

# Madison County Survey [Edit](#)

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## Response Summary

Total Started Survey: 26  
Total Completed Survey: 26 (100%)

PAGE: BUSINESS SURVEY QUESTIONNAIRE

### 1. Please provide the name of your company and contact information.

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	Response Percent	Response Count
<b>Name:</b> <a href="#">Show Responses</a>	100.0%	26
<b>Company:</b> <a href="#">Show Responses</a>	100.0%	26
<b>Address:</b> <a href="#">Show Responses</a>	100.0%	26
<b>Address 2:</b> <a href="#">Show Responses</a>	11.5%	3
<b>City/Town:</b> <a href="#">Show Responses</a>	100.0%	26
<b>State:</b> <a href="#">Show Responses</a>	100.0%	26
<b>ZIP:</b> <a href="#">Show Responses</a>	100.0%	26
<b>Country:</b> <a href="#">Show Responses</a>	88.5%	23
<b>Email Address:</b> <a href="#">Show Responses</a>	84.6%	22
<b>Phone Number:</b> <a href="#">Show Responses</a>	92.3%	24
	answered question	26
	skipped question	0

### 2. Have you started, expanded, or moved a business in Madison County in the past 5 years?

[Create Chart](#) [Download](#)

	Response Percent	Response Count
Yes	52.0%	13
No	48.0%	12
	answered question	25
	skipped question	1

**3. On a scale of 1-5, how would you rate the assistance you received from the county zoning office? 1(poor), 5 (excellent)**

Create Chart Download

	Response Percent	Response Count
0 Not applicable	58.3%	14
1	8.3%	2
2	0.0%	0
3	12.5%	3
4	12.5%	3
5	8.3%	2
Other (please specify)		3
<a href="#">Hide Responses</a>		
1. We were starting a tourist lodge and were told to stop due to zoning restrictions that we were unaware of	Thu, Oct 28, 2010 5:25 PM	<a href="#">Find...</a>
2. County Needs A Professional Planner	Sat, Oct 16, 2010 6:09 AM	<a href="#">Find...</a>
3. Good, I am chair of the planning commission.	Fri, Oct 15, 2010 2:33 PM	<a href="#">Find...</a>
<b>answered question</b>		<b>24</b>
<b>skipped question</b>		<b>2</b>

**4. On a scale of 1 to 5 (1 poor, 5 excellent), how would you rate the assistance you received from the building inspection office?**

Create Chart Download

	Response Percent	Response Count
0 Not applicable	40.0%	10
1	4.0%	1
2	12.0%	3
3	20.0%	5
4	12.0%	3
5	12.0%	3
Other (please specify)		2
<a href="#">Hide Responses</a>		
1. Building inspector was fair and followed the rules	Thu, Oct 28, 2010 5:25 PM	<a href="#">Find...</a>
2. Helpfull	Sat, Oct 16, 2010 6:09 AM	<a href="#">Find...</a>
<b>answered question</b>		<b>25</b>
<b>skipped question</b>		<b>1</b>

**5. On a scale of 1 to 5 (1 poor, 5 excellent), how would you rate the assistance you received from the Office of Revenue?**

Create Chart Download

	Response Percent	Response Count
0 Not applicable	48.0%	12
1	4.0%	1
2	12.0%	3
3	24.0%	6
4	8.0%	2
5	4.0%	1
Other (please specify)		2
Hide Responses		
1. We did not get to this point	Thu, Oct 28, 2010 5:25 PM	Find
2. Poor Attitudes & Not Always Pleasant	Sat, Oct 16, 2010 6:09 AM	Find
	<b>answered question</b>	<b>25</b>
	<b>skipped question</b>	<b>1</b>

