

Denver Neighborhood Handbook

Second Edition - 2006

A Guide for Citizens of the Denver City Government



Empowering Neighborhoods to Accomplish Crucial Steps Quickly and Effectively.

Published by Inter-Neighborhood Cooperation in partnership with the City of Denver and with the assistance of a grant from the Capitol Hill United Neighborhoods and funding from Xcel Energy.



Introduction

The Denver Neighborhood Handbook was prepared as a quick reference guide to neighborhood issues. It provides information that can empower the Denver community to work with City government to deal with issues that affect their property and the quality of life in their neighborhoods.

The Denver Neighborhood Handbook supplements the wealth of information that is available on DenverGov.Org by providing a “one-stop” reference source where citizens can attain information on how to deal with most of their day-to-day concerns.

The Denver Neighborhood Handbook was created by Inter-Neighborhood Cooperation (INC), in partnership with Denver Community Planning and Development and with the assistance of grants from the Capitol Hill United Neighborhoods and Xcel Energy.

Inter-Neighborhood Cooperation (INC)

First established in 1975, INC serves as an informational network for Denver neighborhood organizations. INC publishes a monthly newsletter and has monthly meetings (usually the second Saturday of each month) to share information and ideas about neighborhood issues around Denver. INC also sponsors an annual dinner for the presidents of all Denver neighborhood groups and for other neighborhood advocates, such as Neighborhood Police Officers, City officials, School Board members, and more.

INC committees keep watch on city-wide issues such as zoning, transportation, parks, liquor licensing, etc. Although all neighborhood groups are entitled to attend meetings and receive newsletters, dues are required if a group would like to have voting rights on issues before INC.

CONTACT: Write P.O. Box 181009, Denver, CO 80218.

CONTACT: Visit www.neighborhoodlink.com/denver/inc.



How this Document is Organized

This Handbook contains the following sections:

- ☉ **Dealing with Issues, Concerns, and Complaints Through the City** – This section describes methods for effective communication with City agencies and what to do when that communication is ineffective. This section also describes registered neighborhood organization formation and registration with the City.
- ☉ **City Processes for Neighborhood Issues, Concerns, and Complaints** – This section details the various processes that City agencies follow to document and resolve complaints and issues.
- ☉ **Directories of Contacts and Neighborhood Resources** – This section contains a telephone and web address directory for City agencies and contact information for other important neighborhood resources.
- ☉ **City Maps and Charts** – Maps of neighborhoods, parks, Council and Police Districts, etc.
- ☉ **Glossary** – defines acronyms and terms used in this document.
- ☉ **Index** – provides page references for topics covered in this document.

Updated Information

Please Note: While all efforts have been made to ensure that the information in this Handbook is current and accurate as of the date of publication, the city policies, regulations, and procedures summarized in this Handbook are subject to change. The reader is encouraged to call the contacts or visit the websites listed herein for the most current information.

Acknowledgements

INC would like to extend special gratitude to the many people who brought this 2006 Neighborhood Handbook to completion, including:

- © Karen Cuthbertson, Athmar Park Neighborhood Association and INC member, who spent countless hours compiling information, designing the document layout/format/graphics, and providing final copy edit.
- © INC members Elizabeth Hamilton and Michael Henry, for spending hours of their time and effort contributing to the final selection of topics and editing the draft issues.
- © The many City employees who helped edit this document for content and ensure its accuracy, particularly Julius Zsako, Community Planning and Development, who distributed the drafts to City reviewers and coordinated the review feedback.
- © Capitol Hill United Neighborhoods, without whose grant INC could not have completed the printing of this Handbook for all Registered Neighborhood Organizations.
- © Xcel Energy, for funded the printing of courtesy copies of this Handbook for City personnel and Denver branch libraries.

Dealing with Issues, Concerns, and Complaints through the City

Dealing with Issues, Concerns, and Complaints Through the City

A good first step to communicating with government officials or employees is to organize a game plan to address a particular issue or set of issues.

These six steps should help achieve results.

1. Define the problem

- ⊙ What is the problem?
- ⊙ Why is it a problem?
- ⊙ How does the problem affect you?
- ⊙ Does the problem have an effect on others?
- ⊙ Who or what is causing the problem?
- ⊙ How can this problem be resolved?

2. Get the facts

- ⊙ What has already been done?
- ⊙ Who else is working on the problem?
- ⊙ How might you work with others?
- ⊙ Which public official, employee, agency, or department has jurisdiction in this area?
- ⊙ What else do you need to know to get the job done?

