

# NEIGHBORHOOD SERVICES

## MISSION STATEMENT:

The mission of the Neighborhood Services Department is to improve and maintain neighborhood vitality through enhanced communication, facilitation and education.

## CORE FUNCTIONS:

- 1) **Communication** – Serve as a liaison between the City and neighborhood organizations, Public Improvement Districts (PID) and Crime Watch groups; Relay issues and concerns to the appropriate City department(s) in a timely manner; Communicate City services and opportunities to neighborhood organizations
- 2) **Facilitation** – Foster the development and support the activities of neighborhood organizations by providing assistance and guidance in creation of PIDs and new organizations
- 3) **Education** – Communicate with neighborhood organizations regarding City services and opportunities; Develop and implement resident education programs that achieve positive neighborhood outcomes and build long-term stability in the community

## 2016 – 2017 WORK PLAN

### CORE FUNCTION: #1 Communication

#### Action:

- Improve the relationship between the City and neighborhood organizations
- Increase the distribution of relevant community information to neighborhood organizations
- Communicate with neighborhood organizations and PIDs regarding Emergency Response Operations
- Serve as liaison between City departments and neighborhood organizations
- Communicate City services programs and opportunities

#### Activity Measurement:

- Respond to neighborhood requests for service within one business day
- Update Neighborhood Services web pages weekly
- Maintain neighborhood organizations calendar via MY NEIGHBORHOOD online web page weekly
- Solicit neighborhood participants for Citizens' Police and Fire Academies and Citizens Emergency Response Team (C.E.R.T.) training annually
- Report and communicate City department action on neighborhood services requests within three business days of receipt
- Distribute welcome baskets to new residents in partnership with Cedar Hill Chamber.

#### Meets City Council's Premier Statements:

Cedar Hill is Safe.

Cedar Hill has Distinctive Character.

## CORE FUNCTION: #2 Facilitation

### Action:

- Serve as first point of contact at City Hall for neighborhood organizations and PIDs
- Provide staff assistance to new and existing neighborhood organizations
- Coordinate staff assistance to new and existing PIDs
- Expand/Implement programs that encourage communication within neighborhoods (i.e. Printing and Postage, Neighborhood Matching Grant, MY NEIGHBORHOOD online)
- Report and communicate neighborhood feedback to appropriate City departments
- Coordinate Citywide Neighborhood Block Party
- Serve as liaison to the Neighborhood Advisory Board

### Activity Measurement:

- Coordinate participation of City staff at registered neighborhood meetings within three business days to ensure appropriate support and representation
- Achieve 100% participation by active neighborhood organizations in the Printing and Postage Program
- Report and communicate neighborhood feedback to appropriate City departments within one business day of receipt
- Increase the number of community participants in Citywide Neighborhood Block Party by 10%
- Facilitate Neighborhood Advisory Board meetings monthly

### Meets City Council's Premier Statements:

Cedar Hill has Vibrant Parks and Natural Beauty.

Cedar Hill has Distinctive Character.

### CORE FUNCTION: #3 Education

#### Action:

- Expand neighborhood involvement in community events
- Improve public understanding of City operations and services
- Increase public knowledge of Neighborhood Services programs
- Develop resident education programs that build long-term stability in the community

#### Activity Measurement:

- Create and publish recurring operation and services feature for newsletter monthly
- Recognize "Outstanding" neighborhoods (Premier Neighborhood Award and Growing Green Neighborhood) annually
- Conduct Citywide Neighborhood Block Party event annually
- Facilitate presentation of two resident education workshops annually

#### Meets City Council's Premier Statements:

Cedar Hill is Clean.

Cedar Hill has Distinctive Character.

**SUMMARY - NEIGHBORHOOD SERVICES\***

EXPENDITURES	ACTUAL FY 14	ACTUAL FY 15	BUDGET FY 16	EST. FY 16	FISCAL YEAR 2016-2017		
					CONTINUED	GROWTH	PROPOSED
Personnel	\$ (1,784)	\$ 47,343	\$ 64,140	\$ 60,313	\$ 63,122	\$ -	\$ 63,122
Supplies	912	10,513	4,300	6,323	7,100	\$ -	7,100
Maintenance	-	-	450	999	1,950	\$ -	1,950
Services	8,057	9,973	16,450	10,815	15,100	3,500	18,600
Utilities	530	510	610	-	-	\$ -	-
Sundry	885	2,981	7,725	4,589	5,725	\$ -	5,725
<b>TOTAL Dept. Budget</b>	<b>\$ 8,600</b>	<b>\$ 71,320</b>	<b>\$ 93,675</b>	<b>\$ 83,039</b>	<b>\$ 92,997</b>	<b>\$ 3,500</b>	<b>\$ 96,497</b>

STAFFING	ACTUAL FY 14	ACTUAL FY 15	BUDGET FY 16	EST. FY 16	FISCAL YEAR 2016-2017		
					CONTINUED	GROWTH	PROPOSED
Neighborhood Services Coordinator	0.00	0.00	1.00	1.00	1.00	0.00	1.00
<b>TOTAL Department Staff</b>	<b>-</b>	<b>-</b>	<b>1.00</b>	<b>1.00</b>	<b>1.00</b>	<b>-</b>	<b>1.00</b>

REPLACEMENT VEHICLES & EQUIPMENT:	ACTUAL COST	LEASE COST	FUNDED
Homeowners Fair	2	\$ 3,500	Yes

\*Department is managed from Code Enforcement.

## **Proposed Program Description Neighborhood Services**

### **Program One (1): Homeownership Fair**

**Program Cost: \$ 3,500**

**Tax Rate Impact: \$0.0001**

**Included in City Manager's Budget: Yes**

**Option 1 Cost: \$1,000 (Funded through sponsorships)**

#### **Program Description:**

June is National Homeownership Month. The ability for neighborhood organizations to effectively communicate significant events and activities requires visibility, consistency and convenience. Many of the comments and concerns received by the Neighborhood Services Department are in regards to property maintenance and upkeep. This program will feature educational sessions on how to buy a home, foreclosure prevention, home maintenance, homebuyer assistance programs, mortgage lending, credit repair, and more.

Participants can pick a session or stay all day for free food, giveaways and activities for the kids. Children activities include sessions on savings and checking, budgeting and credit. Fun activities will include a gaming truck with Xbox and HD flat screens, face painting, balloon artists.

The event will consist of vendor booths as well as live seminars conducted by home buying experts. The Homeownership Fair will use all 4 meeting rooms in the Recreation Center and vendor booths will be sold at \$25 per booth to help offset the cost of the event. The Neighborhood Services department will also secure sponsorships for local banks who wish to promote their services.

Comparable programs include:

- City of Grand Prairie, Homeownership Fair



- City of Irving, Home Buyer Fair



- City of Rockwall, Neighborhood Beautification Program

**If this program is not funded:**

Neighborhood Services cannot fully develop this program necessary to elevate City neighborhoods to the next level of excellence in community engagement as prioritized by City Council.

**This program reflects City Council's Premier Statements:**

Cedar Hill has a Strong and Diverse Economy.

## NEIGHBORHOOD SERVICES

**CURRENT VEHICLES & EQUIPMENT:**