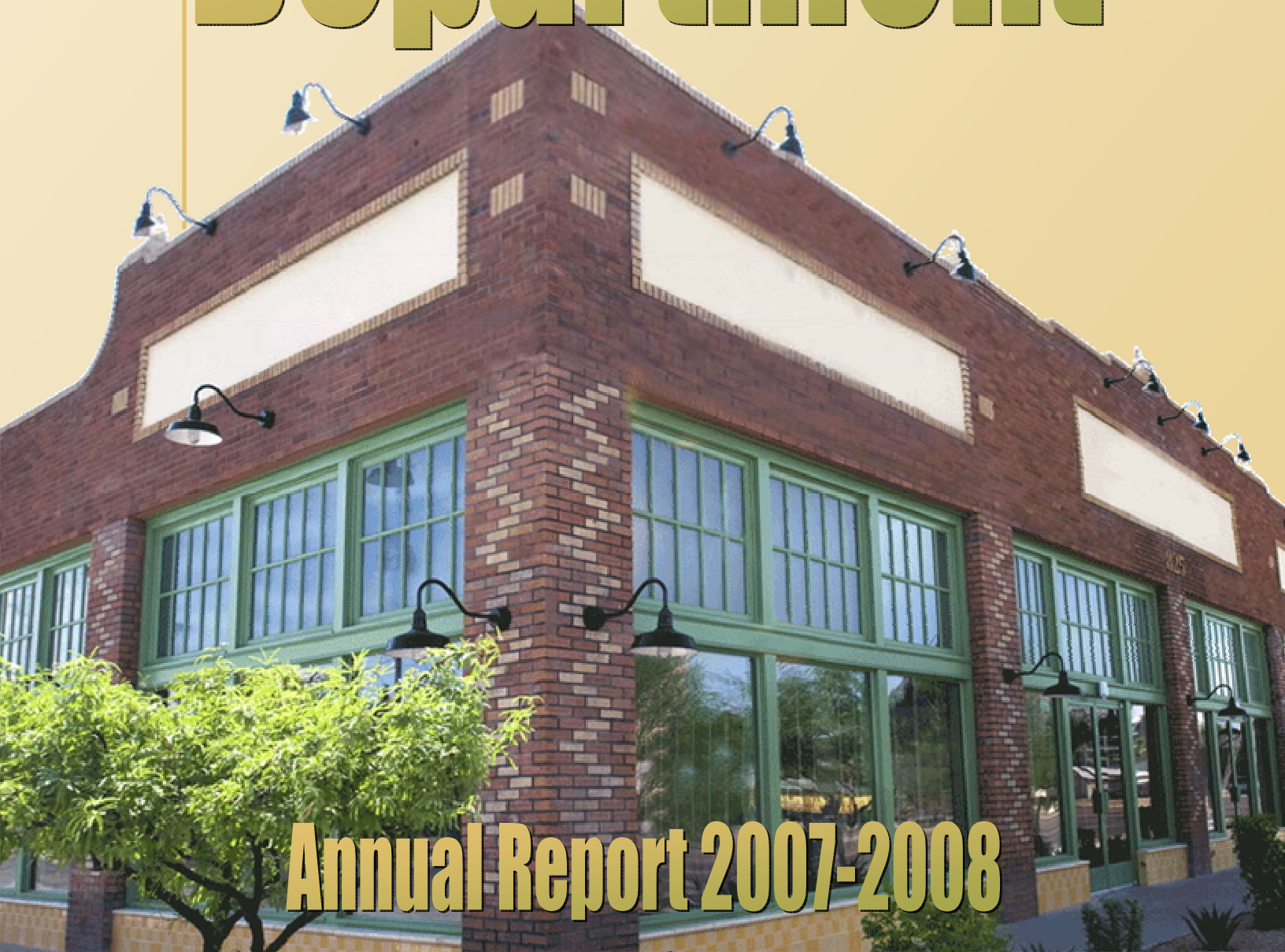


City of Phoenix

Neighborhood Services Department



Annual Report 2007-2008

A Message from the Neighborhood Services Director

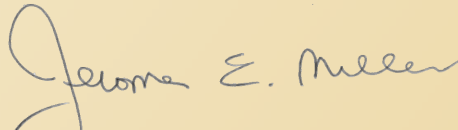
The Neighborhood Services Department (NSD) takes pride in delivering quality programs and superior services to our residents and community partners. By offering free Home Maintenance classes to stabilize and improve neighborhoods, placing motion detector cameras to take photos of graffiti vandals in action or resolving a record number of code enforcement cases, we understand that being a dynamic committed partner in building vibrant neighborhoods means that we are committed to "believing in neighborhoods, believing in people."

