Summary Engagement Report

Retool Gaithersburg

Zoning Code Update Project
October 9th, 2023

ZONECO⁑

1. Overview

As part of the Retool Gaithersburg effort, the project team, including ZoneCo and the City project team, organized several engagement events and activities. A multi-pronged approach was taken to give a variety of opportunities for feedback and conversation. The sections below provide a summary of these engagement efforts.

2. Public Kick-off Meeting Virtual Presentation

As part of the project kick-off activities, two meetings were held at two separate times on February 23rd to introduce the community to the Retool Gaithersburg project. The meeting was advertised through an email listserv/email blast and the project website. We communicated the following information at that meeting:

- What exactly is the Retool Gaithersburg project?
- Introduction to the project team
- The timeline of the project
- How to communicate with the team and how to access information on the project's website, which will be a repository for information and deliverables throughout the project
- Where there will be public engagement and opportunities to give public input
- The goals of the project
- What types of policy are covered under the zoning code, and what are not
- What are the next steps?

There was a lengthy question and answer period at the end of the meeting whereby the community was free to ask questions of the consultant team in real-time

3. Website, Surveys, and Dedicated Email Address

Website. It was important to the project team that the website act as a simple, informative, comprehensive, attractive tool for the community to use for updates on the project, learn about zoning, access information, and find out how to get involved. It provides a consistent means to receive input and for community members to track progress at any given moment. The project website www.retoolgaithersburg.com contains the following pages:

- Homepage
- Project Updates
- Get Involved
- Zoning Tools
- FAQ

Emails. Only a few emails have been received so far at the project's dedicated email address, but it is common for email flow to increase as the public responds to drafts of the code or more tangible deliverables (in contrast to the Diagnostic Report, for example). Emails received are included in the appendices of the report.

Surveys. The team released three surveys to better understand community perspectives related to the zoning code's usability, development standards that are most important to them and their neighborhoods, and what aspects of use regulation are most important to them. The number of respondents for each survey varied between 42 and 65 respondents per survey. Below, see high level summary of findings.

The full survey results are included in the appendices of the report.

Uses

Respondents were asked to list whether they had "no concerns", "some concerns", or "major concerns" about a list of uses that are often divisive. The uses that raised major concerns to the greatest degree were:

1. Firearm sales
2. Adult-oriented businesses
3. Check cashing services

Of those uses, when asked what type of restrictions should be placed on them, the most common response was "limits on the location of establishments relative to other uses."

Development Standards

Respondents were asked which development standards they feel are most important to regulate, in order. The most popular responses were:

1. Density
2. Lot coverage
3. Open space

Respondents were then asked follow-up questions, where they listed their preference for the application of side yard setbacks, open space, floor area ratio, and restrictiveness of development standards.

Zoning Code Overview

Respondents were asked how they use Gaithersburg's zoning code, if at all. The top responses were:

1. Researched permitted uses in a specific zone
2. Researched parking requirements
3. I have never used the Zoning Code

There were several follow-up questions, where respondents answered questions about their experience using the Zoning Code, navigating use permissions, navigating dimensional standards, and the types of revisions that would make the code easier to understand.

4. Public Virtual Presentation of Diagnostic Report

The Diagnostic Report was an exhaustive review of the existing zoning code through the lens the Strategic Plan and public/Steering Committee feedback regarding the code. The Diagnostic Report was completed and went through several rounds of revisions in the late winter and early spring of 2023. Upon completion of the draft Diagnostic Report, it was presented to the public through two public virtual meetings on June 1st. The report was posted on the website in

advance so that residents could review it. After the findings of the report were presented and summarized in the presentation, there was a question-and-answer period whereby the public could ask questions and provide feedback. The project team fielded several questions. The revised, final report was subsequently posted on the project website and the public was encouraged to review the report to understand its findings and recommendations.

5. Focus Groups

The project team organized several focus groups, which aimed to gather feedback from groups/individuals that have varied and applied perspectives on the zoning code. Valuable insight related to experiences with the built environment, zoning standards, public planning approvals process, and business activities in Gaithersburg were gathered. The dates and invitees for each focus group are listed below.

1. January 31: Land Use Attorneys
2. July 19: Retail Property Owners / Business Owners
3. July 20: Commercial Property Owners
4. July 31: Open Invitation Discussion
5. August 8 & 31: Residential Developers
6. September 26: Residents

Detailed notes were taken during each focus group, which are available in full within the appendices.

6. Meeting with Community Leaders

On September 28th, 2023 the first of several meetings with community leaders was held at the Casey Community Center. The goal was to ask community leaders how we could best get input into the zoning code from their organizations, members, or clients. The conversation started with a presentation then there was open conversation. Below is what we learned:

- **Presentation of Information.** Information about the code update project should be presented differently to community members. There should be a clear indication of what issues are trying to be solved within the zoning code when communicating. We should communicate that a portion of the problems to be solved are within the document itself in terms of usability, consistency, clarity, and usability. The other issues/problems to solve relate more to the content of the code and ensuring that the standards and processes are achieving desired outcomes. We need to also ensure that as many materials as possible are translated into multiple languages.
- **Collecting Feedback within Organization.** Organization leaders were open to receiving frameworks for prompts, activities, or feedback forms whereby they could coordinate with the organization broadly to assist with getting feedback. It needs to be as clear as possible what we are asking of them.
- **Clear input into Process.** They were appreciative of the opportunity to be involved but wanted to ensure that their feedback would be meaningfully integrated into the project.
- **Clear Timeline for Engagement.** The project team is creating a timeline/schedule for input from community organizations so that there is clarity around target dates for receiving feedback.

