

DESIGN

WHAT INTERVENTIONS SHOULD BE MADE?

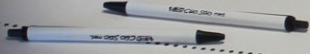
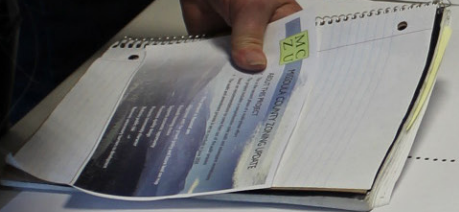
Reference sustainable design and future energy efficiency? Preserve cultural resources

ODETO:

Incorporate a range of mobility options within and between future development

Uphold community character

Keep neighborhood active & vibrant
Preserve historic architecture



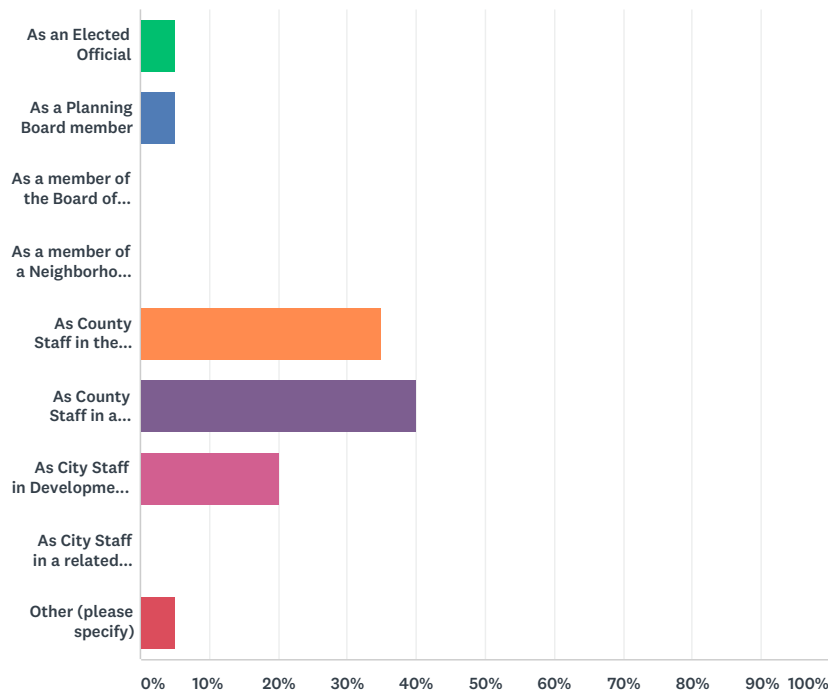
COAST ZONING CODE ADJUST & UPDATE

APPENDIX III - INTERNAL USER SURVEY RESULTS SUMMARY

The information that follows is a summary produced by Survey Monkey of the internal user survey responses collected as part of the comprehensive code audit.

Q1 Which of these categories best describes how you interact with the Missoula County Zoning Regulations? Choose all that apply.

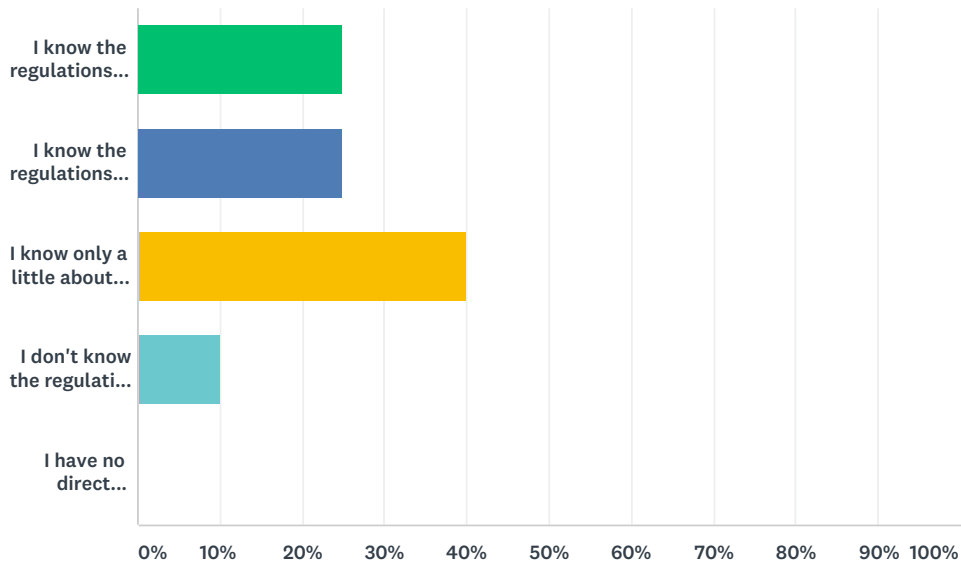
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
As an Elected Official	5.00%	1
As a Planning Board member	5.00%	1
As a member of the Board of Adjustment	0.00%	0
As a member of a Neighborhood Council	0.00%	0
As County Staff in the Community and Planning Services department	35.00%	7
As County Staff in a related department	40.00%	8
As City Staff in Development Services	20.00%	4
As City Staff in a related department	0.00%	0
Other (please specify)	5.00%	1
Total Respondents: 20		

Q2 Which statement best describes your knowledge of content in the Missoula County Zoning Regulations – the specific standards and processes - or at least the parts you use most often? Select one.

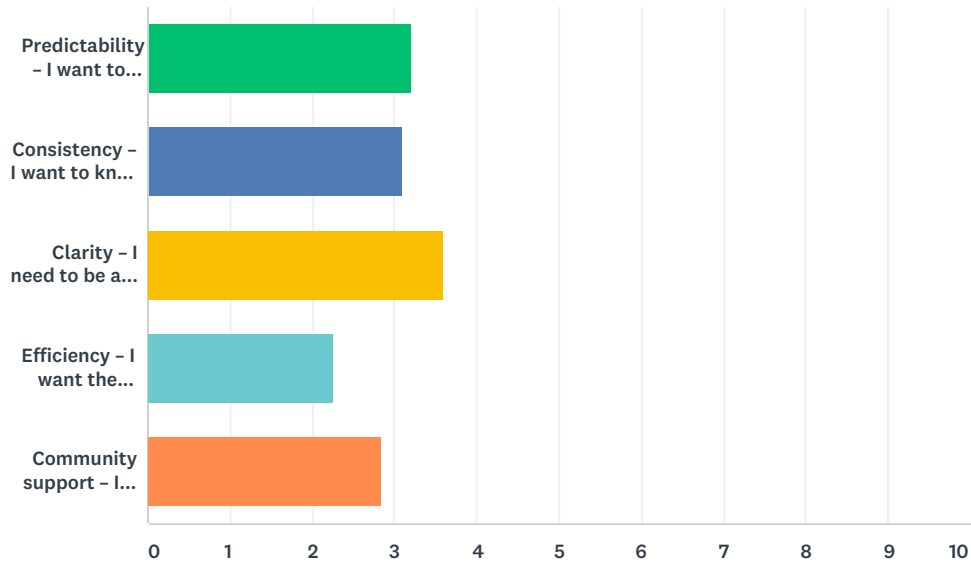
Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES
I know the regulations very well. For example, I would say I know where specific standards are located, how certain requirements apply, and what type of permit would be required for a type of application or project.	25.00% 5
I know the regulations somewhat well. For example, I would say I am familiar with sections or provisions that apply to my role but don't have a comprehensive knowledge.	25.00% 5
I know only a little about the regulations. For example, I learned about specific provisions through a process or permit that I was involved in but do not know what is in the regulations beyond that.	40.00% 8
I don't know the regulations well at all. For example, I am new in my role or was part of a planning meeting, but I am not familiar with the written regulations.	10.00% 2
I have no direct knowledge of the content of the regulations. For example, I have not directly read or used the zoning code, and I have not had it explained to me.	0.00% 0
TOTAL	20

Q3 How would you rank the importance of the following when it comes to regulating land use and buildings, where #1 is most important and #5 is least important?

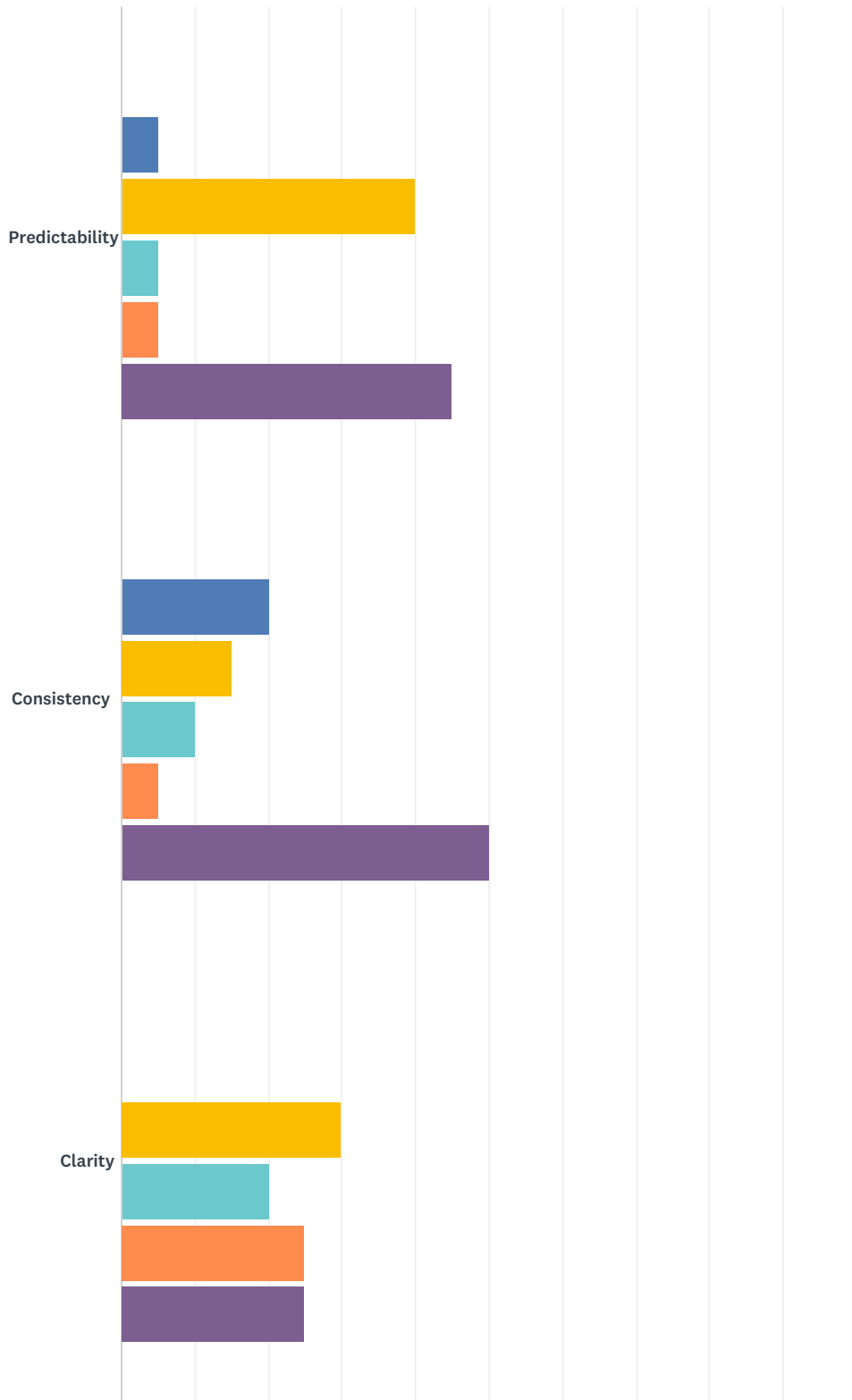
Answered: 20 Skipped: 0

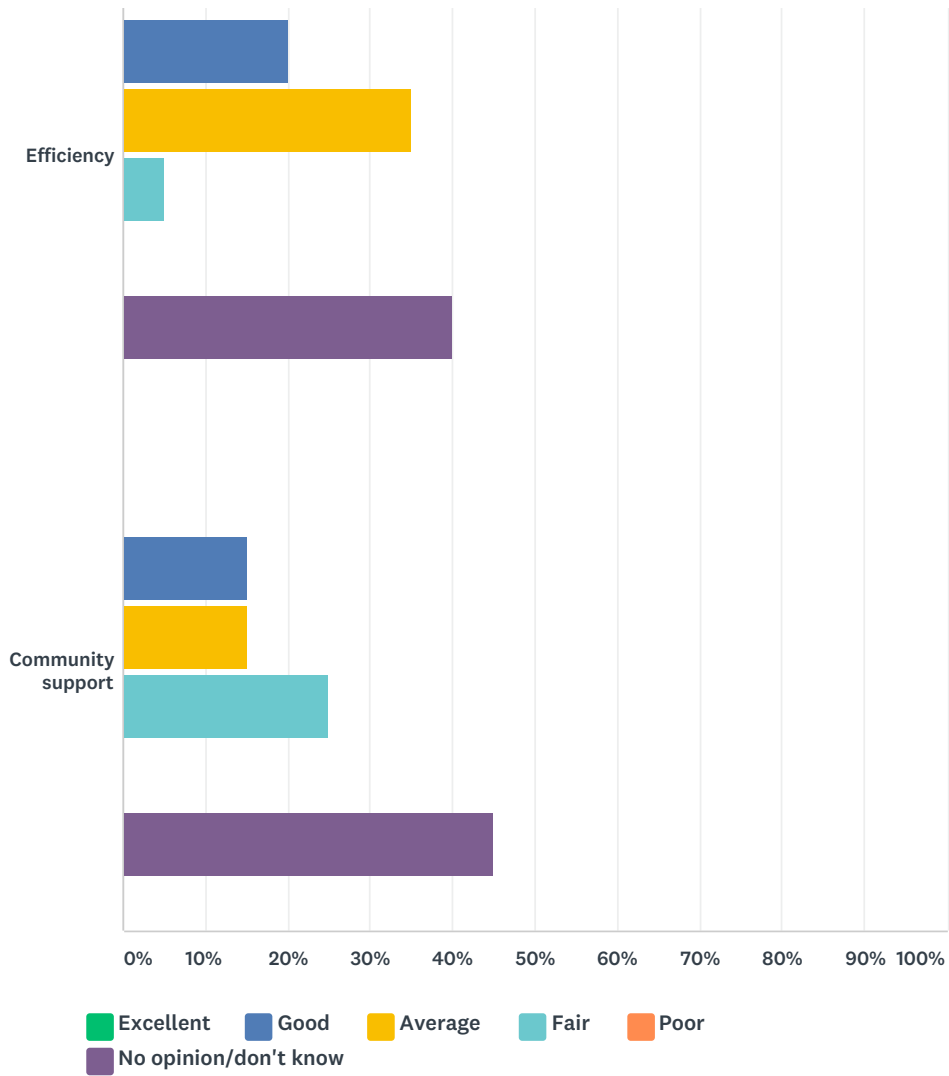


	1	2	3	4	5	TOTAL	SCORE
Predictability – I want to know what will be approved or not in the process	25.00% 5	20.00% 4	20.00% 4	20.00% 4	15.00% 3	20	3.20
Consistency – I want to know that I am treated the same as everyone else	10.00% 2	20.00% 4	50.00% 10	10.00% 2	10.00% 2	20	3.10
Clarity – I need to be able to understand written regulations and what I have to do to comply or request a change	30.00% 6	30.00% 6	15.00% 3	20.00% 4	5.00% 1	20	3.60
Efficiency – I want the process to work quickly	15.00% 3	5.00% 1	10.00% 2	30.00% 6	40.00% 8	20	2.25
Community support – I want to know that the people of Missoula will be satisfied with what happens and view a project as supporting the community values	20.00% 4	25.00% 5	5.00% 1	20.00% 4	30.00% 6	20	2.85

Q4 How would you rate Missoula County's zoning code on the following factors?

