

Department Services and Service Levels - Neighborhood Resources										
General Fund		Other Funds								
Budget	FTE	Budget	FTE	Revenue offset	Notes	Cost Center	Program/Service	Customer Type	Customers	Current Level of Service (Describe)
\$68,367	.35 .35					1060	Create Organized Neighborhoods	External	Chandler residents living in registered neighborhoods	Assist resident groups in facilitating neighborhood meetings and organizing their neighborhood. Provide quarterly newsletter, printing assistance and distribute news via e-mail to registered neighborhood contacts. Maintain registered neighborhood database and maps. Currently serving 251 neighborhoods.
\$70,688	.35 .35					1060	Coordinate Various Community Events	External	Chandler residents and various organizations	Coordinate neighborhood cleanups in response to requests from neighborhood, faith and civic groups. Work with "For Our City" group. Live/Love Day group and Congress of Neighborhoods.
\$83,489	.25 .25					1060	Neighborhood Grant Programs	External	Chandler Residents living in neighborhoods	Funded 11 neighborhood grants in 2008-2009.
\$24,714	.05 .05					1060	The Leadership Centre Events	External	Chandler Residents	Collaborate with the Leadership Centre to host the East Valley HOA Summit, the NAZ Conference and the Property managers Breakfast. Provide HOA Academy and Advanced HOA Academy. There will be 60 Academy graduates in 2009-2010.
\$29,748	0.33					1060	Celebration of Unity/Multicultural Festival	External	Chandler residents and visitors	Combination of events in honor of MLK Jr. Holiday - Events include: Unity Luncheon, Multicultural Festival, Creative Expression Competition, High school and Jr. High School Assembly, Elementary School Author Reading
\$354,794	2.98					1060	Neighborhood Programs Admin.	Internal and External	Residential, commercial, institutional, industrial and various City of Chandler departments	Manage Code Enforcement, Community Development and Diversity and Neighborhood Programs. Provide budgeting and administrative support to the Division. In addition, \$16,413 in dollars for advertising and sponsorship of diversity events is budgeted here.
\$695,178	7.25					1061	Nuisance Enforcement	External	Residential, commercial, institutional, industrial and various City of Chandler departments	In 2008, unit staff handled 5,480 nuisance ordinance issues. Common complaints resolved include weeds, green pools, trash and debris, junk vehicles and rights-of-way obstructions. Currently responding to complaints within 24 hours of assignment.
\$110,231	1.3	\$6,000				1061	Graffiti Abatement	External	Residential, commercial, institutional, industrial and various City of Chandler departments	In 2008, 1847 instances of graffiti were painted over throughout the City by unit staff. Currently painting over graffiti within 24 hours of time of assignment.
\$105,806	1.1					1061	Zoning Code Enforcement	External	Chandler residential, commercial, institutional, and industrial customers	A case is immediately initiated on each Board of Adjustment ruling upon written notification of these meetings. Complaints are investigated on illegal structures, setback issues and parking on unimproved surfaces. Currently responding to complaints within 24 hours of assignment.

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\$81,689	0.85					1061	Temporary Sign Code Enforcement	External	Residential, commercial, institutional, industrial and various City of Chandler departments	In 2008, unit staff handled 787 sign issues. Starting in April 2009, vigorous enforcement and removal of bandit signs began resulting in the removal and disposal of over 2,000 signs.	
\$32,137	0.45					1061	Issue Temporary Sales and Promotion (TSPE) Permits	External	Residential, commercial, institutional, industrial and various City of Chandler departments	In 2008, unit staff reviewed 212 requests for a TSPE permit. The Code Enforcement Unit issues permits for commercial activities utilizing private property. Process currently being completed within fourteen days of submission.	
\$4,982	0.05					1061	Dust Enforcement	Internal	Residential, commercial, institutional, industrial and various City of Chandler departments	Unit staff handled approximately 35 dust cases since January 2009. Prior to that time, dust calls were not specifically coded. Currently responding to complaints within 24 hours of assignment.	
\$1,263,606	1.1	\$239,303				4700	Human Services Funding	External	Qualified 501 C3 non-profits and City departments, ultimately Chandler residents	Administer the allocation of over \$1 million in general fund and federal dollars for human service programs. On track to fund 69 programs in 2009-2010.	
		\$4,366,477	1.75			4700	Housing Rehabilitation Program/Capital/Emergency Home Repair	External	Low to moderate income Chandler homeowners	Assists approximately 30 homeowners per year to receive up to \$50,000 in housing rehabilitation services. Fund capital improvements at the City's Public Housing developments. Provide emergency home repair services to low-income Chandler households annually.	
		\$2,234,095				4700	Neighborhood Stabilization Program	External	Persons that are at or below 120% AMI that want to move to Chandler or move up in Chandler	Administration of \$2.4 million NSP Program that includes down payment assistance, the implementation of the community land trust and the purchase and lease of a multifamily complex.	
		\$376,240				4700	Community Development Block Grant Recovery	External	Low to moderate income Chandler residents.	Administer \$376,240 CDBG stimulus funds for the installation of traffic calming devices along Knox Road between Alma School and Arizona Ave.	
		\$575,271				4700	Homeless Prevention and Rapid-Re-housing Program	External	Chandler residents at or below 50% area median income	Administer a one-time allocation of funds for homeless prevention activities in the City of Chandler. In addition, annually perform a physical count of homeless persons on the streets of Chandler.	
		\$6,314	0.1			4700	Fair Housing Advocacy	External	City-wide	Provide information and referral for City of Chandler residents experiencing housing discrimination.	
		\$22,430	0.25			4700	Volunteers in Taxing (VITA) Assistance	External	City-wide	Provide oversight and assistance with the Volunteers In Taxing program. Assisted 695 families in 2009.	
		\$6,214	0.1			4700	Landlord Tenant Information Line	External	City-wide	Respond to 8-10 landlord-tenant issue calls monthly.	

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		\$3,107	0.05			4700	Attorney General's Satellite Office	External	City-wide	Respond to 4-5 calls weekly regarding consumer fraud. Approximately 3 complaints are under the Attorney General's Office jurisdiction and complaints are filed for these.
		\$251,190	2.95			4,700	Community Development Administration	External	Low to moderate income Chandler residents.	Ensures the implementation of the City's allocation of Community Development Block Grant and HOME funds in a manner consistent with federal regulations. Performs environmental assessments, compliance monitoring, budgeting and expenditure of funds according to federal regulation