



# City of Pleasant Ridge

23925 Woodward Avenue  
Pleasant Ridge, Michigan 48069

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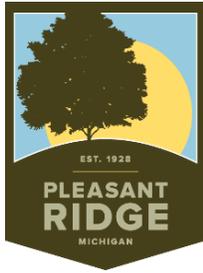
## Regular Downtown Development Authority Meeting Monday, June 27, 2016

Members of the Downtown Development Authority and Residents: This shall serve as your official notification of the Regular Downtown Development Authority Meeting to be held Monday, June 27, 2016, immediately following the Regular Planning Commission Meeting, in the City Commission Chambers, 23925 Woodward Avenue, Pleasant Ridge, Michigan 48069. The following items are on the Agenda for your consideration:

### **DOWNTOWN DEVELOPMENT AUTHORITY MEETING**

1. Meeting Called to Order.
2. Roll Call.
3. Consideration of the following minutes:
  - a. Regular Downtown Development Authority Meeting held Monday, April 25, 2016.
4. **PUBLIC DISCUSSION** – Items not on the Agenda.
5. 2016-2017 DDA Façade Improvement Grant program.
6. Business District Survey.
7. City Manager's Update.
8. Other Business.
9. Adjournment.

**In the spirit of compliance with the Americans with Disabilities Act, individuals with a disability should feel free to contact the City at least seventy-two (72) hours in advance of the meeting, if requesting accommodations.**



**City of Pleasant Ridge**  
23925 Woodward Avenue  
Pleasant Ridge, Michigan 48069

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**Regular Downtown Development Authority Meeting  
Monday, April 25, 2016**

Having been duly publicized, Chairman Lenko called the meeting to order at 7:03 pm

Present: Commissioner Barlow, Bolach, Lenko, McAuliffe, McCutcheon, O'Brien, Schlesinger, Treuter.  
Also Present: City Manager Breuckman; City Commissioner Perry  
Absent: Commissioner Christensen.

**Minutes**

**DDA-2016-1518**

Motion by Treuter, second by McAuliffe, to approve the Downtown Development Authority Meeting Minutes of Monday, February 22, 2016.

Adopted: Yeas: Treuter, McAuliffe, Barlow, Bolach, O'Brien, Schlesinger, McCutcheon, Lenko.  
Nays: None.

**Public Discussion**

Mr. Rob Sakat, 8 Fairwood, questioned if there was any update on the traffic calming study.

Chairman Lenko commented that would be discussed during the budget agenda item and asked the City Manager if it should be discussed now.

City Manager Breuckman commented that there has been contact with several traffic engineers, and concept drawing are being prepared. Once those are received and reviewed by the City the drawings will be shared with MDOT. It will take some time to get the concept drawings together. On Ridge Road, the City's general engineers are preparing plans for a permanent island. The design may be implemented with the Ridge Road Reconstruction project – however there is not a date for construction set for that project as yet. Discussion was held as to costs as a separate project and as part of a reconstruction project, and how funding costs have changed for reconstruction project.

**2016-2017 DDA Budget**

City Manager Breuckman outlined the budget process. The subcommittee met and has recommended the proposed budget. A three year budget was presented. The current year budget will be adopted and the other two years are for planning purposes. Major highlights include banner project reallocation for a possible directory, print and web. Concerts in the park remain-one event,

Development Grants-which partner with the business as façade improvement grants and other development grants. Capital Outlay continues to make improvements to the Woodward Avenue Streetscapes, and some continued maintenance. Commissioner Christensen sent an email that she was in agreement with the budget as presented.

Commissioner McCutcheon would like some additional information regarding the development grant process, as there are several methods and the possibility of increasing those grant amounts over time.

City Manager Breuckman commented the program guidelines would be approved by the DDA once the budget is allocated to that line item. If approved the guidelines for the program would be discussed in deal at a future DDA meeting to formulate the program.

Commissioner McAuliffe questioned how the capital outlay process is decided.

City Manager Breuckman commented for this year the capital project line item should be allocated toward the Woodward Streetscape.

Discussion was held as to whether or not the capital outlay line should be renamed in the budget to reflect the actual expenditure. An explanation will be included with the budget detailing what projects DDA capital outlay funds will be allocated for. Discussion was held regarding Concert in the Park funding and possible reallocation of these funds to possibly the development grant line item. Efforts have been made in the past to include the businesses at these events in the past, but it is a challenge to get the DDA business to participate. Discussion regarding the proposed business survey question and participation at the concert event and what types of businesses are in the district. The Concerts in the park line item will be moved to community promotion- whatever the funding will be and what type of the event can be determined at a later date. The Concert in the Park line item will be reallocated in the approved budget. \$1,500 will be reallocated to Community Promotion and \$2,000 will be reallocated to Development Grants.

#### **DDA-2016-1519**

Motion by Bolach, second by Barlow, the proposed 2016-2017 Pleasant Ridge Downtown Development Authority budget be amended to remove the Concert in the Park line item and reallocate those funds as follows: \$1,500 will be reallocated to Community Promotion and \$2,000 will be reallocated to Development Grants and that the amended budget be adopted.

Adopted: Yeas: Bolach, Barlow, McAuffe, O'Brien, Schlesinger, Treuter,  
McCutcheon, Lenko.  
Nays: None.

#### **Business District Survey**

City Manager Breuckman introduced the draft of the DDA Business District Survey. The intent is to get the survey out to the businesses soon so that there can hopefully be some good input from the business as to priorities for the DDA. The survey should be brief-five minutes or less to complete but include questions which will be helpful in guiding the DDA. Any feedback received at tonight's meeting can be included in the survey. Discussion held regarding additional question regarding participation the in Community Promotion events. Business will received a paper copy of

the survey, as well as a stamped return envelope or can choose to complete the survey online. A unique code can be placed on the paper copy of the survey to prevent duplicate survey responses. The survey will be sent to the business owners. A ranking of the order of importance for item 13 is important – a point system will be formulated. Give businesses the City Manager’s contact information to chat further regarding items the owners feel are important. An item 14 will be added requesting any other feedback.