Answered: 20 Skipped: 0

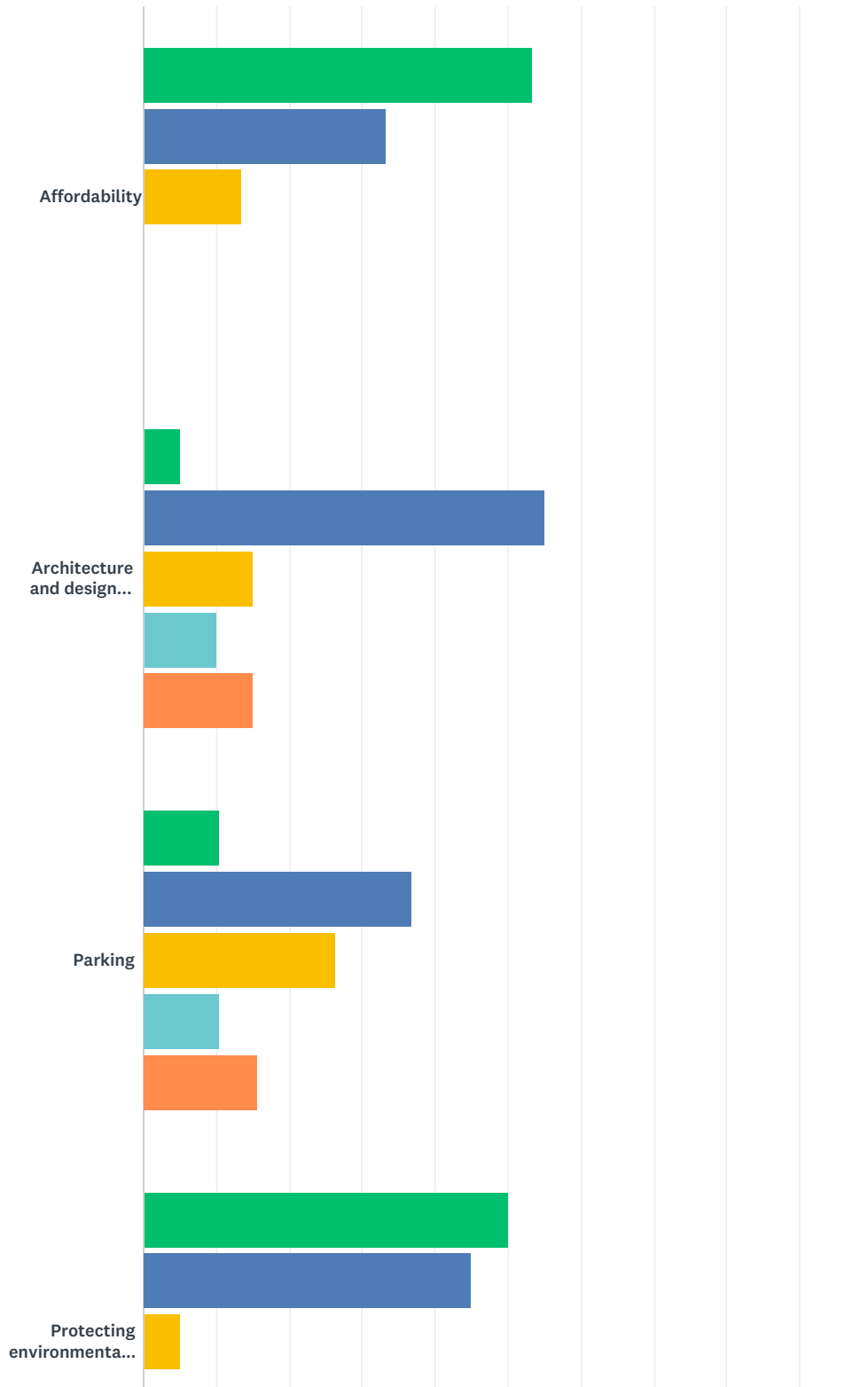


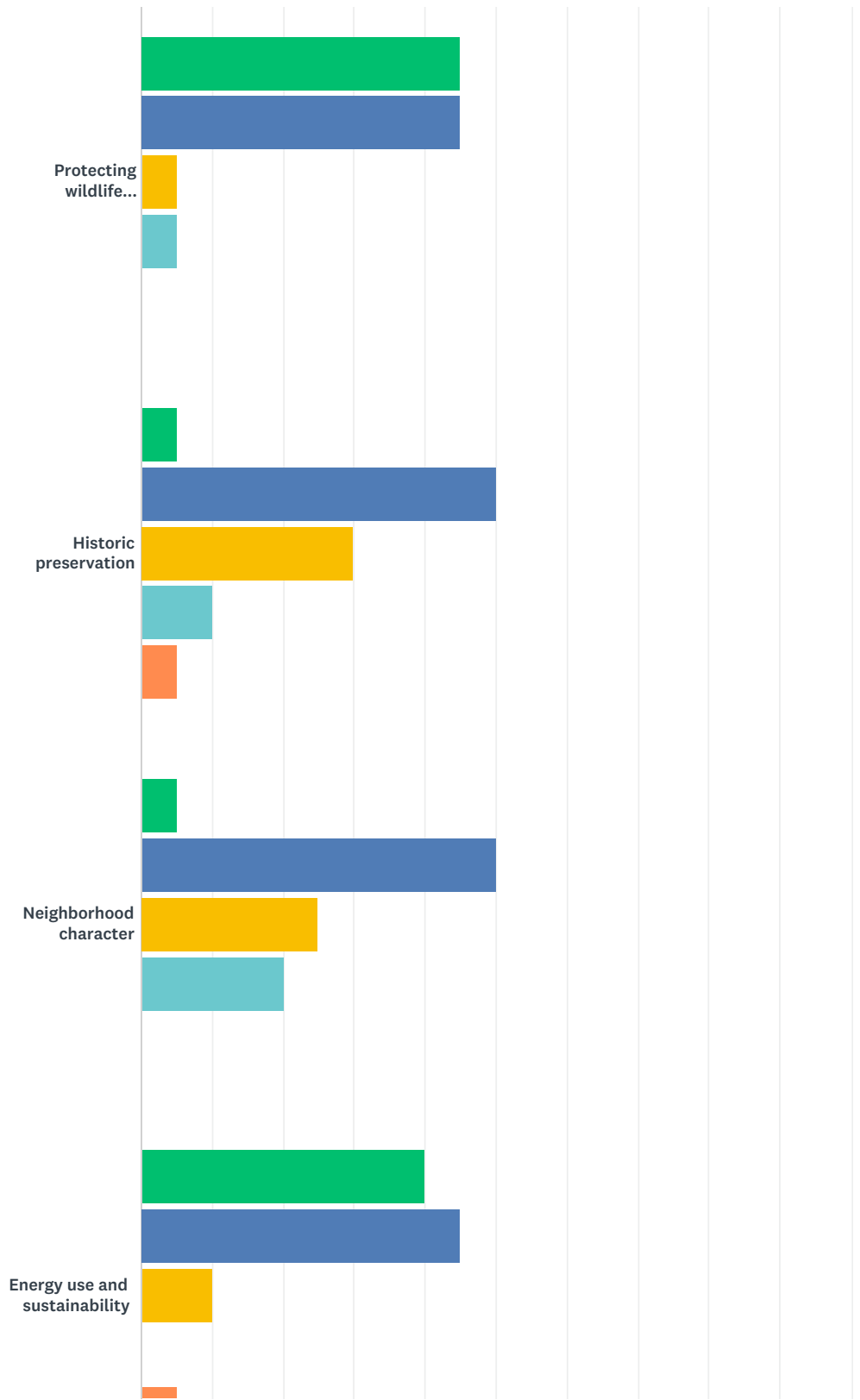


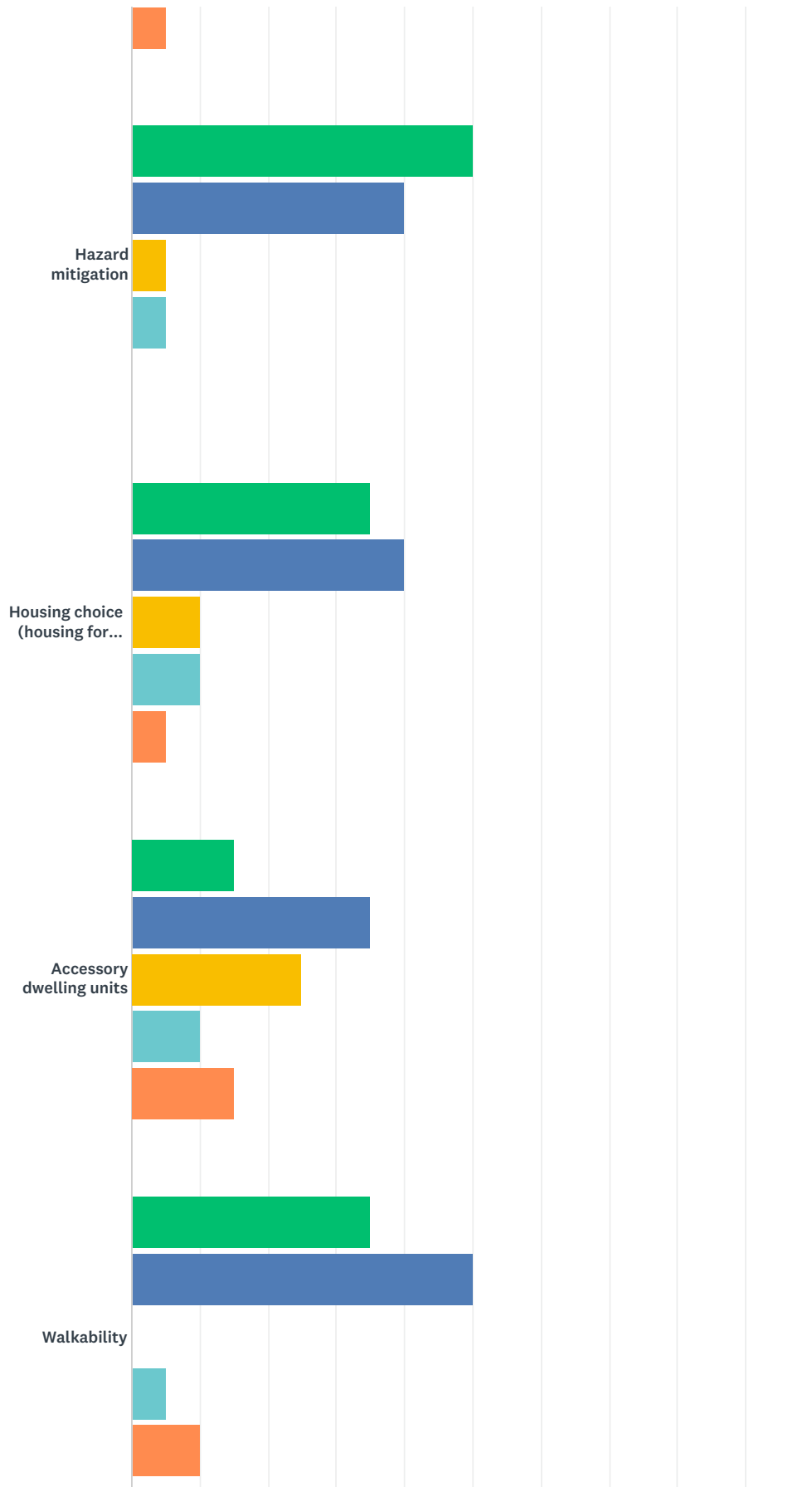
	EXCELLENT	GOOD	AVERAGE	FAIR	POOR	NO OPINION/DON'T KNOW	TOTAL
Predictability	0.00% 0	5.00% 1	40.00% 8	5.00% 1	5.00% 1	45.00% 9	20
Consistency	0.00% 0	20.00% 4	15.00% 3	10.00% 2	5.00% 1	50.00% 10	20
Clarity	0.00% 0	0.00% 0	30.00% 6	20.00% 4	25.00% 5	25.00% 5	20
Efficiency	0.00% 0	20.00% 4	35.00% 7	5.00% 1	0.00% 0	40.00% 8	20
Community support	0.00% 0	15.00% 3	15.00% 3	25.00% 5	0.00% 0	45.00% 9	20

