

Development Applicant Survey Results

Zoning Ordinance & Map Update Project

September 2023

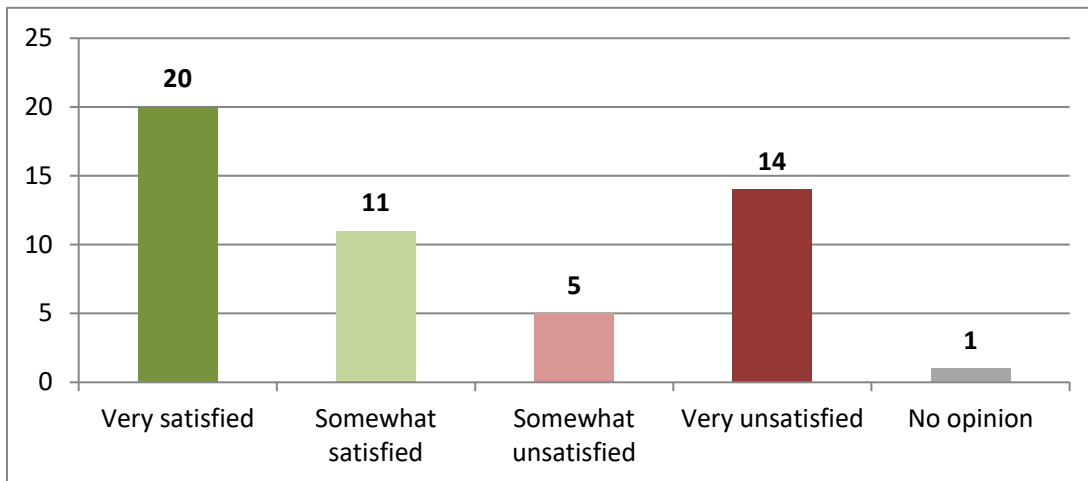


In June and July 2023, the Village surveyed zoning approval applicants and their representatives. The purpose was to understand their experiences and where they thought improvements could be made. The survey was conducted using an email invitation and Survey Monkey—an internet survey tool. This development applicant survey elicited 51 responses from about 150 persons sent an email to complete the survey.

Question 1: With what Village of Maple Bluff board or committee did you meet to obtain action on your building or site improvements(s)? Check all that apply.

- 50 respondents (98%) stated they met with the Building Board.
- 5 respondents (10%) stated they met with the Plan Commission.
- 5 respondents (10%) stated they met with the Zoning Board of Appeals.
- 3 respondents (6%) stated they met with the Village Board of Trustees.

Question 2: Which of the following best reflects your experience working through the Village PROCESS to review your building or site improvement(s), including the steps of the process and your meeting experience?

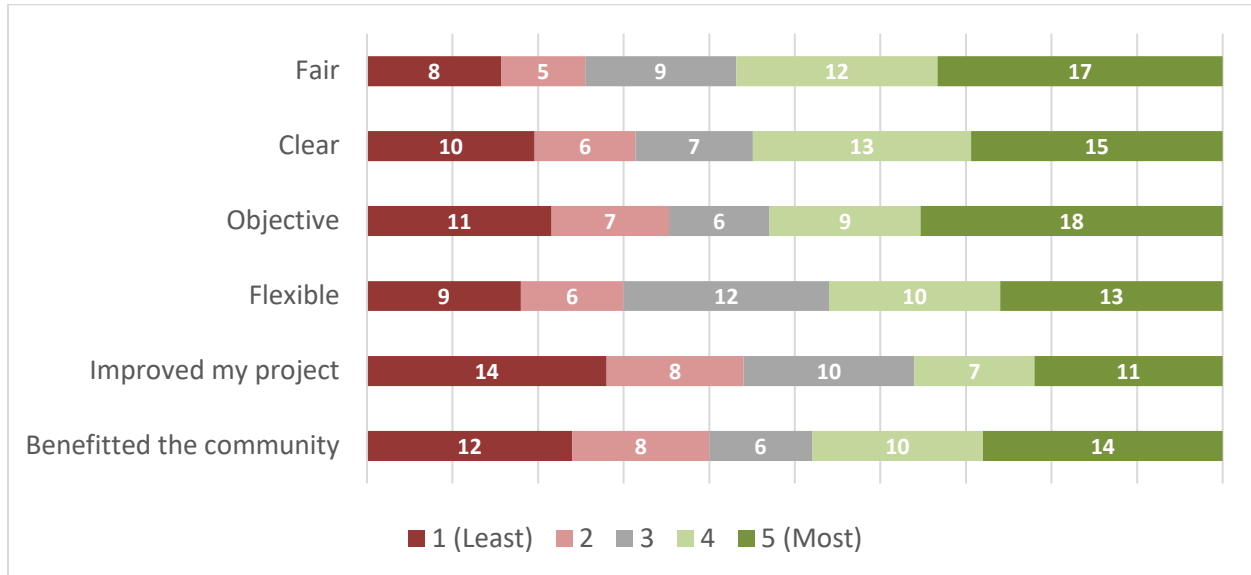


Question 3: If you answered “somewhat unsatisfied” or “very unsatisfied”, please share the reasons for your dissatisfaction?

The following summarizes the three most common concerns:

- Building Board's decisions are often subjective, influenced by preferences rather than objective criteria or Village ordinances.
- Some Board members lack experience in real estate processes and approvals, leading to inconsistent and sometimes challenging interactions for applicants.
- The approval process is unclear, with difficulties in finding requirements and attachments, causing frustration and inefficiencies for those seeking approvals.

Question 4: On a scale of 1 to 5, with 1 being the least and 5 being the most, please rate the following aspects of the Village’s REGULATIONS (zoning standards) that affected the building or site improvements for which you required Village committee or board approval.



Question 5: Please share any other experience with your Village review process, associated regulations, or any other zoning-related matter that may help the Village as it updates its zoning ordinance.

The following summarizes the most common responses:

- Advocacy for less community input/process for projects that meet ordinance standards.
- Clear, objective regulations should be brought forward and consistently applied.
- More education and transparency for homeowners regarding the Building Board process and regulations.
- Additional concerns raised about subjective and inconsistent decision-making by the Building Board, including suggestions to reform or replace that Board.