



**Seattle**  
Neighborhoods

**GET INFORMED**

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**GET ENGAGED**

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**GET ORGANIZED**



Whether you're a newcomer or a longtime Seattleite, your voice and your contribution to the city are valuable. In this guidebook, you will find ways to make sharing ideas, finding information, connecting with your community, and accessing City resources easier.

**START HERE!**

# GET INFORMED

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Seattle is a vibrant and bustling city, and finding what you need can feel overwhelming. You can get the right information and resources—you just need to know where to look.



**“Where do I find City services?”**

Coco recently moved to Seattle from the East Coast for a new job opportunity. Surprised by how different the Pacific Northwest seems compared to Boston and eager to build community in her neighborhood, Coco wonders what kinds of public services and opportunities are available to her.

TRY  
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## CUSTOMER SERVICE BUREAU

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The **Customer Service Bureau** is here to help you navigate the City, solve problems, and access resources.

With their help you can get information and referrals to the right City department; get information on City laws, policies, and procedures; and provide suggestions, give compliments, or comment on issues.

[seattle.gov/customer-service-bureau](http://seattle.gov/customer-service-bureau)

(206) 684-CITY (2489)

Seattle City Hall, 601 5th Avenue, 1st Floor

TRY  
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## FIND IT, FIX IT

Join the effort to take care of your neighborhood by downloading the **Find It, Fix It** mobile app.

You'll be able to quickly and easily report issues, such as abandoned vehicles, graffiti, illegal dumping, potholes, and damaged street signs, traffic signals, and streetlights.

[seattle.gov/find-it-fix-it-app](http://seattle.gov/find-it-fix-it-app)

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## NEWCOMER'S GUIDE

Seattle makes it easier to get settled into your new home. Go to the Customer Service Bureau's website to check out the **Newcomer's Guide**, which includes information on utilities, transportation, education, Seattle city government, how to get a driver's license, and more!

[seattle.gov/newcomers-guide](http://seattle.gov/newcomers-guide)



## COMMUNITY ENGAGEMENT COORDINATORS

TRY  
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If you want to learn more about your neighborhood and how you can contribute to it, talk to our **Community Engagement Coordinators**.

They can help you find government resources and information, connect you with groups in your community, problem-solve and brainstorm new ideas, connect community groups with City departments and the Mayor's Office, and suggest funding for community projects.

[seattle.gov/neighborhoods/community-engagement-coordinators](http://seattle.gov/neighborhoods/community-engagement-coordinators)

USE YOUR VOICE—REGISTER TO VOTE!

Learn how at [kingcounty.gov/depts/elections/how-to-vote/register-to-vote.aspx](http://kingcounty.gov/depts/elections/how-to-vote/register-to-vote.aspx)

If you are an immigrant or refugee, welcome! For help with citizenship, job training, and more, visit the **Office of Immigrant and Refugee Affairs**.

[seattle.gov/iandraffairs](http://seattle.gov/iandraffairs)  
(206) 727-8515  
[OIRA@seattle.gov](mailto:OIRA@seattle.gov)  
700 5th Avenue, Suite 1616

WELCOME

chào mừng

ترحيب



**“How can I make ends meet?”**

Michael just earned their associate’s degree and moved out on their own. Now they are working as an apprentice veterinary technician to get the experience needed to land a good permanent position. They are looking for resources to help make ends meet.

**TRY  
THIS**

## **COMMUNITY RESOURCES**

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Check out the **Get Informed Toolbox** in the Seattle Department of Neighborhoods Community Resource Hub for information about and links to City programs and community support.

You’ll find:

*Free and discounted resources*

*Videos on accessing City government*

*Tools and workshops*

*Community support programs*

*Neighborhood safety information*

[seattle.gov/resourcehub/get-informed](https://seattle.gov/resourcehub/get-informed)

TRY  
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## CUSTOMER SERVICE CENTERS

To get more information, file important documentation, and pay bills, go to a **Customer Service Center** near you. There, you can apply for a passport; pay for utility bills, pet licenses, or parking tickets; get information about the city, including job opportunities, crime prevention, food banks, and public transit schedules; attend a free legal clinic; and access the internet for free and more.

