Neighborhood Services

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.

Key Services

Neighborhood preservation, coordination, revitalization, and community development

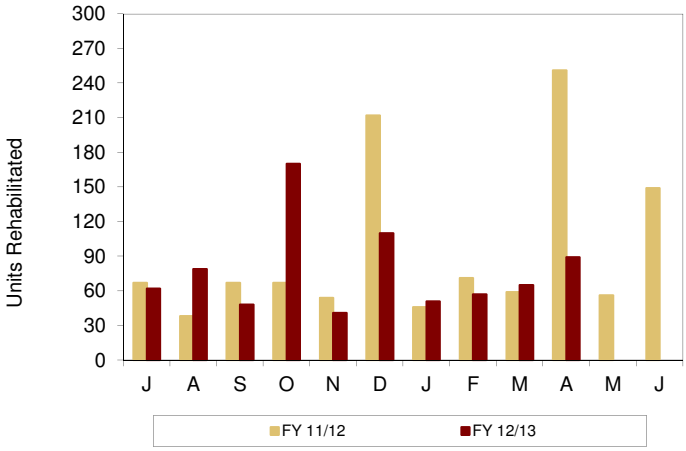
Units Rehabilitated

Target: 1,500 units | **YTD Units: 772**

Goal:
Improve the physical condition of Phoenix neighborhoods by rehabilitating homes of low-mod income homeowners

Target:
Improve 1500 units

Significance:
Improve quality of life for Phoenix residents through lead hazard control and housing rehabilitation programs. This indicator includes units remediated through the lead hazard control program as well as the owner occupied units and rental rehabilitation projects completed during the month.



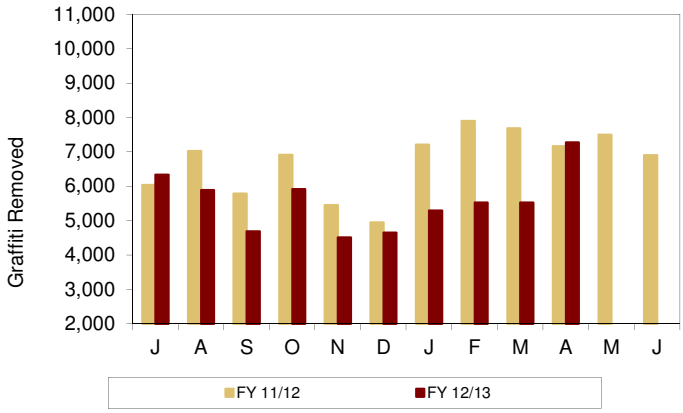
Graffiti Sites Removed

Target: 86,000 sites | **YTD Removed: 55,632**

Goal:
Reduce blight in Phoenix neighborhoods through graffiti removal

Target:
Remove 86,000 sites

Significance:
Graffiti is one of the most intrusive blighting influences and presents a negative impact on neighborhoods.



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chris.hallett@phoenix.gov

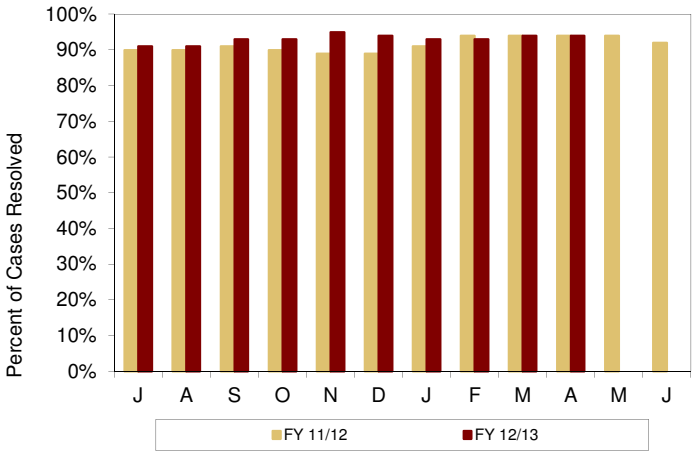
Code Enforcement Cases Resolved Voluntarily

Target: 91% | **YTD Percent: 93%**

Goal:
Achieve voluntary compliance at all properties reported with code violations

Target:
91% or above

Significance:
This measures the volume of cases that were voluntarily brought into compliance with the appropriate city ordinances without court or abatement action.



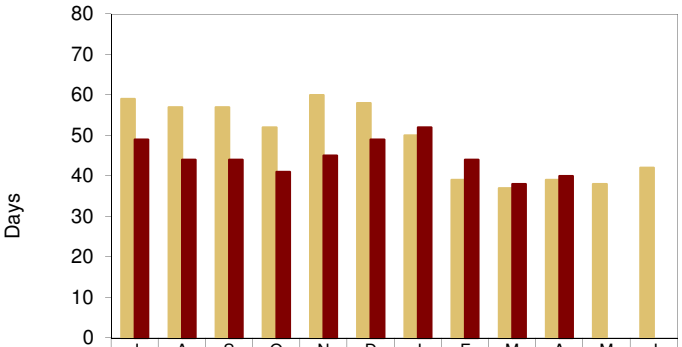
Code Enforcement Case Cycle Time

Target: 45 days | **YTD Average: 45**

Goal:
Achieve timely compliance at all properties reported with code violations

Target:
45 days or below average cycle time

Significance:
This measures all administrative, adjudicated and standard cases and the median time taken to achieve compliance at properties reported with code violations.