What a year it's been! This year's annual report cover features the historic J.B. Bayless Grocery Store, located within the Garfield neighborhood, that was restored to its original 1926 state with the assistance of the department's Neighborhood Commercial Rehabilitation funds. We also incorporated our greening efforts into our Rental Rehabilitation program by issuing two Request for Proposals for rental properties pursuing improvements with elements of greening and neighborhood stabilization. Over the last year, NSD partnered with the Housing Department to launch the foreclosure information website on phoenix.gov, recovered more than \$126,000 in fees for cart retrieval services during the Shopping Cart Retrieval Programs first year of operation and received numerous accolades for program innovation and neighborhood revitalization.

Now, more than ever NSD continues to establish and build on existing partnerships, collaborations and leveraging decreasing resources. The department's management team and staff deserve credit for maintaining superior customer service during these challenging times. As a department, we've kept our focus on getting "back to the basics" by remaining at the forefront in delivering cutting edge programs and services that work to improve Phoenix neighborhoods.

It has been my privilege to work with each of you and all of us at NSD are renewing our commitment by working hard to improve and maintain the quality of life of Phoenix neighborhoods. While the challenges are many, the rewards are great, especially if we continue "building vibrant and dynamic neighborhoods" through partnerships, collaboration and leveraging!

Good wishes, always,



Jerome E. Miller
Neighborhood Services Director

VALUES - We are committed to delivering quality services that meet our customer's needs in a respectful and professional manner through:

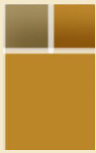
- Positive, effective and honest communication
- Teamwork and collaboration
- Cultural sensitivity, and
- Resourceful problem solving

MISSION - 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.

Accomplishments

- Community Development Block Grant (CDBG) funding assisted in the rehabilitation of more than 700 owner-occupied housing units, construction of 100 homes and completion of six Street Transportation and Parks and Recreation projects. In addition, approximately 76 nonprofit agencies qualified for funding through the city's CDBG or Weed and Seed programs, which in turn benefited 200,000 low and moderate income residents.
- Approximately 300 residents participated in free Home Maintenance Training (HMT) classes to stabilize and improve Phoenix neighborhoods. Recently, HMT received an Award of Merit from the National Association of Housing and Redevelopment Officials for program innovation and having a positive impact on neighborhoods.
- NSD was one of 15 community and corporate entities honored by HandsOn Greater Phoenix for partnering with the nonprofit organization on successful neighborhood and community improvement efforts.
- Graffiti Busters removed 95,173 graffiti sites, which was an increase of more than 31,000 from the previous year and was successful in creating a new Anti-Graffiti Public Service Announcement (PSA) featuring Phoenix Suns Announcer Al McCoy and the Alhambra High School Graffiti Busters Club. The PSA was placed on You Tube with the help of the Youth and Education Office and can be viewed by clicking the link below:
[Graffiti Busters PSA](#)
- NSD and PHX11 received a national Communicator Award for "Phoenix Working for You," a live, call-in show in March 2007 that featured interviews with NSD staff about department programs and services. The honor marked the fifth national award that NSD and the city's cable station have received for the show.
- 57,898 blight-related cases were opened this past fiscal year, which is a 6% increase from the previous year. More than 55,000 cases were resolved.
- High Efficiency Particle Air (HEPA) vacuums can now be borrowed by Phoenix families who suspect lead paint in their homes to properly clean dust allergens or potential lead dust after remodeling. HEPA vacuums are housed at the Graffiti Busters warehouse as part of the Tool Lending program, the Community Housing Partnership office located in Garfield and Phoenix City Hall.
- The Neighborhood Revitalization Mobile Data Access was selected by the Public Technology Institute to receive a 2007-2008 Significant Achievement Award for implementing the use of laptops, docking ports and wireless printers for its housing rehabilitation specialist to streamline in the field.
- 9,759 shopping carts were returned to retail stores and more than \$126,000 in fees were recovered for cart retrieval services during the Shopping Cart Retrieval program's first year of operation. The program also was recognized by the National Association





"Believing in Neighborhoods, Believing in People"