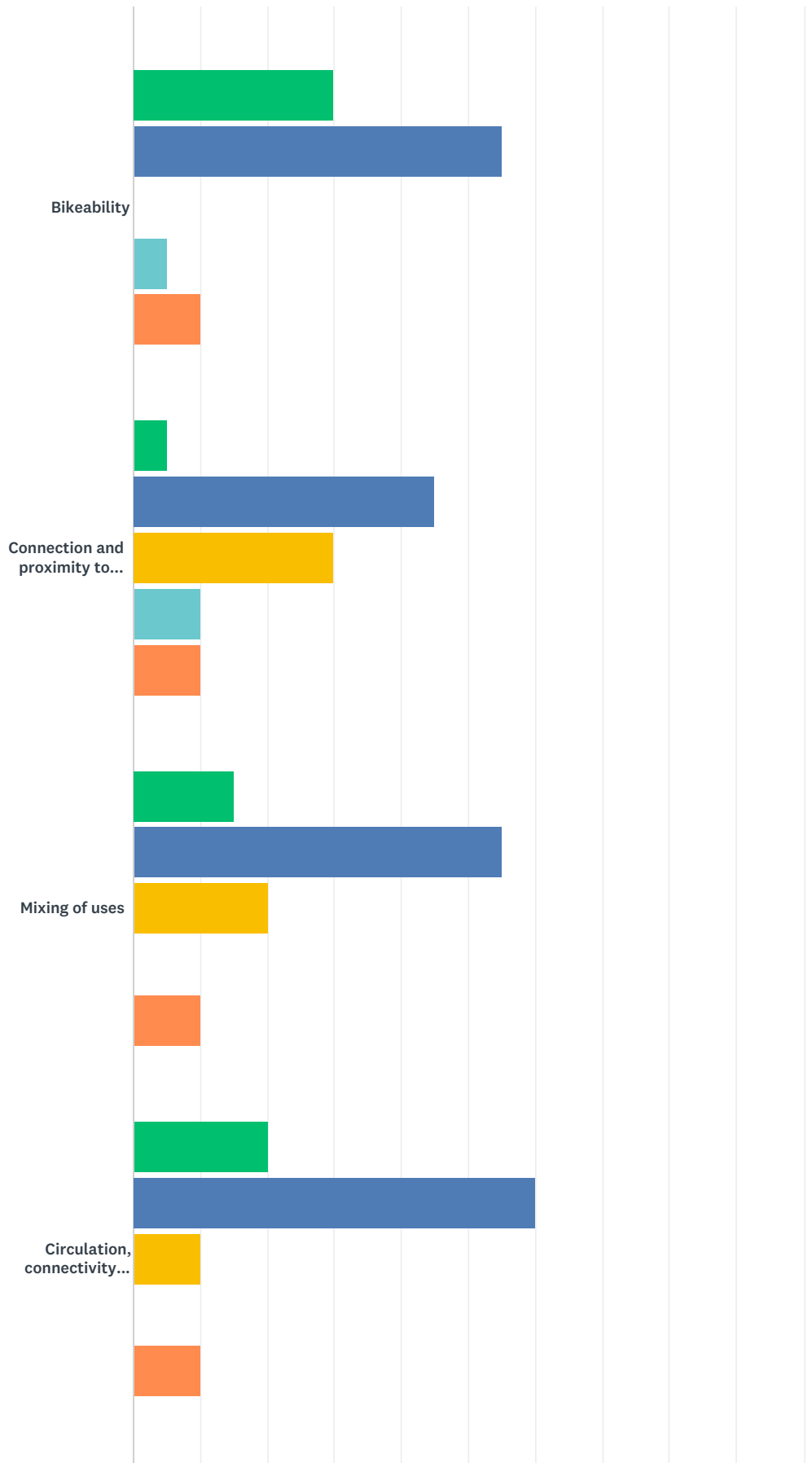
Q5 Rate your level of concern for the following planning issues related to future residential development in Missoula County.

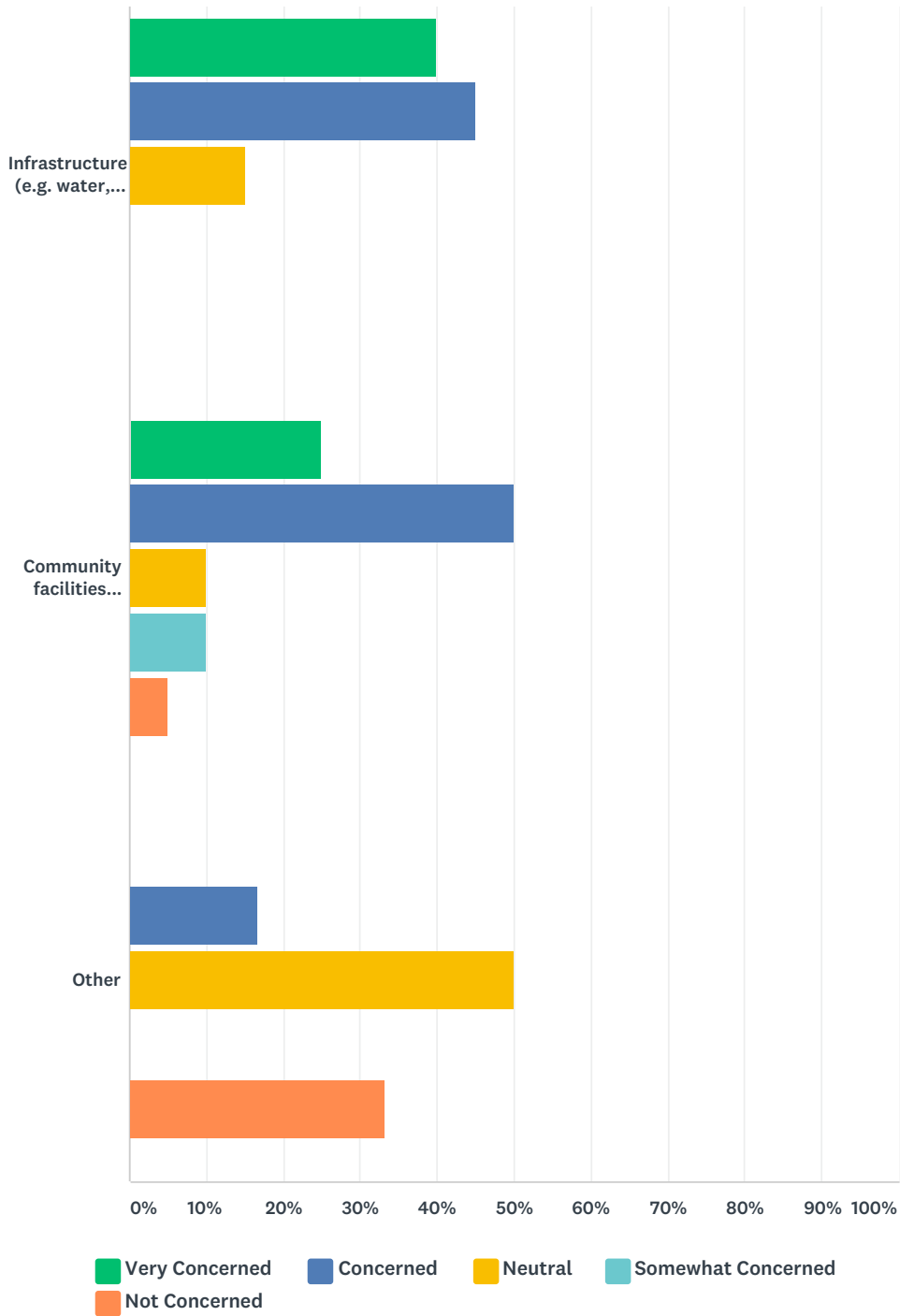
Answered: 20 Skipped: 0











	VERY CONCERNED	CONCERNED	NEUTRAL	SOMEWHAT CONCERNED	NOT CONCERNED	TOTAL
Affordability	53.33% 8	33.33% 5	13.33% 2	0.00% 0	0.00% 0	15
Architecture and design compatibility of new construction	5.00% 1	55.00% 11	15.00% 3	10.00% 2	15.00% 3	20
Parking	10.53% 2	36.84% 7	26.32% 5	10.53% 2	15.79% 3	19
Protecting environmentally sensitive areas	50.00% 10	45.00% 9	5.00% 1	0.00% 0	0.00% 0	20

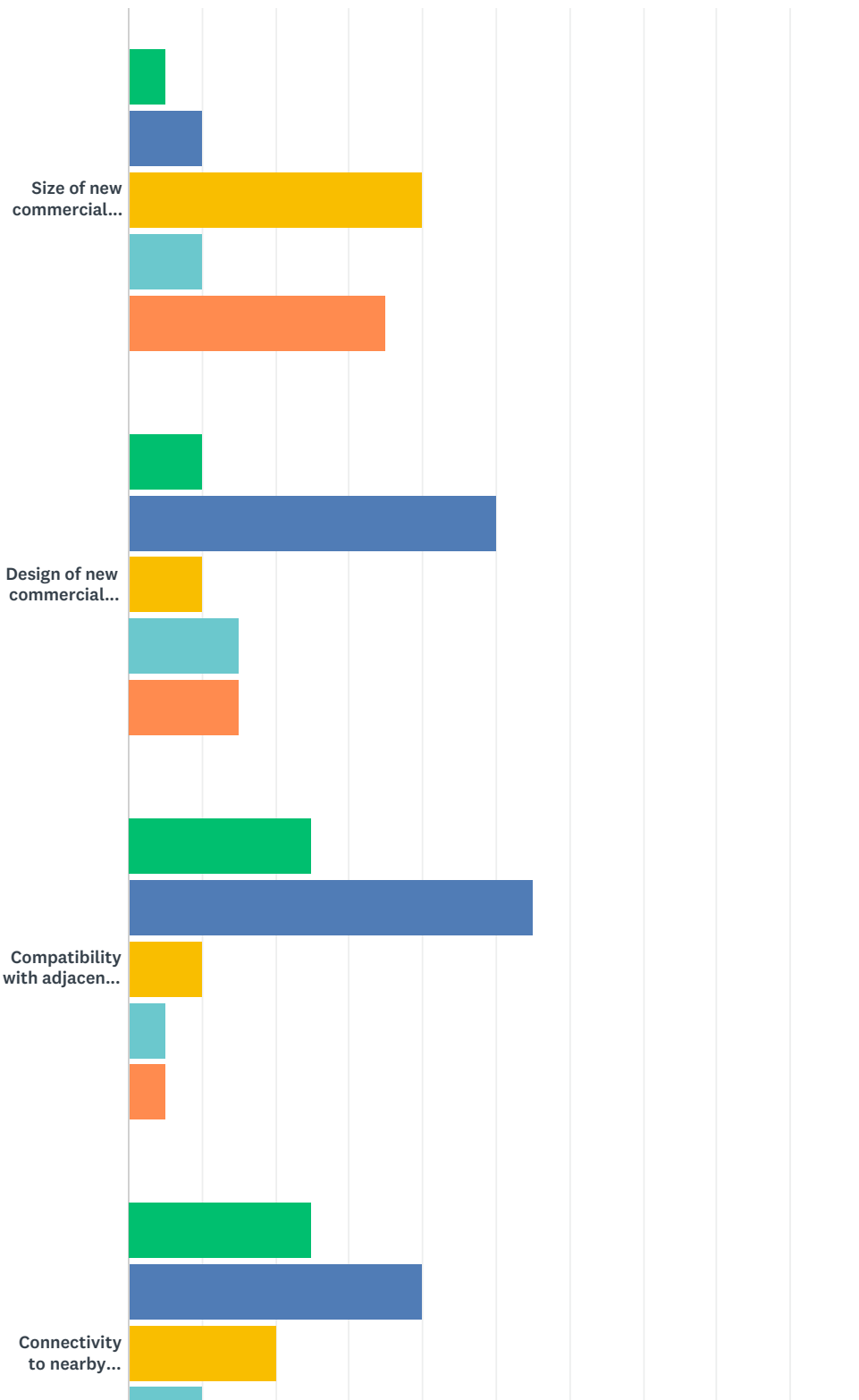
Protecting wildlife corridors and habitat	45.00% 9	45.00% 9	5.00% 1	5.00% 1	0.00% 0	20
Historic preservation	5.00% 1	50.00% 10	30.00% 6	10.00% 2	5.00% 1	20
Neighborhood character	5.00% 1	50.00% 10	25.00% 5	20.00% 4	0.00% 0	20
Energy use and sustainability	40.00% 8	45.00% 9	10.00% 2	0.00% 0	5.00% 1	20
Hazard mitigation	50.00% 10	40.00% 8	5.00% 1	5.00% 1	0.00% 0	20
Housing choice (housing for all ages and stages of life)	35.00% 7	40.00% 8	10.00% 2	10.00% 2	5.00% 1	20
Accessory dwelling units	15.00% 3	35.00% 7	25.00% 5	10.00% 2	15.00% 3	20
Walkability	35.00% 7	50.00% 10	0.00% 0	5.00% 1	10.00% 2	20
Bikeability	30.00% 6	55.00% 11	0.00% 0	5.00% 1	10.00% 2	20
Connection and proximity to commercial/industrial areas	5.00% 1	45.00% 9	30.00% 6	10.00% 2	10.00% 2	20
Mixing of uses	15.00% 3	55.00% 11	20.00% 4	0.00% 0	10.00% 2	20
Circulation, connectivity and traffic congestion	20.00% 4	60.00% 12	10.00% 2	0.00% 0	10.00% 2	20
Infrastructure (e.g. water, sewer, gas, electric, fiber, phone)	40.00% 8	45.00% 9	15.00% 3	0.00% 0	0.00% 0	20
Community facilities (e.g. schools, parks, libraries, activity centers)	25.00% 5	50.00% 10	10.00% 2	10.00% 2	5.00% 1	20
Other	0.00% 0	16.67% 1	50.00% 3	0.00% 0	33.33% 2	6

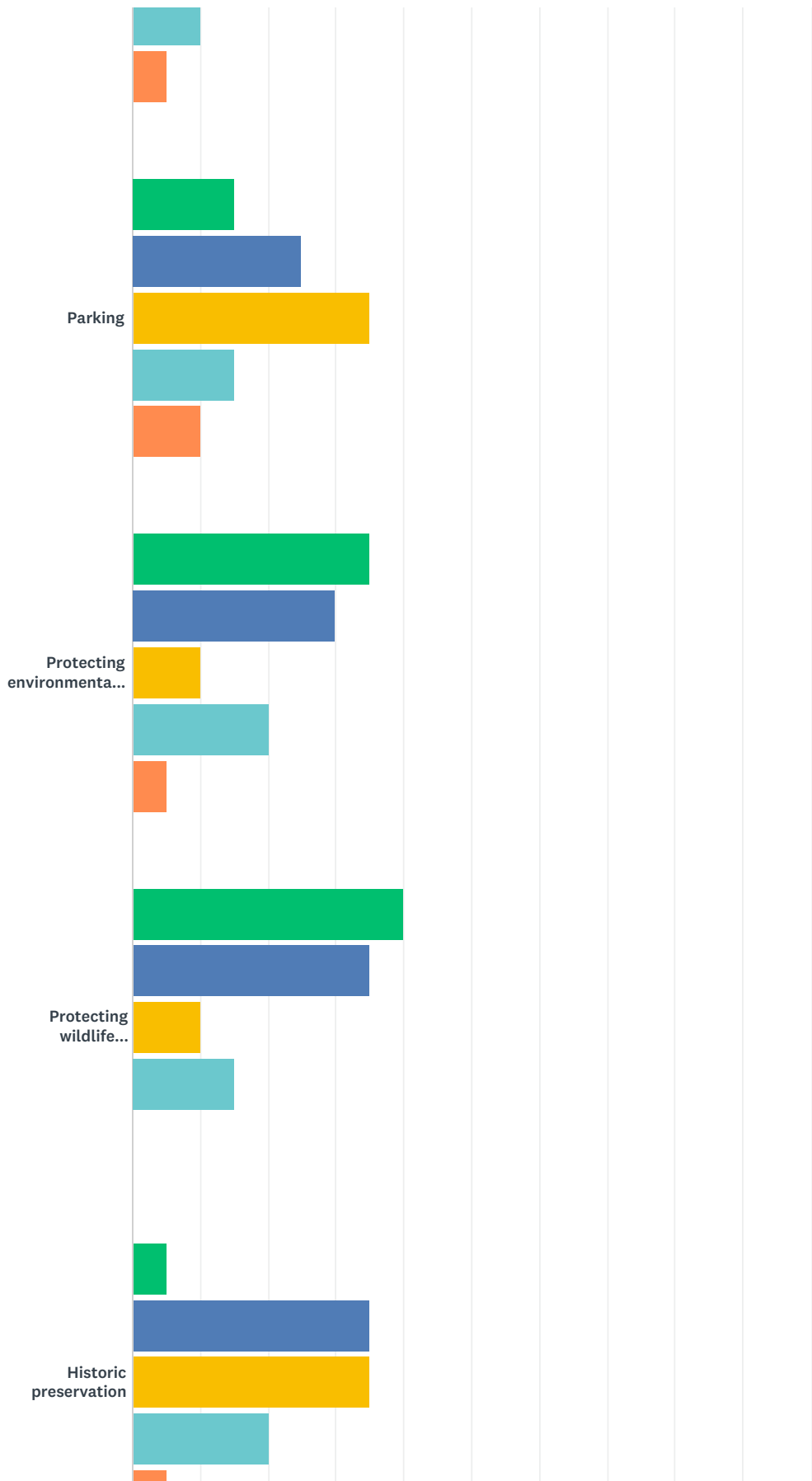
If you answered "other", please explain:

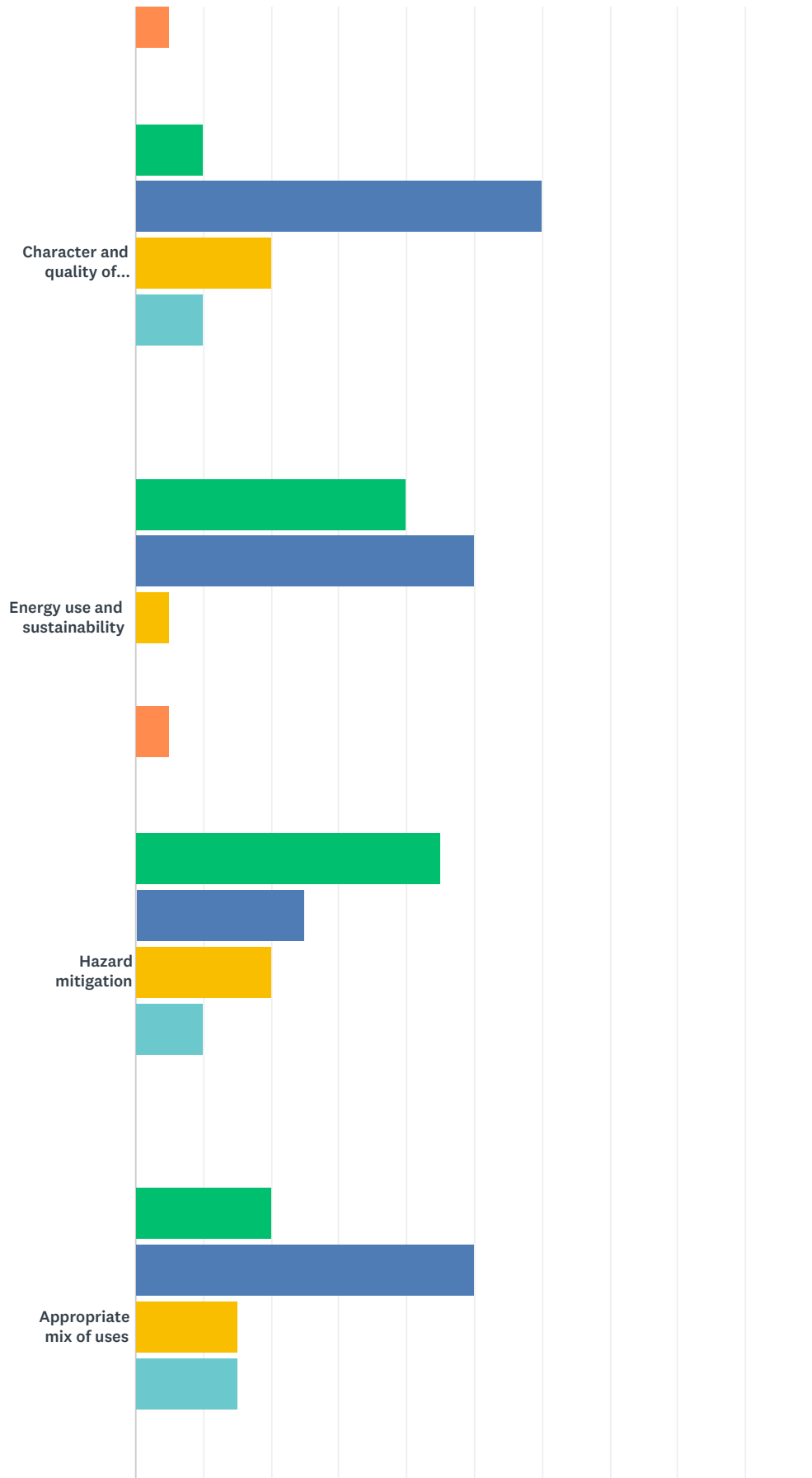
1. Affordable housing for real working families that are not developers, architects or rental companies! Affordable 150000 - 200000.
2. Expanding zoned areas. If you answered "other", please explain:

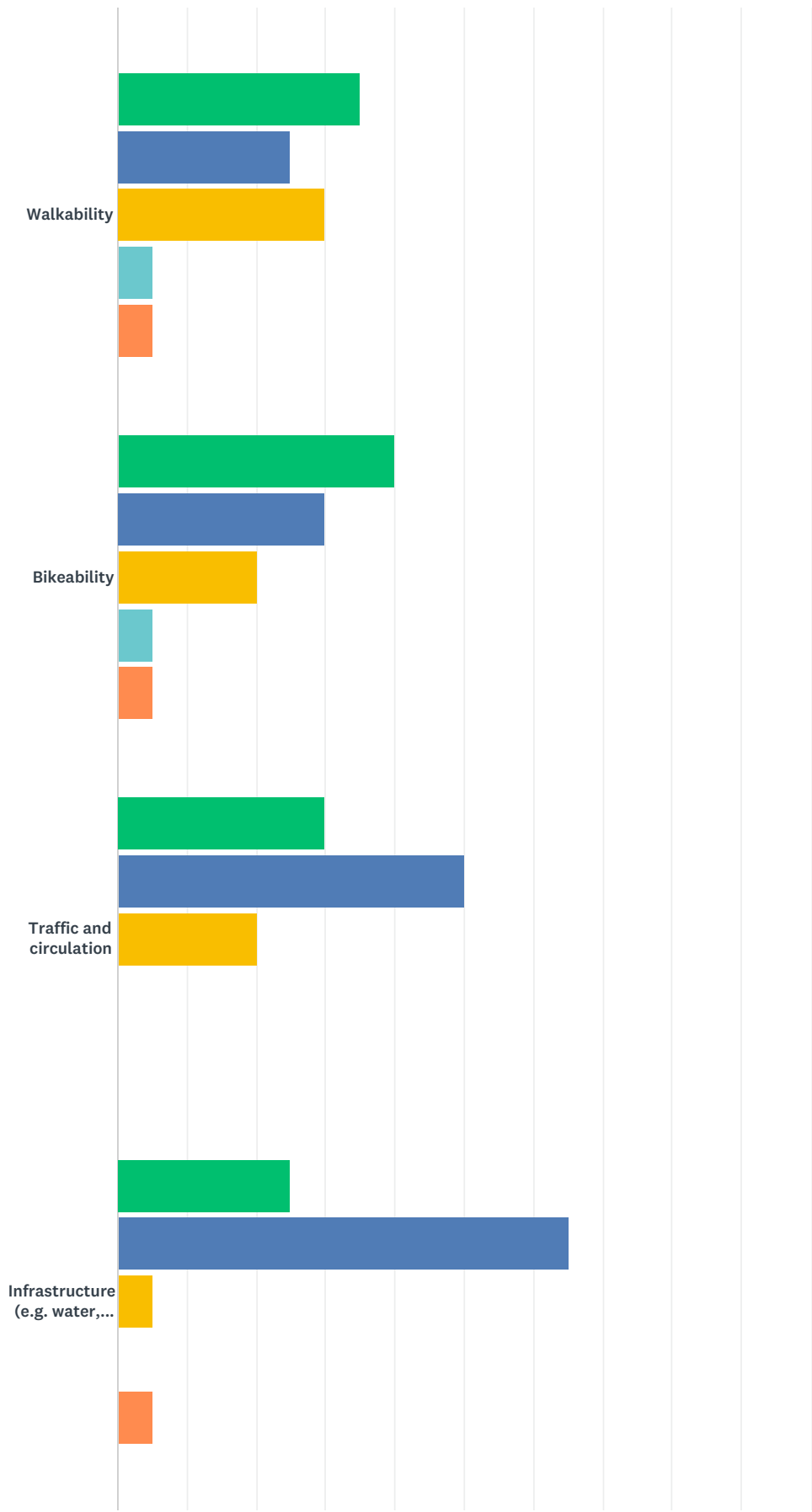
Q6 Rate your level of concern for the following planning issues related to future commercial and industrial development in Missoula County.

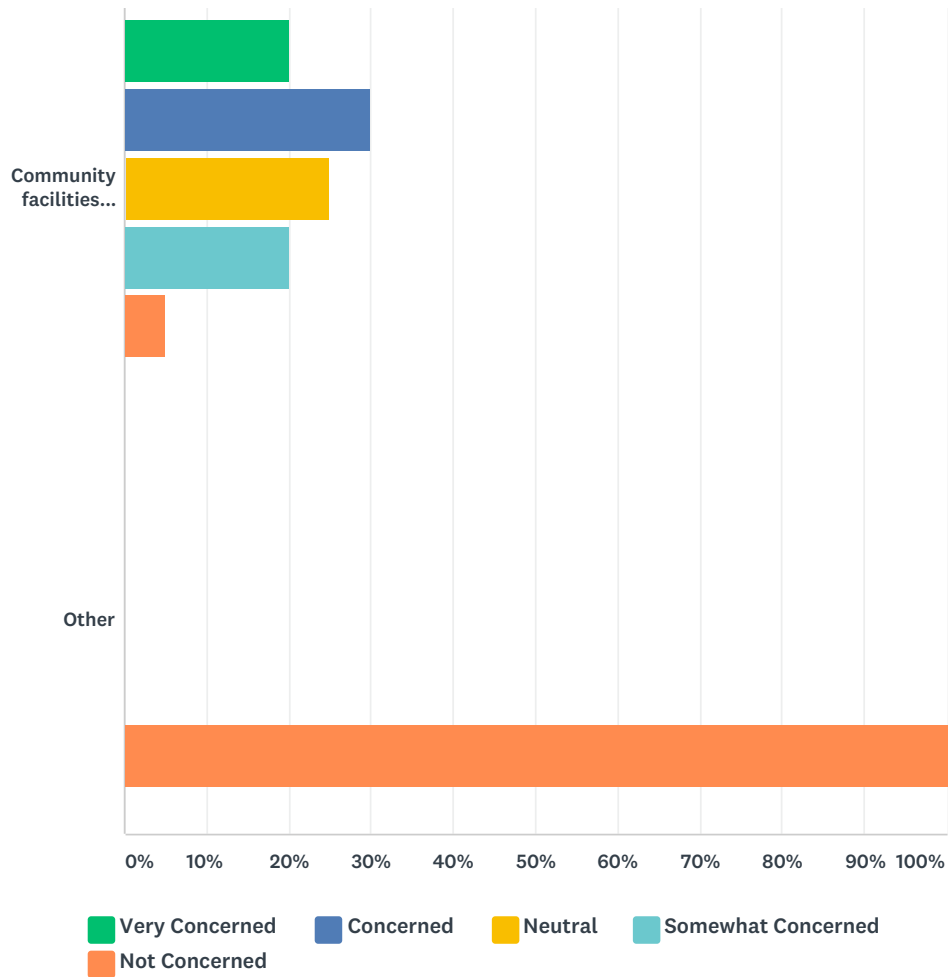
Answered: 20 Skipped: 0











	VERY CONCERNED	CONCERNED	NEUTRAL	SOMEWHAT CONCERNED	NOT CONCERNED	TOTAL
Size of new commercial buildings (too large)	5.00% 1	10.00% 2	40.00% 8	10.00% 2	35.00% 7	20
Design of new commercial buildings (how they look from the street and adjacent properties)	10.00% 2	50.00% 10	10.00% 2	15.00% 3	15.00% 3	20
Compatibility with adjacent residential development	25.00% 5	55.00% 11	10.00% 2	5.00% 1	5.00% 1	20
Connectivity to nearby residential areas	25.00% 5	40.00% 8	20.00% 4	10.00% 2	5.00% 1	20
Parking	15.00% 3	25.00% 5	35.00% 7	15.00% 3	10.00% 2	20
Protecting environmentally sensitive areas	35.00% 7	30.00% 6	10.00% 2	20.00% 4	5.00% 1	20
Protecting wildlife corridors and habitat	40.00% 8	35.00% 7	10.00% 2	15.00% 3	0.00% 0	20
Historic preservation	5.00% 1	35.00% 7	35.00% 7	20.00% 4	5.00% 1	20
Character and quality of corridors and gateways	10.00% 2	60.00% 12	20.00% 4	10.00% 2	0.00% 0	20

