CITY OF NEW ORLEANS

CustomerServiceSTAT

June 5, 2014
(Reporting Period: April 2014)
www.nola.gov/opa

Agenda

- **Introduction and Announcements**
- **Open and Effective Government**: 311
- **Economic Development**: Permitting and Licensing
- **Sustainable Communities**: Land Use

Purpose and Scope

Purpose: The Landrieu Administration developed a strategic framework to map out the City's overall direction. The framework links services, programs, strategies, objectives, and goals to the City's mission, values, and vision, and incorporates performance measures to assess performance.

In CustomerServiceSTAT, City leaders and managers review key performance results related to customer service. In order to improve results, City leaders and managers review and assess progress achieved, overall trend data, and the likelihood of meeting performance targets. For programs at risk of not meeting targets, leaders and managers identify prospects and tactics for performance improvement, and make adjustments to operational plans as needed. To account to citizens and Councilmembers for the spending of resources provided, CustomerServiceSTAT meetings are open to the public.

Scope: CustomerServiceSTAT focuses on Citywide topics that are frequent sources of City interactions with the public, with an initial emphasis on 311 calls, permitting and licensing, and land use issues. CustomerServiceSTAT does not focus on performance managed in other STAT programs or initiatives, nor does it include in depth discussions of complaints about specific interactions.

Questions and Comments: Index cards are available to the public at the sign-in table, which can be used to submit questions and comments or to report specific issues. Throughout the meeting, completed cards will be reviewed. General questions and comments may be discussed by the group and specific issues will be assigned to departments.

City Strategic Framework

Mission
The City of New Orleans delivers excellent service to its citizens with courage, competence and compassion.
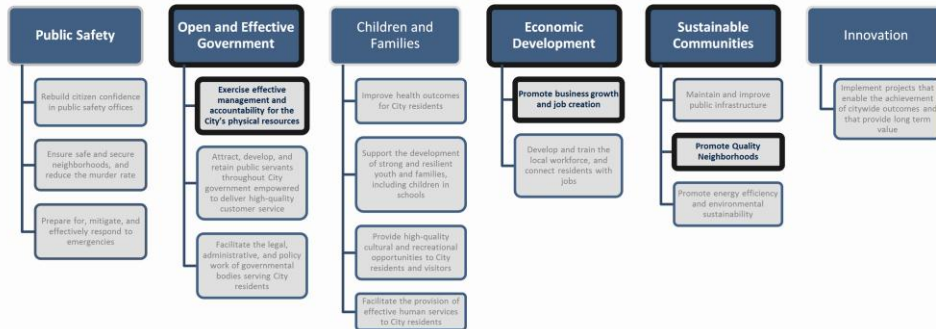
Values
Integrity, Excellence, Transparency, Teamwork, Responsiveness, Innovation, Diversity and Inclusion

Vision
New Orleans is a model city. We are a unified city. We are a creative city.

Result Area Goals and Objectives

| Public Safety	Open and Effective Government	Children and Families	Economic Development	Sustainable Communities	Innovation
Rebuild citizen confidence in public safety offices	**Exercise effective management and accountability for the City's physical resources**	Improve health outcomes for City residents	**Promote business growth and job creation**	Maintain and improve public infrastructure	Implement projects that enable the achievement of citywide outcomes and that provide long term value
Ensure safe and secure neighborhoods, and reduce the murder rate	Attract, develop, and retain public servants throughout City government empowered to deliver high-quality customer service	Support the development of strong and resilient youth and families, including children in schools	Develop and train the local workforce, and connect residents with jobs	**Promote Quality Neighborhoods**	
Prepare for, mitigate, and effectively respond to emergencies	Facilitate the legal, administrative, and policy work of governmental bodies serving City residents	Provide high-quality cultural and recreational opportunities to City residents and visitors		Promote energy efficiency and environmental sustainability	
		Facilitate the provision of effective human services to City residents			

Open and Effective Government

Goal: Ensure sound fiscal management and transparency, promote effective, customer-driven services and foster active citizen engagement in City government.

Objectives and Strategies	Outcome Measures
Exercise effective management and accountability for the City's physical resources 1. Effectively steward the City's financial resources 2. Manage the City's information and analyze the City's performance data 3. Manage vendor relationships and provide oversight of City contracts 4. Responsibly support the City's capital assets	• Bond ratings
Attract, develop, and retain public servants throughout City government empowered to deliver high-quality customer service 1. Cultivate a high-quality City workforce 2. Provide fair and reasonable benefits to City employees and retirees	• Rate of employee turnover • Percent of employees engaged and satisfied
Facilitate the legal, administrative, and policy work of governmental bodies serving City residents 1. Govern the City with integrity and accountability 2. Defend the City's legal interests 3. Promote civic engagement 4. Facilitate, link, and leverage resources with external organizations	• Percent of citizens satisfied with overall government services
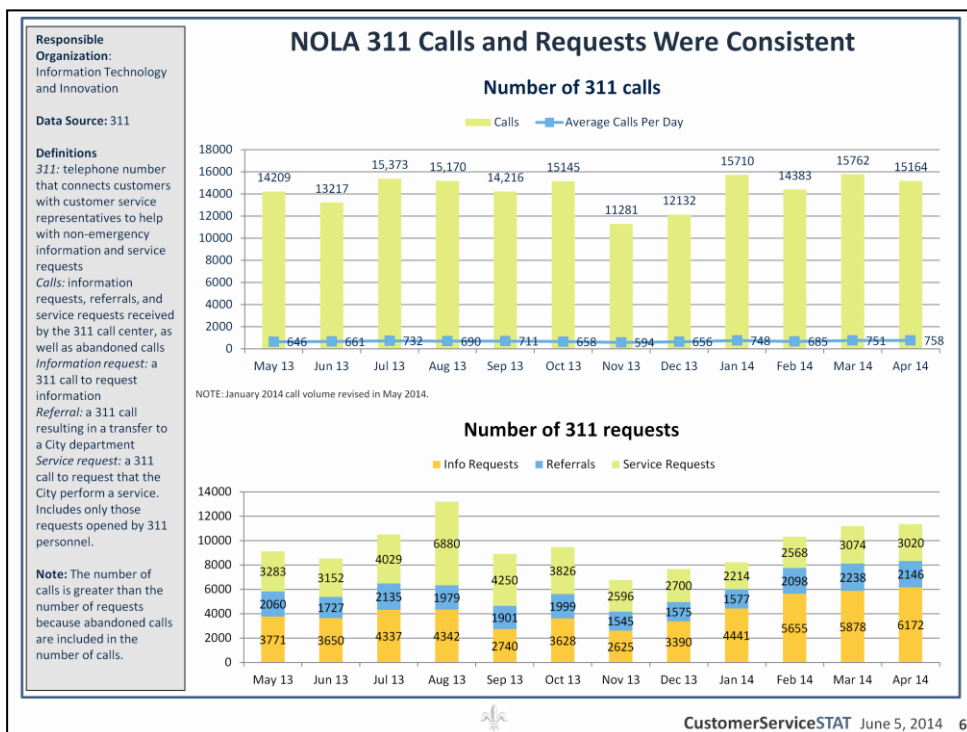
The Office of Information Technology and Innovation anticipates that 311 calls will increase throughout the summer.

NOLA 311 Average Hold Time and Call Abandonment Rate Continued to Significantly Exceed Targets

Responsible Organization: Information Technology and Innovation

Data Source: 311

Definitions
311: telephone number that connects customers with customer service representatives to help with non-emergency information and service requests
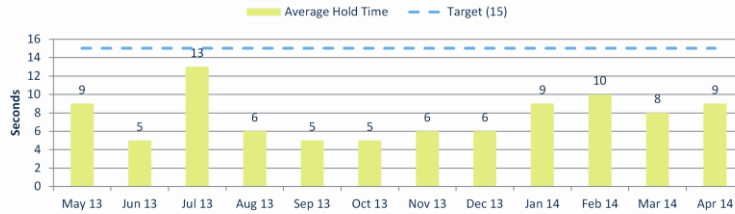*Call abandonment:* call where the caller hangs up before the call is answered

Legend
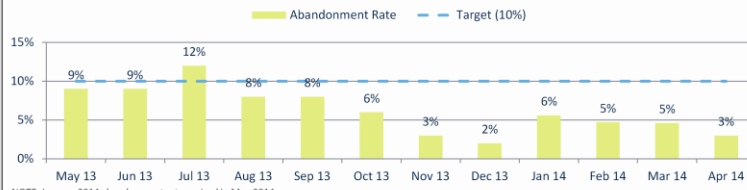🟢 On Target
🔺 Within 10% of Target
🔴 Off Target

🔑 Key measure that best indicates whether City activities are achieving the desired results

Average hold time

Average Hold Time — Target (15)

	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14
Seconds	9	5	13	6	5	5	6	6	9	10	8	9

🔑 Rate of 311 call abandonment

Abandonment Rate — Target (10%)

	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14
	9%	9%	12%	8%	8%	6%	3%	2%	6%	5%	5%	3%

NOTE: January 2014 abandonment rate revised in May 2014.

