



Roadmap to the Future

Public Forum #1

Monday, September 28, 2009

6:00 – 8:00 p.m.

East Central Community Center

Attendees: 4

What are we attempting to realize

- The community's issues and problems – need
- The community's desires
- Begin to identify parks and recreation's role in the community in response to need and interest ("What should parks and recreation do and not do?")
- Potential partnerships and framework that are relevant to parks and recreation service provision
- Community resources and limitations

NOTE: Question #11. Two answered F (did not register on voting pads)

13. What do you believe to be the most essential (of critical importance) services the Spokane Parks and Recreation Department provides the community? Why do you see it/them as essential?

- Senior programs – exercise, socializing, nutrition program; seniors also participate in other services at the community center; upstairs have medical clinic
- Senior in a wheelchair was able to access – very vital service
- Senior and children services are vital – need to focus money on "at risk" populations
- Trips are not essential to offer to people who could do this on their own
- Critical elements in cities – natural open spaces; land management component is essential
- Summer staffing at parks – kids used to "live" at the parks and pools; Dept has lost this level of youth activity in the parks
- Free swimming for kids – community contributed to fill the budget gap

14. What are the key strengths of the Spokane Parks and Recreation Department system and its services (parks, recreation, golf)? What should we celebrate?

- Golf
- Swimming pools – pools were designed with a lot of community input
- Park amenities – pools, shelters, etc.
- Physical grounds – key parks, Manito and Riverfront Park
- Franklin Park softball facility – tournaments
- Great job of property acquisition – west of Riverfront Park, not yet developed; bought riverbank

15. What do you believe to be the community issues/problems that parks and recreation services can help to resolve? (key issues) (*voting –align with values statements*)

- Affordability – access due to income – (e.g. get rid of the swim fees – communication with community was poor, could have included operational funding in bond – handling of the fee issue resulted in mistrust of the Department)



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- Communication and community input and governmental responsiveness
 - Racial issues – Native Americans, African American – opportunities for cultural education to enhance staff sensitivities to other cultures
 - Youth development programs to combat youth gangs
16. How can the Department work to responsibly address community issues/problems given its resources? What opportunities exist?
- Improve community decision-making input; history of local government taking actions that don't include community input
 - Racial issues – communication and outreach
 - Provide seniors and disadvantaged youth services
 - 27 neighborhoods and Neighborhood Services Dept. has access to contacts – need to tap into this communication mechanism; need timely communications
17. Do you believe there are populations who do not have access or who have limited access or who have limited access to parks and recreation services?
- Low income
 - Racial/ethnic groups – in West Central Native Americans are treated differently by park staff; park staff need to be educated regarding cultural difference and demonstrate respect
 - Language barriers – Marshall Islanders, Africans
18. Since we've generated quite a list of interests and knowing it takes money to fund services that may be able to address and respond to needs and desires, how do you think the citizens of Spokane prefer to pay for the improvements or enhancements they wish to have? (capital versus operating)
- Spend the money wisely (8% of general fund) – question of priorities
 - Accountability needed with community to account for the 8%
 - Need better representation on the Park Board – need accountability
 - Operational funding needed –if rational argument was presented to residents they would support if viable
 - Need to trim fat from City government
 - Park Board needs to be accountable with funds and decisions (with community input process)
 - 1.5 million given to YMCA – question about funds
 - Need transparency, lack of notice of Park Board meetings (perception of "back door" meetings regarding YMCA decision)
 - Budget should be approved by City Council – elected body, need accountability
19. Are there any other things we should be aware of moving forward so that this process is as effective as possible?
- More discussions about open spaces and natural areas – need to include in voting survey question as a choice, include as part of the verbiage
 - Engage Native American groups (Native Project - Tony)



Roadmap to the Future

Public Forum #2

Tuesday, September 29, 2009

11:30 a.m.– 1:30 p.m.