**6. If you rate the service 3 or less in any office, please provide examples and your recommended solution.**

Download

	Response Count
Hide Responses	12
1. Most need to be more "customer friendly". Need training in customer service.	Tue, Nov 30, 2010 11:56 AM Find
2. Not applicable	Tue, Nov 23, 2010 7:31 PM Find
3. Engage in consistent responses for all situations. Don't let race, age or gender bias influence decisions.	Sun, Nov 21, 2010 4:42 AM Find
4. Work harder with less staff. In Building Inspection Department get rid of half the staff - with so little going on in Madison, all we (and other businesses I've talked with) see is higher future taxes will have to cover too much (and growing) staff/expenses. Also find a way to cut ALL other department staff/lower expenses. Our decision to not really expand much in Madison is our opinion that Madison BOS is just not going to take critically needed cost-cutting seriously.	Thu, Nov 18, 2010 3:51 AM Find
5. Commissioner not, but staff is helpful Building Inspector OK Zoning Administrator very helpful	Mon, Nov 1, 2010 5:59 PM Find
6. We would like to have been given options and a chance to appeal the decision in front of a committee. and allowed to present the benefits our business would have brought to the other businesses in the county.	Thu, Oct 28, 2010 5:25 PM Find
7. It seems like they would rather NOT help you than help you bring more business to the county. It's all about the money!	Thu, Oct 21, 2010 7:09 AM Find
8. we were not told we needed a permit in town to work in addition to the permit required for the county They need to be more knowledgable and more courteous and helpful, particulary when dealing with issues that affect both the the county and the town.	Wed, Oct 20, 2010 5:57 AM Find
9. I would prefer to show someone examples.	Tue, Oct 19, 2010 3:07 PM Find
10. An Attitude Adjustment.	Sat, Oct 16, 2010 6:09 AM Find
10 responses per page	
	<b>answered question</b> <b>12</b>
	<b>skipped question</b> <b>14</b>

Several times I have been in the office and if the "Head Person" was not there, my questions and concerns could not be addressed. Being a commercial business, there were several occasions that my questions had to wait for more than a week because the Head Building Inspector was the only one in the office who could answer my questions...this came from the other office support employees. I have also found that my questions also seemed to go back and forth between the Zoning and the Building Inspections office. I received quicker answers when they worked out of the same office.

Fri, Oct 15, 2010 4:12 PM Find...

12. Poor personal interaction skills by staff.

**7. If you are familiar with the county ordinances, do you find the ordinances to be too restrictive (1) or appropriate (5)?**

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	Response Percent	Response Count
1	46.7%	7
2	20.0%	3
3	13.3%	2
4	6.7%	1
5	13.3%	2
Other (please specify) Hide Responses		6

- |  |                           |         |
|--|---------------------------|---------|
| 1. Subdivision restrictions are more restrictive and unhelpful.  | Sun, Nov 21, 2010 4:42 AM | Find... |
| 2. Enforcement of ordinances by County Attorney are incomprehensible   | Mon, Nov 1, 2010 5:59 PM  | Find... |
| 3. We live within 1.5 mile of the Village of Etlan. on land zoned A-1 has not been farmed since the 1940's, has reverted to forest, and will likley never be farmed again as it is currently residential | Thu, Oct 28, 2010 5:25 PM | Find... |
| 4. Some don't make any sense at all.   | Tue, Oct 19, 2010 3:07 PM | Find... |
| 5. Ordinances & Zoning Requirements Are Not In Sync.   | Sat, Oct 16, 2010 6:09 AM | Find... |
| 6. cannot access them on line as far as I could tell   | Sat, Oct 16, 2010 2:50 AM | Find... |

