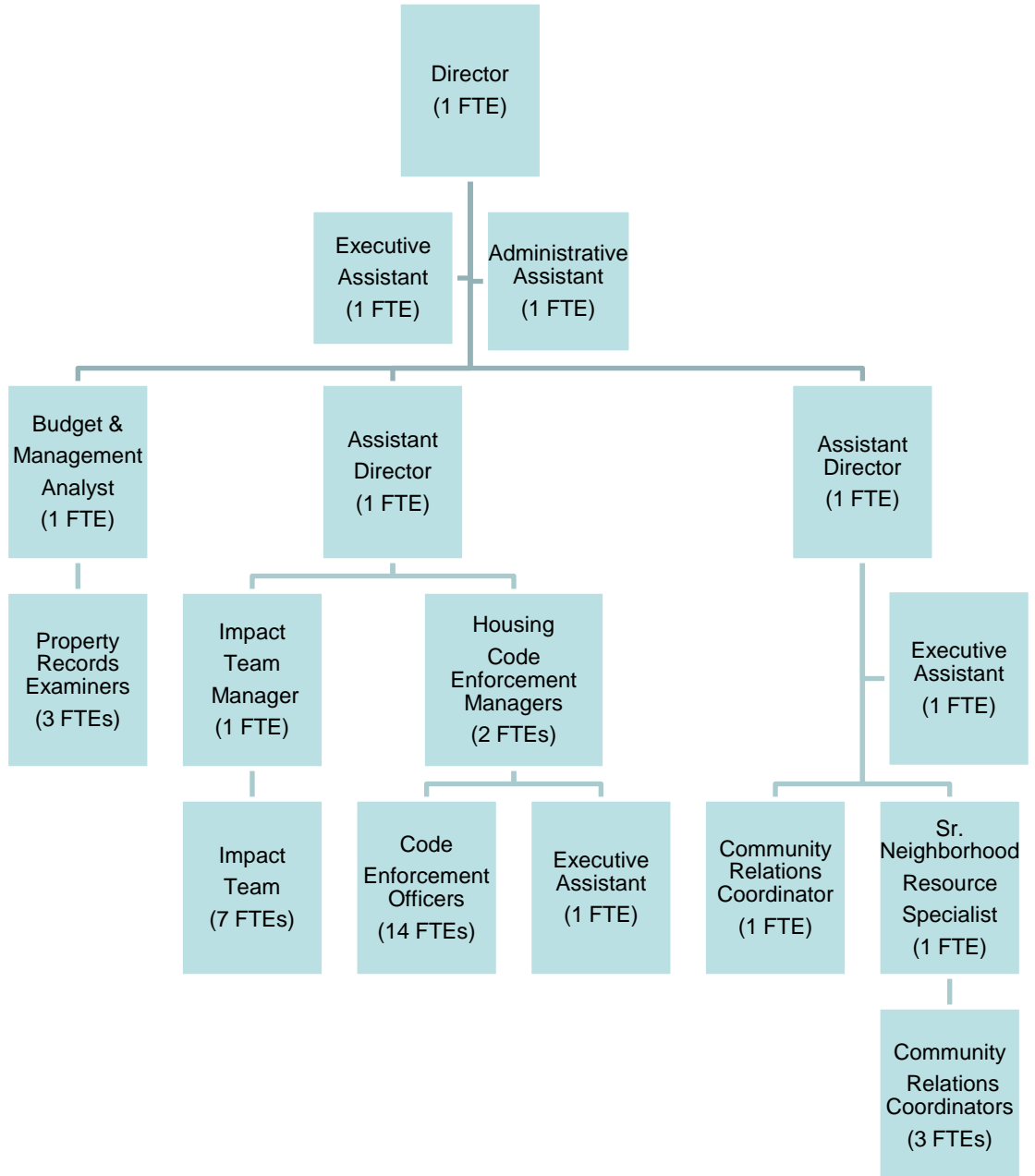




Neighborhood Improvement Services (40 FTEs)



NEIGHBORHOOD IMPROVEMENT SERVICES

Mission:

The Department of Neighborhood Improvement Services is dedicated to improving the quality of life for Durham's residents by increasing access to safe livable housing and by improving the city's physical environment.