Finch Arboretum

Attendees: 17

What are we attempting to realize

- The community's issues and problems – need
- The community's desires
- Begin to identify parks and recreation's role in the community in response to need and interest (“What should parks and recreation do and not do?”)
- Potential partnerships and framework that are relevant to parks and recreation service provision
- Community resources and limitations

Questions 1-12 (part of “voting” activity/survey)

20. What do you believe to be the most essential (of critical importance) services the Spokane Parks and Recreation Department provides the community? Why do you see it/them as essential?

- Accessibility to everyone – all socio-economic strata
- Maintenance
- Recreation – what gets people into parks using them
- Park within 10 min. walk within 80-90% of residents – accessibility is a primary benefit
- Add facilities to keep pace with population growth – athletic fields, etc.
- Safe facilities
- Create facilities that others do not provide – pools, skateparks, etc.
- Visually beautiful places – Riverfront, etc. – set a tone for the City and the priorities of a City
- Urban forestry – caring for city tree canopy

21. What are the key strengths of the Spokane Parks and Recreation Department system and its services (parks, recreation, golf)? What should we celebrate?

- Recreation programs – biking, using the river, initiate people into using the parks, try to keep programs affordable
- Manito and Riverfront Parks
- Aquatic facilities – has improved public opinion of Dept facilities
- Diversity of types of facilities – experiential, things to see and do that appeals to all people
- Historical legacy of park system
- Artwork – sculpture walk in Riverfront Park
- Green, open space – all neighborhoods have access to a well-maintained park
- Provide wildlife habitat
- Facilities available to school district
- Phenomenal therapeutic recreation program – embraced and supported by city

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22. What do you believe to be the community issues/problems that parks and recreation services can help to resolve? (key issues) (*voting –align with values statements*)
- Park maintenance – athletic fields get worn out, need to focus on maintenance standards that they can enforce (with leases); biggest sports complex being renovated – need clear maintenance standards to keep high quality
 - Vandalism and security issues – e.g. Franklin Park – observe vandalism by teens
 - Parking is difficult in some facilities
 - Seeing a new generation of kids enjoying being outdoors (with increased use of aquatic facilities)
 - Special events – bringing community together, common ground for everyone
 - Each park has its own identity – concern about having too much uniformity in park features, need to balance, need “placemaking” – unique to that neighborhood and park
 - Street trees – too frequently are overlooked, Dept. could prioritize street tree care (small trees that die, etc.), could work in partnership
 - Website needs a lot of work – hard to find information, easy to schedule classes but that not much else
 - Youth obesity and inactivity – need more activities in parks, older youth are not as drawn to the park (except skatepark, etc.)
 - Gang, youth issues – need alternative activities, summer programs, leadership opportunities important, out of school time
 - Vandalism/Graffiti – need to develop a hotline to report, City is a leader, needs to set example, should be dealt with quickly
 - Youth – family activities needed (e.g. Franklin horseshoes)
23. How can the Department work to responsibly address community issues/problems given its resources? What opportunities exist?
- Creating a Metropolitan Park District – money is diminishing, will be a gap in a couple of years, creating sustainable funding; need to maintain historical legacy and strong park system
 - Work with neighborhood groups – limited contact and communication, could be mutually beneficial
 - Other resources – Utilize volunteers, sponsorships, partnerships (e.g. mountain bike facility)
 - Indoor year-round aquatic facility is needed – more resources are needed, countywide district may allow for funding capabilities for these bigger facilities
 - Communication with neighborhood groups and accountability for publicly funded park improvements (Cannon Park in West Central example); perception of arrogance by park staff, need more collaborative approach
 - Facilities to bring in tournaments to support tourism, but also benefits community; need business plans
 - Adopt-a-park program
 - Support Spokane Fall Master Plan whitewater facility proposal – unique asset to activate the river
 - Need staff available to communicate/coordinate with other groups, partners
 - Taking an entrepreneurial approach (e.g. golf)

