

NEIGHBORHOOD PARTNERSHIP OFFICE

Mission Statement

The Neighborhood Partnership Office coordinates City staff and resources to build and sustain strong neighborhoods throughout the City of Sarasota.

Description of Operations

The Neighborhood Partnership Office (NPO) assists residents in the formation and management of neighborhood associations. The NPO acts as a liaison between City Departments and over 50 neighborhood and business associations in resolving issues and responding to requests. Each of the two neighborhood coordinators serves assigned geographic areas and associations. This "case management" style of service delivery provides consistency and has proven effective.

NPO staff regularly attend, and are frequently asked to make presentations at monthly neighborhood association/group meetings. The NPO will periodically facilitate dialogue between neighborhood associations and business entities to resolve issues and reach compromise. NPO staff also document questions and concerns from these meetings directed to the City. Staff reports back to the association when the question/concern has been responded to by the respective City department.

The NPO participates with other City departments in delivering services/programs to neighborhoods. These inter-departmental partnerships include: Planning and Development - in scheduling and facilitating the neighborhood workshops required as part of the Development Review process, Public Works - in coordinating the collection of tree-watering commitments for the Green Canopy Program, Police - in conducting Crime Prevention Through Environmental Design (CPTED) lighting analyses in areas reporting the need for additional lighting, Information Technology services - by maintaining the Neighborhood Calendar on the City's website, and the Office of Housing and Community Development - in recommending allocation of the Community Development Block Grant (CDBG) funding received from the U.S. Department of Housing and Urban Development. NPO staff assists other departments in coordinating kick-off events for capital improvement projects and also participate in planning City-related special events, e.g., Town Meetings and the Celebrate Sarasota Finale - Hands of Heritage Multicultural Festival. The NPO also manages a contact database of neighborhood and business associations that is utilized by City departments for meeting notification and communication purposes and produces a map of associations.

The NPO coordinates the annual Community Forum - providing residents with input into the budgeting/goal-setting process, and represents the City on the Florida Neighborhoods Conference Planning Committee - a statewide training opportunity for neighborhood and civic leaders held annually in September.

The NPO houses the City's Neighborhood Resource Center - which provides neighborhood leaders free access to a computer, scanner, color printer and technical assistance to create newsletters, flyers and other items to assist them in managing their associations. Staff also produces GIS maps and databases as requested by associations throughout the year. Such works include a mapping of crime related incidents specific to neighborhoods and updated property owner listings. The NPO also monitors state, federal and private sector sources for grant opportunities to fund City neighborhood projects.

The NPO publishes two communication tools: 1) a bi-monthly newsletter distributed to neighborhood association leadership and 2) "Organizing Neighborhood Associations" - a handbook with guidelines on starting and managing successful associations.

Neighborhood Action Strategies - The City established the Neighborhood Action Strategy (NAS) process in 1999 as a programmatic approach to revitalizing and investing in neighborhoods affected by blight or potential blight. Those investments range from capital improvement projects to focusing City staff resources on a specific neighborhood problem or concern. A series of stakeholder meetings are held which culminate in development and presentation of an NAS document, for each designated neighborhood, to the City Commission for consideration and adoption by resolution.

NPO staff is responsible for compiling, analyzing, and presenting data; however, neighborhood residents have a key role in determining what is included in the action strategy. Implementation of the NAS is a partnership between City staff and each respective neighborhood association. The primary goal is to further the character and improve the "quality of life" of City neighborhoods. The expected outcomes are improved public safety and increased property values. Public safety improves when the crime rate - or perceptions of crime - falls; fewer public infrastructure deficiencies exist; health and safety related code violations decline, etc. Property values typically increase when cities reinvest in public infrastructure, which in turn leads property owners to reinvest in their homes and businesses.

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Neighborhood Action Strategy (NAS) plans have been adopted for four neighborhoods: Park East, Gillespie Park, Rosemary District and Bayou Oaks. The NAS plan for Central Coconut will be presented to the City Commission for adoption by September 2004. The NAS process will begin for Alta Vista shortly thereafter. The NPO continues to closely monitor the implementation status of action items from past NAS's and tracks their progress while providing results to service users and providers.

