



ROUND ROCK TEXAS

COMMUNITY DEVELOPMENT 2019 ANNUAL REPORT



**NEIGHBORHOOD
SERVICES**

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OVERVIEW

ABOUT NEIGHBORHOOD SERVICES

Since its inception in 2012, Neighborhood Services has developed programs and services for active and engaged neighborhoods to revitalize themselves using community resources. Additionally, the Division is a conduit to connect the various functions of City government with neighborhoods as a means to address concerns and transmit information. Neighborhood Services is designed to accomplish the following primary goals:

- Maintain residential property values
- Increase code compliance
- Create a sense of community
- Increase the feeling of safety
- Foster resident pride in their neighborhood
- Encourage property upkeep and maintenance
- Ensure smooth transitions between incoming and outgoing neighborhood leaders

COMMUNITY DEVELOPMENT BLOCK GRANT

The Community Development Office improves the quality of life in existing Round Rock neighborhoods by providing services to individuals and families, and reinvesting in neighborhood improvements. Round Rock furthers community development through participation in the Department of Housing and Urban Development Community Development Block Grant (CDBG)

program. The CDBG program emphasizes participation and representation of the target population(s). Round Rock has used its annual CDBG grant funds to provide housing programs, infrastructure, parks, entrepreneurial opportunities and public services to assist low and moderate income residents.



OUR STAFF

Our team takes great pride in being public servants. Combined, the team has a total of 71 years of public service experience. 19 of those years have been working for the City of Round Rock.

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PHOTO: Neighborhood Services Coordinators, Katherine Price and Greg Carr.

“Thanks again for all you two did for The Preserve at Dyer Creek meeting last night. Greg, thanks for putting up so many signs! Katy, thanks for unlocking the door and holding attendance post! You guys are the best!!!!”

Regards,
Melissa Yehl, Ascension Prop Mgmt



OUTREACH AND COMMUNICATION

NEIGHBORHOOD ENGAGEMENT

Providing information to the residents of Round Rock is a primary function of the division. This includes mailings for neighborhood and city events such as neighborhood cleanups, meetings, events and Love the Rock.

The division also facilitates discussion and problem solving for other departments in the city by researching answers to residents questions and concerns.

The division attends numerous community events each year. We host an annual neighborhood conference for our neighborhoods. This year the division implemented a symposium for cities across Texas to discuss neighborhood engagement and a community managers meeting program.

OUTREACH AND COMMUNICATION

CITIZEN ASSISTS

CONTACTS:

713

FOLLOW UPS:

351

TOTAL:

1,064

MAILINGS

PAGES PRINTED:

25,871

PIECES SENT:

18,094

ASSISTS TO OTHER FUNCTIONS/DEPARTMENTS

ADMINISTRATION: 1

INFORMATION TECHNOLOGY: 1

UTILITIES: 2

PARKS AND RECREATION: 6

CODE ENFORCEMENT: 6

POLICE: 8

PLANNING AND DEVELOPMENT: 21

TRANSPORTATION: 34

ANNUAL NEIGHBORHOOD CONFERENCE

The City of Round Rock hosted its 6th Annual Neighborhood Conference to bring together volunteer leaders from neighborhood associations and homeowners associations. The conference consists of networking opportunities and training sessions with tools that leaders can utilize in their neighborhoods, as well as an awards ceremony. This year's winners included:

- Project of the Year:** Butterfly Park, Estates at Settlers Park HOA
- Community Manager of the Year:** Jordan Dedear, Goodwin Management
- Unsung Hero Award:** Eunice Elliott, Estates at Settlers Park HOA



NEIGHBORHOOD SERVICES SYMPOSIUM

The City of Round Rock is one of the few Central Texas municipalities with a dedicated Neighborhood Services staff. Other cities may have an employee that works on neighborhood issues on a part time basis. There are several cities in the Dallas metroplex that have neighborhood services units. The City of Round Rock hosted the state's first Neighborhood Services Symposium where representatives from cities around the state attended to discuss neighborhood related topics.

REGISTERED:	CITIES:	COUNCIL MEMBERS INCLUDED:
56	45	1

HOA COMMUNITY MANAGERS LUNCH SERIES

The community managers lunch series is a program where all of the community managers that represent HOA's gather on a quarterly basis to discuss common problems, concerns and questions. The first luncheon was held on August 23, 2019.