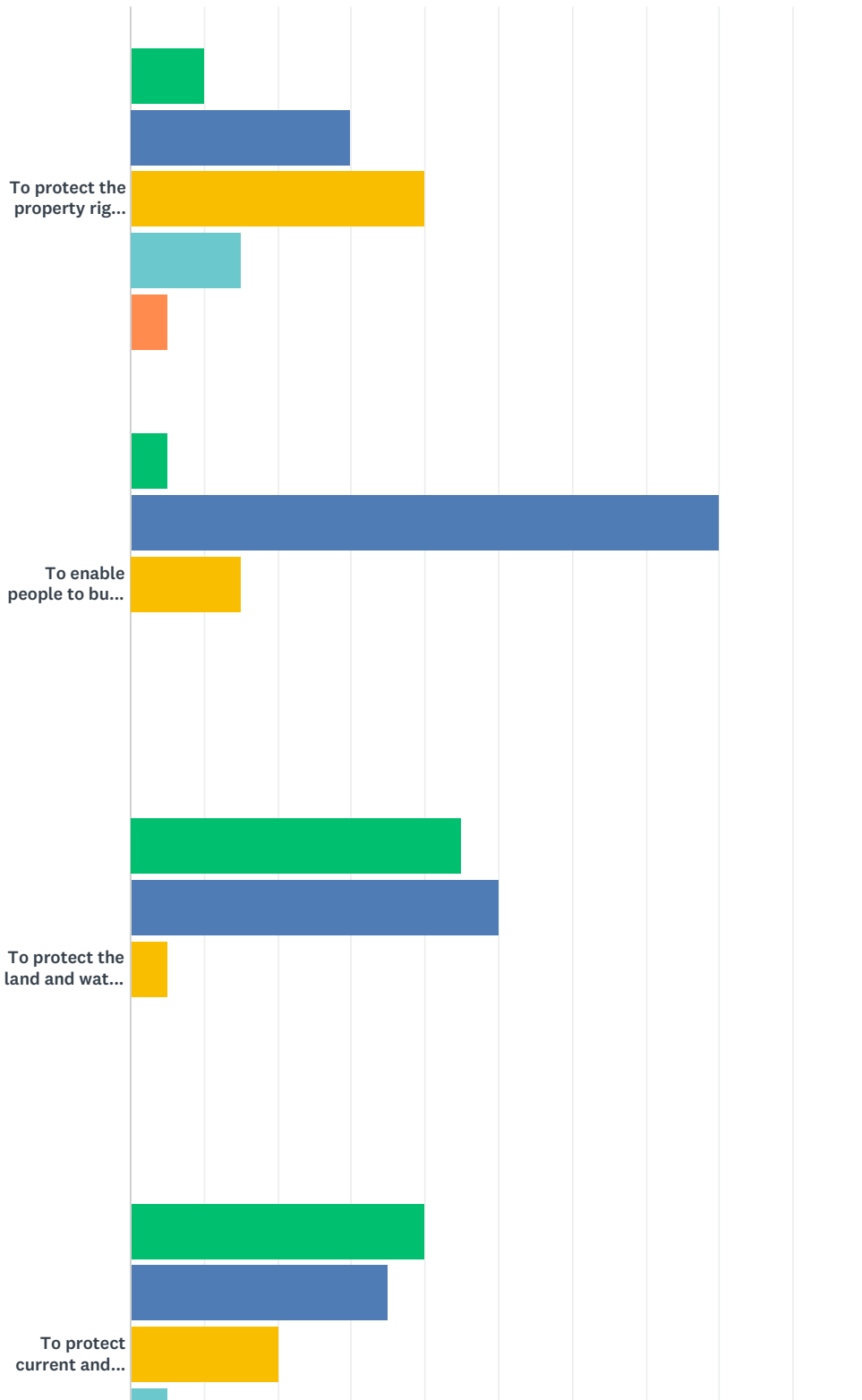
Energy use and sustainability	40.00% 8	50.00% 10	5.00% 1	0.00% 0	5.00% 1	20
Hazard mitigation	45.00% 9	25.00% 5	20.00% 4	10.00% 2	0.00% 0	20
Appropriate mix of uses	20.00% 4	50.00% 10	15.00% 3	15.00% 3	0.00% 0	20
Walkability	35.00% 7	25.00% 5	30.00% 6	5.00% 1	5.00% 1	20
Bikeability	40.00% 8	30.00% 6	20.00% 4	5.00% 1	5.00% 1	20
Traffic and circulation	30.00% 6	50.00% 10	20.00% 4	0.00% 0	0.00% 0	20
Infrastructure (e.g. water, sewer, gas, electric, fiber, phone)	25.00% 5	65.00% 13	5.00% 1	0.00% 0	5.00% 1	20
Community facilities (e.g. schools, parks, libraries, activity centers)	20.00% 4	30.00% 6	25.00% 5	20.00% 4	5.00% 1	20
Other	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 2	2

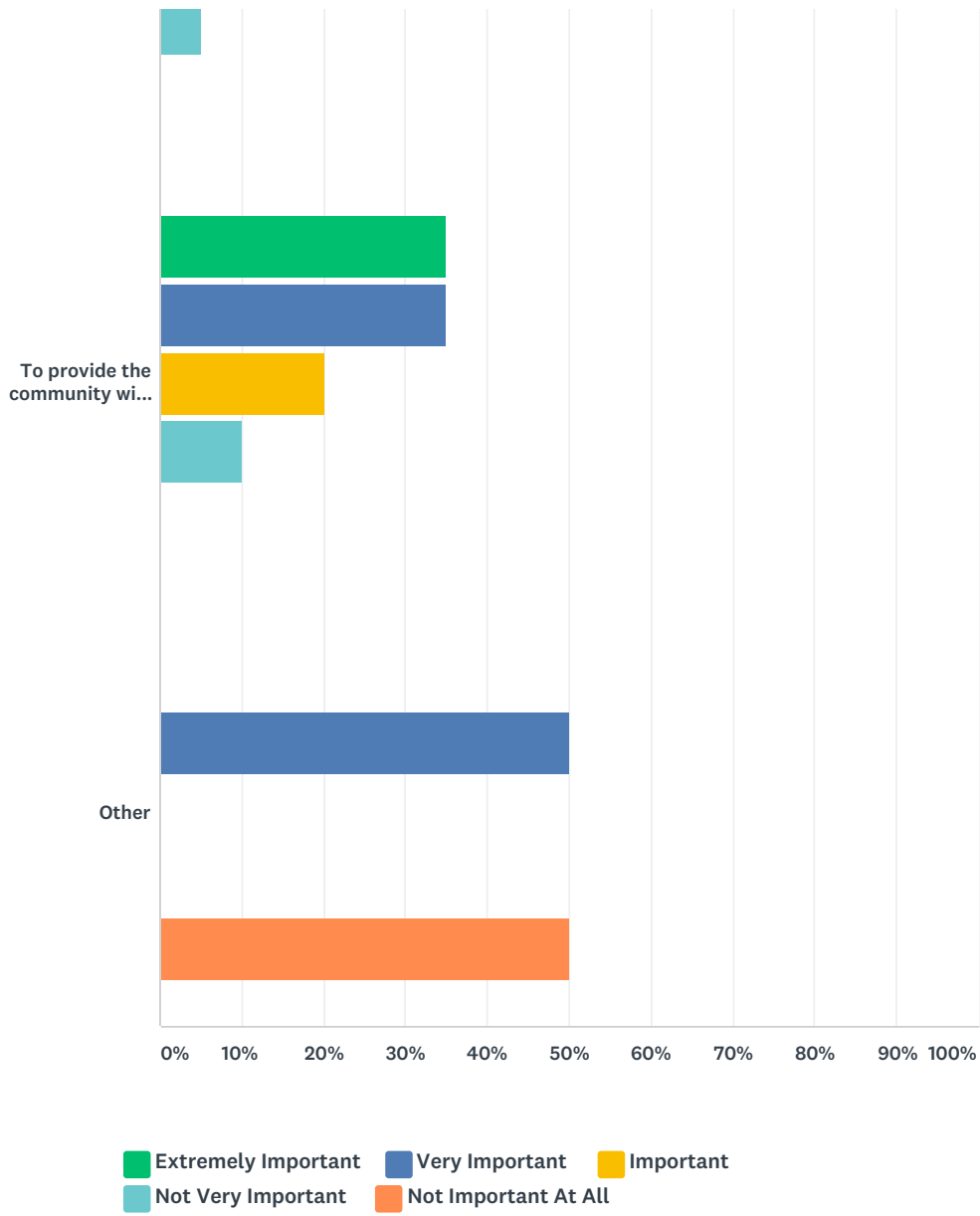
If you answered "other", please explain:

- ▶ No additional clarification provided.

Q7 How important are the following roles for the zoning regulations to fulfill in Missoula County?

Answered: 20 Skipped: 0

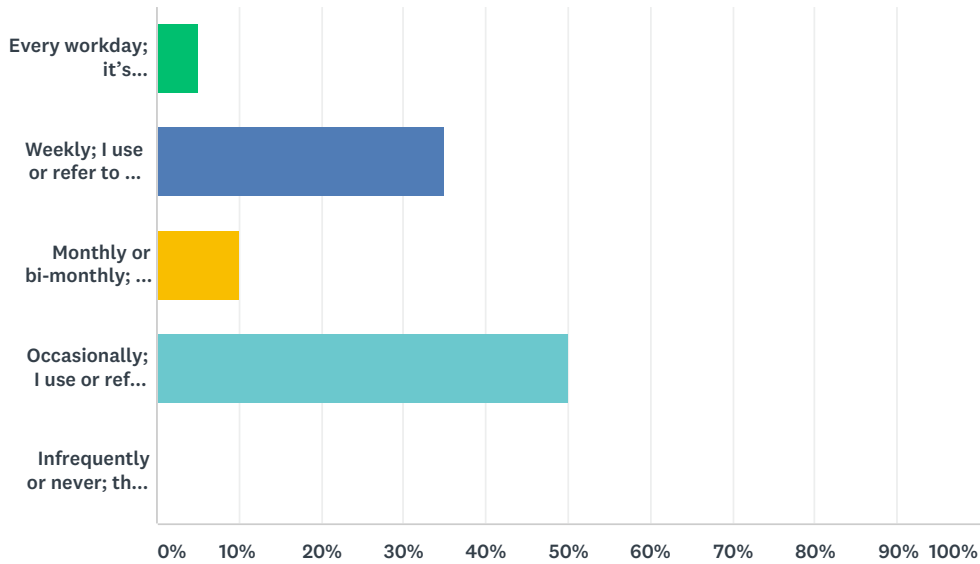




	EXTREMELY IMPORTANT	VERY IMPORTANT	IMPORTANT	NOT VERY IMPORTANT	NOT IMPORTANT AT ALL	TOTAL
To protect the property rights of land owners	10.00% 2	30.00% 6	40.00% 8	15.00% 3	5.00% 1	20
To enable people to build housing and businesses to serve the needs of the community	5.00% 1	80.00% 16	15.00% 3	0.00% 0	0.00% 0	20
To protect the land and water from damage or pollution	45.00% 9	50.00% 10	5.00% 1	0.00% 0	0.00% 0	20
To protect current and future residents (those who will move here or who are not yet born)	40.00% 8	35.00% 7	20.00% 4	5.00% 1	0.00% 0	20
To provide the community with a way to influence development and change	35.00% 7	35.00% 7	20.00% 4	10.00% 2	0.00% 0	20
Other	0.00% 0	50.00% 1	0.00% 0	0.00% 0	50.00% 1	2

Q8 How often would you say you use or refer to any part of the text of the Missoula County Zoning Regulations, whether that involves standards, requirements, or processes? Select one.

