



**OFFICE OF  
NEIGHBORHOOD  
SERVICES**

# **ANNUAL REPORT**

**20**

**22**

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# A LETTER FROM OFFICE OF NEIGHBORHOOD SERVICES STAFF

As the Office of Neighborhood Services wraps up another year of programming, it is a great time to reflect on all that our office has accomplished. Our office stayed busy with the launching of the Spokane Neighborhood Leadership Academy, a full schedule of clean-up events, a reimagined traffic calming program, the C.O.P.S. Shops volunteers assisting with our Mobile Speed Feedback program, and community-engaged programming returning to neighborhoods. Staff continued to navigate what community looks like in a pandemic, and we continued to work with our neighborhoods to brainstorm new ways to keep citizens engaged. In this annual report, we share all the ways our office worked to keep our neighborhoods safe, engaged and thriving.

Neighborhood councils worked hard to keep residents engaged through meetings and events, many choosing to continue with hybrid meetings to keep residents involved. Returning to in-person meetings, attending neighborhood concerts and movie nights in parks, and offering clean-up events brought a sense of belonging and connection that many neighborhoods had greatly missed over the past couple of years.

This year saw many neighborhood council officers wrapping up their time serving their community either within their council or Community Assembly. Our office is grateful for the years of dedication spent serving their neighborhoods, and look forward to all the ways we will continue to work alongside them in the community.

Our department also experienced transitions this year, as we said goodbye to Annica Eagle, Cendy Ortiz and Carly Cortright. For a while, it was just Annie and Gabby holding down the fort! That all changed when we welcomed in our newest staff member, Amber Groe, in the fall to manage the Neighborhood Clean-up Program. We are looking forward to also having a new department director appointed in 2023.

This annual report is a reflection and celebration of the work accomplished, and we hope that you, the reader, are inspired by the work that happens in the Spokane community. Always remember, you don't have to move to live in a better neighborhood!

Warmest wishes,  
The Office of Neighborhood Services Staff  
*Amber Groe, Annie Deasy and Gabby Ryan*

# NEIGHBORHOOD CLEAN-UP PROGRAM

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The Neighborhood Clean-up Program is a partnership between Solid Waste and the Office of Neighborhood Services, 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 2022 Clean-up Program showcased resiliency from neighborhood leaders plus increased interest and involvement from residents. This year was our first glimpse of normalcy for the Clean-up Program since the pandemic halted most programming in 2020. The spring began with thirteen curbside collections and six roll-off events for eighteen neighborhoods. In the fall, Solid Waste provided eleven curbside collections and eight roll-off events to nineteen neighborhoods. Disposal passes were released in March and throughout the year, 5,636 passes were requested both digitally and through C.O.P.S. Shop locations. The year's events, in addition to disposal pass distribution, combined for a total of more than 870 tons of waste being removed from our neighborhoods.

**38**

Clean-Up  
Events in  
Spring & Fall

**5636**

Disposal  
Passes  
Distributed

**870**

Tons of  
Waste  
Removed

# COMMUNITY ENGAGEMENT GRANT

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Annually, \$25,000 has been available to individual Neighborhood Councils and Community Assembly committees to apply for funding that encourages and increases overall engagement at the neighborhood level. In its sixth year, the Community Engagement Grant program was able to provide neighborhood councils with Zoom licenses, printed materials like postcards, door hangers, informational brochures, banners, and A-frame signage, in addition to covering costs for movie nights in parks and band fees for outdoor concerts.

As neighbors grew more comfortable with interacting in-person, the desire for community events returned as well. Bemiss, Browne's Addition, Cliff/Cannon, Manito/Cannon Hill, Lincoln Heights, Grandview/Thorpe, North Indian Trail, Peaceful Valley, and West Central all held events this year. Many of our neighborhoods began to meet in-person, while many transitioned to hybrid meeting formats, increasing resident access to participation in the council system. Community Assembly also utilized funds to hold a retreat for the first time in three years, for their Representatives and Alternates, in partnership with Gonzaga's School of Leadership Studies. Our office continues to look forward to supporting all the ways our neighborhoods continue to engage their residents through the funding provided by this program in the new year.