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- Spokane Parks and Rec Dept. is harder to work with (operates under different set of rules, bureaucratic), easier to work with County Parks
 - Concerned about maintenance funds (e.g. how to take care of new aquatic facilities), Dept. needs to tell this story
 - Improved responsiveness is needed (e.g. 2 years requesting repairing lights for horseshoe tournaments)
 - Athletic field turf conditions are often poor – need a basic level of maintenance, other communities do a better job
24. Do you believe there are populations who do not have access or who have limited access to parks and recreation services (e.g., physical, financial, language barriers)? If yes, who are they?
- Kid affording services (aquatics), demographics show a need – 50% of families in schools; other ways to address – waiving fee; there a value to charging something
 - Access – ADA, availability of facilities (e.g. there is no baseball facility)
 - Accessibility for seniors, mobility challenged – need to think forward
 - Cultural/ethnic communities – explore and celebrate those differences within neighborhood parks
 - Volunteerism – earn credits for access to services
 - Baseball – schools struggling for space (only available at high schools), plan out at Indian Trail (lack of community support), demand for youth and adult baseball
25. Since we've generated quite a list of interests and knowing it takes money to fund services that may be able to address and respond to needs and desires, how do you think the citizens of Spokane prefer to pay for the improvements or enhancements they wish to have? (capital versus operating)
- Bonds from time to time
 - Partnerships between businesses and volunteers – may need to hire a volunteer coordinator to create systems and support to make it easier to volunteer; staff to work on sponsorships; will may off in the long-run
 - People have interest in making parks work – volunteerism
 - Now have a sponsorship formal program – community can solicit funds (work with Park Foundation); gave away 1,000 swim suits, funds for programs – annual donation campaign
 - Mindset that people aren't empowered to volunteer and take responsibility – people want to take an active role, but often are shut down – some barriers/ issues
 - Dept. has an Adopt-a-Park program, but no staff to support it
 - Rentals – need to provide facilities (access to restrooms) especially when renting a shelter
 - Need to attract businesses that can then provide support to parks



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26. Are there any other things we should be aware of moving forward so that this process is as effective as possible?
- People care about parks, real commitment to parks
 - Wayfinding Signage needed at Riverfront Park and other facilities - Importance of parks connecting neighborhoods, Riverfront Park being a connection between north and south, people get lost
 - Walkability and connectivity
 - Reaching out to get community participation – have not heard mention of this project or seen advertising; emails to neighborhood groups are not enough; going to meetings is important
 - Community assembly a good place to go
 - Dept. needs to be more transparent (e.g. fee issue with aquatic facilities, public input into old YMCA building funding)
 - Publicize input opportunities at the parks – have been flyers, banners, letters, 3200 names on the distribution list, need to publicize in weekly e-newsletter



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Public Forum #3

Tuesday, September 29, 2009

6:00 – 8:00 p.m.

Southside Senior Activity Center

Attendees: 16

What are we attempting to realize

- The community's issues and problems – need
- The community's desires
- Begin to identify parks and recreation's role in the community in response to need and interest ("What should parks and recreation do and not do?")
- Potential partnerships and framework that are relevant to parks and recreation service provision
- Community resources and limitations

[Questions 1-5 should be asked before introductions and project overview.]

1. The image of the Spokane Parks and Recreation Department's in your mind is: *(voting)*
 - a. Exceptional
 - b. Good
 - c. Fair
 - d. Poor
 - e. No opinion

2. In your opinion, the image of the Spokane Parks and Recreation Department's in the minds' of your family, friends, neighbors and peers is: *(voting)*
 - a. Exceptional
 - b. Good
 - c. Fair
 - d. Poor
 - e. No opinion

3. How would you rate the quality of parks and recreation services provided by the Spokane Parks and Recreation Department? *(voting)*
 - a. Exceptional
 - b. Good
 - c. Fair
 - d. Poor
 - e. No opinion

4. Overall, how satisfied are you that the parks, recreation facilities, and programs provided in Spokane are currently meeting the needs and interests of the community? *(voting)*
 - a. Not at all
 - b. Not very much
 - c. Somewhat



