NEIGHBORHOODS

Department Description and Mission

The Department of Neighborhoods was established in FY2012. Its mission is to improve the quality of life in neighborhoods through expanded outreach, stronger community partnerships and improved government responsiveness. The divisions include the Director's Office, Inspections and Public Services, Citizens' Assistance Office, Anti-Gang, Volunteer Initiatives Program, Office of International Communities, People with Disabilities, Education Affairs, and Sign Enforcement.

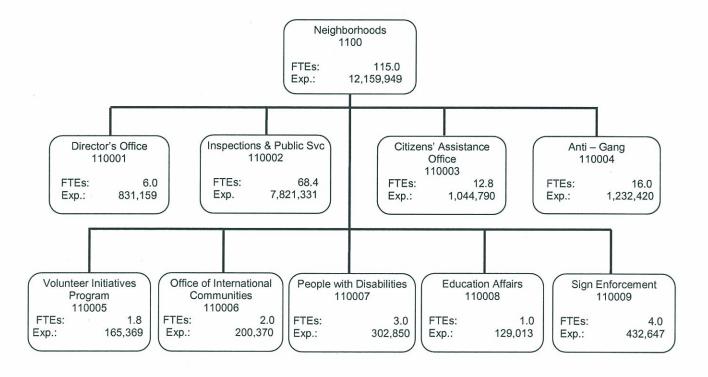
Department Short Term Goals

- Increase awareness of city anti-blight ordinances as well as communication of volunteer opportunities and available City and community resources.
- Increase the availability of delinquency intervention and prevention services for youth and families.
- Increase the City's ability to outreach and serve international communities in need.

Department Long Term Goals

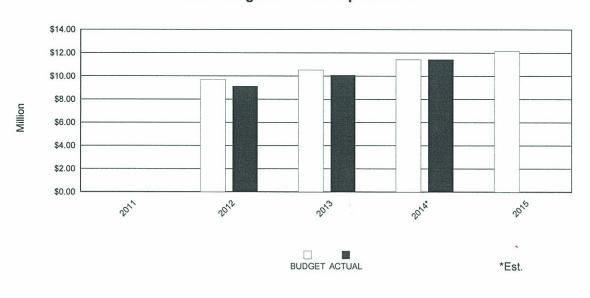
- Remove architectural communication and attitudinal barriers to ensure inclusion and full and equal access to all programs and services for persons with disabilities.
- Improve customer satisfaction and advance effectiveness by proactively engaging key stakeholders.
- Implement innovative technology to collect, analyze, and disseminate data.

Department Organization



| Business Are | ea Budget Summary | | | | |
|---|---|------------------|--------------------------|--------------------|------------------|
| Fund Name Business Are Fund No./Bus | | FY2013 Actual | FY2014 Current Budget | FY2014 Estimate | FY2015 Budget |
| | Personnel Services | 7,508,559 | 7,961,635 | 7,929,256 | 8,506,056 |
| | Supplies | 239,708 | 234,705 | 245,876 | 303,600 |
| | Other Services and Charges | 2,293,978 | 3,206,349 | 3,225,227 | 3,346,793 |
| | Equipment | 20,574 | 0 | 0 | 0 |
| | Non-Capital Equipment | 27,263 | 30,344 | 32,674 | 3,500 |
| Expenditures | Total M & O Expenditures | 10,090,082 | 11,433,033 | 11,433,033 | 12,159,949 |
| | Debt Service & Other Uses | 0 | 0 | 0 | 0 |
| | Total Expenditures | 10,090,082 | 11,433,033 | 11,433,033 | 12,159,949 |
| Revenues | | 2,149,186 | 1,911,530 | 1,939,781 | 1,921,833 |
| - | Full-Time Equivalents - Civilian | 103.3 | 110.7 | 106.1 | 115.0 |
| 1000 | Full-Time Equivalents - Classified | 0.0 | 0.0 | 0.0 | 0.0 |
| Staffing | Full-Time Equivalents - Cadets | 0.0 | 0.0 | 0.0 | 0.0 |
| | Total | 103.3 | 110.7 | 106.1 | 115.0 |
| | Full-Time Equivalents - Overtime | 1.1 | 2.4 | 3.4 | 1.8 |
| Significant Budget Changes and Highlights | The FY2015 Budget provides funding for heal increases. The budget includes funding totaling \$432,64 previously in Building Inspection Fund (Fund 2) | 7 for Sign Enfo | | • | |

