



Oakland County's One Stop Ready program provides communities with ways to continuously improve processes that will help them achieve their economic development goals.

BEST PRACTICE

Internet Accessibility and a User-Friendly Website



To attract and serve new businesses, make sure your prospective and current customers can easily access the necessary development information on your community's website.

All applications, fee schedules, plans, ordinances, regulations, maps and adopted policies should be available and easily found on the website. This allows property owners, developers, businesses and design professionals to research issues on their time schedule — regardless of where they are located across the state, country or world.

The following items should be easy to find on your community's website:

- Clearly identify offering of pre-application meetings and how to schedule them
- Outline of permitting and site plan review process
- Schedule of fees
- Application forms
- Ability to submit applications and pay fees online
- Community meetings schedule
- Agendas, information packets and meeting minutes or videos
- Staff phone numbers and email addresses
- Point of contact for each phase of the development process
- Contact information for elected officials
- Contact information for appointed officials
- Zoning ordinance and community master plan
- Map and listing of community targeted properties for development
- Economic development incentives and related policies (e.g., tax abatement policy)
- Oakland County links (e.g., Advantage Oakland, Health Division, Water Resources Commissioner)
- Utility company links and contact information (e.g., DTE, Consumers, Comcast, WOW, etc.)
- Road Commission for Oakland County (RCOC)
- State of Michigan government links (e.g., MDOT, MEGLE, MDNR, MEDC)

Questions? Contact:

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