Issues that the organizations/attendees were concerned with covered a broad range of topics like housing, small business support, supportive/emergency shelter, sustainability/resiliency, tenant rights/engagement, food desserts, and mobility.

7. Bi-Weekly Steering Committee Meetings

Since the project began, the project team has met with a steering committee comprised of several departments on a bi-weekly basis. This group has provided guidance for all deliverables and engagement. Their input is multi-faceted and multi-disciplinary. Discussion represents various facets of government functioning.   Officials are present from various divisions within Community, Neighborhood & Housing Services and Planning & Code Administration departments.

FOCUS GROUP NOTES

Stakeholder Meeting: Land Use Attorneys

MEETING DATE: January 13th, 2023

NOTES

1. **Stuart Barr**

   - Location: Bethesda

   - Active in development work in Montgomery County, Rockville, and Gaithersburg

   - Active with the Chamber of Commerce

2. **Scott Wallace**

   - Practices in Montgomery County

3. **Matt Gordon**

   - Works with Selzer Gervich

   - Active in Montgomery County and other jurisdictions

4. **Phillip Hummel**

   - Works with Scott Wallace

   - Positive experiences with City of Gaithersburg

   - Importance of keeping up with other documents (e.g., building code)

5. **Nancy Regelin**

   - Land use attorney at Schullman Rogers in Rockville

   - Emphasizes alignment with the City's strategic plan

   - Importance of clarity in approval processes and validity dates

Key Themes and Recommendations

1. **Code Organization and Clarity**

   - Simplify and streamline the organization of the zoning code.

   - Ensure clear definitions and processes for different zones and applications.

2. **Community Engagement**

   - Consider public engagement requirements similar to other jurisdictions.

   - Explore virtual community engagement options.

3. **Parking and Density Standards**

   - Update parking standards, particularly for life sciences.

- Establish uniform density calculation standards.

4. **Grandfathering and Transitioning**

   - Clarify grandfathering rules and non-conforming alterations.

   - Allow projects approved under old code to use new code.

5. **Review and Remove Redundancies**

   - Review and edit findings to eliminate redundancies.

   - Identify opportunities for consolidating processes.

6. **Floating Zones**

   - Revisit the MXD zone definition.

   - Explore non-residential floating zones and mixed-use options.

7. **Process Efficiency**

   - Streamline the approval process with clear timeframes.

   - Define major and minor amendments clearly.

8. **Flexible Approaches**

   - Consider flexible zoning approaches, especially for creative solutions.

9. **Learning from Other Municipalities**

   - Prioritize clarity and avoid unnecessary complexity.

   - Learn from the experiences of other municipalities.

10. **Zoning Ordinance Triage**

    - Focus on improving zoning zones and processes.

    - Maintain robust community engagement.

11. **Competitive Advantage**

    - Preserve the zoning ordinance's competitive advantage.

12. **Future Input**

    - Encourage ongoing communication with stakeholders for any proposed changes to the ordinance.

Title: Commercial Developer Focus Group

Date: 07-19-2023

Location: Gaithersburg, MD

Attendees:

- Greg Mann

- Heather Madison

- Dan Figueroa (Caller 02)

- Larry (No Last Name Provided)

- John Schlichting

- Anna Myers

- Rob Robinson

- Jocelyn Gibson

- Graham with Selzer Gurvitch

- Sharon Disque

- Dennis Enslinger

- Christine McGuirl – FRIT

- Kevin Rogers

- Mike Magruder

- Bill Magruder

- Terry (Caller 01)

Discussion Topics:

1. **Introduction and Affiliation:**

    - Attendees introduced themselves and their affiliations.

    - Notable participants: WRS/Lake Forest, Federal Realty, Peterson Companies, Rappaport, Magruder Companies, Heritage Partners.

2. **Zoning and Use Modernization:**

    - Challenges in defining and accommodating evolving uses.

    - Examples of tutoring services and medical facilities facing zoning hurdles.

    - Desire for updated definitions and flexibility in uses.

3. **Expansion of Commercial Zones (C-2):**

   - Discussion on expanding C-2 zone uses to include office and light manufacturing.

   - Consideration of balancing retail with non-retail uses.

4. **Drive-Throughs and Delivery Services:**

   - Changing dynamics of drive-throughs for grocery stores and delivery services.

   - Need for zoning code updates to accommodate modern retail trends.

   - Discussion on creating flexible guidelines for drive-throughs.

5. **Parking Requirements:**

   - Concerns about parking studies and the desire for clear, up-front rules.

