

Community Engagement

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Community Engagement

Brianna Millor, Chief of Community Engagement

Cabinet Mission

The Community Engagement Cabinet seeks to improve the delivery of City Services as well as create opportunities for all Boston Residents to participate in local government.

Operating Budget	Total Actual '21	Total Actual '22	Total Approp '23	Total Budget '24
Neighborhood Services	4,020,543	4,221,960	4,658,837	4,604,596
Total	4,020,543	4,221,960	4,658,837	4,604,596

External Funds Expenditures	Total Actual '21	Total Actual '22	Total Approp '23	Total Budget '24
Neighborhood Services	0	0	30,000	30,000
Total	0	0	30,000	30,000

Neighborhood Services Operating Budget

Brianna Millor, Chief of Civic Engagement, Appropriation 412000

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 Goals

Neighborhood Services

- Increase public access to city services.

Boston 311

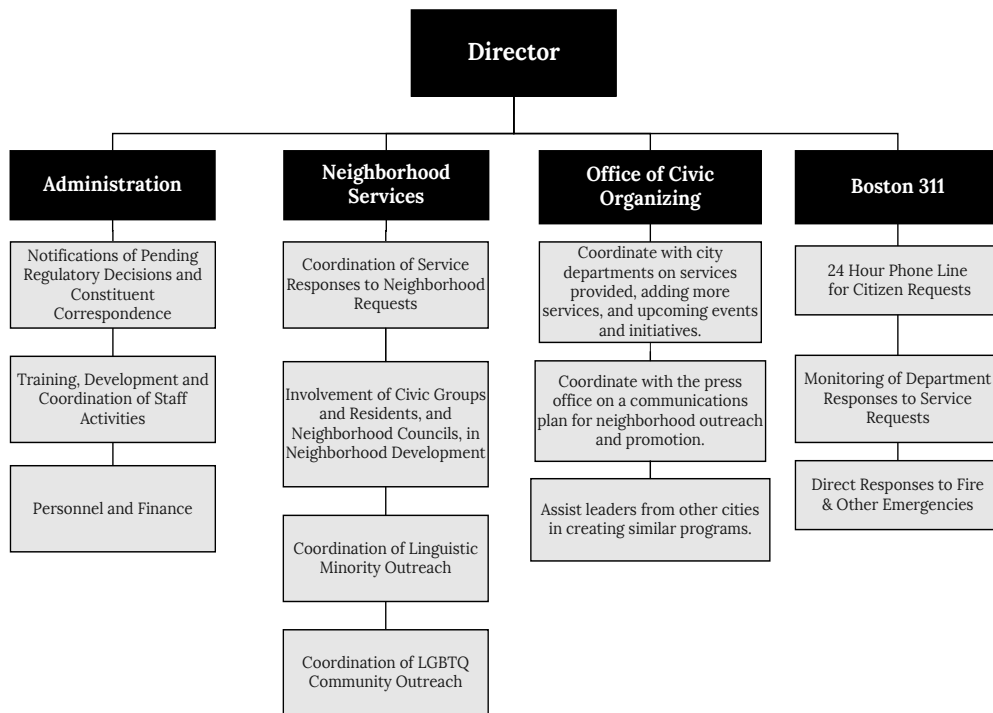
- Maintain a high level of constituent service.

Operating Budget	Program Name	Total Actual '21	Total Actual '22	Total Approp '23	Total Budget '24
	Administration	723,198	877,954	990,682	867,149
	Neighborhood Services	1,293,588	1,686,016	1,613,393	1,500,121
	Office of Civic Organizing	111,903	82,902	76,540	228,065
	Boston 311	1,891,854	1,575,088	1,978,222	2,009,261
	Total	4,020,543	4,221,960	4,658,837	4,604,596

External Funds Budget	Fund Name	Total Actual '21	Total Actual '22	Total Approp '23	Total Budget '24
	Make Boston Shine Trust	0	0	30,000	30,000
	Total	0	0	30,000	30,000

