Neighborhood Participation Program for Land Use Actions

New Orleans City Planning Commission

July 30, 2012

Neighborhood Participation Program for Land Use Actions

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I. Introduction

Neighborhood Participation Plan Background Information

Post-Hurricane Katrina rebuilding efforts galvanized neighborhood level civic engagement and brought forth a new level of public involvement in planning. In November of 2008, the citizens of New Orleans voted to amend the chapter of the City Charter regarding the City Planning Commission (CPC) and the City's Master Plan. One result of this amendment was a mandate for the development of a Neighborhood Participation Program (NPP) for all Land Use Actions. Specifically, the City Charter calls for "a system of organized and effective neighborhood participation in land use decisions and other issues that affect quality of life." According to the City Charter, the purpose of the NPP is to provide timely notification of any proposed land use action affecting a neighborhood and to provide the opportunity for meaningful neighborhood review of and comment on such proposals.

In 2010, the New Orleans City Council adopted Resolution #R-10-439, which mandated the establishment of a system for organized and effective neighborhood participation in land-use decisions and other issues that affect quality of life. In the following year, Mayor Landrieu approved the creation of a City Neighborhood Participation Plan to outline a multi-phase process that the Neighborhood Engagement Office would coordinate. This document provides a series of recommendations that seek to fulfill the mandate of the City Charter, particularly through methods for providing public notice, access to information, and opportunities for citizens to engage in the decision-making processes for land use actions.

Structure and Functions of the City Planning Commission Relative to the NPP

Under the City Charter, the City Planning Commission is defined as an unattached commission within the Executive Branch of City government. The Commission consists of nine members appointed by the Mayor and approved by the City Council. The Commission is served by a staff of professional planners and support staff under the direction of an Executive Director and Deputy Director. The Board of Zoning Adjustments (BZA) is a separate board consisting of seven members who are also appointed by the Mayor and approved by the City Council. Under the Charter, the Board of Zoning Adjustments is attached to the City Planning Commission.

The City Planning Commission is assigned a wide range of responsibilities under the City Charter. The Commission prepares the City's Master Plan, zoning ordinance, and Subdivision Regulations, approves proposals for the disposition of public property, and recommends a five-year Capital Improvement Program for the City each year. The Commission also makes recommendations to the City Council on a range of zoning requests and other matters.

Specifically, the actions and processes that are subject to the NPP under the City Charter are presented in the list below:

a. zoning map amendments,
b. zoning text amendments,
c. conditional uses,
d. planned unit developments,
e. variances,
f. appeals of administrative decisions,
g. major and special policy subdivisions,
h. Master Plan amendments,
i. the Capital Improvement Plan,
j. property dispositions and acquisitions, and
k. street name changes.

Actions and processes outside the scope of the NPP

Some actions and processes that are related to land use and permitting will not be subject to the Neighborhood Participation Program. These include the issuance of building permits for land uses that are permitted under the zoning ordinance, approvals of site plans that meet the height, setback, and other development standards of the zoning ordinance, and the approval of minor subdivisions of land that meet the standards of the Subdivision Regulations and the Comprehensive Zoning Ordinance.

II. Land Use Actions, Timelines, and Existing Public Notification & Participation Techniques

This section provides a description of CPC land use actions that are subject to public hearings, general timelines for each land use process, and the techniques that are currently used by the CPC to provide notification for each land use action. The existing noticing procedures and participation opportunities are also included in charts later in the document. An analysis of deficiencies in the existing process and noticing procedures is presented at the end of the section.

Zoning Map Amendments: All land within the city is regulated by the Comprehensive Zoning Ordinance (CZO). The CZO includes a text with sets of zoning districts and a map that assigns each property in the city to one of the districts. Each zoning district includes a set of permitted land uses and provides height, setback, and other standards governing the way in which buildings may be built on a lot within the district. Zoning map changes are often requested in order to allow for the establishment of a land use that is not permitted in the zoning district in which a property is located.

Requests for zoning map changes may be initiated by any property owner in the city or by the City Council. The City Planning Commission holds a public hearing on all map change requests and makes a recommendation to the City Council. The City Council then makes a final decision on each map change request.

- *Timeline:* 120 days from docketing of application to deadline for decision by City Council

- *Existing Notification Techniques:* official journal public notice, letters to adjacent property owners and neighborhood associations, e-mail blast to any group or individual that has requested notice; signs in the vicinity; website posting of public hearing notice, agendas and reports; public hearing.

Zoning Text Amendments: A zoning text amendment is a change to the text of the Comprehensive Zoning Ordinance. Some zoning text amendments are requested to add a land use to the list of permitted uses in a particular zoning district. Other text amendments may propose the creation of an entirely new zoning district or a modification to a development standard that applies to properties all across the city.

Requests for zoning text changes may also be initiated by any property owner in the city or by the City Council. The City Planning Commission holds a public hearing on all text change requests and makes a recommendation to the City Council. The City Council then makes a final decision on each text amendment request.

- *Timeline:* 120 days from docketing of application to deadline for decision by City Council

- *Existing Notification Techniques:* official journal public notice; e-mail blast to any group or individual that has requested it; website posting of public hearing notice, agendas and reports; public hearing.

Conditional Uses: Each zoning district in the city also includes land uses that are defined as conditional uses. A conditional use is allowed on a particular site only after a determination has been made by the City that the external effects of the land use on adjacent properties and on the surrounding neighborhood can be effectively mitigated by conditions. The CZO contains standards for consideration of conditional uses. Examples of common types of conditional uses include fast food restaurants in neighborhood commercial areas and large child care centers in residential areas. In some zoning districts, the size of a new development can trigger the need for a conditional use review. Conditions, which are normally called provisos by the CPC, may address the size and design of a building, landscaping, signage, hours of operation, and various other aspects of the requested conditional use.

Requests for conditional uses may also be initiated by the owner of a property or by the City Council. The City Planning Commission holds a public hearing on all conditional use requests and makes a recommendation to the City Council. The City Council then makes a final decision on each conditional use request.

- *Timeline:* 120 days from docketing of application to deadline for decision by City Council; the applicant must then submit compliant development plans for approval by CPC's Executive Director

- *Existing Notification Techniques*: official journal public notice, letters to adjacent property owners and applicable neighborhood associations, e-mail blast to any group or individual that has requested notice; signs in the vicinity; website posting of public hearing notice and agendas; public hearing.

