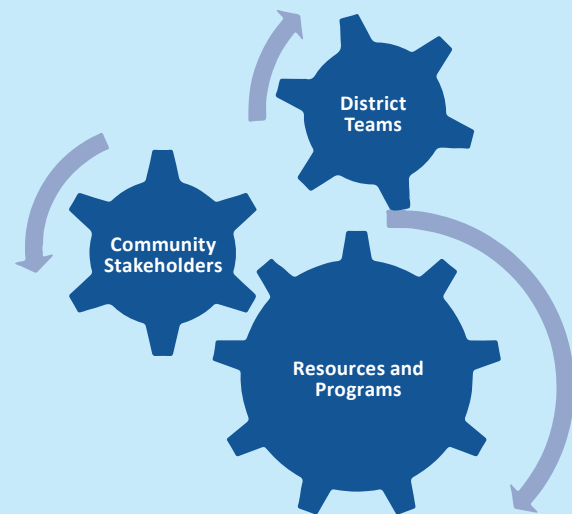
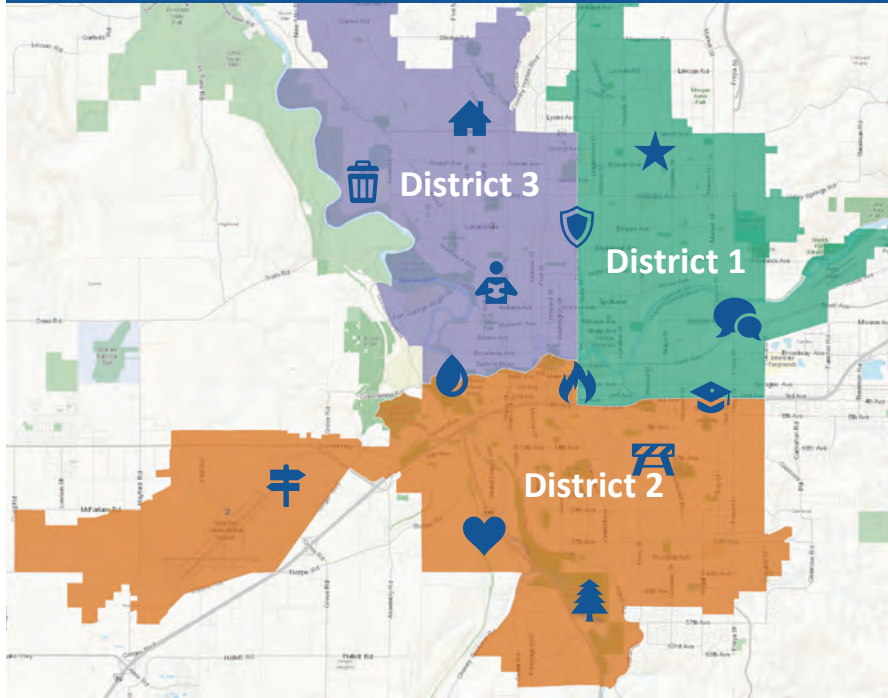


## Coming Together to Serve Our Diverse Communities Citywide



**Spokane Matters:** On a snowy December evening we celebrated a year (plus) of efforts and the culmination of projects in each district and the downtown. Altogether, about 30 initiatives were tackled, and feedback is being gathered to launch Spokane Matters 2.0. City Council and the Mayor's office will jointly host a summit meeting, kicking off another year of creative collaboration across City departments informed by Community stakeholders. Spokane Matters generates district-specific solutions to unique district challenges. You can find more about Spokane Matters here: [my.spokanecity.org/spokanematters](http://my.spokanecity.org/spokanematters)

**Community Engagement Grant:** Most of Spokane's 29 neighborhood councils and several committees of the Community Assembly were awarded Community Engagement grants, which they utilize to grow and build capacity for their neighborhood and the neighborhood council system which is unique to our City. Look for increasing your neighborhood's engagement in 2018 through this program.



