

Civic Engagement

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Civic Engagement

Jerome Smith, Chief of Civic Engagement

Cabinet Mission

The Civic Engagement Cabinet seeks to improve the efficiency and effectiveness of City Services as well as create opportunities for Boston Residents to participate in local government.

<i>Operating Budget</i>	<i>Program Name</i>	<i>Total Actual '13</i>	<i>Total Actual '14</i>	<i>Total Approp '15</i>	<i>Total Budget '16</i>
	Neighborhood Services	1,187,329	1,184,219	1,529,811	2,742,151
	Total	1,187,329	1,184,219	1,529,811	2,742,151

Neighborhood Services Operating Budget

Jerome Smith, Chief of Civic Engagement, Appropriation 412

Department Mission

The Mayor's Office of Neighborhood Services (ONS) encourages, facilitates and maximizes citizen input and participation in all aspects of government through service requests, neighborhood meetings, mailings, and emergency responses. Also included in ONS is the Mobile City Hall to Go truck that visits Boston's neighborhoods offering a select menu of services directly to constituents. The Boston 311 Program provides a wide-ranging information and referral function as well as coordinates emergency response after business hours. The program also responds to citizens' requests for service through direct interaction with City departments.

Selected Performance Strategies

Neighborhood Services

- To encourage citizen participation in City government by involving neighborhood groups in regular ONS activities and ensuring accessibility of ONS staff to the community.
- To promote social responsibility through participation in City service projects.

City Hall to Go

- To allow residents to easily conduct business with the City of Boston, City Hall to Go visits Boston neighborhoods to provide city services.

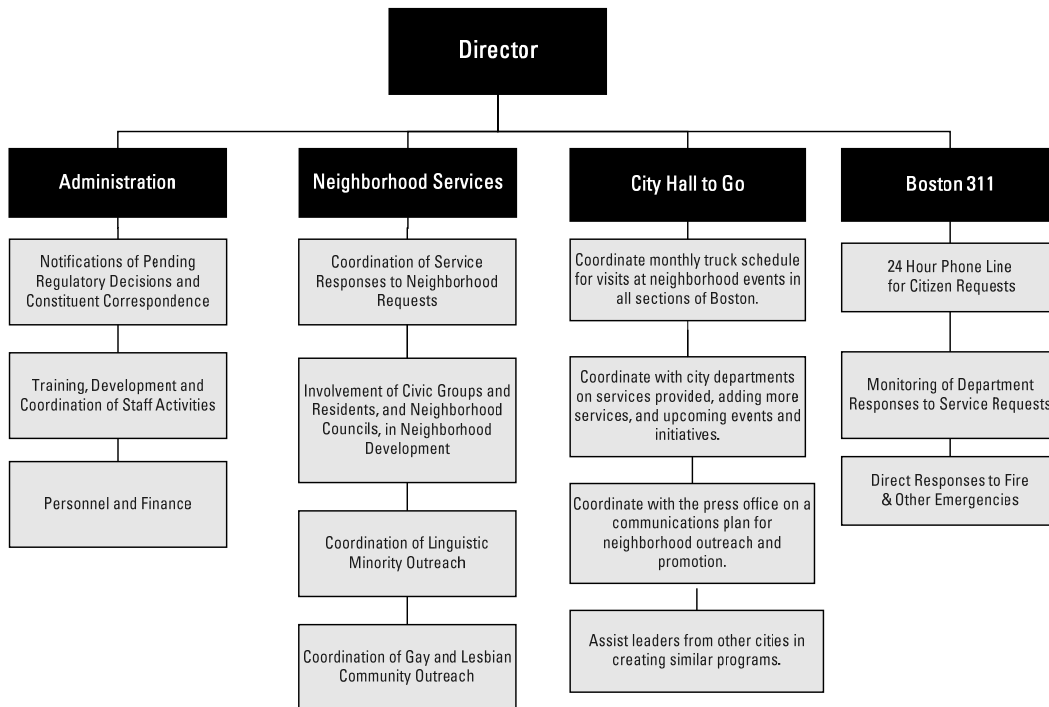
Boston 311

- To ensure that constituents can always reach a responsive city government with any non-emergency question or concern at any hour by managing a 24-hour hotline, a self-service menu on the City's website and the City's Citizens Connect mobile application.
- To identify trends in constituent concerns and operational improvements to address those trends; hold departments accountable for responsiveness to constituent requests on behalf of the Mayor.