   - Adapting parking ratios to accommodate evolving retail models.

   - Consideration of electric vehicle (EV) charging infrastructure.

6. **Operational Flexibility:**

   - Importance of flexibility to meet operational needs for a healthy retail center.

   - Discussion on defining operational requirements and offering incentives for flexibility.

7. **Extended Stay Hotels in MXD Zones:**

   - Concerns about prohibiting extended stay hotels in mixed-use zones.

   - Need for clarity in the definition of "extended stay."

8. **Adaptive Retail Models:**

   - Exploration of mobile or temporary retail uses.

   - Experience with different retail models.

9. **Comparison with Other Jurisdictions:**

   - Comparisons with zoning regulations in other communities.

   - Insights into parking and land use policies elsewhere.

10. **EV Charging Infrastructure:**

    - Discussion on the need for EV charging infrastructure.

    - Different viewpoints on mandating vs. incentivizing EV charging.

    - Consideration of making sites "EV ready."

Title: Commercial Property Owners Stakeholder Meeting

Date: July 20, 2023

Location: Gaithersburg, MD

Attendees:

1. Brian Morris - Manhattan Companies

2. Matt Brady - Scheer Partners

3. John Lin - Capstock

4. Robert

5. Andy C

Discussion Topics:

1. Uses and Zoning:

- Discussion about accommodating various uses:

    - EV charging and parking standards

    - Scientific research and manufacturing with animal facilities and their restrictions

- Suggested action: Define and expand use categories with flexibility.

2. Adaptive Reuse:

- Challenges and opportunities in converting structures.

- Mention of a project in VA as an example.

- Suggested action: Encourage adaptive reuse when possible.

3. Parking Standards:

- Debate on existing parking ratios and their relevance.

- The need for flexibility in parking requirements.

- Discussion about differing requirements for adaptive reuse.

- Suggested action: Evaluate parking standards to align with diverse uses.

4. Pickup/Dropoff Spaces:

- Discussion on the business model of tenants and parking needs.

- Mention of dedicated spaces for deliveries.

- Suggested action: Consider dedicated spaces for pickup/dropoff.

5. Approvals Process:

- Discussion on shortening the site plan approval process.

- Mention of a potential minor amendment process.

- Suggested action: Streamline the site plan approval process.

6. Dimensional Questions:

- Discussion on realistic building heights and setbacks.

- Consideration of open green areas and employee amenities.

- Exploration of synergistic uses with employment uses.

- Suggested action: Update zoning regulations for future flexibility.

7. Outdoor Storage:

- Discussion on outdoor storage needs for life science and industrial tenants.

- Mention of difficulties in getting approvals for certain uses.

- Suggested action: Review and update definitions related to outdoor storage.

Title: Open Invitation Focus Group Meeting

Date: July 31, 2023

Location: Gaithersburg, MD

Attendees:

Gaithersburg Team:

- Gregory Mann

- Sharon Disque

- Rob Robinson

- John Schlichting

- Anna Scott Myers

Focus Group Invitees:

- Dave (Property owner in Olde Towne)

- Brett O'Connor (Property owner in Olde Towne)

- Chris Wallis

- Mady (Everyday Canvassing)

ZoneCo Team:

- Jocelyn Gibson

- Christopher Myers

Discussion Highlights:

1. **Definition of "Structure":**

   - Broad definition of "structure" includes fences and signs.

   - Debate over whether a fence should be considered a structure.

   - Consideration of distinguishing elements such as roofing for structures.

2. **Olde Towne Concerns:**

   - Request for permitting tattoo parlors in the Central Business District (CBD) zone.

   - Discussion of zoning code changes in 2018 affecting grandfathered buildings.

   - Concerns about high fees for special exceptions and the need for clarity in the zoning code.

3. **Community Input and Concerns:**

- Encouragement for community members to express concerns and suggestions.

- Request for clarity in zoning code language regarding permitted and prohibited uses.

- Discussion of tenant advocacy and concerns related to property conditions, rent, and enforcement.

4. **Engaging the Community:**

- Suggested methods for reaching out to a diverse community, including culturally competent approaches.

- Recommendations for building trust and providing incentives for community involvement.

5. **Challenges with Grandfathered Clauses:**

- Surprise and concern over the removal of grandfathering clauses in zoning regulations.

Title: Residential Developers Focus Group Meeting

Date: August 8, 2023

Location: Gaithersburg, MD

Attendees:

- Matt (Developer and Gaithersburg Planning Commission)
- David Jacques (VP, Easer Homes)
- Mark Coletta (Aventon Companies)
- Ross Osterander (Pleasants Development)
- Luis Gonzalez (Director of Engineering, EYA)

Discussion Topics:

1. **Mandatory Amenities:**

   - Trend of working from home and the need for remote workspaces.
   - The importance of amenities for pets, such as pet spas.
   - Enhanced bike rooms and larger package rooms.
   - Fitness centers as a common amenity.

2. **Open Space Challenges:**

   - Balancing density requirements with open space and stormwater management.
   - The potential for combining usable open space with stormwater management.