3. Explore possible solutions

- ⊙ What are the possible solutions?
- ⊙ Which one would work best?

4. Decide on a plan of action

- ⊙ What is the long-range objective?
- ⊙ What short-term objectives will help reach that goal?
- ⊙ Who will do what by when?

5. Carry out the plan

6. Evaluate your efforts

A. Organizing a Game Plan



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B. Methods of Communicating Your Ideas



There are several methods to communicate your ideas with the City.

1. Letter Writing and Email

Writing letters is a great way to communicate ideas to public officials. Email is highly effective as well. With a written communication, you can take time to express your thoughts most effectively. It is also easy to keep records of what you said.

If you choose to write a letter, use your own words and stationery, not a form letter. Form letters do not allow thoughts to be expressed as effectively as a personal letter, which uses your own thoughts and opinions. This applies to email as well.

A good guideline to use when writing letters or emails is:

- ⊙ State the problem and your request in the beginning;
- ⊙ Then, state the reasons for your request and provide information in support of that request, and;
- ⊙ Finally, provide a brief summary.

Discuss only one issue in a letter or email. Be sure to keep a copy of the letter for your files. You may also want to let the official know when you approve of what he or she is doing.

Email has the added advantage of being easily forwarded by one public official to another for quick resolution of a problem.

2. Contacting Officials by Telephone

Sometimes a solution to a problem is only a telephone call away. Contacting officials by telephone is a good method of communication, particularly when you need to discuss the issue or need an immediate response. Telephone calls are also a useful way to follow up on letters you have already written. Before you make the call, write down the facts about the problem, as well as any questions you may have. This will help you to make sure that you addressed all the issues you wanted. Take notes of your discussion, including the date.



3. Talking to Officials in Person

A personal meeting with public officials or public employees can be very useful. Meeting in person is also good if you need to visit with several people at once. To ensure success when meeting someone in person, set up an appointment in advance. Although agencies accept walk-in visits, there is no guarantee that the person you need to visit will be available when you arrive. When setting up an appointment, be sure to request information you need to see or copy ahead of time so the material can be available when you arrive at the meeting.

Although records are generally available to the public, many of the records cannot be taken out of the building. Take notes of your discussion, including the date.



4. Collecting Opinion Petition Signatures

Opinion petitions carry no official power but may be used to bring public opinion to the attention of public officials. Any citizen may gather signatures of those who share his or her views. However, when you collect signatures, remember to include the addresses and telephone numbers of the people signing the petition.

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The top of the petition should include a clear statement of the opinion or request being made. The person responsible for the petition should include his or her name on every sheet.

If you would like to speak at a meeting or to a public body, you may have to provide advance notice. Check with the secretary or clerk to the public body to learn about pertinent rules. When making a statement be sure to provide the following general information: your name, the name of the organization you are representing (if you are representing one), the purpose of that organization, and your suggestions or concerns. If you are representing an organization, the leadership of the organization should approve the formal statement. It should be typed and enough copies should be made for the members of the public body, the secretary or clerk, and the media if you wish. You may want to be accompanied by a group of people who share your views and can demonstrate support for your position. Below are some guidelines to use when preparing to speak or give testimony in a public meeting.

1. Know your time frame

Find out when, where, and before whom (City Council, Planning Board, etc.) the hearing is being held. The secretary or clerk will let you know how much time you have to address the group.

2. Know your issue

Support your opinions with as many facts as possible. Information may be found in newspapers, magazines, etc., or by talking to local government officials and other citizens, when possible. Be knowledgeable of the opposition's arguments and be prepared to counter those arguments. It may also be helpful to draw from your own knowledge and experience.

3. Start writing down main points

Write a rough outline from thoughts, research, and any additional brainstorming. Begin to think about any extra visual aids that might be important (posters, charts, fact sheets, flyers, cartoons, brochures, etc.). Some public bodies may wish, or are required, to keep the visual aids; check with the clerk or secretary to the body.

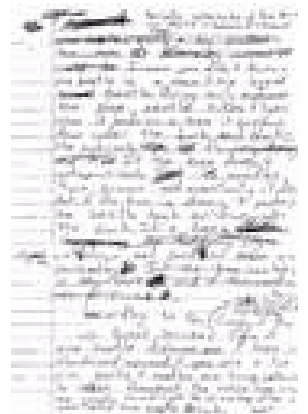
4. Write a rough draft

It is helpful to ask others to read and make comments on the draft. If you need approval from your organization, use this rough draft so people will feel comfortable making corrections or suggestions on that copy. Let the statement sit for a day or so, if you have time, and then go back and read it again.

