

A SUMMARY OF THE EVALUATIONS AND  
RECOMMENDATIONS OF:

Mr. Bement (East Central)

Mr. Bruce (West Central)

Mr. Christenberry (Pittsburg)

Mr. Isaac (Central City)

Mr. Menez (Edgewood)

Mrs. Snider (City Hall)

Miss Sowell (Nash-Washington - Extension)

Miss Woodward (West End)

AUGUST 1, 1969

## EVALUATIONS OF CITY SERVICES

In evaluating City Services not all interns mentioned all City Services. There was divided opinion on many departments. However, the general consensus was that the City Services were not responding well enough to complaints by area residents.

The Atlanta Housing Authority, according to Miss Sowell, does not respond at all. However, the Housing Code Department was commended by Mr. Christenberry and Miss Sowell. This was not the case with Mr. Menez, who feels the department is "not only inadequate, but also poorly administered".

Mr. Isaac reported that the Police Department is doing well in Central City, but Mr. Christenberry, Mr. Menez, and Miss Sowell reported very poor response. Mr. Christenberry was told that the Police Department did not know to return route sheets; however, that is not believed. In most areas they have shown poor response on pick-up of junk cars.

Only Mr. Isaac mentioned Public Works. He noted only one third response.

The Recreation Department was commented on by Miss Woodward and Mr. Menez. Mr. Menez stated that the Recreation Department was not only hampered by lack of equipment, but its unsystematic system allows for inconsistency. Miss Woodward was more explicit, stating that recreation "appears to suffer not in quantity but in quality". Since this is Atlanta's third year of expanded summer recreation, she feels that "one would expect to find activities with carryover values". Further, Atlanta is loosing its best opportunity to communicate with youth in these areas. She reports that youth does not participate in other programs, such as Model Cities, E.O.A., etc.



The Sanitation Department came in for quite a bit of comment. Miss Sowell, Miss Woodward, and Mr. Isaac had reasonably good experiences with this department. Mostly their request had been answered promptly. Miss Sowell stated that the quick response on the trash barrels gives tangible evidence of the City's concern. Thus this service of the Sanitation Department is invaluable. Miss Woodward states that there is such high confidence in the department and in Mr. Hulsey in West End that citizens there usually call Mr. Hulsey directly with their complaints. Not all opinions of the Sanitation Department are good. Mr. Christenberry reports poor pick-up of junk cars by this department, especially if the car has not been tagged by the City Service Coordinator. Mr. Menez feels the departments "output capacity is totally inadequate". Thus the Sanitary Department seems to respond well on complaints concerning litter barrels and/or trash removal and poorly on removal of junk cars.

The "Sidewalks Department" was commended by Mr. Isaac who stated that he has received one-hundred percent response.

Miss Sowell reports Street Maintenance as being prompt in replying. However, she feels they should have informed this office that no additional paving could be done.

The Traffic Engineering Department did not please Miss Sowell, Mrs. Snider, or Mr. Menez. Miss Sowell felt they should have notified the Community Development Coordinator's Office that no traffic signals were available for this year. Mrs.



Snider noted that many times the Traffic Engineering Department replied with "will check this next week" or "maybe next year". She felt this type of reply did more harm than good. Mr. Menez criticized "the bureaucratic procedure in which things are done". Mr. Isaac reported answers to all five route sheets sent to Traffic Engineering. Thus of the four comments on this department, only Mr. Isaac was satisfied.

### RECOMMENDATIONS

There were several types of recommendations which appeared often in the intern evaluations. These were concerned mainly with the City Services Coordinator, junk cars, and the establishment of a central telephone number or office. Although many recommendations were quite similar each was presented from a slightly different viewpoint.

The recommendations concerning the City Services Coordinators centered around the number of coordinators and their duties. Miss Sowell, Mr. Isaac, and Mr. Bement recommend that there be one City Service Coordinator per target area. Others, such as Christenberry, Mrs. Snider, and Miss Woodward felt that "more City Service Coordinators should be hired". Mr. Christenberry suggested that since the City Service Coordinators do public relations work anyway, the "expensive, blue-ribbon bedecked Community Relations Commission" could be abolished and the commission's money be used for more City Service Coordinators. Miss Woodward, Mr. Bement, Miss Sowell, and Mr. Christenberry also discussed possible changes in the coordinator's duties. Miss Woodward recommended making them the administrators of "Little City Halls" and increasing the scope of



their duties to include early slum detection, consumer services complaints, public relations, and general information distribution. All of this involves removing the coordinators from the E.O.A. Centers. Mr. Christenberry feels the City Service Coordinators be viewed as "innovative chaps with an overview of the whole system whose job is to better integrate existing services and develop new services as they see fit". They should have the power to "recommend revisions in and additions to the city codes in their respective areas". Mr. Bement saw the coordinator's job as that of a "city-man in the ghetto; touching, listening, stimulating, teaching, reporting". Miss Sowell believes the City Service Coordinators could perform a broader coordinating function between the various groups on his (or her) area.

