

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 '14</i>	<i>Total Actual '15</i>	<i>Total Approp '16</i>	<i>Total Budget '17</i>
	Neighborhood Services	1,184,219	1,421,970	2,742,151	3,096,377
	<i>Total</i>	<i>1,184,219</i>	<i>1,421,970</i>	<i>2,742,151</i>	<i>3,096,377</i>
<i>External Funds Expenditures</i>		<i>Total Actual '14</i>	<i>Total Actual '15</i>	<i>Total Approp '16</i>	<i>Total Budget '17</i>
	Neighborhood Services	0	0	110,000	80,000
	<i>Total</i>	<i>0</i>	<i>0</i>	<i>110,000</i>	<i>80,000</i>

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

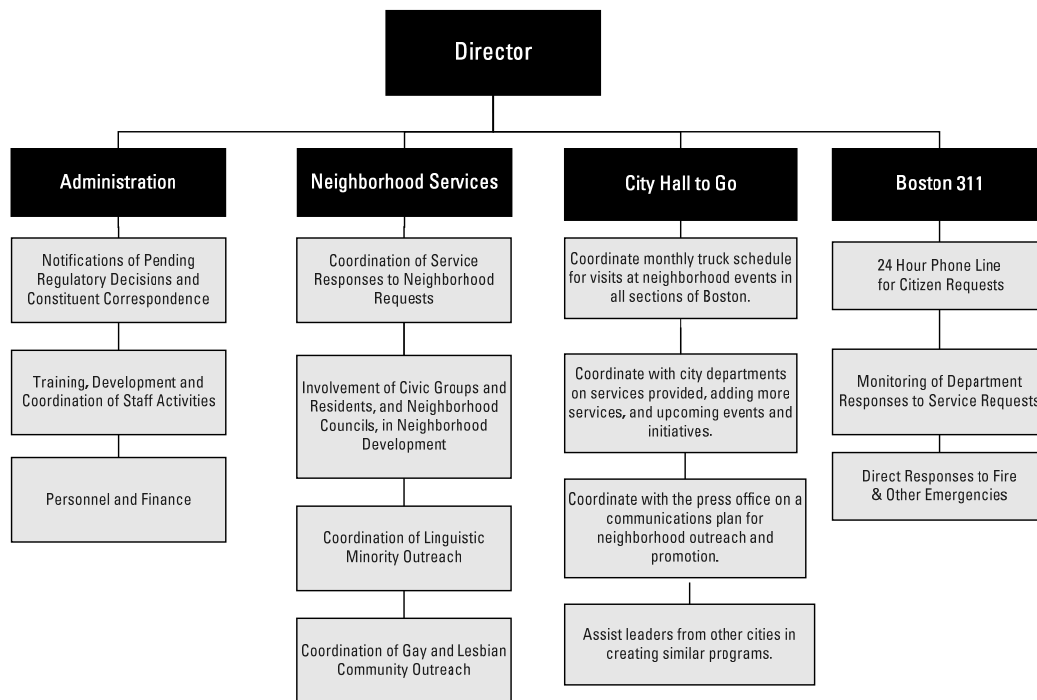
- To ensure that constituents can always reach a responsive city government with any non-emergency question or concern at any hour by managing a 24-hour hotline, a self-service menu on the City's website and the City's Citizens Connect mobile application.
- To identify trends in constituent concerns 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 '14	Total Actual '15	Total Approp '16	Total Budget '17
	Administration	415,873	499,453	462,009	602,016
	Neighborhood Services	768,346	922,517	1,155,300	1,125,479
	City Hall to Go	0	0	143,041	191,430
	Boston 311	0	0	981,801	1,177,452
	Total	1,184,219	1,421,970	2,742,151	3,096,377

External Funds Budget	Fund Name	Total Actual '14	Total Actual '15	Total Approp '16	Total Budget '17
	Boston Shines	0	0	100,000	70,000
	Love Your Block	0	0	10,000	10,000
	Total	0	0	110,000	80,000

Operating Budget		Actual '14	Actual '15	Approp '16	Budget '17
	Personnel Services	1,144,058	1,369,690	2,638,044	2,805,793
	Non Personnel	40,161	52,280	104,107	290,584
	Total	1,184,219	1,421,970	2,742,151	3,096,377