DEPARTMENT DESCRIPTION

Neighborhood Improvement Services

Non-Grant Funds: \$2,002,027
24 FTEs
Grant Funds: \$451,170
8 FTEs

Administration

Administration includes the oversight provided through the Office of the Director, and the ongoing administrative and managerial functions that are required for daily operations of the department, including: fiscal, financial and program management; personnel administration and development; customer service and strategic planning, and process improvement and performance reporting.

Community Improvement Services: Code Enforcement Team

The priority of code enforcement is the day to day management and implementation of all quality of life activities governed by minimum housing code, weedy lot, abandoned vehicle, junk, and debris ordinances.

Community Relations Coordination Services

The program includes planning and implementation of neighborhood services and public education/community engagement programs to support neighborhoods and the facilitation of open communication and interface between city staff and the community. This group assists with neighborhood organizing, community education, and assisting District Partners Against Crime (PAC) groups in community service efforts.

Community Improvement Services: Impact Team

Non-Grant Funds: \$502,511
8 FTEs

The Impact Team Division focuses on the removal of illegal dumpsites, remediation activities for code enforcement, and graffiti removal. The Mayor's Summer Youth Program encompasses employment of youth crews to acquire valuable life skills and abate litter.

RESOURCE ALLOCATION

	Actual	Adopted	Estimated	Adopted	
	FY 2007-08	FY 2008-09	FY 2008-09	FY 2009-10	Change
<i>Non-Grant</i>					
Appropriations					
Personal Services	\$ 1,539,346	\$ 1,684,285	\$ 1,604,772	\$ 1,802,398	7.0%
Operating	751,697	1,069,360	1,065,015	702,140	-34.3%
Capital	-	-	-	-	0.0%
Appropriations	<u>\$ 2,291,043</u>	<u>\$ 2,753,645</u>	<u>\$ 2,669,787</u>	<u>\$ 2,504,538</u>	-9.0%
Full Time Equivalents	30	30	30	32	2
Part Time	-	-	-	-	-
Revenues					
Discretionary	\$ 2,291,043	\$ 2,753,645	\$ 2,669,787	\$ 2,334,538	-15.2%
Program	-	-	-	170,000	100.0%
Total Revenues	<u>\$ 2,291,043</u>	<u>\$ 2,753,645</u>	<u>\$ 2,669,787</u>	<u>\$ 2,504,538</u>	-9.0%
<i>Grant</i>					
Personal Services	\$ 449,812	\$ 451,170	\$ 451,170	\$ 451,170	0.0%
Operating	15,000	-	-	-	0.0%
Capital	-	-	-	-	0.0%
Total Appropriations	<u>\$ 464,812</u>	<u>\$ 451,170</u>	<u>\$ 451,170</u>	<u>\$ 451,170</u>	0.0%
Full Time Equivalents	9	9	9	8	-1
Part Time	-	-	-	-	-
Revenues					
CDGB	\$ 449,812	\$ 451,170	\$ 451,170	\$ 451,170	0.0%
Emergency Shelter	15,000	-	-	-	0.0%
Total Revenues	<u>\$ 464,812</u>	<u>\$ 451,170</u>	<u>\$ 451,170</u>	<u>\$ 451,170</u>	0.0%
Total Budget	<u>\$ 2,755,855</u>	<u>\$ 3,204,815</u>	<u>\$ 3,120,957</u>	<u>\$ 2,955,708</u>	-7.8%

BUDGET ISSUES FOR FY 2009-10

- Special Contractual Services for remediation of non-compliant properties is reduced \$231,959 from FY 2008-09 levels. If sufficient collections are made from NIS-imposed liens, an additional \$40,000 will be available to offset this shortfall. These funds will be available to the department if lien collections exceed historic revenues.
- The 3 Northeast Central Durham (NECD) employees from Community Development will be moving into Neighborhood Improvement Services. The position formerly titled NECD Executive Director will become an Assistant Director for the department.

COMPLETED DEPARTMENT INITIATIVES FOR FY 2008-09

- Establishment of the City of Durham Non-residential Building Code.