Variances: The zoning ordinance includes a variety of standards governing the development of permitted uses, including minimum lot size, setbacks, building height, off-street parking, and other characteristics. An applicant may request a variance, which is also sometimes referred to as a waiver, to allow a variation from one or more of the development standards of the zoning district in which a property is located. Variances are intended to provide relief in cases of practical hardship. The zoning ordinance includes nine standards that must be met in order to approve a variance request. Variances are considered and decided by the Board of Zoning Adjustments (BZA) following a public hearing. Decisions by the BZA are final, and may only be appealed to the Orleans Parish Civil District Court.

- *Timeline:* 45 days from receipt of application to public hearing by BZA; up to 45 additional days from initial consideration to decision by BZA.

- *Existing Notification Techniques:* official journal public notice, letters to adjacent property owners, e-mail blast to any group or individual that has requested it, website posting of public hearing notice and agendas, public hearings.

Appeals of Administrative Decision:

The Board of Zoning Adjustments is also charged with hearing and deciding on appeals from any party aggrieved or affected by any decision of the Director of Safety & Permits concerning the application or interpretation of the zoning ordinance. One common example of a decision appeal application would be a dispute regarding a decision by the Department of Safety and Permits as to whether a non-conforming use has lost its legal status. Another common type of appeal application would be the decision as to whether or not a particular business meets the definition of a permitted land use. The BZA staff processes decision appeal applications, but does not make a recommendation or write a staff report; instead, the Department of Safety and Permits provides a representative at the hearing to explain its position.

- *Timeline:* 45 days from receipt of application to public hearing by BZA; up to 45 additional days from initial consideration to decision by the BZA.

- *Existing Notification Techniques:* official journal public notice, e-mail blast to any group or individual that has requested notice, website posting of agenda, public hearing.

Subdivisions: Both the City Charter and State legislation charge the CPC with establishing and administering regulations governing the subdivision of land within the city. Subdivision requests often involve combining multiple lots into a single new lot or dividing an existing lot into multiple new lots. Any shifting of an existing lot line and any change to a street or right-of-way line also necessitates a subdivision request.

The CPC has adopted Subdivision Regulations that classify all subdivision requests as either minor or major. Minor subdivisions are those that create 5 or fewer lots; major subdivisions are those that create more than 5 lots or involve the dedication or revocation of a street. Minor subdivisions that meet the criteria of the policies in the subdivision regulations may be approved administratively, while some that fall under special policies must be approved by the CPC. The CPC makes a decision on all major subdivisions following a public hearing. Decisions of the CPC are final, but they may be appealed to the City Council.

- *Timeline:* 60 days from submittal of application to action by CPC, although this period may be extended with the agreement of the applicant; the applicant must then submit additional documentation and record the approved subdivision plan.

- *Existing Notification Techniques (major subdivision or special policies only):* official journal public notice, letters to adjacent property owners, e-mail blast to any group or individual that has requested it, website posting of public hearing notice, agendas and reports, public hearing.

Master Plan Amendments: The Master Plan serves as the comprehensive plan for the development of the city and provides a twenty-year vision for the future of New Orleans. It lays the foundation for future land use through a Future Land Use Map and recommends policies and programs to create a city that is livable, resilient, and economically vibrant. The City Charter requires that the City Planning Commission consider amending the Master Plan on a regular basis, but limits it to doing so once per calendar year.

Amendment requests are divided between text amendments and map amendments. Text amendments are proposals to change the language in the Plan; map amendments are proposals to change the designations of particular sites on the Future Land Use Map. According to the City Charter, all land use actions taken by the City must be consistent with the Master Plan. The City Planning Commission holds a public meeting on the requests it receives in each Planning District and holds a citywide public hearing before making decisions. The decision of the Planning Commission is presented to the City Council, which holds its own public hearing and may accept the amendments, reject them, or recommend modifications.

- *Timeline:* approximately 6 months from deadline for submittal of request to decision by the CPC, with up to 5 additional months until final City Council decisions.

- *Existing Notification Techniques:* e-mail blast to any group or individual that has requested it; website posting of applications, public meeting/hearing notices, agendas, and reports, public hearings.

Capital Improvement Plan (CIP): The Capital Improvement Plan is a five-year plan for public investment in infrastructure and public buildings, such as streets, libraries, parks, community centers, and fire stations. All public capital investments must be determined to be consistent with the Master Plan. The City Planning Commission staff receives proposals from each department and agency of the City and holds a series of public hearings with time allotted for each requesting department/agency. The CPC holds public hearings to consider both the draft and final CIP. The Capital Improvement Plan serves as the basis of the City's annual Capital Budget, which is approved by ordinance of the City Council.

- *Timeline:* approximately 5 months from receipt of request forms to submittal of recommended Capital Improvement Plan to Mayor

- *Existing Notification Techniques:* official journal public notice, e-mail blast to any group or individual that has requested it, website posting of public hearing notices, agendas and reports, public hearings.

Property Dispositions/Acquisitions and Street Closures:

The City Charter requires the approval of all proposals for disposition of the City's property by the CPC, the City Council, and the Mayor. With limited exceptions, the CPC's Administrative Rules, Policies, and Procedures require consideration of property disposition and acquisition requests by the CPC following a public hearing. The CPC's staff analyzes the request and obtains input from several other City agencies. The CPC then considers each request and makes a decision, which is forwarded to the City Council for further action. Property disposition requests are commonly initiated to allow the City to dispose of land that is no longer needed for a public purpose. Property acquisitions are commonly initiated to allow the City to obtain land for new public service facilities, such as police stations, fire stations, and community centers.

Street closures are the permanent or temporary cessation of public access to a street. Street closures may be part of a property disposition if the street right-of-way is being sold. Additionally, the City Planning Commission's rules address the leasing of public rights-of-way, which result in the closing of street rights-of-way for a certain period of time. Property dispositions that involve street closures have the greatest potential community impacts with issues of accessibility.

- *Timeline:* 45 days from receipt of request to consideration by CPC; up to 45 additional days from initial consideration to decision by CPC

- *Existing Notification Techniques:* official journal public notice, letters to adjacent property owners, e-mail blast to any group or individual that has requested it; website posting of public hearing notice, agendas, and reports; public hearing

Street Name Change: Proposals for changes to the name of a street within the city are initiated by the City Council. The CPC's Administrative Rules, Policies, and Procedures require consideration of street name change requests by the CPC following a public hearing. The CPC's staff analyzes the request and obtains input from several other City agencies. The CPC then makes a recommendation, which is forwarded to the City Council for a final decision.

