

DOWNTOWN SPOKANE PARKING AND BUSINESS IMPROVEMENT DISTRICT

2022 Management Plan



DOWNTOWN
SPOKANE

PREPARED BY THE
DOWNTOWN SPOKANE PARTNERSHIP

DOWNTOWN BUSINESS IMPROVEMENT DISTRICT (BID)

The Spokane City Council created the Downtown Business Improvement District (BID) in July 1995 at the request of the area’s business and property owners. The BID is authorized by Washington State law to aid general economic development and neighborhood revitalization. The current City Ordinance for the BID will sunset on December 31, 2026.

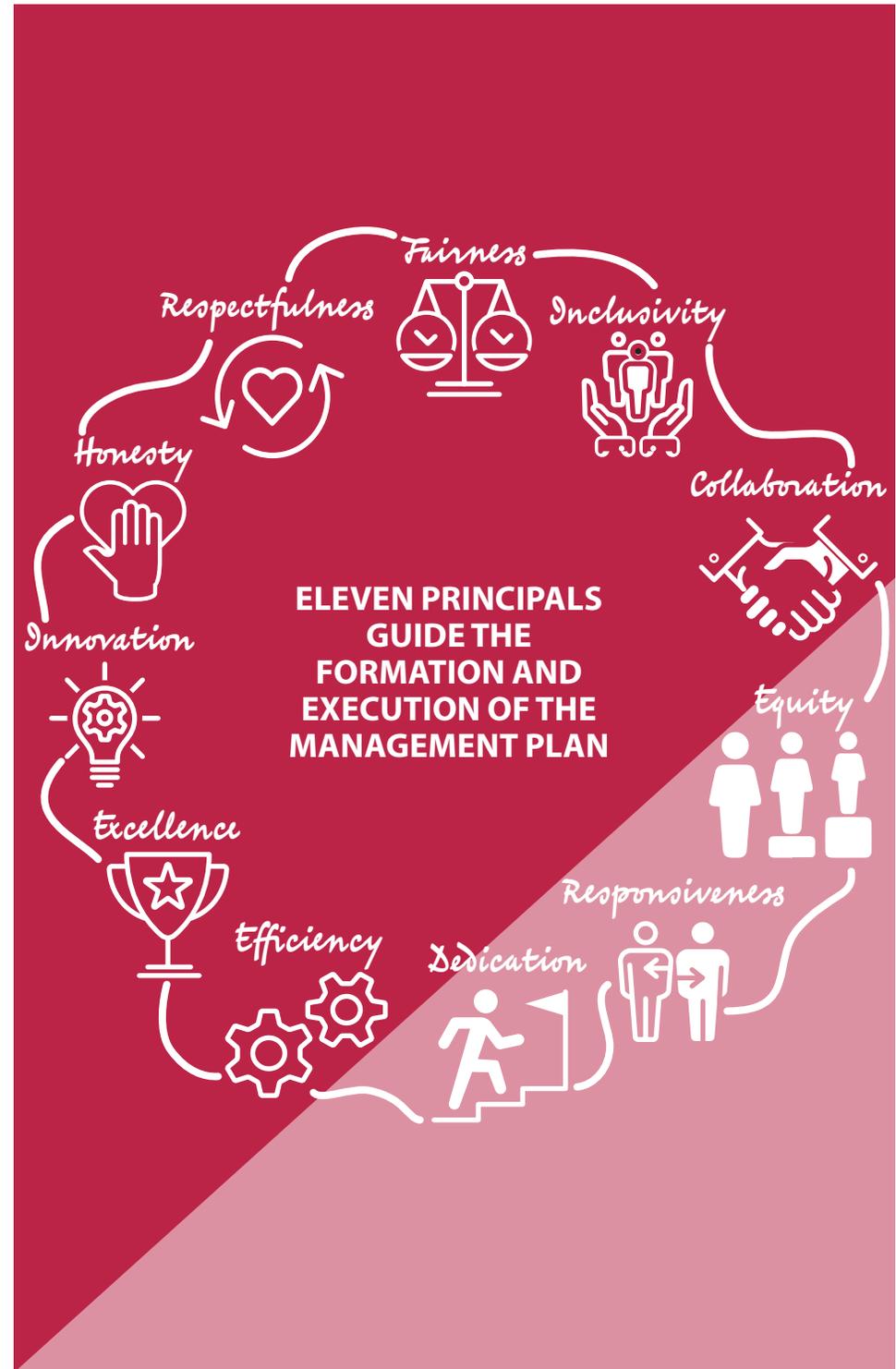
Comprising approximately 80 blocks of the Central Business District, more than 850 business owners and 350 property parcels are contained within the area. Beginning in 2023, parcels and businesses from the Railroad Viaduct to i90 between Division and Maple will begin to be assessed as part of a three-year expansion plan.