MANAGERS REGISTERED:	COMPANIES REPRESENTED:
26	8



NEIGHBORHOOD SERVICES PROGRAMS

MOVIE CHEST

The neighborhood movie chest program allows residents to check out everything that they need to host an outdoor movie in their neighborhood. The Movie Chest includes: an outdoor movie screen, projector, Blu Ray player, tri pod stand, two speakers, two speaker stands, two extension cords, and cables.


In today's digital world, opportunities for neighbors to interact and get to know one another are becoming few and far between. The neighborhood movie kit allows neighborhoods to host a fun, easy event to bring neighbors together.

The secret to the program is not the movie itself, but rather the opportunity to encourage neighborhoods to have ancillary events with the movie night designed to get residents to interact with one another.

“It brought the community together.”

“It was free to our community and brought us together to get to know each other better. We will reserve this again. Thank you!”





“This is such a great program! Everything in a box to share a movie with your friends and neighbors. We had a blast, the kids loved it, the neighbors thought it was very cool that the city has a program like this.”

NEIGHBORHOOD MOVIE CHEST PROGRAM

The kit comes with an inflatable screen, sound system and Blue Ray player.

Amount of uses:

31

People attended:

1,070

BLOCK PARTY TRAILER

The block party trailer program allows residents to host a neighborhood block party. The trailer comes with folding tables and chairs, ice chests, sound system, barricades and games.

This new program addresses Council's vision of sense of community within a neighborhood. The City delivers a trailer containing everything a neighborhood would need to host a neighborhood block party including tables, chairs, ice chests, games and a sound system. Therefore, the trailer makes it easy to host a block party and the trailer is available for neighborhoods to borrow at no cost.

What's in the Block Party Trailer?

- 6 six foot folding tables
- 4 folding picnic tables
- 32 folding chairs
- 4 ice chests
- 3 water coolers
- A variety of games
- Sound system

In addition to the trailer neighborhoods can host:

- Cornhole Tournament
- Craft Beer or Wine Tasting
- BBQ Competition
- Cake Walk

“The trailer was organized with labels and instructions. All the contents were new. There was sooooo much in the trailer. Everything needed for a block party. Loved it! Also like the visual on the exterior. It really says “come here and have fun”.”

“Having time to visit with our neighbors. It got people out of their houses!!”



Behrens Ranch was the first neighborhood to use the program for a Super Bowl party.



“I just love that we have it and that it’s so simple to procure it. The trailer shows up, with everything you need in it, and when you’re done? Someone (Greg!) picks it up! It’s a no brainer! Thank you from all of us!”

Richard,
Kensington Place

ROCK THE BLOCK PARTY TRAILER PROGRAM

The trailer comes with folding tables and chairs, ice chests, sound system, barricades and games.

Amount of uses:

10

People attended:

535



CURB PAINTING

The curb painting program was initiated to allow residents to paint their address numbers on the curb in front of their home. This is a public safety concern so first responders can locate homes faster.

This program was started in 2014, but expanded in 2018 and has become a very popular program. The program was initially run out of our office with residents picking up their kits at City Hall. We partnered with the library and the reference desk took over the check out process to residents. This change provides an improvement in customer service to our citizens as they can check kits out on the weekend and later in the evenings.

