



Daniel Lurie  
Mayor

Julie Lamarre  
Executive Director

To: Commissioners for the Board of Appeals (BOA)

From: BOA Staff

Re: Feedback for Item 9 on the October 8, 2025 Agenda

Date: October 8, 2025

(9) **SPECIAL ITEM**

Discussion and Possible Action: The Commission Streamlining Taskforce solicited feedback from the Board of Appeals about operational improvements that the Board of Appeals and other commissions might benefit from. This will be an opportunity to discuss what works well and to identify opportunities for improvement. Feedback will inform potential recommendations for the Commission Streamlining Task Force to consider at later meetings.

Staff Feedback for the Commissioners:

- What works well:
  - Elimination of the requirement for paper submissions.
  - Ability to attend a hearing remotely via Zoom.
  - Access to hearing materials online.
  - Department Services can easily be utilized by phone or email: Elimination of the requirement to file appeals and briefs in-person.
- What could be improved:
  - Better time management of cases at the hearing. When a case takes more than an hour (or hours) to adjudicate, the parties for the other cases must wait. Oftentimes, these other parties are paying architects and attorneys which significantly increases the costs. Additionally, members of the public who want to provide public comment must wait and this might result in less public comment.
    - Possible solutions:
      - Commissioner questions be reserved until after all parties have presented their cases.
      - Have the discussion focus on the validity of the permit/determination.
  - Onboarding and training of commissioners.

- Consistent with this agenda item, following are suggested areas for discussion which were sent to the Executive Director yesterday by staff for the Commission Streamlining Task Force:

- Mission and commission scope management: ensuring that each commission can focus on its designated purview and that commissioners understand their roles
- Onboarding and training: highlighting what training and onboarding for commissioners and staffers occurs and flagging what would be beneficial
- Strengths and best practices: uplifting what bodies do well and what commissions can learn from each other