

## **CNC October Meeting Minutes**

October 24, 2011

District Council representatives in attendance: Phil Shack, (North District and CNC Vice-chair); Chris Leman, (Lake Union District and CNC Budget Committee Chair); Jody Grage, (Ballard District); Sharon Sobers, (Central District and Youth and Education Committee Chair); Irene Wall, (Northwest District and CNC Neighborhood Planning Chair); Dick Burkhart, (Southeast District and CNC Transportation Committee Co-chair); Janis Maloney, (East District); Tony Provine, (Northeast District); Bruce Carter, (Magnolia/Queen Anne District); Ed Marquez, (Duwamish District); Mathew McBride (Delridge District)

Others in Attendance: Veronica Sherman-King, DON; Fred Podesta, (FAS)

### Agenda and September Meeting Minutes Approval

Were approved as presented.

### **Fred Podesta, (FAS), transfer of NPIS program to FAS**

FAS has three lines of business: Finance and financial services and operations, business regulations and licensing, and internal city services, including fleets and facilities, contracting and purchasing, customer service bureau. NPIS seems to fit well within this framework. Feel that FAS can better support the program.

The move will not affect the work of the district coordinators and their outreach work.

Q. Will FAS be open to suggestions/dialogue with CNC?

A. Yes. Was able to help CBD to improve its services as it moved over to FAS. This relationship is proposed to be formalized in this budget.

Q. If new licensing sales are proposed at service centers, will staff be added?

A. Would need to see trend in sales and analyze. Would definitely not have district coordinators selling licenses.

Q. Did Customer Service Bureau exist before?

A. Yes. Staff is now reporting to FAS.

Q. Are data available on how many citizens are served by CSB/results? It seems like a lot of people contact district councils for help.

A. About ¾ of issues are resolved by CSB. A lot of the work they do is helping community steer through complexity of government and identify who to talk to.

Q. Are referrals tracked? Is there follow-up?

A. Yes, but they rely on the departments to report back.

Q. Are any other programs outside of DON being looked at for consolidation into FAS?

A. We have done some studies. Mayor Nickels had proposed a 311 line in 2008, but it has never been included in a budget. Need to look at financial concerns. As staff is cut in departments, need to look at how/if FAS staff could take any of those functions on.

Q. Have staff numbers grown in FAS over the years?

A. Have taken staff numbers in consolidation, but haven't increased otherwise.

Q. Have had citizens ask about side sewer issues. How hard is it to answer questions related to this?

A. City is not in the position to give legal advice.

Q. CSB is seen as advocate for citizens. Will that continue?

A. CSB now has access to knowledge of CSB, connections to departments. This helps them solve problems more effectively for citizens.

Q. Is there data on traffic to the NSCs?

A. 250,000 payment transactions are processed yearly. Many more come in just for information. Payments are worth \$39 million. Traffic varies depending on time of month.

Q. Will CSR staff be trained to do more?

A. FAS has infrastructure to do more.

Q. Is there a filtering system? How are questions routed?

A. We hope to accomplish this. CSB and NPIS should work in coordination. Technology helps track down information as well. FAS resources again should help.

Q. Does FAS currently maintain the service center building?

A. FAS does some of this work on city owned properties. Will not take on additional work in this area.

Q. Are traffic courts under FAS jurisdictions.

A. There are four. The courts will not be changing. Want to maintain current services.

## **COMMITTEE REPORTS**

### **Budget Committee/Chris Leman**

Committee drafted response to proposed budget. CNC generally sends two budget letters – one in the summer before the Mayor proposes his budget, and one following his presentation in September. Draft letter was circulated via e-mail for comment. Many districts provided feedback. Recommendations included suggested review of current tax exemptions.

Concern over proposed OED/Housing consolidation. Would lose experienced director and not save much money. Should beef up the language; some is not strong enough. Language/letter needs to be approved at this meeting, due to the timeline. City needs to stop funding mega-projects at the same time as it is making cuts to departments. Suggestion to change the word “puzzled” regarding use of district coordinators to do outreach for other city departments to “appalled” or “is inappropriate” and sentences should be moved further up in the section. Mayor’s Office has been utilizing District Coordinator staff extensively for its outreach efforts. Use of coordinators is fine if staff were beefed up and funds added to DON budget to pay for it. Decision to leave the word “puzzle” as is.

Discussion over removal of paragraph related to FAS absorption of NPIS. Suggestion that letter needs to be reduced in length at any rate. Could update the paragraph stating CNC would like to see the ombudsman function of the service centers strengthened. Chris stated letter could be revised and recirculated one more time for comment, but must send soon. Suggestion to remove paragraph related to week-long library closure, as it is working well and also allows for yearly maintenance of the facilities. CNC member countered that the public is denied access during that week. Need to shorten letter at any rate; it is currently too long.

District Councils should also send individual letters to Council regarding the proposed budget. Ballard would like to sign on to Magnolia/Queen Anne letter.

Motion moved and seconded to accept the letter as amended, subject to final approval by the Executive Committee. Motion was approved unanimously.

Next Budget Committee Meeting: November 1, City Hall Room 370 at 5 p.m.

**Nominating Committee**

Committee presented slate of nominees. Irene, Mat and Chris worked on collecting bios for nominees. Vote will be at November meeting. Ed Marquez offered to volunteer as secretary. Irene will be incorporating a co-chair. Bios were shared with the group.

Ideas were discussed over how to improve CNC communication with the District Councils and getting them involved in committees. Jody shared that she presents a brief recap of the CNC meeting at each District Council meeting. She will also provide information on committees and their meeting times.