

NEIGHBORHOOD PARTICIPATION PROGRAM (NPP) RESOURCE GUIDE



Prepared by the
New Orleans City Planning Commission
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TABLE OF CONTENTS

Introduction.....	3
Neighborhood Participation Program (NPP) Basics.....	4
A. NPP Steps.....	5
B. NPP Checklist.....	6
C. NPP Meeting Recommendations.....	10
Sample Materials.....	11
A. Sample Meeting Notice (Conditional Use).....	12
B. Sample Meeting Notice (Zoning Change).....	13
C. Sample Meeting Notice (Variance).....	14
D. Sample Summary Report.....	15
E. Sample Agenda.....	16
Meeting Handouts.....	17
NPP Meeting Sign-In Sheet.....	18
NPP Meeting Comment Cards.....	19
New Orleans City Planning Commission Online Tools.....	20

INTRODUCTION

Land use and other zoning decisions impact not only the requesting party, but also residents, property owners, and other stakeholders. For this reason, 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.”

The Neighborhood Participation Program (NPP) was adopted by the City Planning Commission (CPC) in July of 2012 and revised in June of 2022. 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.

Applicants are required to complete an NPP as part of the application process for zoning changes, conditional uses, variances (except for single- and two-family dwellings), and institutional master plans (IMPs). Most text amendment applications also require NPPs. The NPP is to be completed by the applicant or their representative, with support from CPC staff.

A well-executed NPP sets you up for success as an applicant. Hearing stakeholders’ questions and concerns about your application at the NPP meeting can provide you with an opportunity to address and resolve these comments prior to the public hearing where your request will be approved or denied. As such, it is in your best interest to complete a thorough NPP prior to submitting any application for which an NPP is required. Further, an incorrectly completed NPP must be repeated correctly before application acceptance.

The NPP Resident Resource Guide provides an overview of the NPP process. The requirements outlined by this guide are codified within Article 4 of the Comprehensive Zoning Ordinance (CZO). If you have any additional questions, please reach out to cpcinfo@nola.gov.

1

NEIGHBORHOOD PARTICIPATION PROGRAM (NPP) BASICS

- A. NPP STEPS FOR APPLICANTS
- B. NPP CHECKLIST FOR APPLICANTS
- C. NPP MEETING RECOMMENDATIONS

A. NPP STEPS



B. NPP CHECKLIST

It is critical that all steps on the NPP process are completed correctly. An application submitted with an incomplete NPP will not be accepted, and an incorrectly completed NPP must be repeated correctly before application acceptance.

Step 1: Correspond with CPC Staff

- Email cpcinfo@nola.gov, call 504-658-7000, or visit us on the 8th floor of 1340 Poydras between 9:00 a.m. and 4:00 p.m. Monday-Friday to confirm what your specific request is, if necessary, and review the NPP process.
 - You may need to get in touch with the Department of Safety and Permits to confirm your specific request. If this is the case, CPC staff can connect you with the Department of Safety and Permits.

Step 2: Request NPP Contact List

- Email cpcinfo@nola.gov to request an NPP contact list.
 - Include your property's address, the proposed use, the size of the site and square footage of the proposed use (if applicable), what kind of application you intend to submit, and your specific request.
 - A site or development less than 25,000 square feet requires a 300-foot radius notice. A site or development of 25,000 square feet or more requires a 600-foot radius notice. The radius will capture both current residents and property owners.
 - NPP contact lists provided by the City Planning Commission are valid for one year only. No contact list that is older than one year may be used. If your contact list is over one year old, please request an updated one from the Department of Safety and Permits.

Step 3: Plan NPP Meeting

- Pick a meeting site. Choose a meeting location convenient to the invited parties and no greater than one (1) mile from the subject property.
 - The CPC strongly advises choosing a meeting location in the neighborhood or close to the site that is the subject of your application. In no case shall the meeting be held outside of Orleans Parish.
 - Suitable locations include schools, libraries, NORD centers, coffee shops, and other locations that might have a meeting room like retail stores, hotels, medical facilities, etc. Please remember that you can secure the meeting location in-person and/or over the phone but should always receive confirmation in writing.
 - If a suitable location is not available within the one (1) mile radius, the applicant may request that the meeting be held at a site outside of the radius, subject to written approval by the Executive Director.