Key Measure	2013		2014		
	Actual	Target Met?	YTD Actual	Target	Status
Rate of 311 call abandonment	8.51%	🟢	4.48%	≤10%	🟢

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Responsible Organization: Information Technology and Innovation

Data Source: 311

Definitions
311: telephone number that connects customers with customer service representatives to help with non-emergency information and service requests
First call resolution: information requests and undocumented calls that are resolved directly by the 311 call center. Excludes service requests and department referrals.

Legend
⬤ On Target
▲ Within 10% of Target
◆ Off Target

🔑 Key measure that best indicates whether City activities are achieving the desired results

NOLA 311 Average Call Length Continued to Exceed Target, while the First Call Resolution Rate Remained Below Target

Average call length

Legend: Average Call Length — Target (160)

May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14
180	161	172	158	166	164	143	138	142	155	152	150

(Seconds)

🔑 Rate of 311 first call resolution

Legend: First Call Resolution — Target (70%)

May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14
58%	59%	59%	63%	62%	57%	64%	67%	71%	65%	63%	61%

Key Measure	2013		2014		
	Actual	Target Met?	YTD Actual	Target	Status
Rate of 311 first call resolution	63%	▲	65%	≥70%	▲

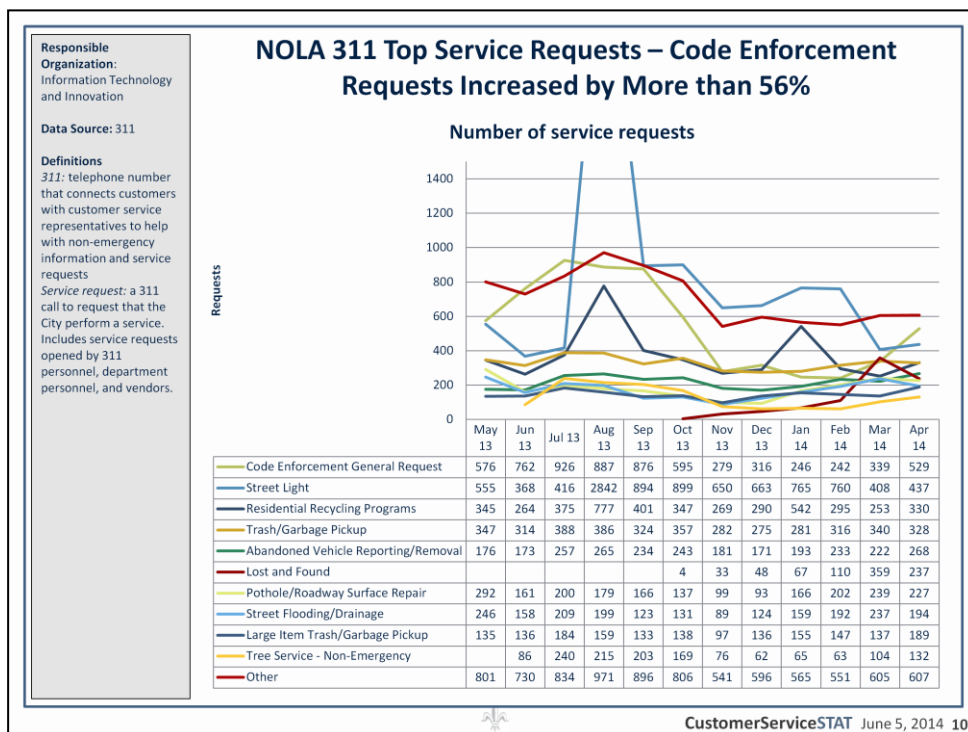CustomerServiceSTAT June 5, 2014 **8**

To increase the rate of first call resolution, the Office of Information Technology and Innovation is providing training for 311 agents to increase their knowledge about specific departmental issues, which will reduce the need for departmental referrals.
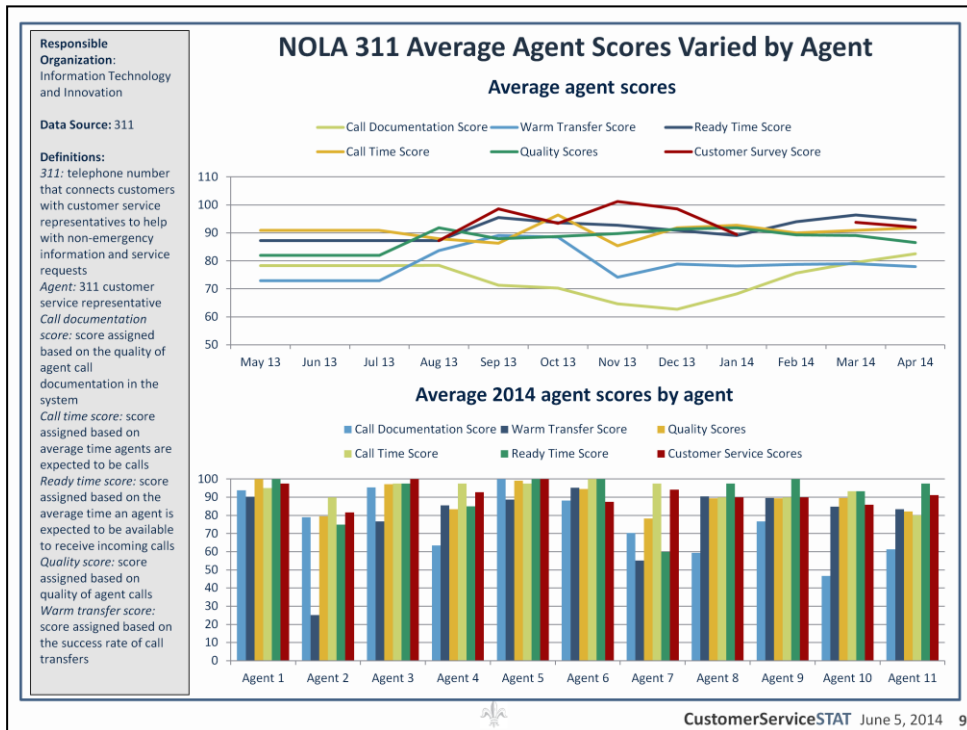
The Office of Information Technology and Innovation is focused on improving quality scores.

Responsible Organization: Information Technology and Innovation

Data Source: 311

Definitions
311: telephone number that connects customers with customer service representatives to help with non-emergency information and service requests
Service request: a 311 call to request that the City perform a service. Includes service requests opened by 311 personnel, department personnel, and vendors.

NOLA 311 Top Service Requests – Code Enforcement Requests Increased by More than 56%

Number of service requests

	May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14
Code Enforcement General Request	576	762	926	887	876	595	279	316	246	242	339	529
Street Light	555	368	416	2842	894	899	650	663	765	760	408	437
Residential Recycling Programs	345	264	375	777	401	347	269	290	542	295	253	330
Trash/Garbage Pickup	347	314	388	386	324	357	282	275	281	316	340	328
Abandoned Vehicle Reporting/Removal	176	173	257	265	234	243	181	171	193	233	222	268
Lost and Found						4	33	48	67	110	359	237
Pothole/Roadway Surface Repair	292	161	200	179	166	137	99	93	166	202	239	227
Street Flooding/Drainage	246	158	209	199	123	131	89	124	159	192	237	194
Large Item Trash/Garbage Pickup	135	136	184	159	133	138	97	136	155	147	137	189
Tree Service - Non-Emergency		86	240	215	203	169	76	62	65	63	104	132
Other	801	730	834	971	896	806	541	596	565	551	605	607

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The increase in 311 calls related to Code Enforcement is largely due to lots becoming overgrown during growing season.

The City Council has approved additional funds for streetlight repairs, and the 311 team will work with the Department of Public Works to develop messaging about when repairs in specific neighborhoods are expected to occur.

NOLA 311 – Many Customers Continued to Request Information on Sanitation Service Fees

Responsible Organization: Information Technology and Innovation

Data Source: 311

Definitions
311: telephone number that connects customers with customer service representatives to help with non-emergency information and service requests
Information request: a 311 call to request information
Referral: a 311 call resulting in a transfer to a City department

	Information Requests	No.	Prior Month (Mar) Rank
1	Sanitation Service Fees	871	1
2	Taxicab Bureau	229	-
3	Assessor	174	4
4	Municipal Court	159	3
5	Civil Courts	99	-

	Department Referrals	No.	Prior Month (Mar) Rank
1	Safety & Permits	202	2
1	Parks & Parkways	196	1
3	Public Works	138	3
4	Finance-Revenue	70	5
5	Finance—Treasury	67	4

Economic Development

Goal: Spur the growth of a diverse, inclusive economy that creates good-paying jobs and provides equal access to economic prosperity.