**City Managers Report**

City Clerk is out on medical. Copy City Manager on any questions that you may send to her.

**Other Business**

Commissioner Bolach commented about the banners, they look good but one banner was installed upside down. Breuckman indicated it will be replaced.

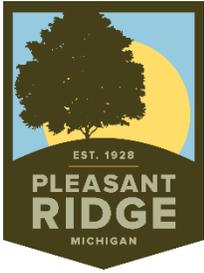
City Commissioner Perry will be sending an email to the members regarding the proposed transit millage, any feedback by the members is appreciated. The ballot issue should be on the November 2016 ballot.

With no further business Chairman Lenko adjourned the meeting at 7:50 p.m.

Submitted by:

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Amy M. Drealan, City Clerk



# City of Pleasant Ridge

James Breuckman, City Manager

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From: Jim Breuckman, City Manager  
To: Planning Commission  
Date: June 23, 2016  
Re: DDA Development Grant Guidelines

Please find attached a program guideline document setting forth the rules and process for DDA development grants, and also a project application. We will review these at the upcoming DDA meeting. If approved by the DDA, we will proceed with publicizing the program to our business owners and business property owners.



# DDA Façade Grant Program

## Overview and Guidelines

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The Pleasant Ridge DDA is offering matching grants to businesses and/or property owners in the DDA district to renovate and rehabilitate building facades or to make site improvements for public areas on or adjacent to sites in the DDA district. This program is offered by the DDA to leverage private improvements that contribute to the overall aesthetics of the district while making revitalization efforts affordable, creative, and community-based.

### Grant Overview

The program offers matching grants up to \$2,000 for eligible and approved façade improvements. The Pleasant Ridge DDA administers the façade grant program. The grant will be offered on an ongoing basis as funding permits until terminated by the DDA. The award amount is based on available funds, applicants, and other variables.

### Who Can Apply for Funding?

Any building owner or tenant with lease authority or authorization from the owner can apply for funding. Any property abutting Woodward Avenue is eligible to apply.

### Eligible Improvements

Eligible improvements include:

- New signs
- New awnings or the renovation/restoration of existing awnings
- Exterior façade painting or paint removal
- Masonry repair and repainting
- Repair, restoration, or replacement of architectural details and materials
- Exterior lighting
- Site improvements or furnishings such as outdoor seating, landscaping, or other elements that are available for public use or enjoyment

Any exterior improvements or changes to buildings must comply with the City of Pleasant Ridge exterior design standards (available at: <http://cityofpleasantry.org/documents/designstandards.pdf>)

Ineligible activities include:

- Improvements made prior to grant approval
- Interior rehabilitation unless deemed essential to exterior façade improvement
- Interior decoration (i.e. wallpaper, paint, light fixtures, furniture, etc.)
- Refinancing of existing debt

- Inventory and equipment
- Sweat equity (payments for applicant's own labor)
- General or routine maintenance and cleaning
- General business operations expenses (payroll, taxes, utilities, etc.)

## How Are Projects Selected for Funding?

Applications will be evaluated by the DDA at a regular meeting. DDA meetings occur on the fourth Monday of each month. Depending on the number of applications and available funding, the DDA may assign wait list status to projects that qualify for selection, but are not selected during the current funding cycle. The grant is limited to one application per property per calendar year unless otherwise approved by the DDA. Applications will be approved at the sole discretion of the DDA.

## DDA Development Grant Decision Criteria

- **Impact (40%).** Overall impact of the project on the DDA district.
  - Are inappropriate design elements removed?
  - Will the project eliminate what was previously a liability for the commercial district?
  - Does the project seek to restore the historical or architectural significance of the building?
  - Does the project fall into a priority funding category?
  - Is the project in a highly visible location that has significant impact on surrounding properties?
  - Does the project comply with the exterior design standards?
- **Financial Leverage (10%).** Projects that leverage more private investment will be graded higher than those proposing the minimum grant funding.
- **Sustainability/Permanence (30%).**
  - How permanent are the improvements (signs are more changeable than new glazing, for instance).
  - Is there a maintenance plan for improvements?
  - Does the business own the building? If not, how much time remains on the lease?
- **Community Contribution (20%).**
  - Is the applicant a good neighbor?
  - Is the area around the business kept clean and free of debris on a consistent basis?
  - Does the business participate in community-based activities?
  - Does the applicant actively promote Pleasant Ridge and their own business?

## Licensing and Permits

All projects must secure permits or approvals from all applicable local, county, state, federal, or other licensing authority. This includes building and mechanical permits, sign permits, or other ordinances. It is the responsibility of the applicant to apply and pay for these permits.

## Application Process

Grant funds are disbursed on a reimbursement basis and will not be issued until the proposed project has been completed and all permit inspections are completed and approved. Work completed prior to the award letter will not be eligible for grant funding.

Applications are accepted on an ongoing basis throughout each budget year, as long as funding is available.

**Application Process.** The application process is as follows:

1. Contact the City Manager prior to submitting an application. City staff will explain and provide consultation on the application process, and will provide preliminary input or recommendations depending on the scope of the project.
2. Complete the grant application in full. Complete applications will include:
  - a. Application form and representation and conditions form.
  - b. Illustrations of the proposed work or architectural drawings including dimensions, or cut sheets of products or fixtures to be purchased with the grant.
  - c. Color samples and texture of finish materials, where applicable.
  - d. Contractor proposals. At least three contractor bid proposals are required for any project over \$2,500 in total cost.
  - e. Applications must be returned to:

Pleasant Ridge Downtown Development Authority  
23925 Woodward Avenue  
Pleasant Ridge, MI 48069

**Decision Process.** The DDA will review the applications at its regular meeting, usually held the fourth Monday of each month. The DDA will review each application against the review criteria listed above. Following the DDA's review and decision, the City will notify the applicant if their application will be funded or not, along with any other requirements (if any). The applicant can then proceed with any permitting and review processes the City or other permitting entities will require.

