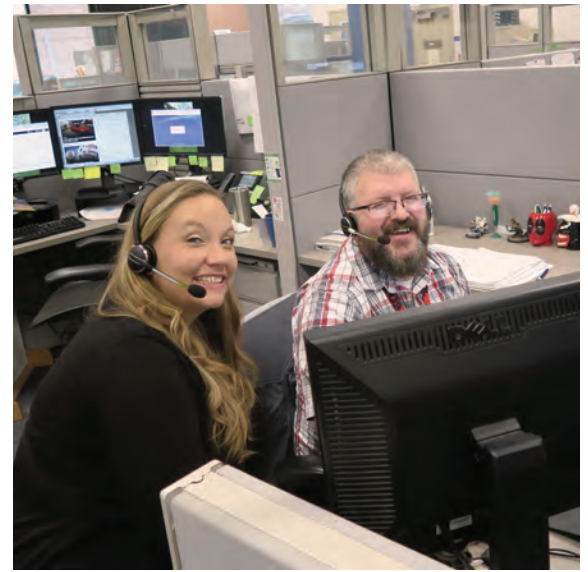


Downtown Health



Continuous Improvement & Innovation



Accelerating Street Work



Criminal Justice Reform



River Trail System



21st Century Workforce



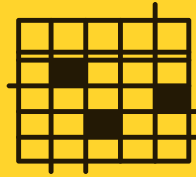
Standardize Financial Policies



Investments in PDAs



Open Government



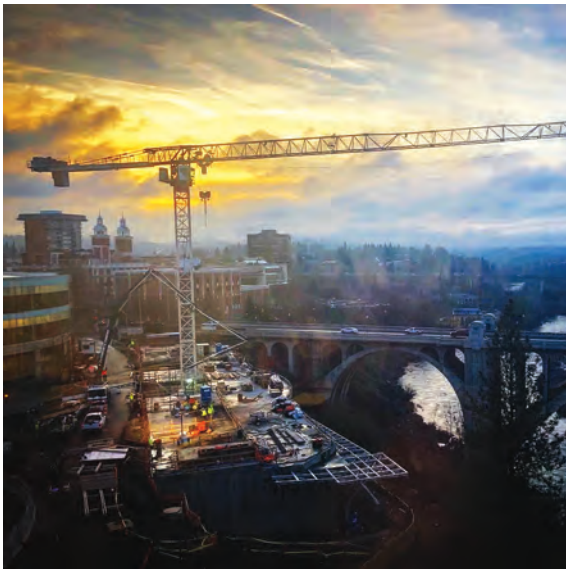
Leverage Public Assets



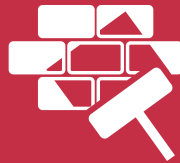
Continuity of Operations & Security



Integrated Response



Citywide Clean & Safe



Sustainable City



Integrated 911/Dispatch



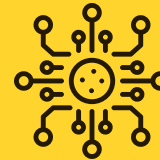
Housing



Regional Partners



Digital Infrastructure Master Plan



2019

One Vision. One Plan. One Voice.







## Message from the Mayor

Last fall, we held an interactive town hall meeting, as we have done about once a year during my time as Mayor. Citizens joined us over the phone and watched us live on Facebook, on the City’s web site, or in person in the Council Chambers. During the hour-long conversation, more than 6,500 people joined us through these various mediums.

We talked about our historic partnership with Spokane Public Schools that will deliver new libraries and schools in creative ways. And, we talked about our 2019 City budget, which included the addition of 10 police officers and \$800,000 more to serve those experiencing homelessness.

Near the end of our discussion we asked these citizens to tell us if they were optimistic about Spokane’s future, about where we are going. Some 77 percent of respondents said they were very or somewhat optimistic. That’s pretty incredible.