- Pick a date. The NPP meeting must be held no less than 14 days and no more than 30 days after the date that the meeting notice is provided to the contact list.
- Pick a time. Choose a time that may maximize participation in the NPP meeting.

□ **Step 4: Prepare NPP Meeting Notice**

- Type an NPP meeting notice that includes:
 - The date, time, and location of the NPP meeting.
 - The type of application you intend to submit (zoning change, conditional use, planned development, variance, institutional master plan, text amendment, or master plan amendment).
 - A brief description of the project, including the proposed floor area, number of units, and number of floors.
 - The existing zoning classification (and the zoning classification you intend to request if you intend to apply for a Zoning Change).
 - Known needed variances (if applicable).
 - For all applications, include the applicable Comprehensive Zoning Ordinance (CZO) citations including the Article and Section reference as provided by CPC staff.
 - Estimated start and end construction dates (if applicable).
 - A general description of how parties on the contact list will receive information on the project, such as mailed notice or hand-delivered notice.
- Please see examples of NPP meeting notices in Section 2 of this document.

□ **Step 5: Notify NPP Contact List**

- Send draft version of the NPP meeting notice to CPC staff for review **prior** to sending out to the contact list (please provide at least 48 hours for review). You may work directly with the staff member who emailed the NPP contact list to you. This is not legally required but is strongly suggested; if the notice is incorrect in any way, you will be required to redo the NPP process.
- Mail and email the NPP meeting notice to the NPP contact list. Specifically:
 - Email **and** mail the NPP meeting notice to the neighborhood association(s) on the NPP contact list. The neighborhood association(s) will likely forward the meeting notice to membership.
 - Email **or** mail the NPP meeting notice to the CPC staff at cpcinfo@nola.gov or 1300 Perdido St, New Orleans, LA 70112. This is required because many neighbors receive notice through the City's "NoticeMe" program which is triggered after CPC staff receives the meeting notice.
 - Email **or** mail the NPP meeting notice to the District City Councilmember on the NPP contact list. This is not a legal requirement, but it is highly advisable to inform the Councilmember.
- Email **or** mail the NPP meeting notice to all property owners and residents/tenants on the NPP contact list at least 14 days but no more than 30

days before the meeting. Fourteen days is counted starting the day after the meeting notice is mailed (or sent for emailed meeting notice) and includes the day of the meeting.

- Hand delivery to the residents/tenants is acceptable, but you are prohibited by law from placing the meeting notice in a mailbox.

Step 6: Hold NPP Meeting

- Provide a sign-in sheet (you may use the one provided in Section 3.A of this guide) which includes space for name, address, and contact information.
- Distribute required handouts as provided in Section 3 of this guide and by CPC staff.
- Provide a development plan for attendees to review. A development plan can consist of a site plan, architectural drawings, a description of the proposal, or some other representation of the intended request.
 - If you are unsure what is appropriate for your request, consult with CPC staff.
- Follow the sample agenda provided in Section 3.X
- Explain the proposal and allow time for questions and answers.
- Collect any completed comment cards at the end of the meeting. Keep a record of all the comments and concerns that are discussed at the meeting.

Step 7: Prepare NPP Summary Report

- The NPP Summary report should include:
 - Dates, times, and locations of all meetings held with interested parties.
 - The total number of people that participated in the process (the number of people who attended all meetings, as well as any others who made contact via other means, as evident from sign-in sheets, emails, etc.).
 - A list of any concerns expressed by the participants.
 - A statement as to how each concern was addressed and how you intend to continue to address them.
 - A completed sign-in sheet that includes the names, addresses, and contact information for meeting attendees.
 - A description of how parties on the contact list will be informed of changes to the project.
 - A statement as to how the meeting attendees and others will be provided an opportunity to further discuss the request if desired.

Step 8: Submit Land-Use or Variance Application

- A complete application must be submitted within 180 days of the NPP meeting (or most recent meeting if additional meetings were held).
- The following NPP materials must be included for your application to be considered complete (see the full list of application materials online at nola.gov/next/city-planning/services-applications/):
 - Summary report.