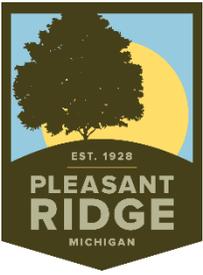
**Funding Requirements.** The following conditions apply to projects selected for funding:

1. All work must be completed within six months of approval. Depending on the scope of the project, extensions may be requested on a case-by-case basis. The DDA reserves the right to cancel the grant in the event of failure to comply with this schedule.
2. The applicant is responsible for obtaining all building permits and other required permits for the work to be done. The applicant is responsible for compliance with all applicable federal, state, county, and local codes, laws, and ordinances.
3. The applicant agrees to maintain the property and improvements as designed.
4. The DDA façade grant program may use any approved project including, but not limited to, using photographs of the project in DDA materials.

**Reimbursement Process.** Funds will be released to the applicant upon completion of construction, satisfactory inspection, receipt of certificate of occupancy and proof of matching funds, the same to include:

1. Submittal of a financial summary report, copies of invoices and waivers of lien from contractors (and subcontractors, if applicable), proof of necessary building permits and photos of completed project. Costs must be itemized with comparisons to original project budget.
2. Submittal of the DDA façade grant program request for reimbursement form, which will be provided upon approval.

The Pleasant Ridge DDA reserves the right to make changes to the terms and conditions of the façade grant program as it deems necessary from time to time.



# DDA Façade Grant Program

Project Application Form

PROJECT ADDRESS: \_\_\_\_\_

Applicant: \_\_\_\_\_ Phone: \_\_\_\_\_

Applicant's Address: \_\_\_\_\_

Property Owner : \_\_\_\_\_ Phone: \_\_\_\_\_

Indicate if all correspondence is to be sent to:

- Applicant
- Property owner

Briefly Describe scope of improvements:

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**Please include the following with the application:**

- At least one professional contractor estimate if the cost of the proposed improvements is less than \$2,500, or three estimates if the improvement cost is \$2,500 or higher
- Illustrations of the proposed work or architectural drawings including dimensions, or cut sheets of products or fixtures to be purchased with the grant.
- Color samples and texture of finish materials, where applicable.

**Estimated Costs:**

Façade Improvement Cost: \_\_\_\_\_

Estimated Completion Time (in weeks): \_\_\_\_\_

**Property Owner Authorization/Certification**

I have read accompanying guidelines and attest that the information included in this application is accurate to the best of my knowledge. I understand that grants are not guaranteed and are up to the sole discretion of the Downtown Development Authority.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Property Owner Signature (if other than applicant)

\_\_\_\_\_  
Date

**DDA Façade Grant Applicant's  
Representations and Warranties**

Applicant represents and warrants the following:

Initial

\_\_\_\_\_ The applicant (or property owner) is current and not in default in payment of real estate taxes and DDA assessments.

\_\_\_\_\_ This project will conform to all applicable codes, ordinances and regulations.

\_\_\_\_\_ The project complies with the City of Pleasant Ridge Exterior Design Standards (<http://cityofpleasantridge.org/documents/designstandards.pdf>)

\_\_\_\_\_ All applicable permit approvals will be obtained for this project and all accompanying inspections will be successfully completed.

\_\_\_\_\_ The project will be completed within 6 months of approval by the DDA (or such further extensions as approved by DDA).

\_\_\_\_\_ All work will be completed in a professional manner and that continued maintenance of the property and improvements will be ongoing.

\_\_\_\_\_ Only the work approved by the DDA in the application process shall be eligible for reimbursement, unless the DDA has approved changes in an amended approved agreement, and that no work done on the project prior to formal approval is eligible for reimbursement.

\_\_\_\_\_ Applicant will submit copies of invoices, receipts, proof of payment, contractor full and unconditional waivers and itemized statements of the total cost of the project to the DDA within 3 months of project completion.

\_\_\_\_\_ Applicant and its contractors will abide by Equal Employment Opportunity, Civil Rights, and Pleasant Ridge Human Rights ordinance rules and regulations.

\_\_\_\_\_ Applicant agrees to indemnify and hold harmless, and defend the DDA, its members, representation, and/or employees from any and all claims, damages, lawsuits, costs, and expenses of any kind or nature, including property damage, personal injury, or other loss relating to the DDA Façade Grant program.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Property Owner Signature (if other than applicant)

\_\_\_\_\_  
Date



# City of Pleasant Ridge

James Breuckman, City Manager

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From: Jim Breuckman, City Manager  
To: Planning Commission  
Date: June 23, 2016  
Re: DDA Business District Survey

Please find attached the results of the business district survey. I would like to point out a few highlights in the survey:

**Response Rate.** We sent out surveys to a total of 38 businesses, with 14 responses. This is a response rate of 37%, which is good for this type of survey.

**Business Type.** In line with our inventory of businesses, 57% of respondents classified their business as professional services. Creative and Retail were each 14% of respondents, and personal service and other were 7% of respondents.

**Impediments to Success.** Generally, business owners did not identify any major impediments to their success other than lack of parking and Woodward Avenue design.

**Satisfaction with City Services.** Business owners who have dealt with the City are almost unanimously happy with our response and service delivery. One owner indicated ambivalence on their survey, marking a middle point between yes and no, so we included that answer as a “no.” I have also contacted that business owner to determine why they were not completely happy and have addressed a couple of issues that had been unresolved.

**Future DDA Improvements.** Please review the responses to question 15. Generally, infrastructure maintenance for sidewalks and the streetscape rated highest as priorities. Networking and marketing efforts were next. Facade grants and events have support, but less than the other options.

I look forward to discussing the survey results with you at our meeting on Monday.