3. **Parking Standards:**

   - Challenges in providing parking spaces and changing parking preferences.
   - Proximity to transit and demographics influencing parking usage.
   - Discussion on structured parking for multifamily housing.

4. **Ground Floor Uses:**

   - Reevaluating ground floor retail requirements in apartment complexes.
   - Suggesting flexibility in ground floor uses, such as fitness, remote workspaces, and pet spas.
   - Consideration of live/work spaces.

5. **Electric Vehicle (EV) Charging:**

   - Market-driven approach to EV charging, avoiding codification.

- Challenges related to EV infrastructure and transformer demand.

- Incorporating EV charging into residential developments.

- Embracing solar energy and Tesla roofs.

6. **Residential Development Trends:**

- The impact of working from home on residential design.

- Future-proofing developments to adapt to market shifts.

7. **Senior Housing and Public Realm:**

- Focus on the public realm and the first 20 feet of buildings.

- Retrofitting townhomes for live/work spaces.

Title: Residential Developer Part II Meeting

Date: August 31, 2023

Location: Gaithersburg, MD

Attendees:

- Mark Coletta

- Matt Hopkins

- Ross Ostrander

Discussion Topics:

1. **Typical Unit Sizes:**

    - Unit sizes vary widely, with a focus on urban infill.

    - Efficiency in higher-end projects often requires at least 200 units.

    - Sweet spot for developments is typically 300-320 units with an average of 850-1000 sq. ft. per unit.

2. **Promoting Smaller Format Housing:**

    - Smaller format housing (3-4 units) can attract smaller businesses/developers.

    - Challenges include a lack of innovative "missing middle" housing types and limited comparable projects.

    - Construction costs for 4-story and below buildings are similar.

    - Higher interest locations may be more receptive to atypical housing types.

3. **Incentive Zoning:**

    - Developers are open to incentive zoning, especially considering mall redevelopment.

    - FAR for lot size consolidation is seen as a good start.

    - Simplicity and predictability in zoning regulations are crucial.

4. **Flexibility vs. Certainty:**

    - Flexibility in zoning regulations is preferred over strict Euclidean zoning.

    - General height and FAR guidelines are supported, with other parameters remaining flexible.

    - Flexibility between commercial and residential zones is desired.

5. **Unreasonable Zoning Standards:**

    - Concerns about mid-density zoning and proffers.

- FAR may be a suitable tool for Gaithersburg.

- Suggestions to be more aggressive in reducing parking requirements.

6. **Additional Comments:**

- Concerns about LEED lower classifications and their value.

- Caution against over-retailing and the added cost it can bring.

- Discussion on parking code issues and the need for flexibility.

- Lenders may require justification for parking rate waivers.

- Considerations for waiver findings: walkable areas, proximity to services, LEED metrics.

- Reference to Fairfax County's parking code as a potential model.

- Permit fees in the City versus County.

- Want mixed-use buildings, but lower floor retail might not be successful and end up being vacant.

Equity Breakfast Notes 9/28/2023

- Questions:
    - How much can we influence zoning?
    - What is the process for this effort and where are you currently in the process?
    - What were the challenges and deficiencies identified in the current Code?
    - How will this apply to existing projects/developments?
    - How will this fit in with Montgomery County and Montgomery Village?
    - What does the City see as the big issues with our Code now?
    - Will this lead to any changes to the MPDU program?
    - What is the "ask"? What types of input/feedback do you need from us and our clients?
- Comments:
    - Some families make money by selling their own goods, where can they do that?
        - Could potentially be addressed through the allowance of pop-up shops, mobile and street vending.
    - We need more affordable housing and more housing types such as duplex, triplex. The renting of individual rooms poses safety concerns.
    - Many would like to operate a business out of their home but may have difficulty getting approval. Home-based businesses are a low-cost way to start a business.
    - We need safe, walkable spaces; there have been too many pedestrian deaths.
    - The City should make information available in other languages and make it culturally relevant.
    - Many families struggle with food insecurity; for instance, there are no healthy food options (grocery stores) walking distance around Gaithersburg High School.
        - Potential to allow community gardens.
    - It would be helpful for the City to list out the specific needs they are trying to address with this effort in order to elicit feedback; perhaps separate it into different categories such as "housing", "food", "jobs".
    - We need to increase the supply of housing, allow greater density and height; consider allowing more units on single properties (like they are doing in Arlington).
    - Flexibility in development requirements is important.
    - The housing crisis is getting worse and something major needs to change. We have families whose housing cost burden is 50%-75%-they must rely on other support services like food kitchens because almost all of their income is going towards housing; some families do not have access to housing choice vouchers.
    - "Community character" too often focuses on the visual aspect, we need to focus more on "community".
        - How can the City create community centers or "15 minute communities" where residents can walk, bike, or take transit to get anything they need within 15 minutes.
    - One strategy used elsewhere was changing "required parking" to "recommended parking" which made a big impact and opened up development to more creativity.
    - The City should maintain a "people-centered" approach.
    - Concerns with safety walking to school.

