

Memorandum

City of Lawrence

Douglas County

Planning & Development Services

TO: David L. Corliss, City Manager

FROM: Sheila M. Stogsdill, Assistant Director

CC: Scott McCullough, Planning & Development Services Director

Date: September 30, 2009

RE: City Commission Neighborhood Quality Goal Report –
Keeping Neighbors Informed

This report updates the City Commission on current and potential mechanisms that are utilized to improve the livability of all Lawrence neighborhoods, a stated goal of the 2009 City Commission goal setting work session. A follow up step was identified to *'Seek educational and publicity opportunities for TND so neighbors are informed about allowed and prohibited uses in infill development.'*

The City's website is one the primary communication tools that can be utilized to increase awareness regarding infill development.

The *Subscriptions Page* includes the opportunity to receive:

- Agendas for public meetings
- Neighborhood news regarding new development submittals
- Updates on various long-range planning projects in process

The *Information for Residents Page* includes:

- A link to a listing of Good Neighbor Ordinances

The *Maps Page* includes links to:

- Major Projects Map
- Interactive Map including a Conditional Zoning layer which identifies properties that have limited uses

The *Long-Range Planning and/or Plans & Studies Pages* on the PDS site includes:

- Traditional Neighborhood Design information regarding the Lawrence SmartCode
- General/Area Plans regarding future land use plans for growth areas
- Horizon 2020 which outlines future land use plans and policies regarding infill development & neighborhood conservation

The *Residents* and *Maps Pages* are well utilized. Year-to-date they have received 14,001 and 12,198 visits respectively. The *Subscriptions Page* has had 2,655 visits so far this year. Year-to-date statistics are not yet available for the pages housed on the PDS site.

The department also utilizes the 'on hold' telephone message to suggest that residents contact the Planning & Development Services Department about land use issues such as new development projects or floodplain questions.

Potential Improvements:

- Provide additional resources to residents by developing brief statements (similar to the Good Neighbor post) that discuss how to find out about uses permitted in one's neighborhood.
- Develop additional educational pieces that can be posted to explain the development process and highlighting a citizen's opportunities to be involved.
- Enhance the interactive map to include a hyperlink to the rezoning ordinance for properties that have been conditionally zoned to allow the viewer to see the restriction on uses.
- Update the Major Projects Map on a quarterly basis.
- Develop a Utility Bill Insert regarding PDS info available to the public.
- Amend ordinances to include sign posting for BZA & HRC applications.
- Develop new phone messages to play while customers are on hold. These messages could direct citizens to the department or website for specific information.
- Utilize the *Features* segment on the PDS home page to highlight new information about infill development projects.