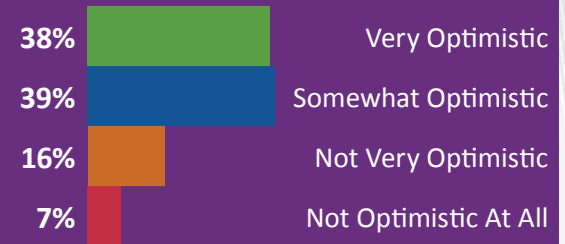
Optimism is an interesting concept, really a feeling of hopefulness and confidence in what lies ahead. And frankly, it’s not necessarily something that Spokane is known for. And, I want to know more about what is driving that optimism. As I move forward through my eighth—and final—year as your Mayor, this question will be at the forefront of my interactions with citizens.

I know what makes me optimistic. Riverfront Park is transforming. Massive work to improve the health of the Spokane River is winding down. New businesses are cropping up on North Monroe and East Sprague, where we have made major investments. Smart technologies are being tested and deployed in our University District alongside world-class medical research. Property crime is down, and new approaches to social service delivery are being investigated. And so much more.

When we are optimistic, we dream bigger and deliver more. That’s the Spokane I am proud to be a part of.

On Tuesday, October 23, 2018, Mayor David Condon held a Telephone Town Hall meeting to discuss multiple topics and solicit feedback from the public. One of the questions asked was:

### *How optimistic are you about Spokane’s future?*



**77% Optimistic**

# Safe & Healthy

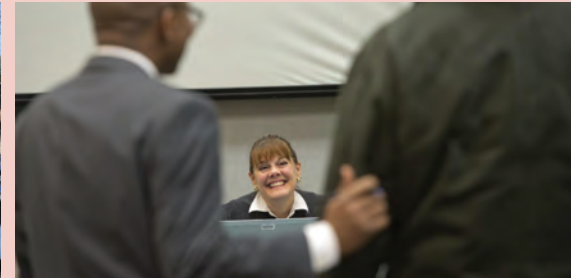
To create a safe, healthy, supportive environment for the City of Spokane residents, business and visitors.

## Reducing Crime, Improving Patient Outcomes, Helping Those in Need

**Lower property crime.** Residential burglaries are down 13 percent over last year, commercial burglaries are down 10 percent, and vehicle thefts are down as well.

### **Supervision for Property Crime Offenders.**

Community supervision for habitual car thieves, once they are released from custody, is at the top of Spokane's 2019 legislative wish list. Community supervision can require that offenders submit to periodic drug screenings, drug rehabilitation programs and have no contact with other convicted felons.



**New Envision Center.** The center is one of only 17 in the nation. The center connects those experiencing homelessness and other low-income individuals with a variety of services in a single location. The Center supports four key pillars of self-sufficiency: 1) Economic Empowerment, 2) Educational Advancement, 3) Health & Wellness, and 4) Character and Leadership.



**Evolving Services for Those Experiencing Homelessness.** A new permanent shelter is in the works, as the community overall seeks out best practices to assist those experiencing homelessness. The City also is investing another \$800,000—in addition to the \$8.5 million the City spent in 2018—in homelessness services in 2019, increasing direct outreach to those in need.



**Delivering Better Medical Outcomes.** Firefighter Paramedics and EMTs are improving outcomes for citizens experiencing cardiac arrest and stroke. By recognizing symptoms, administering appropriate care quickly, and providing detailed information to emergency room providers, our firefighters are saving lives.

**Right care in the right place.** Spokane Fire Department (SFD) has partnered with Frontier Behavioral Health, with funding from Providence Medical Group, to staff a Behavioral Response Unit. The program diverts people experiencing less acute behavioral issues from the Emergency Room so they can be connected to more appropriate community resources. This allows Emergency Room staff to provide the highest level of care to the most acute medical and behavioral health patients.



# Riding the Waves, Rolling Along, Putting Down Roots



**Riverfront Spokane.** In Riverfront, we have opened the new Carrousel building, the renovated Rotary Fountain, the Howard Street South bridge, and the Skate Ribbon. Up next is the Pavilion and center promenade. Riverfront Spokane is our living room, and we love what's happening there.