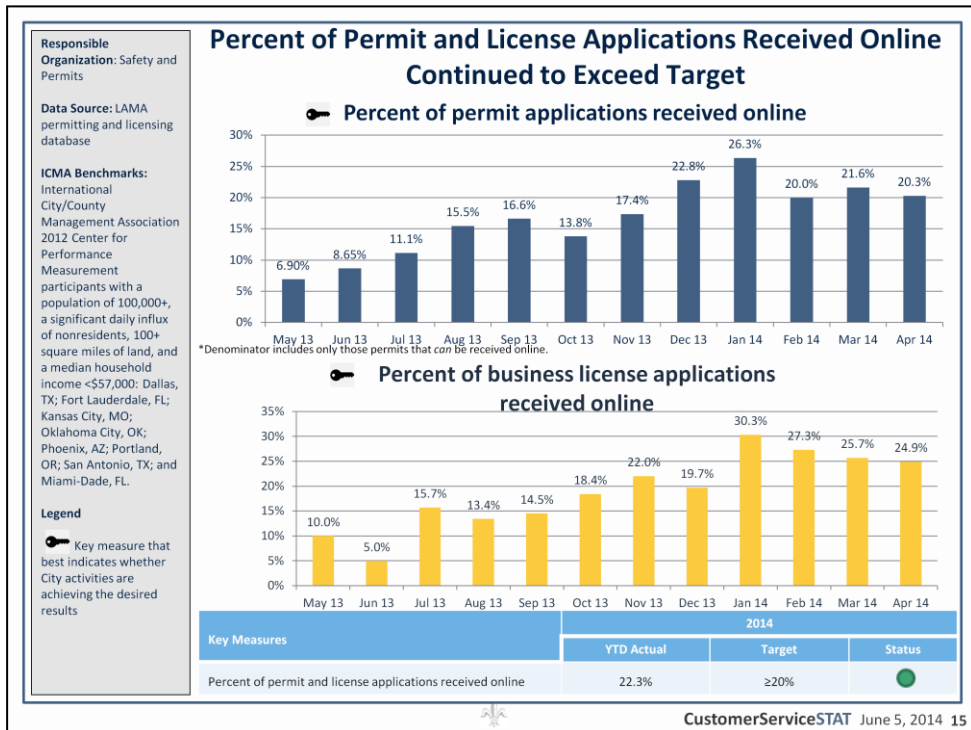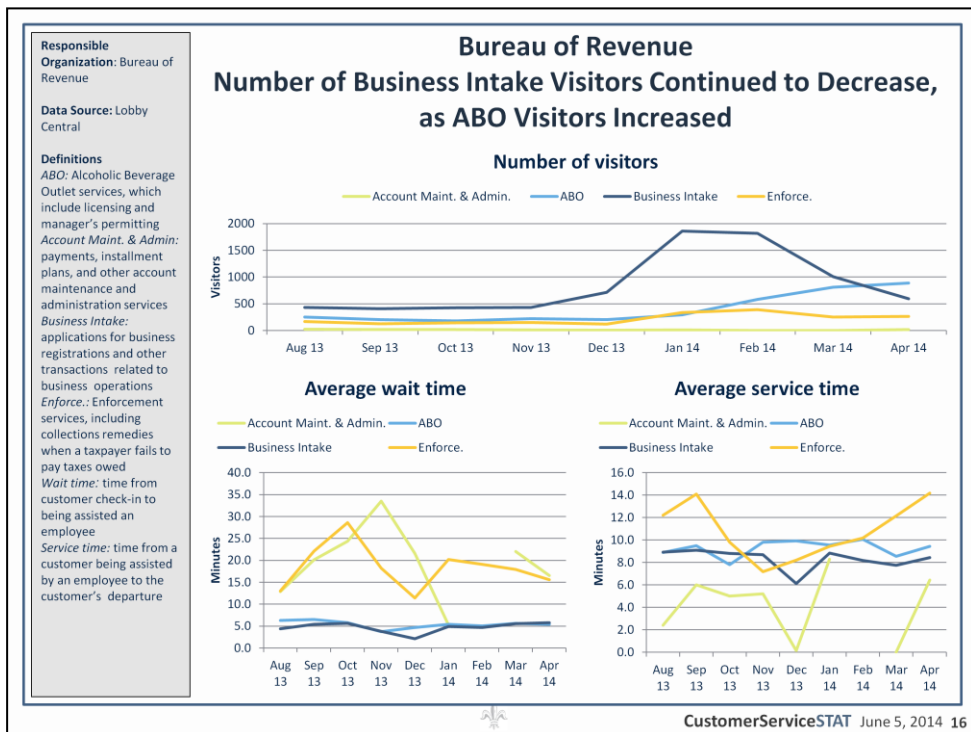| Objectives and Strategies	Outcome Measures
Promote business growth and job creation 1. Foster a business-friendly regulatory environment, including streamlining the permitting process 2. Promote an environment of equal opportunity for a diverse supplier pool 3. Aggressively seek to attract new business and retain existing businesses 4. Provide support for world-class special events	• Population growth • Job growth • Proportion of total jobs that are high wage jobs • Percent of jobs in the cultural industry • Number of tourists • Amount of sales taxes generated
Develop and train the local workforce, and connect residents with jobs 1. Provide access to work opportunities to youth and other vulnerable populations 2. Promote workforce development and skills training to meet employers' needs 3. Link employers to the