[seattle.gov/customer-service-centers](http://seattle.gov/customer-service-centers)

There are seven **Customer Service Centers** throughout the city and one **Mobile Customer Service Center**:

1

### BALLARD

(206) 684-4060

5604 22nd Ave. NW  
Seattle, WA 98107

2

### CENTRAL

(206) 684-4767

464 12th Ave., 1st Floor  
Seattle, WA 98122

3

### LAKE CITY

(206) 684-7526

12525 28th Ave. NE, 2nd Floor  
Seattle, WA 98125

4

### SOUTHEAST

(206) 386-1931

3815 S. Othello St., Suite 105  
Seattle, WA 98118

5

### SOUTHWEST

(206) 684-7417

2801 SW Thistle St.  
Seattle, WA 98126

6

### UNIVERSITY

(206) 684-7542

4534 University Way NE  
Seattle, WA 98105

7

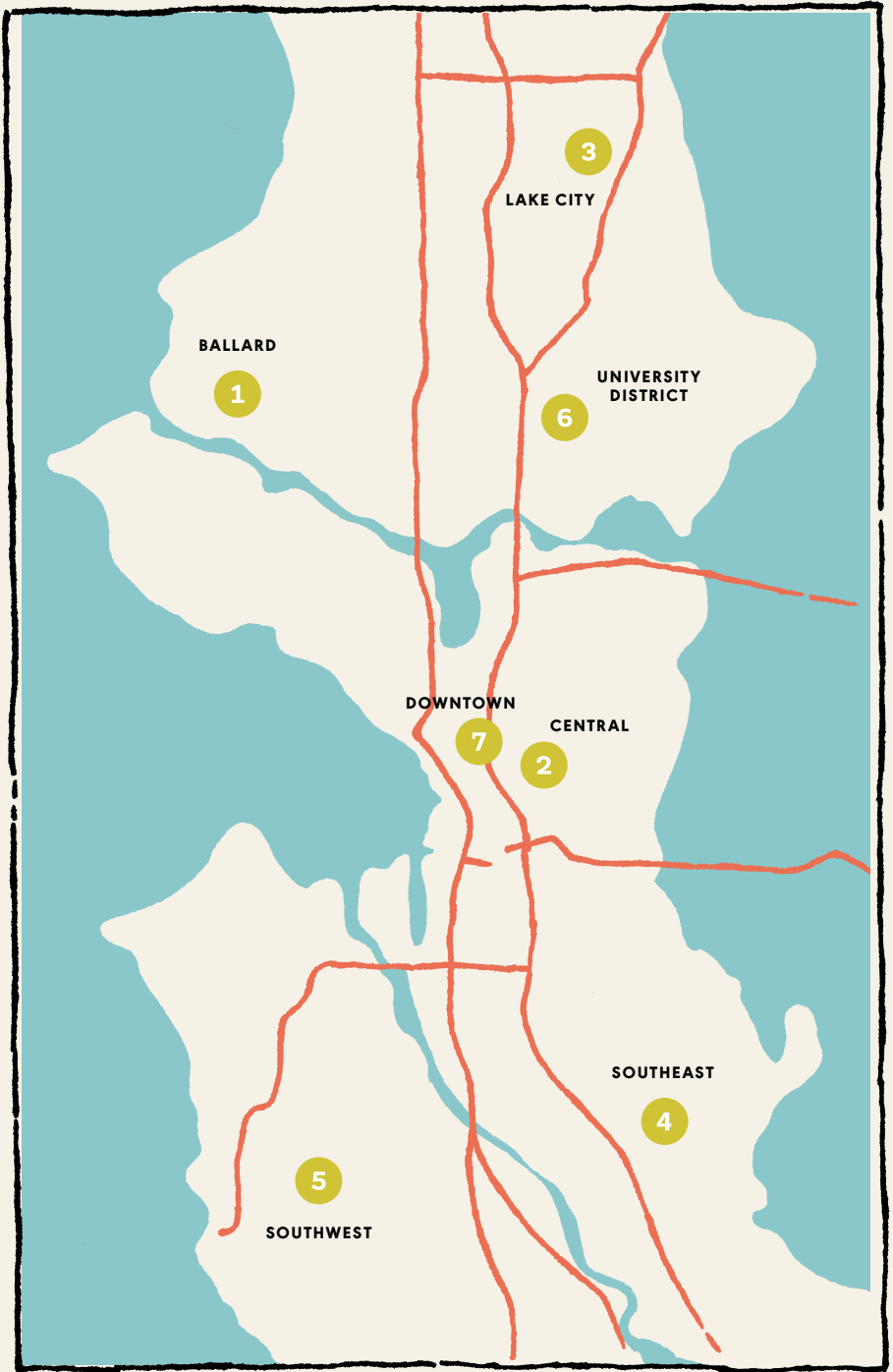
### DOWNTOWN

(206) 684-7800

700 5th Ave., 4th Floor  
Seattle, WA 98104

### MOBILE CUSTOMER SERVICE CENTER

[mobilecsc@seattle.gov](mailto:mobilecsc@seattle.gov)



## DID YOU KNOW?

Call 2-1-1 or go to [crisisclinic.org/education/2-1-1-community-resources](https://crisisclinic.org/education/2-1-1-community-resources) for more information on health and human services in Washington State. These include access to food and shelter, health care, substance abuse recovery, and financial assistance, as well as support for domestic violence victims, people with disabilities, LBGQT community, older adults, and military veterans.



**“How can I stay in the loop?”**

With her full-time job, parenting, and one class a week at community college, Sheryl just doesn't have a lot of time. But she wants to stay up-to-date on what's going on in Seattle and in her neighborhood.