5. Write a final copy

Use a computer or typewriter to produce a typed final copy of this document (easier to read, looks neater, etc.). Be sure to carefully check spelling. Anticipate questions the Council, board, etc. may ask.

C. Giving Testimony at a Public Meeting



6. Be familiar with the group's process

Attend one or more meetings of the group you will be going in front of before you testify to get an idea of the room layout and the procedures used.

7. Know your audience

Try to stress what you have in common with the people you are addressing. The more you find out about them, the more chances you have in relating to them. Resist the temptation to scold, put down, or insult the decision-makers. This tactic can alienate them from your cause.



8. Presenting yourself

Be aware of how you present yourself when you make a statement to the decision-making body. Think about what image you want to project. Most of what we communicate is nonverbal. Be aware of your body language and where you stand in the room. You may want to practice giving testimony before friends; have them give you hints on improving the presentation. Some people use note cards which contain the main points, while others are more comfortable reading directly from the document.

Begin by formally addressing the governmental body (example: “Mr. Chairman; Madame President and Members of the Council; Mr. Mayor”). State your name and address for the record. State if you are testifying for yourself or a group and give a brief description of why you or your group is testifying on the issue. Explain how you gained support for your testimony from your group (by petitions, vote at meeting, surveys, letters, etc.). Bring with you documentation of that support, (copies of petitions, surveys, minutes of meetings, etc.) whenever possible. Be specific about how many people were involved in making the decision and state whether this is a majority opinion or minority opinion.

9. Check your feelings

Try to keep your feelings in check while you are testifying before an open meeting. It is all right to have strong feelings on the subject, but you do not want them to overshadow the content and reasoning of your message.

10. Public Meetings Where You Can Provide Testimony

There are several venues at which your testimony will be of valuable assistance to the decision-making body. Knowing which decision-making body hears what type of matter is important.

- ◎ **City Council:** Comprehensive Plans, including area and neighborhood plans, rezoning cases, subdivisions, and code language amendments are all considered, and acted on, as part of Council agendas at public hearings. The Blueprint Denver Committee of Council reviews issues related to overall planning for Denver's future development.
- ◎ **Planning Board:** Comprehensive Plans, including area and neighborhood plans, rezoning cases, and ordinances, rules and regulations are heard by this advisory board.
- ◎ **Board of Adjustment:** Appeals regarding zoning decisions. These include objections to Cease and Desist orders issued by Neighborhood Inspection Services enforcement, appeals to denials of permit

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applications, or other zoning decisions that may result in variances. Case lists are available online.

- © **Excise & License:** Liquor & Cabaret Licenses, issuance, and enforcement. Applications for licenses and hearing schedule are available online.

Sometimes citizens will experience difficulty getting a City agency representative to help resolve an issue. This section discusses what to do when a City agency representative is uncooperative. The following steps should increase your chances of getting an issue resolved while working with City hall.

1. Contact the agency in charge of the area where the issue originated.

Before you advance your concern to a higher authority, it is important that you exhaust your options with the person that has jurisdiction over the problem area. It is preferable that you contact the person by telephone and/or writing. Whatever method is used, it is important that you document the date, time, person contacted, and the nature of the discussion on the issue, and decisions made during each transaction with the agency representative. When working with the issue at this level, if someone will not help you; ask him or her why. There is a chance that the issue is beyond their ability to resolve. If this is the case, find out from them who can help you.

2. What if the issue hasn't been resolved to your satisfaction?

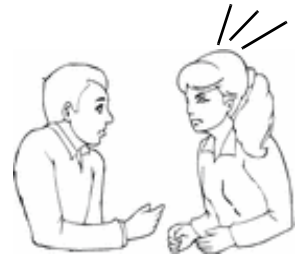
If the issue was not resolved to your satisfaction, there are several areas where you can go to appeal the decision that was made. Most City agencies prefer that the issue is resolved at the lowest level possible. The closer the people are to the area of concern, the better the chance you have of dealing with a person that understands the problem. If an agency representative won't cooperate with you, then simply ask to speak to the supervisor. If the supervisor is unavailable, then ask the representative for the supervisor's name, telephone number, and/or email address.