The BID programs of clean, safe, parking, promoting positive experiences and stimulating economic development have been fundamental since 1995. The BID encourages investment by providing the revenue and influence to keep our neighborhood streets clean, safe, and economically vibrant.

The Ratepayer Advisory Board (RAB) represents the interests of Ratepayers by establishing operating procedures, developing budgets, advising the City regarding assessments, monitoring service delivery and planning for the future of the BID in an advisory capacity. The RAB meets monthly to discuss budget, management, and program delivery issues on behalf of the BID Ratepayers. The RAB guides the day-to-day function of the BID service delivery.

DOWNTOWN SPOKANE PARTNERSHIP (DSP)

The Downtown Spokane Partnership - a private non-profit membership organization - is contracted by the City of Spokane to administer the BID. Under this agreement, the DSP provides planning efforts for Downtown, and oversees the implementation of downtown enhanced public services. The DSP Board of Directors sets the strategic agenda, guides and manages the revitalization program, and administers various implementation entities.





Dan Largent
FLATSTICK PUB
 618 W MAIN

2021 YEAR IN REVIEW

Received unqualified opinion on 2020 audit and maintained financial liquidity and solvency, as well as responsible and effective expense management in GAAP and Spokane Municipal Codes compliance. Made effective adjustments in Clean and Safe wages resulting in competitive hiring and retention.

Updated financial policies to include Board Designation, Capitalization Threshold and Fraud policy.

Staff along with the City of Spokane Planning Division Successfully delivered the third update to the Downtown Plan.

All board and staff completed six-month Diversity, Equity and Inclusion training series resulting in recommendations for a draft DEI Strategic Plan to be implemented in 2022.

Downtown businesses lent their endorsement to the Spokane Public Schools Board of Directors and the Board of the Public Facilities District for the location of the new District 81 athletic stadium at a site on the north bank of the Spokane River. The Riverside and Peaceful Valley Neighborhood Councils, Visit Spokane, and the Spokane Hotel-Motel Association for the Spokane River zipline project to further attract visitors and enhance activation along the river.

The Clean and Safe Teams were reorganized under new Operations Director position, gaining efficiencies and consistency in communication and accomplishing Management Plan objectives.

Following adjustments in wages, the clean and safe teams are now fully staffed. Under the Clean Team Lead, team members are facilitating faster mitigation response to graffiti, litter, and vandalism. To-date in 2021 the Clean Team has collected and removed 2,773 bags of trash; abated 2,531 graffiti tags; and painted 248 walls in the railway viaducts. Coordination with City Code Enforcement remains ongoing to facilitate railroad viaduct trash removal, sanitation and graffiti abatement

Under the new team lead, the Ambassadors have prioritized positive public facing interactions and community engagement through training. All Ambassadors are now trained in suicide intervention, customer service, first aid

and Crisis Intervention. Trained Ambassadors provided multiple CPTED (Crime Prevention Through Environmental Design) assessments and recommendations for downtown businesses. Ambassadors in 2021 provided; 4,704 hospitality assists; ; 141 police assists; 6,636 business contacts; and 3,961 educate and advise assist. Ambassador team uniform and presentation upgrades to enhance professional appearance and approachability.

In 2021 staff implemented a successful “Spokane is Downtown” Ad Campaign, highlighting nearly 50 unique, diverse and local businesses and organizations. Using 2020 rollover funds, the BID launched a new grant for culturally diverse events, receiving 21 applications and awarding six grants totaling \$25,000, resulting in new and growing events held in downtown with a focus on cultural sharing and education.

Through the spring and summer, staff hosted multiple pop-up clinics in downtown in an effort to increase Spokane’s vaccination rates, bring employees back to work and keep our community on the path towards recovery.

