

## NEIGHBORHOOD SERVICES

RESOURCES	ACTUAL FY02	ACTUAL FY03	BUDGET FY04	PROJECTED FY04	RECOMMENDED FY05
Personnel Expenses	\$ 1,306,632	\$ 1,462,190	\$ 1,480,375	\$ 1,499,964	\$ 1,687,916
Operating Expenses	<u>163,767</u>	<u>220,160</u>	<u>218,708</u>	<u>185,024</u>	<u>180,546</u>
Operating Budget	\$ 1,470,399	\$ 1,682,350	\$ 1,699,083	\$ 1,684,988	\$ 1,868,462
Capital Outlay	<u>3,897</u>	<u>15,766</u>	<u>1,160</u>	<u>1,160</u>	<u>4,800</u>
Budget Allocation	\$ 1,474,296	\$ 1,698,116	\$ 1,700,243	\$ 1,686,148	\$ 1,873,262
Authorized Positions	23	24	25	27	27

**Vision and Mission:** The Neighborhood Services Administrator oversees the Neighborhood and Community Relations and Community Affairs Departments that are combined with the Neighborhood Services Department budget. The administrator also administers oversight of the code enforcement and parks and recreation departments. Neighborhood relations seeks to preserve and enhance Tampa's diverse neighborhoods, empower people to make positive contributions to their communities, and bring government closer to all people, ensuring that it is responsive. Community affairs envisions Tampa as a city where its diverse population enjoys good race relations, quality municipal services, and effective communication with government.

**Goals and Objectives:**

Neighborhood relations is the link between the mayor, the City of Tampa departments and the citizens of Tampa.

- Neighborhood outreach - log hundreds of hours on neighborhood tours, association meetings and community events.
- Quarterly "Neighborhood News" newsletter to all residents sent along with their water bill.
- Mayor's town hall meetings provides citizens the opportunity to address their concerns directly to the mayor.
- Customer Service Center - handle phone calls of citizens with no access to the on-line customer service website.

Community affairs coordinates services and programs that protect individual rights, create opportunities for dialogue on human rights issues and city government processes, and help youth develop leadership and human relations skills.

- Foster good race and human relations; monitor racial climate; coordinate response to race-based civil disturbances.
- Investigate complaints of illegal discrimination in employment, housing, public accommodations, and other areas.
- Assist residents who seek vision and dental care, and better relations with city government.
- Coordinate and partner with other organizations to conduct special events that emphasize culture and arts for all ages.

**Current Operations and Initiatives:** Neighborhood relations is available to address inquiries made by phone or in person regarding questions, complaints, problems, and requests, suggestions or compliments about City of Tampa services. Its staff attends neighborhood meetings, helps develop new associations and serves as a resource for both residential and business interests in the city. This office has a strong emphasis on communications with the citizens through the "Neighborhood News" newsletter, Spotlight Tampa television show, town hall meetings with the mayor and various community projects. A free resource center provides neighborhood association presidents access to a computer, copy machine, typewriter, and materials to research neighborhood issues and communicate with their neighborhood. Community affairs coordinates services and programs that protect the rights of the individual in employment, housing, public accommodations and other alleged unfair practices. Community affairs also has an eye-care vision and dental program via the Community Development Block Grant to help people in the community who need those services. Community affairs anticipates expanding its services in four specific areas: 1) Services to persons with disabilities; 2) Services in the area of fair housing and employment discrimination education and outreach; 3) Job training and referral information to unemployed and underemployed persons; and 4) Services to residents regarding access to public facilities and parks, mentoring, special events and the arts. The decrease in estimated FY05 flyers/brochures shown below is due to departmental reorganization and the reduced number of non-city sponsored events that will be supported with printed materials.

	FY03	FY04	FY05
Performance Measures	Actual	Projected	Estimated
Discrimination Complaints	160	173	177
TPD/Community Workshops	14	14	14
Total Attendance	501	460	500
Dental and Vision Clients	211	250	250
Advisory Committee Forums	6	6	6
Total Attendance	342	433	433
Community Outreach Hours	580	1,003	1,003
Flyers/Brochures Distributed	19,000	23,700	7,000