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- d. Mostly
 - e. Completely
 - f. Don't know
5. The City of Spokane funds parks and recreation operations and maintenance with user fees and tax dollars. Additional funds are required for the building, operations, and maintenance of new facilities. User fees, grants, and donations offset some costs. What is your opinion concerning the amount of dollars currently being spent by the City of Spokane for each of the following? (*voting*)

Providing current recreation programs

- a. Too little
- b. About right
- c. Too much
- d. Don't know

Maintaining existing parks and recreation facilities

- a. Too little
- b. About right
- c. Too much
- d. Don't know

Improvements to existing parks and recreation facilities

- a. Too little
- b. About right
- c. Too much
- d. Don't know

Building new parks and recreation facilities

- a. Too little
- b. About right
- c. Too much
- d. Don't know

6. Are you a resident of the city of Spokane? (*voting*)
- a. Yes
 - b. No
7. If you are a resident, how long have you been a resident of Spokane (*voting*)?
- a. < 5 years
 - b. 5-9 years
 - c. 10-19 years
 - d. 20+ years
 - e. Non-resident



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8. Do you or members of your household currently use parks and recreation services directed by the Spokane Parks and Recreation Department including parks, indoor or outdoor facilities, or programs? (*voting*)
 - a. Yes
 - b. No

9. If yes, which parks and recreation services directed by the Spokane Parks and Recreation Department do you and/or your household use? (choose one) (*voting*)
 - a. Recreation programs
 - b. Recreation facilities
 - c. Parks
 - d. Trails

10. Do you or members of your household currently use parks and recreation services other than those directed by the Spokane Parks and Recreation Department (including other cities) including parks, indoor or outdoor facilities, or programs? (*voting*)
 - a. Yes
 - b. No

11. If yes, which alternative providers? (choose one) (*voting*)
 - a. YMCA
 - b. School programs
 - c. Commercial recreation providers (e.g., health clubs)
 - d. Churches
 - e. County parks and recreation
 - f. Other

12. Why are you here today participating in this Forum? Do you represent a special interest area of any kind? If yes, what is the group or interest you represent? (choose one) (*voting*)
 - a. General interest
 - b. Neighborhood interest
 - c. Recreation program interest
 - d. Recreation facility interest
 - e. Parks
 - f. other

13. What do you believe to be the most essential (of critical importance) services the Spokane Parks and Recreation Department provides the community? Why do you see it/them as essential?
 - Maintaining and providing parks
 - Maintaining existing assets – whole park and green space/open space system
 - Continue to add parks as the community grows outside the core (2)
 - Parks are a need to have, the recreation is a nice to have
 - Parks enhance the quality of life
 - Maintain the diversity of tree, that they're healthy and we add more



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- Maintain historic parks and the system as the city grows
 - Maintain the funding and create more funding sources
14. What are the key strengths of the Spokane Parks and Recreation Department system and its services (parks, recreation, golf)? What should we celebrate?
- Legacy of the quantity and quality of the parks
 - Geography including the river
 - City golf courses – finest public golf courses that is a draw
 - Variety of uses in the parks
 - The way Parks system is organized – not as subject to whims of the political system
 - Well maintained parks
 - Connectivity in some areas between parks
15. What do you believe to be the community issues/problems that parks and recreation services can help to resolve? (key issues) (*align with values statements*)
- Health – youth sports and recreation
 - Appreciation of natural assets (rivers, trail corridors)
 - Juvenile delinquency
 - Underutilization of outlying neighborhoods – need more parks (Southgate neighborhood – in this area)
 - Parks should play an active role in economic development
 - Parks improve overall neighborhood – has an effect on upkeep of neighboring home yards
 - Preservation of Olmsted legacy – preserving broad plans (Rockwood Blvd. example – sale of property)
 - Introduce positive activities (e.g. Peoples Park area – drug use, homeless camping, etc.) – activating spaces
 - Access and connectivity to and between parks
 - Regionalize park system and create more connectivity – tie into trail plans and bicycle master plan
 - New areas lack parks especially denser areas (apartments without green space)
16. How can the Department work to responsibly address community issues/problems (responses to question #14) given its resources? What opportunities exist?
- Accessibility to and within the parks
 - Involvement with neighborhood planning
 - Neighborhood clean-up, adopt-a-park volunteerism (e.g. difference maintenance standards – small parks and regional)
 - Economic development – park system draws people as a key element of quality of life
 - Better lighting
 - Lack of well maintained and quantity of sports fields – need to be more pro-active in development of youth sports facilities (also skatepark in south) (multiple comments)