**TOTAL
USES:**

125

**NEIGHBORHOOD
CHECKOUTS:**

72

**LIBRARY
CHECKOUTS:**

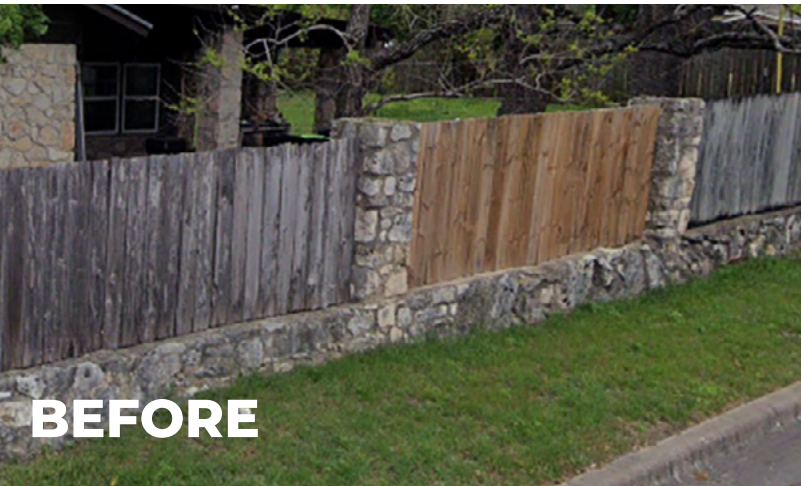
53

**TOTAL HOMES
PAINTED:**

994

FENCE STAINING

The fence staining program was initiated to allow residents to improve their property by making their old and faded fences look new again. The program allows residents to do the work themselves and save a lot of money. A resident that updates their fence not only improves the look of their property, but also improves the look of the entire neighborhood. This often has a way of encouraging residents to incrementally improve neighborhood aesthetics on a broader basis such as landscaping, house painting, entry features and etc. Residents may borrow a pressure washer and professional grade sprayer free of charge.



NEIGHBORHOOD SPEED STUDIES

Neighborhood speeding is a common complaint from neighborhoods. Speed studies can be conducted to address residents concerns about speeding in their neighborhood. The equipment used is non evasive and residents usually don't even know it is present. Directed enforcement is utilized in neighborhoods where a speeding issue was identified.

**NEIGHBORHOODS
STUDIED:**

11

**TRAFFIC
STOPS:**

118

WARNINGS:

77

CITATIONS:

42

**DRIVERS LIVED IN
THE NEIGHBORHOOD**

**50% OF THE
TIME**



TREE SAW PROGRAM

The pole tree saw program was created to aid Code Enforcement with issues involving tree limbs that were too low over the sidewalk or street. Residents would receive notice to trim their trees in accordance with city ordinance. Many residents were willing to make the needed corrections, but didn't have the tools needed. Since we have created numerous programs for residents to borrow tools, this was an easy adaptation. Pole trees saws were purchased and are available to residents that receive a notice from Code Enforcement.



NEIGHBORHOOD CLEANUP

VOLUNTEERS:

1,243

HOURS:

4,372

TRASH REMOVED:

126
TONS

BRUSH REMOVED:

20
TONS

SMOKE DETECTORS INSTALLED:

377



TOOL LENDING CENTER

The Tool Lending Center (TLC) allows residents the opportunity to check out tools and other implements to keep their neighborhoods beautiful and healthy. The TLC was made possible by the Round Rock Home Depot donating \$6,250 worth of tools. The Tool Lending Center is designed to be deployed for organized projects such as neighborhood cleanups or other beautification projects where volunteers (scouts, church groups, school groups, etc.) are organized and available.



TOOLS CHECKED OUT IN 2019

661
IN 18 DEPLOYMENTS

1,784
VOLUNTEERS CONTRIBUTED

62
HOMES SERVICED BY VOLUNTEERS

7,225
HOURS OF SERVICE IN 2019, VALUED AT:
\$178,385

TO DATE:

4,027
TOOLS CHECKED OUT TO DATE

10,339
VOLUNTEERS CONTRIBUTED

41,284
HOURS OF SERVICE VALUED AT
\$1,019,300



Round Rock Police Explorers volunteering during the Kensington neighborhood cleanup.



The Round Rock Police Department and City of Round Rock's Community Development Division recently came together to bring holiday cheer to residents in need. Since 2017, Neighborhood Services staff and police officers have assisted in putting up Christmas lights and doing yard work at select homes of Round Rock residents who are clients of Meals on Wheels as part of the "Light up the Holidays" program. These homebound seniors receive a freshly cooked lunch delivered by volunteers five days a week. Recipients of the service said that they would enjoy the opportunity to decorate their homes for the holidays but cannot due to physical limitations.

"A lot of times, some of these seniors don't have local family members that help them out during the holidays, so it's a good opportunity for us to clean up their yard and decorate it with Christmas lights to give them some excitement for the holidays," said Officer Angelo Marmarinos. The program was made possible by a donation of LED holiday lights by Round Rock Home Depot.