### Traffic Calming Program

The Traffic Calming program had a big year in 2017 with almost \$2.2 million approved for spending on neighborhood projects Citywide! This neighborhood program is funded through the Photo Red Light Program and allows neighborhood councils to submit residential and arterial traffic calming applications each spring. We are moving into the programs eighth year in 2018 and are excited to continue to work collaboratively with our hardworking neighborhood council volunteers.

City staff is currently working on creating a new School Safety Program that will be similar to the Traffic Calming Program where neighborhood councils, schools or any citizen will be able to submit applications for school safety improvements through additional infrastructure. For questions on both of these programs please reach out to Kathleen Myers, [kmyers@spokanecity.org](mailto:kmyers@spokanecity.org), 509-625-6733.



**The NBS Division** is focused on citizens and providing excellent customer service. We make it easy for people to access city services, invest in our community, build great neighborhoods and have a voice in their government. The NBS division strives to make Spokane the City of Choice for all of our citizens regardless of income and we work to ensure a safety net for the most vulnerable in our community. Being responsive to our customers, serving those most in need and creating an environment where neighborhoods and businesses thrive is vital to achieving the City's vision of being a city near nature unequalled for living, working, learning and leisure.



### Safe, Quality, and Affordable Housing

Through partnerships committed to increasing the supply of safe, quality affordable housing, CHHS invests in projects that develop new affordable rental units, rehab existing affordable rental units, and complete critical repairs in low-income and owner-occupied homes.

essential repairs  
completed in low-income,  
owner-occupied homes

257

affordable rental units constructed  
or rehabilitated, with another 256  
underway

119

significant rehabilitations  
completed for low-income  
homeowners

24

### Community Infrastructure and Services

To improve quality of life and increase economic opportunity, CHHS funds improvements to community centers, parks, streets, sidewalks and other public facilities. Additionally, CHHS supports programming targeted to food security, workforce development, and health and safety.

critical public services projects  
funded

24

public facility improvements, streets/sidewalks and other capital  
improvements at locations where critical public services are provided

28

### Homelessness and Re-housing Services

Through a network of local service providers, CHHS supports a coordinated set of low barrier, housing-focused interventions intended to ensure that members of our community experiencing homelessness are connected to appropriate resources as quickly as possible.

people permanently housed

3,041

outreach contacts made

2,712

people received diversion or  
prevention services

1,717








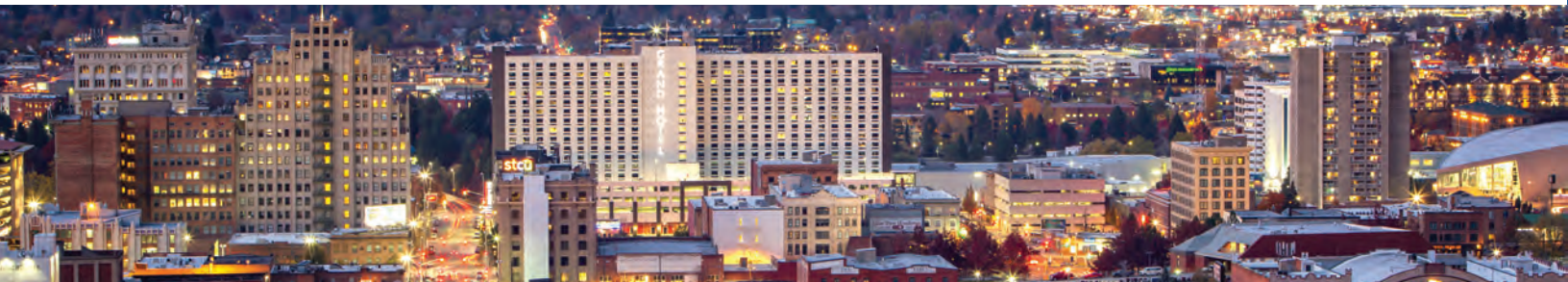
## Economic Development, Neighborhood Revitalization, and Historic Preservation

The Targeted Investment Area strategy brings together community development and neighborhood planning with capital infrastructure investments, incentives policies, brownfield redevelopment and customer support, aligning resources and clarifying the City’s role in economic development.