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17. Do you believe there are populations who do not have access or who have limited access to parks and recreation services (e.g., physical, financial, language barriers)? If yes, who are they?
 - Apartment dwellers
 - People with limited mobility – transportation issues, some parks have to get to by car, not walkable
 - Affordability – not an issue for parks, but for fee-based activities

 18. Since we've generated quite a list of interests and knowing it takes money to fund services that may be able to address and respond to needs and desires, how do you think the citizens of Spokane prefer to pay for the improvements or enhancements they wish to have? (capital versus operating)
 - Portion of city budget goes to park (protected for that purpose) – protect from erosion
 - Alternative funding through grants
 - Tax funding for operating
 - 8% of city budget may not be sufficient in the past
 - Conservation futures tax (county)

 19. Are there any other things we should be aware of moving forward so that this process is as effective as possible?
 - Don't see facilities being maintained well – concern that higher standards are needed, quality facilities (concession stand in Riverfront Park) – eroding the quality with poor design in key parks especially, eroding historic legacy
 - Parks Dept. has an eroding budget to maintain the quality we expect
 - Dept having a hard time defining recreation; demand for sports is growing and being met by private youth sports – need the resources to expand facilities and services
 - Need community discussion about a Parks District to ensure secure funding
 - Neighborhood planning – want to coordinate parks and recreation input with this planning process
 - Needs to be a better process for the neighborhoods to be a part of the park system
 - Conservation areas need to be managed to maintain the quality
 - Proposal to create a River District Park to manage the entire corridor
- Other
- Would like to be the best park system in the country
 - Regional destination parks – perceived to be located in the south



Roadmap to the Future

Public Forum #4

Wednesday, September 30, 2009

7:30 – 9:30 a.m.

Northeast Community Center

Attendees: 16

What are we attempting to realize

- The community's issues and problems – need
- The community's desires
- Begin to identify parks and recreation's role in the community in response to need and interest ("What should parks and recreation do and not do?")
- Potential partnerships and framework that are relevant to parks and recreation service provision
- Community resources and limitations

[Questions 1-5 should be asked before introductions and project overview.]

3. The image of the Spokane Parks and Recreation Department's in your mind is: *(voting)*
 - a. Exceptional
 - b. Good
 - c. Fair
 - d. Poor
 - e. No opinion

4. In your opinion, the image of the Spokane Parks and Recreation Department's in the minds' of your family, friends, neighbors and peers is: *(voting)*
 - a. Exceptional
 - b. Good
 - c. Fair
 - d. Poor
 - e. No opinion

3. How would you rate the quality of parks and recreation services provided by the Spokane Parks and Recreation Department? *(voting)*
 - a. Exceptional
 - b. Good
 - c. Fair
 - d. Poor
 - e. No opinion

20. Overall, how satisfied are you that the parks, recreation facilities, and programs provided in Spokane are currently meeting the needs and interests of the community? *(voting)*
 - a. Not at all
 - b. Not very much
 - c. Somewhat



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- d. Mostly
- e. Completely
- f. Don't know

21. The City of Spokane funds parks and recreation operations and maintenance with user fees and tax dollars. Additional funds are required for the building, operations, and maintenance of new facilities. User fees, grants, and donations offset some costs. What is your opinion concerning the amount of dollars currently being spent by the City of Spokane for each of the following? (*voting*)