Pleasant Ridge DDA Business Owner Survey

**Q1 Please enter the code listed on the first page of the paper copy of the survey that was mailed to you.**

Answered: 14 Skipped: 0

#	Responses	Date
1	5400	6/14/2016 4:07 PM
2	9512	6/14/2016 4:04 PM
3	8329	6/14/2016 4:01 PM
4	6610	6/14/2016 3:56 PM
5	7955	6/14/2016 3:54 PM
6	4155	6/14/2016 3:47 PM
7	5167	6/14/2016 3:44 PM
8	7688	6/14/2016 3:41 PM
9	7674	6/14/2016 3:37 PM
10	9636	6/14/2016 3:34 PM
11	4452	6/14/2016 3:31 PM
12	5814	6/14/2016 3:24 PM
13	8535	6/7/2016 1:24 PM
14	1576	5/26/2016 3:33 PM

Pleasant Ridge DDA Business Owner Survey

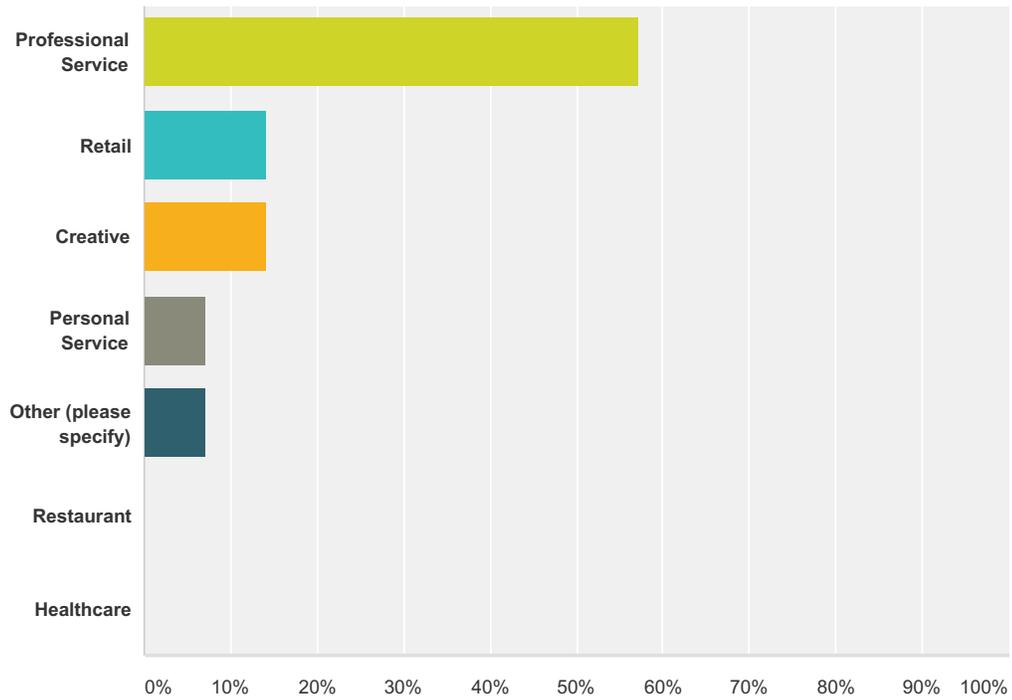
**Q2 What is the name of your business?**

Answered: 14 Skipped: 0

#	Responses	Date
1	J.T.Stokes & Association P.C.	6/14/2016 4:08 PM
2	Lola Salon	6/14/2016 4:05 PM
3	Steven Gerwin & Associates	6/14/2016 4:02 PM
4	Hart Dunlap Enterprises Ameriprise Finanacial	6/14/2016 3:58 PM
5	Section 8, LLC	6/14/2016 3:55 PM
6	Wessels & Wilk Funeral Home	6/14/2016 3:50 PM
7	Beach Communications	6/14/2016 3:45 PM
8	Sunny's Food Mart	6/14/2016 3:42 PM
9	Dental Office	6/14/2016 3:38 PM
10	Cathel Color Company, LLC	6/14/2016 3:35 PM
11	Motor City Tan	6/14/2016 3:33 PM
12	Regeneration	6/14/2016 3:27 PM
13	Pitch Black Media, llc.	6/7/2016 1:25 PM
14	Aligned Life, LLC	5/26/2016 3:34 PM

### Q3 What is the nature of your business?

Answered: 14 Skipped: 0



Answer Choices	Responses
Professional Service	57.14% 8
Retail	14.29% 2
Creative	14.29% 2
Personal Service	7.14% 1
Other (please specify)	7.14% 1
Restaurant	0.00% 0
Healthcare	0.00% 0
<b>Total</b>	<b>14</b>

#	Other (please specify)	Date
1	gas station	6/14/2016 3:42 PM

### Q4 How long have you operated your business?

Answered: 14 Skipped: 0

#	Responses	Date
1	24 years	6/14/2016 4:08 PM
2	28 years	6/14/2016 4:05 PM
3	28 years	6/14/2016 4:02 PM
4	20 years	6/14/2016 3:58 PM
5	14.5 Years	6/14/2016 3:55 PM
6	30 years	6/14/2016 3:50 PM
7	since 2000	6/14/2016 3:45 PM
8	20 years	6/14/2016 3:42 PM
9	33 years	6/14/2016 3:38 PM
10	4 years	6/14/2016 3:35 PM
11	10 months	6/14/2016 3:33 PM
12	since September 15,2007	6/14/2016 3:27 PM
13	8 years	6/7/2016 1:25 PM
14	2 years	5/26/2016 3:34 PM