- *Timeline:* 50 days from receipt of request from City Council to public hearing before CPC

- *Existing Notification Techniques:* official journal public notice, letters to adjacent property owners, occupants, and applicable neighborhood associations, e-mail blast to any group or individual that has requested notice, signs along the subject street, website posting of public hearing notice, agendas, and reports, public hearing.

Deficiencies in Existing Notification and Participation Techniques

As indicated above, the existing techniques for notification and providing opportunities for public participation utilize a variety of methods and vary from one process from another. The CPC and its staff have been advised recently of two recurring problems with the existing procedures that are believed to have resulted in a deficiency of community awareness and involvement in the land use decision-making process.

Staff Reports

The first deficiency pertains to the staff reports prepared by the CPC and BZA staff. Staff reports are an important part of each existing land use action process. Along with public comments, Commissioners and Board Members use the information contained within the staff reports as a basis for evaluating land use requests and reaching decisions. Staff reports are also useful for providing information and suggesting potential mitigation measures to citizens, community organizations, and applicants.

Members of the community have expressed the need for more time to review and respond to staff reports. Currently, the City Planning Commission's staff reports are released two to three business days before the public hearing. Written comments on the proposal are included with the staff report when it is publicly released. Generally, comments referencing the staff report can only be made verbally at the public hearing.

There are two options for remedying this deficiency. First, the staff report could be released one week earlier. However, doing so would be challenging due to the existing time constraints and deadlines of the various land use actions. For actions with a 120 day deadline, a re-set such as this would likely need to be implemented when the Draft CZO is adopted or at the end of the calendar year in a month with only one CPC meeting. Other actions with tighter time frames likely preclude this as a possibility. A second option is for the CPC to defer action upon a request if the community expresses a need for more time to absorb the recommendations in the staff

report. Though this may be seen as delaying development projects, it could be accomplished within the existing 120 day time frame. Additionally, many land use actions are not controversial and would thus proceed without deferral. In some limited cases with City Council motions introduced for zoning dockets, applications may not be deferred due to the need to provide a recommendation to the City Council within the required time frame.

Public Notice

Public hearing notices are required to be printed in the official journal. Additionally, notices are mailed to adjacent property owners in the subject blockface. The CPC mails notice to neighborhood associations and for zoning dockets signs are posted in the vicinity of the petitioned property. Despite this, community members have often reported not hearing about a project's public hearing in a timely manner. Current public notification techniques may be seen as insufficient, although e-mail and website postings have improved the situation in recent years. Mailings, in particular, can have a limited delivery range depending on the petitioned site's location and current CPC/BZA practice of mailing notice to adjacent property owners.

Administrative Decision Appeals

Another problem that has been identified by the community pertains to the procedures for decision appeal applications. Under the zoning ordinance, such appeals must be filed within 45 days of the date of an order, ruling, decision, or determination by the Director of Safety & Permits. Many community members have pointed out they often have no knowledge that a decision or ruling has been made or that an interpretation has been rendered. As a result, they are unable to file appeals within the time frame established by the ordinance.

Methods of addressing deficiencies

As noted above, the CPC believes that improvements to engage the community early in the process can be made while still working within given time frames. For staff reports, this would involve either a one-time reset of the time frame under which the staff processes and handles certain land use requests or deferral by the Commission when the community needs additional time to work with the applicant. Additionally, technology should provide opportunities to make information about decisions and interpretations available to all members of the community in a timely manner.

III. Previous NPP Efforts

Community-Identified Improvements for the Land Use Decision-Making Processes:

At its December 15, 2011 public meeting, community participants identified a number of areas for improvement of interactive planning and public involvement in the decision-making process. Many of the concepts expressed have a general applicability for the various types of land use actions.

A. Improve the public's general knowledge about how land use is regulated and the responsibilities of the CPC. Do this through the following:
   - Educational videos,
   - Pamphlets,
   - Public Forums, and
   - Informational Speakers/Meetings.

B. Provide public notice that reaches the community earlier in the process. Do this through the following mechanisms:
   - Use technology to automate public notices.
   - Provide sign-up opportunities on the City website for selected public notices.
   - Mail notices to residents and property owners within a wider range from the petitioned property.
   - Post signs on the petitioned property.

C. Make information easily available to the public. Do this through the following mechanisms:
   - Display applications, development plans, meeting agendas, reports, vote summaries, and meeting videos on the CPC website.
   - View community input in "real time" online.
   - Use flyers/signs in popular community locations for important announcements.

D. Provide sufficient time for the community to review the request. Do this through the following mechanisms:
   - Release the staff reports earlier. Provide opportunities for written responses to staff reports.
   - Defer CPC action upon request and provide for a continuation of the public hearing to allow for additional input.

E. Provide opportunities to interact with the staff and/or the applicant. Do this through the following mechanisms:
   - Require that the applicant provide a public notice of their application to the neighborhood association and adjacent neighbors prior to official submittal.
   - Require the applicant to meet with the neighborhood association and adjacent neighbors upon request.
   - The applicant should note and respond to community concerns as part of the application requirements.

- Increase awareness that planners are available for consultation

F. Public Hearings

- Use live video to connect and speak at public hearings.

Early Notification Beta Testing Period

City Council Resolution No. R-11-135 required the CPC and other departments to develop and implement temporary requirements for administrative procedures of land use and zoning actions. The City tested this land use pilot program between June and October, 2011. This initiative involved the following:

- The City website was modified to improve the posting of public notices and meeting agendas.
- The City website was modified to include a new, improved calendar of public meetings.
- The City required coordinated review of plans between the CPC/BZA and Safety & Permits prior to the issuance of permits.
- The City required applicants to post signs on the petitioned properties indicating that "an application has been filed for a change affecting this property's zoning."
- The City expanded the area around a petitioned property to receive mailed notice. The notice was required to be mailed to both adjacent property owners and residents.

The Mayor's Office of Intergovernmental Affairs indicated in a report to the City Council's Governmental Affairs Committee that the testing period results were generally positive. Website traffic was dramatically increased. There was other anecdotal evidence of improved community awareness and involvement. The CPC received calls indicating appreciation of the signage. Some improvements have already been made permanent such as the website changes and coordinated review of plans. The signage and additional mailings have costs that must be addressed, possibly through a minor fee increase. The CPC believes all of the tested requirements can be permanently implemented through the NPP for Land Use Actions with some minor modifications.

Mayor's Neighborhood Engagement Office

In the Spring of 2010, the Neighborhood Development Transition New Orleans Task Force advised the Mayor to develop an office of neighborhoods "responsible for fostering an effective partnership between the City and its neighborhoods." The office was established in the Spring of 2011. The Task Force report outlined six responsibilities for the new office:[1]

[1] Neighborhood Development, Transition New Orleans Task Force, page 13.