**Healthy Downtown.** A renaissance that began to transform downtown over a decade ago continues with renewed pace and excitement. New investment continues to abound with everything from historic renovation and new construction to homegrown business development and the attraction of national retailers.

**Bikeshare.** Last fall, it seemed the entire City was rolling along—on electric scooters and bikes. Citizens and visitors took 139,000 rides during

68 days of the pilot bikeshare program. Elected officials and staff are working on changes to usher in a permanent bikeshare program.



Bike Share Stats over 68 days	Pedal Bike	E-Assist Bike	Scooter
# Rides	9,258	20,906	109,233
Total Distance (miles)	4,646	12,578	111,154
Average Rides/Vehicle/Day	2.8	4.0	7.1



**The SportsPlex.** Work will start in 2019 on the new regional sports facility near the Spokane Arena that will host large tournaments that generate tourism and serve as a practice and competition venue for local sports groups and community programming. The facility will boost the local and state economies through the attraction of visitors to our community, and studies show it will generate up to \$33 million annually in direct visitor spending.

**Access to the Spokane River.** The wild Spokane River and two sets of falls run through the heart of Spokane. Increasing access to the river provides outdoor recreational experiences and helps ensure its health for the future. A new raft and kayak put-in is being built in Redband Park—the fourth updated access point in the City—and new vistas of the lower falls will open with the completion of work on Spokane Falls Boulevard by the Downtown Library.



**Partnership with Spokane Public Schools.** Voters approved funding measures for libraries and schools as part of an historic partnership between the City and Spokane Public Schools. New middle schools will be located on City sites, libraries and schools will co-locate, and new facilities will lift up neighborhoods around the City.

## Get closer to nature



**5 minutes from downtown**  
Riverside State Park's 55 miles of trail



**Hit the slopes!**  
5 ski resorts within 2 hours of the city.



**Convenient downtown access** Swim, fish or paddle in the Spokane River on your lunch break.

## Put down roots

Residential housing is affordable in Spokane

Average home price per square foot



**\$1048/sf**  
San Francisco



**\$476/sf**  
Seattle



**\$157/sf**  
Spokane

**Housing Options.** Updated planning efforts, including changes to infill housing regulations, are designed to make it easier to increase the housing options in our community. In addition to single-family homes and apartment complexes, the new regulations are designed to encourage townhouses and condominiums that are less represented in our housing stock.

# Urban Experience

To promote significant growth that connects people to place and builds upon cultural, historic, and natural resource assets.

# Innovative Infrastructure

To build and effectively manage innovative infrastructure that supports community accessibility, mobility and resiliency.

## Saving Water, Smoothing the Ride, Thinking Ahead



**Improved Streets.** Everyone likes a smooth ride. The Street Levy approved by voters in 2014 has enabled the City to focus on projects that serve more people every day. We are stepping up maintenance work—which is less expensive—to give users more miles of safe, smooth pavement.



**Energy Ideas.** The City's renewable energy generation surpasses its use of electricity, natural gas, and fuel combined. That's particularly impressive when you consider our large fleet of fire trucks, police cars, snow plows, and garbage and recycling trucks. The City's energy production includes hydropower at Upriver Dam and electricity from steam at the Waste to Energy Facility and the Riverside Park Water Reclamation Facility. The City is working on new ideas to get citizens more value for these energy assets.



**Improved River Health.** A series of projects designed to manage overflows from combined wastewater and stormwater to the Spokane River is nearing completion. The last of more than 24 underground tanks—including huge projects on Spokane Falls Boulevard and at First & Adams in west downtown—will be done in 2019. The system will have a capacity of about 16.5 million gallons of wastewater storage.

**Focus on Water Conservation.** Water is our most precious resource; in Spokane, we are blessed to have the sole-source Spokane Valley-Rathdrum Prairie Aquifer as our drinking water source. We have work under way to encourage SpokaneScape—less water-intensive landscaping, develop new irrigation standards, and tackle City high water users, like golf courses.