- There is a need for emergency shelters; Rockville has Stepping Stones-Gaithersburg doesn't have anything like that where people can get information and access to all resources in one place.
    - Some homeowners will volunteer to house victims in need of safe shelter (like safe houses); how can zoning allow that?
- We have day laborers who need safe places to gather, can zoning allow that?
- The Code needs to be more accessible-help us learn how to read Code.
- The communities we serve need to be included in a way that is authentic.
- We (those in attendance) need to talk to our clients/families we serve to ask them how zoning affects them-this is a conversation we've never had with them before.
- Explaining the difference between zoning and the master plan would be helpful.
- The City should use all methods of communication when trying to engage the community, and have both virtual and in-person meetings; Those in attendance can distribute information and materials to their clients- for instance, the City could put together activities for their clients to do to elicit feedback as long as it is in simple language that would be understandable/relevant to them.

SURVEY RESULTS

Retool Gaithersburg Survey-Zoning Code

Project Engagement

VIEWS	PARTICIPANTS	RESPONSES	COMMENTS
203	89	604	7

1. How have you used Gaithersburg's Zoning Code? Select all that apply.

40%	Researched permitted uses in a specific zone	33 ✓
35%	Researched parking requirements	29 ✓
35%	I have never used the Zoning Code	29 ✓
28%	Researched procedures for making changes to my property	23 ✓
26%	Researched signage requirements	21 ✓
24%	Researched development standards for my home (e.g. yard setbacks, lot coverage, fence height, etc.)	20 ✓
20%	Researched development standards for my commercial property (e.g. height, setbacks, etc.)	16 ✓
10%	Other	8 ✓

82 Respondents

2. If you have used the Zoning Code, which best describes your experience understanding it?

- 45% Average-after reviewing it a few times, I understood the Zoning Code
- 36% I have never used the Zoning Code
- 11% Difficult to understand-I depended on staff to explain the Zoning Code
- 8% Easy to understand

85 respondents

Sec. 24-136. - Uses permitted by right.

The following uses are permitted by right in the I-1 Zone:

A. OFFICE AND RESEARCH USES:

    (1) Clinic, medical or dental.

    (2) General office.

    (3) Research, experimental or testing laboratories.

B. CULTURAL, ENTERTAINMENT AND RECREATIONAL:

    (1) Health clubs.

    (2) Libraries, science or technical.

    (3) Place of religious worship.

    (4) Outdoor amusement and recreational facilities, carnivals and fairs.

A

USE OR USE GROUP	Definitions and Standards	Ag AR	Rural Residential R	Rural Residential RC	Rural Residential RNC	Residential Detached RE-2	Residential Detached RE-2C	Residential Detached RE-1	Residential Detached R-200	Residential Detached R-90	Residential Detached R-60	Residential Detached R-40	Residential Townhouse TLD	Residential Townhouse TMD	Residential Townhouse THD	Residential Multi-Unit R-30	Residential Multi-Unit R-20	Residential Multi-Unit R-10	Commercial/Residential CRN	Commercial/Residential CRT	Commercial/Residential CR	Employment GR	Employment NR	Employment LSC	Employment EOF	Industrial IL	Industrial IM	Industrial IH
Cultural Institution	3.4.3		L	L	P		P	P	P	P	P	P	P	P	P	P	P	P	L	P	P	P		P	P	P	P	
DAY CARE FACILITY	3.4.4																											
Family Day Care (Up to 8 Persons)	3.4.4.C	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
Group Day Care (9 - 12 Persons)	3.4.4.D	L	L	L	L	L	L	L	L	C	C	C	C	C	C	C	C	C	P	P	P	P	P	P	P	P	P	
Day Care Center (13 - 30 Persons)	3.4.4.E	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	P	P	P	P	P	P	P	P	P	
Day Care Center (Over 30 Persons)	3.4.4.F	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	L	L	P	P	P	P	P	P	P	
Educational Institution (Private)	3.4.5		C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	L	P	P	P	P	P	P	L	L	
Hospital	3.4.6					C	C	C	C	C	C	C	C	C	C	C	C	C		L	P	C		P	C	C	C	
Playground, Outdoor Area (Private)	3.4.7		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P			
Private Club, Service Organization	3.4.8	C	C	C	C	C		C	C	C	C	C	C	C	C	C	C	C	L	P	P	L		P	L	L	L	
Public Use (Except Utilities)	3.4.9	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
Religious Assembly	3.4.10	L	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
Swimming Pool (Community)	3.4.11		C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C				C		C				
COMMERCIAL																												
ANIMAL SERVICES	3.5.1																											
Animal Boarding and Care	3.5.1.B	C	C	C	C	C	C	C	C										C	C	C	L	C			L	L	
Veterinary Office/Hospital	3.5.1.C	C	C	C	C	C	C	C	C										L	L	L	L	L	L		L	L	
COMMUNICATION FACILITY	3.5.2																											
Cable Communications System	3.5.2.A	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	C	P	C	C	C	C
Media Broadcast Tower	3.5.2.B	C	C	C	C		C	C	C	C	C	C	C				C	C	C		C		L	C		C	C	P
Telecommunications Tower	3.5.2.C	L/C	L/C	L/C	C	C	C	C	C	C	C	C	C						L	L	L	L/C	L/C	L	L/C	L	L	L
EATING AND DRINKING	3.5.3																											
Country Inn	3.5.3.A		L/C	L/C		L/C		L/C	L/C																			
Restaurant	3.5.3.B																		L	P	P	P	P	P	P	L	L	
FUNERAL AND INTERMENT SERVICES	3.5.4																											
Cemetery	3.5.4.A	C	C	C	C	C																						
Crematory	3.5.4.B																											C
Funeral Home, Undertaker	3.5.4.C	C				C		C	C	C									L	L	P			C				
Landscape Contractor	3.5.5	C	C	C	C	C	C	C	C																		P	