Neighborhood Grant Program - The NPO administers the Neighborhood Grant Program, which was developed to assist associations in improving the quality of life in neighborhoods. The program had predominately been funded from money received annually from a share of the civil seizure fees generated by the City's Motor Vehicle Impoundment Program. However, due to litigation elsewhere in Florida, the collection of these fees has been terminated. In FY 02/03, the City Commission approved a \$10,000 general fund enhancement to provide funding for non-crime related projects. With this enhancement, six associations received funding for projects which otherwise would not have qualified for the program. Thirteen associations were funded in FY 03/04.

In FY 03/04, the NPO modified the Administrative Regulations for processing and implementing the Neighborhood Grant Program. The modifications allowed for a larger grant award based on association size for projects proposed which will attempt to outreach to a larger number of households (such as printing/mailing, etc.).

Neighborhood Leadership Academy (NLA) - In FY 03/04, the NPO initiated the NLA for City neighborhood leaders. This academy consists of quarterly training opportunities on association formation and management skills. This initiative was accomplished within the existing budget.

New Initiatives - Staff proposes three new initiatives: A) Neighborhood / Community Planning Process, which will provide a citywide neighborhood / community based planning process and could accomplish other major projects such as the development of the Barrier Island Chapter of the Sarasota City Plan. B) City Citizens Academy, which will create a training opportunity for residents of the City of Sarasota. Similar to other academies throughout the nation, participants will have an opportunity to learn about City services and programs in depth. Staff will search across the organization for hands on learning opportunities and C) Regional Neighborhood Summit, which will create an annual daylong Neighborhood Summit similar to the Florida Neighborhoods Conference. The event would be accomplished in collaboration with Sarasota and Manatee County staff and marketed to association leadership in both counties.

Strategic Concern - Fostering Residential and Business Collaboration

Strategy

Expand Neighborhood Participation

Task	Current Funding	Fiscal Year Completed	Funds Required
Provide support to develop neighborhood associations where none exist. Status - Staff supports all requests from the grassroots to form new associations.	Yes	2004	\$0
Provide ongoing training and development in association skills for association leaders. Status - Training is currently available through the quarterly Neighborhood Leadership Academy and association scholarships to attend the Florida Neighborhoods (Sept) and the Neighborhoods USA (May) conferences.	Yes	2004	\$0
Create incentives to encourage associations to register at the City to receive City-related info through various distribution methods. Status - Staff is proposing a registration incentive program be part of the 2006 operating budget.	No	2006	\$2,000
Improve neighborhood understanding of development review processes. Status - In 7/04 a special course is being offered in the Neighborhood Leadership Academy on this subject. It will be repeated as necessary.	Yes	2004	\$0

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Task	Current Funding	Fiscal Year Completed	Funds Required
Create incentives that strongly encourage association leaders to disseminate information at grass roots level. Status - Staff is proposing an information dissemination incentive program be part of the FY 2006 operating budget.	No	2006	\$2,000

<u>Indicator</u>	<u>Status</u>
Availability of City-sponsored training for neighborhood representatives.	Training currently being provided via the quarterly Neighborhood Leadership Academy and annual association scholarships offered to attend the Florida Neighborhoods Conference and Neighborhoods USA conference.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Output Measure City-sponsored training opportunities for neighborhoods	Number	2	2	6	6

<u>Indicator</u>	<u>Status</u>
Improve interface between neighborhood associations and DRC.	NPO staff currently e-mail DRE agendas to associations on the database.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Output Measure DRC agendas transmitted to association leadership	Number	n/a	n/a	6	12

<u>Indicator</u>	<u>Status</u>
Effective neighborhood representation in public hearing processes.	A specialized course in the Neighborhood Leadership Academy is being offered in July 2004 to educate neighborhood leaders on their role in the development process - including effective neighborhood representation in the public hearing process. The course will be repeated as needed.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Output Measure Trainings on the neighborhood role in development	Number	n/a	n/a	2	2

<u>Indicator</u>	<u>Status</u>
Increase in number of neighborhood associations.	City doesn't solicit the formation of association, but rather favorably responds to requests from the grass roots to assist in the formation.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Effectiveness Measure Requests for new associations responded to	Number	n/a	3	3	3