OTHER NEW PROGRAMS INSTITUTED:

- Lawn Care Foster Program
- Took over administration of Block Party Street Closure Permits
- Instituted Block Party Barricade Program
- Neighborhood Event Signs

In 2017, Neighborhood Services was assigned to the Planning and Development Department. One benefit has been the collaboration between Neighborhood Services and the Code Enforcement division. As a result of the two teams working so closely, new programs have been created by Neighborhood Services to help provide a resource for common code violations and assistance for residents with special circumstances. Many of these new services offer free tools for residents to borrow to come into compliance with codes such as tree trimming, lawn care, fence cleaning and address curb painting. This partnership is an innovative approach that provides a higher level of service to our citizens.

ROUND ROCK UNIVERCITY

This 10-week program was designed to engage and educate residents on the operations of the City. Each City department hosts a presentation, tour or break out session each week, and provides valuable information about day to day operations of the City and future projects.

ATTENDANCE:

FALL 2017:

20

SPRING 2018:

20

FALL 2018:

20

SPRING 2019:

20

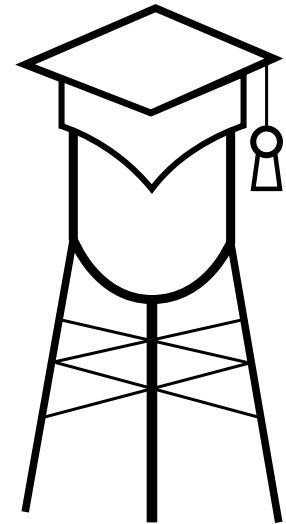
FALL 2019:

24

11 APPLIED FOR BOARD OR COMMISSION

13 TOTAL NUMBER OF BOARDS OR COMMISSIONS APPLIED FOR

9 APPOINTED TO BOARD OR COMMISSION



ROUND ROCK
UNIVERCITY





TEEN UNIVERCITY

The program encourages high school students to become active in the community by participating in local government and to serve as youth ambassadors for the City. Participants will experience firsthand the inner workings of City government and learn how each contributes to the quality of life in Round Rock. Members will also learn how youth can have a voice in local government issues as well as explore future career opportunities in the municipal sector. The program is for 11th and 12th grade teens who attend high school in Round Rock.



TEENS ATTENDED:

17

COMMUNITY DEVELOPMENT BLOCK GRANT

PUBLIC SERVICE PROJECTS FUNDED

Food Pantry Program. The Round Rock Area Serving Center was awarded \$25,000 in CDBG 2018 funds for the purchase of food to stock their food pantry. A total of 860 households were assisted.

Housing Assistance Program. The Round Rock Area Serving Center was awarded \$25,000 in CDBG 2018 funds for the housing assistance program that assisted 254 residents with rent or mortgage.

Child Advocacy Program. Court Appointed Special Advocates (CASA) of Williamson County was awarded \$25,000 in CDBG 2018 funds for the Child Advocacy Program. Funds were used to pay for the partial salary of the Volunteer Recruiter/Trainer. A total of 91 children were assisted.

Peace Rox at RR Opportunity Center. Council on At-Risk Youth (Cary4Kids) was awarded \$13,500 in CDBG 2018 funds to provide counseling for at-risk youth. The funds were used to part the partial salary of a counselor. A total of 151 kids were assisted.

Access to Affordable Care. Sacred Heart Community Clinic was awarded \$12,500 in CDBG 2018 funds to pay for the partial salary of a physician. A total of 181 residents were assisted.

INFRASTRUCTURE PROJECTS

Frontier Park Project. The Frontier Park Project was funded with \$302,719.04 in CDBG 2017 & 2018 funds to replace a park trail, park pavilion, tennis court fencing and lighting system, construction of concrete sidewalks, construct a walking trail and improvements to pedestrian bridges. Park benches picnic tables, drinking fountains, bike racks and trash receptacles were replaced as needed as well.

Austin Avenue Sidewalk Project. This project was completed in Program Year 2018-2019. This project was awarded a total of \$186,207 in CDBG 2016 funds. Project consisted of construction of 1,125 linear feet of new sidewalks on the south side of Austin Avenue from Nelson Street to approximately 100 feet east of Pecan Lane.

CURRENT AND UPCOMING PROJECTS (INFRASTRUCTURE AND HOUSING)

Greenhill Subdivision Sidewalk Project. This project was started in the 2018-2019 Program Year. The scope of work for this project is construction of 2,358 linear feet of new sidewalks along the west side of Cameo Drive, Easton Drive and Farnswood Drive.