Pleasant Ridge DDA Business Owner Survey

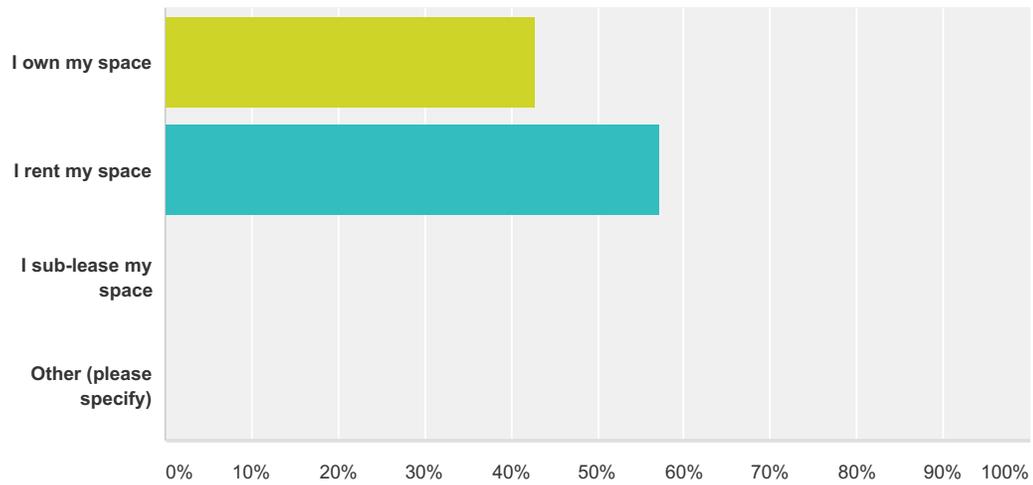
**Q5 How long has your business been located in Pleasant Ridge?**

Answered: 14 Skipped: 0

#	Responses	Date
1	13 years	6/14/2016 4:08 PM
2	23 years	6/14/2016 4:05 PM
3	28 years	6/14/2016 4:02 PM
4	1 year	6/14/2016 3:58 PM
5	14 years	6/14/2016 3:55 PM
6	over 30 years	6/14/2016 3:50 PM
7	since 2006	6/14/2016 3:45 PM
8	20 years	6/14/2016 3:42 PM
9	23 years	6/14/2016 3:38 PM
10	3 years	6/14/2016 3:35 PM
11	10 months	6/14/2016 3:33 PM
12	since September15,2007	6/14/2016 3:27 PM
13	2.5 years	6/7/2016 1:25 PM
14	1.5 years	5/26/2016 3:34 PM

### Q6 Please indicate your current occupancy status:

Answered: 14 Skipped: 0

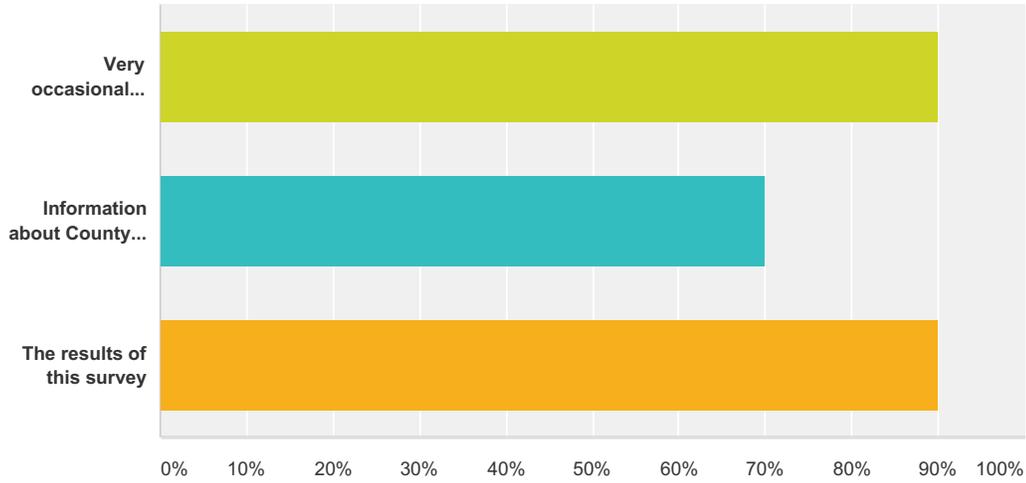


Answer Choices	Responses
I own my space	42.86% 6
I rent my space	57.14% 8
I sub-lease my space	0.00% 0
Other (please specify)	0.00% 0
<b>Total</b>	<b>14</b>

#	Other (please specify)	Date
	There are no responses.	

**Q7 Please indicate if you are interested in opting-in to receive emails about any of the following items: (check all that apply)**