answered question 15  
skipped question 11

**8. If you rated the ordinances 3 or less, please provide specific examples and your recommended modification.**

Download

	Response Count
Hide Responses	10
1. Instead of listing uses by right and uses by special use, list those that are not permitted, and make it a SHORT list. Permit home-based businesses. Allow retail sales from farms.	Thu, Nov 25, 2010 5:48 AM Find...
2. In my discussions with individuals (thus anecdotally), it appears that farm-to-consumer business ordinances are either "grandfathered" or are less than ideal; VDOT egress/ingress lane restrictions are just that -- too restrictive or nonsensical; that a Land Use planning map is non-existent; that the green infrastructure work done by UVA is not readily accessible to people interested.	Tue, Nov 23, 2010 7:31 PM Find...
3. We beleive our land and the land surrounding it should be rezoned to allow light tourism with less acreage requirements (ie small cabins, tourist lodge etc.)	Thu, Oct 28, 2010 5:25 PM Find...
4. There is no GRAY area. Not everything falls into black or white.	Thu, Oct 21, 2010 7:09 AM Find...
5. As a member of the Chamber's Board, I have heard many stories concerning how restrictive the ordiaances are - especially for new business that want to locate in our County. With out some form of organized growth, we will fall further behind the Counties that surround us. Also, our young citizens will continue to not be able to live and work in Madison and will need to move elsewhere.	Thu, Oct 21, 2010 5:49 AM Find...
6. we have several builders, fro whom we work, that have been very frustrated with the ordinances and lime to satisfy the ordinances...subsequently they lost the projects. The ordinances are more restrictive then the much bigger county of Albemarle and much more difficult to satisfy.	Wed, Oct 20, 2010 5:57 AM Find...
7. I was told that art studios and art classes can only be available in Agriculturally Zoned property. but nobody knows the reason. This makes no sense.	Tue, Oct 19, 2010 3:07 PM Find...
8. no single "packet" that covers "so you're opening a new biz ..."	Sat, Oct 16, 2010 2:50 AM Find...
answered question 10	
skipped question 16	

**8. If you rated the ordinances 3 or less, please provide specific examples and your recommended modification.**

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- |     |   |                            |                        |
|-----|---|----------------------------|------------------------|
| 9.  | It is my understanding that should a business need a small storage shed (like a homeowner would use), it would need to go before zoning to obtain a site plan. If the building is on skids, in my opinion it is not a fixed structure so it should not fall under this ordinance. | Fri, Oct 15, 2010 4:12 PM  | <a href="#">Find</a>   |
| 10. | I mainly feel that zoning and building codes are too strict for a rural area. Much more latitude should be permitted for things like building on pipestem roads, occupancy allowed in flood plains, and much more flexibility for things like incinerator and composting toilets. | Fri, Oct 15, 2010 10:25 AM | <a href="#">Find..</a> |

answered question 10  
skipped question 16

**9. Do you want Madison County to expand their Economic Development efforts to bring more jobs to the county?**

[Create Chart](#)

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	Response Percent	Response Count
Yes	76.0%	19
No	24.0%	6
	answered question	25
	skipped question	1

**10. If so, what type of businesses would you feel are most appropriate?**

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	Response Percent	Response Count
<b>Retail</b> <a href="#">Show Responses</a>	59.1%	13
<b>Distribution Center (like Plow &amp; Hearth)</b> <a href="#">Show Responses</a>	54.5%	12
<b>Data Center</b> <a href="#">Show Responses</a>	59.1%	13
<b>Winery or Vineyard</b> <a href="#">Show Responses</a>	68.2%	15
<b>Organic Farming</b> <a href="#">Show Responses</a>	63.6%	14
<b>Light Manufacturing</b> <a href="#">Show Responses</a>	54.5%	12
<b>Heavy Manufacturing</b> <a href="#">Show Responses</a>	40.9%	9
<b>Construction</b> <a href="#">Show Responses</a>	50.0%	11
<b>Hospitality (Hotel, Restaurant)</b> <a href="#">Show Responses</a>	68.2%	15
<b>Tourism</b> <a href="#">Show Responses</a>	59.1%	13
<b>Other (provide details)</b> <a href="#">Show Responses</a>	40.9%	9
	answered question	22
	skipped question	4

**11. What type businesses do you feel are LEAST desirable?**

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	Response Percent	Response Count
Retail	21.7%	5
Distribution Center	17.4%	4
Data Center	13.0%	3
Winery or Vineyard	0.0%	0
Light Manufacturing	17.4%	4
Heavy Manufacturing	87.0%	20
Construction	43.5%	10
Hospitality (Hotel/Restaurant)	8.7%	2
Tourism	8.7%	2
Other	8.7%	2
Other (please specify)		6
<small>Hide Responses</small>		