Department of Neighborhoods Current Budget vs Actual Expenditures



Business Area Performance Measures

Fund Name

: General Fund

Business Area Name

: Department of Neighborhoods

Fund No./Bus Area No. : 1000 / 1100

| Performance Measure | Priority | FY2013 Actual | FY2014 Budget | FY2014 Estimate | FY2015 Budget |
|--|----------|------------------|------------------|--------------------|------------------|
| Average Daily Inspections | Q | N/A | 320 | 314 | 320 |
| Average Days from Request to Initial Inspection | Q | N/A | 3 | 18 | 10 |
| Citizenship Initiatives | Q | N/A | N/A | N/A | . 2 |
| Dangerous Buildings Demolished - City Enforcement | Q,P | N/A | 200 | 210 | 250 |
| Dangerous Buildings Demolished - Voluntary Compliance | Q,P | N/A | 400 | 640 | 400 |
| Dangerous Buildings Secured - Voluntary Compliance | Q,P | N/A | 100 | 325 | 200 |
| Dangerous Buildings Secured/Make Safe - City Enforcement | Q,P | N/A | N/A | 220 | 400 |
| Disability Programs Administered | Q | 8 | 14 | 12 | 14 |
| Heavy Trash Citations | Q | 2,193 | 1,600 | 2,800 | 1,600 |
| Heavy Trash Site Visits | Q | 8,813 | 8,500 | 8,700 | 8,500 |
| International Outreach Campaign Contacts | Q | 916,631 | 45,000 | 1,127,427 | 1,200,000 |
| Junk Motor Vehicles Resolved | Q | 1,576 | 2,100 | 1,900 | 2,100 |
| Partnerships to Support Youth | Q | N/A | 30 | N/A | 30 |
| Rate of Voluntary Compliance (As % of All Open & Active Cases) | Q | N/A | 55% | 78% | 55% |
| Request for Presentations/Trainings | Q,P | 146 | 300 | 300 | 300 |
| Volunteer Hours | Q | 83,377 | 350,000 | 90,000 | 150,000 |
| Weeded Lots Cut - City Enforcement | Q,P | N/A | 2,000 | 1,980 | 2,000 |
| Weeded Lots Cut - Voluntary Compliance | Q,P | N/A | 5,000 | 6,800 | 5,000 |
| Youth Served Through After School Pilot | Q | N/A | 400 | N/A | 400 |
| Youth Served Through Anti-Gang Programs | Q,P | 1,555 | 2,000 | 6,000 | 6,000 |
| Expenditures Budget vs Actual Utilization | F | 96% | 98% | 100% | 98% |
| Revenues Budget vs Actual Utilization | F | 580% | 100% | 101% | 100% |

Public Safety (P)

Quality of Life (Q)

Infrastructure (I)

Mayor's Five Priorities: Jobs and Sustainable Development (J)

Fiscal Responsibility (F)