1. "Coordinating with currently recognized neighborhood organizations and their affiliated organizations (such as Main Street programs, Cultural Districts, business organizations, and nonprofits) within the neighborhood boundaries to ensure appropriate and timely responses to community needs and concerns…

2. Assisting other neighborhood-based groups to build capacity and become a 'recognized' organization. With the support of NEO, communities will have a voice in affairs that impact them and will have the appropriate resources for the ongoing development of the neighborhood and its recognized organizations.

3. Initiating Neighborhood Education and Outreach for Economic Incentives. Federal, State and City programs are available to assist in ongoing recovery and economic development of neighborhoods…

4. Establishing a plan to provide minimal operational expense funding to developing neighborhood organizations. Garner and allocate resources to support neighborhoods through training and leadership development. Create mechanisms to share tools and effective practices between neighborhoods…

5. Facilitating dialogue on issues impacting livability in the neighborhoods and develop tools and resources for coalitions of neighborhood associations to work collaboratively on common goals. The… Office is also uniquely qualified to identify issues that are common to neighborhoods, evaluate these and recommend business process improvements to other City Agencies to rectify the issue…

6. Maintaining a section of the city's website to identify information about all recognized neighborhoods, issues related to neighborhoods, and events happening in the neighborhoods. This interactive component will require ongoing communication and cooperation with the IT office at City Hall."

City Neighborhood Participation Plan

The Neighborhood Engagement Office has produced a "City of New Orleans Neighborhood Participation Plan" (City NPP) which it describes as a "roadmap for best practices in public participation that establishes a set of Standards-of-Excellence and implementation guidelines in good governance as it relates to community participation" practices of public administrators. The document advises the following:

- City departments must follow minimum standards for effective public participation that are outlined in the document.
- City departments can refer to a detailed list of public participation tools that discusses the advantages and disadvantages of each.
- Community groups may partner with the Neighborhood Engagement Office to improve public participation practices. NEO may act as a facilitator between governmental units and the general community.

- Working with the Neighborhood Engagement Office, City departments are charged with developing a public participation strategy appropriate for their respective work.
- The Neighborhood Engagement Office will conduct annual assessments of the city's public participation efforts.

The City NPP designated six minimum standards applicable to the NPP for Land Use Actions. These are:

> "1. Ensure input from communities prior to identifying a problem or responding to a perceived problem.
>
> > a. Naming problems that reflect the things people consider valuable and hold dear and not just what expert information alone provides goes a long way towards creating a culture of sustainable engagement and better-informed decision-making.
>
> 2. Frame issues for decision-making in such a way that allows for the inclusive deliberation of practical, viable options that are communicated to all involved in the process.
>
> > a. Decision-making by public administrators should be framed in such a way that the process not only takes into account what people value but also lays out all the major options for acting fairly, ensuring full recognition and communication of the advantages and disadvantages of each option.
> >
> > b. All governmental (administrative, agency, etc.) decisions should cite any applicable policies, charter rules, etc. to validate decisions
>
> 3. Create a deliberative decision-making process.
>
> > a. Allow for the decision-making process to deliberatively move from early input by various stakeholders with diverse opinions and first impressions to a more shared and reflective judgment.
>
> 4. Provide space for exploring creative ideas that neighborhoods may have to offer and which may bring other assets to bear on the decision-making process and outcome.
>
> > a. Provide opportunities for creative solutions, identifying and committing to work with civic resources and assets that may go unrecognized and unused.
>
> 5. Ensure that the decision-making process explores opportunities to expand and create sustainable partnerships with community stakeholders.
>
> > a. Organize actions so they complement one another, which makes the whole of people's efforts more than the sum of the parts.

6. Ensure a feedback loop is present in the plan and that this process informs both the public administrator and neighborhoods stakeholders.

a. Create the opportunity to learn together along the decision-making process to keep up public participation and momentum."

Committee for a Better New Orleans CPP Proposal

In 2002, the Committee for a Better New Orleans (CBNO) began the work of developing a Citizen Participation Program (CPP) for New Orleans. The CBNO/MAC Board voted at that time to make this a priority project for the organization, a commitment that was reaffirmed post-Katrina by a vote at a 2006 Board meeting. In this endeavor, the sole objective of CBNO is to see that a formal, permanent structure for citizen engagement is implemented in New Orleans.[2]

In 2010, CBNO submitted a Citizen Participation Program Draft Guidelines and Standards document to the City Planning Commission for its review and for use in complying with the City Charter requirement. The document contains a number of interesting ideas for a sophisticated public participation program and is estimated to cost $2 million annually.[3] Some of the key features are:

- Seven core principles of civic engagement are affirmed: (1) careful planning and preparation; (2) inclusion and demographic diversity; (3) collaboration and shared purpose; (4) openness and learning; (5) transparency and trust; (6) impact and action; (7) sustained engagement and participatory culture.[4]

- There should be an official City recognition of neighborhood associations which agree to certain standards. The recognition would come with certain entitlements and benefits including representation on a District Council Board.[5]

- The neighborhood association should not have overlapping boundaries with another officially recognized association, except by mutual agreement. The associations may be encouraged to expand their boundaries to include unrepresented areas.

- The District Councils would help neighborhood associations develop capacity to consider and act upon a broad variety of issues affecting quality of life including: transportation, neighborhood character, public safety, trash, zoning, economic impact of proposals, environmental issues, education, and City budget priorities.

- The District Councils would receive City funding for staff that could be a resource for neighborhoods.

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[2] NOLA CPP History, nolacpp.wordpress.com.
[3] Paying for the NOLA CPP, nolacpp.wordpress.com.
[4] New Orleans Citizen Participation Program Draft Guidelines and Standards, page 2.
[5] New Orleans Citizen Participation Program Draft Guidelines and Standards, page 3.

- Communities of Interest – which have a shared identity of interest that is not necessarily geographic – would be entitled to participate in the CPP.

- The CPP would provide capacity building opportunities for neighborhood associations and leaders with training in areas such as: conflict resolution, workings of city government, available government programs, etc.[6]

- The CPP would implement an early notification system – aided by technological solutions – to inform communities of various public meetings and public and private proposals.