## TRY THIS

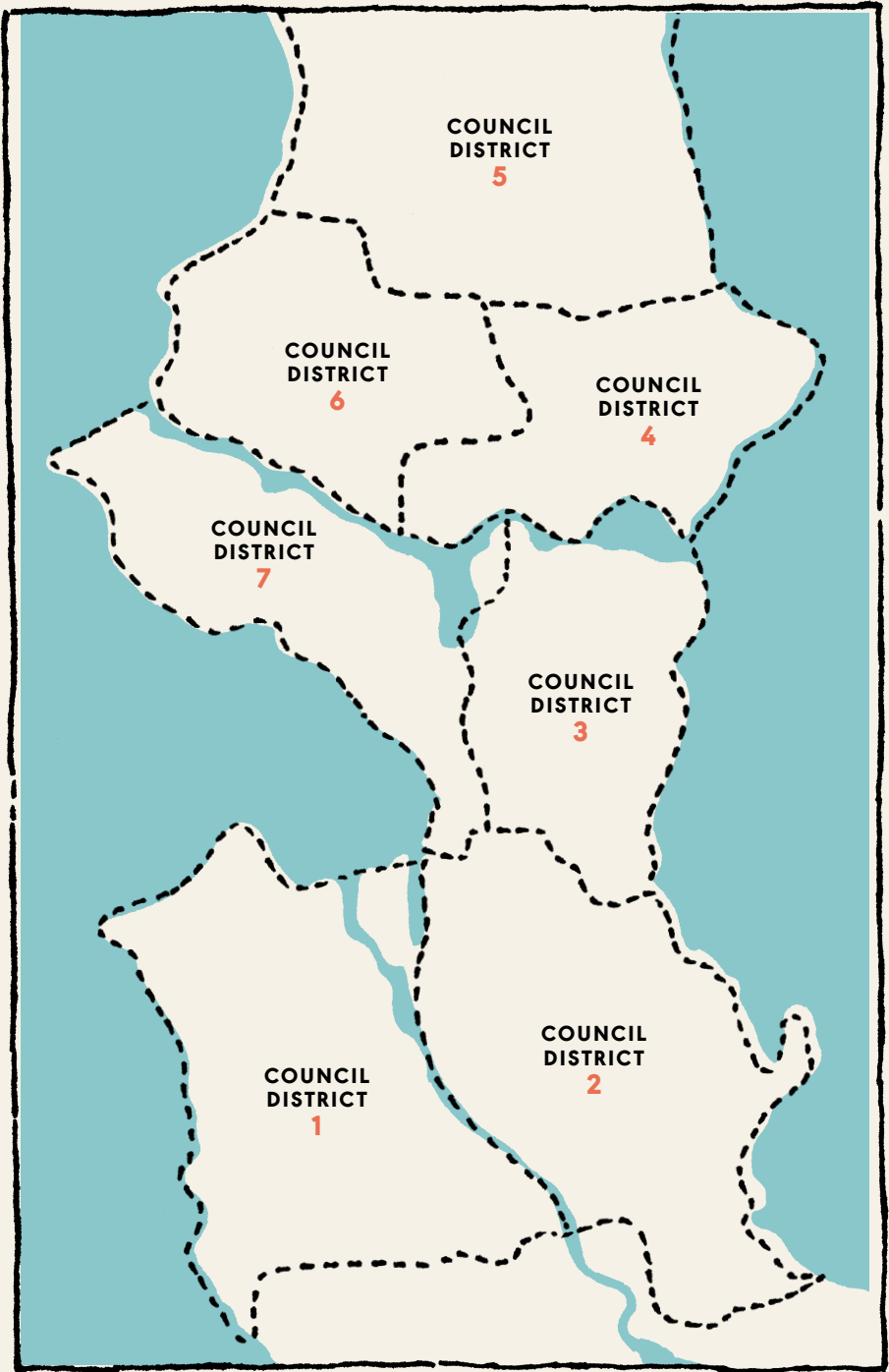
## LEARN YOUR CITY

Seattle is made up of many unique neighborhoods and communities—each with its own flavor and character. Along with individual neighborhoods, Seattle is also divided into seven City Council Districts.

Visit the Neighborhoods & Districts page to determine your district and find the City Councilmember who serves you.

[seattle.gov/neighborhoods-and-districts](https://seattle.gov/neighborhoods-and-districts)





## SEATTLE DEPARTMENT OF NEIGHBORHOODS E-NEWSLETTER AND FRONT PORCH BLOG

### TRY THIS

To get the latest scoop on City programs and services, subscribe to the **Seattle Department of Neighborhoods E-Newsletter** and check out the **Front Porch blog**.

Learn about City programs and projects involving your community and get information about public meetings, workshops, public feedback opportunities, and tools and resources to help you improve your community.

[seattle.gov/neighborhoods/newsletter](https://seattle.gov/neighborhoods/newsletter)

[frontporch.seattle.gov](https://frontporch.seattle.gov)

## PUBLIC OUTREACH AND ENGAGEMENT CALENDAR

### TRY THIS

To learn about events happening all over the city, check out the **Public Outreach and Engagement Calendar**.

These events include, but are not limited to:

*Public meetings*

*City projects meetings and open houses*

*Advisory commission meetings*

*Design review meetings*

[seattle.gov/public-outreach-and-engagement-calendar](https://seattle.gov/public-outreach-and-engagement-calendar)

# 5

## WAYS TO USE THE LIBRARY

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The Seattle Public Library is an incredible resource. Once you sign up for a free library card, you can access many free tools and services.

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- 1 Check out books, e-books, audiobooks, DVDs, and CDs, as well as magazines and newspapers in many different languages.
- 2 Use computers and the internet.
- 3 Sign up for English language classes and drop in for homework help.
- 4 Reserve meeting and study rooms.
- 5 Search for jobs and work on career development.



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There are 27 branches in the city—find one near you.  
Visit [spl.org](http://spl.org) or call 206-386-4636.

# GET ENGAGED

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The City wants to hear from you. Your unique perspective, your ideas, and your efforts help Seattle become a better place. There are many ways you can let the City know how you think and feel about an issue, plus ways to learn more and volunteer to help.



## “How can I give input?”

Bernardo is looking forward to the future Link light rail station near his house. Since he’s planning on taking Link to and from work once it’s available, he wants to give feedback on the station’s development.