local workforce	• Unemployment rate • Gross Metro Product (GMP) per job • Percent of population holding a bachelor's degree or higher • Percent of households in national income quintiles • Amount of median household income by race and ethnicity
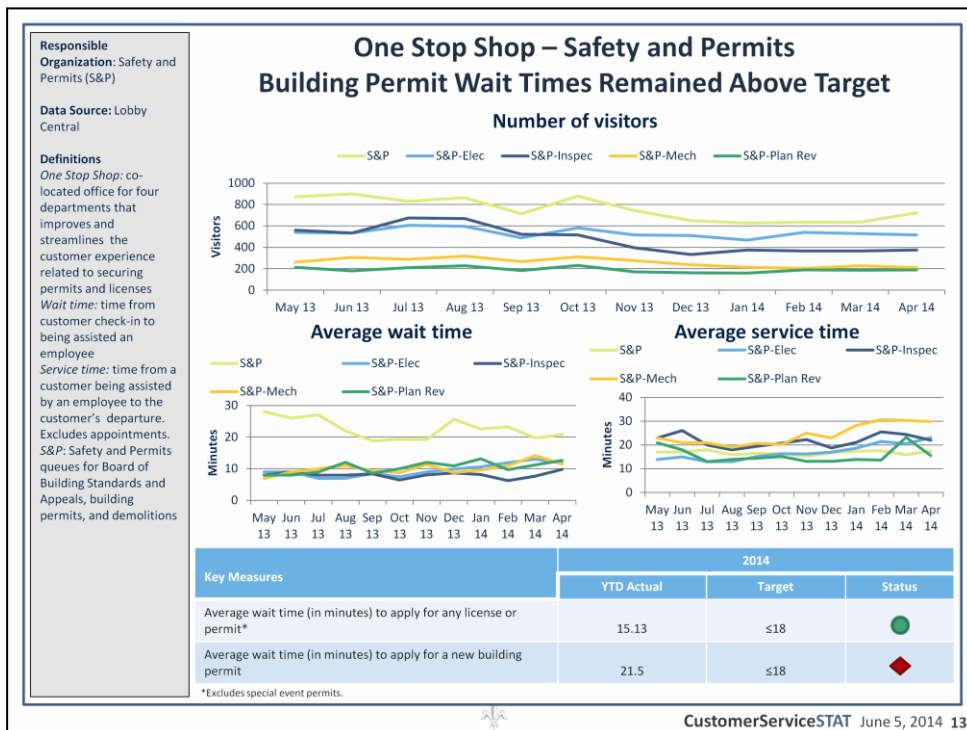
The One Stop Shop is currently working to improve the building permit application to decrease service and wait times.
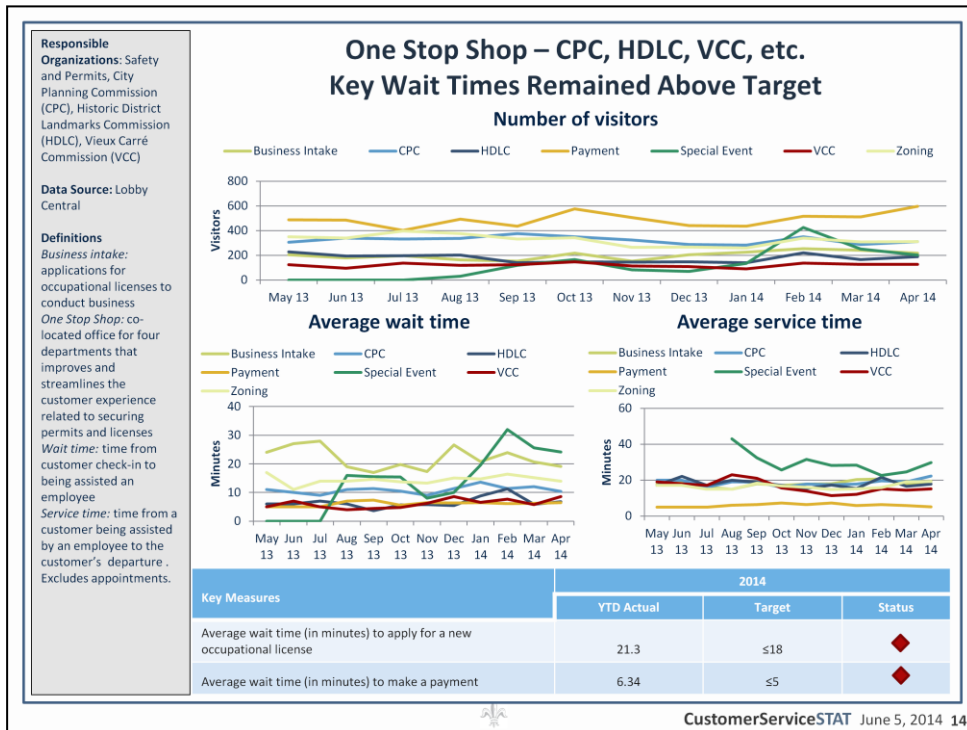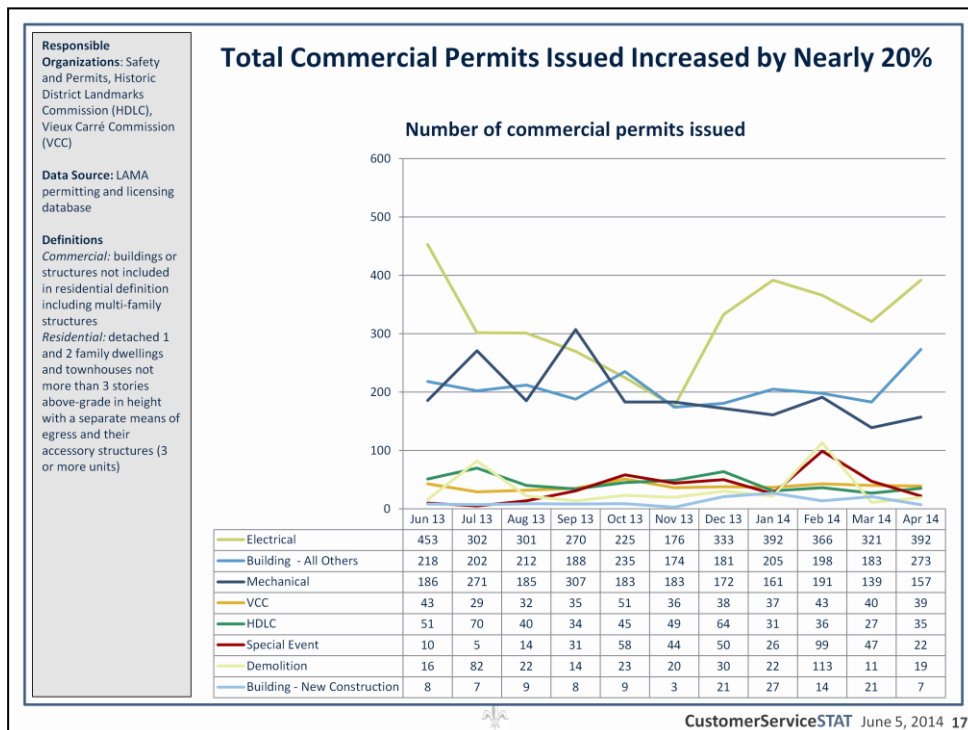
The One Stop Shop is coordinating with Revenue to address customer confusion affecting occupational license wait times. Payment wait times were affected by temporary staffing shortages. The One Stop Shop hired new special events staff, which should result in decreased special event wait times.
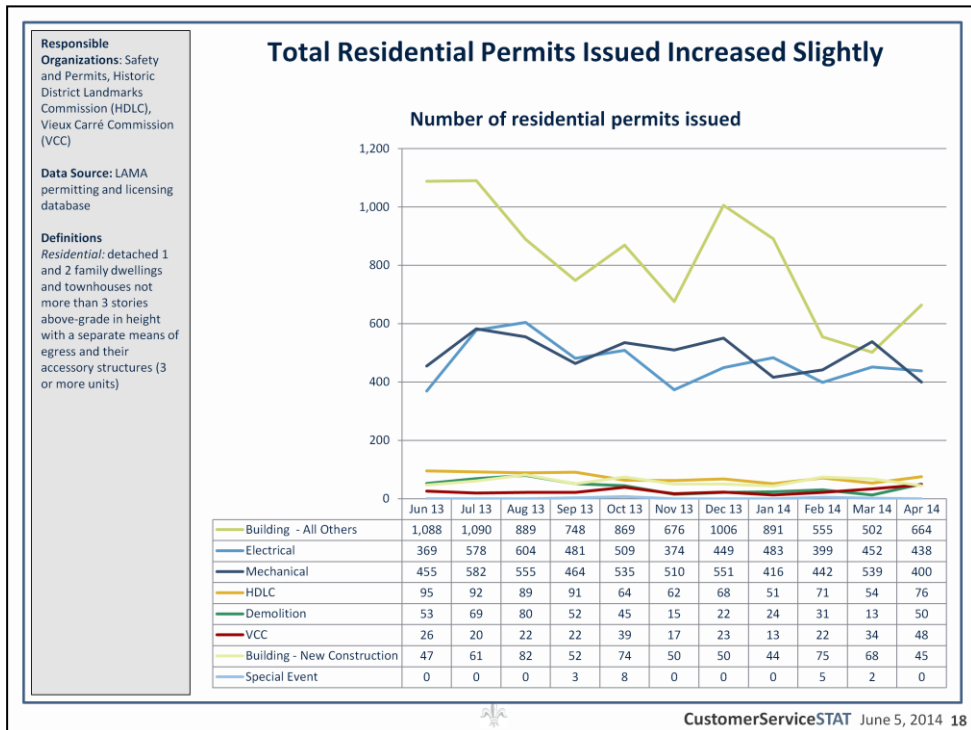
Percent of Permit and License Applications Received Online Continued to Exceed Target