- 1. Chain, franchises that already exist in surrounding communities. We don't need another dollar store in the community. We need to offer unique businesses. How about a meat processor. We could use competing hardware, gardening and feed stores. I travel to Faulconer's Hardware in Orange because they sell hardware by the part, not the package of multiple parts I don't need. Meat retailers have to travel to Warrenton and Harrisonburg to get federally inspected meat. Farmers from surrounding counties might come here for one of those. We need an industrial park and tax incentives for all businesses Thu, Nov 25, 2010 5:48 AM Find...
- 2. pollution causing factories and pesticide using farming Sun, Nov 21, 2010 4:42 AM Find...
- 3. Control light and noise! Thu, Nov 18, 2010 9:17 AM Find...
- 4. Seek only business that will NOT increase social load (schools, ec.) Thu, Nov 18, 2010 3:51 AM Find...
- 5. none Sat, Oct 23, 2010 10:36 PM Find...
- 6. overriding interest in keeping madco rural and beautiful character. Too often jobs come with ugly sprawl Sat, Oct 16, 2010 2:50 AM Find...

answered question 23  
skipped question 3

**12. Would you like to see "downtown" Madison and other small communities of Madison revitalized using tax incentives similar to the efforts of Downtown Culpeper?**

Create Chart Download

	Response Percent	Response Count
Yes	81.8%	18
No	18.2%	4
Other (please specify)		14
<small>Hide Responses</small>		

- 1. Not familiar with Culpeper's incentives Tue, Nov 30, 2010 11:56 AM Find
- 2. I would like to see it revitalized but I don't know anything about their tax incentives. Sun, Nov 28, 2010 10:39 AM Find

10 responses per page  
answered question 22  
skipped question 4

**12. Would you like to see "downtown" Madison and other small communities of Madison revitalized using tax incentives similar to the efforts of Downtown Culpeper?** [Create Chart](#) [Download](#)

3.	That's fine, but Downtown is just one venue, targeting largely tourists and upscale consumers. There should be tax incentives, meaning lower taxes for all budding businesses. Cottage industry needs to be enhanced so that they can offer competitive pricing. Get out of their way and quit trying to use government to develop them. Don't try to tax business when the first bud appears. Water it! Feed it! We have a Chamber of Commerce. Entrepreneurs know how to grow business. Lift on home-based businesses. Get broad band to all homes in Madison. If Cottage industry were encouraged to flourish, than materiel support suppliers could thrive here.	Thu, Nov 25, 2010 5:48 AM	Find...
4.	It really depends upon an overall schematic of what we want Madison to look like in twenty years. We need to capitalize on the "rural" and avoid the "suburban" - to make Madison a destination place as opposed to a residential place.	Tue, Nov 23, 2010 7:31 PM	Find...
5.	I STRONGLY OBJECT THAT WE CAN NOT FILL THIS OUT ANNONYMOUSLY! THE CONTACT INFO I'VE GIVEN IS FALSE.	Sun, Nov 21, 2010 4:42 AM	Find...
6.	It would be nice to see Madison become a real town.	Sat, Nov 20, 2010 7:39 AM	Find...
7.	Tax credit increases rarely work except for the direct recipients - and will cost my business at the state level	Thu, Nov 18, 2010 3:51 AM	Find...
8.	undecided but we do need a new more progressive thinking Mayor	Mon, Nov 1, 2010 5:59 PM	Find...
9.	Would like to see cell service and braodband internet county wide to make e commerce a reality	Thu, Oct 28, 2010 5:25 PM	Find...
10.	small shops	Wed, Oct 27, 2010 8:42 AM	Find...
<a href="#">[&lt;] Home</a> <a href="#">[&gt;] Next</a>		10 responses per page	

**answered question** 22  
**skipped question** 4

Madison is possibly the ONLY intact downtown off Route 29 that still exists, but it is a ghost town. We are missing the opportunity to create something good. We don't need a Dollar Store damaging the historic nature of the town. Give incentives to improve the existing buildings, keep the same or a similar footprint, and have the Tourism/Visitor Center OPEN ON THE WEEKENDS.

Tue, Oct 19, 2010 3:07 PM Find

- 12. Town Is Not Business Friendly Sat, Oct 16, 2010 6:09 AM Find
- 13. extent of existing residential makes it difficult for much of main street madison. Maybe focus just on north end from drug store up thorough Madison Inn. Sat, Oct 16, 2010 2:50 AM Find
- 14. I am not familiar with this. Fri,