- Contact list with the names of individuals and entities that were given notice (at a minimum, this includes everyone on the list provided to you by the CPC).
- NPP meeting notice sent to individuals and entities on contact list, including all residents and property owners, neighborhood associations, city councilmember(s), and cpcinfo@nola.gov.
 - For emailed NPP meeting notices, please submit a copy of the email itself that shows the date of the email.
- Comment cards.
- Sign-in sheet(s).
- Any letters, emails, affidavits, newsletters, publications, petitions, or other documents received in support of or in opposition to the proposed project, as well as any other materials pertaining to the notification process (if applicable).

Note: Text amendments and zoning map amendments covering more than one city square (or its equivalent) need only provide an NPP meeting notice electronically to registered neighborhood associations and the CPC. The meeting notice will be dispersed by the CPC through an electronic City notification system such as NoticeMe. Further, meetings for these land use actions may be held virtually, over Zoom. Applicants should still initiate the NPP process by requesting a contact list of neighborhood associations and other required contacts from cpcinfo@nola.gov and should refer to CPC staff for additional information on virtual meeting requirements.

C. NPP MEETING RECOMMENDATIONS

Recommended Considerations for Planning the NPP Meeting

- Appropriate meeting venues include places of worship, schools, libraries, community centers, hotels, businesses, and neighborhood association meeting locations.
 - Inappropriate meeting venues include adult establishments and other places where some people might not feel comfortable.
- Choose a time that may maximize participation in the NPP meeting. Setting a very early or very late hour or a date that is a holiday does not show good faith with the community.
 - Many neighborhoods prefer a meeting time in the early evening on a weekday. Using a regular neighborhood association meeting as your NPP may be an option if it is understood all required invitees and interested parties can attend.
- In your NPP meeting notice, encourage people who can't attend the meeting to provide you with their questions and comments in another way.
 - This could be through email, phone, a project website, or social media.

Recommended Considerations for Conducting the NPP Meeting

- If you believe your application will require technical studies such as environmental or traffic impact analyses, or if you plan to supplement your required submittals with such studies, consider making such professionals available at the NPP meeting.
- Consider recording the meeting, either on video or audio. This will ease your ability to accurately write the NPP meeting summary, a required part of the land use application.
 - At a minimum, designate a person to write notes as the meeting is being conducted, rather than relying on the memory of the speaker.

Recommended Actions After the NPP Meeting

- Follow up with NPP meeting attendees by emailing them a copy of your NPP Meeting Summary and application.
 - Let meeting attendees know of any changes you have made since the NPP meeting.
- If the proposed project characteristics change significantly, consider holding an additional meeting.

2

SAMPLE MATERIALS

- A. SAMPLE MEETING NOTICE (CONDITIONAL USE)
- B. SAMPLE MEETING NOTICE (ZONING CHANGE)
- C. SAMPLE MEETING NOTICE (VARIANCE)
- D. SAMPLE SUMMARY REPORT
- E. SAMPLE MEETING AGENDA

A. SAMPLE MEETING NOTICE (CONDITIONAL USE)

February 10, 2016*

**Must be at least 14 but not more than 30 calendar days before the NPP meeting date.*

Dear Neighbor,

Please join Convenience Pharmacy, LLC for a Neighborhood Participation Program (NPP) meeting regarding the property at 123 Commercial Avenue.

Date: Tuesday, March 1, 2016

Time: 7:30 p.m.

Location: ABC church cafeteria (456 Residential Ave)

Convenience Pharmacy, LLC would like to open a new pharmacy and convenience store with a drive-through window at 123 Commercial Avenue. Hours of operation would be 9 a.m. to 9 p.m. Monday through Saturday, and 10 a.m. to 6 p.m. Sunday. On-street parking will be provided, and no variances or waivers are required.

The pharmacy would occupy approximately half of the block, with the front pedestrian entrance on Residential Street and the drive-through accessed by way of a parking lot entered from Commercial Avenue. The existing two-story, 25,000 square foot structure on the site is currently a former fast-food restaurant. We would renovate the existing structure for use as a pharmacy.