Division Summary

Fund Name

: General Fund

Business Area Name : Department of Neighborhoods

Fund No./Bus Area No. : 1000 / 1100

| Division | FY20 | 13 Actual | FY2014 Estimate | | FY2015 Budge | |
|--|------|-----------|-----------------|-----------|--------------|-----------|
| Description | FTEs | Cost \$ | FTEs | Cost \$ | FTEs | Cost \$ |
| DON - Director's Office 110001 Provides the Neighborhoods' divisions with services in budget, purchasing, receiving grants, receiving funds and account payables. | 6.5 | 716,199 | 6.0 | 775,377 | 6.0 | 831,159 |
| DON - Inspections & Public Services 110002 Provides dangerous building, weeded lot, junked motor vehicle, and graffiti abatement services on private property when owners have failed to comply with a dangerous building order, or a violation notice. Liens are placed against these properties once the City has performed the work. | 67.0 | 6,846,567 | 70.0 | 7,756,434 | 68.4 | 7,821,331 |
| DON - Citizens Assistance Office 110003 Ensures acknowledgment of constituent inquiries/ requests and coordinates responses and resolutions to community complaints through community liaisons. | 11.6 | 912,780 | 11.5 | 978,380 | 12.8 | 1,044,790 |
| DON - Anti - Gang Develops and implements programs that provide case management, counseling, court based-assessment, gang education and awareness training, job readiness training, truancy reduction, victims' assistance, and information and referrals. | 12.0 | 935,368 | 12.0 | 1,171,778 | 16.0 | 1,232,420 |
| DON - Volunteer Initiatives Program 110005 Develops and implements a citywide plan to increase volunteerism and targets volunteers to address the City's greatest needs. | 0.8 | 102,499 | 1.3 | 137,236 | 1.8 | 165,369 |
| DON - Office of International Communities 110006 Serves as the City's hub of information benefiting international communities by promoting cultural diversity and awareness throughout Houston. | 2.0 | 172,678 | 2.0 | 195,387 | 2.0 | 200,370 |
| | | | | V. | | |

Division Summary

Fund Name : General Fund

Business Area Name : Department of Neighborhoods

Fund No./Bus Area No. : 1000 / 1100

| Division | FY20 | FY2013 Actual | | 14 Estimate | FY20 | FY2015 Budget | |
|--|-------|---------------|-------|-------------|-------|---------------|--|
| Description | FTEs | Cost \$ | FTEs | Cost \$ | FTEs | Cost \$ | |
| DON - People with Disabilities Facilitating delivery of services - including city services, acting as liaison to Houston Commission on Disabilities (HCoD), City Council, and other City Departments, making recommendations to public and private entities regarding the development of policy and legislation, establishing fundamental local, state, and national partnerships to promote community awareness. | 2.4 | 276,708 | 2.3 | 292,199 | 3.0 | 302,850 | |
| DON - Education Affairs Manages partnerships for out-of-school activities, dropout prevention and college/career preparation. Programs include City Employee Children's Scholarship, Neighborhood Mapping Initiative, Reach Out to Dropouts Walk, and the Graduation Game Plan. Also provides support for youth service projects, and other education and workforce related projects in the City. DON - Sign Enforcement 110008 | 1.0 | 127,283 | 1.0 | 126,242 | 1.0 | 129,013 | |
| Enforces City codes pertaining to unlawfully placed signs on City property and rights of way, including streets, alleys, curbs, sidewalks, bridges and public improvement sites. Abatement projects include a community outreach component designed to engage residents in efforts to eradicate blight and improve the quality of life in Houston neighborhoods. | 0.0 | 0 | 0.0 | 0 | 4.0 | 432,647 | |
| Total | 103.3 | 10,090,082 | 106.1 | 11,433,033 | 115.0 | 12,159,949 | |
| | | | | | | | |

FISCAL YEAR 2015 BUDGET -

Business Area Roster Summary

Fund Name

General Fund

Business Area Name

Department of Neighborhoods

Fund No./Bus Area No. :

