



PUBLISHED BY THE CITY OF ALBUQUERQUE OFFICE OF NEIGHBORHOOD COORDINATION

# NEIGHBORHOOD NEWS

MARCH 2019



## FEELING LUCKY IN MARCH!





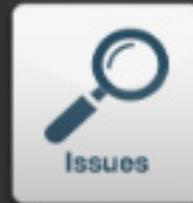
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# West Side Day Combines Education, Legislation, and Neighborhood Pride



West Side Day started in 2007; the brainchild of Representative Moe Maestas, who wanted to bring area students to see the inner working of the State Legislature first-hand. His idea inspired other West Side residents, elected officials, and community leaders such as the West Central Community Development Group (WCCDG) and the Southwest Alliance of Neighbors, to get involved. Twelve years later, this event remains a significant educational and civic engagement opportunity for the West Side community.

Each year, nearly 700 elementary, middle school, and high school students are bussed to Santa Fe, where they participate in the legislative process for a day, engaging in civic how-to events, rallying in the Capitol Rotunda, and learning how the executive government branch works.

"The greatest benefits we've seen are the educational opportunities for our area students," said WCCDG President Jerry Gallegos. "In educating our kids about civic engagement and providing them with the opportunity to attend the State Legislature - something many of them haven't experienced before - it also highlights how important it is to get a good education and being prepared to engage with the world around you."

This year's event took place Thursday, Feb. 28, and was made even more memorable when State Senator Michael Padilla sponsored a bill to create "Albuquerque West Side Day," a permanent homage to the hard work and efforts of the residents, students, businesses and community groups who make up our city's West Side. ●



# DO YOU NEED A ZONING CONVERSION?



## DOES YOUR PROPERTY FALL UNDER ONE OF THESE CATEGORIES?

### Non-Conforming Use:

Is your use not allowed in your zone?

### Voluntary Downzone:

Do you want a less intense zone category?

### Former SU or R-D Zone:

Do you have an undeveloped property that used to be zoned SU-1, SU-2, SU-3, or R-D?

### Floating Zone Line:

Does your property have more than one zone?

### Size Thresholds for PD or NR-BP:

Is your property zoned PD and less than 2 acres or greater than 20 acres, or zoned NR-BP and less than 20 acres?

## FREE ZONING CONVERSIONS

You still have time to opt in for a zoning conversion!

Download the Property Owner Request and Agreement Form and submit it to the Planning Department by May 16, 2019

Find out more at the project website:  
<https://tinyurl.com/zc-project>

### Annual Update of the Integrated Development Ordinance

E-mail your ideas, edits or comments to:

**abctoz@cabq.gov**

for consideration of proposed changes to the Integrated Development Ordinance (IDO). To be most helpful, please reference a particular section in the IDO if possible, so that staff can best understand your suggestion.

Planning staff will vet all comments received and post a proposed list of changes by early April. Daytime and evening meetings will be scheduled in April and May to walk through the proposed changes by IDO chapter.

Follow-up working sessions for complicated issues will be scheduled as needed in May and June. The final list will be submitted to the City's review and decision process in July, for an EPC hearing in September. •

## NEIGHBORHOOD ASSOCIATION PROFILE

# South Los Altos

Nestled between the Los Altos Park and Golf Course and Wyoming Boulevard, the South Los Altos (SLT) Neighborhood Association is made up of a nine-member board, 40 active members, 1,600 homes, and a strong sense of community.

"There are many neighbors who have lived here since the 1940s and have seen so many changes," said Eileen Jessen, President of the association. "I value their input and feedback so much because they are part of the history of our neighborhood and always have great ideas for moving us into the future."

The SLT neighborhood, formed 20 years ago, is proud of its amenities and very invested not just in the residents but the school as well. Jessen, working closely with Principal Judy Martin and Community School Coordinator Alma Arango, came up with a novel program to help boost attendance at Hawthorne, when it was noticed that there were issues with attendance and timeliness. The association would present one bicycle each to the male and female student who showed the most improvement over the school year. But there were so many students who showed improvement that Eileen and the board decided to provide a lunch and celebration

for each grade level class who showed the same level of improvement.