- Removed 58 unsafe structures from inner-city neighborhoods: 42 demolished and 16 rehabbed, with 18 voluntarily demolished by owner.
- Conducted 22 neighborhood clean-ups.
- Collected 1,238 tons of debris citywide.
- Targeted Neighborhood Revitalization Program and 42 member citywide community taskforce (Neighborhood PRIDE Alliance) to reduce crime and blight through the removal of vacant and boarded properties. The taskforce focuses on preservation, revitalization, investment, development and education.
- The Periodic Rental Program inspected 414 rental units in the Operation Bull's Eye Area and surrounding areas in District One, which includes approximately 3,500 properties.
- Employed 25 youth during the Mayor's Summer Youth Program, who removed 3.21 tons of litter in an eight week period.
- Partnered with the Department of Community Development (DCD) to conduct a series of focus groups among consumers and citizens residing, working, and owning businesses in NECD and District 1. The focus group information indicated community needs and priorities for development as perceived by those who live in the various neighborhoods. The information served as a basis to expand Quality of Life data and will be the foundation for the development of a Quality of Life Index Study at a later time.
- Provided staff support to PAC Districts and citywide PACs by creating monthly newsletters, coordinating community events, responding to community concerns and complaints, co-facilitating when needed and/or secured presenters.
- Conducted 6 citizen workshops which assisted 200 citizens of Durham. Two of the workshops were "Saving Your Dream" Workshops, held to address prevention and intervention of foreclosure. The workshops also represent a partnership of government, profit, non-profit and citizens working to address a growing epidemic of foreclosure in the City of Durham and State of North Carolina. A landlord training workshop was held to educate property owners and managers on their rights and the rights of their tenants.
- Prevented homelessness for 15 families through the use of city funding and Emergency Shelter Grant funds.
- Established a sustainable partnership with the Triangle Rails-to-Trails Conservancy for maintenance of the American Tobacco Trail.

DEPARTMENT INITIATIVES FOR FY 2009-10

- Emphasize code enforcement efforts, including non-residential properties, with priority given to top 100 substandard properties.
- Implement Major Corridor Blight Removal Initiative.
- Continue Targeted Neighborhood Revitalization Program to address vacant/boarded/abandoned properties.
- Continue Periodic Rental Inspection program in Districts One, Two and Four.
- Respond to illegal dumping, set outs, shopping carts, and graffiti within 24 hours of notification.
- Partner with other city departments, including DCD, Office of Employment and Workforce Development, and Police in the revitalization and stabilization of central city neighborhoods.
- Partner with the Mayor's Summer Youth Program to provide summer jobs for Durham youth.
- Design a citywide comprehensive community engagement model which will draw upon the full diversity of our community, strengthen community capacity and increase community impact on public decisions.
- Coordinate ComNET and CENAT initiatives with Public Works, Technology Solutions, Planning, and General Services, and Police.
- Realign organizational structure to build efficiencies for increased productivity and reduced internal expenses.

GOALS, OBJECTIVES & STRATEGIES FOR FY 2009-10

GOAL: *To aggressively enforce the Minimum Housing Code, the Non-Residential Code and the Unsafe Building Ordinance in the City of Durham.*

OBJECTIVE: Rapid response to Durham One Call complaints, citizen calls, PAC meeting requests, and NIS website responses for site inspections.

OBJECTIVE: To demolish and remove unsafe residential and non-residential structures located in the City of Durham.

OBJECTIVE: To increase the number of cases presented to the Housing Appeals Board and Community Life Court.

OBJECTIVE: To enforce the orders of the Housing Appeals Board and Community Life Court.

STRATEGY: Enforce the Minimum Housing Code, Non-Residential Code, and Unsafe Building Ordinance legal process on the structures identified as vacant/abandoned by citizen volunteers.

STRATEGY: Work with other city and county departments to proactively identify and eliminate code violations by sending Code Enforcement Teams out to canvass inner-city neighborhoods.

STRATEGY: Make proactive inspections through the Periodic Rental Inspection Program and the Neighborhood Pride Alliance programs.