1000 / 1100

| Job Description | Pay Grade | FY2014 Current Budget FTE | FY2015 Budget FTE | Change |
|---|--------------|------------------------------|----------------------|---|
| ABATEMENT SPECIALIST | 14 | 5.0 | 5.0 | |
| ADMINISTRATION MANAGER | 26 | 1.0 | 2.0 | 1.0 |
| ADMINISTRATIVE AIDE | 10 | 5.0 | 6.0 | 1.0 |
| ADMINISTRATIVE ASSISTANT | 17 | 8.0 | 8.0 | |
| ADMINISTRATIVE ASSISTANT (EXE LEV) | 17 | 0.0 | 1.0 | 1.0 |
| ADMINISTRATIVE ASSOCIATE | 13 | 9.0 | 8.0 | (1.0) |
| ADMINISTRATIVE COORDINATOR | 24 | 2.0 | 2.0 | |
| ADMINISTRATIVE SPECIALIST | 20 | 2.0 | 1.0 | (1.0) |
| ADMINISTRATIVE SUPERVISOR | 22 | 2.0 | 2.0 | *************************************** |
| ASSISTANT CHIEF INSPECTOR | 25 | 2.0 | 2.0 | |
| CHIEF INSPECTOR | 27 | 4.0 | 5.0 | 1.0 |
| CODE ENFORCEMENT OFFICER I | 16 | 4.0 | 1.0 | (3.0) |
| CODE ENFORCEMENT OFFICER II | 18 | 11.0 | 13.0 | 2.0 |
| CODE ENFORCEMENT OFFICER III | 22 | 8.0 | 7.0 | (1.0) |
| CODE ENFORCEMENT TRAINEE | 12 | 1.0 | 6.0 | 5.0 |
| COMMUNITY LIAISON | 18 | 8.0 | 8.0 | |
| COUNSELOR | 20 | 10.6 | 9.0 | (1.6) |
| CUSTOMER SERVICE REP. I | 13 | 1.0 | 1.0 | |
| CUSTOMER SERVICE REP. II | 15 | 1.0 | 1.0 | |
| CUSTOMER SERVICE REP. III | 16 | 1.0 | 1.0 | |
| DIRECTOR OF NEIGHBORHOODS | 35 | 1.0 | 1.0 | |
| DIVISION MANAGER | 29 | 2.0 | 1.0 | (1.0) |
| DIVISION MANAGER (EXE LEV) | 29 | 4.0 | 4.0 | |
| EXECUTIVE OFFICE ASSISTANT | 15 | 1.0 | 0.0 | (1.0) |
| FINANCIAL ANALYST III | 21 | 1.0 | 2.0 | 1.0 |
| FINANCIAL ANALYST IV | 25 | 1.0 | 1.0 | |
| LABORER | 4 | 8.0 | 8.0 | |
| MANAGEMENT ANALYST IV | 25 | 2.0 | 2.0 | |
| PUBLIC INFORMATION OFFICER (EXE LEV) | 26 | 1.0 | 1.0 | |
| SENIOR COMMUNITY LIAISON | 23 | 5.0 | 5.0 | |
| SENIOR COUNSELOR | 22 | 1.0 | 2.0 | 1.0 |
| SENIOR STAFF ANALYST | 28 | 2.0 | 2.0 | |
| STAFF ANALYST (EXE LEV) | 26 | 0.0 | 1.0 | 1.0 |
| SYSTEMS CONSULTANT | 26 | 1.0 | 1.0 | |
| Total FTEs | | 115.6 | 120.0 | 4.4 |
| Less adjustment for Civilian Vacancy Factor | | 4.9 | 5.0 | 0.1 |
| Full-Time Equivalents | | 110.7 | 115.0 | 4.3 |

- FISCAL YEAR 2015 BUDGET-

Business Area Revenue Summary

Fund Name : General Fund

Business Area Name : Department of Neighborhoods

Fund No./Bus Area No. : 1000 / 1100

| Commit Item Description | FY2014 Current Budget | FY2014 Estimate | FY2015 Budget |
|--|--------------------------|--------------------|------------------|
| 1100020001 DON - Inspection & Public Service | | | |
| 421200 Other Building & Construction Permits | 2,000 | 4,367 | 2,000 |
| 421630 Administrative Fee - Licenses & Permits | 3,000 | 0 | 0 |
| 426090 Demolition Fees | 595,903 | 501,315 | 520,435 |
| 426120 Weed Cutting Fees | 293,772 | 447,495 | 438,039 |
| 426330 Miscellaneous Copies Fees | 1,000 | 1,000 | 1,000 |
| 426480 Securing/Boarding - Nuisance Abatement | 122,516 | 22,000 | 11,665 |
| 426485 Visual Blight - Nuisance Abatement | 1,404 | 1,520 | 1,366 |
| 428030 Release of Liens | 81,291 | 102,116 | 97,759 |
| 428080 Returned Check Charges | 0 | 1,041 | 0 |
| 428105 Interest on Liens-Contract | 511,739 | 535,477 | 546,719 |
| 434505 Prior Year Expenditure Recovery | 0 | 496 | 0 |
| 444010 Private Contributions | 0 | 8,500 | 0 |
| 452030 Miscellaneous Revenue | 0 | 15,549 | 0 |
| Total DON - Inspection & Public Service | 1,612,625 | 1,640,876 | 1,618,983 |
| 1100070001 DON - Ofc of People with Disabilities | | | |
| 424160 Interfund Affirmative Action Services | 298,905 | 298,905 | 302,850 |
| Total Department of Neighborhoods | 1,911,530 | 1,939,781 | 1,921,833 |

Business Area Expenditure Summary

Fund Name

: General Fund

Business Area Name

Department of Neighborhoods

Fund No./Bus. Area No.