Operating Budget	Program Name	Total Actual '13	Total Actual '14	Total Approp '15	Total Budget '16
	Administration	342,657	415,873	529,265	462,009
	Neighborhood Services	844,672	768,346	1,000,546	1,155,300
	City Hall to Go	0	0	0	143,041
	Boston 311	0	0	0	981,801
	Total	1,187,329	1,184,219	1,529,811	2,742,151

Operating Budget		Actual '13	Actual '14	Approp '15	Budget '16
	Personnel Services	1,150,494	1,144,058	1,456,476	2,638,044
	Non Personnel	36,835	40,161	73,335	104,107
	Total	1,187,329	1,184,219	1,529,811	2,742,151

Neighborhood Services Operating Budget



Description of Services

The Office of Neighborhood Services invites community involvement in municipal government across the wide spectrum of its programs. Neighborhood Services provides a forum for both groups and individuals to express concerns, request services, and extend opinions, while serving to disseminate information and facilitate delivery of City services. The City Hall to Go truck offers a select menu of city services to all Boston's neighborhoods. The Boston 311 Program provides a wide-ranging information and referral function as well as coordinates emergency response after business hours. The program also responds to citizens' requests for service through direct interaction with City departments.

Department History

<i>Personnel Services</i>	FY13 Expenditure	FY14 Expenditure	FY15 Appropriation	FY16 Adopted	Inc/Dec 15 vs 16
51000 Permanent Employees	1,144,689	1,142,241	1,456,476	2,591,758	1,135,282
51100 Emergency Employees	0	0	0	31,286	31,286
51200 Overtime	0	0	0	15,000	15,000
51600 Unemployment Compensation	5,805	1,817	0	0	0
51700 Workers' Compensation	0	0	0	0	0
Total Personnel Services	1,150,494	1,144,058	1,456,476	2,638,044	1,181,568
<i>Contractual Services</i>	FY13 Expenditure	FY14 Expenditure	FY15 Appropriation	FY16 Adopted	Inc/Dec 15 vs 16
52100 Communications	24,486	28,661	40,400	65,400	25,000
52200 Utilities	0	0	0	0	0
52400 Snow Removal	0	0	0	0	0
52500 Garbage/Waste Removal	0	0	0	0	0
52600 Repairs Buildings & Structures	0	0	0	0	0
52700 Repairs & Service of Equipment	3,060	2,295	13,300	13,300	0
52800 Transportation of Persons	0	0	0	0	0
52900 Contracted Services	2,810	3,114	6,348	6,348	0
Total Contractual Services	30,356	34,070	60,048	85,048	25,000
<i>Supplies & Materials</i>	FY13 Expenditure	FY14 Expenditure	FY15 Appropriation	FY16 Adopted	Inc/Dec 15 vs 16
53000 Auto Energy Supplies	0	0	3,537	3,380	-157
53200 Food Supplies	0	0	0	0	0
53400 Custodial Supplies	0	0	0	0	0
53500 Med, Dental, & Hosp Supply	0	0	0	0	0
53600 Office Supplies and Materials	6,105	5,397	8,300	8,300	0
53700 Clothing Allowance	0	0	0	0	0
53800 Educational Supplies & Mat	0	0	0	0	0
53900 Misc Supplies & Materials	0	246	1,000	1,000	0
Total Supplies & Materials	6,105	5,643	12,837	12,680	-157
<i>Current Chgs & Oblig</i>	FY13 Expenditure	FY14 Expenditure	FY15 Appropriation	FY16 Adopted	Inc/Dec 15 vs 16
54300 Workers' Comp Medical	0	0	0	0	0
54400 Legal Liabilities	0	0	0	0	0
54500 Aid To Veterans	0	0	0	0	0
54600 Current Charges H&I	0	0	0	0	0
54700 Indemnification	0	0	0	0	0
54900 Other Current Charges	374	448	450	4,779	4,329
Total Current Chgs & Oblig	374	448	450	4,779	4,329
<i>Equipment</i>	FY13 Expenditure	FY14 Expenditure	FY15 Appropriation	FY16 Adopted	Inc/Dec 15 vs 16
55000 Automotive Equipment	0	0	0	0	0
55400 Lease/Purchase	0	0	0	0	0
55600 Office Furniture & Equipment	0	0	0	0	0
55900 Misc Equipment	0	0	0	1,600	1,600
Total Equipment	0	0	0	1,600	1,600
<i>Other</i>	FY13 Expenditure	FY14 Expenditure	FY15 Appropriation	FY16 Adopted	Inc/Dec 15 vs 16
56200 Special Appropriation	0	0	0	0	0
57200 Structures & Improvements	0	0	0	0	0
58000 Land & Non-Structure	0	0	0	0	0
Total Other	0	0	0	0	0
Grand Total	1,187,329	1,184,219	1,529,811	2,742,151	1,212,340