Providing current recreation programs

- a. Too little
- b. About right
- c. Too much
- d. Don't know

Maintaining existing parks and recreation facilities

- a. Too little
- b. About right
- c. Too much
- d. Don't know

Improvements to existing parks and recreation facilities

- a. Too little
- b. About right
- c. Too much
- d. Don't know

Building new parks and recreation facilities

- a. Too little
- b. About right
- c. Too much
- d. Don't know

22. Are you a resident of the city of Spokane? (*voting*)

- a. Yes
- b. No

23. If you are a resident, how long have you been a resident of Spokane (*voting*)?

- a. < 5 years
- b. 5-9 years
- c. 10-19 years
- d. 20+ years
- e. Non-resident



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24. Do you or members of your household currently use parks and recreation services directed by the Spokane Parks and Recreation Department including parks, indoor or outdoor facilities, or programs? (*voting*)
- Yes
 - No
25. If yes, which parks and recreation services directed by the Spokane Parks and Recreation Department do you and/or your household use? (choose one) (*voting*)
- Recreation programs
 - Recreation facilities
 - Parks
 - Trails
26. Do you or members of your household currently use parks and recreation services other than those directed by the Spokane Parks and Recreation Department (including other cities) including parks, indoor or outdoor facilities, or programs? (*voting*)
- Yes
 - No
27. If yes, which alternative providers? (choose one) (*voting*)
- YMCA
 - School programs
 - Commercial recreation providers (e.g., health clubs)
 - Churches
 - County parks and recreation
 - Other
28. Why are you here today participating in this Forum? Do you represent a special interest area of any kind? If yes, what is the group or interest you represent? (choose one) (*voting*)
- General interest
 - Neighborhood interest
 - Recreation program interest
 - Recreation facility interest
 - Parks
 - other
29. What do you believe to be the most essential (of critical importance) services the Spokane Parks and Recreation Department provides the community? Why do you see it/them as essential?
- More things for youth (summer activities, etc.) – free access is important for low income families
 - Park maintenance – maintain what you have, more garbage cans to reduce trash in parks, would be good to see a recycling program; attention to handling large crowds (trash pick-up around aquatic facilities, etc.)
 - Security – More lighting in neighborhood parks to improve safety, security staff to patrol (issues of gang activity), involvement of neighbors as “eyes and ears”



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- Parks – keeping them safe, keep restrooms open
 - Communications – e.g. communicating in general example – better signage about spraying weed killer at park sites)
 - Wonder if all the recreation programs are “essential”
30. What are the key strengths of the Spokane Parks and Recreation Department system and its services (parks, recreation, golf)? What should we celebrate?
- Some of the best maintained parks in the country
 - Golf courses
 - Open to everyone (no resident requirements to use pools, etc.)
 - Pools and splash pads (Rowan and Napa tool splash pad out – now there is broken glass there)
 - Riverfront Park – a lot of improvements (plantings, entry, etc.), wonderful asset
31. What do you believe to be the community issues/problems that parks and recreation services can help to resolve? (key issues) (*align with values statements*)
- Infrastructure related to security – lighting (key issue in Northeast neighborhoods)
 - Park Board not governed by elected officials – need for accountability (NE neighborhoods proposing partnership with the management of neighborhood parks – assist with graffiti removal, clean-up, etc.); not clear information to and communication with the taxpayers; interest in area representation
 - Youth services and reduced fees or scholarships, more awareness needed of existing scholarship program
 - Not good communication with the public – low income communities hear often through word-of-mouth, neighborhood newspapers widely read (inserts in Spokesman), neighborhood associations use email communications as well as posters and flyers; suggestion to provide info to service providers so they can share with their clients
32. How can the Department work to responsibly address community issues/problems (responses to question #14) given its resources? What opportunities exist?
- Ongoing, systematic communication with neighborhood associations
 - Post signs with info on costs of park improvement project so people appreciate the public investment
 - Involve community in park planning efforts (especially neighborhood park improvements, people were happy to participate in the aquatic facility planning)
 - Set up citywide volunteer program for neighborhood parks (eyes and ears)
33. Do you believe there are populations who do not have access or who have limited access to parks and recreation services (e.g., physical, financial, language barriers)? If yes, who are they?
- Disabled community?
34. Since we’ve generated quite a list of interests and knowing it takes money to fund services that may be able to address and respond to needs and desires, how do you think the citizens of Spokane prefer to pay for the improvements or enhancements they wish to have? (capital versus operating)
- Partnerships – schools, teachers, businesses