Answered: 10 Skipped: 4

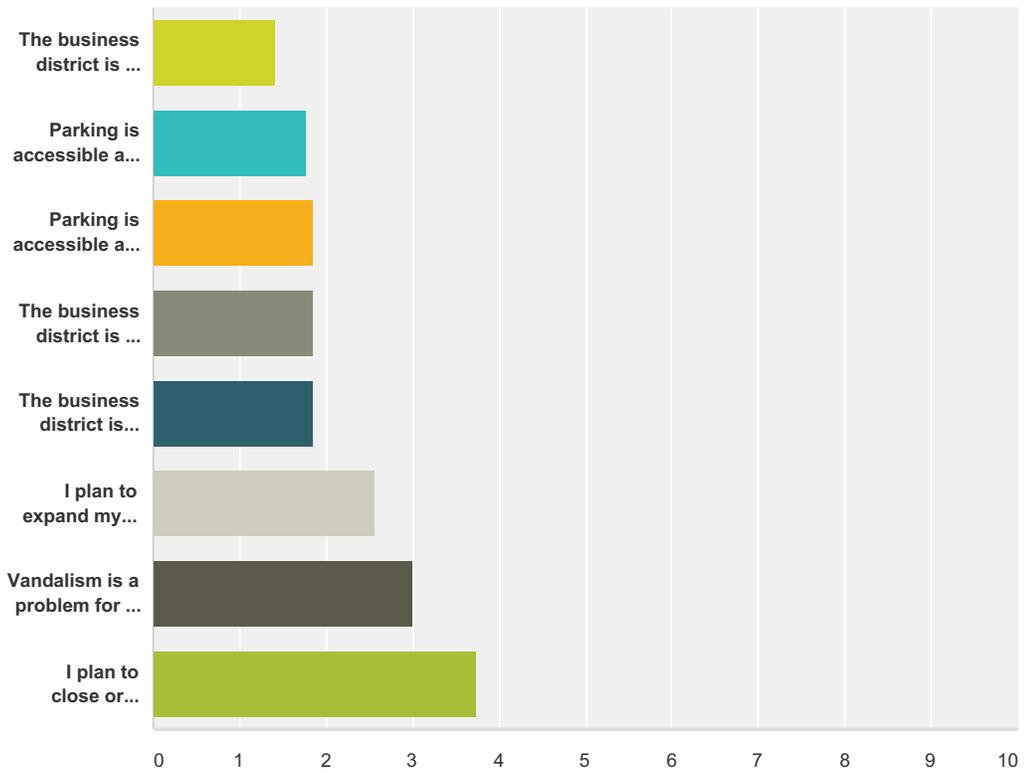


Answer Choices	Responses
Very occasional emails about local City or DDA activities or items of interest to our business owners	90.00% 9
Information about County, State, and/or Federal assistance programs and opportunities for small businesses	70.00% 7
The results of this survey	90.00% 9
<b>Total Respondents: 10</b>	

#	If you checked any of the above boxes, please provide your email in the space below:	Date
1	lolagirl248@hotmail.com	6/14/2016 4:05 PM
2	smgerwin60@gmail.com	6/14/2016 4:02 PM
3	lee.v.hart@ampf.com	6/14/2016 3:58 PM
4	Ramona@section8.com	6/14/2016 3:55 PM
5	Jwilk46@MSN.com	6/14/2016 3:50 PM
6	sunny007@me.com	6/14/2016 3:42 PM
7	drangelomzervos@yahoo.com	6/14/2016 3:38 PM
8	kate@motorcitytan.com	6/14/2016 3:33 PM
9	shop@regenerationclothing.org	6/14/2016 3:27 PM
10	Kristi@pitchblackmedia.com	6/7/2016 1:25 PM

**Q8 Please indicate if you agree or disagree with each of the following statements:**

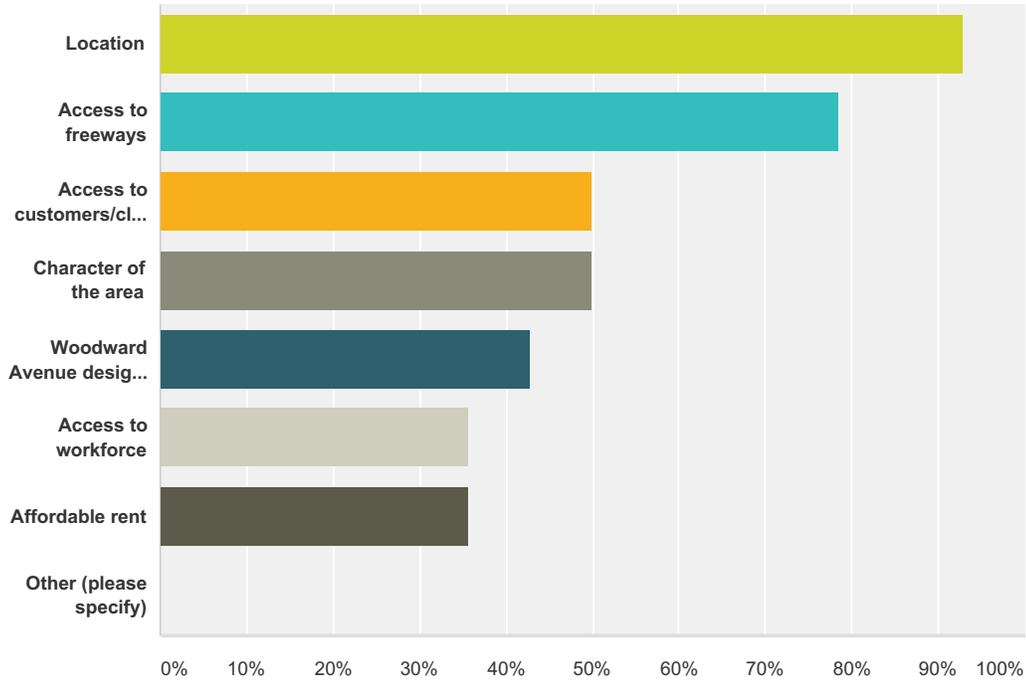
Answered: 14 Skipped: 0



	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	No Response/Don't Know	Total	Weighted Average
The business district is a safe place during the day	57.14% 8	42.86% 6	0.00% 0	0.00% 0	0.00% 0	14	1.43
Parking is accessible and available for my employees	42.86% 6	35.71% 5	7.14% 1	7.14% 1	7.14% 1	14	1.77
Parking is accessible and available for my customers	42.86% 6	35.71% 5	14.29% 2	7.14% 1	0.00% 0	14	1.86
The business district is a safe place after dark	42.86% 6	35.71% 5	14.29% 2	7.14% 1	0.00% 0	14	1.86
The business district is clean and well-maintained	28.57% 4	64.29% 9	0.00% 0	7.14% 1	0.00% 0	14	1.86
I plan to expand my business within the next year	14.29% 2	21.43% 3	7.14% 1	21.43% 3	35.71% 5	14	2.56
Vandalism is a problem for my business	7.14% 1	28.57% 4	21.43% 3	42.86% 6	0.00% 0	14	3.00
I plan to close or relocate my business within the next year	7.14% 1	0.00% 0	0.00% 0	71.43% 10	21.43% 3	14	3.73