Responsible Organization: Safety and Permits

Data Source: LAMA permitting and licensing database

ICMA Benchmarks: International City/County Management Association 2012 Center for Performance Measurement participants with a population of 100,000+, a significant daily influx of nonresidents, 100+ square miles of land, and a median household income <$57,000: Dallas, TX; Fort Lauderdale, FL; Kansas City, MO; Oklahoma City, OK; Phoenix, AZ; Portland, OR; San Antonio, TX; and Miami-Dade, FL.

Legend

🔑 Key measure that best indicates whether City activities are achieving the desired results

🔑 **Percent of permit applications received online**

May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14
6.90%	8.65%	11.1%	15.5%	16.6%	13.8%	17.4%	22.8%	26.3%	20.0%	21.6%	20.3%

*Denominator includes only those permits that *can* be received online.

🔑 **Percent of business license applications received online**

May 13	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14
10.0%	5.0%	15.7%	13.4%	14.5%	18.4%	22.0%	19.7%	30.3%	27.3%	25.7%	24.9%

Key Measures	2014		
	YTD Actual	Target	Status
Percent of permit and license applications received online	22.3%	≥20%	🟢

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The One Stop Shop anticipates that the percent of applications received online will remain relatively steady in upcoming months.
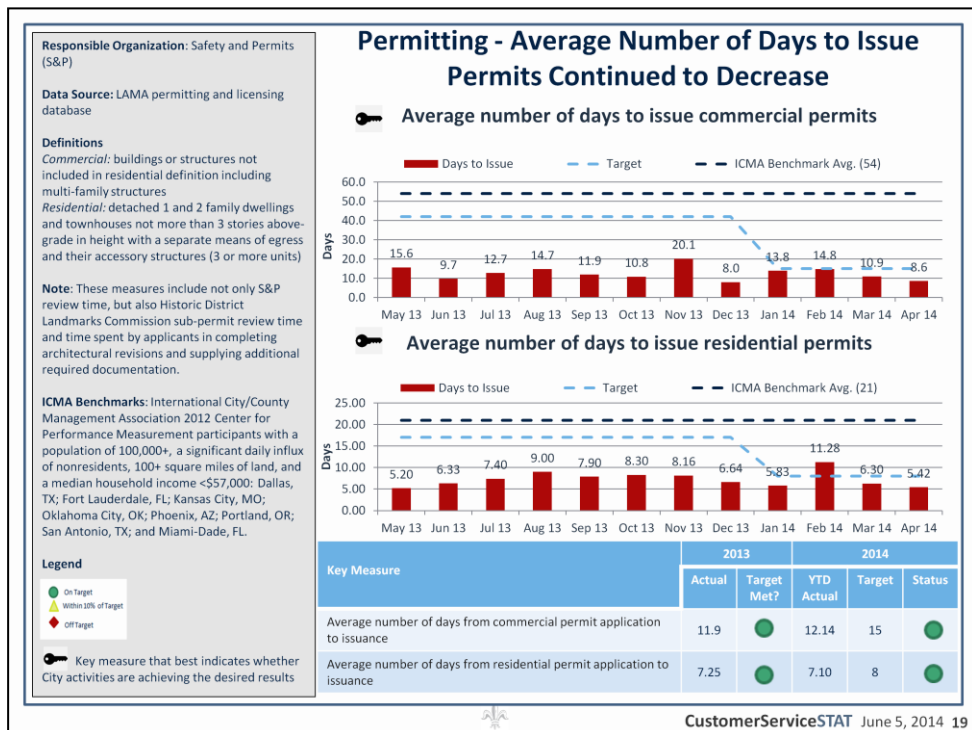
The Bureau of Revenue anticipates that the number of visitors for enforcement will increase in upcoming months, as agents have been sending letters reagarding permits and ocucpational licenses that have not been renewed.

Responsible Organizations: Safety and Permits, Historic District Landmarks Commission (HDLC), Vieux Carré Commission (VCC)

Data Source: LAMA permitting and licensing database

Definitions
Commercial: buildings or structures not included in residential definition including multi-family structures
Residential: detached 1 and 2 family dwellings and townhouses not more than 3 stories above-grade in height with a separate means of egress and their accessory structures (3 or more units)

Total Commercial Permits Issued Increased by Nearly 20%

Number of commercial permits issued

	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14
Electrical	453	302	301	270	225	176	333	392	366	321	392
Building - All Others	218	202	212	188	235	174	181	205	198	183	273
Mechanical	186	271	185	307	183	183	172	161	191	139	157
VCC	43	29	32	35	51	36	38	37	43	40	39
HDLC	51	70	40	34	45	49	64	31	36	27	35
Special Event	10	5	14	31	58	44	50	26	99	47	22
Demolition	16	82	22	14	23	20	30	22	113	11	19
Building - New Construction	8	7	9	8	9	3	21	27	14	21	7

The increase in permits is attributed to both the Riverwalk development project and to regular seasonal variation.

Total Residential Permits Issued Increased Slightly

Responsible Organizations: Safety and Permits, Historic District Landmarks Commission (HDLC), Vieux Carré Commission (VCC)

Data Source: LAMA permitting and licensing database

Definitions
Residential: detached 1 and 2 family dwellings and townhouses not more than 3 stories above-grade in height with a separate means of egress and their accessory structures (3 or more units)

Number of residential permits issued

	Jun 13	Jul 13	Aug 13	Sep 13	Oct 13	Nov 13	Dec 13	Jan 14	Feb 14	Mar 14	Apr 14
Building - All Others	1,088	1,090	889	748	869	676	1006	891	555	502	664
Electrical	369	578	604	481	509	374	449	483	399	452	438
Mechanical	455	582	555	464	535	510	551	416	442	539	400
HDLC	95	92	89	91	64	62	68	51	71	54	76
Demolition	53	69	80	52	45	15	22	24	31	13	50
VCC	26	20	22	22	39	17	23	13	22	34	48
Building - New Construction	47	61	82	52	74	50	50	44	75	68	45
Special Event	0	0	0	3	8	0	0	0	5	2	0

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The increase from previous months is due to seasonal variation, while the longer term decrease is due to the fact that fewer flooded properties have yet to be renovated.

Responsible Organization: Safety and Permits (S&P)

Data Source: LAMA permitting and licensing database

Definitions
Commercial: buildings or structures not included in residential definition including multi-family structures
Residential: detached 1 and 2 family dwellings and townhouses not more than 3 stories above-grade in height with a separate means of egress and their accessory structures (3 or more units)

Note: These measures include not only S&P review time, but also Historic District Landmarks Commission sub-permit review time and time spent by applicants in completing architectural revisions and supplying additional required documentation.

ICMA Benchmarks: International City/County Management Association 2012 Center for Performance Measurement participants with a population of 100,000+, a significant daily influx of nonresidents, 100+ square miles of land, and a median household income <$57,000: Dallas, TX; Fort Lauderdale, FL; Kansas City, MO; Oklahoma City, OK; Phoenix, AZ; Portland, OR; San Antonio, TX; and Miami-Dade, FL.

Legend
- On Target
- Within 10% of Target
- Off Target

Key measure that best indicates whether City activities are achieving the desired results

Permitting - Average Number of Days to Issue Permits Continued to Decrease

Average number of days to issue commercial permits

Legend: Days to Issue | Target | ICMA Benchmark Avg. (54)

Days: May 13: 15.6, Jun 13: 9.7, Jul 13: 12.7, Aug 13: 14.7, Sep 13: 11.9, Oct 13: 10.8, Nov 13: 20.1, Dec 13: 8.0, Jan 14: 13.8, Feb 14: 14.8, Mar 14: 10.9, Apr 14: 8.6

Average number of days to issue residential permits

Legend: Days to Issue | Target | ICMA Benchmark Avg. (21)

Days: May 13: 5.20, Jun 13: 6.33, Jul 13: 7.40, Aug 13: 9.00, Sep 13: 7.90, Oct 13: 8.30, Nov 13: 8.16, Dec 13: 6.64, Jan 14: 5.83, Feb 14: 11.28, Mar 14: 6.30, Apr 14: 5.42

Key Measure	2013		2014		
	Actual	Target Met?	YTD Actual	Target	Status
Average number of days from commercial permit application to issuance	11.9	🟢	12.14	15	🟢
Average number of days from residential permit application to issuance	7.25	🟢	7.10	8	🟢

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Safety and Permits has improved communication with the Historic District Landmarks Commission regarding cross-departmental permitting issues.

Permitting – 89% of Commercial and 91% of Residential Permits Issued in less than 15 Days

Responsible Organization: Safety and Permits

Data Source: LAMA permitting and licensing database

Definitions
Commercial: buildings or structures not included in residential definition including multi-family structures *Residential:* detached 1 and 2 family dwellings and townhouses not more than 3 stories above-grade in height with a separate means of egress and their accessory structures (3 or more units)

Note: This measures include not only S&P review time, but also Historic District Landmarks Commission sub-permit review time and time spent by applicants in completing architectural revisions and supplying additional required documentation.

ICMA Benchmarks: International City/County Management Association 2012 Center for Performance Measurement participants with a population of 100,000+, a significant daily influx of nonresidents, 100+ square miles of land, and a median household income <$57,000: Dallas, TX; Fort Lauderdale, FL; Kansas City, MO; Oklahoma City, OK; Phoenix, AZ; Portland, OR; San Antonio, TX; and Miami-Dade, FL.