	J	A	S	O	N	D	J	F	M	A	M	J
FY 11/12	59	57	57	52	60	58	50	39	37	39	38	42
FY 12/13	49	44	44	41	45	49	52	44	38	40		

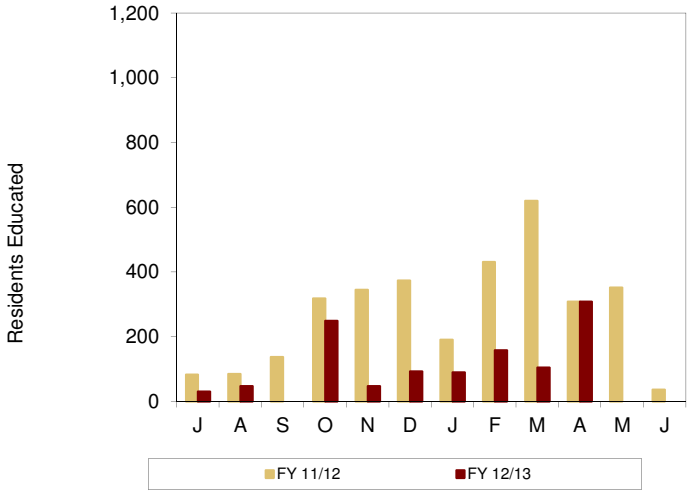
Residents Trained and Educated

Target: 4,500 residents | **YTD Residents: 1,128**

Goal:
Train and educate residents with techniques and strategies to preserve and improve the health of Phoenix neighborhoods

Target:
4,500 residents trained

Significance:
To serve as a resource for technical assistance and education by providing residents with information on available city services, programs, tools and other community resources.



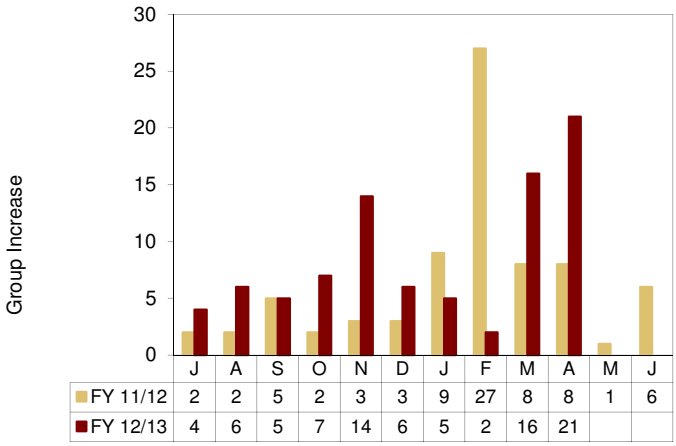
Organized & Listed Youth and Neighborhood Groups

Target: 60 | **YTD Actual: 86**

Goal:
Increase the number of new neighborhood groups participating in neighborhood improvement activities.

Target:
60 new organized groups listed

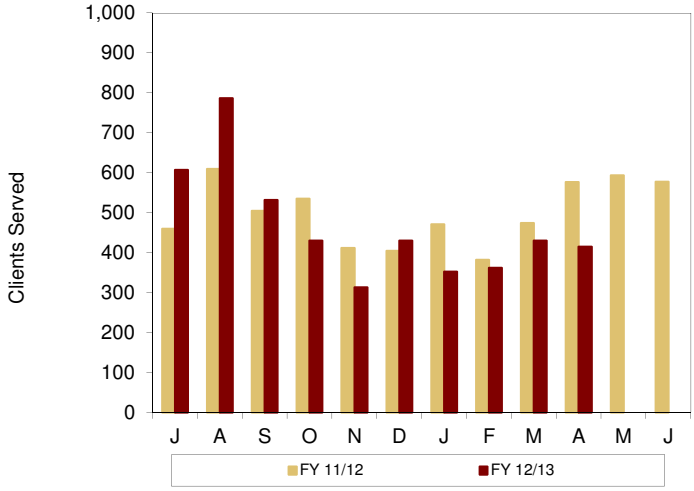
Significance:
To increase the number of organized youth and neighborhood groups participating in neighborhood improvement activities in order to assist with neighborhood sustainability.



Landlord Tenant Clients Served

Target: 6,000 served | **YTD Served: 4,659**

Goal:
Educate landlords and tenants on the Arizona Landlord & Tenant Act

Target:
6,000 clients served

Significance:
Assisting landlords and tenants in understanding their rights and responsibilities. This indicator includes recurring clients as well as phone calls and cases.