123 Commercial Avenue is located in an HU-MU Neighborhood Mixed-Use District, where a drive-through is a Conditional Use according to Article 12, Section 12.2.A (Table 12-1) of the Comprehensive Zoning Ordinance. This means we are required to apply for approval to put in a drive-through. Our application must be heard by the City Planning Commission and the City Council, and we are required to complete the NPP meeting before submitting our application to the City Planning Commission for review.

If we receive approval, we plan to start the construction work within a month of the approval and estimate that the work should take about three months.

Because you are a nearby neighbor or otherwise interested in the neighborhood, I am inviting you to an NPP meeting where you can learn more about what we propose, and present questions or concerns. This letter is being delivered through U.S. Mail and through hand delivery. I've enclosed my site plans to give you a better idea of what we'd like to do. At the meeting, I'll provide a sign-in sheet to obtain email addresses, so that I can keep you updated if there are any changes to the plans.

If you are unable to attend and would like to receive information from the meeting, or have any additional questions or comments, please feel free to contact me. I hope to see you at the meeting on March 1.

Sincerely,

John Smith

Abc123@emailaddress.com, 504-123-4567

B. SAMPLE MEETING NOTICE (ZONING CHANGE)

April 18, 2022*

**Must be at least 14 but not more than 30 calendar days before the NPP meeting date.*

Dear Neighbor,

Please join Sweet Treats for a Neighborhood Participation Program (NPP) meeting regarding the property at 456 Residential Avenue.

Date: Thursday, May 9, 2022

Time: 6:00 p.m.

Location: ABC Community Center (789 Institutional Ave)

Sweet Treats would like to open a new standard restaurant at 456 Residential Avenue. The restaurant would be open for breakfast and lunch. Hours of operation would be 7:00 a.m. to 3:00 p.m. Monday through Saturday, and 10:00 a.m. to 2:00 p.m. Sunday. The site is a single-story residential structure with a combined square footage of 5,000 square feet. On-street parking will be provided, and no variance or waivers are required.

456 Residential Avenue is located in an HU-RD2 Two-Family Residential District, where a restaurant is not allowed, according to Article 11, Section 11.2 (Table 11-1) of the Comprehensive Zoning Ordinance. Therefore, we are applying for a zoning change to a HU-B1A Neighborhood Business District to operate a standard restaurant. Our application must be heard by the City Planning Commission and the City Council, and we are required to complete the NPP meeting before submitting our application to the City Planning Commission for review.

Because you are a nearby neighbor or otherwise interested in the neighborhood, I am inviting you to an NPP meeting where you can learn more about what we propose, and present questions or concerns. This letter is being delivered through U.S. Mail and through hand delivery. I've enclosed concept renderings of the restaurant to give you a better idea of what we'd like to do. At the meeting, I'll provide a sign-in sheet to obtain email addresses, so that I can keep you updated if there are any changes to the plans.

If you are unable to attend and would like to receive information from the meeting, or have any additional questions or comments, please feel free to contact me. I hope to see you at the meeting on May 9.

Sincerely,

Jane Brown

sweettreats@emailaddress.com, 504-123-4567

C. SAMPLE MEETING NOTICE (VARIANCE)

August 1, 2023*

**Must be at least 14 but not more than 30 calendar days before the NPP meeting date.*

Dear Neighbor,

Please join Clean Teeth Dentistry, LLC for a Neighborhood Participation Program (NPP) meeting regarding the property at 456 Commercial Avenue.

Date: Saturday, August 17, 2023

Time: 10:00 a.m.

Location: 456 Commercial Avenue (proposal site)

Clean Teeth Dentistry, LLC would like to open a new dental clinic at 456 Commercial Avenue. Hours of operation would be 8:00 a.m. to 6:00 p.m., Monday through Friday.

The site is in an HU-MU Neighborhood Mixed-Use District, where a dental clinic is a permitted use. However, to develop the lot in the most efficient manner possible (including providing off-street parking spaces) we are seeking a waiver of the required minimum rear yard setback. Article 12, Section 12.3.A.1 (Table 12-2) of the Comprehensive Zoning Ordinance requires a 15 foot rear yard setback when abutting a residential district. Because our rear yard abuts a residential zoning district, we are applying for a variance to permit a dental clinic with insufficient minimum rear yard setback (required: 15 feet, proposed: 7 feet, waiver: 8 feet).