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CITY MANAGER

ALTON WASHINGTON
ASSISTANT
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ED ZUERCHER
DEPUTY CITY MANAGER

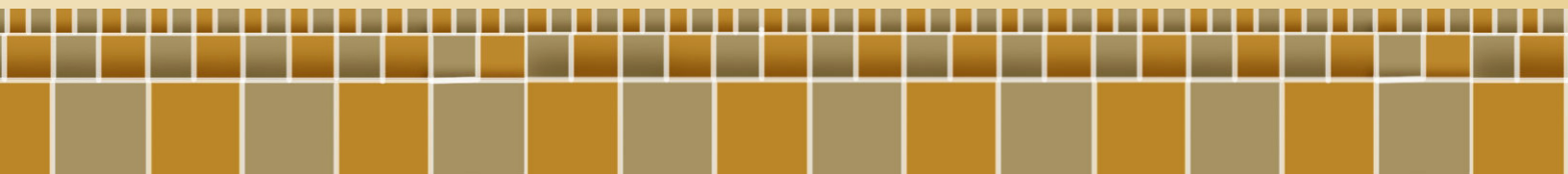
of Housing and Redevelopment Officials as a 2008 National Award of Merit in Housing and Community Development for finding an innovative approach to a community problem.

- NSD Weatherization Program staff partnered with the Human Services Department and Arizona Public Service (APS) to administer the APS Disconnect Project in the 85032 zip code, an area that was identified as having the highest utility service disconnect rates. The project provided energy efficiency improvements to 20 properties and energy conservation education to homeowners in the area.
- A new customer service business card was created for residents who would like to report or inquire about code enforcement cases. The card includes the customer service phone number, email and website address for the Neighborhood Preservation Division and is another tool to assist residents.
- The Alliance for Innovation/ Transforming Local Governments selected the Healthy Homes Demonstration Project to present at its June 2008 conference in Greenville, South Carolina. The project was selected out of 90 submissions to present on identifying health and safety hazards in privately-owned homes occupied by low and moderate income families with children.

properties seeking improvements to include elements of greening and neighborhood stabilization.

- NSD was presented with a City Cultural Diversity Runner-Up Award by the National League of Cities and National Black Caucus of Local Elected Officials for the 2007 "Taking It To The Streets" celebration, which showcased diverse Phoenix communities and neighborhood groups.
- Neighborhood Preservation Division Safety Team was awarded a 2008 City of Phoenix Team Excellence Award for its outstanding achievements related to safety issues. The team is dedicated to improving internal safety related communication, proactively training staff and reviewing processes and procedures related to safety topics.
- Eight properties were acquired on 24th Street for the completion of the second phase of the 24th Street Multi-Use Trail between Chipman and Roeser roads. Construction is scheduled to begin in January 2009 .
- As part of an ongoing effort to provide outreach to Phoenix residents, a foreclosure information website was launched on phoenix.gov. This collaborative effort between the Neighborhood Services and Housing departments includes information on how to contact a lender and what information to provide when making that contact, a listing of counseling agencies and website links to other community groups, as well as other city programs and services available to Phoenix residents including homebuyer information. In its first month, the website was viewed almost 4,000 times.

- The Rental Rehabilitation program issued two Request for Proposals for rental



Accomplishments

- The Westwood Rental Renaissance team kicked off “Operation Green” in the Westwood neighborhood, a summer recycling education program for kids who participated in activities at the Marc Atkinson Center. Recycling Information was provided to 30 kids and participants were encouraged to collect recyclable paper through the summer.
- NSD participated in an interdepartmental effort to develop comprehensive strategies and programs to address violent crime, blight and overall community sustainability in the Neighborhood Renewal Areas. Staff worked with the Phoenix Police Department to assist in the coordination of activities for the “Take Back Your Neighborhood” campaign, helped with the distribution of more than 4,000 door hangers about campaign events and conducted 500 neighborhood perception surveys. The month-long campaign focused on four specific neighborhoods that experience a disproportionate amount of gun violence and included a neighborhood clean up and community walk designed to empower residents in these areas to take action in preventing gun violence.
- NSD is home to the only city-run certified Landlord Tenant Counseling Program in Arizona. Counselors provide education to both landlords and tenants on their rights under the Arizona Residential Landlord and Tenant Act. In FY 07-08, counselors provided counseling services to 5,877 tenants and landlords across the state of Arizona.
- Tomorrow’s Involved Leaders of Today (TILT) is an innovative youth leadership program for the next generation of leaders. TILT is a partnership between NSD, the Kroger Foundation, and Fry’s Food and Drug Stores that connects local youth with opportunities to become more engaged in their communities and empower them with the skills to organize and develop community projects. In June 2008, 10 high school students from Trevor Browne, Mission Christian, Agua Fria and Millennium schools graduated from the program with the skills to organize and develop community projects and become more engaged in their communities.
- As part of National Community Development Week, NSD honored 10 outstanding projects and individuals that exemplified the CDBG program. Awardees included Maria Torres of MRM Construction Services, Native American Connections, Gompers Habilitation Center, Arizonans for the Protection of Exploited Children and Adults, the Historic J.B. Bayless Grocery Store, Melrose Center, Studio Architecture, Abilities Unlimited, Labor’s Community Service Agency and Community Housing Resources of Arizona.
- 400 volunteers descended into the South Vista neighborhood at 14th Street and Southern Avenue to pull weeds, wipe out graffiti and clean up trash. More than 250 tons of gravel, plants, and shrubs were installed to enhance the landscape and the cleanup effort resulted in nearly 80 tons of trash removed from the area. The clean up was a collaborative effort between NSD, Councilman Michael Johnson’s Office, Clean Cut Landscape Management and Arizona Association of Community Management.