When contacting the supervisor, state your name, address, organization affiliation (if appropriate), and give a detailed description of the issue you want to resolve. After you have stated the problem; describe the steps that you have already taken to resolve the issue, including all agency representatives that you have approached for assistance.

If the supervisor cannot or will not help you, once again ask why. If the issue cannot be resolved at this level, then ask for the agency's department manager and repeat these steps. At this level, it is important to contact them in writing, as well as by telephone. Make sure you get a response in writing.

If the issue is still not resolved to your satisfaction, you may contact the Mayor's Neighborhood Liaison (see below), the Denver City Council representative for your district, or the Mayor. These entities will address your concern. At this level, it is especially important to keep track of all interactions with other City agencies that have been contacted.

D. What to do if an Agency Will Not Work with You



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E. Mayor's Neighborhood Liaison



The Mayor's Neighborhood Liaison serves to enhance coordination and communication between the City and County of Denver and its neighborhoods.

The Liaison meets with neighborhood organizations and residents, listens to neighborhood needs, identifies trends, and looks for synergies and opportunities to better connect neighborhoods with City services and address neighborhood issues through policies or programs.

The Liaison also serves to facilitate resolution of ongoing unresolved issues between residents and City Department personnel.

CONTACT: The Mayor's Office, 720.865.9000.

F. Denver Mediation Center



The Denver Mediation Center was created in December 1997 as a result of the Mayor's Neighborhood Partnership to serve as an independent voice in situations where conflict can be resolved through mediation.

Mediation – A Way to Resolve Conflict, While Preserving Relationships.

There will be times when conflict is inevitable. At these times, you can choose to resolve your conflict in a constructive way that can potentially avoid damaging individual and organizational relationships. The Denver Mediation Center provides a positive alternative to the traditional adversarial process of conflict resolution.

Unfortunately, the initial position that many neighborhood organizations, neighbors, or businesses sometimes take is an adversarial one. Too often neighbors, neighborhood organizations, and businesses live in the same neighborhood, and never communicate, despite their close proximity.

Mediation provides a process for conflict resolution between neighbors, neighborhood associations, businesses, individuals, and City agencies. The Denver Mediation Center provides professional mediators who will guide you through a process of positive conflict resolution. Mediation is a voluntary process and the benefits are significant.

Mediation is a process where the parties in conflict sit down together, with the help of a neutral, professional mediator and work towards building their own solution to the conflict. The mediator does not make decisions for the parties, does not represent the City of Denver, or have any part in determining the outcome of the mediation. The mediator does provide you with the security of knowing that you are in a safe environment, that you will be heard and that you will have a chance to express your interests and concerns. If, through the mediation process, both parties are able to agree upon a resolution or a portion of resolution to their conflict, this agreement is written up in a Memorandum of Agreement and signed by the parties.

Agreements established through mediation are generally more lasting, because the people affected by the solutions are those making the decisions. This promotes trust and encourages responsible communication in the future.

Is mediation a solution for you? Ask:

- © Do the people involved have an ongoing relationship, such as next door neighbors or a residential neighbor and a nearby business?



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- ⊙ Does the best solution need to be negotiated?
- ⊙ Will the people benefit from a face-to-face meeting?
- ⊙ Are time, money, and personal responsibility important?

The mediation process generally involves:

- ⊙ Talking to all the people involved and gathering information;
- ⊙ Asking the people to tentatively agree to mediate;
- ⊙ Denver Mediation Center sending out specific mediation information;
- ⊙ Finalizing the agreement to mediate, and setting times and initial expectations;
- ⊙ Participation in the mediation session;
- ⊙ Writing the Memorandum of Agreement; and
- ⊙ Choosing to live within the parameters of an agreement you helped shape.

CONTACT: If you believe your conflict meets all or some of these criteria, call the Denver Mediation Center, 303.697.8515 or 303.748.9502.

The Office of Independent Monitor (OIM) is responsible for monitoring the Denver Police, Sheriff, and Fire Departments and providing fair and objective oversight of the uniformed personnel, who hold among the highest positions of public trust within the City and County of Denver, and for ensuring public confidence in such uniformed personnel.