Public Law Center Early Notice Proposal[7]

The Public Law Center prepared "a research memorandum and discussion draft of an early notice requirement in the Comprehensive Zoning Ordinance" for review by the CPC. The Public Law Center proposed an ordinance that imposes a "60-day early notice before the 120-day zoning application process begins." The purpose would be to assure the "broadest possible dissemination of notice among stakeholders and promote a dialogue between applicants and stakeholders" to encourage a "collaborative" process rather than an "adversarial" process. During the 60-day pre-application process, applicants would receive and respond to public comments. Applicants would "file a report with the CPC at the end of the 60 –day pre-application period regarding any meetings and communications with neighborhood residents…"

The Public Law Center identified three exemplary ordinances from across the nation that have useful examples of "early notice" provisions. The "ordinances promote community engagement in zoning processes by requiring applicants to share information about the project and meet with the community prior to submitting a formal application."

The Public Law Center proposes establishing a process for zoning applications that ensures fair notice and adequate information for citizens potentially affected by zoning changes. The proposal describes how applicants should provide notice to the neighborhood on the proposed zoning matter. It requires that the applicant "hold a pre-application meeting with the neighborhood, unless the neighborhood associations and residents do not object to the proposed project." The proposal encourages the applicant to hold a pre-conference meeting with the CPC "to ensure that broad parameters for the project have been met before subjecting the community to what could prove to be unnecessary frustration if the project application is fundamentally deficient in some way." The ordinance implementing this system would "include timelines that protect against undue delays in the application process."

The Public Law Center proposal summarized four key components of an early notification system that the City should strive for:

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[6] New Orleans Citizen Participation Program Draft Guidelines and Standards, page 16.
[7] Public Law Center Memorandum to the CPC, October 31, 2011.

1. "All applicants should be required to provide notice to the neighborhood on the proposed zoning matter before an application can be filed.

2. The applicant should be required to hold a pre-application meeting with the neighborhood when sufficient interest exists.

3. The ordinance should include timelines to protect against undue delays in the application process.

4. The applicant should respond in writing to neighborhood concerns, and a report of these exchanges should be submitted with the application."

Plan for the 21st Century: New Orleans 2030

The Plan for the 21st Century: New Orleans 2030, commonly known as the Master Plan, was adopted by the City in 2010. Noting the wide divergence among different community-serving associations, the Master Plan recommended a "more formal and effective neighborhood participation system that addresses the needs of all neighborhoods." The Master Plan identified five core principles for a neighborhood participation system:

- Inclusiveness,
- Public access to information,
- Capacity,
- Structure, and
- Transparency.

The Master Plan developed a number of recommendations relative to establishing a system for neighborhood participation that focuses on land use actions:

- Create a system of pre-application staff and community review for land use actions that require CPC approval.

- Create a system for public notification that builds on current efforts and includes interested parties.

- Use District Planners and other staff as liaisons between the CPC and residents.

- The CPC should work with other agencies to organize community review of publicly funded projects.

- Develop, publish and follow clear policies and procedures for decision-making on land use actions.

- Establish a Neighborhood Improvement Fund for small, neighborhood-generated projects.

IV. Common Themes of Previous NPP Efforts

A number of common themes surfaced in analyzing the various research and proposals for neighborhood participation plans. Several of the ideas common to the various efforts are implementable given the appropriate time and resources. The common themes include the following:

- Early notification system to bring community members into the deliberative process as early as possible,
- Technology improvements for both notification and community participation,
- Low-tech notice improvements including signage, press releases, and television,
- Ability of the public to respond to the staff reports in writing,
- The necessity of having neighborhood organizations cover all parts of the city, with the city maintaining a central database, a map of the organizations' boundaries, and providing contact information,
- Capacity-building of neighborhood associations' expertise in land use matters,
- Neighborhood feedback assured by the public process – using deferrals and the allowing a second public hearing for the community to report additional findings or the results of further negotiations, and
- The need for openness, inclusivity, and equity.

V. Recommendations

The overall chart and process flowcharts following page 28 of this report indicate the points in the processes where changes are recommended. The recommendations center around two main themes:

- Technology improvements for public notice and information sharing, and
- Developing a project Neighborhood Participation Plan (Project NPP) for early notification and community engagement.

With these changes, the public should have the time and information that provides the foundation for meaningful participation in the land use decision-making processes. The NPP procedures may be evaluated after one or more years in response to citizen critiques, changing circumstances, and technology advancements.

Technology offers the opportunity for improved public notice and information sharing throughout the variety of land use action processes. Interested parties should be able to sign up for e-mail public notice from a list of public agencies. Applications, supporting

documents, assigned planner contact information, staff reports, meeting agendas, meeting videos, and vote summaries could be posted on the City website, and the sites of land use action requests could be mapped and displayed online. Ultimately, a community member should be able to designate a selected area and receive notices of upcoming land use actions affecting only the selected area.

Second, applicants should be required to develop Project NPP's for their projects. While the Project NPP would not be intended to produce complete consensus on applications, failure to comply with the provisions set forth might result in postponement, rescheduling, or denial of an application. To develop project NPPs, applicants would first meet with the CPC staff. This meeting would allow applicants to become familiar with the zoning process and obtain guidance on the requirements for the neighborhood participation process. The Project NPP requirement would involve three steps:

(1) At a minimum, the applicant would contact by mail and/or e-mail all known neighborhood or business organizations with boundaries that include the subject area. The CPC/BZA staff, in consultation with the Neighborhood Engagement Office, would use a neighborhood organization list to advise the applicant. The CPC/BZA staff would also provide a list of property addresses and owners within 300/600 feet of the site to be contacted.[8] The applicant would also send notice to the occupants of non-owner-occupied buildings. The CPC/BZA staff must approve the applicant's "Project NPP" for whom to contact.

(2) The applicant would mail or e-mail a letter giving his/her contact information and offer to meet with interested parties. Every effort shall be made to respond to inquiries and set up a meeting at a location at or near the petitioned property. The applicant shall make a good faith effort to schedule a meeting time conducive to neighborhood residents' attendance.

(3) When submitting their application, the applicant would be required to submit the results of the Project NPP: whether a meeting was held, questions and concerns expressed to the applicant, and proposed mitigation of any concerns. If no meeting occurred, the applicant shall explain the reasons including the number and method of attempts to contact the relevant associations. Reasons should also be given if concerns, issues or problems are expressed, but are not being addressed by the applicant.

A Project NPP would not be required in cases where the application is by City Council motion and does not involve a capital project. In these cases, the Council is generally responding to community concerns with the proposed land use actions. If a capital project is proposed by motion, the Capital Projects Administration would conduct the Project NPP with neighborhood stakeholders prior to the request being initiated by Council motion. Documentation of the planning process should be submitted to the City Planning Commission.