Legend

- On Target
- Within 10% of Target
- Off Target

Number of days to issue commercial permits

Legend: >30 Days, 15-30 Days, <15 Days

Month	<15 Days	15-30 Days	>30 Days
Sep 13	729	20	64
Oct 13	628	38	66
Nov 13	499	26	70
Dec 13	699	28	58
Jan 14	673	63	97
Feb 14	770	71	140
Mar 14	630	18	73
Apr 14	766	36	58

Number of days to issue residential permits

Legend: >30 Days, 15-30 Days, <15 Days

Month	<15 Days	15-30 Days	>30 Days
Sep 13	1647	49	103
Oct 13	1848	86	105
Nov 13	1494	57	74
Dec 13	1910	93	75
Jan 14	1640	163	
Feb 14	1360	46	101
Mar 14	1451	59	66
Apr 14	1441	88	62

Building Permits Issued within One Day Continued to Increase

The increase in permits issued within one day is largely a function of an increase in applications for certain types of permits with fast turnaround times.
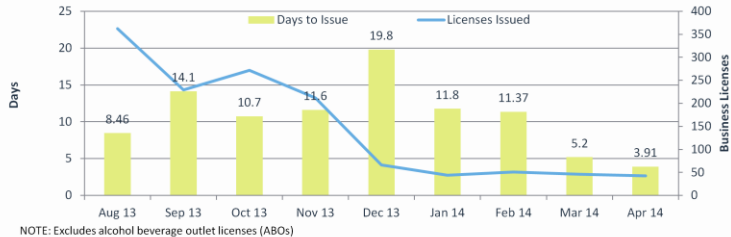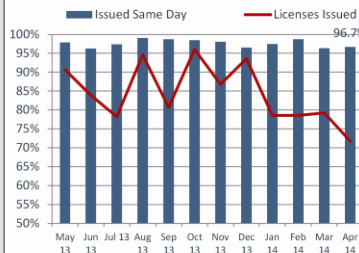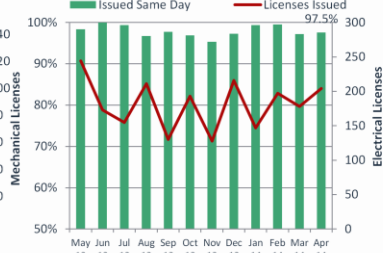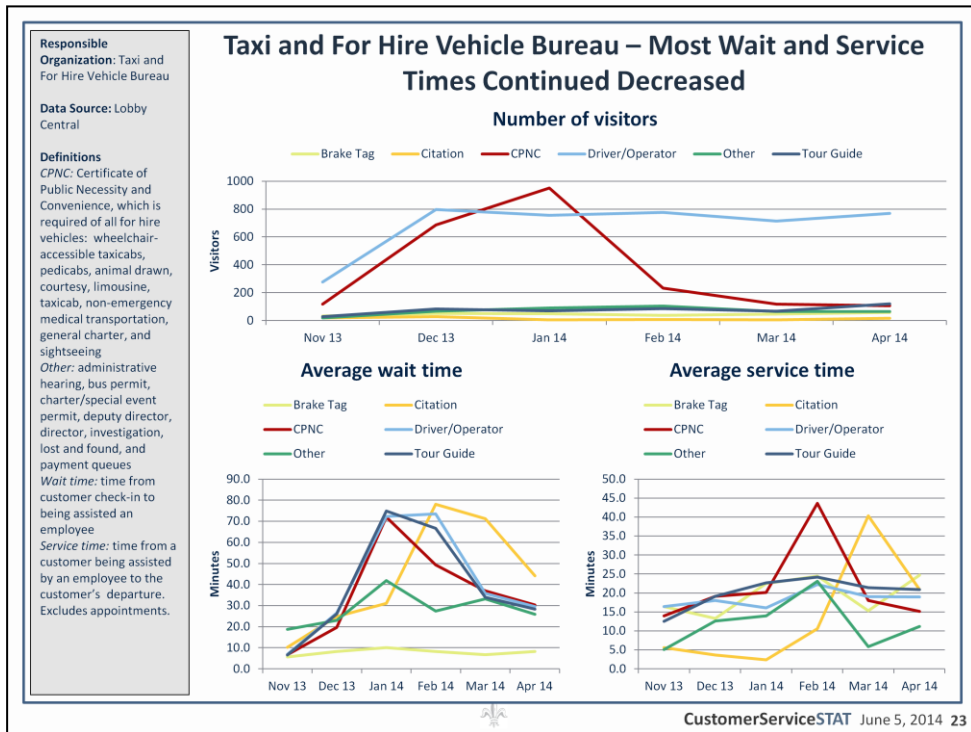
The Taxicab Bureau anticipates that the number of visitors will remain low until the next big special events.
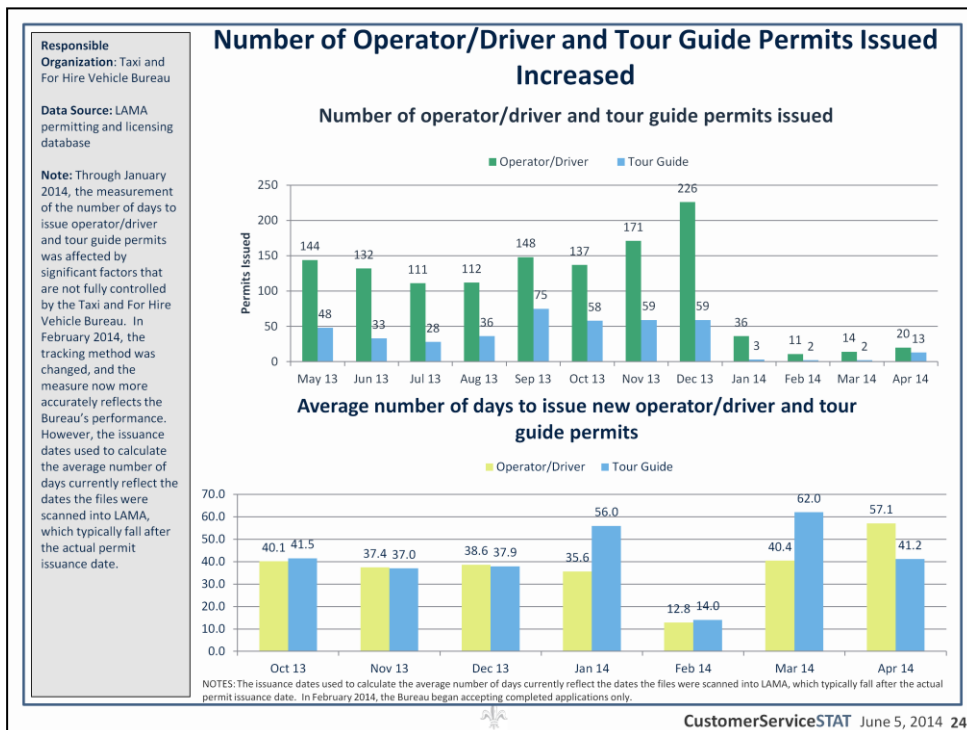
Data entry errors have resulted in many permits not recorded as "issued." The Bureau is training staff to properly enter all steps of the permit application process so that the permit issuances are recorded, and staff are making corrections.

The Taxicab Bureau has added an additional day for testing applicants for driver permits, which is expected to result in a decrease the number of days to issue permits.
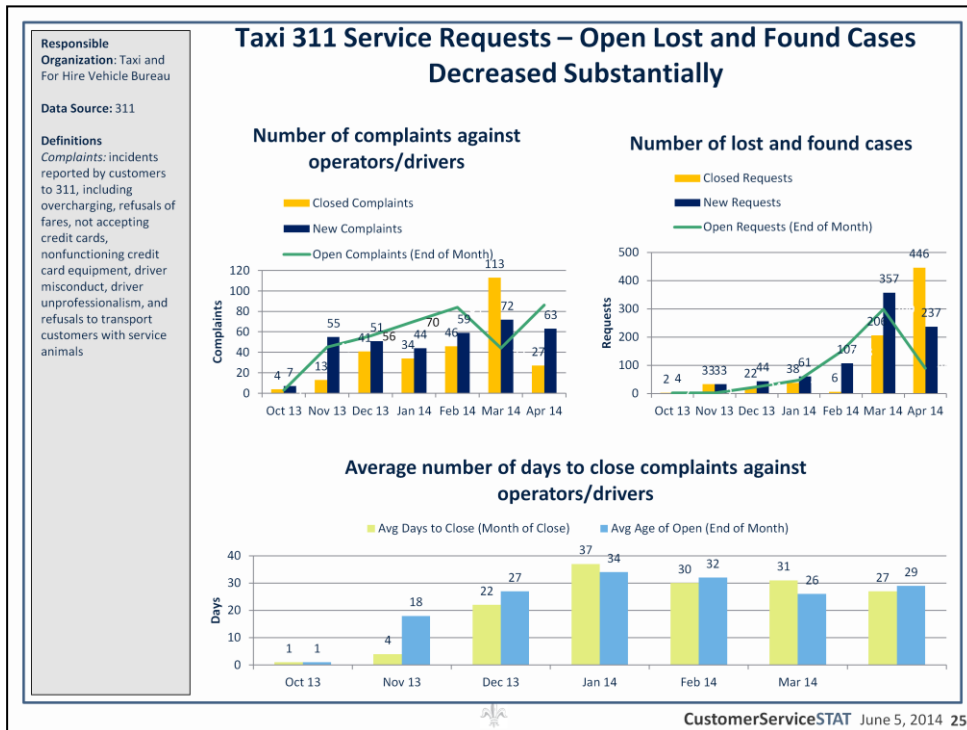
The Bureau assigned additional staff to address lost and found cases.