In 2021, staff renewed event MOU with the City of Spokane to continue to offer community focused, consistent, and free events along the street of Wall Street between Main Ave and Spokane Falls Blvd. Where possible, staff grew and fostered new events, including the expansion of Fall Fest and the addition of the Spokane Lilac Festival Holiday Parade. Staff also identified public space improvements, stakeholders, and programming opportunities along the alley south of Main Ave between Lincoln and Washington.

Completed and distributed a wide-ranging ratepayer and member survey on public safety concerns in downtown. 391 responses received with feedback to be distributed to local and regional policy makers

Several years of advocacy for the restoration of parallel parking on Stevens, City staff confirmed that it is slated for implementation in 2023, with the addition of at least 50 new stalls of on-street parking.

WELCOME TO DOWNTOWN IN 2021

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|---|-----------------------------------|--------------------------------|
| Brews Brothers | Tavolàta | Lord Stanley’s |
| Leland Curtis Co. | Bosco Pasta & Panini | Pink Fern Collective |
| Design for the PPL | Country Financial | Birds in the Coast |
| Thompson Insurance & Financial Services | Riverfront Park Travel Apartments | 22 Rooms LLC |
| Teleport Vintage + Co, | DryFly Distilling | Two Winey Bitches |
| People’s Waffle | Emma Rue’s | Velvet Hammer |
| Top Drawer Media | Echo Annex | Purgatory Craft Beer & Whiskey |
| Stella’s Café | First Choice Health Network | Tea’s Company |
| | Gaurdian Mortgage | |

2022 MANAGEMENT PRIORITIES

Adopt Diversity, Equity and Inclusion Strategic Plan and implement plan priorities.

Expand efforts for reducing criminal and nuisance behaviors for purposes of advancing the mission for the creation of a safe, vital and livable downtown.

Initiate communication and clean and safe services to BID expansion area south of the railroad viaduct.

Launch robust Ratepayer survey to gauge effectiveness and priorities on an annual basis.

FINANCIAL STEWARDSHIP

Sustain sound financial cash management with ongoing and one-time plans. Maintain financial liquidity, solvency, and compliance with GAAP, RCW 35.87A.010 and Spokane Municipal Code 04.31.030.

Continue to exercise sound and flexible expense management practices to protect three-month risk reserve and ensure operating within our means at all times.

Develop an Assessment Matrix Fee analysis for possible updates in fees for fiscal year 2023 or 2024

Solidify grant opportunities for capital items not included 2022 budget

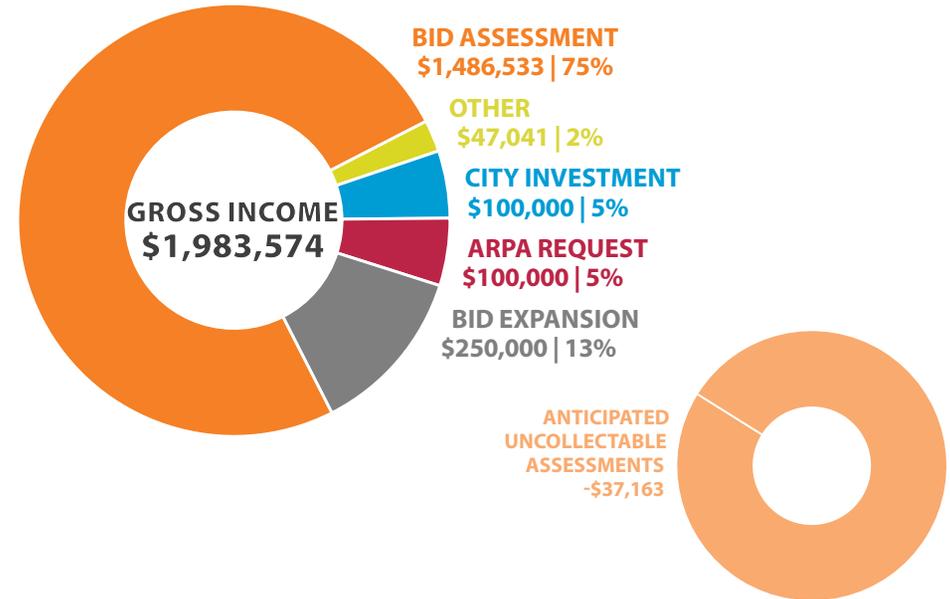
Octavia Lewis
INTER-TRIBAL BEAUTY
308 W 1ST AVE





Deborah Di Bernardo

1ST AVE COFFEE
1011 W 1ST AVE



INCOME SUMMARY

The BID is funded by \$100,000/year from the City of Spokane and approximately \$1,533,574 in private investment, including Ratepayer assessments, business contributions, event sponsorships and other contributions. The funds from the City exclusively support a portion of the Clean Team and the Security Ambassador programs.