If approved, the site would be developed with a single-story commercial structure with a combined square footage of 2,500 square feet. Six (6) off-street parking spaces would be provided. Our application must be heard by the Board of Zoning Adjustments, and we are required to do complete the NPP meeting before we submit our application.

Because you are a nearby neighbor or otherwise interested in the neighborhood, I am inviting you to an NPP meeting where you can learn more about what we propose, and present questions or concerns. This letter is being delivered through U.S. Mail and through hand delivery. I've enclosed concept renderings of the restaurant to give you a better idea of what we'd like to do. At the meeting, I'll provide a sign-in sheet to obtain email addresses, so that I can keep you updated if there are any changes to the plans.

If you are unable to attend and would like to receive information from the meeting, or have any additional questions or comments, please feel free to contact me. I hope to see you at the meeting on August 17.

Sincerely,

Andrea Galvez

cleanteethdentistry@emailaddress.com, 504-123-4567

D. SAMPLE SUMMARY REPORT

Date of Report: August 12, 2015

Project Name: Convenience Pharmacy

Contact: John Smith, Abc123@emailaddress.com, 504-123-4567, 1234 Anyname Street, New Orleans, LA 70112

Overview

This report provides results of the implementation of the Neighborhood Participation Program for the property located at 1234 Canal Boulevard on the southwest corner of Read and Venus Streets. The applicant intends to file an application to rezone the property from HU-RM2 to C-2 to permit a pharmacy with a drive-thru window. This report provides a summary of contacts with citizens, neighbors, public agencies, and interested parties. Opportunities have been provided to learn about and comment on the proposed plans and actions. Comments, sign-in lists, petitions, letters, summary sheets, and other materials are attached.

Neighborhood Meetings

The following dates and locations of all meetings where citizens were invited to discuss the applicant's proposal [comments and sign in lists are attached].

- August 5, 2015 – Holly Green Neighborhood Center, 150 Willow Street, 7pm – 8pm, 45 people in attendance.
- August 10, 2015 – Golden Care Senior Center, 444 St. Xavier Street, 5pm – 6pm, 10 people in attendance.

Correspondence and Telephone Calls

- July 23, 2015 – meeting notices mailed to NPP contact list and emailed to neighborhood associations and the district councilmember.
- July 24, 2015 – fliers distributed within 300' radius of the proposed pharmacy site.
- August 11, 2015 – discussed proposal with neighbor Mary Smith via phone call.

Results

100 persons/addresses were invited to the NPP meeting.

Concerns, issues, and problems expressed by attendees:

- Increased traffic in adjacent neighborhood.
- Impact on school students within 200 feet of the site.
- Increased noise.

How concerns, issues, and problems will be addressed:

- Traffic will be routed to arterials to avoid impact on the neighborhood.
- Parking lot lights will be low glare sodium type positioned away from adjacent properties.
- The pharmacy drive thru window will close by 8pm, reducing noise impacts on the adjacent properties.

Concerns, issues, and problems that will not be addressed and why:

- The pharmacy should not have a negative impact on the nearby school.

E. SAMPLE AGENDA

Lucky Lane Bowling Neighborhood Participation Meeting

Date: March 1, 2016

Location: Bean Gallery Cafe

I. **Welcome**

- Introduction of speakers and their relationship to the project
- Provide a tour of the space (if at the petitioned site)
- Provide at minimum a site plan of the proposed project if you are requesting a Conditional Use, Planned Development, or Variance
- Provide a complete copy of the Comprehensive Zoning Ordinance article that describes your property's current and, if applicable, desired future zoning district

II. **Description of the Project**

- Describe your project proposal in detail
- State the specific citations from the Comprehensive Zoning Ordinance that pertain to your request
- Note the zoning district where the site is located and whether you are requesting a zoning change
- State the total square footage for the site, the floor area of existing and proposed structures, number of units and floors
- Clearly state any proposed waivers that may be requested
- State how your proposal will impact and benefit the immediate neighborhood

III. **Public Comment**

- Allow a reasonable amount of time to receive public comment and concerns
- Consider having relevant designers or professionals on hand to answer questions specific to any site design, traffic impact analysis, etc.
- Receive the public comment without interrupting the speaker whether you agree or disagree

IV. **Summary**

- State how the comments and suggestions will be addressed, or if you will need to get back to attendees with additional information

V. **Next Steps**

- Let attendees know your timeline for submitting the application (no more than 180 days from the date of the meeting)
- Make sure your attendees know how to stay updated on your proposal request. Provide CPC Online Tools Handout (in Section 3 of this document) so that interested parties can sign up for NoticeMe updates.