"It was important that we not just focus on one or two students, because our school has so many great students who work hard and who just needed that little extra encouragement to keep coming to school on time and working on their grades. We are happy to

invest in our neighborhood school because this is going to benefit us in the long run."

Helping secure funding for the Daniel Webster Albuquerque Children's Park - named for the officer who was tragically killed in the line of duty in 2015 - is among the association's proudest accomplishments.

"The park honors a true hero of our community, and provides such a wonderful and unique place to play, for kids of all different types of ability," said Jessen. "Kids in wheelchairs can come and play, kids with perception disabilities or autism have tactile objects and equipment for play."



An engaged neighborhood is a good neighborhood, and SLT takes pride in its residents, Jessen feels. "We are a positive place and want our residents and businesses feel pride in where we live, work and play. And we do!"

# 311: Not An Ordinary Call Center



**Albuquerque's 311 Citizen Contact Center is an information powerhouse, offering services beyond the usual phone call and trouble ticket**

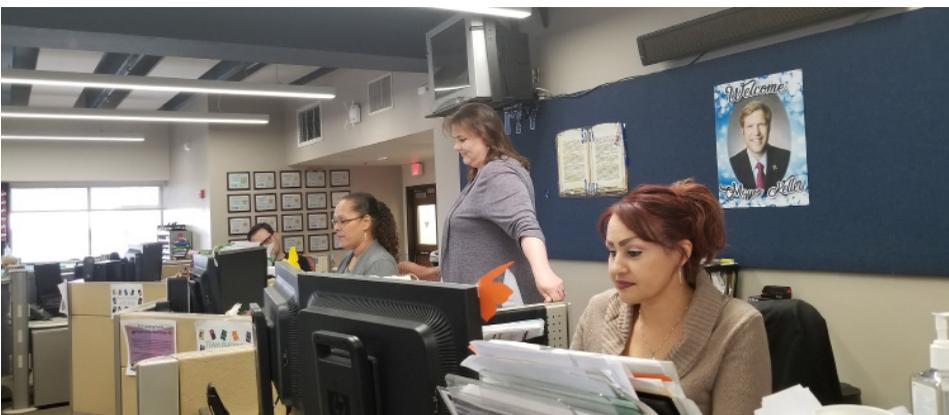
With National 311 Day coming up on March 11, the Albuquerque 311 Citizen Contact Center is here to inform and help!

"What we want Albuquerque residents to know is that we genuinely want to help everyone who calls us," said 311 Manager Carrie Prothero.

311 was established in 2005, a traditional call center that had phone operators and land lines, and that has today evolved into a customer care

center that handles between 85,000 and 90,000 calls per month.

A major 311 project currently underway involves working with the City's Office of Equity and Inclusion to map service requests across the city, so that departments can see where exactly service calls are coming from, determine any patterns, and proactively address resources within those specific areas rather than react to them after the fact.



"Gone are the days when the only way you could report issues was picking up a phone and dialing 311."

Carrie Prothero,  
311 Manager



“We are very excited to bring this mapping tool to 311, and help departments resolve open ticket requests,” said Prothero. “It’s our hope to have it ready to go in the next few months.”

Albuquerque’s 311 has also been approached by several other cities across the country about its methodology and technology, having recently incorporated Alexa Voice into its call center response and being the first 311 call center nationwide to use Alexa in such a way. Having incorporated the technology available, 311 works hard to provide customers with as many ways to report issues as possible.

