agree	Agree	Neither Agree nor Disagree	Disagree	Highly Disagree
Organization The report was well-organized, and important information was easy to find	1	2		1	
Writing Style The writing style was appropriate for a professional document	3	1			
Application Summary The proposed development or use was described in a factual, easy- to-understand way.		3	1		
Standards for Review The report includes references to relevant sections of the Zoning Ordinance and policy documents to clarify the standards for review		3		1	
Background Relevant background information was provided in a factual manner		2		1	1
Staff Recommendation The staff recommendation follows logically from the facts of the application, the standards for review, and the analysis	1	1		2	
Decision Aid The staff report was helpful in reaching a decision on the application	1	2		1	

Survey Results

	Too Many Topics/Depth	Appropriate Topics/Depth	Not Enough Topics/Depth
Staff Analysis, Breadth Staff analysis includes the appropriate breadth of topics and considerations		2	2
Staff Analysis, Depth Staff analysis provides sufficient depth and detail		1.5	2.5

Survey Results

- 5 topics had three or more positive responses

- 4 topics had two or more negative responses; they were:
    - Background,
    - Breadth of Analysis,
    - Depth of Analysis,
    - Staff Recommendation.

- Suggested improvements to improve the above areas include:
    - Review Standards – Clearly reference/cite standards for review at the beginning of the report/application summary
    - Analysis – Relocate Zoning analysis under the analysis heading
    - Analysis – Reference/cite the applicable standards and clearly state how the proposal compares
    - Analysis – Expand analysis to include sewer, tree canopy coverage, and fiscal impacts
    - Community – When summarizing advisory group feedback, provide a consistent level of detail
    - Community – Summarize how the application changed in response to community feedback

- *Note – In reviewing staff reports, the above materials are generally included, so formatting and/or highlighting may address several areas*