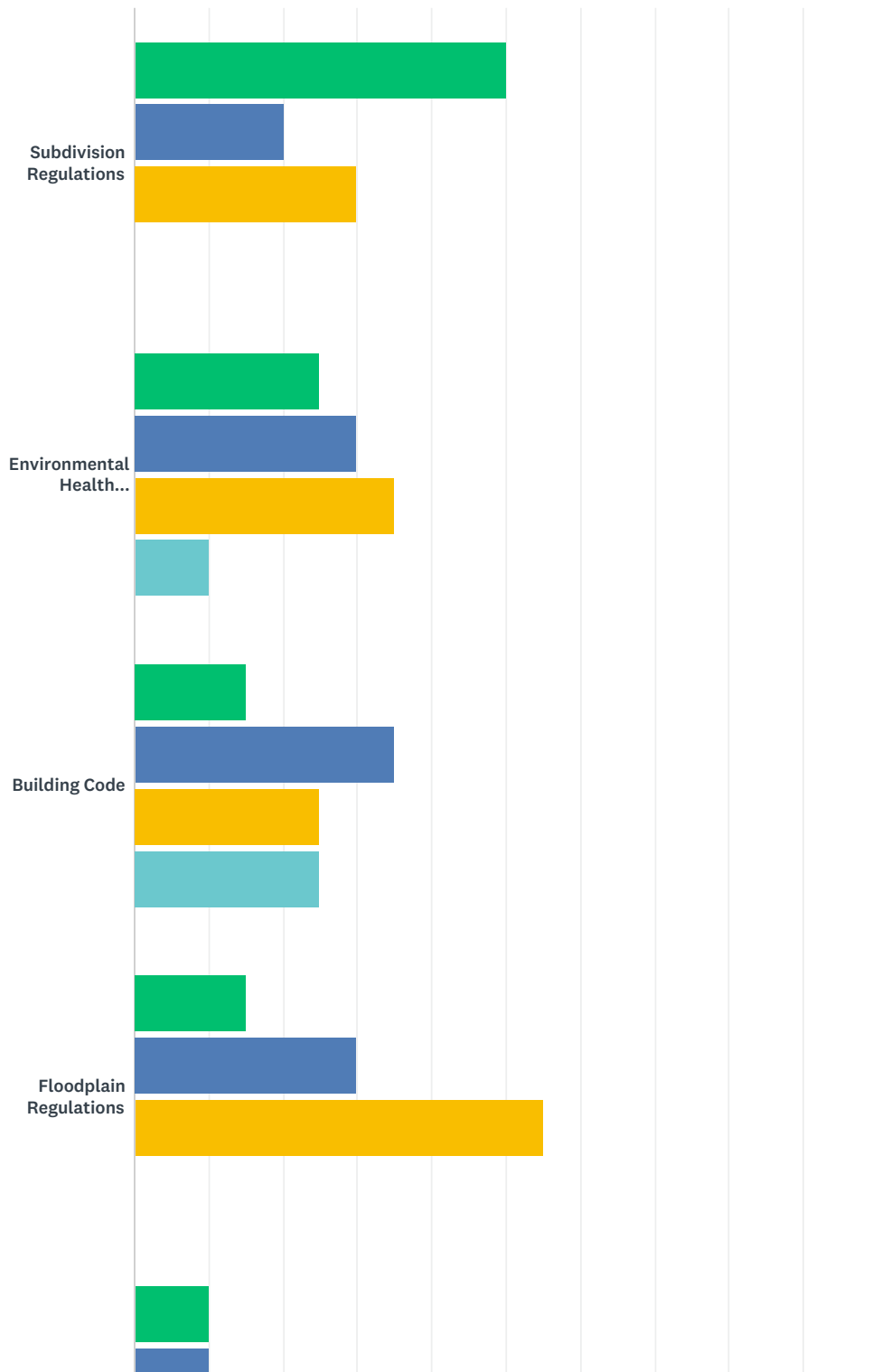
Answered: 20 Skipped: 0

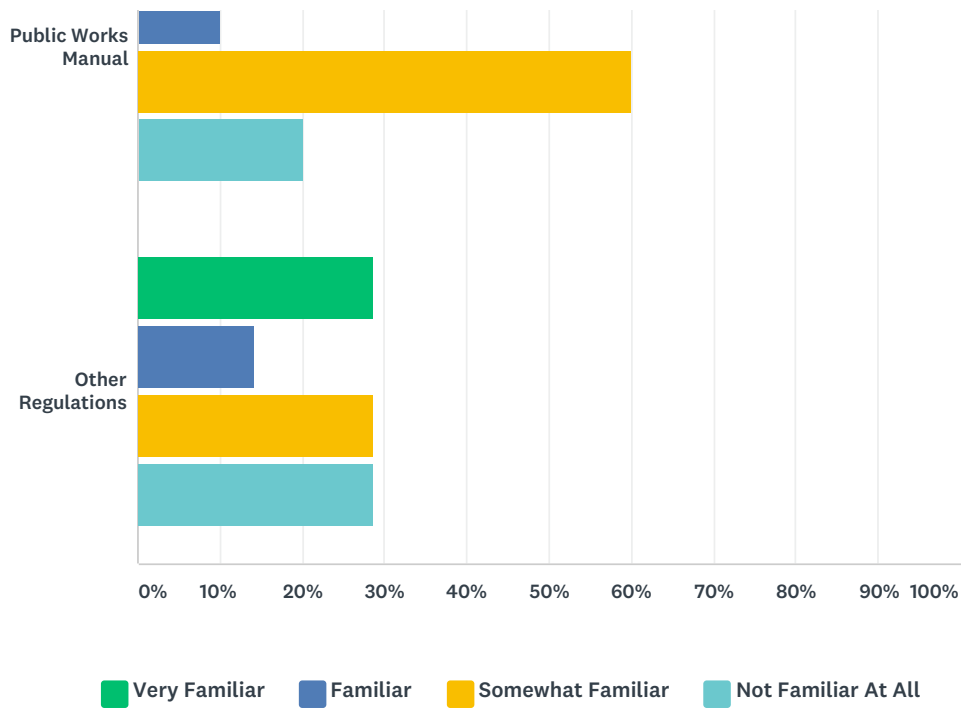


ANSWER CHOICES	RESPONSES	
Every workday; it's fundamental to my normal work responsibilities	5.00%	1
Weekly; I use or refer to the regulations regularly, but not each day	35.00%	7
Monthly or bi-monthly; I use or refer to the regulations on many issues, and need to read or use it periodically	10.00%	2
Occasionally; I use or refer to the regulations for specific projects or processes that come up from time to time	50.00%	10
Infrequently or never; the text of the regulations does not have a relationship to my role with the County	0.00%	0
TOTAL		20

Q9 How familiar are you with the content and process of other, related regulations that apply to development in Missoula County? Please select the answer that best applies.

Answered: 20 Skipped: 0





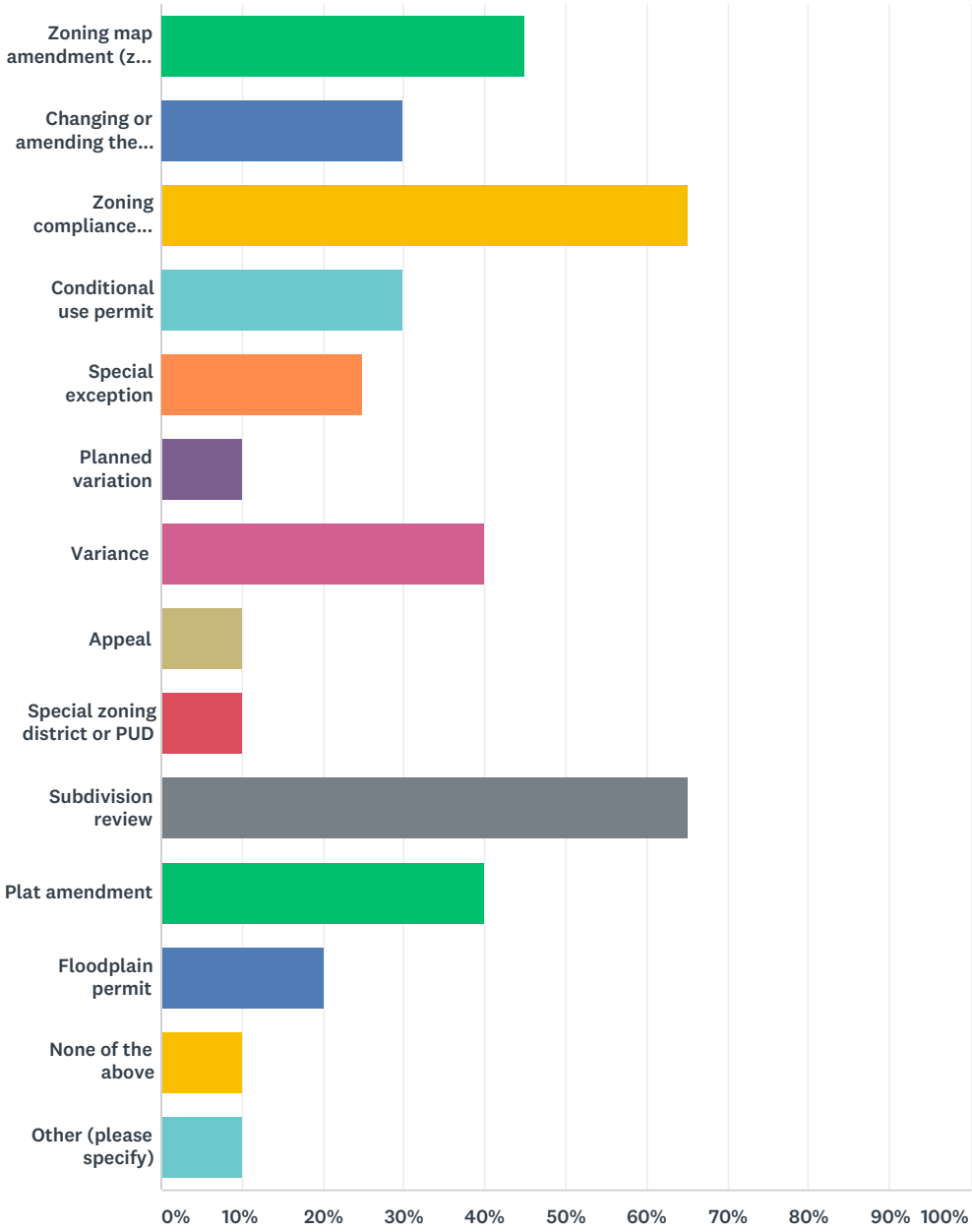
	VERY FAMILIAR	FAMILIAR	SOMEWHAT FAMILIAR	NOT FAMILIAR AT ALL	TOTAL
Subdivision Regulations	50.00% 10	20.00% 4	30.00% 6	0.00% 0	20
Environmental Health Regulations	25.00% 5	30.00% 6	35.00% 7	10.00% 2	20
Building Code	15.00% 3	35.00% 7	25.00% 5	25.00% 5	20
Floodplain Regulations	15.00% 3	30.00% 6	55.00% 11	0.00% 0	20
Public Works Manual	10.00% 2	10.00% 2	60.00% 12	20.00% 4	20
Other Regulations	28.57% 2	14.29% 1	28.57% 2	28.57% 2	7

If you answered "other", please explain:

1. Recording standards and requirements
2. Montana Code Annotated
3. Unit Ownership Act

Q10 What zoning permits or processes have you been involved with in your role? Select all that apply.

Answered: 20 Skipped: 0



ANSWER CHOICES	RESPONSES	
Zoning map amendment (zone change)	45.00%	9
Changing or amending the text of the Missoula County Zoning Regulations	30.00%	6
Zoning compliance permit	65.00%	13
Conditional use permit	30.00%	6

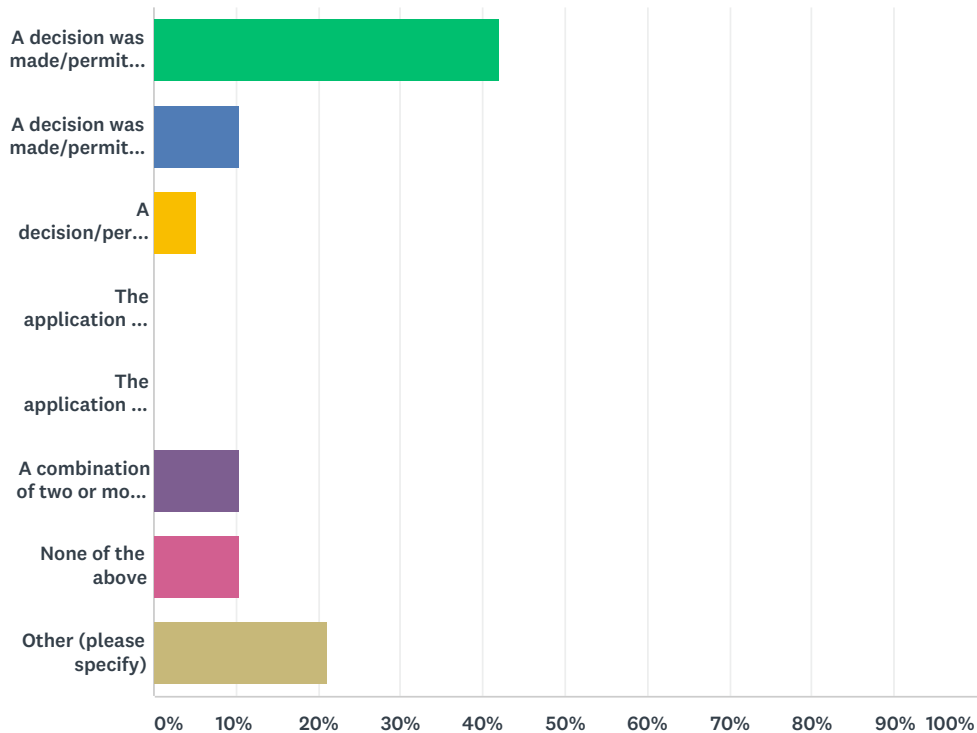
Special exception	25.00%	5
Planned variation	10.00%	2
Variance	40.00%	8
Appeal	10.00%	2
Special zoning district or PUD	10.00%	2
Subdivision review	65.00%	13
Plat amendment	40.00%	8
Floodplain permit	20.00%	4
None of the above	10.00%	2
Other (please specify)	10.00%	2
Total Respondents: 20		

If you answered "other", please explain:

1. Mostly in oversight role
2. Shoreline permit

Q11 Thinking about the most recent request or action you were involved with, what was the outcome? Select the most appropriate answer.

Answered: 19 Skipped: 1



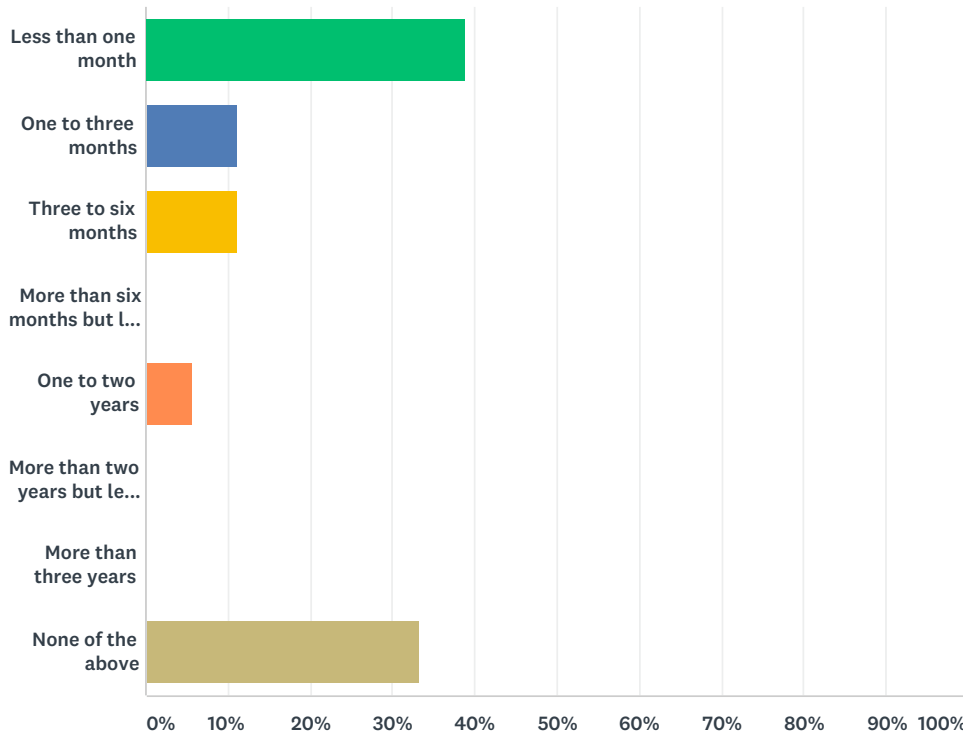
ANSWER CHOICES	RESPONSES	
A decision was made/permit issued, and the project completed	42.11%	8
A decision was made/permit issued, but the project is not yet completed	10.53%	2
A decision/permit is still pending	5.26%	1
The application was withdrawn	0.00%	0
The application was denied	0.00%	0
A combination of two or more outcomes listed above (for projects involving multiple approvals)	10.53%	2
None of the above	10.53%	2
Other (please specify)	21.05%	4
TOTAL		19

If you answered "other", please explain:

1. Not sure how to answer - I'm involved but in an oversight role
2. I'm not actually sure of the outcome for permits we comment on
3. Our portion of the permit was approved, unknown for the rest
4. Zoning code amended

Q12 Thinking about the most recent specific request or action you were involved with, how long did it take from the first submitted complete application to the County until a final decision or permit, or if the application is still pending, until today? Select the most appropriate answer.