### WAYS TO CONTACT 311:

Telephone Call Center

Web Portal

Alexa 311 Voice

ABQ 311 app - Android and Apple

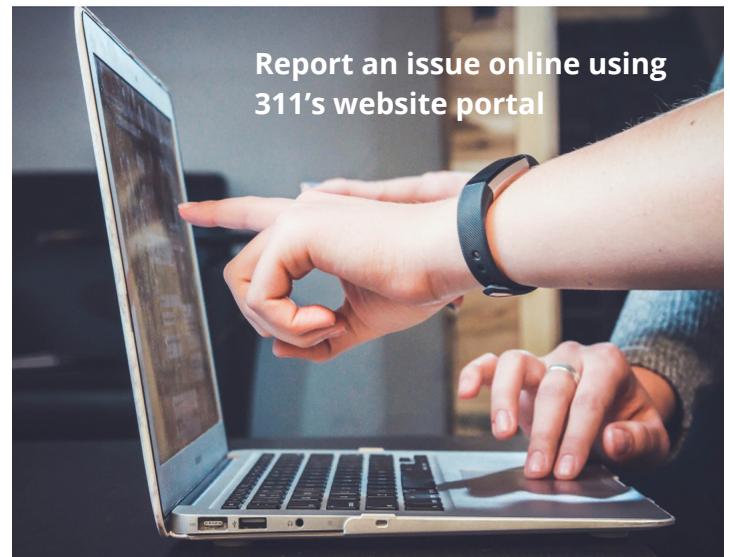
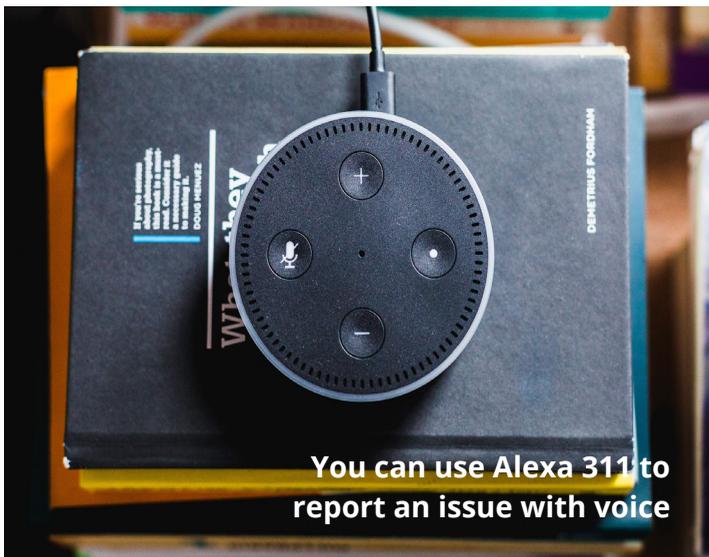
OneABQ App - Android and Apple

“We are proud to be a leader in call center technology,” said Prothero. “We’ve taken what was initially a fairly basic method of tracking calls and problem tickets and transformed it into a multi-pronged approach to answering questions and solving civic issues.”

311 encourages citizen feedback and interactions, and offers presentations to neighborhood associations and community organizations about how the call center works. The variety of communication tools provided by 311 reflect the diversity of its residents and help customers more actively engage with the City.

To schedule a neighborhood presentation with 311, contact Carrie Prothero at:

**[cprothero@cabq.gov](mailto:cprothero@cabq.gov)** •



## COUNCIL ADDS APPEALS SECTION TO WEBSITE

In order to help the public track the dates associated with appeals of land use decision that they may be interested in, the City Council has added a page to its website. Parties that are part of an appeal will still be noticed formally through the Planning Department. The page lists the title of each appeal and the associated dates. The new Appeals page can be accessed at:

[www.cabq.gov/council/council-meeting-schedules/appeals-of-land-use-decisions-to-the-city-council](http://www.cabq.gov/council/council-meeting-schedules/appeals-of-land-use-decisions-to-the-city-council)



# Senior Program Enhances Quality of Life

THE AREA AGENCY ON AGING IS RESPONSIBLE FOR PLANNING AND IMPLEMENTING A COMPREHENSIVE ARRAY OF SERVICES FOR THOSE 60 AND OLDER

by Brian Alvarado,  
Family and Community Services





The City of Albuquerque / Bernalillo County Area Agency on Aging (AAA) is the state-sanctioned and federally mandated entity tasked with developing comprehensive needs assessments, planning Older Americans Act programs, and implementing and monitoring services for people over the age of 60 in our Planning and Service Area – Bernalillo County.

The City of Albuquerque/ Bernalillo County AAA receives all federal and state funding allotted to Bernalillo County Planning and Service Area to fund services for seniors. In order to best serve the seniors in our community, the AAA solicits comments and feedback from the public regarding services and gaps, develops programs to meet

the needs of seniors in our community, issues Request for Proposals to identify service providers, then contracts with and monitors the providers to assure quality service delivery at the lowest cost. All services are directed toward low-income seniors

The Area Agency on Aging is responsible for planning and implementing a comprehensive array of services, all designated to the highest quality of life for our seniors in the least restrictive living environment. Through an agreement with the State, the City's Chief Administrative Officer serves as the Director of the Area Agency on Aging.