Sustainable Communities

Goal: Support sustainable communities that integrate quality housing, transportation, schools, commercial development, energy efficiency, parks and green space, flood protection and cultural assets.	
Objectives and Strategies	**Outcome Measures**
Maintain and improve public infrastructure	• Percent of citizens satisfied with condition of streets
1. Maintain and improve road surface infrastructure	• Mean travel time to work
2. Consistently implement Complete Streets philosophy in streets investments	• Percentage of workers commuting to work by means other than driving alone
3. Effectively administer the City's capital improvements program	• Percent of citizens satisfied with drainage/flood control
4. Optimize the City's subsurface drainage infrastructure to ensure resilient neighborhoods	• Percent of citizens satisfied with public transportation
	• Percent of citizens satisfied with traffic congestion
Promote Quality Neighborhoods	• Percent of citizens satisfied with control of abandoned houses
1. Reduce blighted properties by 10,000 by the end of 2014	• Percent of citizens satisfied with parks and recreation
2. Provide effective sanitation services to residents and businesses	• Percent of citizens satisfied with control of trash and litter / trash pickup
3. Protect and preserve parks and other green spaces	
4. **Regulate land use to support safe, vibrant neighborhoods and preserve historic properties**	• Percent of citizens satisfied with life in New Orleans
	• ParkScore (based on acreage, service and investment, and access)
	• **Percent of citizens satisfied with zoning**
Promote energy efficiency and environmental sustainability	• Percent of days with healthy air quality
1. Restore the City's marshes and coastline	• Number of health based drinking water violations
2. Promote green energy and other sustainability measures	• Number of certified green buildings
3. Remediate brownfields, lead, and other environmental hazards	• Number of land acres in Orleans Parish
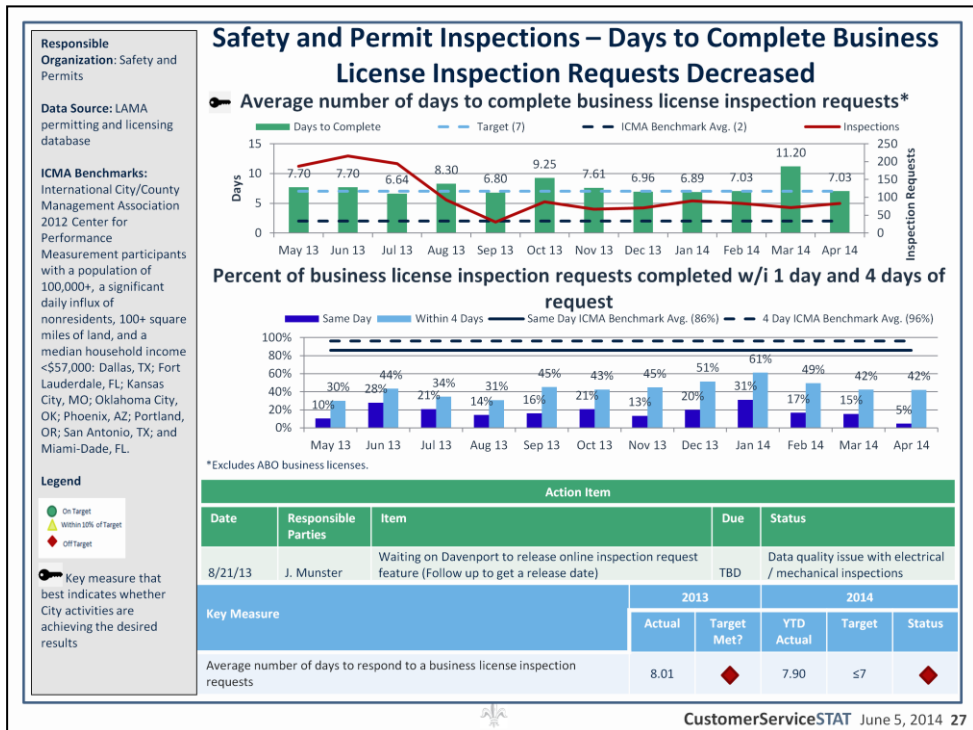
The Department of Safety and Permits is working with the Office of Information Technology and Innovation on an online inspection request feature.

Safety and Permit Inspections – Most Building Inspection Requests Were Completed Same Day

Percent of building inspection requests completed same day

28
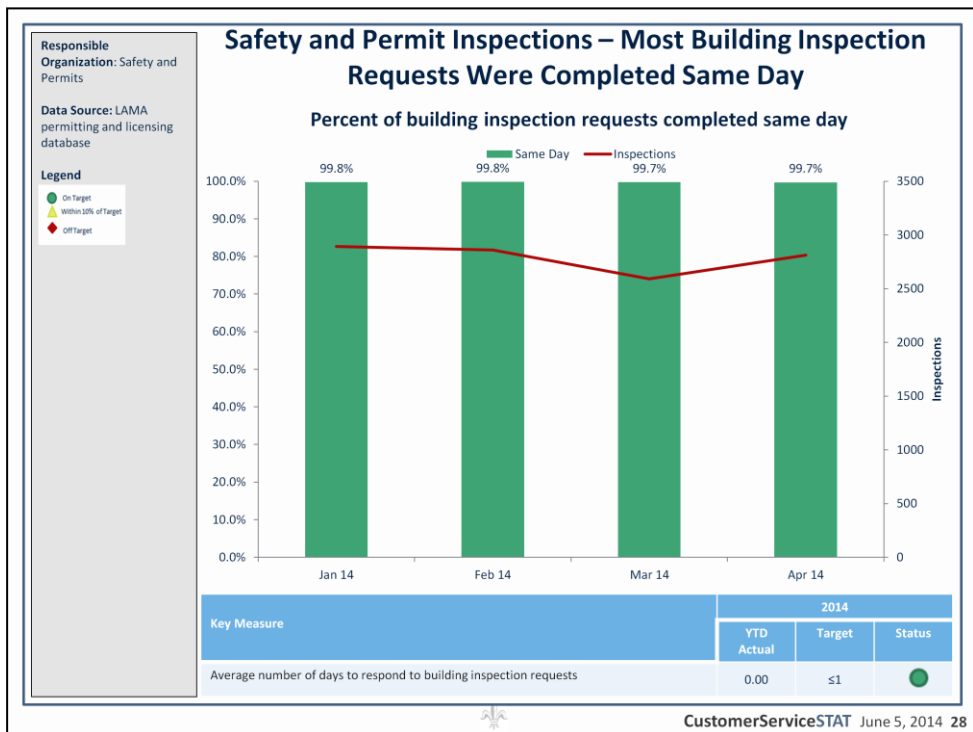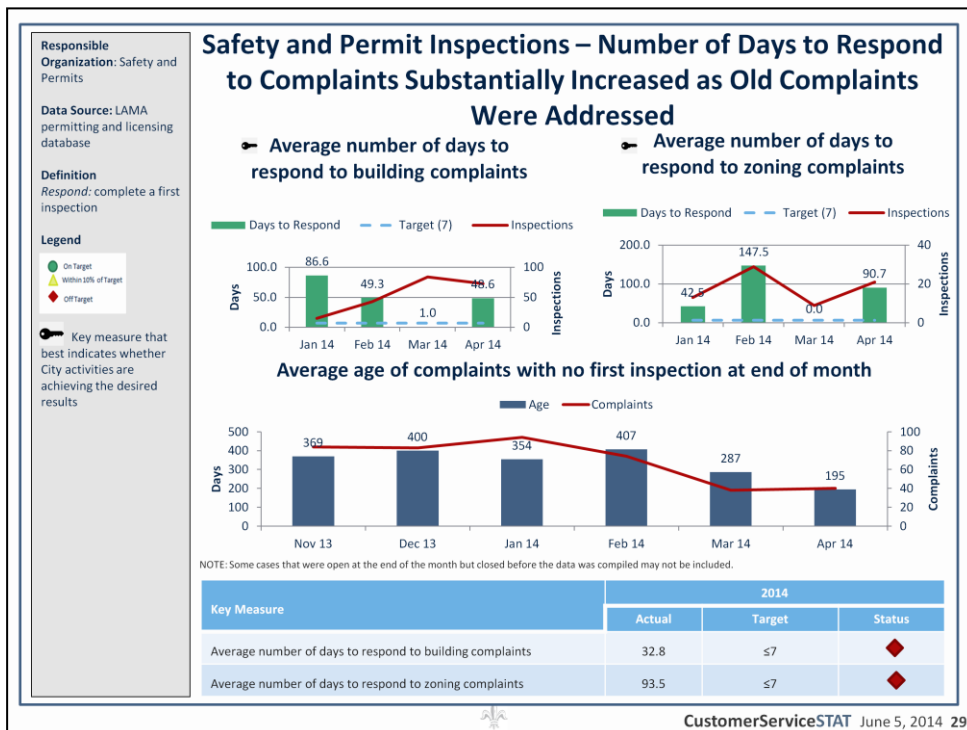
The Department of Safety and Permits is currently working to close their backlog of old complaints, which is resulting in a high average number of days to respond to complaints. Once the old cases are closed in June, the Department anticipates that the average number of days to respond to complaints will be closer to the target.

