

## **Minutes Neighborhood Advisory Commission April 1, 2015**

**Minutes of the Neighborhood Advisory Commission (NAC) held on April 1, 2015 5:30-7:00p.m., at 3rd Floor Conference Room of City Hall, 31 East 5th Street, Tempe, Arizona.**

**(MEMBERS) Present:** Karen Adams, Nancy Buell, Matt Korbeck, Nancy Lesko, Robert Miller, Bill Munch, Julie Ramsey, Christopher Ware.

**(MEMBERS) Absent:** Cole Hickman, Kiyomi Kurooka, Josephine McNamara, Joaquin Rios, Scott Smas.

**City Staff Present:** Ryan Levesque, Deputy Community Development Director Planning; Martin Perez, Deputy Community Development Director Building/Permits; Elizabeth Thomas, Neighborhood Services Specialist; Shauna Warner, Neighborhood Services Director

**Guests Present:** Lisa Bayne, Tempe Leadership Class XXX

### **Agenda Item 1 – Call to Order**

The meeting was called to order at 5:30 p.m.

### **Agenda Item 2 – Public Comment**

There was no public comment.

### **Agenda Item 3 – Consideration of Minutes: March 4, 2015**

Nancy Lesko advised that she had been listed as present for the March 4 meeting but was absent. Regarding the first sentence on page two, Chair Miller noted he was quoted as Chair Robert in error and he also requested that the words once again be inserted after emphasized.

Commissioner Ware made a motion to accept the minutes with the above corrections noted. Commissioner Munch seconded the motion and it passed unanimously.

### **Agenda Item 4 – 2015 State of the Neighborhoods/Neighborhood Workshop and Awards**

Commissioners who have not already RSVP'd were reminded to do so and to continue sharing the event with their Tempe families, friends and co-workers. The State of the Neighborhoods is being promoted through a variety of methods including: event postcards, flyers, posters, neighborhoods list serve, Tempe Today (water bill newsletter article), press releases, facebook and twitter posts.

Commissioners suggested staff request it be added as an announcement at the next Council meeting. Staff agreed to follow up.

#### **Agenda Item 5 – Community Development Variance Process and Customer Service**

A recent variance case raised some commissioner questions and concerns regarding the overall Community Development Variance Process and Customer Service practices currently in place. This case was used only as an example in order to more generally discuss how to improve customer service, and response times, as well as to create some additional process checks and balances.

Ryan Levesque, Deputy Community Development Director Planning and Martin Perez, Deputy Community Development Director Building/Permits provided commissioners a general overview of the Community Development Variance Process. They also provided commissioners a hand-out with more information about the issues that were recently brought forward and that are actively being addressed.

There was a significant amount of discussion regarding the overall variance process.

Commissioners focused on and specifically emphasized the following two areas of concern:

1. If a variance is approved, it becomes a concern for establishing precedence from then on. Ryan and Martin acknowledged that with every approved variance, there is always a concern for setting precedence.
2. What triggers a staff review of a case? Residents can be our eyes and ears. Community Development recently went live with One Call to City Hall 311 system, 480-350-4311. This system will provide reports of logged calls to staff by service; Development Services/Building Safety and Planning. Any “red flagged” calls or complaints will be routed to the appropriate manager to address within a to-be-established turn-around time.

#### **Agenda Item 6 – Proposal to change Hearing Officer Day and Time**

Ryan Levesque briefly explained the background of the proposed change. The current Hearing Officer is Vanessa McDonald. Hearings are held on the first and third Tuesday of each month beginning at 1:30 p.m. Typical hearings last from 1-1.5 hours but can go longer. Staff has heard occasional feedback from case participants including neighborhood residents that they would like the meetings to start later in the day or early evening.

The new Hearing Officer proposed timeframes based on this feedback are:

4:00 p.m. Code Compliance/Abatement Cases

4:30 p.m. Study Session

5:00 p.m. Hearing

These proposed times would allow for Community Development staff that is not overtime exempt (Code Compliance) and staff that is, to participate as needed and required. Commissioner Lesko made a motion to endorse the proposed Hearing Officer timeframe change, seconded by Commissioner Munch and passed unanimously. Meetings are planned to remain on the first and third Tuesday of each month. Ryan Levesque will keep commissioners updated on the status of this proposal.

### **Agenda Item 7 – Neighborhood Traffic Concerns**

Chair Miller made a motion to table this item seconded by Commissioner Munch since Commissioner McNamara who initially brought forward the item was absent.

### **Proposed Agenda Items for May or Future Meeting**

For May:

- 2015 State of the Neighborhoods/Neighborhood Workshop and Awards Wrap Up
- Tempe Arts Plan Update
- 2015 Character Areas Update
- Solid Waste Process Update

For a June or August Retreat:

- Planned Development Impacts (including special events impacts, parking and traffic)
- Historic Commission Overview and/or joint gathering

### **Agenda Item 8 –Adjournment**

Meeting was adjourned at 6:35 p.m.

Prepared by: Elizabeth Thomas, Neighborhood Services Specialist

Reviewed by: Shauna Warner, Neighborhood Services Manager