### TRY THIS

## ADD YOUR VOICE

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With so many opportunities for people to engage with the City, it can be hard to keep track. Fortunately, **Add Your Voice** does just that. This virtual hub provides links to various projects that are seeking public feedback. Topics include housing, planning and land use, parks and open space, transportation, and sustainability.

[seattle.gov/neighborhoods/add-your-voice](https://seattle.gov/neighborhoods/add-your-voice)

# 3

## WAYS TO MAKE YOURSELF HEARD

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### 1 Meet with a City Councilmember

Each City Councilmember has their own website, where you can find their contact information and upcoming office hours. Contact the Councilmember who serves your district or is on a City Council committee that addresses your concerns. You can make an appointment or let them know in advance that you'll be visiting during their office hours—that way, they can schedule a time to talk with you.

Find City Councilmember websites at:

**[seattle.gov/council/meet-the-council](http://seattle.gov/council/meet-the-council) or call (206) 684-8888**

### 2 Provide public comment to the City Council

If you want to make a comment at a City Council meeting, show up 15 minutes early and sign up outside the Council Chamber. There will be 20 minutes for public comment—you will have up to 2 minutes to share yours. If you can't make a meeting, you can always provide your input by sending an email or letter.

To find an upcoming City Council meeting, visit:

**[seattle.legistar.com/Calendar.aspx](http://seattle.legistar.com/Calendar.aspx)**

Learn how to make a public comment at:

**[seattle.gov/cityclerk/public-comment-guide](http://seattle.gov/cityclerk/public-comment-guide)**

### 3 Get involved with a commission

There are over 70 City boards and commissions in Seattle. You can apply for an open position on any commission that interests you. Members provide feedback and advice that impacts decision-making on issues that affect Seattle, including community involvement, families and education, ethics and elections, traffic management, public safety, housing, and human rights.

Find out more by visiting **[seattle.gov/boards-and-commissions](http://seattle.gov/boards-and-commissions)**.



**“How can I learn more?”**

Cindy lives on a block between a busy street and a school. Every day children walk along her street, and she has concerns about cars driving too fast. She wants to know what she can do about this issue.

**TRY  
THIS**

## **ISSUES**

The **Issues** page connects you to resources that address common problems and provides you links to in-depth information about larger issues impacting communities. These include tackling traffic calming in your neighborhood, reporting illegal dumping or graffiti, issuing a civil rights complaint, and addressing homelessness.

[seattle.gov/resourcehub/issues](https://seattle.gov/resourcehub/issues)

## **WANT TO GET EVEN MORE INVOLVED?**

You can participate in community improvements and local government in many ways by using our Get Engaged Toolbox.

[seattle.gov/resourcehub/get-engaged](https://seattle.gov/resourcehub/get-engaged)



**“I want to give back.”**

Linda knows that change happens on the ground, through the time and effort of many people. She wants to volunteer within her community but isn't sure where to start.

COMING  
SOON

## SEATTLE VOLUNTEERS

Do you want to create positive change in your community? Visit the **Seattle Volunteers** page to find and connect with City service opportunities. You can also share your service interests and passions, and the City will contact you when an opportunity comes up. These can include youth sports coach, Adopt-a-Street volunteer, neighborhood clean-up coordinator, and more.

[seattle.gov/resourcehub](https://seattle.gov/resourcehub)

You can also check out the Community Connector at **[communityconnector.seattle.gov](https://communityconnector.seattle.gov)** to find organizations in your community. See page 25 in the “Get Organized” section for more ideas.



**“I can make things happen.”**

Gregory volunteers once a week at the library, and he also helped to organize a neighborhood cleanup and really enjoyed it. He loves organizing people and seeing the results, and now he wants to learn more so he can better serve his community.

## PEOPLE'S ACADEMY FOR COMMUNITY ENGAGEMENT

TRY  
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**People's Academy for Community Engagement (PACE)** is a program for people who want to develop leadership skills. In this five-week class, participants learn about approaches to leadership, access to government, community organizing, inclusive outreach and public engagement, meeting facilitation, public speaking, conflict resolution, and sustaining involvement.