Strategic Concern - Fostering Residential and Business Collaboration

Strategy

Improve Neighborhood/Business Collaboration

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Task	Current Funding	Fiscal Year Completed	Funds Required
Encourage partnerships and open lines of communication between business and neighborhood. Status - Staff continually encourages partnerships and open lines of communication between businesses and neighborhoods.	Yes	2004	\$0
Encourage business associations to attend neighborhood association meetings. Status - The City regularly encourages the attendance of merchants and business associations at neighborhood association meetings. There is no easy way to require nor calculate how many actually attend.	Yes	2004	\$0
Encourage and support collaborations such as Landowners, Merchants & Residents Group of St. Armands, Downtown Umbrella Group. Status - Staff continually encourages and supports collaborations such as Landowners, Merchants & Residents Group of St. Armands, Downtown Umbrella Group.	Yes	2004	\$0

<u>Indicator</u>	<u>Status</u>
Increase in presence of business representatives at neighborhood association meetings.	The City regularly encourages the attendance of merchants and business associations at neighborhood association meetings. There is no easy way to require nor calculate how many actually attend.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Effectiveness Measure					
Cross attendance encouraged via newsletter	Number	n/a	n/a	3	6

Strategic Concern - City/Stakeholder Communication and Engagement

Strategy

Establish Neighborhood Resource Center

Task	Current Funding	Fiscal Year Completed	Funds Required
Develop Neighborhood Resource Center. Status - NRC was opened in FY 2003 and will be greatly expanded with department relocation in December.	Yes	2004	\$0
Develop automated process for scheduling resource center. Status - Reservation system is currently automated (via Lotus notes) for the center through NPO staff.	Yes	2004	\$0
Provide orientation sessions for first-time users. Status - Staff provides orientation sessions for first-time users as needed.	Yes	2004	\$0
Market resource center's availability and amenities through open house, webpage, newsletter and association meetings. Status - Staff continually markets the resource center's availability and amenities through open house, webpage, newsletter and association meetings.	Yes	2004	\$0
Establish timeframe for goal submission. Status - Additional staff person will be required to offer this level of service.	Yes	2006	\$0

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Task	Current Funding	Fiscal Year Completed	Funds Required
Offer facilitated goal development process/retreat to associations. Status - Additional staff person will be required to offer this level of service.	No	2006	\$25,000

<u>Indicator</u>	<u>Status</u>
Contains adequate supply of current, relevant material.	Staff monitors and replenishes supply of information and resources available to leadership in the Resource Center. It will be further enhanced after the relocation in 12/2004.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Output Measure Months center stocked with relevant material	Number	n/a	12	12	12

<u>Indicator</u>	<u>Status</u>
Participants able to reserve time via automated process.	Leaders are currently able to reserve the room via the internet by e-mailing any Staff. The Neighborhood Resource Center has been created as a resource in Lotus Notes.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Effectiveness Measure Months automated reservations available	Number	n/a	12	12	12

<u>Indicator</u>	<u>Status</u>
Favorable response from neighborhoods as indicated in surveys.	Usage has been limited to date, but expected to drastically increase after department relocation in 12/2004. Staff will survey stakeholder at end of fiscal year for feedback.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Effectiveness Measure Favorable responses in survey	Number	n/a	n/a	5	5

<u>Indicator</u>	<u>Status</u>
Web pages, newsletter in place.	Staff regularly mentions Resource Center availability in newsletter and at meetings attended.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Efficiency Measure City newsletter issues Center advertised	Number	n/a	4	6	6

Strategic Concern - City/Stakeholder Communication and Engagement

Strategy

Enhance Media/Marketing/Communication Effort

Task	Current Funding	Fiscal Year Completed	Funds Required
Post all neighborhood workshops and events on City website to allow any association's representatives to attend. Status - Staff posts many neighborhood meetings, workshops and events on City website to allow any association's representatives to attend.	No	2006	\$25,000

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Task	Current Funding	Fiscal Year Completed	Funds Required
Utilize neighborhood newsletters to communicate City projects and happenings to the associations to encourage them to invite City staff speakers at their meetings. Status - Staff regularly requests that associations communicate City projects and happenings to the associations via their newsletter and encourages them to invite City staff speakers at their meetings.	Yes	2004	\$0
Serve as liaison with neighborhood and business associations. Status - Staff currently serves as liaison with neighborhood and business associations.	Yes	2004	\$0

<u>Indicator</u>	<u>Status</u>
Information on web page that newsletters are available.	Staff already encourages City information be included in neighborhood newsletters.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Output Measure Newsletters available to neighborhoods	Number	n/a	4	6	6