Operating Budget		Actual '21	Actual '22	Approp '23	Budget '24
	Personnel Services	3,486,200	3,906,884	4,577,052	4,404,933
	Non Personnel	534,343	315,076	81,785	199,663
	Total	4,020,543	4,221,960	4,658,837	4,604,596

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

Personnel Services	FY21 Expenditure	FY22 Expenditure	FY23 Appropriation	FY24 Adopted	Inc/Dec 23 vs 24
51000 Permanent Employees	3,368,638	3,776,455	4,505,852	4,333,668	-172,184
51100 Emergency Employees	23,922	2,113	31,200	31,265	65
51200 Overtime	93,640	128,526	40,000	40,000	0
51600 Unemployment Compensation	0	-210	0	0	0
51700 Workers' Compensation	0	0	0	0	0
Total Personnel Services	3,486,200	3,906,884	4,577,052	4,404,933	-172,119
Contractual Services	FY21 Expenditure	FY22 Expenditure	FY23 Appropriation	FY24 Adopted	Inc/Dec 23 vs 24
52100 Communications	42,165	48,234	45,000	45,000	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	23,156	8,995	1,000	1,000	0
52800 Transportation of Persons	-1,435	0	0	12,901	12,901
52900 Contracted Services	442,445	215,468	18,390	118,390	100,000
Total Contractual Services	506,331	272,697	64,390	177,291	112,901
Supplies & Materials	FY21 Expenditure	FY22 Expenditure	FY23 Appropriation	FY24 Adopted	Inc/Dec 23 vs 24
53000 Auto Energy Supplies	232	548	408	504	96
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	3,755	167	7,281	7,281	0
53700 Clothing Allowance	0	0	0	0	0
53800 Educational Supplies & Mat	0	0	0	0	0
53900 Misc Supplies & Materials	727	1,188	6,500	6,500	0
Total Supplies & Materials	4,714	1,903	14,189	14,285	96
Current Chgs & Oblig	FY21 Expenditure	FY22 Expenditure	FY23 Appropriation	FY24 Adopted	Inc/Dec 23 vs 24
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
54800 Reserve Account	0	0	0	0	0
54900 Other Current Charges	20,028	24,103	3,206	8,087	4,881
Total Current Chgs & Oblig	20,028	24,103	3,206	8,087	4,881
Equipment	FY21 Expenditure	FY22 Expenditure	FY23 Appropriation	FY24 Adopted	Inc/Dec 23 vs 24
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	3,270	16,373	0	0	0
Total Equipment	3,270	16,373	0	0	0
Other	FY21 Expenditure	FY22 Expenditure	FY23 Appropriation	FY24 Adopted	Inc/Dec 23 vs 24
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	4,020,543	4,221,960	4,658,837	4,604,596	-54,241

Department Personnel

Title	Union Code	Grade	Position	FY24 Salary	Title	Union Code	Grade	Position	FY24 Salary
Admin Manager	MYO	09	1.00	84,730	Spec Asst	MYN	NG	1.00	107,161
Chief of Civic Engagement	CDH	NG	1.00	175,961	Special Asst II	MYO	11	1.00	108,683
Chief of Staff	CDH	NG	1.00	110,604	St Asst I	MYO	04	2.00	94,164
Coordinator	MYO	07	19.00	1,280,704	Staff Aide	MYN	NG	2.00	100,972
Director of Policy	MYO	12	1.00	97,775	Staff Assist I	MYO	04	23.00	1,218,292
Exec Director	CDH	NG	1.00	125,687	Staff Assistant I	MYO	05	1.00	62,329
Executive Asst	MYO	08	1.00	89,974	Staff Assistant II	MYO	06	3.00	192,603
Office Manager	EXM	06	1.00	71,255	Staff Asst IV	MYO	09	1.00	84,091
					Staff Assistant	MYO	04	4.00	205,337
					Total			64	4,210,322
					Adjustments				
					Differential Payments				0
					Other				226,787
					Chargebacks				0
					Salary Savings				-103,444
					FY24 Total Request				4,333,665