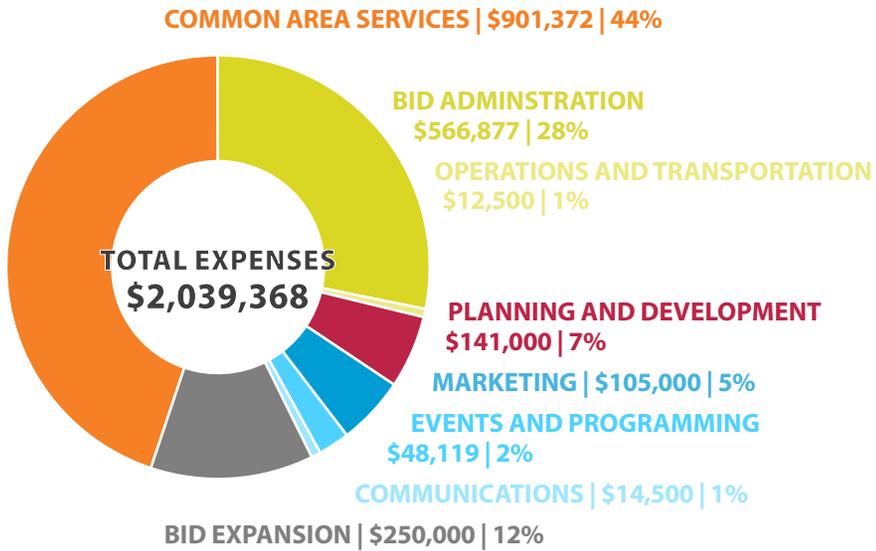
For 2022, the Ratepayer Advisory Board and Downtown Spokane Partnership Board approved the request of \$100,000 in American Recovery Plan funds to assist in business recovery through beautification and placemaking capital investments in the downtown core. An additional \$250,000 will be allocated from the City of Spokane to support operations expenses related to the first third of BID expansion south of the railroad.

Property owner assessments are based upon current values for land plus improvements and are calculated at a rate per \$1,000 of total assessed value. Each property, including its tenants, shall be assessed under both the tenant and property owner formulas. There is an annual minimum assessment of \$110.00 per property parcel. 501c3 ownership exempt with proof of federal filing.

Tenant assessments are based upon square footage of space per lease or per unit noted. There is an annual minimum assessment of \$110.00 per tenant. 501c3 tenant business exempt with proof of federal filing. Parking available to the public for a fee will be assessed at zone parking rates. Tenant assessment rates increase annually as determined by the CPI-U.

