

DEPARTMENT NAME	The Metropolitan Historical Commission
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DEPARTMENT MISSION	The Mission of the Metropolitan Historical Commission is to provide historical and architectural information, preservation technology and advice, and design guidance products to Nashville's neighborhoods, property owners, businesses, citizens, and visitors so they can incorporate the city's rich past into today's economy, culture, and quality of life.
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STRATEGIC GOALS

Goal One

By the year 2012, owners of historic properties requiring approval by the Metro Historic Zoning Commission will continue to experience effective service delivery as evidenced by:

- 100% of customers whose applications for approval by the MHZC are acted upon within 15 business days
- 100% of customers whose applications for administrative approval are acted upon within three business days
- 100% of initial requests by the customer that receive a response within 2 business days
- 100% of sample customers who rate the services of the MHZC as satisfactory or better
- 99% of customers whose violations are brought into compliance
- 100% of customers who receive a “sign-off” for projects in historic, but not designated, areas
- 100% of requests for presentations are fulfilled
- 0% Loss of historic resources
- Number of brochures and web based documents that provide applicants with direction and assistance

Goal Two

By the year 2012 designers, students, property owners, and Metro agencies will be able to access Metro Historical Commission/Metro Historical Zoning Commission records and information about Nashville’s history as evidenced by:

- 100% of public hearing records available online
- 100% of case files available on-line
- 100% of research files and historic resource surveys available on-line

- 100% of customers who report that the information provided was helpful
- 100% of partners (other government agencies and non-profit groups) who report that the information was helpful.
- Number of brochures and web-based products produced to strengthen heritage tourism and provide information to researchers

Goal Three

By the year 2012, MHZ will have created a program of continuing education of commissioners and staff in order to provide the most accurate and up-to-date information to clients and to continue to build a world-class preservation program, as evidenced by:

- 50% Participation of commissioners in a preservation related conference such as the National Trust for Historic Preservation's annual conference or the National Alliance of Preservation Commissions' bi-annual conference
- 100% Participation of staff in a preservation related conferences or seminars
- 50% Participation of staff as seminar/course presenters or authors of published articles

Goal Four

By the year 2012, government and non-profit partners will continue to experience effective service delivery as evidenced by

- 100% of requests for National Register district nominations are fulfilled
- 100% of requests for Mandatory Referrals from the Planning Department are fulfilled
- 100% of Section 106 requests as a result of Federal actions are fulfilled
- 100% of requests for Historic Resource Surveys from the Planning Department are fulfilled
- 100% of requests for partner projects/presentations are fulfilled

LINES OF BUSINESS

Line of Business One – Purpose Statement

The purpose of Historic Zoning Line of Business is to provide advisory, evaluative, permit and interpretive products to owners of properties with Local Historic Designation and to assist the City with the preservation of historic resources and fulfilling sustainability goals.

LOB One – Key Results

Percentage of applicants that receive a preservation permit or action by the Commission within 15 business days or by administration within 3 business days

Line of Business Two – Purpose Statement

The purpose of the Government and Public Partnership program is to provide advisory, evaluative and informational products to regulatory agencies such as Metro Departments, Metro Officials, agencies of state and federal government, as well as neighborhoods, business people, and property owners so that they can use the information and advice provided to preserve and protect historic resources, comply with legal requirements, fulfill sustainability goals, and determine development opportunities and land use policies in a timely manner.

LOB Two – Key Results

Percentage of projects reviewed such as those within redevelopment districts or municipal capital improvement projects, Section 106 and Mandatory Referrals meet federal preservation standards

Line of Business Three – Purpose Statement

The purpose of the Information, Education and Tourism program is to provide education, publication, interpretive and technical assistance products to citizens of and visitors to Nashville so they can gain knowledge of local history, historic places and local architectural heritage that is useful in their professional, public or personal interests and activities.

LOB Three – Key Results

Percentage of participants who attend MHC-sponsored conferences/presentations who rate the program as useful in their professional, public or personal interests or activities.

Total programs implemented to educate about and assist with sustainable preservation practices

PROGRAM

**Line of Business
Purpose Statement**

The purpose of Historic Zoning Line of Business is to provide advisory, evaluative, permit and interpretive products to owners of properties with Local Historic Designation and to assist the City with the preservation of historic resources and fulfilling sustainability goals.

Program Name

Historic Zoning

Program Purpose Statement

The purpose of the Historic Zoning program is to provide advisory, evaluative, permit and interpretive products to owners of properties in historic neighborhoods and districts so they can proceed in a timely manner to preserve historic resources without damaging the historic and architectural integrity of the individual property or district.

**Family of Measures: Result
Measure(s)**

Percentage of applicants that receive a preservation permit or action by the Commission within 15 business days or action by the administration within 3 business days.(key)

Percentage of initial requests by customers receiving a response within 2 business days

Percentage of violations that are brought into compliance

Percentage of customers who receive a “sign-off” for projects in historic areas that are not locally designated

Percentage of public hearing records available online

Percentage of case files available online

Percentage of research files available online

Percentage of respondents reporting that information provided by MHZC was helpful

Number of requests for presentations

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Family of Measures: Output Measure(s)

Number of permits and “sign-offs” issued (key)
Number of violations closed
Number of and types of information available to the public online
Results of performance surveys
Number of historic properties lost to demolition

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Family of Measures: Demand Measure(s)

Number of applications submitted
Number of violations reported
Number of performance surveys submitted
Number of presentations requested
Number of demolition permit applications

Please list measures, if any, for this program that might be determined via a public survey.