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- Volunteers
 - Co-locate public facilities (libraries, schools, parks, etc.)
35. Are there any other things we should be aware of moving forward so that this process is as effective as possible?
- Communicate through this planning process with the community
 - Neighborhood Action Committee – City communication vehicle for neighborhood planning processes, Parks and Recreation Department should have a representative
 - Library sends out a monthly newsletter (30-50,000 distribution) – can put in a link to the project survey



Roadmap to the Future

Community Issues Identification – Focus Groups Summary

Focus Groups #1- #14

Monday - Wednesday, September 28 - 30, 2009

Locations: Finch Arboretum

Total Attendees: 99

What are we attempting to realize

- The community's issues and problems – need
- The community's desires
- Begin to identify parks and recreation's role in the community in response to need and interest ("What should parks and recreation do and not do?")
- Potential partnerships and framework that are relevant to parks and recreation service provision
- Community resources and limitations

1. What do you believe to be the most essential (of critical importance) services the Spokane Parks and Recreation Department provides the community? Why do you see it/them as essential?
 - Beautiful parks – accessible anytime, creates a good feeling, places for residents and visitors
 - Gives people a chance to play – golf, aerobics, etc. for all interests
 - Escape from everyday life
 - Places for positive use of leisure – not negative
 - Provide wildlife habitat
 - Maintain community assets and provide educational opportunities
 - For kids – place to go and stay out of trouble
 - Every neighborhood has park within walking distance – clean and nice
 - Create a lot of job opportunities for youth
2. What are the key strengths of the Spokane Parks and Recreation Department system and its services (parks, recreation, golf)? What should we celebrate?
 - Healthy activities (in parks) at no cost
 - Quality of maintenance
 - Parks safe
 - A lot of passion, staff really care
 - Variety of what's offered – many programs and facilities
 - Provide a lot of entry level opportunities
 - Number of parks and acreage and quality of maintenance
 - Municipal golf courses – good reputation
3. What do you believe to be the community issues/problems that parks and recreation services can help to resolve? (key issues) (*align with values statements*)
 - Isolation and loneliness – prevalent with seniors, others with mobility issues, low income issues
 - Working parents can have safe places for their kids