<u>Indicator</u>	<u>Status</u>
Information packets provided to CCNA monthly.	NPO staff attends all CCNA meetings and major functions to report on City happenings.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Output Measure CCNA meetings attended / info provided	Number	10	10	10	10

<u>Indicator</u>	<u>Status</u>
Maintain current calendar.	Calendar of regularly scheduled neighborhood meetings is currently offered via the City website (sarasotagov.com. In order to capture all workshops and events an additional staff person would be required.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Output Measure Months calendar maintained	Number	12	12	12	12

<u>Indicator</u>	<u>Status</u>
Increased attendance of City staff at neighborhood meetings.	NPO staff regularly attend scheduled association meetings and invite associations to request speakers/presentations from City departments.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Output Measure Association meetings attended by NPO Staff	Number	n/a	36	36	36

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Strategic Concern - City/Stakeholder Communication and Engagement

Strategy

Establish Neighborhood Leadership Academy.

Task	Current Funding	Fiscal Year Completed	Funds Required
Develop curriculum and offer certificates of achievement. Status - Curriculum for FY 2004 has been developed, participation certificates will be awarded at end of year.	Yes	2004	\$0
Partner with City stakeholders and County to implement neighborhood college. Status - Staff has meetings scheduled with County to implement neighborhood leadership academy jointly in FY 2005.	Yes	2005	\$0
Disseminate College information through website, newsletters and association meetings. Status - NLA information is disseminated through City website, newsletters and mentioned at association meetings.	Yes	2004	\$0
Develop courses geared toward businesses as association members. Status - This item will be suggested as part of the FY 2005 curriculum.	No	2006	\$1,000

Indicator	Status
Number of certificates awarded.	Number of participants are tracked and certificates of participation to be sent to all after completion of the FY 2004 cycle.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Output Measure Certificates Awarded	Number	n/a	n/a	12	12

Indicator	Status
City and County participation in development and implementation.	Staff meeting with County staff to develop FY 2005 schedule as a joint project.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Output Measure Jointly sponsored sessions	Number	n/a	n/a	0	5

Indicator	Status
Number and diversity of "teachers" available.	Staff will seek appropriate speakers (teachers) as diverse topics arise.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Output Measure Diverse teachers utilized	Percent	n/a	n/a	100	100

Strategic Concern - Neighborhood Planning

Strategy

Encourage Formation of New Neighborhood Associations

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Task	Current Funding	Fiscal Year Completed	Funds Required
Demonstrate to City residents the benefits of an active association. Status - Staff currently speak to City residents about the benefits of an active association.	Yes	2004	\$0
Focus on Spanish-speaking residents. Status - Neighborhoods with spanish-speaking membership are regularly encouraged to publish bilingual materials.	Yes	2006	\$0
Continue to communicate and market the benefits of forming associations. Status - Staff continues to communicate and market the benefits of forming associations.	Yes	2004	\$0

<u>Indicator</u>	<u>Status</u>				
New associations per year (set 1 as target).	City doesn't solicit the formation of association, but rather favorably responds to requests from the grass roots to assist in the formation.				
Description	Unit	FY2002	FY2003	FY2004	FY2005
Output Measure					
New associations per year	Number	1	1	1	1

<u>Indicator</u>	<u>Status</u>				
Establish connections with Hispanic N.A.'s.	Staff will seek bilingual person in hiring of next Neighborhood Coordinator.				
Description	Unit	FY2002	FY2003	FY2004	FY2005
Effectiveness Measure					
Connections attempted	Percent	n/a	n/a	100	100

Strategic Concern - Neighborhood Planning

Strategy

Improve Neighborhood Planning Process

Task	Current Funding	Fiscal Year Completed	Funds Required
Inventory and prioritize needs vs. wants through active communication. Status - In drafting NAS documents for adoption, staff inventories and prioritizes needs vs. wants through active communication with stakeholders.	Yes	2004	\$0
Involve stakeholders in a triage approach. Status - Staff continually works to involve stakeholders in a triage approach.	Yes	2004	\$0
Establish a work program with timelines for Neighborhood Action Strategies (NAS). Status - A work program with timelines is adopted with each Neighborhood Action Strategy (NAS) and monitored by the neighborhood planner.	Yes	2004	\$0
Fund and implement plans. Status - Additional resources are going to be needed as we embark on planning in non-CDBG eligible neighborhoods.	No	2006	\$500,000