[seattle.gov/pace](http://seattle.gov/pace)

[pace@seattle.gov](mailto:pace@seattle.gov)

### PACE'S MOTTO:

A city government of *all* people,  
by *all* people, for *all* people.





**“This is my city, too!”**

Cristina has recently become very interested in advocating for herself and fellow immigrants in her community. She wants to learn more about leadership and help her community connect with City government.

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## COMMUNITY LIAISONS

**Community liaisons** are hired by the City to serve historically underrepresented groups, such as refugees and immigrants, African Americans, Native Americans, those experiencing homelessness, people living with disabilities, seniors, and youth.

They meet with individuals, organizations, or small businesses to:

*Provide technical assistance*

*Provide interpretation services*

*Share information*

*Connect people with services*

*Share the community's feedback with City staff*

[seattle.gov/neighborhoods/community-liaisons](https://seattle.gov/neighborhoods/community-liaisons)

[don\\_liaison@seattle.gov](mailto:don_liaison@seattle.gov)

# GET ORGANIZED

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One of the great things about Seattle is that people work together to better their community and the lives of those in it. Anyone can take the lead to make change—including you! Here are some tools to help you do that.



**“How can I meet my neighbors?”**

Musab moved to a new neighborhood last year but has yet to meet everyone on his block. He wants to get to know his neighbors, since the better everyone knows one another the easier it is to look out for one another.

**TRY  
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## **NEIGHBORHOOD BLOCK PARTY**

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Host a **Neighborhood Block Party** on your block to connect with your neighbors, reimagine your block, and strengthen community relationships. You can apply for the Neighborhood Matching Fund Small Sparks Fund for up to \$5,000, which you can use to pay for publicity, decorations, and even entertainment.

[seattle.gov/neighborhoods/nmf](https://seattle.gov/neighborhoods/nmf)



**“We’re safer together.”**

Jenny is concerned about crime in her neighborhood. But she knows that her safety is tied to the safety of the community and she’d like to know what she can do to contribute.

**TRY  
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**BLOCK WATCH**

Start a **Block Watch** by hosting a neighborhood meeting, where the group and a Crime Prevention Coordinator can talk about crime in your neighborhood and how to keep it from happening. You can organize a Block Watch telephone tree so that those in the group can stay informed about neighborhood safety.

[seattle.gov/police/block-watch](http://seattle.gov/police/block-watch)



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## COMMUNITY POLICE TEAM

The **Community Police Team** mission is to understand the specific issues within their precinct and work with the community to find solutions. You can invite Community Police Team officers to a community event or meeting to discuss the issues that impact your neighborhood. Common issues include homelessness, property crime, and school security.

Community Police Teams:

*North Precinct: (206) 684-0794*

*South Precinct: (206) 386-9180*

*Southwest Precinct: (206) 233-2623*

*West Precinct: (206) 684-8996*

*East Precinct: (206) 684-4370*

Find your Seattle Police Department precinct at:  
[seattle.gov/police/precinct-locator](https://seattle.gov/police/precinct-locator)

### WHEN TO CALL 911:

- You need a police officer, firefighter, or ambulance right away
- There's a situation that could or does pose a danger to life, property, or both
- You see something suspicious and potentially criminal
- To report a crime such as robbery, domestic violence, or sexual assault

If you need an interpreter, tell the 911 call taker your language right away. Here's a helpful video on using 911 services:  
[frontporch.seattle.gov/911](https://frontporch.seattle.gov/911)



**“I feel better knowing I’m prepared.”**

Mayumi lives in an apartment building in a densely populated neighborhood. She wants to be prepared in case there’s an earthquake or another type of natural disaster. She knows that if there’s an emergency, she and her neighbors will need to work together.

## **P-PATCH COMMUNITY GARDEN EMERGENCY HUBS**

**TRY  
THIS**

**P-Patch Community Gardens** are more than just gardens—they also act as emergency hubs, where neighbors can gather during an emergency to help one another and exchange information and resources.