The OIM is responsible for:

- ⊙ Actively monitoring and participating in investigations of uniformed personnel in the City and County of Denver's Police, Sheriff, and Fire Departments;
- ⊙ Making recommendations to the Manager of Safety (who is responsible for discipline within the three departments) regarding administrative action, including possible discipline for such uniformed personnel; and
- ⊙ Making recommendations regarding broader policy.

The jurisdiction of the OIM is focused on uniformed personnel:

- ⊙ Who are involved in duty-related incidents resulting in serious bodily injury or death;
- ⊙ Who are charged with felonies or certain other crimes;
- ⊙ Against whom various citizen complaints are brought; and
- ⊙ About whom the Citizen Oversight Board or Manager of Safety has requested the Monitor's involvement.

The OIM monitors all citizen complaints pertaining to the Denver Police and Sheriff Departments, from the time the complaint is initiated until its final conclusion. In addition, the Monitor's Office is also prepared to respond to the scene of any Officer-involved shooting that may take place.

G. Office of Independent Monitor





1. Citizen Oversight Board

The Citizen Oversight Board (COB) consists of seven citizens appointed by the Mayor and confirmed by City Council to assess the effectiveness of the Monitor's Office; to make policy-level recommendations regarding discipline, use of force and other policies, rules, hiring, training, community relations, and the complaint process; to address any other issues of concern to the community, the COB, the Monitor, the Manager of Safety, the Chief of Police, the Undersheriff, or the Fire Chief; and to review and make recommendations as to closed Internal Affairs cases where the findings were not sustained, as appropriate.

CONTACT: Office of Independent Monitor, call 720.913.3306, or visit their website at: www.denvergov.org/dephome.asp?depid=2065.

CONTACT: Citizen Oversight Board, call 720.913.3150, or visit their website at: www.denvergov.org/cob.

CONTACT: Submit a complaint/compliment online at: www.denvergov.org/cob/template115585.asp.

H. Neighborhood Registration and Notification Ordinance



1. Background

In 1979, the Denver City Council passed an ordinance that was an extremely important milestone for neighborhood organizations. The Neighborhood Registration and Notification Ordinance (Denver Revised Municipal Code, Section 12-90) for the first time recognized neighborhood organizations officially as being "players" in issues affecting neighborhoods. Under the ordinance, if a neighborhood properly registers with the City, the organization will receive written, fax, and/or email notification of proposed City agency actions affecting property/persons within that Registered Neighborhood Organization's (RNO) boundaries.

A number of significant additions were made to the ordinance in 1995, and further changes were made in 1998 and 2005.

The current ordinance states that it is the intent of the City Council "to increase access to the various agencies and departments of the City for neighborhood organizations; to improve the flow of information between these groups and agencies of the City; and to enable such organizations to present their positions before certain decisions affecting their neighborhoods are made by agencies and departments in the City."

2. Forming a Neighborhood Organization

A neighborhood organization generally starts when residents and owners of real property (including businesses) within a certain prescribed area of the City come together for the purpose of collectively addressing issues and interests common to and widely perceived throughout the area.

The Neighborhood Registration Ordinance establishes standards for neighborhood organizations to be eligible to register with the City, as follows:

- ◎ They shall be formed by residents and owners of real property within a certain prescribed area. Coalitions of neighborhood organizations are limited to those organizations with boundaries contained within the City and County of Denver;
- ◎ They shall hold meetings at which all members may vote, not less than once in each calendar year. A list of those attending the annual meeting

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shall be kept, and at least twelve (12) members must be in attendance at said annual meeting;

- ⊙ They shall hold regularly scheduled board or business meetings;
- ⊙ All meetings, including the annual meeting and monthly meetings required hereunder, shall be open to the public;
- ⊙ Notice of all meetings shall be posted in advance of such meeting, in public places, and/or in readily obtained publications (such as newsletters) within their boundaries, as permitted and prescribed by law, and a record of said notice shall be maintained by the neighborhood organization;
- ⊙ Membership shall be open to any owner of real property or resident whose property or residence is located partially or wholly within their boundaries; and
- ⊙ Neighborhood organizations shall have established boundaries, which may include one (1) or more neighborhoods within the city; provided that the boundaries of a neighborhood organization may not encompass the entire city, and provided further, that the boundaries of a coalition of neighborhood organizations may not encompass the boundaries of another neighborhood organization without prior notice to such organization.