### Q9 What are the biggest facilitators of your success in Pleasant Ridge? (choose as many as apply)

Answered: 14 Skipped: 0

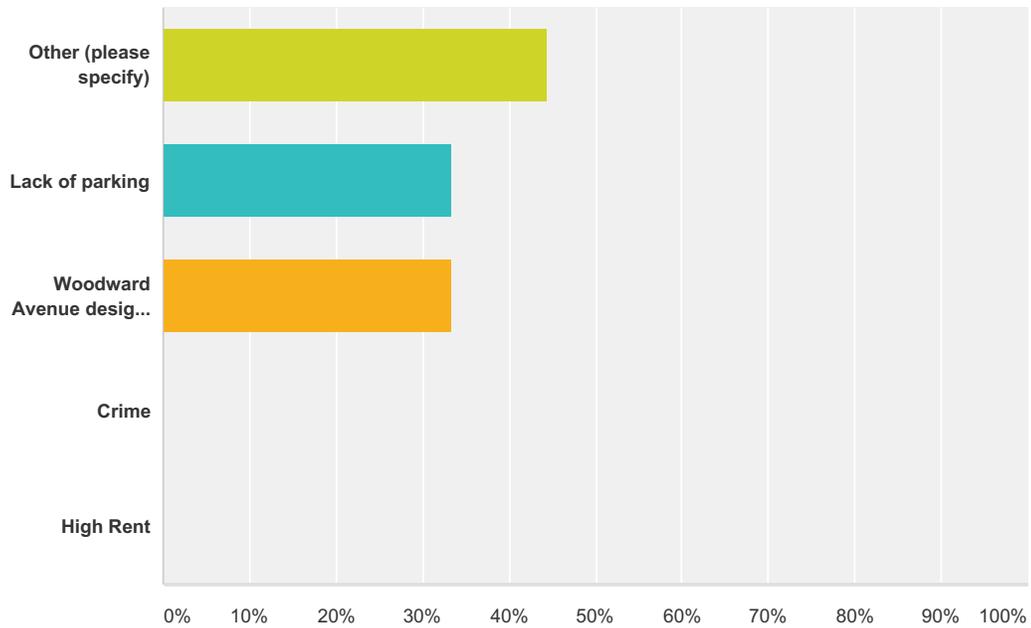


Answer Choices	Responses
Location	92.86% 13
Access to freeways	78.57% 11
Access to customers/clients	50.00% 7
Character of the area	50.00% 7
Woodward Avenue design and function	42.86% 6
Access to workforce	35.71% 5
Affordable rent	35.71% 5
Other (please specify)	0.00% 0
<b>Total Respondents: 14</b>	

#	Other (please specify)	Date
	There are no responses.	

### Q10 What are the biggest impediments to your business success in Pleasant Ridge? (choose as many as apply)

Answered: 9 Skipped: 5

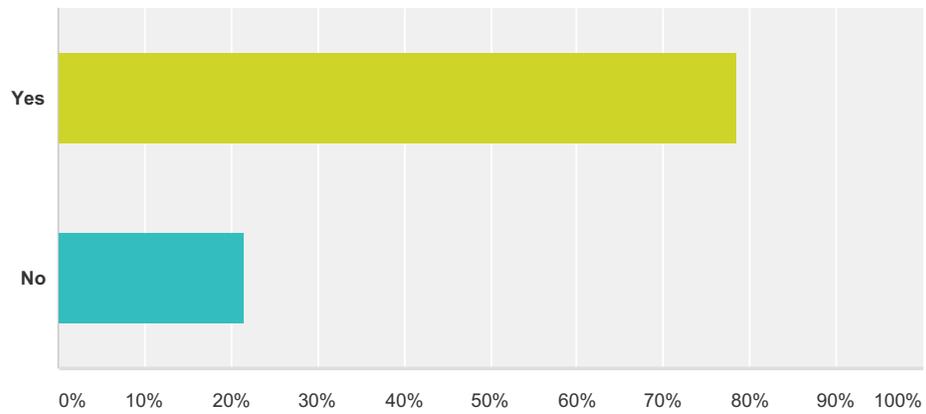


Answer Choices	Responses
Other (please specify)	44.44% 4
Lack of parking	33.33% 3
Woodward Avenue design and function (i.e. vehicle speed or lack of visibility)	33.33% 3
Crime	0.00% 0
High Rent	0.00% 0
<b>Total Respondents: 9</b>	

#	Other (please specify)	Date
1	homeless people wandering about, skate boarders, illegal parking in our lot	6/14/2016 4:00 PM
2	none I can think of	6/14/2016 3:29 PM
3	Dealing in the Detroit requires a Detroit address. PB will either open a second office or move to Detroit at some point in the future.	6/7/2016 1:29 PM
4	Explaining directions/location	5/26/2016 3:35 PM