Key: P = Permitted Use   L = Limited Use   C = Conditional Use   Blank Cell = Use Not Allowed

B

3. If you were to use the Zoning Code, which of the above options would make it easier to understand where different uses are permitted?

59 %   B. Permitted use table – a comprehensive table showing all zones and the permitted uses within each one

41 %   A. List of permitted uses- individual lists of permitted uses within each zone

68 respondents

The following yard requirements shall apply in the R-20 Zone:

(a) *Front.* Each front yard shall be a minimum of thirty (30) feet in depth.

(b) *Rear.* Each rear yard shall be a minimum of thirty (30) feet in depth, except no rear yard shall be required in the case of townhouses also attached in the rear of said units to the rear of other townhouse units.

(c) *Side.* Each side yard shall be a minimum of twenty (20) feet in depth, except that no side yard is required for any lot to be occupied by a townhouse, each of the side walls of which is to be a common wall with another townhouse.

(d) *Increase for height.* Notwithstanding the preceding requirements of this section, whenever a building exceeds thirty (30) feet in height, the required yard depths shall be increased one foot for each foot of building height over thirty (30) feet.
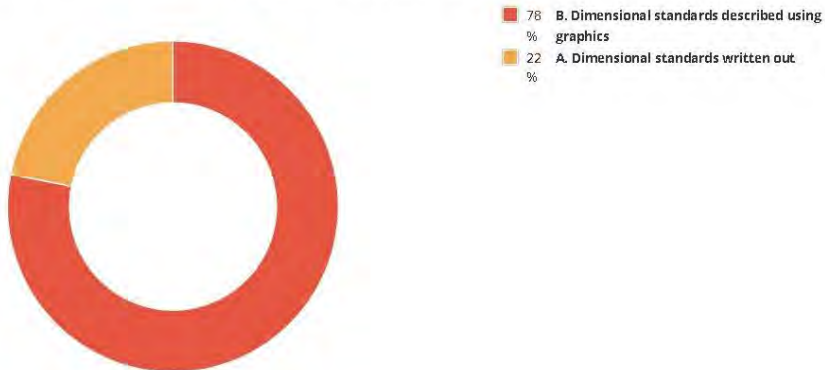
A

2. Placement

Principal Building Setbacks (min)	
Front setback	50'
Side street setback	50'
Side setback	20'
Rear setback	35'
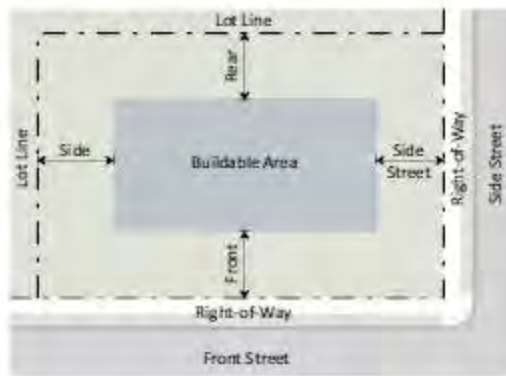
B

4. If you were to use the Zoning Code, which of the above options would make it easier to understand building dimensional standards?

78% B. Dimensional standards described using graphics

22% A. Dimensional standards written out

64 respondents

5. If you have used the Zoning Code, which of the following improvements would you like to see? Select all that apply.

42%	More tables and graphics	27 ✓
36%	Simpler language	23 ✓
34%	More definitions	22 ✓
28%	More intuitive organization	18 ✓
27%	I have never used the Zoning Code	17 ✓
17%	Less duplication	11 ✓

64 Respondents

6. How do you expect to use the Zoning Code in the future? Select all that apply.

55%	For educational purposes to better understand new development projects	36 ✓
42%	To research requirements for improvements to my home (e.g. additions, fences, etc.)	27 ✓
34%	To research requirements for my commercial property or business (e.g. signage, parking, uses allowed, etc.)	22 ✓
8%	I do not plan on using the Zoning Code in the future	5 ✓

65 Respondents

Retool Gaithersburg Survey-Development Standards

Project Engagement

VIEWS	PARTICIPANTS	RESPONSES	COMMENTS
106	52	440	0

1. Which of the following development standards is most important in regulating new development? Please rank in order of most important to least important.