3

MEETING HANDOUTS

- A. NPP MEETING SIGN-IN SHEET
- B. NPP MEETING COMMENT CARDS
- C. ONLINE TOOLS HANDOUT

NPP MEETING COMMENT CARD

DATE:

NAME/ADDRESS OF PROJECT:

COMMENT/QUESTION:

CONTACT (OPTIONAL)

NAME:

EMAIL:

ADDRESS:

NPP MEETING COMMENT CARD

DATE:

NAME/ADDRESS OF PROJECT:

COMMENT/QUESTION:

CONTACT (OPTIONAL)

NAME:

EMAIL:

ADDRESS:

NPP MEETING COMMENT CARD

DATE:

NAME/ADDRESS OF PROJECT:

COMMENT/QUESTION:

CONTACT (OPTIONAL)

NAME:

EMAIL:

ADDRESS:

NPP MEETING COMMENT CARD

DATE:

NAME/ADDRESS OF PROJECT:

COMMENT/QUESTION:

CONTACT (OPTIONAL)

NAME:

EMAIL:

ADDRESS:



NEW ORLEANS CITY PLANNING COMMISSION ONLINE TOOLS

CPC Website nola.gov/next/city-planning

The CPC website hosts many important documents and tools. CPC meeting agendas, videos, and staff reports can be viewed on the website as well as regulatory and planning documents such as the Comprehensive Zoning Ordinance (CZO) and the Master Plan. You can also access online mapping tools like Property Viewer and Open Project Viewer.

Comprehensive Zoning Ordinance czo.nola.gov

The entire text of the CZO can be viewed at this web address.

NoticeMe noticeme.nola.gov

NoticeMe is a personalized notification tool that emails citizens to inform them of opportunities for public input on proposed land-use changes. This system offers a way for interested parties to stay informed about land use proposals within a selected area. Once registered, the email address will receive notices of when a public hearing is scheduled and when a report is ready. You will also be notified of the action of the CPC or Board of Zoning Adjustments.

One Stop App onestopapp.nola.gov

The One Stop App pulls up-to-date information directly from the City's official record. This tool is used by homeowners, businesses, licensed professionals, developers, contactors, and other interested citizens to:

- Find information about a permit, license, planning project, or violation in progress.
- Initiate an application for many types of permits and licenses without coming to City Hall.
- Pay with credit cards for permits and licenses online.
- Research what has been permitted, licensed, or cited at a particular location or during a user defined time frame.

Property Viewer property.nola.gov

The Property Viewer provides zoning and land use information for all properties within the City of New Orleans. The Property Viewer displays "layers" of information, including the Master Plan Future Land Use Map, current zoning districts, and the locations of site-specific zoning actions approved by ordinance such as Conditional Uses and Planned Developments. Links are provided that can take the viewer to applicable section of the CZO and Assessor records.

What is the CPC?

The New Orleans City Planning Commission (CPC) is a nine-member citizen board supported by a staff of planners. The CPC provides analysis and recommendations to the City Council on matters dealing with the present and future development of the City in accordance with the goals and policies of the City's Plan for the 21st Century, or "Master Plan." This includes reviewing, approving, and recommending requests for Master Plan amendments, map changes, text amendments to the Comprehensive Zoning Ordinance (CZO), appeals, and subdivisions.



(504) 658-7033 | cpcinfo@nola.gov | Facebook: New Orleans City Planning Commission | Instagram: @neworleanscpc
Visit us at 1340 Poydras Street, 8th Floor, New Orleans, LA 70112 between 9:00 a.m. and 4:00 p.m. Monday-Friday