#### PROVIDERS AND SERVICES

**Department of Senior Affairs**  
(505) 764-6400

Information and Assistance  
Care Coordination  
Congregate and Home-Delivered Meals  
Health Screenings & Evaluations  
Transportation  
In-Home Services  
Caregiver Support Services  
Respite Services

Alzheimer's Association  
(505) 266-4473  
Savvy Caregiver Training

Legal Services  
(505) 265-2300

Medication Management  
Right at Home - (505) 266-5888

Albuquerque is home to a diverse group of ethnicities, and their cultural differences are celebrated each year in festivals ranging from the Celtic Festival to the Gathering of Nations Powwow; the Lantern Fest to the Blues and Brews Festival; the Flamenco Festival to the Founder's Day Parade, and any number of smaller festivals in between.



## WHAT MAKES ALBUQUERQUE GREAT?



For Vista del Norte resident Mandi Hinojos, the celebrations of our diverse culture are a joy, and to her, the main reason why Albuquerque is such a great place to live.

"I love the diversity of our culture here, but what makes it special is how we celebrate it in festivals," she said. "My two favorites are the Gathering of Nations, and the Fiestas of San Felipe that features the Founder's Day Parade."

"The parade features a procession of descendants of the 100 founding families of Albuquerque.

## CULTURAL

## CELEBRATIONS

Participants carry banners that showcase the family name and crest, as homage to the conquistadores who settled here and created the legacy we still honor today.

"Being an Albuquerque resident and native New Mexican, I love the connection to our familial heritage that is shown in the parade," said Hinojos. "It's a perfect visual explanation of why our history is so important and a vital reminder of its cultural importance."



# What is a neighborhood association?

And why they matter.

A neighborhood association is a group of residents, property owners, businesses, and non-profits who come together to form a community, and to advocate for and organize activities within a specific geographical area that shares a common identity.

## What Does a Neighborhood Association Do?

A neighborhood association comes together to build relationships, exchange information, discuss concerns, prioritize needs in the area, identify solutions, and work toward a common goal for the good of their community. Each association can positively impact the life of each person within the boundaries of the neighborhood for the better.

## Why Should I Join?

Joining a neighborhood association not only amplifies your voice, but helps create a community with a shared vision and goal. When neighbors come together, it shows that the neighborhood is united and ready to make an impact on their community.

## Neighborhood Associations & Community Policing

Some services that APD provides to neighborhoods interested in community policing include:

- Block Captain Training
- Crime Prevention Specialists
- Neighborhood Patrols
- Neighborhood Watch Programs

## What Is The Office of Neighborhood Coordination?

The Office of Neighborhood Coordination (ONC) helps create and promote healthy and vibrant neighborhoods, and supports residents as they more actively and constructively engage with their community. We assist neighborhoods in utilizing existing resources and maintaining meaningful involvement with local communities and government.





## What Makes Albuquerque GREAT?

Let us know what makes Albuquerque great by e-mailing: [onc@cabq.gov](mailto:onc@cabq.gov) and we'll feature your answer in an upcoming newsletter!



## CITY LEADERSHIP

### Mayor

Timothy M. Keller

### City Council

Klarissa J. Peña, District 3  
President

Cynthia D. Borrego, District 5  
Vice-President

Ken Sanchez, District 1  
Isaac Benton, District 2  
Brad Winter, District 4  
Pat Davis, District 6  
Diane G. Gibson, District 7  
Trudy E. Jones, District 8  
Don Harris, District 9

### Chief Administrative Officer

Sarita Nair

### Director of Council Services

Stephanie M. Yara

# HOWDY NEIGHBOR!

## Want to get involved?

If you want to learn more about neighborhood associations, or find out what resources we can bring to your neighborhood, contact us! Our vision is to have an engaged, connected city based on trust with safe, diverse communities that have a voice, and feel empowered to address their concerns in a meaningful way.

**Neighborhood News** is published monthly by the Office of Neighborhood Coordination (ONC).

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Coordination**

Creating Community Together



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