

## **Neighborhood District Coordinator Program Changes & Neighborhood Service Center Closure: Background & Frequently Asked Questions (FAQs)**

As a result of the 2011-2012 Adopted Budget, the Department of Neighborhoods (DON) is restructuring services provided by the Neighborhood District Coordinator Program as well as the number of open Neighborhood Service Centers. Following are frequently asked questions and responses. If additional information is needed, please contact Pamela Banks, Neighborhood District Coordinator Program Manager at 206-233.5044 or Kimberlee Archie, Deputy Director, at 206-684-0463.

### **DON 2011 Budget Impacts:**

- Neighborhood District Coordinators (NDCs) reduced from 13 to 10, effective 1/4/11. The Neighborhood District Coordinator (NDC) interim service plan divides the city into 3 geographic areas, each served by a team of NDCs.
- Neighborhood Service Centers (NSCs) reduced from 13 to 7, effective 1/4/11. The remaining NSCs are all payment sites where few changes will be experienced for those who visit for information or payment services; however, co-locators and those who utilized space at non-payment sites will experience major changes with the closures of the 6 non-payment sites.
- A Statement of Legislative Intent (SLI) was developed by City Council, requesting the Mayor to respond to specific questions about DON's outreach and engagement work, specifically identifying a reconfiguration plan of the NDC Program. The Mayor is to involve the community and other stakeholders in developing a response to the SLI. A response is due to the City Council by July 1, 2011.

### **NDC Interim Service Model:**

Due to budget cuts which are implemented January, 2011 and while the Mayor coordinates a response to the SLI, an interim service plan has been developed to ensure continued, although somewhat limited, service is provided to the community.

The 10 NDCs will serve the city through a team approach over three large geographic areas:

- The South area consists of 4 districts (Southeast, Greater Duwamish, Delridge and Southwest) and will be served by the South Team (NDCs - Ron Angeles, Steve Louie, Yun Pitre and Ed Pottharst).
- The Central area consists of 5 districts (Central, East, Downtown, Lake Union and Magnolia/Queen Anne) and will be served by the Central Team (NDCs - Christa Dumpys, Tim Durkan, and Stan Lock).
- The North area consists of 4 districts (Northeast, North, Northwest and Ballard) and will be served by the North Team (NDCs - Karen Ko, Rob Mattson and Beth Pflug).
- All seven remaining NSCs are being re-organized to ensure work space for use by NDCs. There is also space in DON at the Seattle Municipal Tower (SMT) for NDCs to drop-in, as needed.

**FAQs and Responses:**

**1. Now that the Neighborhood Service Center in my district has closed who/where do I go for help?**

Please call the Neighborhood District Coordinator Team serving your geographic area or visit us at the remaining 7 Neighborhood Service Centers where Customer Service Representatives are available to refer you to a Neighborhood Coordinator who can respond to your needs.

**Neighborhood District Coordinator Teams**

South Team	Districts – Southeast, Greater Duwamish, Delridge and Southwest	Ron Angeles	206-684-7416
		Steve Louie	206-233-2044
		Yun Pitre	206-386-1924
		Ed Pottharst	Dial TTY 1-800-833-6384 ask for TTY number 386-4232
Central Team	Central, East, Downtown, Lake Union and Queen Anne/Magnolia	Christa Dumpys	206-684-4812
		Tim Durkan	206-684-4054
		Stan Lock	206-233-2045
North Team	Northeast, North, Northwest and Ballard	Karen Ko	206-233-3732
		Rob Mattson	206-684-4051
		Beth Pflug	206-684-4096

**Neighborhood Service Centers**

West Seattle	4205 SW Alaska Street	98116	206.684.7495
University	4534 University Way NE	98105	206.684.7542
Southeast	3815 S. Othello St., Suite 105	98118	206.386.1931
Lake City	12525 28 <sup>th</sup> Ave NE (2 <sup>nd</sup> Level)	98125	206.684.7526
Delridge	5405 Delridge Way SW	98106	206.684.7417
Central	2301 S. Jackson Street Suite 208	98144	206.684.4767
Ballard	5604 22nd Ave NW	98107	206.684.4060

Visit <http://www.seattle.gov/neighborhoods/nsc/> for Service Center operating hours and directions.

**2. What is going to happen to our community meeting space at the Neighborhood Service Center?**

The Department of Neighborhoods no longer has the space capacity to host community meetings at NSC locations which are closing. Groups currently using these NSCs will need to identify a new place to meet. An internet search of “Seattle Community Meeting Spaces” reveals a multitude of options, many of them free of charge. Groups are encouraged to research alternatives. NDCs can also make suggestions for available meeting space that they are aware of in the community.

**3. How can our community group access the community space at the Beacon Hill and Capitol Hill Libraries?**

Reserving the community space at the Seattle Public Library can be completed online. Please visit the Seattle Public Library website to see which branches have meeting rooms and for instructions on how to reserve a meeting room.

[http://www.spl.org/default.asp?pageID=info\\_visit\\_meetingrooms](http://www.spl.org/default.asp?pageID=info_visit_meetingrooms)

**4. Who is going to support/staff the district councils?**

Neighborhood District Coordinators will provide support and staffing for the 13 District Councils. The amount of support and staffing will be a little less and the Neighborhood District Coordinator Team will work out who on the team will provide direct support to each district council.

**5. What does the future relationship with district council's look like?**

Members of the City Neighborhood Council have been working with DON management regarding the District Council System Audit, conducted in 2009, to address the recommendations made and to implement any changes in relationship. In addition, the response to the SLI may contain additional recommendations to the relationship between the Neighborhoods District Coordinators and the District Councils.

**6. How will 10 Coordinators serve 13 districts?**

A team approach has been developed for the 10 Neighborhood District Coordinators to serve 13 districts. The city has been divided into 3 geographic areas served by teams (South, Central, and North) to continue providing services to communities.

**7. How will the NDC staff continue to help resolve "citywide" issues such as transportation and public safety issues?**

The new team approach will help support the Neighborhood District Coordinators in resolving "citywide issues". The team approach will increase and improve communication between individual Neighborhood District Coordinators. In addition, community members and other city departments should see improved communication with Neighborhood District Coordinators.

**8. How should other DON staff connect community members with NDCs when asked?**

DON and other City staff should use the information about which Neighborhood District Coordinator Team is serving which area of the City to connect community members.

**9. How are public ideas about changes to department programs being taken?**

Community members are welcome to contact Lois Maag, Community Relations Strategic Advisor, at 206-615-0950 or [Lois.Maag@Seattle.Gov](mailto:Lois.Maag@Seattle.Gov) to provide input to DON programs. In addition, the Customer Service Bureau continues to receive feedback from community members online at <http://www.seattle.gov/customerservice/request.htm> or by phone at 206-684-CITY (2489).