Estimated completion date is November 2019. The contract in the amount of \$120,973 in CDBG 2016 funding was awarded by city council May 9, 2019. To date a total of \$107,720 has been paid out with a balance of \$13,252.90.

Affordable Housing-Minor Home Repair Program. Seven homes are being rehabbed this fall. Individual scope of work includes some of all of the following: replacement of roof, siding, fence, windows, HVAC, water heater, flooring, garage door, electrical, plumbing and addition of ramp and other ADA improvements in the bathrooms. Total CDBG awarded to this project for this program year is \$167,000. Four homes are estimated to be completed by end of year 2019 and three homes in early 2020.

Chisholm Valley Neighborhood Sidewalks Project. This project will be bid out Fall 2019. The transportation department was awarded a total of \$448,481 in CDBG 2017 and 2018 funds to construct 5,366 linear feet of new sidewalks in the Chisholm Valley Neighborhood along Wagon Gap Drive, Buffalo Pass, Wagon Wheel Drive, Buckskin Drive and Chisholm Valley Drive. Construction estimated to begin February 2020.



ACCOLADES

ADDITIONAL ASSISTANCE

- Assisted Rolling Ridge neighborhood to install 3 message boards
- Took over administration of Block Party Permit Process – 15 processed
- Instituted block party barricade program
- Instituted neighborhood signs 6 Neighborhoods used, 28 Signs
- Implemented Lawn Care Foster Program
- HOA Training – 4 sessions, 104 attended
- Neighborhood Meetings – 29 attended

CITIZEN COMMENTS

"Today volunteers from #LoveTheRock community came out to do some cleaning on our grounds and another group came by to pray for our school, our students, teachers, and staff. What a wonderful expression of love, appreciation, and service!"

— Charlotte Young, Teacher at Berkman Elementary, Neighborhood Cleanup Program

"I really loved the University program. I learned so much about the city in those few hours than in 16 years! I am very proud to live here. Your staff, Katy and Greg, are phenomenal! Everyone loved them. Katy was such a help to me when I was looking for a place to hold a Thanksgiving dinner for our residents. I was so impressed by her going that extra mile! Thank you so much for the holiday picture. We all look Awesome."

— Sheila Deleon, Round Rock Housing Authority Chair, UniverCity

"Thank you all so much for decorating for us. Made our holidays so Special!! Merry Christmas to Everyone! Happy New Year!! The Cookies were so Enjoyed! Hugs to All"

— Theresa O'Connor, Light Up the Holidays Program

"Thanks. This thing is unbelievable! I have been outside showing it to every neighbor since you delivered it. Love that the City of Round Rock does this. Our church youth group is already organizing a Corn Hole tournament for Sunday now that they know we have that. Thanks again Greg!"

—Jeff Pratt, Block Party Trailer Program

"The help was phenomenal. I can't thank you enough. My husband and I could not do the work ourselves. Volunteers ripped out english ivy along the entire fence. Volunteers did things I didn't ask them to but needed to be done. There were several adults with even more kids, they were so loving and kind. We gave a thank you note and donation to the church. Thank you so much. I will be visiting the church soon. My husband suffers from vertigo and has an upcoming hip surgery. I have back and knee issues. It's hard to ask for help but we're glad we did."

— Angela, Gulf War Veteran, Neighborhood Cleanup Program

"Hey Katy!! Thanks again for hosting today's conference...great information!"

— Alisha, Neighborhood Conference

"I have lived on the East Coast and the West Coast of the United States and now I live in between the coasts. In my over 50 years of experiences there has not been a city that does as much for their residents as Round Rock! I am so proud and honored to call Round Rock my home!"

— Eunice Elliott, New Resident

"Hi Super Stars!! Thanks again for all you two did for The Preserve at Dyer Creek meeting last night. Greg, thanks for putting up so many signs! Katy, thanks for unlocking the door and holding attendance post! You guys are the best!!!!"

— Melissa Yehl, Ascension Prop Mgmt, Outreach Program

"Hi Greg. Thanks for everything. This was the coolest equipment. I will be returning tomorrow. Thanks for all of your help."

— Patti Kautz, Fence Staining Kit Program

"I have lived in Round Rock for 40 years and you guys are the best. The things that you do and the help that you gave me today is amazing."

— John Shea, Neighborhood Cleanup Program



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