9

Community  
Events  
Funded by  
Grant

\$24,379

Spent on  
Community  
Engagement  
Efforts in 2022

22

Neighborhoods  
and  
Committees  
Received Funds

# TRAFFIC CALMING & MOBILE SPEED FEEDBACK

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This year, City Council and the Office of Neighborhood Services conducted 10 traffic calming issue identification workshops. The information that was collected from those workshops is being reviewed by consulting engineers who are responsible for collecting data and designing project solutions. In 2023, engineers will present project solutions and host another series of workshops so that neighborhoods can vote on their preferred solution. The selected projects will create a 4-year list that will begin construction in 2024.

Additionally, this year our department established a partnership with Spokane C.O.P.S. for the deployment of the trailers which included programming, setting up and taking down the trailers. C.O.P.S. volunteers moved the trailers every other week through the program season. At the end of the season, our department published a report of all the data collected and distributed the information out to neighborhoods. In 2022, the mobile speed feedback trailers were deployed to 54 locations throughout 21 neighborhood councils.

The Neighbors Drive 25 campaign was a success this year, with the initiative kick-off taking place in the spring! Throughout 2022, we have distributed more than 1,000 bright yellow signs to residents as an educational tool for residents to remind drivers of a safe speed limit on their residential streets.

**10**

Traffic  
Calming  
Workshops  
Held

**1k+**

Neighbors  
Drive 25  
Signs  
Distributed

**54**

Mobile Speed  
Feedback  
Trailer  
Deployments

# A PILOT PROGRAM TAKES OFF...

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After a year of planning, the inaugural class of the Spokane Neighborhood Leadership Academy began their journey through the intentionally designed leadership development program. This program was made possible by a partnership between the Office of Neighborhood Services, City Council and Gonzaga University's School of Leadership Studies. Nine emerging leaders from the neighborhood council system were a part of the first cohort of the academy, representing neighborhoods in each of the three council districts. The cohort was further supported by having a current neighborhood Chair serving as a co-facilitator alongside Gonzaga, in addition to a few neighborhood leaders serving as mentors.

Participants in the Spokane Neighborhood Leadership Academy:

- Gained essential leadership skills and knowledge for working with volunteers. This included, but was not limited to, communicating effectively, facilitating meetings, delegating, and managing workloads.
- Learned how to create inclusive, welcoming spaces and work effectively with people of diverse identities, personalities and abilities.
- Learned about Spokane's municipal structures, processes, and resources to help their neighborhood accomplish their goals.

9

Participants  
in Inaugural  
SNLA Cohort

\$10k

Invested in  
Local Leadership  
Development  
in 2022

# MEET THE TEAM...



## Amber Groe

Oversees: Neighborhood Clean-Up Program, Town Halls  
Staff Liaison to: CA Land Use Committee, CA Building  
Stronger Neighborhoods Committee, Audubon-  
Downriver, Bemiss, Browne's Addition, Five Mile Prairie,  
Hillyard, Latah-Hangman, Manito-Cannon Hill,  
Minnehaha, North Hill, and Shiloh Hills.

## Annie Deasy

Oversees: Neighborhood Traffic Calming Program,  
Mobile Speed Feedback Program  
Staff Liaison to: CA Liaison Committee, CA Pedestrian,  
Traffic and Transportation Committee, Cliff-Cannon,  
East Central, Lincoln Heights, Logan, North Indian Trail,  
Riverside, Rockwood, and West Hills.



## Gabby Ryan

Oversees: Community Engagement Grant Program,  
Community Assembly-City Council Joint Meetings,  
Spokane Neighborhood Leadership Academy  
Staff Liaison to: CA Admin Committee, CA Budget  
Committee, Balboa/South Indian Trail, Chief Garry Park,  
Comstock, Emerson-Garfield, Grandview-Thorpe,  
Peaceful Valley, Nevada Heights, Northwest, Southgate,  
West Central, and Whitman.







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TO MOVE TO LIVE  
IN A BETTER  
NEIGHBORHOOD