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>		FY14 Expenditure	FY15 Expenditure	FY16 Appropriation	FY17 Recommended	Inc/Dec 16 vs 17
	51000 Permanent Employees	1,142,241	1,360,436	2,591,758	2,759,507	167,749
	51100 Emergency Employees	0	0	31,286	31,286	0
	51200 Overtime	0	0	15,000	15,000	0
	51600 Unemployment Compensation	1,817	9,254	0	0	0
	51700 Workers' Compensation	0	0	0	0	0
	Total Personnel Services	1,144,058	1,369,690	2,638,044	2,805,793	167,749
<i>Contractual Services</i>		FY14 Expenditure	FY15 Expenditure	FY16 Appropriation	FY17 Recommended	Inc/Dec 16 vs 17
	52100 Communications	28,661	33,887	65,400	65,400	0
	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	2,295	3,130	13,300	13,300	0
	52800 Transportation of Persons	0	0	0	0	0
	52900 Contracted Services	3,114	5,222	6,348	191,348	185,000
	Total Contractual Services	34,070	42,239	85,048	270,048	185,000
<i>Supplies & Materials</i>		FY14 Expenditure	FY15 Expenditure	FY16 Appropriation	FY17 Recommended	Inc/Dec 16 vs 17
	53000 Auto Energy Supplies	0	0	3,380	2,500	-880
	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	5,397	3,976	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	246	2,332	1,000	1,000	0
	Total Supplies & Materials	5,643	6,308	12,680	11,800	-880
<i>Current Chgs & Oblig</i>		FY14 Expenditure	FY15 Expenditure	FY16 Appropriation	FY17 Recommended	Inc/Dec 16 vs 17
	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	448	448	4,779	4,779	0
	Total Current Chgs & Oblig	448	448	4,779	4,779	0
<i>Equipment</i>		FY14 Expenditure	FY15 Expenditure	FY16 Appropriation	FY17 Recommended	Inc/Dec 16 vs 17
	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	3,285	1,600	3,957	2,357
	Total Equipment	0	3,285	1,600	3,957	2,357
<i>Other</i>		FY14 Expenditure	FY15 Expenditure	FY16 Appropriation	FY17 Recommended	Inc/Dec 16 vs 17
	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	1,184,219	1,421,970	2,742,151	3,096,377	354,226

Department Personnel

Title	Union Code	Grade	Position	FY17 Salary	Title	Union Code	Grade	Position	FY17 Salary
Asst Commissioner Constituent Serv	EXM	10	1.00	100,766	Staff Asst I	MYO	04	1.00	54,159
Chief of Civic Engagement	CDH	NG	1.00	125,344	Staff Aide	MYN	NG	4.00	101,577
Coordinator (NSD)	MYO	07	18.00	1,005,055	Staff Assist I	MYO	04	9.00	420,240
Director	MYO	10	1.00	71,695	Staff Assistant	MYO	02	2.00	79,094
Executive Asst	MYO	08	1.00	78,499	Staff Assistant I	MYO	05	1.00	42,183
Receptionist/Secretary	MYG	14	2.00	76,831	Staff Assistant II	MYO	06	5.00	314,190
Spec Asst I	MYO	10	2.00	181,449	Staff Asst IV	MYO	09	1.00	76,674
					Total	49			2,727,757
					Adjustments				
					Differential Payments				0
					Other				31,750
					Chargebacks				0
					Salary Savings				0
					FY17 Total Request				2,759,507

