

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

2013 – 2014 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
- Facilitate a Neighborhood Leadership Meeting with the Mayor annually
- 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

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
- Coordinate Citywide Neighborhood Chili Cook Off
- 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
- Increase the number of active organizations by 10%
- 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 and Citywide Neighborhood Chili Cook off 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, Most Active, Most Improved Distinction) 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 11-12	BUDGET FY 12-13	ESTIMATED FY 12-13	BUDGET FY 13-14
Personnel	\$ 83,462	\$ 87,645	\$ 87,370	\$ 44,175
Supplies	6,462	9,700	12,320	6,875
Maintenance	275	300	450	-
Services	14,001	24,990	26,100	11,350
Utilities	866	770	770	770
Sundry	4,361	9,130	6,905	5,430
TOTAL Department Budget	\$ 109,427	\$ 132,535	\$ 133,915	\$ 68,600

STAFFING	ACTUAL FY 11-12	BUDGET FY 12-13	ESTIMATED FY 12-13	BUDGET FY 13-14
Tourism Marketing/ Main Street Manager	-	-	-	1.00
Neighborhood Services Coordinator	1.00	1.00	1.00	-
TOTAL Department Staff	1.00	1.00	1.00	1.00

PERFORMANCE INDICATORS	ACTUAL FY 11-12	BUDGET FY 12-13	ESTIMATED FY 12-13	BUDGET FY 13-14
Percentage of response time to neighborhood request(s) within one business day	99%	99%	99%	99%