



Dear Neighbors,

Neighborhoods are the lifeblood of Jacksonville. They provide us with a sense of identity ... and community. It's where our children play, it's where we gather with friends, it's where we make our most precious memories. Neighborhoods are where we live our lives.



In 1995, I introduced legislation creating Jacksonville's Neighborhood Bill of Rights in an effort to empower each of these unique areas of our city -- and their residents.

The Neighborhood Bill of Rights establishes a formal policy statement within our ordinance code regarding the relationship between city government and all of Jacksonville's organized neighborhood associations and groups. It's like neighborhood insurance, because the Bill of Rights will ensure that residents of each neighborhood will be kept well informed, and that their problems and concerns will be addressed promptly, fairly and effectively by city employees.

The needs of our neighborhoods are the needs of Jacksonville. If these needs go unmet, our city can never reach its potential. However, if we -- together -- care for our neighborhoods, support and nurture them, and treat them as the critical foundation of this city that they are, Jacksonville will become the city we want it to be.

Sincerely,

Eric Smith
City Council Member
At - Large, Group 1

Neighborhoods


Jacksonville Working Together

For information about the City of Jacksonville's neighborhood programs, call Neighborhood Services at 630-7398.

Neighborhood Bill of Rights

The City of Jacksonville's Commitment to its Neighborhoods





**Consolidated
City of
Jacksonville
Neighborhood**

Bill of Rights

Jacksonville's many and varied neighborhoods are the lifeblood of the community.

The city's neighborhood, civic and homeowners groups connect residents with their neighborhoods and each other, and provide an important opportunity for communication between residents and city government.

Because citizens and taxpayers should have the right to be well informed and expect prompt, fair and courteous treatment from the city at all times, City Council Member Eric Smith introduced legislation (Ordinance 95-247-106) that established a formal policy clearly setting the standard of conduct that neighborhood organizations should expect from every city employee.

As set forth by this ordinance, 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 under way and a full response will be forthcoming

at a later time, should be made within one working day of the original neighborhood contract.

- 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 council member or that council member'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.

This Neighborhood Bill of Rights constitutes part of the standard operating procedures of all city offices and agencies. It must 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, responsively and courteously.