None

Products

- Permits (**KEY**)
- Historic Zoning Commission Reports
- MHZC public hearings, decisions and documentation
- Site Visits (Providing Advice on Construction Projects involving Historic Structures)
- Records of Determinations of eligibility
For zoning overlays and Special exceptions
- Certified Local Government Reports
- Zoning Overlay Design Guidelines
- Conservation or historic zoning informational /presentations
- Consultations with neighborhood associations
- Violation notices
- Preservation Permit Inspections
- Zoning Question Responses

PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Governmental and Public Partnership Line of Business is to provide advisory, evaluative and informational products to regulatory agencies such as Metro Departments, Metro Officials, agencies of state and federal government, as well as neighborhoods, business people, and property owners so that they can use the information and advice provided to preserve and protect historic resources, comply with legal requirements, and determine development opportunities and land use policies in a timely manner.

Program Name

Governmental and Public Partnerships

Program Purpose Statement

The purpose of the Governmental and Public Partnership program is to provide advisory, evaluative and informational products to regulatory agencies such as Metro Departments, Metro Officials, agencies of state and federal government, as well as neighborhoods, business people, and property owners so that they can use the information and advice provided to preserve and protect historic resources, comply with legal requirements, and determine development opportunities and land use policies in a timely manner.

**Family of Measures: Result
Measure(s)**

- Number of MDHA historic design consultations provided
- Number of National Register district nominations submitted to the National Park Service
- Number of National Register nominations submitted to Commission for a recommendation
- Number of Section 106 determinations submitted
- Number of Mandatory Referrals submitted
- Number of properties surveyed within the ongoing historic resource survey

Family of Measures: Output

Number of MDHA related historic design consultations

Measure(s)

provided (**KEY**)

Number of properties added to the National Register of Historic Places

Number of Section 106 reviews

Number of referral recommendation reviews

Number of properties surveyed as part of the on-going historic resource survey project

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

Family of Measures: Demand Measure(s)

Number of MDHA related historic design consultations requested

Number of National Register nominations requested to be written

Number of National Register nominations submitted to Commission for recommendation

Number of Section 106 reviews requested

Number of Mandatory Referrals requested

Number of requests for historic resource survey

Please list measures, if any, for this program that might be determined via a public survey.

None

Products

- Façade Loan Approvals
- Historic Loan Approvals
- MDHA design review decisions
- MDHA-related historic design consultations(key)
- MDHA Sign-offs
- MDHA Design Guidelines
- Responses to Mandatory Referrals from Metro Planning Commission
- Metro Departmental request response
- Consultations with Council Members
- Consultations with Metro Departments
- Reports to Board of Zoning Appeals and Metro Planning Commission
- Permit Quality Control Review and Inspections
- Sign-offs with Codes department
- Records of Determinations of National Register eligibility
- Documents to Board of Zoning Appeals regarding variances and special exceptions,
- Federal review consultations and agreements
- National Register nominations
- Updates of Historic Resources Lists for subarea plans
- Section 106 effect determinations

PROGRAM

**Line of Business
Purpose Statement**

The purpose of the Information, Education and Tourism Line of Business is to provide education, publication, interpretive and technical assistance products to citizens of and visitors to Nashville so they can gain knowledge of history, historical places and architectural heritage that is useful in their professional, public or personal interests and activities.

Program Name

Information, Education and Tourism

Program Purpose Statement

The purpose of the Information, Education and Tourism program is to provide education, publication, interpretive and technical assistance products to citizens of and visitors to Nashville so they can gain knowledge of history, historical places and architectural heritage that is useful in their professional, public or personal interests and activities.

**Family of Measures: Result
Measure(s)**

Percentage of participants in MHC-sponsored conferences who rate the program as useful in their professional, public or personal interests or activities.

**Family of Measures: Output
Measure(s)**

Number of Public outreach and informational response consultations/contacts provided(key)

Number of Person to Person request responses provided

If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.

**Family of Measures: Demand
Measure(s)**

Number of Public outreach and informational response consultations/contacts

Number of Person to Person request responses requested

Please list measures, if any, for this program that might be determined via a public survey.

None

Products

- Public outreach and information consultation/contacts(key)
- Consultations with students
- Responses to public and media requests for information
- Educational programs for design professionals, students, property owners, commissioners
- Archive of research materials (photographs, newspaper, case files and periodical articles) that are not available at other depositories and relating to local history and preservation
- Historic plaques and markers
- Brochures/publications/newsletters
- Website pages
- Interpretive Tours and Signs
- Special Events
- Participation in neighborhood events
- History and Architecture presentations
- Guided Tours
- Award Programs
- Participation with non-profit preservation groups