PROPERTY ASSESSMENT FORMULA

TENANT ASSESSMENT FORMULA



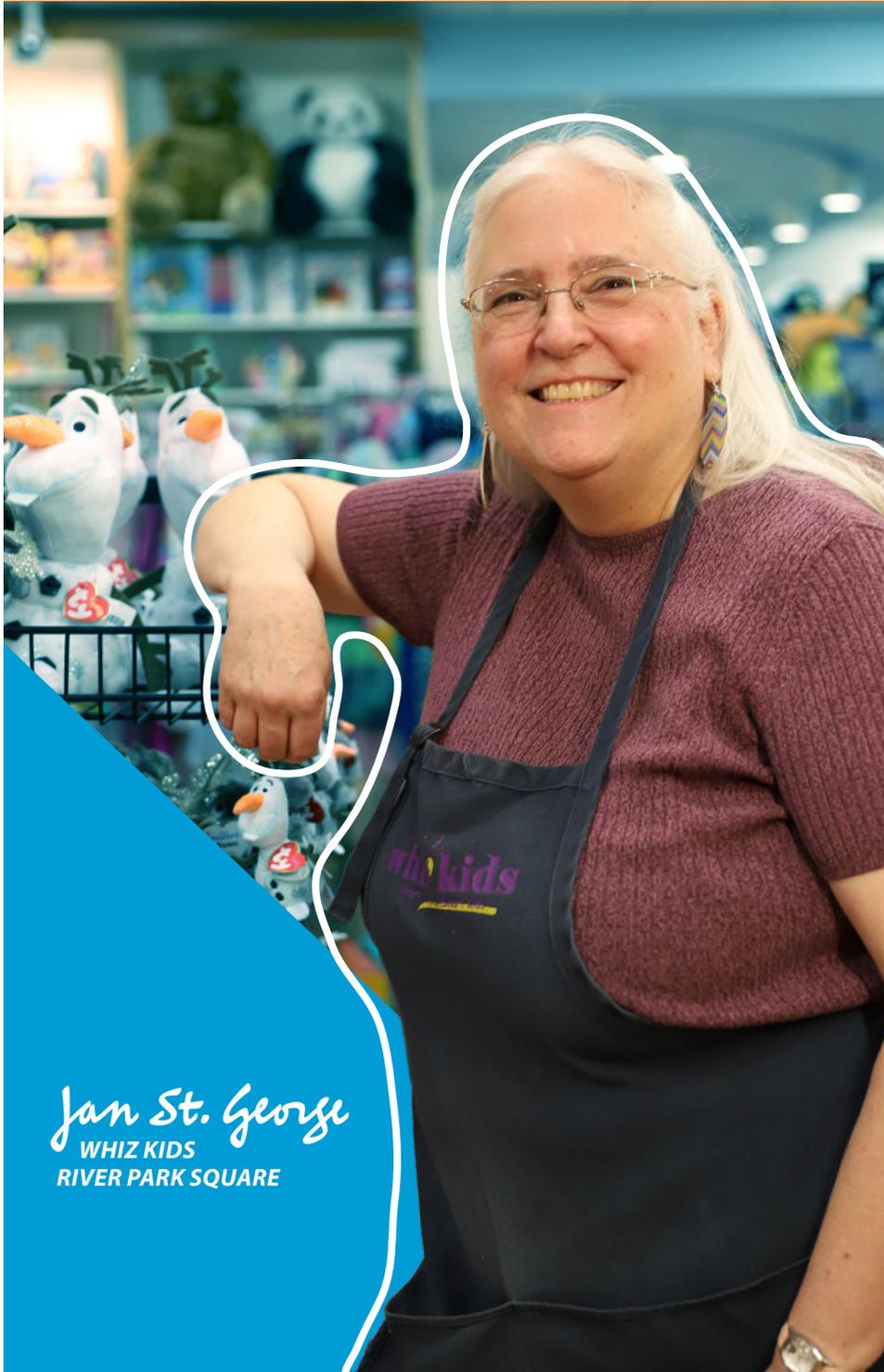
EXPENSE SUMMARY

BID programs focus on key areas that make downtown a desirable location for businesses, residents, shoppers, and visitors. The Ratepayer Advisory Board (RAB) establishes a draft budget and allocations are reviewed annually by the DSP and BID boards prior to being submitted to Spokane City Council for approval. Similar to other BIDs across the country, programs focus on clean, safe, marketing, growth, and transportation.