To find an emergency hub near you, visit:  
[seattle.gov/hubs](http://seattle.gov/hubs)

# 3

## PHASES OF SEATTLE NEIGHBORHOODS ACTIVELY PREPARE (SNAP)

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Get your neighbors together to discuss and prepare your neighborhood for a disaster.

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### 1 Meet and discuss emergency preparedness

Discuss and assess the current level of preparedness in your neighborhood and learn key aspects of preparedness through the SNAP presentation, available online.

### 2 Get organized

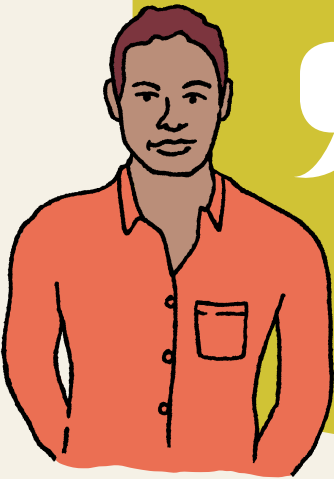
Delegate responsibilities among neighbors and agree upon neighborhood meeting places.

### 3 Get confident

Take a training course through the Seattle Office of Emergency Management. You will learn disaster skills, water control, first aid, water storage and purification, fire extinguisher use, and basic search and rescue.

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Find more information at [seattle.gov/emergency-management/snap](https://seattle.gov/emergency-management/snap)



**“I’m tired of the graffiti.”**

Jamaal wants to see less graffiti and litter in his neighborhood. Instead of waiting for someone else to clean it up, he’d like to know what he can do to improve his block.

**TRY  
THIS**

## **ADOPT-A-STREET**

Recruit your neighbors to help clean up your street, set a date, then submit an Adopt-a-Street commitment form and a Supply Request form two weeks before your scheduled cleanup. The City will provide free cover paint and brushes, litter bags, garbage grabbers, gloves, safety vests, and more.



**(206) 684-7647**

**[seattle.gov/util/AdoptAStreet](http://seattle.gov/util/AdoptAStreet)**

**[adoptastreet@seattle.gov](mailto:adoptastreet@seattle.gov)**

# 4

## WAYS TO NEIGHBORHOOD PROBLEM-SOLVE

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### 1 Talk to your neighbors

Talk to your neighbors to find out if anyone else is concerned about the issue. Give people more than one way to give you feedback—through in-person meetings, over the phone, or through email.

### 2 Contact your Community Engagement Coordinator

Your Community Engagement Coordinator can help you access the right resources, brainstorm solutions, and connect to community groups. They can also connect you with the best City department to address your need.

[seattle.gov/neighborhoods/community-engagement-coordinators](https://seattle.gov/neighborhoods/community-engagement-coordinators)

### 3 Follow through

Some tasks are simple for City government to take care of, and some are more complex. That's where the community comes in. Be prepared to take action—for example, filling out paperwork, applying for funding, or organizing a neighborhood work party.

### 4 Have an open mind

Getting people and resources organized takes time. Be receptive to new ideas and different ways to improve what you're doing. Just remember to be patient and stick with it!





“Let’s work together.”

Sahra runs a community organization that serves older adults and their caregivers. She knows that hers is just one of many that are run by members of the community for members of the community, and she’d like to connect and build partnerships with other organizations.

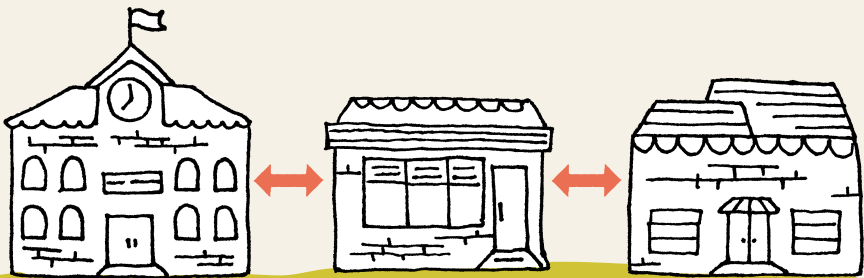
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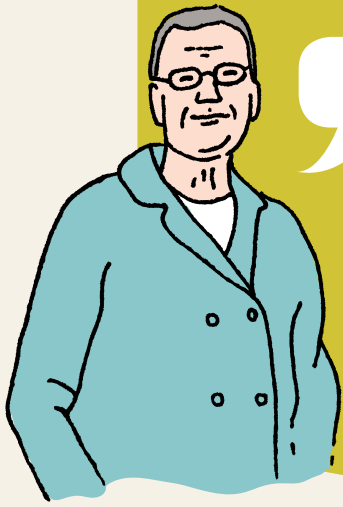
### COMMUNITY CONNECTOR