External Funds History

Personnel Services	FY21 Expenditure	FY22 Expenditure	FY23 Appropriation	FY24 Adopted	Inc/Dec 23 vs 24
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
Contractual Services	FY21 Expenditure	FY22 Expenditure	FY23 Appropriation	FY24 Adopted	Inc/Dec 23 vs 24
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	30,000	30,000	0
Total Contractual Services	0	0	30,000	30,000	0
Supplies & Materials	FY21 Expenditure	FY22 Expenditure	FY23 Appropriation	FY24 Adopted	Inc/Dec 23 vs 24
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	0	0	0
Total Supplies & Materials	0	0	0	0	0
Current Chgs & Oblig	FY21 Expenditure	FY22 Expenditure	FY23 Appropriation	FY24 Adopted	Inc/Dec 23 vs 24
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
54800 Reserve Account	0	0	0	0	0
54900 Other Current Charges	0	0	0	0	0
Total Current Chgs & Oblig	0	0	0	0	0
Equipment	FY21 Expenditure	FY22 Expenditure	FY23 Appropriation	FY24 Adopted	Inc/Dec 23 vs 24
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
Other	FY21 Expenditure	FY22 Expenditure	FY23 Appropriation	FY24 Adopted	Inc/Dec 23 vs 24
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	30,000	30,000	0

Program 1. Administration

Brianna Millor, *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 facilitate the training, development and coordination of departmental activities.

Operating Budget	Actual '21	Actual '22	Approp '23	Budget '24
Personnel Services	640,264	673,613	934,963	740,677
Non Personnel	82,934	204,341	55,719	126,472
Total	723,198	877,954	990,682	867,149

Program 2. Neighborhood Services

Brianna Millor, 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.

Operating Budget	Actual '21	Actual '22	Approp '23	Budget '24
Personnel Services	1,293,366	1,583,782	1,599,393	1,480,240
Non Personnel	222	102,234	14,000	19,881
Total	1,293,588	1,686,016	1,613,393	1,500,121

Performance

Goal: Increase public access to city services

Performance Measures	Actual '21	Actual '22	Projected '23	Target '24
% Increase in ENS newsletter subscribers	17%	5%	67%	71%
New ENS Newsletter Subscribers	245	1,459	3,399	750

Program 3. Office of Civic Organizing

Nathalia Benitez-Perez, Director, Organization 412300

Program Description

The Office of Civic Organizing program combines the services previously provided by the City Hall to Go program and incorporates the Love Your Block initiative to bolster all efforts to increase civic engagement.

Operating Budget	Actual '21	Actual '22	Approp '23	Budget '24
Personnel Services	87,221	74,401	74,950	190,773
Non Personnel	24,682	8,501	1,590	37,292
Total	111,903	82,902	76,540	228,065

Program 4. Boston 311

Irgisola Budo, 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 '21	Actual '22	Approp '23	Budget '24
Personnel Services	1,465,349	1,575,088	1,967,746	1,993,243
Non Personnel	426,505	0	10,476	16,018
Total	1,891,854	1,575,088	1,978,222	2,009,261

Performance

Goal: Maintain a high level of constituent service

Performance Measures	Actual '21	Actual '22	Projected '23	Target '24
% of calls answered within 30 seconds	83%	81%	85%	85%
Average call handle time (minutes)	2:01	2:04	2:24	2:20

External Funds Projects

Love Your Block/Boston Shines

Project Mission

Love Your Block originated in 2015 as a mini-grant program for neighborhood beautification projects. It was originally funded with \$30,000 from Cities of Service, to be used over 3 years ending in 2018. In 2018, Love Your Block was combined with Boston Shines, a spring clean-up initiative funded by external donations. Starting in 2019, Love Your Block is funded with external donations to the Make Boston Shine Trust.