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Task	Current Funding	Fiscal Year Completed	Funds Required
Coordinate an "abbreviated" NAS for neighborhood associations that have small scale needs, using alternative funding methods. Status - Program to coordinate an "abbreviated" NAS for non-NAS eligible neighborhood associations was proposed for FY 2005.	No	2006	\$250,000
Establish contact person for "Neighborhood Issues" in each department. Status - This will be a project for the upcoming fiscal year.	Yes	2005	\$0

<u>Indicator</u>	<u>Status</u>
Establishment of program.	Staff proposing establishment of program in FY 2004-05 or FY 2005-06.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Output Measure Programs established	Number	n/a	n/a	0	1

<u>Indicator</u>	<u>Status</u>
Increase in number of grant applications.	City doesn't solicit applications from associations, but continually speaks to the merit, benefits and importance of the program.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Effectiveness Measure Increase in applications	Number	n/a	n/a	1	1

<u>Indicator</u>	<u>Status</u>
Recognition as one of the best neighborhood offices in the state.	The NPO is already regarded as one of the best in Florida. Staff is often contacted to assist in the formation and development of new offices in other cities.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Effectiveness Measure Months recognized as best in state	Number	7	12	12	12

Strategic Concern - Operational Focus

Strategy

To enhance the quality-of-life for City neighborhood residents.

Task

Develop and present for Commission approval an NAS for Alta Vista by July 31, 2005.

Monitor adopted NAS for Park East, Gillespie Park, Rosemary District, Bayou Oaks and Central Coconut to ensure NAS tasks and projects are accomplished.

Update information on each NAS on the City website.

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Description	Unit	FY2002	FY2003	FY2004	FY2005
Output Measure					
Citywide data indicators tracked	Number	9	9	9	9
NAS plans created	Number	0	1	1	1
Non-local grant applications submitted	Number	2	1	1	1
Effectiveness Measure					
NAS resident-approved & CC adopted	Percent	100	100	100	100
NAS plan items implemented as planned	Percent	80	80	80	80

Strategic Concern - Operational Focus

Strategy

To inform citizens of City policies, programs, and news.

Task

Coordinate and implement the Annual Community Forum.

Prepare and disseminate Forum survey results to participants, City Commission and department directors.

Attend Neighborhood Association meetings.

Newsletters distributed.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Output Measure					
Community forums organized	Number	1	1	1	1
N'hood Association meetings attended	Number	n/a	12	12	36

Strategic Concern - Operational Focus

Strategy

To improve safety in City neighborhoods.

Task

Coordinate a bi-annual grant application cycle.

Review all grant applications within 30 days of the application submission deadline.

Award all grants within 90 days of the application submission deadline.

Monitor grant recipient compliance with grant award agreements.

Publicize grant application cycles and grant awards.

Description	Unit	FY2002	FY2003	FY2004	FY2005
Output Measure					
Grant cycles	Number	1	2	2	2
Grants funded (minimum)	Number	5	9	18	13
Neighborhoods receiving grants	Number	5	9	13	13
Effectiveness Measure					
Grant awards processed w/in 90 days	Percent	100	100	100	100

Cost Center Expenditures By Category

	FY 2003 Actual	FY 2004 Budget	FY 2005 Continuation	FY 2005 Issues	FY 2005 Totals
Personal Expenditures	262,286	282,652	285,299	0	285,299
Non Personal Expenditures	145,379	52,014	50,069	0	50,069
Capital Expenditures	11,464	4,500	8,530	0	8,530
Transfer Expenditures	10,000	10,000	10,000	0	10,000
Totals	\$429,129	\$349,166	\$353,898	\$0	\$353,898

NEIGHBORHOOD PARTNERSHIP OFFICE

Personnel Summary

Actual Positions	5.00	5.00	0.00	5.00
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Revenue Summary

	FY 2003 Actual	FY 2004 Budget	FY 2005 Continuation	FY 2005 Issues	FY 2005 Totals
CHARGES FOR SERVICES	36,545	0	0	0	0
OTHER MISCELLANEOUS REVENUES	58,041	0	0	0	0
	\$94,586	\$0	\$0	\$0	\$0