Targeted Area Accomplishments

Neighborhood Initiative Areas (NIA)

Garfield

- As part of the city's NIA program strategy, the façade of the historic J. B. Bayless Grocery Store, in the Garfield neighborhood, was restored to its original 1926 state with the help of Neighborhood Commercial Rehabilitation funds.
- During the 2007 tax season, the Garfield Organization successfully implemented a Volunteer Income Tax Assistance (VITA) Center at the Lupe Sisneros Safe Haven. The VITA site prepared 115 tax returns that resulted in \$129,066 in refunds to Garfield area residents.

Isaac

- NSD partnered with Neighborhood Housing Services of Phoenix, the developer of the Isaac infill Housing Project, to incorporate "green" house design features to create a sustainable home environment for 27 single-family homes that will eventually be built on 32nd and 33rd Avenues, south of McDowell Road.
- An area wide assessment of homes within the Isaac NIA boundaries was performed on homes with roof and exterior surfaces that are beginning to show deteriorating conditions. Homeowners were contacted and offered assistance to address these issues. To date, four owner occupied properties have applied for assistance through this effort.

- In March 2008, a knock and talk took place to invite residents to Home Maintenance Training classes and distribute information on other NSD and city programs and services.
- The Isaac NIA team partnered with Neighborhood Housing Services of Phoenix in June 2008 to conduct a cleanup in the Isaac area. Approximately 70 volunteers participated, including residents, NSD management and staff, and Arizona Cardinals quarterback Kurt Warner and his family.

Village Center

- As a result of a resident working with NSD, the Police Department and the District 3 City Council Office, a new block watch was formed in Village Center.
- The Village Center NIA team worked with Desert View Elementary School to provide community resources to parents and neighborhood residents at a school hosted community fair that was attended by more than 200 area residents.





South Phoenix Village (SPV)

- NSD worked with the Engineering and Architectural Services Department to contact utility companies to remove the sneakers hanging from utility lines in SPV.
- The SPV NIA team worked with Police and the Maricopa County Health Department to bring a blighted and transient occupied property at 28th Street and Pueblo Avenue into compliance in June 2008. In addition, Neighborhood Preservation staff proactively addressed 32 lots adjacent to and surrounding the compound. To date, all but two of these lots are now in compliance.
- The SPV NIA team identified and opened enforcement cases on 26 vacant and boarded properties resulting in: 13 being brought into compliance, 2 being pursued for demolition, 6 have been granted extensions, 4 have been issued citations and one is being rehabilitated by the owner.
- A Community Worker III is now stationed at the Broadway Heritage Neighborhood Resource Center on Tuesdays and Thursdays to assist residents in the area with information about city and NSD programs and services.

- Neighborhood Preservation SPV NIA team members participated in multiple projects, including neighborhood cleanups, and provided resources to elderly residents to have their yards maintained and houses painted.

West Phoenix Revitalization Area (WPRA)

- NSD received a competitive grant from the Arizona Department of Housing for owner-occupied housing rehabilitation projects within the WPRA. In FY 07-08, staff implemented a home improvement program in the Sunset Knoll neighborhood and approximately 78 homes received rehabilitation services.
- A planning grant was awarded from the U.S. Department of Commerce, Economic Development Administration to create a WPRA Economic Development Plan to help identify gaps, goals and opportunities in the areas of retail development, healthcare, education and workforce, industrial/office/medical office and manufacturing/warehouse/warehouse distribution.
- In April 2008, the Economic Development Area Plan Stakeholder Forum was held, which provided stakeholders an opportunity to provide input to create an Economic Development Plan for West Phoenix. approximately 75 attendees participated to help identify current business conditions, barriers to economic development and opportunities and needs to create a highly skilled workforce in their industry.

"Believing in Neighborhoods, Believing in People"



Front Cover: In 2007, the Historic J.B. Bayless Grocery Store at 7th Street just south of Roosevelt Street was renovated with the help of the department's Neighborhood Commercial Rehabilitation funds. The project also was honored as an outstanding project that exemplified the Community Block Grant program during the city's observance of National Community Development Week.



City of Phoenix

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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.