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- Often have to provide social services – hunger is a big issue; rec leaders are dropping off food, running a kids café program (part of nationally sponsored program with 1700 sites – breakfast, lunches) – Dept. has said they don’t want to do social services
 - Affordability is a big issue- looking for scholarship money; more programs are serving the “haves” versus the “have not’s” –how do we balance?
 - Mandates – increase revenue by 3%
 - East Central Center has food distribution (all ages), also have a medical center
 - Homeless and drug problems (teens dealing and using) – safety, people sleeping in the park, used needles; increase labor costs (around Arts Center); health issues
 - Vandalism, graffiti
 - Trying to raise money to increase scholarships
 - Not having a market for boys ages 9-15, need more mentoring, stable programming
 - Parenting issues – need to work with parents, provide support
4. Do you believe you are currently influencing or affecting any of the community issues/problems mentioned in your response to question #3? If so, how?
- Parks Foundation provide funding for free swim suits
 - Free scholarships – a lot of emphasis on swimming
 - Grant – school field trips to IMAX (Nat’l Geographic)
 - Youth – switched from recreation to a homework program (3rd year) at Peaceful Valley Community Center– many kids improved academically – many on honor role, huge increase in attendance; school approached community center to start program; parents are buying into the program now; Roosevelt school 1st grade-high school, 30 enrolled, steady 15 attendance (school transports)
 - Boys Scout, YMCA – partner with trips – x-country skiing
 - NE Youth Center – got licensed recreation camps – adhere to state regulations, got a sponsor, East Central Community Center – added program (had to update facility) – partner with Campfire boy scouts, WSU and others to mentor children ; have 15-16 students working; 13 kids now, new program
5. How can the Department work to responsibly address community issues/problems (responses to question #3) given its resources? What opportunities exist?
- Taking advantage of revenue generating opportunities – concert at Riverfront (\$40-45 ticket)
 - Interdepartmentally don’t cross market –
 - Need central grant writer, missing deadlines
 - Isolated and don’t tap into own resources – duplicate efforts; independent art programs in all the centers, low priced art activities in centers versus Corbin Arts Center
 - Sponsorship opportunities – need to re-look at naming policy, can’t name benches, etc. (against current policies)
 - Break down territorial divisions – not a lot of collaboration between areas
 - Have to pay each other divisions for help, affects budgets – every day common courtesy to each other



Roadmap to the Future

6. Relative to current partnerships and collaborations, which do you believe to be successful and why?
 - Arts Center – master gardeners provide instructors, colleges (Easter Washington) to provide community workshops
 - Riverfront – school district, skating, IMAX – group sales
 - Outdoor program – REI – rental equipment and advertising
 - Senior – retirement communities- they sponsor activities; some health care agencies sponsor activities
 - Parks Foundation – free swim suits, free swim lessons, sponsor passes
 - Golf – benefit tournaments
 - Friends Group – funding, volunteer support, maintenance funding
 - Central – Gonzaga nursing students provide health screenings, education classes; Easter Seals- computer classes; community service for youth (twice a week spend time with seniors)
 - Therapeutic – ski area sponsor ski lessons (long partnership); Dept. Health and Social Services – refer people,
 - Career path services – train them, juvenile court, service learning with universities – senior centers
 - Hoop Fest, Bloomsday; Lilac Fest group is struggling – however not cover our costs to support larger events
7. Which current partnerships and collaborations would you consider problematic and why?
 - School – joint-use of facilities – good and problematic, working on the structure/process; site based management; collaborate on a District level, but doesn't trickle down to principals
 - Special Olympics – could improve joint recognition for participants
8. What are potential partners that the Spokane Parks and Recreation Department should consider working with in the future? What would be the reciprocal benefits of such collaborations?
 - Health practitioners – grants, providing joint programs
 - Colleges – could provide student credit for working in the park and rec system, internships
9. Do you believe there are populations who do not have access or who have limited access to parks and recreation services (e.g., physical, financial, language barriers)? If yes, who are they?
 - Other cultures with language barriers- Pacific Islanders, Russian, Spanish speakers
 - Transportation issues for seniors and others – limited public transportation access
10. What barriers and challenges exist that you must overcome in order to provide parks and recreation services to the community?
 - Facilities – indoor facilities are lacking, all senior programs lease space; East Central Community Center is one of few owned by Dept.; don't own much; Northeast leases from NE Community Center; East Central run by Neighborhood Center –
 - Staff are dispersed, not all housed in the same place, not a one-stop shop
 - Permanent positions to support supervisors, constantly training temporary staff; scheduling issues; always in flux; affecting quality of customer service; not cost effective
 - Customer service issues - Have to call many places for services
 - Need improved internal communications, territorial



Roadmap to the Future

- Trying to provide services and meeting revenue goals – hard balance; doing more with less
- Division between parks and recreation
- Deferred maintenance in Riverfront park

11. Are there any other things we should be aware of moving forward so that this process is as effective as possible?

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