: 1000 / 1100

| Commi | t Description | FY2013 | FY2014 | FY2014 | FY2015 |
|--------|---|-----------|----------------|-----------|-----------|
| Item | | Actual | Current Budget | Estimate | Budget |
| | Salary Base Pay - Civilian | 4,907,699 | 5,238,137 | 5,184,350 | 5,529,249 |
| | Salary Part Time - Civilian | 0 | 0 | 16,827 | 25,547 |
| | Overtime - Civilian | 56,619 | 36,000 | 36,000 | 94,452 |
| | Premium Pay - Civilian | 15 | 0 | 0 | 0 |
| | Bilingual Pay - Civilian | 26,237 | 28,011 | 26,039 | 26,204 |
| | HOPE Union Business Usage | 76 | 0 | 158 | 0 |
| | Pension - Civilian | 1,054,854 | 1,196,202 | 1,213,634 | 1,402,219 |
| 501120 | Termination Pay - Civilian | 111,017 | 2,000 | 16,700 | 2,000 |
| 502010 | FICA - Civilian | 371,644 | 407,770 | 387,722 | 433,576 |
| 503010 | Health Ins-Act Civilian | 911,838 | 1,010,881 | 999,917 | 948,042 |
| 503015 | Basic Life Insurance - Active Civilian | 2,843 | 4,086 | 3,039 | 3,199 |
| 503060 | Long Term Disability-Civilian | 8,676 | 9,655 | 9,052 | 9,691 |
| 503090 | Workers Compensation-Civilian-Admin | 21,767 | 27,148 | 27,719 | 30,132 |
| 503100 | Workers Compensation-Civilian-Claim | 16,612 | 0 | 3,157 | 0 |
| 504030 | Unemployment Claims - Administration | 18,662 | 1,745 | 4,942 | 1,745 |
| Total | Personnel Services | 7,508,559 | 7,961,635 | 7,929,256 | 8,506,056 |
| 511040 | Audiovisual Supplies | 938 | 0 | 10,508 | 2,500 |
| 511045 | Computer Supplies | 4,163 | 10,146 | 4,074 | 3,645 |
| 511050 | Paper & Printing Supplies | 0 | 200 | 200 | 0 |
| 511055 | Publications & Printed Materials | 0 | 1,400 | 500 | 900 |
| 511060 | Postage | 30,000 | 40,900 | 39,789 | 35,100 |
| 511070 | Miscellaneous Office Supplies | 56,171 | 23,657 | 29,243 | 41,900 |
| | Library Circulation Supplies | 252 | 0 | 0 | 0 |
| 511110 | | 143,758 | 146,958 | 146,958 | 181,105 |
| | Vehicle Repair & Maintenance Supplies | (906) | 2,000 | 2,000 | 12,000 |
| 511120 | | 4,300 | 3,344 | 6,366 | 20,350 |
| | Food Supplies | 300 | 300 | 300 | 300 |
| | Miscellaneous Parts & Supplies | 732 | 5,800 | 5,938 | 5,800 |
| Total | Supplies | 239,708 | 234,705 | 245,876 | 303,600 |
| | | | | | _ |
| | Temporary Personnel Services | 84,026 | 88,324 | 82,078 | 0 |
| | Medical Dental & Laboratory Services | 1,661 | 0 | 0 | 0 |
| | Management Consulting Services | 1,817 | 13,427 | 18,927 | 23,318 |
| | Miscellaneous Support Services | 187,706 | 92,414 | 69,953 | 114,824 |
| | Real Estate Lease/Office Rental | 754,106 | 769,188 | 769,188 | 789,095 |
| | Refuse Disposal | 9,129 | 10,000 | 10,000 | 10,000 |
| | Computer Equipment/Software Maintenance | 0 | 2,242 | 2,242 | 5,242 |
| | Communications Equipment Services | 8 | 0 | 0 | 0 |
| | IT Application Svcs | 18,884 | 53,094 | 53,094 | 63,148 |
| | Vehicle & Motor Equipment Services | 173,045 | 150,390 | 199,678 | 0 |
| | Demolition Services | (875) | 0 | 0 | 0 |
| | Criminal Intelligence Services | 770 | 2,050 | 2,050 | 1,750 |
| | Mail/Delivery Services | 7,207 | 500 | 500 | 500 |
| | Print Shop Services | 34,841 | 34,641 | 46,950 | 56,600 |
| 520520 | Printing & Reproduction Services | 0 | 1,100 | 0 | 0 |
| 520705 | Insurance Fees | 965 | 1,329 | 1,329 | 1,325 |
| 520740 | Document Recording/Filing Fees | 56,628 | 62,000 | 62,000 | 60,000 |
| | Membership & Professional Fees | 106 | 7,530 | 7,500 | 7,530 |
| | Education & Training | 29,844 | 15,857 | 15,357 | 31,016 |
| | Travel - Training Related | 1,746 | 9,500 | 9,500 | 11,750 |
| | Travel - Non-Training Related | 21,091 | 24,100 | 24,100 | 31,600 |
| | Land and Grounds Maintenance | 525,926 | 890,000 | 874,923 | 890,000 |
| | | 020,020 | | , | , |

