

1995 Neighborhood Bill of Rights

Introduced by Council Members Smith, Overton, Davis, Crescimbeni, Leggett, Dale, Reagan, Kravitz, Tullis, Brown, Draper, Fields, Griffin, Jones, Lee, Miller, Soud and Wood:

ORDINANCE 95-247-106

AN ORDINANCE ESTABLISHING THE CITY OF JACKSONVILLE'S "NEIGHBORHOOD BILL OF RIGHTS; DECLARING A CITY POLICY OF IMPLEMENTING THE PROVISIONS OF THE "NEIGHBORHOOD BILL OF RIGHTS' AS THE REGULAR COURSE OF BUSINESS IN CITY GOVERNMENT; REQUESTING THE MAYOR'S OFFICE TO TAKE IMMEDIATE STEPS TO ENSURE UNDERSTANDING OF AND COMPLIANCE WITH THE "NEIGHBORHOOD BILL OF RIGHTS" BY ALL CITY ADMINISTRATIVE DEPARTMENTS; PROVIDING AN EFFECTIVE DATE.

WHEREAS, Jacksonville's many and varied neighborhoods are the lifeblood of the community, providing most residents with their clearest sense of identity with and participation in the communal life of the City; and

WHEREAS, Jacksonville has scores of organized neighborhood, civic and homeowners groups, all of which serve to connect residents with their geographic neighborhoods and with each other for purposes of self-identification, solidarity, community improvement, and the expression of communal opinions and preferences; and

WHEREAS, the City deals with the problems of individuals and neighborhoods on a daily basis through a variety of mechanisms, some directly targeted to neighborhoods but most directed to the public at large; and

WHEREAS, the City should take better advantage of the opportunity offered by its official neighborhood organizations to facilitate communications between the City and its residents; and

WHEREAS, citizens and taxpayers should have the right to expect prompt, fair, courteous, and well informed treatment from the City at all times in their transactions; and

WHEREAS, the establishment of a formal policy statement regarding City interaction with neighborhood organizations will clearly set out the standard of conduct that should be upheld by all City employees and agencies in dealing with organized neighborhood groups and inform the public about the manner of treatment they should expect to be accorded; now therefore

BE IT ORDAINED by the Council of the City of Jacksonville:

Section 1. The City Council hereby establishes the following "Neighborhood Bill of Rights" to govern the relationship between the personnel and agencies of City government and the City's numerous organized neighborhood associations and groups:

Consolidated City of Jacksonville Neighborhood Bill of Rights

Every organized, officially-recognized neighborhood in the City of Jacksonville has the right to expect and receive the following from the officials, employees and agencies of the City of Jacksonville:

- * Prompt, courteous, informed responses to all questions regarding City business. Replies, if only to report that inquiries or research are underway and a full response will be forthcoming at a later time, should be made within one working day of the original neighborhood contact.
- * Advance notification of any City-related public works or utility project taking place within or adjacent to a neighborhood (e.g. road paving; water, sewer or drainage work; traffic signal installation or removal; park renovation or substantial maintenance; land purchases, etc.), including the day(s) and probable length of any street closures, utility interruptions, or other adverse impacts on the neighborhood, and the name and phone number of the City representative most knowledgeable and able to immediately answer questions during the course of the work.
- * Notification of the submission of any application for rezoning, zoning or land use variance or exception, Development of Regional Impact (DRI) or Planned Unit Development (PUD) application, or other significant land use action; a clear explanation of the date, time and place of all applicable public hearings and other opportunities for public input on the application; and a clear explanation of the type of testimony that is allowable and relevant from neighborhood organizations and residents.
- * Opportunity for formal input into the annual budget process, including the opportunity to express preferred City government priorities, suggested capital improvement projects, and other statements that fairly represent the opinion of a majority of the neighborhood's residents.
- * A timely personal response from its district councilperson or that councilperson's aide to questions directed to the City Council office.
- * The opportunity to participate in the design of publicly-funded projects within or adjacent to the neighborhood, including the opportunity early in the planning process to express neighborhood preferences about choice of location, materials, orientation, size, land use intensity, and other features.

Section 2. The Council hereby declares that the "Neighborhood Bill of Rights" shall constitute a part of the standard operating procedures of all City offices and agencies, and shall be observed to the greatest extent possible by all City officers, employees and agencies as the formal expression of the City's duty to serve the public effectively, responsibly, and courteously through its relationships with citizens' formal neighborhood organization representatives.

Section 3. The Council hereby requests the Mayor to circulate a copy of the "Neighborhood Bill of Rights" to all City employees and officials and to take appropriate steps to see that the "Neighborhood Bill of Rights" is understood and complied with by all representatives of the City who deal with the public.

Section 4. This ordinance shall become effective upon signature by the Mayor, or upon becoming automatically effective without the Mayor's signature.

(3/29/95)

Citizen Information - Business Information - Visitor Information
Site Index - City of Jacksonville