|			
83%	Density- the maximum number of dwelling units allowed per acre	Rank: 2.84	38 ✓
72%	Lot coverage- the maximum area of a lot that can be covered in buildings or other structures with a roof (such as sheds, covered porches)	Rank: 3.03	33 ✓
76%	Open space- the minimum area of a lot that cannot contain buildings, roads, parking lots, driveways, or other structures like decks	Rank: 3.49	35 ✓
70%	Setbacks- the minimum distance a structure must be from the property boundary	Rank: 3.94	32 ✓
74%	Building height- the maximum height a building can be	Rank: 4.06	34 ✓
72%	Lot size- the minimum square footage or acreage a lot must be in order to build on it	Rank: 4.21	33 ✓
67%	Lot width- the minimum width a lot must be in order to build on it	Rank: 5.39	31 ✓

46 Respondents

A

B

C

2. The above images show examples of different side yard setbacks. Which of the above would you prefer?

27% C.
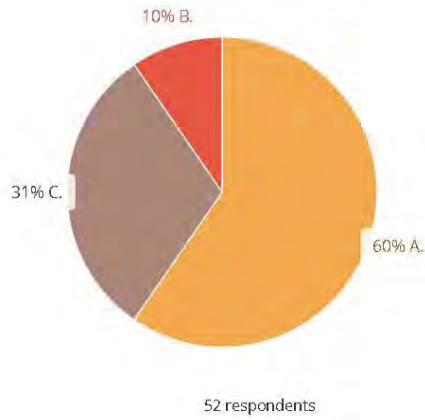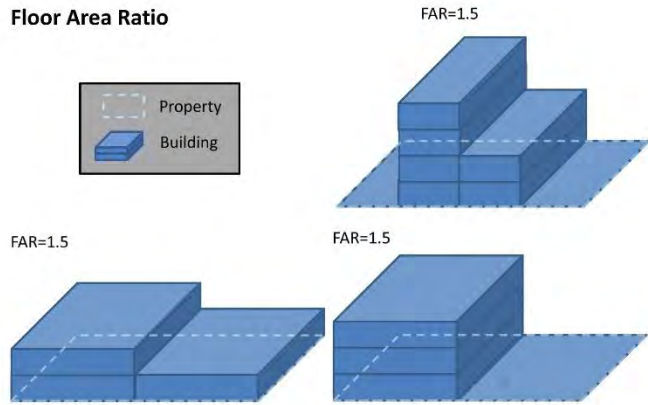
37% A.

35% B.

51 respondents
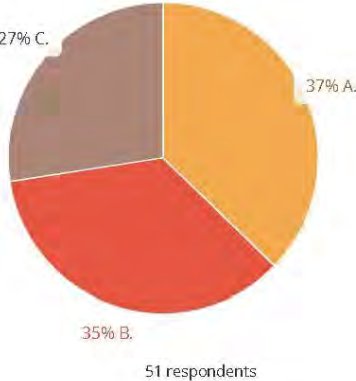
A

B

C

3. The above images show examples of different amounts of open space in commercial development. Which of the above would you prefer?

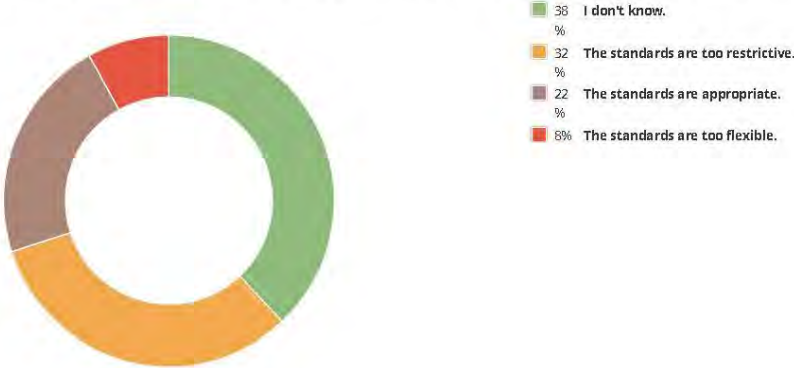

10% B.

31% C.

60% A.

52 respondents

Floor Area Ratio

FAR=1.5

Property
Building

FAR=1.5

FAR=1.5

4. Floor area ratio (FAR) is an alternative way to regulate development that is often used in place of the other standards defined above. FAR regulates the size of a building based on the size of the lot, and allows buildings to take many different forms, as seen in the graphic below. FAR is not used very widely in the City's Zoning Code. Is this something the City should explore using more?

