



21

ANNUAL REPORT

OFFICE OF NEIGHBORHOOD SERVICES

2021 started off with the promise of a vaccine and a return to normal following the unprecedented shutdowns of 2020 due to the coronavirus. Alas, that was not meant to be, but that did not prevent our neighborhood councils, Community Assembly, and Office of Neighborhood Services (ONS) from accomplishing greatness. In fact, we did so many wonderful things it is hard to contain them all in one report. Below are some highlights I am proud of.

In partnership with Gonzaga's School of Leadership Studies, a needs assessment was conducted to identify what leadership skills and other resources are needed to successfully run a neighborhood council. This needs assessment was a great opportunity to use an empathetic listening approach to learn how we could support existing and future leaders. Out of this work the Neighborhood Resource Video Library was born, with many of our neighborhood leaders filming videos in their areas of expertise to support the leaders of tomorrow. The curriculum for the pilot Spokane Neighborhood Leadership Academy also emerged from the needs assessment. Speaking of videos, have you seen our "Neighborhood News You Can Use" segments posted on the City's Neighborhoods website? These have proven to be a successful technique for promoting our neighborhoods.

I look forward to continued collaboration in 2022 with our neighborhoods and Community Assembly, and I am also excited for what we have on tap for continued community engagement, particularly around Spokane Gives and the Spokane Neighborhood Leadership Academy. It is an honor to serve our community and work with so many dedicated volunteers.

-Carly Contright



TRAFFIC CALMING

The Traffic Calming Program aims to improve safety for multi-modal street users—including pedestrians, bicyclists, and motorists, etc. By decreasing volume and/or reducing speed, the number and severity of accidents can be diminished and the livability of streets improved.

2021 continued our shift to a new Traffic Calming process. Shauna Harshman of City Council's office established a contract with the Pomegranate Institute to help train facilitators for Traffic Calming issue-identification workshops set to begin in 2022. Covid impacted construction and design, so Cycle 9 projects were reviewed in 2021, set to be constructed in 2022. Cycle 10 went through preliminary design, set for review in Q1 2022.



The Mobile Speed Feedback Program addresses excessive speeding within neighborhoods as well as providing valuable insight and data regarding traffic safety. Every year, neighborhoods can request three locations for trailer placements of two business weeks during the May–September months.

In 2021, ONS took full programmatic responsibility for the trailers. Annica Eagle was in the field every week, May through early October, setting up and taking down the trailers. At the end of the season, ONS published a report of all the data collected.

MOBILE SPEED FEEDBACK

4

District 1
NCs applied
for trailers

9

District 2
NCs applied
for trailers

7

District 3
NCs applied
for trailers

CLEAN-UP PROGRAM

The Neighborhood Clean-up Program is a partnership between Solid Waste and ONS, which works to make Spokane neighborhoods clean, safe, and healthy for all residents to live and thrive in. Clean-up also supports the City's broader actions to reduce property crime, beautify Spokane, and promote community resiliency. Neighborhoods have the opportunity to choose from a variety of clean-up programs offered to help remove waste from residents' properties.

The pandemic presented many challenges for the Clean-Up Program and most of 2021 was restricted to disposal pass distributions. The continued partnership with the state-of-the-art Waste to Energy Facility allowed for residents to dispose of waste at their facility, providing residents a safe and socially distanced way to dispose of waste in their community.

In the fall, Solid Waste provided 10 curbside collections and 5 roll-off events to 15 neighborhoods. These events, in addition to disposal pass distribution, combined for a total of more than 632 tons of waste being removed from our neighborhoods.

7,604

Disposal passes distributed to Spokane residents in 2021



632+

Tons of waste removed during 2021 programming



COMMUNITY ENGAGEMENT GRANT

The Community Engagement Grant was established in 2016 with support from the City Council to fund opportunities and activities that encourage residents to participate in their neighborhood council. For the last six years, \$25,000 has been available to individual Neighborhoods and Community Assembly committees to apply for funding that encourages and increases overall engagement at the neighborhood level.