External Funds History

<i>Personnel Services</i>		FY14 Expenditure	FY15 Expenditure	FY16 Appropriation	FY17 Recommended	Inc/Dec 16 vs 17
	51000 Permanent Employees	0	0	0	0	0
	51100 Emergency Employees	0	0	0	0	0
	51200 Overtime	0	0	0	0	0
	51300 Part Time Employees	0	0	0	0	0
	51400 Health Insurance	0	0	0	0	0
	51500 Pension & Annuity	0	0	0	0	0
	51600 Unemployment Compensation	0	0	0	0	0
	51700 Workers' Compensation	0	0	0	0	0
	51800 Indirect Costs	0	0	0	0	0
	51900 Medicare	0	0	0	0	0
	Total Personnel Services	0	0	0	0	0
<i>Contractual Services</i>		FY14 Expenditure	FY15 Expenditure	FY16 Appropriation	FY17 Recommended	Inc/Dec 16 vs 17
	52100 Communications	0	0	0	0	0
	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	0	0	0	0	0
	52800 Transportation of Persons	0	0	0	0	0
	52900 Contracted Services	0	0	10,000	10,000	0
	Total Contractual Services	0	0	10,000	10,000	0
<i>Supplies & Materials</i>		FY14 Expenditure	FY15 Expenditure	FY16 Appropriation	FY17 Recommended	Inc/Dec 16 vs 17
	53000 Auto Energy Supplies	0	0	0	0	0
	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	0	0	0	0	0
	53700 Clothing Allowance	0	0	0	0	0
	53800 Educational Supplies & Mat	0	0	0	0	0
	53900 Misc Supplies & Materials	0	0	100,000	70,000	-30,000
	Total Supplies & Materials	0	0	100,000	70,000	-30,000
<i>Current Chgs & Oblig</i>		FY14 Expenditure	FY15 Expenditure	FY16 Appropriation	FY17 Recommended	Inc/Dec 16 vs 17
	54300 Workers' Comp Medical	0	0	0	0	0
	54400 Legal Liabilities	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	0	0	0	0	0
	Total Current Chgs & Oblig	0	0	0	0	0
<i>Equipment</i>		FY14 Expenditure	FY15 Expenditure	FY16 Appropriation	FY17 Recommended	Inc/Dec 16 vs 17
	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	0	0
	Total Equipment	0	0	0	0	0
<i>Other</i>		FY14 Expenditure	FY15 Expenditure	FY16 Appropriation	FY17 Recommended	Inc/Dec 16 vs 17
	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	0	0	110,000	80,000	-30,000

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.

Operating Budget	Actual '14	Actual '15	Approp '16	Budget '17
Personnel Services	378,219	448,164	419,102	536,289
Non Personnel	37,654	51,289	42,907	65,727
Total	415,873	499,453	462,009	602,016

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.

Performance Measures	Actual '14	Actual '15	Projected '16	Target '17
Total # of subscribers - email and direct mail	296,036	535,622	550,000	

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 '14</i>	<i>Actual '15</i>	<i>Approp '16</i>	<i>Budget '17</i>
Personnel Services	765,839	921,526	1,134,600	1,104,779
Non Personnel	2,507	991	20,700	20,700
Total	768,346	922,517	1,155,300	1,125,479

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 '14</i>	<i>Actual '15</i>	<i>Projected '16</i>	<i>Target '17</i>
# of community meetings organized by ONS	620	714	800	800

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

<i>Performance Measures</i>	<i>Actual '14</i>	<i>Actual '15</i>	<i>Projected '16</i>	<i>Target '17</i>
# of volunteers participating in Boston Shines	3,500	4,866	4,100	4,100

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.

Operating Budget	Actual '14	Actual '15	Approp '16	Budget '17
Personnel Services	0	0	129,141	174,673
Non Personnel	0	0	13,900	16,757
Total	0	0	143,041	191,430

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.

Performance Measures	Actual '14	Actual '15	Projected '16	Target '17
# services provided	3,332	2,920	3,500	3,500
Revenue generated	30,028	32,791	100,000	120,000
Services offered	39	46	55	55

Program 4. Boston 311

Niall M. Murphy, Manager, Organization 412400

Program Description

The Boston311 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 '14	Actual '15	Approp '16	Budget '17
Personnel Services	0	0	955,201	990,052
Non Personnel	0	0	26,600	187,400
Total	0	0	981,801	1,177,452

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 '14	Actual '15	Projected '16	Target '17
% of calls answered within 30 seconds	97%	97%	95%	95%
Average satisfaction level for Operation Call Back		3	4.5	4.5
Mail sent to Mayor	1,499	2,801	4,070	4,000
Operation Call Back logged		2,057	2,165	2,300
Total calls answered	261,698	321,410	250,850	260,000
Total mobile requests		53,643	73,826	70,000
Total number of emails to Mayor		36,634	37,826	35,000
Total service requests entered	64,713	102,594	176,469	175,000
Total web chat sessions	7,640	5,196	2,474	2,500
Web chat survey on Knowledge		3	4.3	4.5
Web chat survey on Overall		4	4.4	4.5
Web chat survey on Professionalism		4	4.5	4
Web chat survey on Responses		4	4.4	4.5

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 '14	Actual '15	Projected '16	Target '17
% of service requests made via Citizens Connect mobile application	30%	31%	32%	35%