

Neighborhood Services Department Annual Report 2006-2007

"Believing in Neighborhoods, Believing in People"



City of Phoenix

NEIGHBORHOOD SERVICES
DEPARTMENT



City of Phoenix

A MESSAGE FROM THE NEIGHBORHOOD SERVICES DIRECTOR

From spearheading a citywide fair to recognize outstanding neighborhood groups to launching a war against abandoned shopping carts, the Neighborhood Services Department (NSD) had a banner year for 2006 - 2007. I am very proud and excited to highlight some of our accomplishments in this annual report. As a department we continue to explore ways to learn, change and improve to help Phoenix residents address neighborhood concerns.

In helping Phoenix residents, our primary focus the last fiscal year centered on: building on our mission, taking advantage of partnerships, enhancing collaborations and leveraging dwindling resources. Thanks to the continued support of NSD's Management Team and staff we were able to restore stability within the department. Most importantly, however, we listened earnestly to our residents and the department's internal and external customers, while at the same time reaching out to promote and maintain clean, healthy and vibrant neighborhoods.

The Neighborhood Services Department is recognized for successfully creating new and enhancing existing programs. One of our most notable accomplishments included the "Taking It To The Streets" fair, the first citywide celebration that highlighted individuals and neighborhood groups who engage in neighborhood improvement efforts. We also implemented the city's new shopping cart retrieval program to eliminate abandoned shopping carts in neighborhoods. In addition, we educated more than 2,000 residents on childhood lead poisoning prevention and managed a record number of neighborhood preservation and graffiti abatement cases.

I encourage you to continue challenging us to remain on the cutting edge and to deliver programs and services you know work and are needed. In doing so, you will allow the Neighborhood Services Department to continue to be leaders in responding to you, our customers.

Best regards,

Jerome E. Miller
Neighborhood Services Director
"Partnerships, Collaborations and Leveraging"
A dynamic, committed partner in building vibrant neighborhoods!

MAYOR AND CITY COUNCIL MEMBERS

PHIL GORDON
MAYOR

DAVE SIEBERT
VICE MAYOR
DISTRICT 1

PEGGY NEELY
DISTRICT 2

PEGGY BILSTEN
DISTRICT 3

TOM SIMPLOT
DISTRICT 4

CLAUDE MATTOX
DISTRICT 5

GREG STANTON
DISTRICT 6

DOUG LINGNER
DISTRICT 7

MICHAEL JOHNSON
DISTRICT 8

FRANK FAIRBANKS
CITY MANAGER

ALTON WASHINGTON
ASSISTANT
CITY MANAGER

RUTH OSUNA
DEPUTY CITY MANAGER

Front Cover: **Neighborhood Resource Center - 2007**
National Association of Housing and Redevelopment Officials (NAHRO) Excellence Award Winner

ADMINISTRATION

- In March 2007, Neighborhood Services was the first department to be featured on PHX 11's "Phoenix: Working For You," a live call-in show on the city's government television channel. The collaboration led to the department winning a Hermes Gold Award and two Bronze Telly Statues.
- Neighborhood Initiative Area Teams concentrated on current circumstances by developing a more formalized definition of sustainability, changes in redevelopment laws and more area specific exit strategies to incorporate into the program.
- Information Systems staff tackled the task of "NSDology," a review of the department's programs and structure to help identify and codify the business of the department.
- The Westwood Rental Renaissance Team was honored with the 2007 Arizona Chapter of the American Society for Public Administration Superior Service Award in the "Team" category for its efforts to address problem rental properties and reduce crime and blight in Westwood.



Bronze relief illustrating the "Four Corners" neighborhood of the 1930's -1950's by artists Melody Peters & Helene Massey-Hemmans.

- The Village Center Neighborhood Initiative Area, Neighborhood Resource Center and Healthy Homes Demonstration Project were selected as 2007 National Association of Housing and Redevelopment Officials Award of Merit winners for building infill housing, removing neighborhood blight and removing health and safety hazards from homes in the community.