3. Neighborhood Organization Registration Program

The Neighborhood Registration and Notification Ordinance provides a “lifeline” of important information to properly registered neighborhood organizations. Without such information, RNOs are often incapable of knowing or informing their members of what is happening in the neighborhood, and/or unable to prepare and present intelligent responses to the proposed actions, and/or to be in a position to negotiate with the City and/or the applicants for proposed actions.

It is extremely important for neighborhood organizations to:

- ⊙ Register each January and submit any updated information in July;
- ⊙ Give careful thought about who to designate as the RNO’s contact person. This person should be someone capable of quickly analyzing all of the numerous notices and promptly involving others in the neighborhood organization to determine the appropriate course of action.; and
- ⊙ Have a plan for some other responsible person to pick up the mail if the contact person is unavailable.

It is most important that the contact person take responsibility for reading the notices received from the City quickly. Many of the notices are quite minor; however, some of them can be extremely important. The contact person should be prepared to contact other members of the organization quickly if the proposal is a major one, and also to contact the applicant or applicant’s representative either to request a presentation of the proposal or to begin negotiations with the applicant. Many City agencies recommend to applicants that they should contact the RNO(s); however, applicants often do not follow that advice.

CONTACT: For new neighborhood organizations, register online at www.denvergov.org (select “Neighborhoods”), or go directly to www.denvergov.org/eform.asp?opt=1&formid=10.



CONTACT: For RNOs that have previously registered or to change existing contact information, visit www.denvergov.org (select “Neighborhoods”), or go directly to www.denvergov.org/eform.asp?opt=1&formid=17.

NOTE: It is crucial to keep your RNO contact information up-to-date throughout the year.

4. City’s Notification Responsibilities

A primary concern of many RNOs involves the impact of high-density real estate developments abutting low-density residential uses. Tens of thousands of building, zoning, park use, and public right-of-way permits are issued by Denver each year. For routine permits that conform to existing City standards, RNOs and neighboring property owners are not notified that a permit has been/will be issued. However, when Denver City departments consider certain actions as defined below, the Neighborhood Registration Ordinance facilitates communication. This communication opportunity provides neighbors comment power to influence the final decision, not veto power to decide the outcome.

Neighborhood Registration and Notification Ordinance provides that properly registered neighborhood organizations shall be notified by the responsible City agency within ten working days after receipt of a permit application affecting property either within the boundaries of the RNO or within 200 feet outside of their boundaries, of the following proposed actions:

- ⊙ Abatement of unsafe buildings, structures, or utilities – “repair or wreck” hearings;
- ⊙ Class 15 and 16 amusement license application;
- ⊙ Hearings before the Board of Adjustment-Zoning;
- ⊙ Hearing before the Planning Board involving Chapter 10 of the Revised Municipal Code (View Protection Ordinances);
- ⊙ Landmark designation application;
- ⊙ New application and/or major modification to premises and/or transfer of beer or liquor license;
- ⊙ New application and/or major modification to premises and/or transfer of cabaret license;
- ⊙ New license application for rooms for recreation, amusement, or social activities;
- ⊙ Planned building group (PBG);
- ⊙ Preliminary subdivision plat;
- ⊙ Proposals to change park land use;
- ⊙ Proposals to change park traffic patterns;
- ⊙ Properties identified and being processed through nuisance abatement procedures.
- ⊙ Reconstruction, widening, change in direction of streets, or change to/from 1-way to 2-way; and
- ⊙ Sale of public land;
- ⊙ Street or alley vacation;
- ⊙ R-X zone district plan;
- ⊙ Residential care uses;

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- ⊙ Zoning language amendment; and
- ⊙ Zoning map amendment.

To minimize disruption when there is a change of Board members, many RNOs maintain a post office box for RNO-related mail. Often, these PO boxes are not checked daily, so a mailed notice may sit for several days after delivery. To help assure timely notification, RNOs have the option of receiving these notifications via email, in addition to postal mail notification. In either case, RNOs should be diligent about checking for notifications frequently, and act accordingly.

The ordinance also requires that the City Council post a copy of the schedule of the City Council meetings and committee meetings for the succeeding two weeks on the DenverGov website.

5. Neighborhood Coordination

The ordinance further provides that the City Council “encourages neighborhood organizations to work cooperatively with any adjacent or overlapping neighborhood organization to determine positions on issues affecting the neighborhood and to conduct business in an organized, representative, and fair manner, which is designed to obtain informed participation from as many neighborhood citizens as possible. Neighborhood organizations shall strive to cultivate neighborhood membership and participation that reflects the ethnic and socio-economic composition of the neighborhood they represent. Registration of organizations with overlapping boundaries is allowed but the formation of numerous overlapping neighborhood organizations is strongly discouraged.”