\$18,238

Spent on community
engagement efforts



25

Neighborhood councils
and committees
applied for funding

Virtual meetings became the norm with the spread of the pandemic. Neighborhood councils learned the in's and out's of Zoom to maintain a connection with their neighborhood. Some neighborhood events were forced to move to a virtual platform. Events that were held in-person, like Bemiss' Music Under the Oaks, Browne's Addition's Summer Concert Series, and Manito/Cannon Hill's Abbey Crawford Concert adapted to include social distancing and masks.

In addition to Zoom accounts, neighborhoods councils continued to order printed materials like direct mail postcards, flyers, banners, and A-frame signs to reach out to residents. The Office of Neighborhood Services continued to support neighborhoods and brainstorm ways to creatively connect in meaningful ways with residents.

NEIGHBORS DRIVE 25

The Office of Neighborhood Services saw a rise in complaints from neighborhoods regarding residential speeding in 2021. We formed a stakeholders group representing citizens from all three Council districts along with partners from SPD, Spokane Public Schools, and Spokane Regional Health District to consider potential solutions and components for a pedestrian safety and traffic awareness education and enforcement campaign.

The work of this group led to the decision to focus on education, thus the Neighbors Drive 25 campaign was born. Yellow yard signs were made available at Spokane C.O.P.S. locations in the fall. We look forward to a campaign kick-off event in spring of 2022.



DISTRICT VIDEOS

In an effort to reach unaffiliated residents and encourage participation in their neighborhood councils, the Office of Neighborhood Services & Communications Department began to produce a series of bi-weekly videos. The videos are filmed in the neighborhoods as an opportunity to share fun facts and community news, highlighting each of the three districts in Spokane.

Neighborhoods have used these videos as an opportunity to connect with residents through social media, and the Office of Neighborhood Services is able to engage with residents through a digital platform regarding important neighborhood information.



In collaboration with Gonzaga University and City Council, the Office of Neighborhood Services helped shape a five-month leadership program designed to equip new and emerging neighborhood council leaders with knowledge, skills, and resources to increase engagement and effectively address their priorities. This program will help develop essential skills for leading volunteer teams, including communicating effectively, facilitating meetings, delegating, resolving conflict, and more. Participants will learn how to create inclusive, welcoming spaces and collaborate with people of diverse identities, personalities, and abilities, and they will become familiar with Spokane's municipal structures, processes, and resources to better serve their neighborhoods.

The first cohort of this program launches in early 2022. Participants will be chosen in collaboration between City staff, Gonzaga, and the Building Stronger Neighborhoods committee of Community Assembly.

Also in partnership with Gonzaga, a series of videos were filmed as part of a Leadership Library series to be available on the City's website. These videos feature current neighborhood leaders and City staff providing instruction on items such as running effective meetings and how to plan special events in neighborhoods.



INVESTING IN OUR LEADERS

BEMISS • CHIEF GARRY PARK • HILLYARD
LOGAN • MINNEHAHA • NEVADA HEIGHTS • SHILOH HILLS
WHITMAN • BROWNE'S ADDITION • CLIFF/CANNON
COMSTOCK • EAST CENTRAL • GRANDVIEW/THORPE
LATAH/HANGMAN • LINCOLN HEIGHTS • MANITO/CANNON HILL

**YOU DON'T HAVE TO MOVE
TO LIVE IN A BETTER NEIGHBORHOOD**

PEACEFUL VALLEY • ROCKWOOD • SOUTHGATE • RIVERSIDE
WESTHILLS • AUDUBON/DOWNRIVER
BALBOA/SOUTH INDIAN TRAILS • EMERSON/GARFIELD
FIVE MILE PRAIRIE • NORTH HILL • NORTH INDIAN TRAIL
NORTHWEST • WEST CENTRAL



OFFICE OF NEIGHBORHOOD SERVICES
NEIGH.SVCS@SPOKANECITY.ORG