COMMUNITY DEVELOPMENT

- With the support of the city's Housing Department and Intergovernmental Programs, funding levels for the Community Development Block Grant (CDBG) have remained secured.
- Approximately 80 nonprofit agencies qualified for CDBG funding, which in turn benefited 200,000 low-to-moderate income residents.

- CDBG funding assisted in the rehabilitation of 580 owner-occupied homes, construction of 158 homes, completion of nine Street Transportation and Park projects, as well as providing funding for the graffiti abatement program.

NEIGHBORHOOD COORDINATION

- In January 2007, the first ever "Taking it to the Streets" fair took place to recognize the efforts and accomplishments of organized individuals and neighborhood groups who are active in neighborhood improvement efforts.
- Each year, City Council designates eight new Fight Back areas to offer specialized support over a limited period of time on resident-driven neighborhood improvement efforts. In fiscal year 2006-2007, Coordination Division staff successfully closed out seven Fight Back neighborhoods.

- Landlord Tenant Counselors provided counseling services to 2,251 tenants and landlords across the state of Arizona.

- The Good Neighbor Program was highlighted at the 13th Annual Transforming Local Government conference in Bellevue, Washington. The program was selected for fostering partnerships between residents and local government groups in the West Phoenix Revitalization Area through a series of education workshops to help empower residents to make informed decisions about their community.

NEIGHBORHOOD PRESERVATION

- A new user-friendly Seamless Service Referral Form was developed for use by partner departments in referring blight cases to the Neighborhood Preservation Division.
- Neighborhood Preservation partnered with Univision Channel 33 "A Su Lado" to conduct a community education and outreach telethon. More than 1,250 calls were received during the event from residents interested in eliminating blight.

- 54,823 blight-related cases were opened this past fiscal year which was an increase of more than 2,000 from the previous year. More than 51,000 cases were resolved.
- Neighborhood Preservation Division offered a class to all staff on field and office safety training. This class provided staff a refresher on performance standards.
- Neighborhood Preservation rolled out a computer link with the Municipal Court for more efficient transfer of case data between inspection and Court staff.
- Lead Hazard Control Program staff educated 2,480 residents on preventing childhood poisoning this year and received a “Green” rating from the U.S. Department of Housing and Urban Redevelopment, which is given to programs that meet or exceed primary benchmark standards.
- The department acquired several blighted properties in the Palomino Neighborhood to build a safe path for neighborhood kids to get to school and partnered with Desert Mission to build two new single-family homes.
- Graffiti Busters removed 63,700 graffiti sites and was successful in working with Intergovernmental Programs to pass legislation to assist with stiffer penalties for graffiti vandals.

REVITALIZATION

- The city’s new Shopping Cart Retrieval Program removed 1,141 carts from neighborhoods during the first month of operation.
- The West Phoenix Revitalization Area Team worked with the Street Transportation Department to complete a landscape retrofit project along Indian School Road from 55th to 59th avenues. The team also landscaped 25 homes in the Andalucia area and painted out graffiti with more than 500 volunteers.
- Graffiti Web Services was selected by the Public Technology Institute to receive a 2006-2007 Technology Solutions Award for integrating graffiti and neighborhood association data to aid in the search, capture and prosecution of graffiti vandals.

Neighborhood Services Department

VALUES STATEMENT

The Neighborhood Services Department was created to preserve and revitalize our neighborhoods and to help residents access city services. Our investment in healthy neighborhoods is an investment in the residents of Phoenix, in a sense of community, and in an ethic of shared pride.

MISSION STATEMENT

To preserve and improve the physical, social and economic health of Phoenix neighborhoods, support neighborhood self-reliance, and enhance the quality of life for residents through community-based problem solving, neighborhood-oriented services and public/private cooperation.

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This publication is available in an alternative format upon request; contact the Neighborhood Services Department at (602) 495-5459, Fax (602) 534-1555, TTY (602) 495-0685.



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