MEASURE:	Actual FY 2008	Adopted FY 2009	Estimated FY 2009	Adopted FY 2010
# Substandard structures inspected	2,244	2,452	2,300	2,400
% Substandard structures brought into compliance	78%	75%	75%	70%

GOAL: *To decrease the number of abandoned, junked and hazardous vehicles located in the City of Durham.*

OBJECTIVE: To aggressively enforce the Abandoned, Junk and Hazardous Vehicle Ordinance.

STRATEGY: Develop a training program for new and existing housing inspectors which identify applicable North Carolina General Statutes and the City processes for abatement.

STRATEGY: Work with other city departments to proactively identify and eliminate abandoned, junk and hazardous vehicles by sending Code Enforcement Teams out to canvass inner-city neighborhoods.

STRATEGY: Forward cases to Community Life Court that cannot be abated through self-help remedy.

MEASURE:	Actual FY 2008	Adopted FY 2009	Estimated FY 2009	Adopted FY 2010
# Vehicles inspected	1,416	1,000	1,000	1,000
% Vehicles brought into compliance within 12 months	95%	98%	98%	98%

GOAL: *To decrease the number of trash/debris/weedy lots in the City of Durham.*

OBJECTIVE: To aggressively enforce the ordinance that addresses trash and undergrowth on property.

STRATEGY: Work with other city departments to proactively identify and eliminate junk and weedy lots by sending Code Enforcement Teams out to canvass inner city neighborhoods.

STRATEGY: Forward cases to Community Life Court that cannot be abated through self-help remedy.

STRATEGY: Aggressively enforce the ordinance in order to reduce the number of repeat violators.

MEASURE:	Actual FY 2008	Adopted FY 2009	Estimated FY 2009	Adopted FY 2010
# Weedy lot inspections	1,161	1,500	1,500	1,500
% Weedy lots brought into compliance within 12 months	72%	82%	79%	90%

GOAL: *Durham citizens enjoy a City rich in aesthetic beauty.*

OBJECTIVE: To support strategies designed to strengthen the City's partnership with community groups to combat litter.

STRATEGY: Focus on strategies that target illegal dump removal, graffiti eradication, and weed abatement.

MEASURE:	Actual FY 2008	Adopted FY 2009	Estimated FY 2009	Adopted FY 2010
# Illegal dumps removed	851	925	1,000	900
% Illegal dumps removed within 24 hours of notification	95%	95%	95%	95%
# Illegal set-outs removed	9,009	9,034	3,000	100
% Illegal set-outs removed within 24 hours of notification	95%	95%	95%	95%
# Graffiti sites removed	716	795	750	795
% Graffiti removed within 24 hours of notification	95%	95%	95%	95%
# Grocery carts returned to owner	400	2,010	150	50
% Grocery carts returned within 24 hours of notification	95%	95%	95%	95%
# of Properties brought into compliance through site remediation	N/A	N/A	60	160
% Increase in citizens participating in the Spring Clean-Up campaign	20%	10%	10%	N/A

GOAL: *Improve the Property Value of Durham Neighborhoods.*

OBJECTIVE: To encourage neighborhood revitalization and restoration.

STRATEGY: Focus on encouraging restoration and reinvestment in Durham neighborhoods.

MEASURE:	Actual FY 2008	Adopted FY 2009	Estimated FY 2009	Adopted FY 2010
Value of renovation/rehab driven by housing code permits	\$741,214	\$1,000,000	\$773,680	\$775,000
Value of new construction driven by code enforcement	\$298,500	\$1,000,000	\$226,174	\$225,000

GOAL: *To decrease the number of individuals residing in sub-standard dwellings.*

OBJECTIVE: To place citizens in safe, decent and affordable rental dwellings by utilizing the relocation program.

STRATEGY: Work in conjunction with the Housing Inspectors to relocate occupants out of structures that have been condemned.

STRATEGY: Work with the Community Relations Coordinators, neighborhood organizations and PACs to identify dwellings in their districts that have major Minimum Housing Code violations.

MEASURE:	Actual FY 2008	Adopted FY 2009	Estimated FY 2009	Adopted FY 2010
# Relocations	18	10	15	N/A