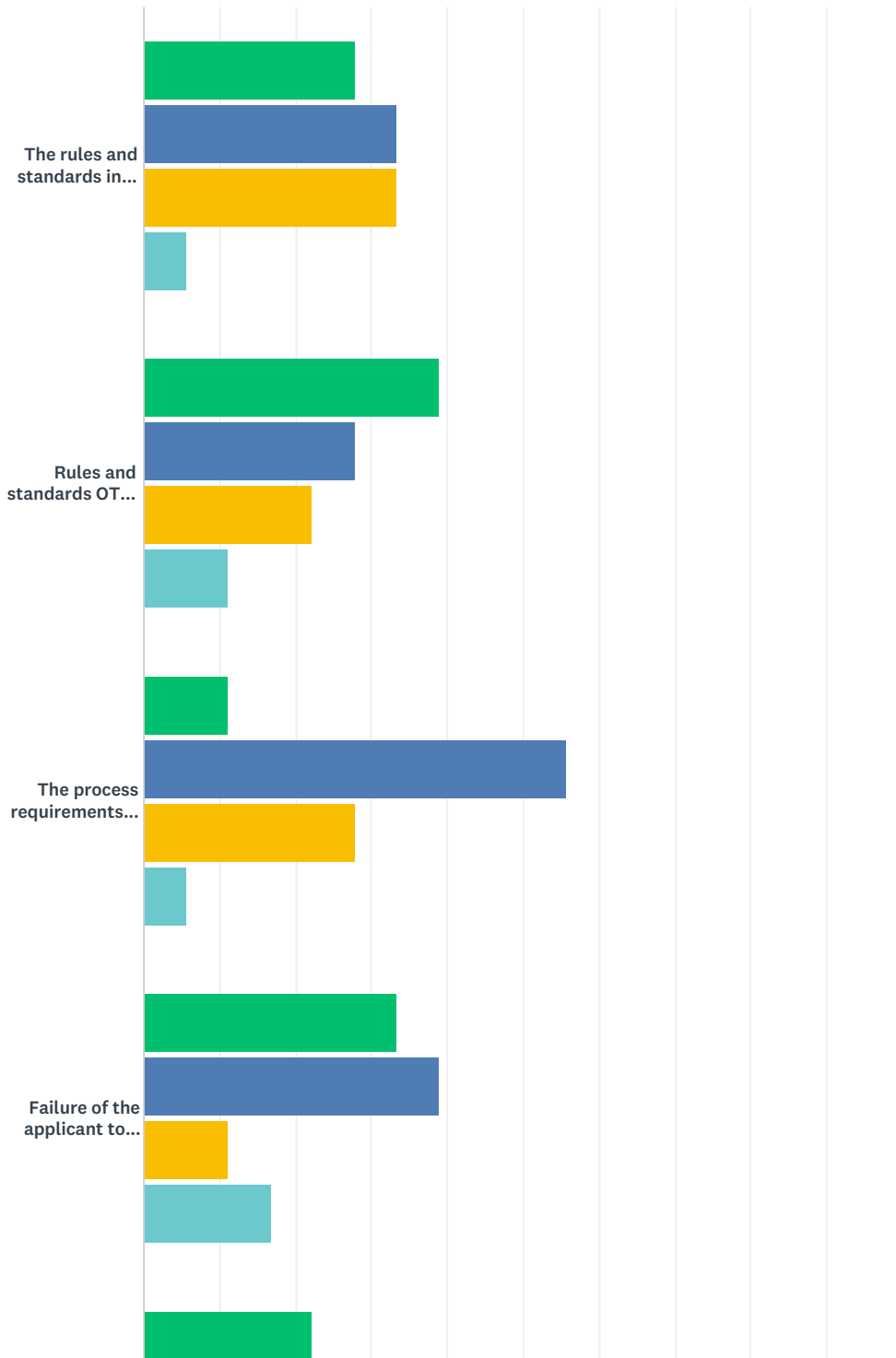
Answered: 18 Skipped: 2

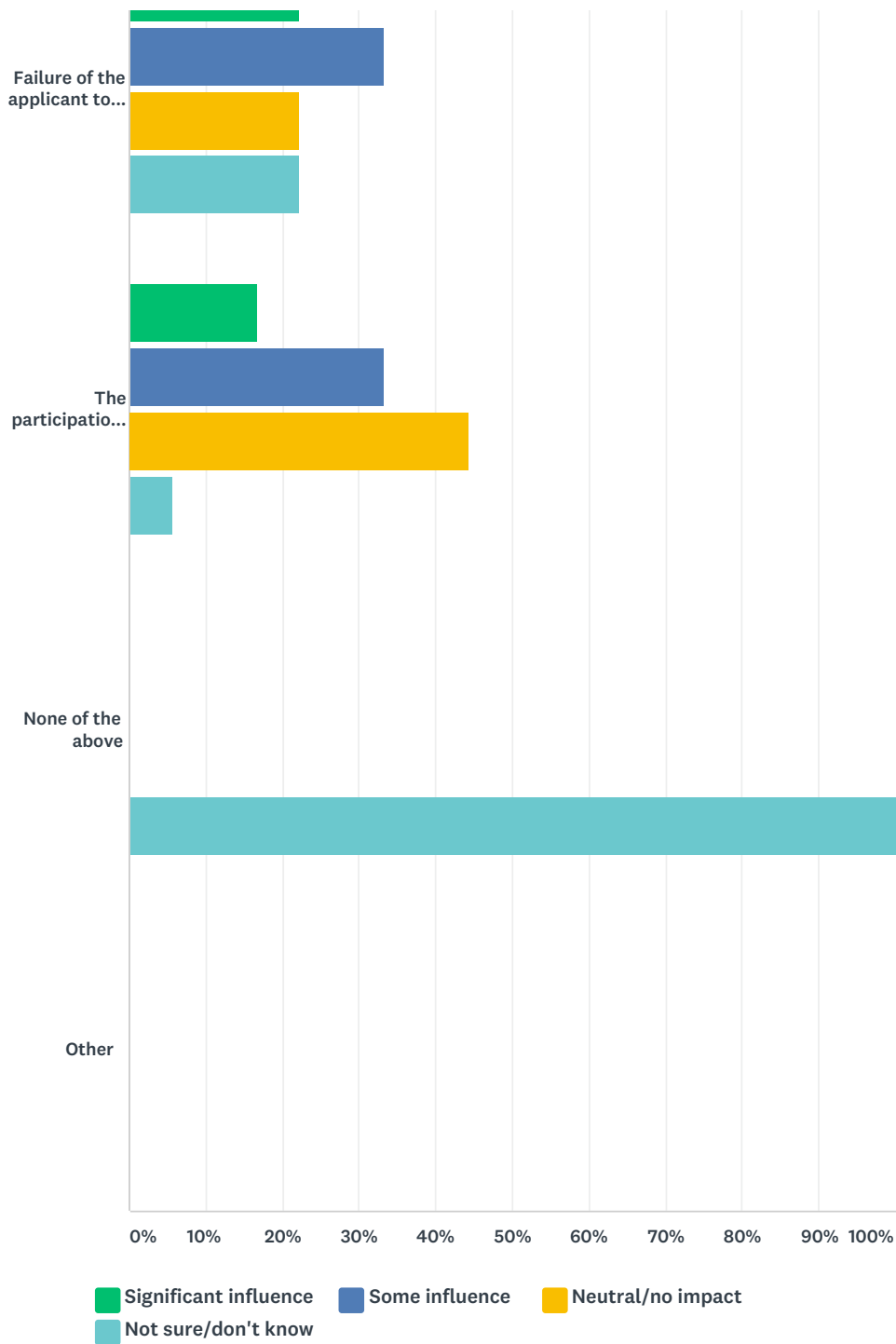


ANSWER CHOICES	RESPONSES	
Less than one month	38.89%	7
One to three months	11.11%	2
Three to six months	11.11%	2
More than six months but less than one year	0.00%	0
One to two years	5.56%	1
More than two years but less than three	0.00%	0
More than three years	0.00%	0
None of the above	33.33%	6
TOTAL		18

Q13 Still thinking about the most recent request or action you were involved with, in your experience, how much influence did the following factors have on delays or the length of time required for a decision? Select the answer you believe best reflects the situation.

Answered: 19 Skipped: 1



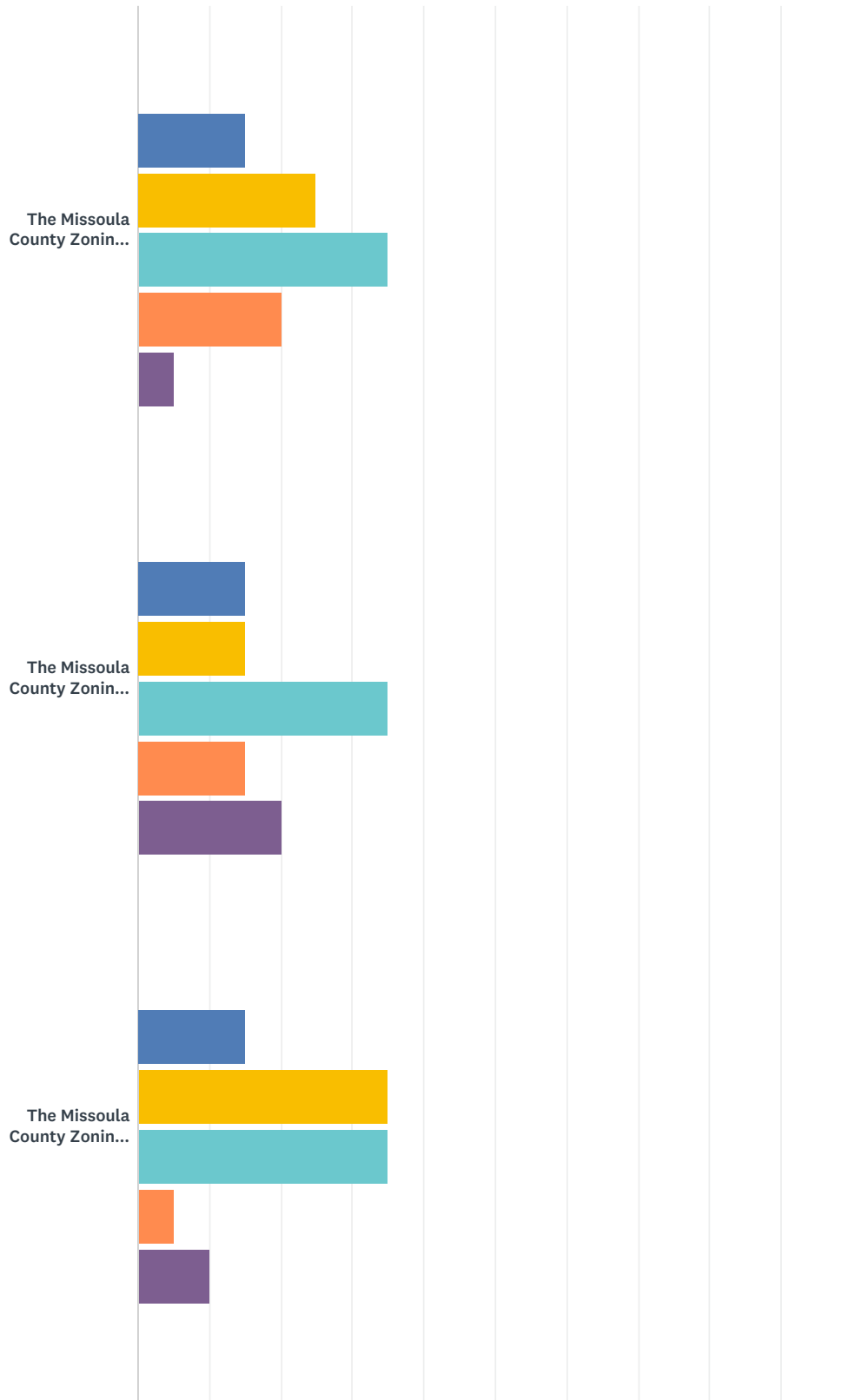


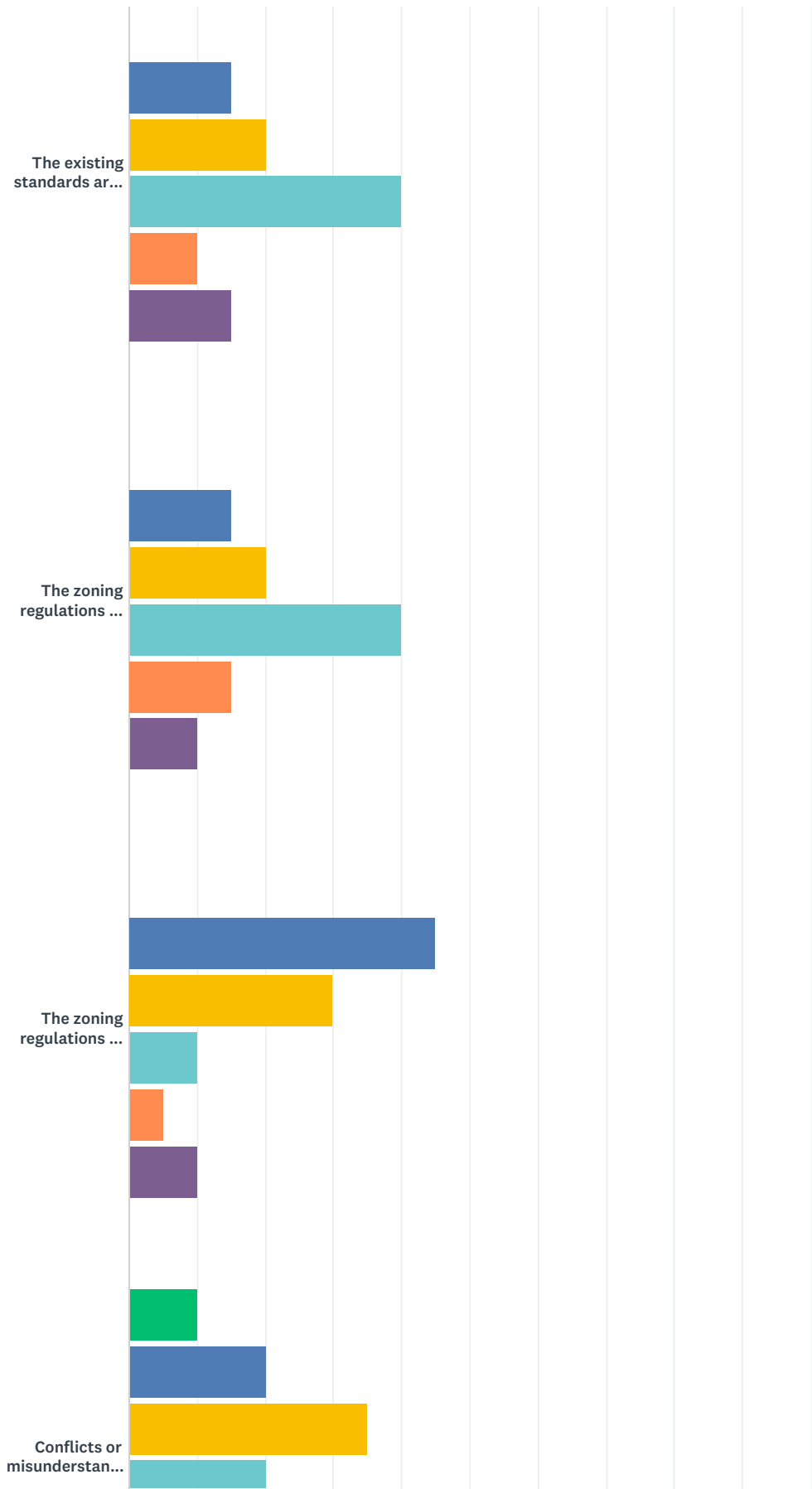
	SIGNIFICANT INFLUENCE	SOME INFLUENCE	NEUTRAL/NO IMPACT	NOT SURE/DON'T KNOW	TOTAL
The rules and standards in the zoning code – the actual standards, limits, allowable uses or sizes, etc. as written in code	27.78% 5	33.33% 6	33.33% 6	5.56% 1	18
Rules and standards OTHER than in the zoning code – the way different requirements outside the code apply to the project or activity (public works, environmental health, building code, e.g.)	38.89% 7	27.78% 5	22.22% 4	11.11% 2	18