### Q11 Have you interacted with the City of Pleasant Ridge in the recent past?

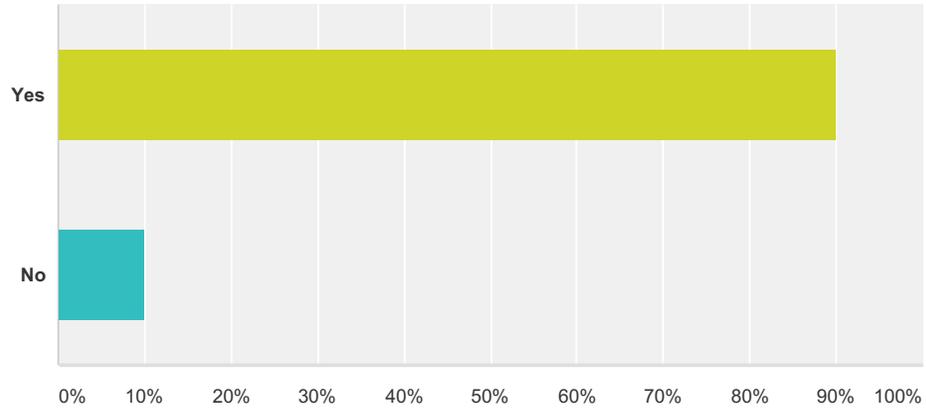
Answered: 14 Skipped: 0



Answer Choices	Responses	
Yes	78.57%	11
No	21.43%	3
<b>Total</b>		<b>14</b>

### Q12 If yes, were you satisfied that your interaction was handled in a professional manner?

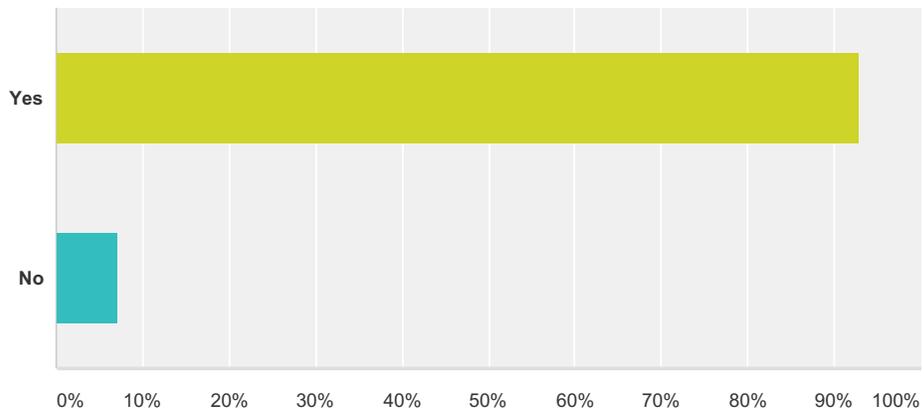
Answered: 10 Skipped: 4



Answer Choices	Responses
Yes	90.00% 9
No	10.00% 1
<b>Total</b>	<b>10</b>

**Q13 Are you satisfied with City services?  
(i.e. trash pickup, area maintenance, police)**

Answered: 14 Skipped: 0



Answer Choices	Responses
Yes	92.86% 13
No	7.14% 1
<b>Total</b>	<b>14</b>

#	If not, why?	Date
1	some maintenance items have not been addressed	6/14/2016 3:41 PM

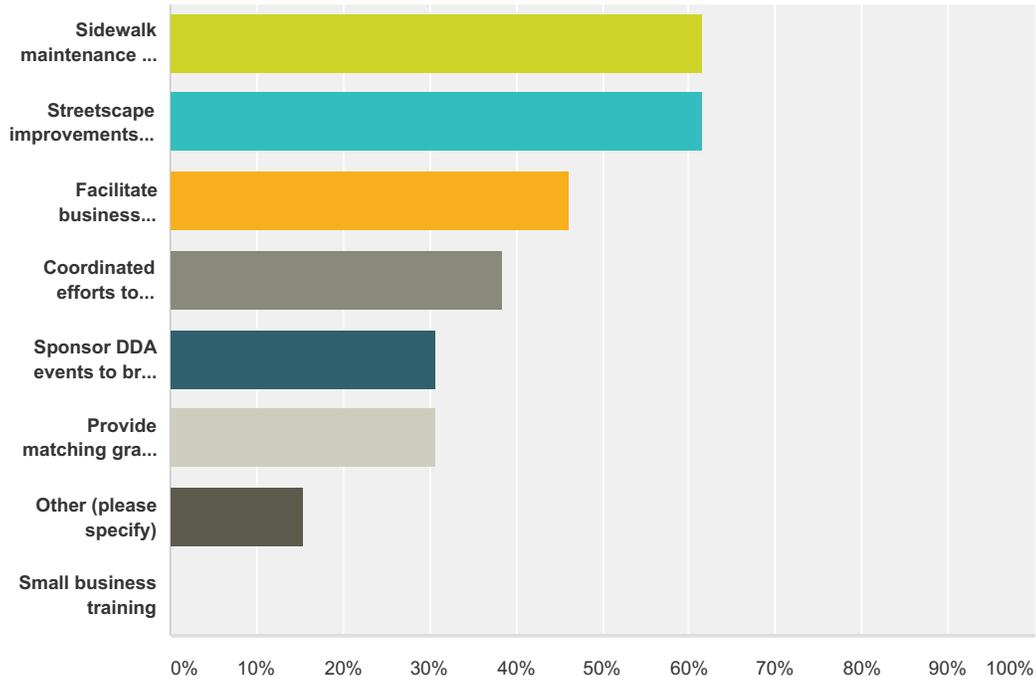
### Q14 What service improvements can the City make to better serve your business?

Answered: 6 Skipped: 8

#	Responses	Date
1	Why does a small office building pay a fixed amount/fee for industrial water usage?	6/14/2016 4:04 PM
2	clearing sidewalks quickly after snowfalls	6/14/2016 4:00 PM
3	Trimming Tree's	6/14/2016 3:44 PM
4	better response and follow up	6/14/2016 3:41 PM
5	Continued efforts for street beautification, traffic calming and infrastructure investment.	6/7/2016 1:37 PM
6	Lighting and security at night around businesses.	5/26/2016 3:36 PM

**Q15 The Pleasant Ridge Downtown Development Authority (DDA) has funded the reconstruction of the alleys along Woodward over the past 5 years. Now that that project is complete, what can the DDA do to help create an attractive and successful business district and help your business to succeed? (choose all that apply)**

Answered: 13 Skipped: 1



Answer Choices	Responses
Sidewalk maintenance and repair	61.54% 8
Streetscape improvements (repair brick paver areas, enhance landscaping)	61.54% 8
Facilitate business networking events	46.15% 6
Coordinated efforts to market the business district	38.46% 5
Sponsor DDA events to bring customers to the business district. Please identify any type of events that would benefit your business in the comment box at the end of this survey.	30.77% 4
Provide matching grants for property improvements	30.77% 4
Other (please specify)	15.38% 2
Small business training	0.00% 0
<b>Total Respondents: 13</b>	

## Pleasant Ridge DDA Business Owner Survey

#	Other (please specify)	Date
1	art fairs	6/14/2016 3:30 PM
2	Traffic calming opportunities.	6/7/2016 1:37 PM

**Q16 Is there anything else you would like to share with the DDA?**

Answered: 1 Skipped: 13

#	Responses	Date
1	Keep up the good work	6/14/2016 4:06 PM