6. Testifying

The ordinance further provides that an RNO wishing to testify at a hearing regarding any proposed action, include the following in any oral or written statement by an RNO representative:

- ⊙ The name of the organization;
- ⊙ The boundaries of the organization;
- ⊙ The number of people, households, institutions, and businesses represented by the organization and the basis for determining membership;
- ⊙ The time and date of the meeting when the organization decided on its position;
- ⊙ The nature of the meeting; e.g., a meeting of the Board, a membership subcommittee, or the general membership;
- ⊙ The number of members present;
- ⊙ A description of the process for reaching the decision, including if, and how, neighborhood citizens were informed and if, and how, they were invited to participate; and
- ⊙ The votes cast for, and against, the proposed position.



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I. Information from the City and County of Denver



1. The DenverGov Website

The City and County of Denver hosts a detailed website. The mission of DenverGov, the official City and County of Denver website, is to provide for quick and convenient communications, access, and service with the City and County of Denver.

Citizens, businesses, and visitors to Denver should find that government communication, access, and service is quick and easy. The site is designed to be user-friendly, with easy navigation through the City and County agencies and departments, while accessing pertinent information such as property records, civil court records, online bid documents, and answers to the most frequently asked questions from over 60 City agencies.

The City's customers may be able to "skip the trip" downtown, saving time and effort. In addition, customers can use online services any time of the day or night. The following represent just a few of the records and services available online:

- ⊙ Airline Flight Information
- ⊙ Apply for a City Job
- ⊙ Board of Adjustment Hearing Dates, Agendas, and Decisions
- ⊙ Bond Projects
- ⊙ Campaign Finance Records and Campaign Finance Regulation
- ⊙ Child Adoption Opportunities
- ⊙ City Council Bills
- ⊙ City Ordinances
- ⊙ City Telephone Directory
- ⊙ Contractor Licenses
- ⊙ County Court Records
- ⊙ Denver 8 TV Daily Schedule
- ⊙ Denver Maps
- ⊙ Denver Neighborhoods Census Information
- ⊙ Event Calendar
- ⊙ Executive Orders
- ⊙ File an Environmental Complaint
- ⊙ File a Graffiti Complaint for Clean-Up
- ⊙ File a Neighborhood Concerns/Zoning Complaint
- ⊙ File a Police Report
- ⊙ File a Traffic Accident Report
- ⊙ Infectious Disease Guidelines
- ⊙ "Johns" Convictions
- ⊙ Land Development Projects
- ⊙ Library Catalogue
- ⊙ Liquor License Applications, Hearing Dates, and Decisions
- ⊙ Municipal Code
- ⊙ Neighborhood Organization Names, Boundaries, and Contact Information

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- ⊙ Pay Parking Tickets
- ⊙ Pay Water Bills
- ⊙ Real Estate Foreclosure Records Search
- ⊙ Real Property Records
- ⊙ Real Property Tax Records
- ⊙ Register to Vote
- ⊙ Register Your Bicycle
- ⊙ Restaurant Inspections
- ⊙ Restaurant Guide
- ⊙ Sign Up for Residential Recycling Service
- ⊙ Sign up to receive automatic emailings of the latest City job openings, bid announcements, Denver 8 TV schedule, newsletters, event bookings, and more
- ⊙ Subdivisions/Land Surveys
- ⊙ Traffic Counts
- ⊙ Western History Photos

New online services are added to the website frequently, so check back often.

The Office of Television & Internet Services is charged by City Ordinance to manage and maintain the City and County of Denver's website.

CONTACT: Visit www.denvergov.org.

2. Channel 8

Channel 8 is the City's Municipal Access Television channel for those within the City and County of Denver who subscribe to cable television.

Programming includes complete coverage of Denver City Council meetings as well as Council committees, public hearings, and community public policy forums. On a monthly basis, Channel 8 has a City news program, a City agency magazine program, programs with the Mayor, programs about the Police Department, and an environmental program. Channel 8, which is an agency of Denver's General Services agency, also produces speaker series programs such as City Club of Denver, the Denver Press Club, and Forum for a Greater Denver.

CONTACT: For general information, call 303.377.5388, or visit their website at: www.denvergov.org/CIS/36aboutus.asp.