### 2017 Highlights and Accomplishments

REVITALIZATION AND INFILL PLANNING <i>Neighborhood, Center and Corridor and Sub-area planning helps define the community's vision for the future and identify opportunity areas for economic investment.</i>	 Revitalization Planning	<ul style="list-style-type: none"><li>Grant received to create Browne’s Addition local historic district and design standards</li><li>10 buildings listed on Spokane Register of Historic Buildings</li><li>Updated City’s Comprehensive Plan</li><li>Completed Lincoln Heights Master Plan</li><li>Completed Chief Garry Park Neighborhood Plan</li><li>Existing Commercial Structures and Infill Development Code Amendments</li></ul>
TARGET INVESTMENT AREAS <i>Target Investment Areas provide the framework to align revitalization planning with capital infrastructure investments, community improvement projects, neighborhood and business organizations and private sector market interest.</i>	 Target Area Development	<ul style="list-style-type: none"><li>Completed The Yard Redevelopment Master Plan</li><li>Expanded Multi-Family Tax Exemption Program</li><li>Secured \$600,000 in grant funds for Brownfield Cleanup at Riverfront Park</li><li>Staff support in the formation of West Plains PDA</li><li>Ongoing Support for University District PDA &amp; NEPDA</li></ul>
IMPLEMENTATION AND ASSISTANCE <i>Customer support systems are provided to achieve seamless, transparent and value added interactions between project stakeholders, internal departments, the administration, policy makers and the public.</i>	 Economic Development Assistance	<ul style="list-style-type: none"><li>8 Historic preservation projects</li><li>14 Projects of Citywide Consultations (\$94 M in estimated construction value)</li><li>6 MFTE Contracts for 44 multi-family units</li><li>5 Brownfield Assessments and 18 Brownfield Assistance Projects</li><li>Investment in historic buildings using Special Tax Valuation incentive: <b>\$4.3M</b></li></ul>

Total Permit Activity				
2015 17,159	2016 21,262	2017 19,556	 Down 8% over last year	The total permit activity represents all building, electrical, plumbing, and mechanical permits in a given time period.
New Single Family Residences				
2015 336	2016 366	2017 327	 Down 11% over last year	Single Family residential permit numbers represent permitting of new single family homes.
Construction Valuation				
2015 \$325M	2016 \$413M	2017 \$516M	 Up 25% over last year	Permit valuation represents the amount reported and based on the value of the construction work to be completed.



## MySpokane 311 for city services



One visit

### What Is My Spokane 311?

My Spokane 311 is the centralized customer service department for the City of Spokane. My Spokane 311 handles customer service for Parks and Recreation, Utility Billing, Solid Waste Collection, Code and Parking Enforcement, Streets, and also answers general city questions.



One click

My Spokane 311’s Mission? To provide simple access to services by connecting our community with knowledgeable, friendly, and quality service with one call, one click, or one visit. Whether customers prefer to call, visit in person, or use online services, My Spokane customer service representatives will either help answer the customer’s question, or for more complex questions, will get them to the right subject matter expert. My Spokane customer service representatives will also process customer service requests, such as reporting an abandoned auto, potholes, or changing solid waste services, to be fulfilled by the responsible City department.



One call

81% of calls answered within 60 seconds

80% of contacts were resolved on first contact

85% of customers reported satisfactory or above for customer service (overall experience)

93% of customers reported satisfactory or above for customer service (friendly and courteous service)

### Neighborhood Council Cleanup

The Neighborhood Council Cleanup program had another successful year in 2017. In a joint effort with Solid Waste Collections, over 740 tons of household and clean green waste was picked up with a value of \$184,181. All 29 Neighborhood Councils participated. Next year, the value of the per neighborhood allocation will be increased to \$7,500.