Those were not the only recommendations pertaining to City Service Coordinators. Mr. Christenberry wants all City Service Coordinators (both present coordinators and all future ones) to spend time with experienced coordinators, learning methods of "handling 'routine' community problems". He also feels that all City Service Coordinators should have a personal knowledge of the operation of all city departments. Mr. Isaac recommended that the coordinators be publicized in the community. Miss Sowell suggested that regular "hours of attendance" in their offices be kept by the coordinators, and that route sheets from the City Service Coordinators should received priority action (perhaps special funds could be allocated for this). Thus these inter recommendations concerning the City Service Coordinators relate



to their role, their number, their training, etc. There is dissatisfaction not with the ideal of a City Service Coordinator, but with the reality.

A large number of recommendations concerned centralization. Mr. Bement suggested the entire system be tied to one telephone number, such as 511. He also suggested a central City Services Intake and Routing Office containing one or two complaint desks from each department. This would expand the Community Development Office's coordinating function by enabling departments to work together on problems not "apropos" to any one department. Mrs. Snider also felt a central information service for field personnel was needed. Under her plan, the Community Development Office could become a central coordinating agency for target area groups who might need supplies or other help and those churches, businesses, etc., who might like to help such groups. A centralized publicized telephone number was also recommended by Mr. Isaac. Miss Woodward suggested a central complaint department similar to that of Mr. Bement, but not included as a part of the Community Development Office. In the complaint department there would be a central real-time information bank and "exceptions" crews to investigate all types of complaints. Centralization as seen by the interns, would expand the function of the Community Development Office and aid in its operation.

Junk cars were the object of many of Mr. Christenberry's and Mr. Menez's recommendations. Both felt that only one department of the City should have responsibility for removal of junk cars, rather than both Sanitary and Police. Menez suggested that this single agency be the Sanitary Department. Both felt that manpower in Sanitary should be increased; Christenberry suggesting that these



be used to make "periodic sweeps through all infected areas to remove junk cars". An additional suggestion made by Mr. Christenberry was to assign personnel from the Community Development Office to work with Rex Honeycutt of Sanitary in the development of a profitable system for handling junked cars. In other words, these intern recommendations were concerned with increasing the efficiency of junk car removal.

Although the above are the major types of groupings of intern recommendations, there were many more. Mrs. Snider and Miss Woodward suggested "little City Halls". Miss Woodward also suggested a social research and planning staff which would begin slum prevention studies, a new training orientation program for summer recreation employees, plain english translations of city ordinances, new ordinances concerning consumer service violations, investigation of bribery complaints, regulation of absentee landlords, and use of volunteers for summer recreation programs. Mrs. Snider and Miss Woodward had recommendations pertaining to publicity. Miss Woodward feels the War on Poverty should be publicized to affluent Atlanta; Mrs. Snider suggested that City Hall publicize itself through direct effective action. Miss Sowell and Mrs. Snider felt that high level pressure (i.e., Mayor Allen) should be used against those departments which were unresponsive to the Community Development Office. Several suggestions were made with regard to personnel. Mr. Isaac believes the intern program should be continued part-time all year. Miss Woodward suggested the pay of policemen and recreation employees be increased. She also suggested strengthening the lines between the E.O.A. Manpower Program

and the City Personnel Office. Miss Sowell recommended that the Atlanta Beautification Corps workers could be used to clean streets and vacant lots in answer to complaints. Mr. Christenberry also suggested increasing the number of housing inspectors. Other's suggestions included improving the Summer Program Book by printing it in color code, having each department use the same area definition providing space for up-dating the book, revising the route sheet filing system by using file cards (Mrs. Snider); charging land owners for cleaning their property, giving recognition to the Housing Code Department for its fine performance, making a concentrated effort in one area in the hope that changes in crime, property values, etc. (Mr. Christenberry).