Now there’s a spot where community organizers can find one another—the **Community Connector**!

You can post your organization’s information so that others can find you. You can also seek out and connect with other organizations in your community.

[communityconnector.seattle.gov](http://communityconnector.seattle.gov)





“How can we organize?”

Warren sees many needs in his neighborhood, from litter on the street to a lack of green space. After doing research, he discovered that there is no organization currently dealing with these issues. He'd like to form a new neighborhood group to address them.

TRY  
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## GET ORGANIZED TOOLBOX

If you need tools and resources to organize your community or neighborhood, check out the **Get Organized Toolbox** in the Seattle Department of Neighborhoods Community Resource Hub. You'll find helpful documents for group leaders, outreach and engagement tips, funding opportunities, and neighborhood safety information.

[seattle.gov/resourcehub/get-organized](https://seattle.gov/resourcehub/get-organized)

COMING  
SOON

## SPACEFINDER

To find a location where you can host a meeting or event, check out **Spacefinder**. The most common venue types are arts and cultural spaces, schools, community facilities, libraries, and places of worship.

[spacefinderseattle.org](https://spacefinderseattle.org)



**“If we had the funding,  
we could help more kids.”**

Asma just founded a new community organization that serves at-risk youth. Through her organization she wants to develop and offer a technology skills workshop for teens, and she needs to find funding to make this happen.

COMING  
SOON

## GRANTS HUB

Every year, neighborhood groups, community organizations, business groups, and informal groups receive community grants. At the **Grants Hub**, you can learn how to propose your project idea, what the application process is like, and how to use the funding.

[seattle.gov/resourcehub](https://seattle.gov/resourcehub)

## NEIGHBORHOOD MATCHING FUND

The Neighborhood Matching Fund awards amounts that range from \$1,000 to \$100,000 and can be used for projects large and small in your neighborhood. Past projects include art exhibits, workshops, job fairs, block parties, festivals, and physical improvements to community spaces. Find out more at [seattle.gov/neighborhoods/nmf](https://seattle.gov/neighborhoods/nmf).

# 4

## WAYS TO MAKE YOUR COMMUNITY ORGANIZATION INVITING AND INCLUSIVE

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1

### Give folks multiple ways to get in touch

Whether it's through a website, social media, printed materials, or live-broadcast meetings, make sure people can access your organization.

2

### Reach out

Let people know you're there. You can spend time at community gatherings, or go door-to-door to introduce yourself.

3

### Build partnerships

Find other groups and businesses in your community that have similar goals. By working together, you can accomplish more!

4

### Strive for equity

No matter someone's race, religion, national origin, sex, gender, age, or abilities, every voice matters. Create an environment of acceptance, provide materials with inclusive language, and host events at places that are accessible to people with disabilities.

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Need a translator or interpreter? Check out the Washington State Coalition for Language Access at [wascla.org](http://wascla.org).

# THANK YOU

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Here at Seattle Department of Neighborhoods, our mission is to partner with you and provide all the tools, information, and resources you need to make your own positive impact. Thanks for helping to make our city such a great place to live, work, and play!

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**Seattle**  
Neighborhoods

(206) 684-0464

Seattle City Hall, 600 4th Avenue, 4th Floor

[seattle.gov/neighborhoods](http://seattle.gov/neighborhoods)



@SeaNeighborhood



@SeattleNeighborhoods



@seattle\_neighborhoods



Seattle Department of  
Neighborhoods

# NOTES

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