[8] For projects over 25,000 square feet in floor area or petitioned sites over 25,000 square feet in lot area, a 600 ft. radius shall be used.

More specifically, the Project NPP would include the following information:

PART ONE: PROJECT NEIGHBORHOOD PARTICIPATION PROGRAM (Project NPP)

In processes where required, the applicant develops a Project NPP with the approval of the CPC staff. The Project NPP would have the following instructions:

1. Provide a brief description of the proposal including the estimated start and end dates for the project. If the request involves a structure (existing or proposed), conceptual plans shall be provided.

2. Provide an outlined area map and a contact list for notifying adjacent property owners, interested parties and registered associations within a radius of 300/600 feet of the petitioned site.

3. Provide a general description of how members on the contact list will receive information on the project. State specifically which public notification techniques will be used for the project.

4. Provide a general description of how members on the contact list will be informed of any changes or amendments to the proposed project after the applicant's initial contact.

5. State how those impacted by the proposal will be provided an opportunity to discuss the request if issues or questions should continue or suddenly arise.

6. Provide contact information including a name, mailing address, phone number, and e-mail address that can be used to obtain more information and set up a meeting.

PART TWO: PROJECT NEIGHBORHOOD PARTICIPATION PROGRAM REPORT (Project NPP Report)

In processes where required, the applicant submits a Project NPP Report along with the land use application. There should be a reasonable time frame, such as 30 days, in which a meeting should take place. If a meeting cannot be arranged within this time frame, the applicant should document the attempts made. The NPP Report's findings will be addressed in the CPC/BZA staff report. The Project NPP Report would have the following instructions:

1. Provide a list of the neighborhood associations and other registered groups that were notified.

2. Provide the total number of individuals noticed and the number of people that participated in the process.

3. List the concerns, issues, and problems expressed by the participants.

4. State how each concern, issue, and problem was addressed and how the applicant intends to continue to address them. If the concern, issue, or problem is not being addressed, the applicant should state the reasons.

5. Specifically identify how the proposal was revised to address public concerns.

6. Attach copies of letters, affidavits, meeting invitations, newsletters, publications, sign-in sheets, petitions received in support or against the proposed project, and any other materials pertaining to the notification process. Include the date, time, and location of all meetings. If a meeting was not held, the letter should explain the reasons.

VI. Implementation

The following pages detail the necessary changes and a timeline for each process to implement NPP recommendations. Some changes, such as requiring signage and public notice mailings within a larger geographic area, will increase costs of the City Planning Commission. These costs would require a funding mechanism. The implementation timelines are estimates which in some cases are based on the CPC staff's understandings of several inter-related project timelines.

Zoning Changes and Conditional Uses/Residential Planned Communities, Zoning Text Amendments

The Draft Comprehensive Zoning Ordinance 4.0 (Draft CZO) addresses certain requirements relating to public notice for zoning changes and conditional uses/residential planned communities.[9] These include signage and expanded mail notice requirements to owners and residents of property within 300 feet from the petitioned property. Additionally, the Comprehensive Zoning Ordinance would be the appropriate mechanism for pre-application requirements that applicants prepare a "Project NPP" to notify and consult with the neighborhood association(s) as well as adjacent property owners and residents about the proposed project. If the applicant is the City Council, a project NPP would not be required since these applications are generally responding to community concerns.

Proposed Process Changes of the Draft Comprehensive Zoning Ordinance 4.0:

- Expand the area required for mailed notice to 300 feet in Article 3, Section 3.3, Administrative Provisions of the Draft Comprehensive Zoning Ordinance.
- Require a posted notice on the petitioned property in Article 3, Section 3.3, Administrative Provisions of the Draft Comprehensive Zoning Ordinance.
- Allow for the continuation of the public hearing without notice in the official journal when a docket has been deferred in Article 3, Section 3.4. Allowing a second opportunity for public comment will give interested parties additional time to review the staff report, to negotiate with the applicant with the aid of the staff report, and to report back to the CPC the results of any meetings.

Timeline for Implementation: Spring 2013

[9] Residential Planned Communities, which follow the Conditional Use process, are called Planned Unit Developments in the Draft CZO.

Adopt within the CPC Rules, Policies & Procedures:

- Email a notice to all who have signed up for such notice on the City website. Post the public hearing notice on the CPC website and the community calendar of the City's website.
- Post and archive staff reports, meeting agendas, meeting videos, and vote summaries on the City website.

Timeline for Implementation: Fall 2012

- Post submitted applications and supporting documents on the CPC website.
- Release the CPC staff reports one week prior to the public hearing.
- The website posting of meeting results should clearly indicate when a docket is deferred and when an additional public hearing is scheduled.

Timeline for implementation: Fall 2013

Proposed Additional Changes to the Draft Comprehensive Zoning Ordinance 4.0 for Zoning Changes and Conditional Uses/Residential Planned Communities:[10]

- In Article 3, Administrative Provisions, require the applicant to develop a Project NPP as described in Part V, pages 17-18, that, at a minimum, notifies the appropriate neighborhood association(s), as well as adjacent property owners and residents within 300/600 feet of the petitioned property.[11] The applicant should meet with the neighborhood association and property owners/residents if a meeting is desired. The applicant must submit an NPP Report as described in Part V as part of the application materials. The CPC should also mail notices to property owners and residents within
- In Article 5, Planned Developments, refer to the Project NPP Administrative Provisions required in Article 3.
- In Article 3, for projects over 25,000 square feet in floor area or petitioned sites over 25,000 square feet in lot area, use a 600 ft. radius for mailed notice.

Timeline for Implementation: Spring 2013

Board of Zoning Adjustments (BZA) Variances

BZA variances are governed by the Comprehensive Zoning Ordinance. The 45 day timetable is considerably shorter than that of zoning changes, conditional uses, and zoning text amendments. Therefore, recommended BZA procedures concentrate on pre-application requirements and technology improvements. Over 70% of BZA applications are for single and two-family dwellings, which tend to be less controversial than applications involving

[10] The existing Comprehensive Zoning Ordinance's Residential Planned Community is referred to as a "planned development" in the Draft Comprehensive Zoning Ordinance 4.0.

[11] For projects over 25,000 square feet in floor area or petitioned sites over 25,000 square feet in lot area, a 600 ft. radius shall be used.

multi-family or commercial uses. For single and two-family residential property owners, requiring a Project NPP may be an excessive burden, adding process time to a variance request that is often not particularly complicated.

