

# Division of Citizen Services (Ombudsman)

## Call and Resolution Center

- 311 CRM (Customer Relation Management)
- Management Integration with CitiStat

## Office of Citizen Participation and Information

- Citizens' Participation Academy
- Mayor's Livable Communities

## Quick Response Teams

- Clean & Seal Team  
-2 Crews
- Mayor's Impact Team
- Mayor's Junior Impact Team
- Housing Court

## Office of Support Services

- Keep WNY Beautiful
- Graffiti Abatement
- Community Volunteerism
- Clean City Initiative

## Fair Housing Office

- Community Outreach and Education

## Weed & Seed

- Crime Prevention
- Neighborhood Restoration
- Grants

## Save Our Streets

- Crime Prevention/Bawdy House
- Landlord Training
- Operation Clean Sweeps

## Interface with Block Clubs

- Mayor's Tour of Block Clubs
- Beautification Efforts