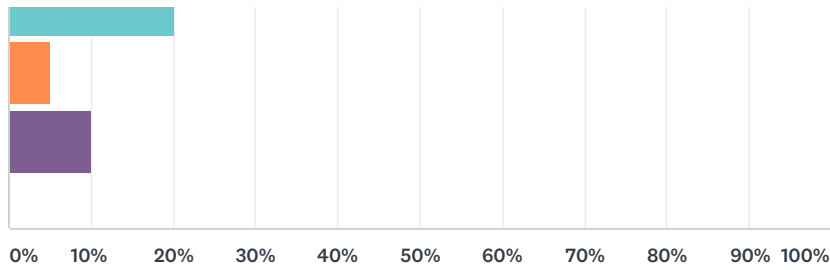
The process requirements of the zoning code – the steps and procedures required to gain an approval	11.11% 2	55.56% 10	27.78% 5	5.56% 1	18
Failure of the applicant to submit a complete application or the length of time it took for them to complete their application once it had been initiated	33.33% 6	38.89% 7	11.11% 2	16.67% 3	18
Failure of the applicant to respond in a timely fashion to requests made by CAPS or other County departments, Planning Board members or the Board of County Commissioners	22.22% 4	33.33% 6	22.22% 4	22.22% 4	18
The participation of individuals or groups, other than staff, officials, or the people involved in preparing the application, such as neighbors, environmental groups, and similar intervenors	16.67% 3	33.33% 6	44.44% 8	5.56% 1	18
None of the above	0.00% 0	0.00% 0	0.00% 0	100.00% 3	3
Other	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0

Q14 How strongly do you agree or disagree with the following statements:

Answered: 20 Skipped: 0





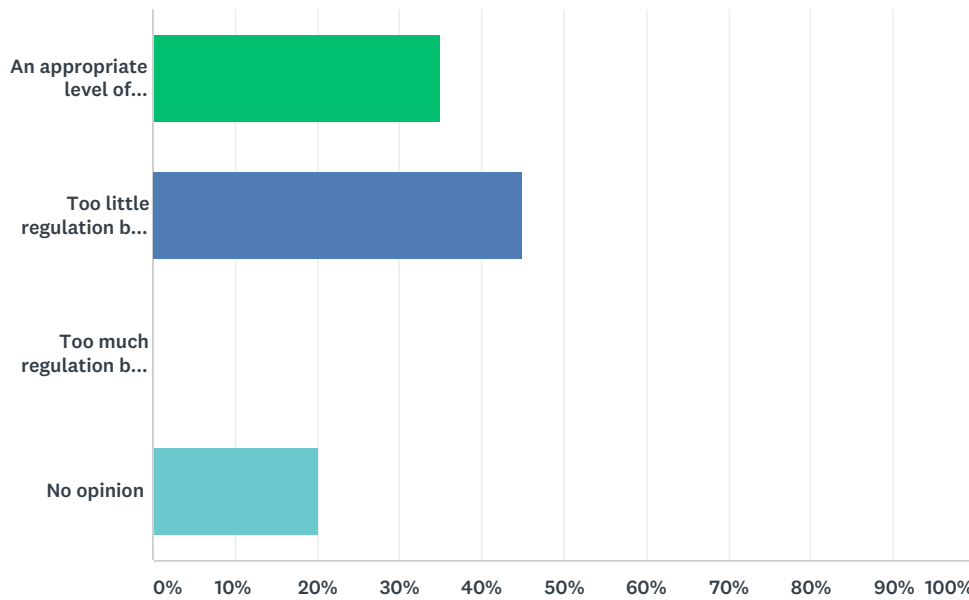


■ Strongly Agree
 ■ Agree
 ■ Neither Agree/Disagree
 ■ Disagree
■ Strongly Disagree
 ■ Not Sure/Don't Know

	STRONGLY AGREE	AGREE	NEITHER AGREE/DISAGREE	DISAGREE	STRONGLY DISAGREE	NOT SURE/DON'T KNOW	TOTAL
The Missoula County Zoning Regulations are successful in implementing the vision of the County's Growth Policy and recently adopted Future Land Use Map.	0.00% 0	15.00% 3	25.00% 5	35.00% 7	20.00% 4	5.00% 1	20
The Missoula County Zoning Regulations are adaptable to site-specific conditions and changing industry standards.	0.00% 0	15.00% 3	15.00% 3	35.00% 7	15.00% 3	20.00% 4	20
The Missoula County Zoning Regulations are successful in implementing the vision of the County's neighborhood plans.	0.00% 0	15.00% 3	35.00% 7	35.00% 7	5.00% 1	10.00% 2	20
The existing standards are clear enough to produce predictable results and reduce uncertainty for developers and citizens.	0.00% 0	15.00% 3	20.00% 4	40.00% 8	10.00% 2	15.00% 3	20
The zoning regulations are easy to use and clearly understandable to those who use them most.	0.00% 0	15.00% 3	20.00% 4	40.00% 8	15.00% 3	10.00% 2	20
The zoning regulations are consistently applied to similar parcels of land and applicants.	0.00% 0	45.00% 9	30.00% 6	10.00% 2	5.00% 1	10.00% 2	20
Conflicts or misunderstandings due to the language within the zoning regulations rarely arise in my role.	10.00% 2	20.00% 4	35.00% 7	20.00% 4	5.00% 1	10.00% 2	20

Q15 The Missoula County Zoning Regulations represent (choose one):

Answered: 20 Skipped: 0



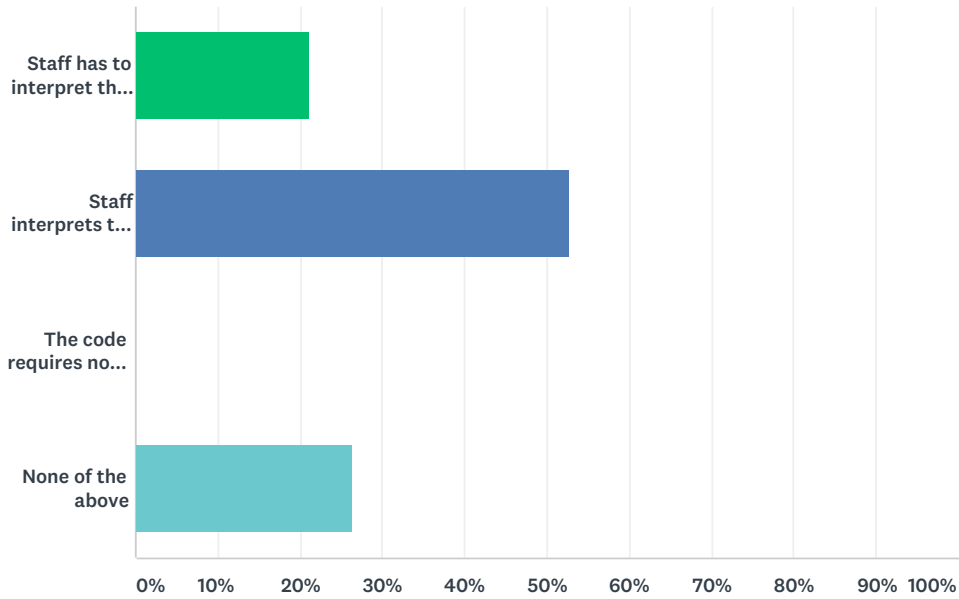
ANSWER CHOICES	RESPONSES	
An appropriate level of regulation by the County	35.00%	7
Too little regulation by the County (please explain below)	45.00%	9
Too much regulation by the County (please explain below)	0.00%	0
No opinion	20.00%	4
TOTAL		20

If you responded “too much” or “too little” regulation, please explain and tell us how the regulations go too far or where regulation doesn’t go far enough.

1. Too much regulation in some instances - over focus on intensity, use and some space and bulk requirements, and too little regulation in other cases e.g. design, environmental protection, etc.
2. They provide good guidance in the citizen initiated zoning districts, but almost no guidance outside of those areas. We need more comprehensive zoning that envisions and regulates the growth that Missoula County will experience in the next 100 years.
3. I should clarify that I think the current zoning code has the WRONG kind of regulation. The code does not do enough to ensure that development patterns, particularly in the areas surrounding the City of Missoula, adequately address their cumulative impacts. This applies to infrastructure (sewer, water, roads, trails) as well as services. Zoning and other County regulations should do more to internalize the true cost of development, as well as incentivize development that significantly moves us toward our regional goals.
4. The growth policy contains clear goals related to reducing our contribution to climate change and building resiliency by preparing for the impacts of climate change (e.g. more frequent and intense wildfire and flooding). I believe that additional regulation will be required to address these goals in a meaningful way.
5. The regulations do not go far enough in assuring affordability.
6. The current regulations do nothing to promote or require good design or follow best planning practices related to form and use.

Q16 In your experience with the County zoning regulations, how often are interpretations made by County staff? Choose the most appropriate answer.

Answered: 19 Skipped: 1



ANSWER CHOICES	RESPONSES	
Staff has to interpret the code too much	21.05%	4
Staff interprets the code a reasonable amount	52.63%	10
The code requires no interpretation	0.00%	0
None of the above	26.32%	5
TOTAL		19

If you answered "too much", please explain:

1. Too many uses were unanticipated, have to recall too many past interpretations in order to be consistent and fair.
2. The use descriptions are so out of date, that staff consistently has to make interpretations to make things work.

Q17 What part of the County zoning regulations is most often in need of interpretation or case-by-case consideration of a standard or guideline?

Answered: 13 Skipped: 7

1. Not sure - seems like we are constantly determining whether or not certain uses are permitted
2. Townhomes and condos
3. Not familiar enough with code implementation in my role.
4. Compliance
5. Don't know
6. Uses or buildings that aren't defined.
7. Unsure
8. Sec 8.22 - this very vague definition makes it hard for us MCPW to determine whether someone needs a Zoning Compliance permit, especially since we aren't the experts on it, as we are building staff.
9. Chapter 3. Section C, #7- don't need an LZ if zoned, but they do if its unzoned. Hard to explain and justify to the public.
10. All of it. That is why folks have to go talk to the Zoning Officer, it is always interpretation.
11. No opinion
12. Interpreting what is considered a dwelling unit and how much County staff will allow for it to be considered not a second dwelling unit.
13. Use definitions

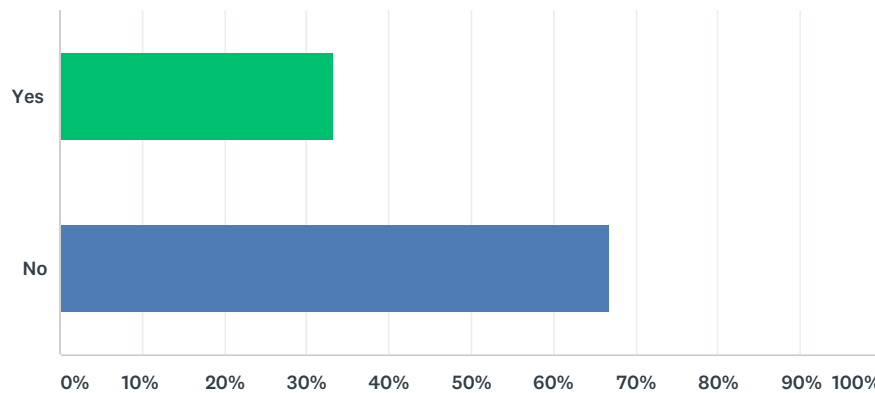
Q18 Please list the most significant sections or topics in the County zoning regulations that, in your experience, cause conflicts or misunderstandings and explain why.

Answered: 14 Skipped: 6

1. What uses are permitted, plus having the lead permitting department (building) interpreting zoning regs.
2. Not applicable
3. Not sure what causes the most conflicts or misunderstandings.
4. N/A
5. Additional dwelling units or trailer on a property.
6. Lack of compliance with county regulations.
7. Nonconforming chapter; some applications of Chapters 3 and 4.
8. Signs - an average reader cannot understand the language. and Section 8.22, what is "changed"? Define better.
9. Residential zoning with industrial right next door. Gravel pits, lumber yards, industrial processes next to residential is not really compatible if possible to avoid.
10. Unsure
11. How setbacks are measured (is it from property lines, center of road way, or right-of-way line?) What property is zoned? If I don't need a building permit, why do I need a zoning permit?
12. The non-conforming section is incredibly difficult to understand and interpret, the sign regulations are hard to read and comprehend, and that we do not have uses that aren't current today that fit within the zoning so we are required to make interpretations on those uses.
13. How they agree with City zoning regulations.
14. Use definitions. They are too old. They don't reflect uses of today.

Q19 Are current design standards and practices (for example: pyramidal zoning, special use districts) doing enough to preserve the integrity of existing and future development in the County?

Answered: 15 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	33.33%	5
No	66.67%	10
TOTAL		15

If you answered no, please tell us why:

1. Not enough focus on design - encouraging good design, mitigating impacts of uses or mixes of uses, mitigating impacts of development on the environment and protecting public health and safety such as certain design considerations to address wildfire or flooding hazards
2. They are not comprehensive and have a very limited area of effect.
3. Not enough flexibility to adapt to changing trends. Less need for separation of uses, more need for higher density, mixed use, and proximity of housing to services.
4. The 2017 fixes were an improvement, but the essential code remained the same.
5. Affordability...
6. There should be some more flexibility built in to allow response to changing circumstances over time.
7. Current zoning is not flexible enough to allow for future development in areas where infrastructure is already prepped and ready to go.
8. I think it is obvious, there is no control over form.

Q20 Do you have any other thoughts or suggestions for improvements to the Missoula County Zoning Regulations that you would like to share?

Answered: 7 Skipped: 13

1. Make it easy for people to develop in a way that is acceptable to the community
2. We need to think more about the form and efficiency of our development. How do we ensure efficient use of land (higher densities) and promote mixed uses? How do we minimize impacts of development on our infrastructure and services? Can we internalize the real costs of development, such as impacts to traffic, or other services?
3. They need more permitting help in the office!!!
4. I actually like a sparse code that covers a wider geographic area. We need a code that is responsive to the needs of this time and place. We have a code that addresses outmoded construction techniques and use types.
5. Yearly updates to the code would allow a static type of code to keep up with changing community over time.
6. Yes, please align common language, and talk to Title 12, Title 50 and 76. It would be nice if we all called something the same thing and regulated it with each other in mind.
7. I think the most important thing the zoning should do is implement the land use map and element.