Proposed Changes of the Draft Comprehensive Zoning Ordinance 4.0:

- Expand the area required for mailed notice to residents and property owners within 300 feet of the petitioned property in Article 3 Administrative Provisions, Section 3.3 of the Draft Comprehensive Zoning Ordinance.
- Require a posted notice on the petitioned property in Article 3, Section 3.3, Administrative Provisions.

Additional Proposed Changes to the Draft Comprehensive Zoning Ordinance 4.0:

- In Article 3, Administrative Provisions, excepting applications for single and two-family dwellings, require the applicant to develop a Project NPP as described in Section V, pages 17-18 that, at a minimum, notifies the appropriate neighborhood association(s), as well as adjacent property owners and residents within 300/600 feet of the petitioned property.[12] The applicant should meet with the neighborhood association and property owners/residents if a meeting is desired. The applicant must submit an NPP Report as described in Section V as part of the application materials.
- In Article 3, for projects over 25,000 square feet in floor area or petitioned sites over 25,000 square feet in lot area, use a 600 ft. radius for mailed notice.

Timeline for Implementation: Spring 2013

Adopt within the BZA Rules, Policies & Procedures:

- On the CPC/BZA website, post and archive BZA staff reports, agendas, meeting videos, and vote summaries.
- Email a notice to all who have signed up for such notice on the City's website. Post the public hearing notice on the CPC/BZA website and the community calendar of the City's website.
- The website posting of meeting results should clearly indicate when a docket is deferred and when an additional public hearing is scheduled.

Timeline for Implementation: Spring 2013

Post submitted BZA applications and plans on the CPC/BZA website.

Timeline for Implementation: Summer 2013

[12] For projects over 25,000 square feet in floor area or petitioned sites over 25,000 square feet in lot area, a 600 ft. radius shall be used.

Appeals of Administrative Decisions[13]

Proposed Changes of the Draft Comprehensive Zoning Ordinance 4.0:

- Interpretations by the Director of Safety & Permits must be made in writing. A written record of all interpretations must be maintained by the Director of Safety & Permits and posted on the City's website.
- Expand the area required for mailed notice to all residents and property owners within 300 feet of the appealed property in Article 3 Administrative Provisions of the Draft Comprehensive Zoning Ordinance.
- Require a posted notice on the appealed property.

Timeline for Implementation: Spring 2013

Proposed Changes to the BZA Rules, Policies, and Procedures:

- Require a City website posting of notice whenever a zoning interpretation has been made by the Director of the Department of Safety & Permits.
- Email a notice to all who have signed up for zoning interpretation notices on the City website. Post the public hearing notice on the CPC/BZA website and the community calendar of the City's website.
- On the CPC/BZA website, post submitted appeal application and any supporting documentation.

Timeline for Implementation: Summer 2013

Major and Special Policy Subdivisions

Adopt within the Subdivision Regulations:

- Expand area required for mailed notice to property owners and occupants within 300 feet of the petitioned property.
- Require a posted notice on the petitioned properties.
- Require the applicant to develop a Project NPP as described in Part V, pages 17-18, that, at a minimum, notifies the appropriate neighborhood association(s), as well as adjacent property owners and residents within 300 feet of the petitioned property. The applicant should meet with the neighborhood association and property owners/residents if a meeting is desired. The applicant must submit an NPP Report as described in Part V as part of their application materials.
- Email a notice to all who have signed up for such notice on the City's website. Post the public hearing notice on the CPC website and the community calendar of the City's website.
- Release the CPC staff reports one week prior to the public hearing.

[13] Appeals of administrative decisions are called "zoning appeals" in the Draft CZO 4.0.

- Post and archive staff reports, meeting agendas, meeting videos, and vote summaries on the City website.

Timeline for Implementation: Spring 2013

Master Plan Amendments

The Master Plan amendment process is relatively new, having its first amendment application period in 2011. A key question about public involvement in the Master Plan amendment process includes who may submit an amendment. Currently, the options include the property owner, government officials, and City Council members. Neighborhood associations and others that may be interested in changing a Future Land Use designation in their neighborhood – including designations for an entire neighborhood – are encouraged to route their request through their City Councilmember's office. The Councilmember is not committed to approving the request, but may ask the CPC to perform an analysis and conduct the public outreach necessary to make a recommendation. As a six month process with required meetings in the planning district, a pre-application meeting does not seem necessary.

The City Planning Commission plans for a comprehensive update to the Master Plan every five years. The five year update would be the appropriate time to revise facts and situation assessments, as well as add or delete policies and recommendations based on new information. At the five year point, the CPC may wish to organize a citizens' committee including subject experts to identify needed updates and propose new language or graphics. The CPC staff recommends that for five year updates, the CPC develop a special program for how to update the Master Plan and conduct public outreach.

Communications:

- Widely publicize the opening of the Master Plan amendment application period, including the issuance of a press release, radio/television announcements, and signage in public locations.
- Issue an annual newsletter at the outset of the process to explain what is the Master Plan, how the Master Plan amendment process works, how to apply, and how to be involved in reviewing proposed amendments

Adopt within the CPC Rules, Policies & Procedures:

- Require the applicant to develop a Project NPP as described in Part V, pages 17-18, that, at a minimum, notifies the appropriate neighborhood association(s), as well as adjacent property owners and residents within 300/600 feet of the petitioned property.[14] The applicant should meet with the neighborhood association and property owners/residents if a meeting is desired. The applicant must submit an NPP Report as described in Part V as part of the application materials.

[14] For projects over 25,000 square feet in floor area or petitioned sites over 25,000 square feet in lot area, a 600 ft. radius shall be used.

- Post the applications, public meeting notices, supporting documents, staff reports, meeting agendas, meeting videos, and vote summaries on the CPC website.
- Post the public meeting notices on community calendar of the City's website.
- Email a notice to all who have signed up for such notice on the City's website.
- Expand the area required for mailed notice to property owners and residents within 300/600 feet of the petitioned property.[15]
- Require a posted notice on the petitioned property.

Timeline for Implementation: Spring 2013

Capital Improvement Program

The Capital Improvement Program is perhaps the least understood of the City Planning Commission duties. Typically, public participation for this process has been less than robust, despite great interest in capital projects and their timetables for completion. In community meetings, neighborhood residents have indicated a need for more information about the process as well as a desire to influence priority-setting and project selection. Providing an early community input opportunity would require a significant new step in the CIP development process. City department representatives would need to hear from the community prior to full development of their project lists. Setting up CIP priority-setting community engagement would be dependent upon cooperation of all departments that submit capital projects. This input should concentrate on projects that are most used by the community members: streets/bike lanes, streetscapes, parks/playgrounds, libraries, and community centers. While departments should explain their needs and potential projects, the community should also be encouraged to bring their own ideas. The City should develop a community engagement mechanism to document participant preferences.