Department Personnel

Title	Union Code	Grade	Position	FY16 Salary	Title	Union Code	Grade	Position	FY16 Salary
Coordinator (NSD)	MYO	06	18.00	949,312	Staff Aide	MYN	NG	3.00	61,850
Director	MYO	10	1.00	67,291	Staff Assist I	MYO	04	9.00	408,595
Exec Director	CDH	NG	1.00	125,344	Staff Assistant	MYO	02	2.00	74,383
Executive Assistant	MYO	08	1.00	77,356	Staff Assistant I	MYO	05	1.00	41,569
Receptionist/Secretary	MYG	14	2.00	72,252	Staff Assistant II	MYO	06	5.00	309,614
Spec Asst I	MYO	10	2.00	173,492	Staff Asst I	MYO	04	1.00	53,371
					Staff Asst IV	MYO	09	1.00	73,129
					Total			47	2,487,558
					Adjustments				
					Differential Payments				0
					Other				104,200
					Chargebacks				0
					Salary Savings				0
					FY16 Total Request				2,591,758

Program 1. Administration

Jerome Smith, Manager, Organization 412100

Program Description

The Administration Program notifies local groups, community leaders, media and elected officials of pending regulatory decisions, available City services, programs and meetings on a timely basis. Program staff also facilitates the training, development and coordination of departmental activities.

<i>Operating Budget</i>	<i>Actual '13</i>	<i>Actual '14</i>	<i>Approp '15</i>	<i>Budget '16</i>
Personnel Services	316,141	378,219	476,630	419,102
Non Personnel	26,516	37,654	52,635	42,907
Total	342,657	415,873	529,265	462,009

Performance

Strategy: To disseminate information about City services, public hearings and community activities to neighborhood groups, civic leaders and residents through the Early Notification System.

<i>Performance Measures</i>	<i>Actual '13</i>	<i>Actual '14</i>	<i>Projected '15</i>	<i>Target '16</i>
Total # of subscribers - email and direct mail	218,092	296,036	535,622	500,000

Program 2. Neighborhood Services

Jerome Smith, Manager, Organization 412200

Program Description

The Neighborhood Services Program improves interdepartmental coordination of the delivery of basic City services and promotes the involvement of neighborhood residents and civic groups in neighborhood events, activities and neighborhood development including the permitting and licensing processes. Program staff coordinates and attends neighborhood meetings, facilitates the delivery of basic services, and represents the neighborhood related to development issues and testifying at zoning and licensing hearings.

