



SEATTLE CITY COUNCIL

September 17, 2018

Andrés Mantilla, Director
Seattle Department of Neighborhoods
600 4th Avenue, 4th Floor
Seattle, WA 98104

RE: City Council Expectations for Andrés Mantilla, Director of the Department of Neighborhoods

Dear Mr. Mantilla,

Congratulations on your appointment as Director of the Department of Neighborhoods (DON). The letter has been placed in Clerk File 01078. To be successful, a director needs to work constructively with both the Executive branch and the City Council. A positive working relationship requires a director to be responsive to Council needs and priorities.

To that end, as part of the Council's confirmation review process, we want to communicate to you our expectations for your job performance. The Council expectations (listed below) are intended to enhance your accountability to the Council. The expectations also provide a basis for Council evaluation of your performance if the Mayor reappoints you for another term in the future. Council expectations are intended to add to the Mayor's expectations and your responsibilities established in the Municipal Code. This letter has been added to Appointment 01078, which contains the Mayor's request for your confirmation as Director of the Department of Neighborhoods (DON).

I. City Council General Expectations for Andrés Mantilla

A. Relationship with Council. Mr. Mantilla is expected to maintain a constructive relationship with the Council, as demonstrated by:

1. Prompt and complete responses to Council information inquiries.
2. Proactive updates on policy development, operational concerns and financial matters of significance, so that the Council is informed of significant changes or controversies before the information reaches the media and/or before the Executive submits a request for Council action.
3. Proactive updates on issues of concern arising in Council districts.
4. Dependable implementation of formal policy direction provided by the Council.
5. Assistance in the research and development of Council policy directives.



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B. Management Skills. Mr. Mantilla is expected to demonstrate strong management skills, with particular focus on the following Council priorities:

1. Public communication

- a) Conduct inclusive outreach
- b) Implement a strong ethic of customer service.
- c) Make information available so that the public can track the department's performance in delivering services.

2. Organizational Management

- a) Coordinate productively with other City departments.
- b) Maintain strong working relationships with other governmental entities and Major Institutions.
- c) Operate within budget constraints and proactively manage expenditures.
- d) Provide a fair and equitable approach to the award of City contracts.

3. Personnel management

- a) Develop and maintain strong morale among employees.
- b) Provide an inclusive work environment that offers equitable opportunities for all in hiring, promotions and work assignments.
- c) Address issues of succession planning and equitable professional development of existing staff.

4. Service delivery, including both routine operations and emergent situations

- a) Ensure that on-going, day-to-day services are provided effectively and efficiently, and that the department tracks its performance in delivering such services.
- b) Make certain the department is able to deal with localized emergencies or service disruptions and has thoroughly planned how to manage its operations in case of a City-wide emergency.

II. Specific Expectations for Andrés Mantilla as Director of DON for 2018-2021

During the term from 2018 to 2021, Mr. Mantilla is expected to implement (and provide regular progress reports on) the following Council expectations:

A. Budget. Ensure the department's budget is managed responsibly and efficiently to achieve the City's top policy objectives. Identify opportunities to streamline processes and to deliver high-quality programs.

B. Community and Equity. Balance goals of the department to optimize efforts to build community capacity, maintain existing community assets and strengths, and ensure equity of access to City decision-making and prioritization. Build structures that meet people where they are and include culturally competent engagement strategies in order to best serve community.



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- C. **Community Grants.** Continue to promote access to community grant-making processes by all sectors of the community, in particular, those with the most unmet needs. Continue to build opportunities for community input into grants and prioritization of community needs while making sure that those communities with the fewest resources have a place at the table and have the resources needed to participate in the City's programs.
- D. **Outreach.** Continue efforts to conduct outreach, improve the public's access to information, and increase effective engagement between the public and City officials and among different parts of the community. This includes looking for innovative ways to engage the public in projects and continuing to empower residents of Seattle to shape City proposals and address community needs. Constantly evaluate the impact and intent of outreach efforts.
- E. **Race and Social Justice.** Advance the City's Race and Social Justice Initiative. Focus on Department of Neighborhood policies and practices to ensure that all residents have access to City resources, understand decision-making processes that are important to community, and have an effective voice in those decisions.

As President of the City Council and as Chair of the Finance and Neighborhoods Committee, we look forward to working cooperatively with you to ensure that DON continues to support the highest standards of community outreach, engagement with community, and collaborative approaches to achieve City policy objectives.

Council President Bruce A. Harrell

Councilmember Sally Bagshaw

cc: Jenny A. Durkan, Mayor, City of Seattle
Seattle City Council Members