Neighborhood Engagement Office:

- Prior to the Department's submission of project proposals to the CPC, the City should engage the community to gather input on its priorities.
- Issue a press release explaining the CIP process and announcing the opportunities for community engagement.
- Create an online community engagement platform to record the community's priorities for capital projects.

Implementation Timeline: Spring 2013

Partners: Neighborhood Engagement Office, Capital Projects Administration, City Departments with Capital Project requests, City Planning Commission

[15] For projects over 25,000 square feet in floor area or petitioned sites over 25,000 square feet in lot area, a 600 ft. radius shall be used.

Adopt within the CPC Rules, Policies & Procedures:

- On the CPC website, post the schedule of public meetings with the departments to review project proposals, staff reports, meeting agendas, public hearing videos, and vote summaries.
- Publicize meetings on the CPC website, community calendar of the City's website, in the official journal, and through email blast.

Implementation Timeline: Fall 2012

Communications:

- Issue an informative document at the outset of the process to explain how the CIP works and how the public can be involved.

Timeline for Implementation: Spring 2013

Property Dispositions/Acquisitions and Street Closures

The property disposition and acquisition processes are initiated by the Department of Property Management with submission of an application to the CPC. The CPC staff recommends augmenting its public notice requirements with e-mail blasts and website postings. Property dispositions/acquisitions have the most potential impact if it involves the permanent or long-term closure of a street. In these cases, a Project NPP should be required. There is typically a requestor or applicant that is interested in purchasing the street right-of-way. This applicant should be the responsible party for developing a Project NPP as described below.

Adopt within the CPC Rules, Policies & Procedures:

- Require the applicant to develop a Project NPP as described in Part V, pages 17-18, that, at a minimum, notifies the appropriate neighborhood association(s), as well as adjacent property owners and residents within 300 feet of the petitioned property. The applicant should meet with the neighborhood association and property owners/residents if a meeting is desired. The applicant must submit an NPP Report as described in Part V as part of the application materials.
- Email a notice to all who have signed up for such notice on the City website. Post the public hearing notice on the CPC website and the community calendar of the City's website.
- Post staff reports, meeting agendas, meeting videos, and vote summaries on the CPC website.

Timeline for Implementation: Fall 2012

- Expand the area for mailed notice to include residents/property owners within 300 feet of the petitioned property.
- Allow for the continuation of the public hearing to the meeting when a docket has been deferred. Allowing a second opportunity for public comment will give interested parties additional time to review the staff report, to discuss the potential sale/acquisition with City representatives, to consider development proposals with the aid of the staff report, and to report back to the CPC the results of any meetings.
- Post applications and supporting documents on the CPC website.

Timeline for Implementation: Spring 2013

Street Name Changes

Until recently, there were no CPC requirements to take public comment on street name changes. CPC staff initiated changes to the CPC Rules Policies and Procedures to require that notice be given to the appropriate neighborhood association as well as property owners and residents along the affected street through signage and mailed letters. The CPC Rules change also requires a public hearing before the CPC makes a recommendation to the City Council. With these recent improvements, the additional changes being recommended are to include street name changes within the e-mail public notice and website posting requirements.

- Email a notice to all who have signed up for such notice on the City's website. Post the public hearing notice on the CPC website and the community calendar of the City's website.
- Post staff reports, meeting agendas, meeting videos, and vote summaries on the CPC website.
- Allow for the continuation of the public hearing to the meeting without notice in the official journal when a docket has been deferred. Allowing a second opportunity for public comment will give interested parties additional time to review the staff report, to discuss with City representatives any issues with the aid of the staff report, and to report back to the CPC the results of any meetings.

Timeline for Implementation: Fall 2012

General Technology Improvements Across Multiple Processes

Mayor's Office of Technology

- With the assistance of the Neighborhood Engagement Office and the City Planning Commission, the Mayor's Office of Technology should produce a neighborhood association boundaries map available to both planners and the general community. Make neighborhood association contact information available through this electronic map.

Timeline for Implementation: Summer 2013

- Allow the public to sign up on the City's website to receive public meeting notices of their selection.

Timeline for Implementation: Ongoing

- If technological resources allow, notice may also be given to all who have signed up as "stakeholders" in a certain geographic area.

Timeline for Implementation: Summer 2013

- Allow the public to speak at public hearings through online video conferencing.

Timeline for Implementation: Undetermined

Neighborhood Engagement Office

- Maintain an official neighborhood/business organization database.
- Identify areas without neighborhood associations and provide assistance for the formation of new organizations. Consider partnering with non-profit organizations to provide this assistance. The help can include providing information on writing bylaws, becoming a 501c3 non-profit, registering for public notices, and providing information on how government works.

Timeline for Implementation: Ongoing

Proposed Neighborhood Participation Program for Land Use Actions

	Project NPP required	Letters to adjacent property owners and occupants within 300 / 600 feet	Website posting of application and notice/agenda	Email blast	Signs on property	Report posted online	Opportunity for additional public hearing	Meeting video and vote summaries archived online	Community engagement platform	General signage, press release, television announcements
Zoning Map Change	**X**	**X**	**X**	**X**	**X**	**X**	**X**	**X**		
Conditional Use	**X**	**X**	**X**	**X**	**X**	**X**	**X**	**X**		
Zoning Text Change			**X**	**X**		**X**	**X**	**X**		
Variance (BZA)	**X** (Single and two-family dwellings exempted)	**X**	**X**	**X**	**X**	**X**	**X**	**X**		
Appeal of Administrative Decision		**X**	**X**	**X**	**X**	**No report**	**X**	**X**		
Major/Special Policy Subdivision	**X**	**X**	**X**	**X**	**X**	**X**	**X**	**X**		
Master Plan Amendment	**X** (Map change only)	**X**	**X**	**X**	**X**	**X**	**X**	**X**		**X** (for announcement of application period)
Master Plan 5 yr. Update				**X**		**X**	**X**	**X**	**X**	**X**
Capital Improvement Program			**X**	**X**		**X**	**X**	**X**	**X**	**X**
Property Disposition/Acquisition and Street Closure	**X** (Street closure only)	**X**	**X**	**X**		**X**	**X**	**X**		
Street Name Changes		**X** (letters to owners and occupants on street)	**X**	**X**	**X**	**X**	**X**	**X**		