

Seattle Citizens Service Bureau Records, 1988-2000

Overview of the Collection

Creator	Seattle (Wash.). Dept. of Neighborhoods
Title	Seattle Citizens Service Bureau Records
Dates	1988-2000 (inclusive) 1988 2000
Quantity	1.2 cubic feet, (3 boxes)
Collection Number	5752-03
Summary	Records of the Citizens Service Bureau which was created in 1965 to handle citizen complaints and serve as a referral resource for city services.
Repository	Seattle Municipal Archives Seattle Municipal Archives Office of the City Clerk City of Seattle PO Box 94728 98124-4728 Seattle, WA Telephone: 206-233-7807 Fax: 206-386-9025 archives@seattle.gov
Access Restrictions	Records are open to the public.
Languages	English
Sponsor	Funding for processing this record series was provided through a grant from the National Historical Publications and Records Commission.

Historical Note

The Department of Neighborhoods was created in 1991 by consolidating staff from the Executive Department's Citizens Service Bureau and Office of Neighborhoods, the Community Service Centers of the Department of Human Resources, and the Neighborhood Assistance Division of the Department of Community Development. The Office of Urban Conservation, the City's historic preservation agency, was added in 1992. The following year, the department added a community development function by taking over projects in the Central Area, Southeast Seattle, and the Port of Seattle. In 1999, the Neighborhood Planning Office was abolished and its continuing functions were assumed by the Department of Neighborhoods. The Department's mission is to bring local government closer to the citizens by maintaining a responsive presence in Seattle neighborhoods, by responding to citizen concerns and complaints, and providing a communications link for neighborhoods on City issues that will have an impact on them. The department operates the Neighborhood Service Centers (Little City Halls), administers the Neighborhood Matching Grant Program, staffs the Landmarks Preservation Board, and manages the P-Patch program.

The Citizens Service Bureau opened in 1965 as a central location in City Hall where citizens could obtain information, request City services and resolve complaints about City policies, procedures and service delivery. The Bureau was part of the Executive Department from its creation until it moved to the newly-formed Department of Neighborhoods in 1991. In 2007 the name was changed to Customer Service Bureau.

Content Description

Records of the Director (later, Manager) of the Citizens Service Bureau, which became part of the Department of Neighborhoods in 1991. Records include subject files, photographs and reports. Topics include hate crimes, preparations for the Seattle WTO conference in 1999 and logs of telephone complaints received during and after the conference. Also included are records of the Interdepartmental Enforcement Alliance Team and Neighborhood Action Team which helped communities with cross-jurisdictional problems involving law enforcement, public health or safety.

Use of the Collection

Preferred Citation

[Item and date], Seattle Citizens Service Bureau Records, Record Series 5752-03. Box [number], Folder [number]. Seattle Municipal Archives.

Administrative Information

Arrangement

Arranged into two subseries: subject files and interdepartmental teams.

Detailed Description of the Collection

The following section contains a detailed listing of the materials in the collection.

Subject Files, 1988-2000

Container(s)	Description	Dates
Box/Folder		
1/1	City Directory Assistance from DAS to Dept. of Neighborhoods	1994-1995
1/2	Citizen Service Bureau Reorganization, Executive Administration to Dept. of Neighborhoods	1990
1/3	CSB Weekly Reports to Dept. of Neighborhoods Director	1993-1994

Container(s)	Description	Dates
1/4	Complaint Tracking Database	1991-1992
1/5	Hate Crimes Campaign	1992
1/6	Hate Crimes Campaign	1992
1/7	Interaction / Transition Program	1997
1/8	Language Resource Directory	1991-1992
1/9	Rodney King - Los Angeles Verdict / Anti-Bigotry Campaign	1993
1/10	Survey - Dept. Heads re CSB Complaint Process	1988
1/11	WTO Planning	1999
2/1	WTO Planning - PIO, Emergency Operations Center	1999
2/2	WTO Telephones	1999-2000

Interdepartmental Teams, 1993-2000

Container(s)	Description	Dates
Box/Folder		
2/3	Fortson Square / 500 3rd Ave. Work Group	1997-1998
2/4	Interdepartmental Enforcement Alliance (IDEA) Team	1993-1996
2/5	Interdepartmental Enforcement Alliance (IDEA) Team Agenda Items	1995-1996
2/6	Interdepartmental Enforcement Alliance (IDEA) Team - 208 Elliott Ave., Black Angus Bldg.	1995
2/7	Interdepartmental Enforcement Alliance (IDEA) Team - 4614 S. Juneau	1995
2/8	Interdepartmental Enforcement Alliance (IDEA) Team - 4800 Block S. Chicago St.	1994-1995

Container(s)	Description	Dates
2/9	Interdepartmental Enforcement Alliance (IDEA) Team - Alaska Way Viaduct	1996-1997
2/10	Interdepartmental Enforcement Alliance (IDEA) Team - Courtland Pl. S. (Includes Photographs)	1996-1998
2/11	Interdepartmental Enforcement Alliance (IDEA) Team - Lago Vista Apartments (Incl. Photographs)	1997-1998
3/1	Interdepartmental Enforcement Alliance (IDEA) Team - Lago Vista Apartments	1997
3/2	Interdepartmental Enforcement Alliance (IDEA) Team - Nuts 'N' Bolts, 2533 Westlake Ave. N.	1994-1995
3/3	Interdepartmental Enforcement Alliance (IDEA) Team - Pang Property	1997
3/4	Interdepartmental Enforcement Alliance (IDEA) Team - SHARE and Final Four / Homeless Arrests	1995
3/5	Interdepartmental Enforcement Alliance (IDEA) Team - Union Station	1995-1996
3/6	Neighborhood Action Team Seattle	1998-2000
3/7	Neighborhood Action Team Seattle - Protocol and Mission Statement	1997-1998
3/8	Neighborhood Action Team Seattle Subcommittee: Brighton Place Apartments	1998
3/9	Neighborhood Action Team Seattle - Rooming and Boarding Houses	1998-1999
3/10	Neighborhood Action Team Seattle - South	1997-1999

Names and Subjects

Subject Terms :

Apartments

Demonstrations--Washington--Seattle

Drug abuse and crime--Washington--Seattle

Law enforcement--Washington--Seattle

Neighborhood planning

World Trade Organization

Corporate Names :

Seattle (Wash.). Citizens Service Bureau

Seattle (Wash.). Dept. of Neighborhoods

Geographical Names :

Seattle (Wash.)

Form or Genre Terms :

Photographs

Finding aid prepared by Janet Ness

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