



Land Use Facilitation Program  
Applicant Survey

Case Number:  
Planning Division:  
Facilitator Name:

Dear Planning Applicant,

Please take a few moments to fill out the following survey. Your answers will be utilized to ensure that the Land Use Facilitation Program is providing high quality, effective services that meet the needs of Land Use Applicants. Please indicate your responses to the following questions by placing an "x" next to the appropriate answer.

1. How would you compare the amount of time taken to resolve issues in this application using the Facilitation process compared with what you believe would have been required if a formal dispute resolution process (deferral, appeal, etc.) had been used in this application? Facilitation was:

<input type="checkbox"/>	Significantly faster	<input type="checkbox"/>	Somewhat faster	<input type="checkbox"/>	Same amount of time	<input type="checkbox"/>	Somewhat slower	<input type="checkbox"/>	Significantly slower
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2. How would you compare the fiscal impact of the using the Facilitation process to identify and resolve issues compared to with what you believe would have been the cost if a formal dispute resolution process had been used in this application? Facilitation was:

<input type="checkbox"/>	Significantly less expensive	<input type="checkbox"/>	Somewhat less expensive	<input type="checkbox"/>	Same	<input type="checkbox"/>	Somewhat more expensive	<input type="checkbox"/>	Significantly more expensive	<input type="checkbox"/>	Unsure
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3. Do you feel the process allowed you to:
- |   |     |    |
|---|-----|----|
| a. Educate residents about your land use proposal?                            | Yes | No |
| b. Answer residents' questions about the proposal?                            | Yes | No |
| c. Identify and resolve potential issues?                                     | Yes | No |
| d. Enhance communication and exchange of ideas between you and the residents? | Yes | No |

4. Was a member of City Staff present at the facilitated meeting (Planner, Traffic Engineer, City Council Member, etc)?
- |                                     |     |    |
|-------------------------------------|-----|----|
|                                     | Yes | No |
| If yes, was their presence helpful? | Yes | No |

5. How satisfied are you with the overall outcome of the process?

<input type="checkbox"/>	Very Satisfied	<input type="checkbox"/>	Satisfied	<input type="checkbox"/>	Neutral	<input type="checkbox"/>	Dissatisfied	<input type="checkbox"/>	Very Dissatisfied
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|--|-----|----|
| 6. Did the facilitator have the appearance of impartiality without favoritism or bias? | Yes | No |
| 7. Did the facilitator effectively handle any conflicts that arose?                    | Yes | No |
| 8. Did the facilitator effectively manage time during the meeting?                     | Yes | No |
| 9. Do you feel that all pertinent ideas were expressed in the final report?            | Yes | No |
| 10. Would you use the facilitation process in other Land Use Applications?             | Yes | No |

*The ADR Office welcomes any questions, comments, and suggestions for improvement you have for the Land Use Facilitation Program. Please attach any additional questions, comments or suggestions to this survey or contact the ADR Coordinator directly at 505.768.4660.*

*Please return all surveys to Shannon Watson, ADR Coordinator, at [swatson@cabq.gov](mailto:swatson@cabq.gov) PO Box 2248 Albuquerque NM 87103 or by fax to 505.768.4525. Thank you.*