

**PIERSON TOWNSHIP ROAD PROJECT
COMPLAINT OR REQUEST PROCESS**

1. Request or Complaint must be made in writing (personal delivery, mail or email).
2. The request or complaint is submitted to the Pierson Township Supervisor
3. A file is created.
4. Supervisor, Montcalm County Road Commission or Road Committee Representative does a visual inspection of the conditions described in complaint.
5. Picture or drawing of location of complaint is created.
6. Supervisor will prepare a written report is created by "the inspector" on conditions found.
7. The report will determine if or if not the problem needs to be addressed.
8. The Complainant, who initiate the complaint will be provided a copy and the steps if the project proceeds or is rejected - an appeal process.

If the report suggests the problem needs to be addressed, the report goes to the Road Committee.

The Road Committee meets only quarterly for regular committee meetings. A committee member will be named for contact and updates to be relayed to complainant/requestor in a timely fashion.

The Road Committee then conducts a "cost benefit analysis" to determine the timing of the project based on the yearly budget and emergent need of project.

ie. Number of residents to be impacted by project; cost of project; community contribution, etc.

POINTS ISSUED FOR COST BENEFIT ANALYSIS

Number of Residents:	Project Payer:
5 or less: 5	Resident voluntary payment in full: 15
10 or less: 10	Resident voluntary split with Township: 10
10 or more: 15	Special Assessment Required: 10
Project Cost Under \$10,000: 20	Project cost under \$20,000: 15
Project Cost Under \$50,000: 10	Project cost over \$50,000: 5 *
	* Traffic Study may be required

Prevention, requested, or improvement related road projects are subject to the funds available per year, determined by the Township Board.

If the project of complaint or request is determined to be a "high" priority, the request then is made to the Township Board for approval. Once approved the Complainant/Requestor will be informed.