45 %	Yes
29 %	I don't know.
25 %	No
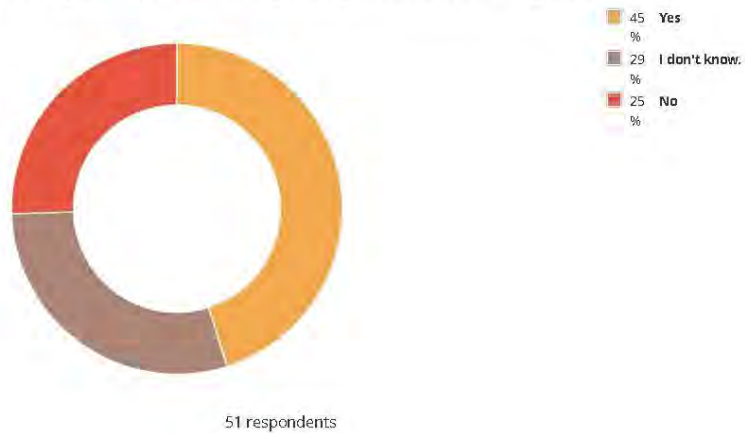
51 respondents

5. Overall, how would you characterize the building and development standards in the City's Zoning Code?

38%	I don't know.
32%	The standards are too restrictive.
22%	The standards are appropriate.
8%	The standards are too flexible.

50 respondents

Retool Gaithersburg Survey-Use Restrictions

Project Engagement

VIEWS	PARTICIPANTS	RESPONSES	COMMENTS
85	43	621	16

1. Please indicate your level of concern with allowing these uses in commercial areas:
-no concerns
-some concerns (e.g. they should be allowed, but with certain restrictions)
-major concerns

|	No concerns	Some concerns	Major concerns
Body modification services (tattooing, body piercing)	45% No concerns	36% Some concerns	19% Major concerns
Pawnshops	21% No concerns	40% Some concerns	38% Major concerns
Check cashing services	19% No concerns	36% Some concerns	45% Major concerns
Fortune-telling services	38% No concerns	24% Some concerns	38% Major concerns
Firearm sales	12% No concerns	16% Some concerns	72% Major concerns
Adult-oriented businesses	14% No concerns	33% Some concerns	52% Major concerns
Recreational marijuana sales	36% No concerns	38% Some concerns	26% Major concerns
Off track betting parlors or sports books	19% No concerns	38% Some concerns	43% Major concerns
Carwashes	53% No concerns	35% Some concerns	12% Major concerns
Gas fueling pumps (either stand-alone stations or associated with a store)	49% No concerns	40% Some concerns	12% Major concerns

43 respondents

2. If you think some of the above uses should have restrictions on them, which of the following restrictions should the City consider? Please select the option that you think is most important. *(Note: In the answer options below, body modification establishments are used as an example only.)*
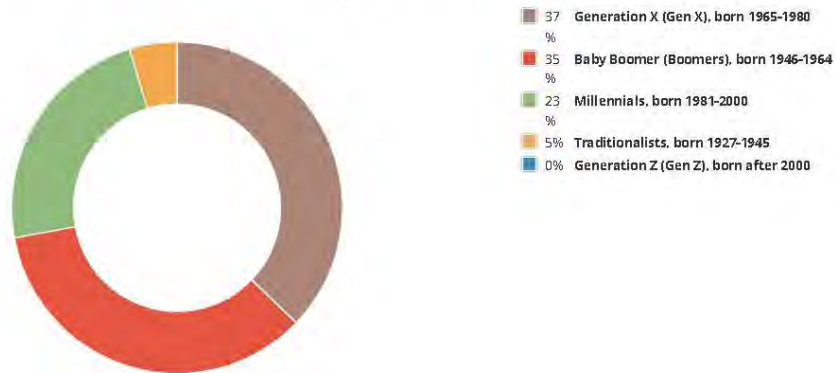
56%	**Limits on the location of establishments** relative to other uses (e.g. how far a body modification establishment must be from a residential use, a school, etc.)
22%	**Limits on the total number of establishments allowed in the City** (e.g. limits on the total number of body modification establishments in the City)
10%	**None of the above**
7%	**Limits on the concentration of establishments** (e.g. how far a body modification establishment must be from another body modification establishment)
5%	**Limits on the operating hours of establishments**

41 respondents

3. Are there any other uses that the City should consider placing restrictions on?

31% Yes

69% No
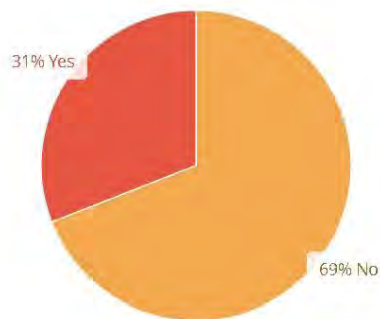
42 respondents

4. The City would like to know a little bit more about who is responding to the surveys. What is your age group?

37%	**Generation X (Gen X), born 1965–1980**
35%	**Baby Boomer (Boomers), born 1946–1964**
23%	**Millennials, born 1981–2000**
5%	**Traditionalists, born 1927–1945**
0%	**Generation Z (Gen Z), born after 2000**

43 respondents

5. What is your relationship to the City of Gaithersburg? Please select all that apply.

78%	I live in the City	32 ✓
39%	I own property in the City	16 ✓
32%	I work in the City	13 ✓
22%	I own a business in the City	9 ✓
5%	None of the above	2 ✓

41 Respondents