Historic Preservation – HDLC Days to Review Remained Below Target

Average number of days to review staff approvable applications - HDLC
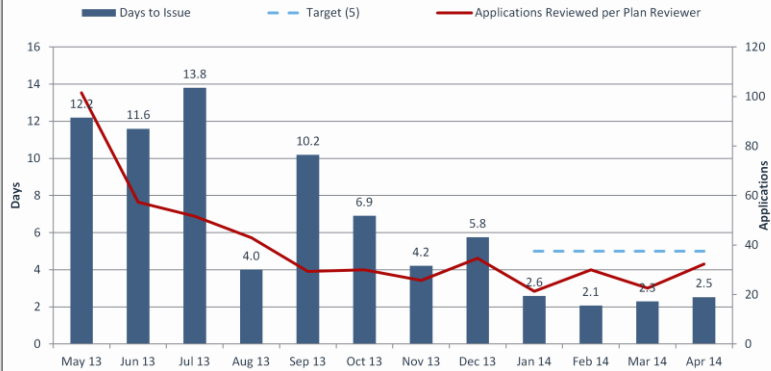
Key Measure	2013		2014		
	Actual	Target Met?	YTD Actual	Target	Status
Average number of days to review staff approvable applications – HDLC	17.5	-	2.36	≤5	🟢

Responsible Organization: Vieux Carré Commission (VCC)

Data Source: LAMA permitting and licensing database, VCC Interoffice Permit Spreadsheet

Legend

🟢 On Target
🟡 Within 10% of Target
🔴 Off Target

🗝 Key measure that best indicates whether City activities are achieving the desired results

Historic Preservation – VCC YTD Average Days to Review Fell Below Target, Despite a More than 30% Increase in Applications

🗝 **Average number of days to review staff approvable applications - VCC**

Legend: Days to Issue | Target (5) | Applications Reviewed

Month	Days to Issue
Aug 13	3.8
Sep 13	4.2
Oct 13	9.0
Nov 13	8.1
Dec 13	8.9
Jan 14	6.7
Feb 14	8.0
Mar 14	3.5
Apr 14	2.9

Nearly 34% of Applications Approved by VCC Staff in April were in Response to Violations

In Response to Violations	Not In Response to Violations
26	51

Key Measure	2013		2014		
	Actual	Target Met?	YTD Actual	Target	Status
Average number of days to review staff approvable applications – VCC	6.93*	-	4.87	≤5	🟢

*Includes Aug-Dec 2013 data only.

Enforcement

Responsible Organization: Historic District Landmarks Commission (HDLC), Safety and Permits (S&P), Vieux Carré Commission (VCC)

Data Source: LAMA permitting and licensing database

Key Measure	2014		
	YTD Actual	Target	Status
Percent of adjudication cases that result in compliance – S&P	N/A	Establishing Baseline	-
Percent of closed enforcement cases closed due to voluntary compliance – HDLC	N/A	Establishing Baseline	-
Percent of closed enforcement cases closed due to voluntary compliance – VCC	N/A	Establishing Baseline	-

Action Items				
Date	Responsible Parties	Item	Due	Status
8/21/13	L. Hesdorffer	Consistently input permit and enforcement data in LAMA	Ongoing	LAMA data quality issue
3/9/14	J. Cecil, R. Samuel	Determine whether delinquent taxpayers can be legally locked out of the permitting and licensing database until taxes are paid	4/3/14	Law Department to be consulted

Land Use Project Filings Decreased Slightly

Responsible Organization: City Planning Commission (CPC)

Data Source: LAMA permitting and licensing database

Definitions
Board of Zoning Adjustments (BZA): board that hears and makes final decisions on requests for variances from the requirements of the Comprehensive Zoning Ordinance (CZO) and considers appeals of decisions by the Director of Safety and Permits
Conditional use: a land use which is compatible with the permitted land uses in a given zoning district only upon a determination that the external effects of the use can be mitigated. Applications require CPC review and City Council approval.
Design review: process to promote orderly development and redevelopment and to assure that it is harmonious with surrounding properties, is consistent with the CZO, and promotes the general welfare of the city
Minor subdivision: a subdivision containing 5 or fewer lots fronting on an existing public or private street, and not involving creation or closure of a street, public or private
Variance: procedure to afford an applicant relief from the requirements of the letter of the CZO when unnecessary hardship or practical difficulty exists
Zoning change: zoning map change 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. Applications require CPC review and City Council approval.
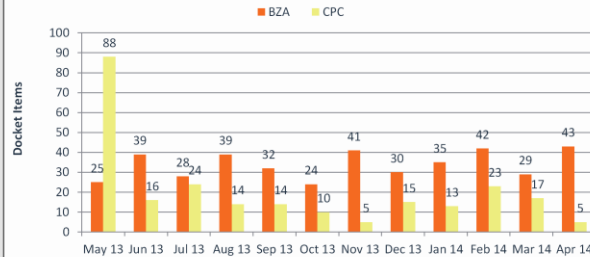*Other:* appeal of Safety and Permits; major subdivision; minor subdivision, conditional use; property disposition; street name change; text amendment; zoning change, conditional use projects, and zoning – nonconforming use determination
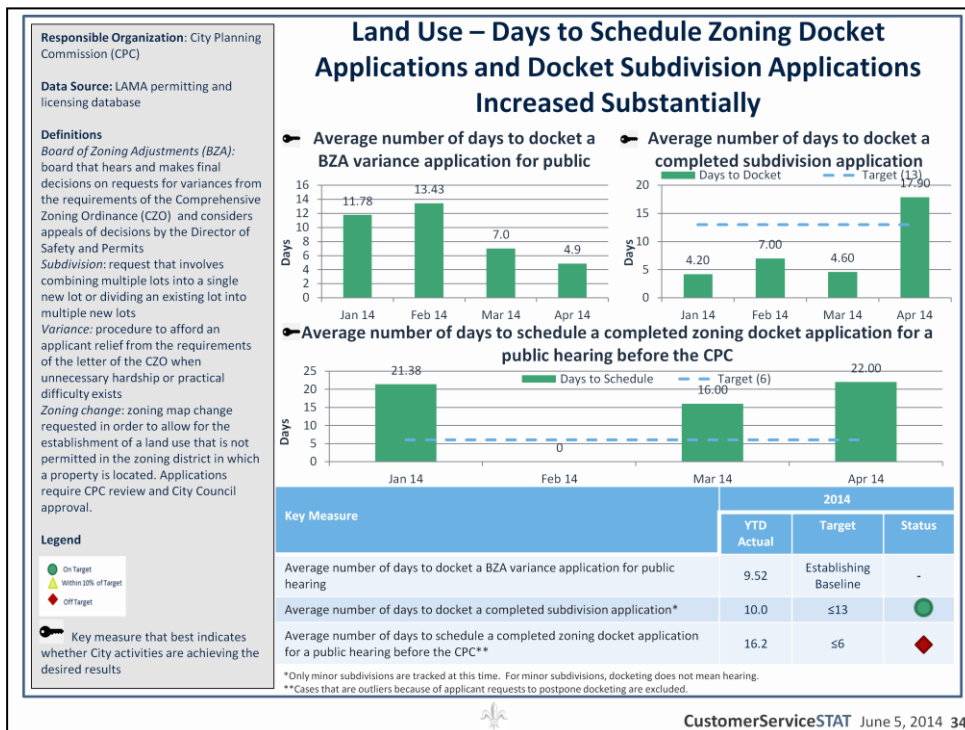

Number of land use projects filed
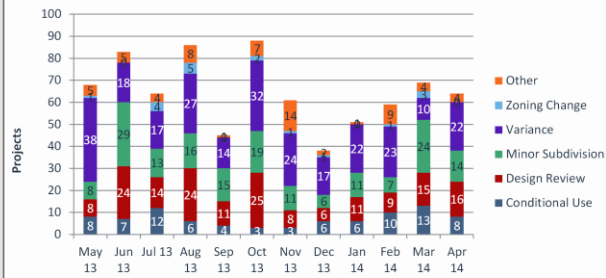
Number of items on BZA and CPC hearing dockets

The City Planning Commission is reviewing its data reliability and measures, to ensure that staff is accurately and consistently entering data, and that their measures fully capture the scope of work performed by their office. While there may be some errors in its data, the CPC reported that there were no backlogs in any of its docketing queues.

Evaluation Form

- Are you a city employee or a member of the public?

- On a scale 1-5, how useful was this meeting to you (1= least useful and 5= most useful)?

- What's working?

- What's not working?