<i>Operating Budget</i>	<i>Actual '13</i>	<i>Actual '14</i>	<i>Approp '15</i>	<i>Budget '16</i>
Personnel Services	834,353	765,839	979,846	1,134,600
Non Personnel	10,319	2,507	20,700	20,700
Total	844,672	768,346	1,000,546	1,155,300

Performance

Strategy: To encourage citizen participation in City government by involving neighborhood groups in regular ONS activities and ensuring accessibility of ONS staff to the community.

<i>Performance Measures</i>	<i>Actual '13</i>	<i>Actual '14</i>	<i>Projected '15</i>	<i>Target '16</i>
# of community meetings organized by ONS	665	620	714	625

Strategy: To promote social responsibility through participation in City service projects.

<i>Performance Measures</i>	<i>Actual '13</i>	<i>Actual '14</i>	<i>Projected '15</i>	<i>Target '16</i>
# of volunteers participating in Boston Shines	6,351	3,500	4,866	4,000

Program 3. City Hall to Go

Ben Vainer, Manager, Organization 412300

Program Description

The first of its kind in the nation, City Hall to Go visits every neighborhood in Boston to provide city services. The vehicle is available five days a week, including on nights and weekends. The program director creates a monthly schedule of visits and coordinates with city departments on upcoming initiatives, events, and services available. Program staff coordinates with the press office to create a communications plan for neighborhood outreach and promotion, and assists other city leaders in launching similar programs.

<i>Operating Budget</i>	<i>Actual '13</i>	<i>Actual '14</i>	<i>Approp '15</i>	<i>Budget '16</i>
Personnel Services	0	0	0	129,141
Non Personnel	0	0	0	13,900
Total	0	0	0	143,041

Performance

Strategy: To allow residents to easily conduct business with the City of Boston, City Hall to Go visits Boston neighborhoods to provide city services.

<i>Performance Measures</i>	<i>Actual '13</i>	<i>Actual '14</i>	<i>Projected '15</i>	<i>Target '16</i>
# services provided	1,073	3,332	2,920	5,000
% increase in services provided				TBR
Revenue generated	8,764	30,028	32,791	50,000
Services offered	23	39	46	55

Program 4. Boston 311

Niall M. Murphy, Manager, Organization 412400

Program Description

The Boston 311 Program provides a wide-ranging information and referral function as well as coordinates emergency response after business hours. The program also responds to citizens' requests for service through direct interaction with City departments.

Operating Budget	Actual '13	Actual '14	Approp '15	Budget '16
Personnel Services	0	0	0	955,201
Non Personnel	0	0	0	26,600
Total	0	0	0	981,801

Performance

Strategy: To ensure that constituents can always reach a responsive city government with any non-emergency question or concern at any hour by managing a 24-hour hotline, a self-service menu on the City's website and the City's Citizens Connect mobile application.

Performance Measures	Actual '13	Actual '14	Projected '15	Target '16
% of calls answered within 30 seconds	95%	97%	97%	95%
% of service requests made on-line	20%	19%	17%	16%
Average satisfaction level for Operation Call Back			3.27	4.50
Mail sent to Mayor	586	1,499	2,801	2,400
Operation Call Back logged			2,057	2,200
Total calls answered	311,346	261,698	321,410	350,000
Total mobile requests			53,643	50,000
Total number of emails to Mayor			36,634	32,000
Total service requests entered	72,209	64,713	102,594	105,000
Total web chat sessions	6,983	7,640	5,196	6,000
Web chat survey on Knowledge			3.43	4.50
Web chat survey on Overall			3.51	4.50
Web chat survey on Professionalism			3.68	4.50
Web chat survey on Responses			3.55	4.50

Strategy: To identify trends in constituent concerns and operational improvements to address those trends; hold departments accountable for responsiveness to constituent requests on behalf of the Mayor.

Performance Measures	Actual '13	Actual '14	Projected '15	Target '16
% of service requests made via Citizens Connect mobile application	20%	30%	31%	27%