**Urbanova.** The University District serves as the living laboratory for “smart cities” technology under the Urbanova partnership that includes the City, local companies, and higher education. Work is under way around localized energy grids, technology that dims street lighting when traffic volumes drop, and sensors that provide instant air quality data. The goal is to use this information to create people-centric solutions for the future.

**Promise of a Circular Economy.** They say that one man's trash is another man's treasure, and that's exactly the concept behind the circular economy. As part of our joint West Plains Public Development Authority, we are creating a district that will connect companies and turn waste products into raw materials.



# Funding the Work, Accessing Services, Maintaining Affordability

**New Supported Employment Program.** This program is designed to create job opportunities for eligible individuals with disabilities and allows the City to expand its work force in ways that allow our employee base to be more representative of our community.

**Healthy City Reserves.** New additions to the City's reserve accounts bring City reserves up to \$18.5 million, putting the City on solid financial footing. The accounts are designed to protect City services when revenues don't meet expectations or unanticipated increases in expenditures occur.

**Spirit of Continuous Improvement & Innovation.** Every day, we are looking at our processes and procedures to determine if there are better ways of doing business. We are adding a new system in Solid Waste Collection to improve routing and pickup. We are making changes to our utility management system to better track these lines of business. And we have added new software to manage public records requests.



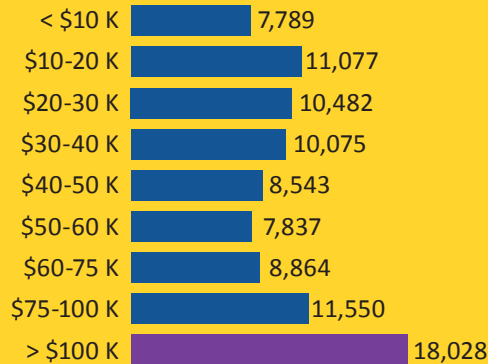
## Income and Spending

Households in Spokane earn a median yearly income of \$48,946. 31.39% of the households earn more than the national average each year. Household expenditures average \$53,414 per year. The majority of earnings get spent on Shelter, Transportation, Food and Beverages, Health Care, and Utilities.

# \$48,946

Median Household Income

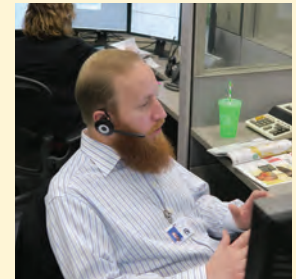
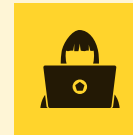
## Income Distribution



**Affordability.** We have strived to live within our means and to hold down costs for our citizens, while still providing excellent services. We have committed to limiting rate increases within our water, wastewater, and solid waste utilities to 2.9 percent annually—the average rate of inflation over the last 25 years or so.

**Open Government.** Governments collect all kinds of data. We are working to make more of our information easily available to the public in hopes that it generates new ideas and new ways of doing business.

**Customer Service.** Communicating and interacting with our customers in ways that are convenient for them is important. This year, we added texting capabilities to our 3-1-1 customer service center. Our social media interactions won a national award. And, we are working toward additional enhancements like the ability to sign up for recurring credit card payments and ACH payments for utility charges.



# Sustainable Resources

To make sustainable financial decisions that support strategic goals, deliver excellent customer service, and contribute to economic prosperity.

Spokane is a safe, diverse, resilient, sustainable,  
and growing city known for its natural beauty, economic  
prosperity, and exceptional quality of life for all.

**David A. Condon**  
Mayor



**Ben Stuckart**  
Council President



**Kate Burke**  
Councilmember,  
District 1



**Mike Fagan**  
Councilmember,  
District 1



**Breean Beggs**  
Councilmember,  
District 2



**Lori Kinnear**  
Councilmember,  
District 2



**Candace Mumm**  
Councilmember,  
District 3



**Karen Stratton**  
Councilmember,  
District 3



808 W. Spokane Falls Blvd. Spokane, WA 99201  
*My.SpokaneCity.org*

*My*Spokane **3 1 1**  
call for city services