Business Area Expenditure Summary

Fund Name

: General Fund

Business Area Name

Department of Neighborhoods

Fund No./Bus. Area No.

: 1000 / 1100

| Item Description | Actual | Current Budget | FY2014 Estimate | FY2015 Budget |
|---|------------|-----------------------|--------------------|------------------|
| 521605 Data Services | 3,749 | 52,456 | 52,456 | 57,163 |
| 521610 Voice Services | 93,147 | 49,544 | 49,544 | 19,038 |
| 521620 Voice Equipment | 4 | 3,235 | 3,235 | 3,235 |
| 521625 Voice Labor | 832 | 4,103 | 4,103 | 4,103 |
| 521630 GIS Revolving Fund Services | 4,390 | 5,600 | 5,600 | 24,133 |
| 521635 Voice Services - Wireless | 0 | 73,773 | 73,773 | 69,338 |
| 521715 Office Equipment Rental | 45,039 | 19,375 | 29,568 | 30,880 |
| 521725 Other Rental | 871 | 35,347 | 35,347 | 35,347 |
| 521730 Parking Space Rental | 17,390 | 21,056 | 21,056 | 20,978 |
| 522430 Miscellaneous Other Services & Charges | 26,780 | 52,682 | 39,682 | 63,456 |
| 522720 Interfund Payroll Services | (76) | 0 | 0 | 0 |
| 522721 Interfund HR Client Services | 111,859 | 127,415 | 127,415 | 169,632 |
| 522722 KRONOS Service Chargeback | 3,931 | 4,404 | 4,404 | 5,015 |
| 522780 Interfund Photo Copy Services | 403 | 0 | 0 | 0 |
| 522795 Other Interfund Services | 0 | 452,739 | 452,739 | 452,739 |
| 522845 Interfund Vehicle Services | 77,028 | 76,934 | 76,936 | 294,038 |
| Total Other Services and Charges | 2,293,978 | 3,206,349 | 3,225,227 | 3,346,793 |
| 560220 Vehicles | 20,574 | 0 | 0 | 0 |
| Total Equipment | 20,574 | 0 | 0 | 0 |
| 551010 Non-Capital Office Furniture & Equipment | 1,425 | 12,431 | 10,626 | 3,500 |
| 551015 Non-Capital Computer Equipment | 24,256 | 17,913 | 22,048 | 0 |
| 551040 Non-Capital Other | 1,582 | 0 | 0 | 0 |
| Total Non-Capital Equipment | 27,263 | 30,344 | 32,674 | 3,500 |
| Grand Total Expenditures | 10,090,082 | 11,433,033 | 11,433,033 | 12,159,949 |