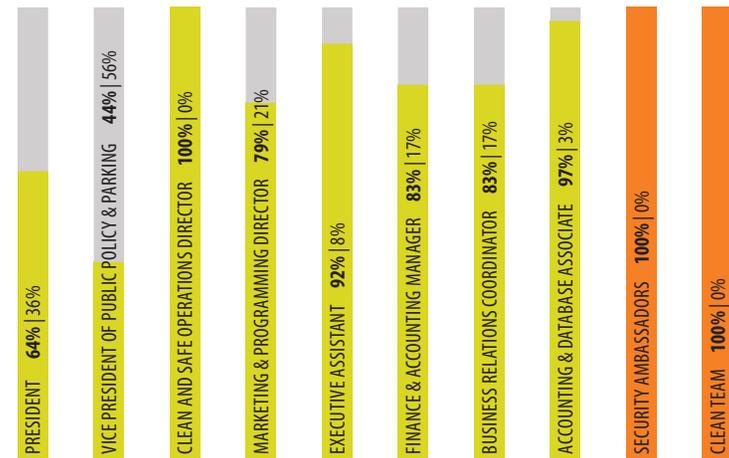
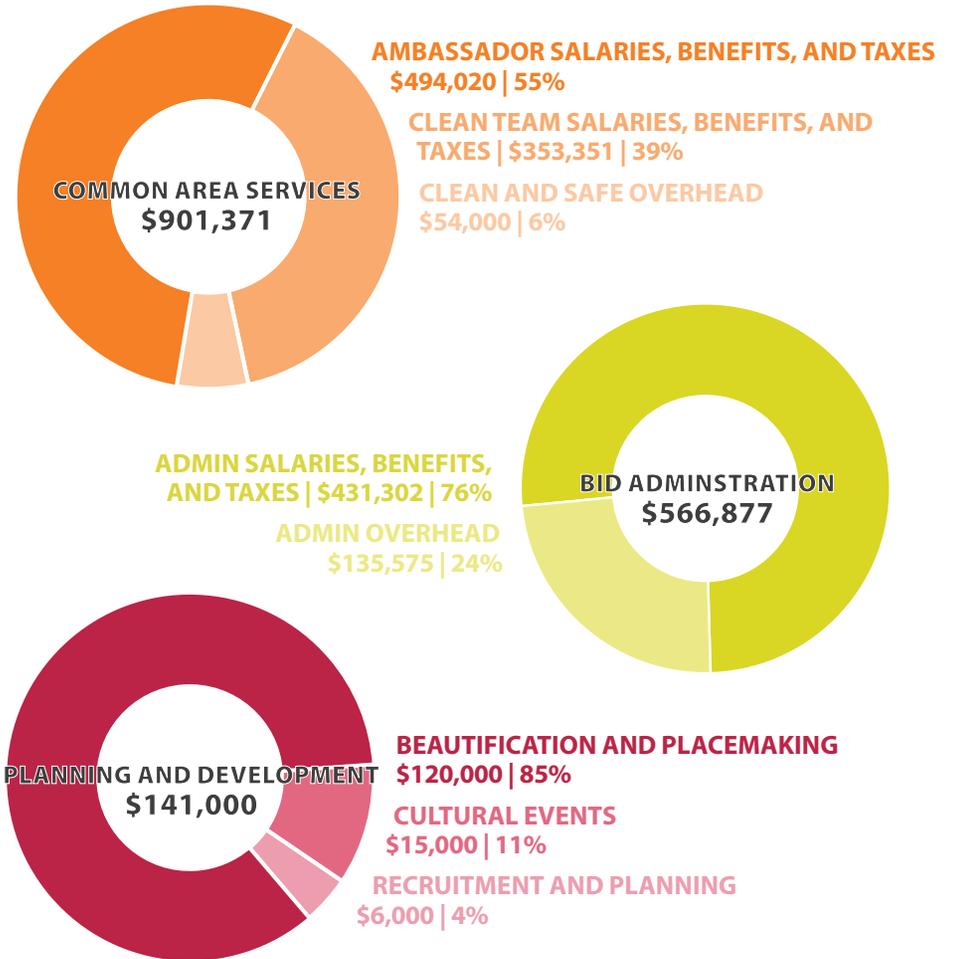
The 2022 budget reflects a conservative outlook, anticipating spending down reserves over a three-year period to accommodate for increase in wages for common area services, and expenses associated with South Downtown BID Expansion. The 2022 focus will be on implementing efficient and impactful programs that continue to support business recovery. Investment in marketing and programming initiatives will target inclusivity and accessibility for all individuals as well as seek to dispel negative perceptions of the downtown environment.



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 SPOKANE PRIDE
 428 W RIVERSIDE AVE



Jan St. George
WHIZ KIDS
RIVER PARK SQUARE



The Downtown Spokane Partnership (DSP) assigns staff resources based on annual business plan requirements to maximize an effective resource mix between the DSP and BID. This graph represents the percentage of time allocated to **BID** or DSP activities for each staff resource.

Grey portion of the graph represents salaries subsidized by the budget of the DSP.

DIVERSITY AND ACCESSIBILITY

Establish a minority and women-owned business council and deepen relationships with cultural organizations and associations.

Showcase and celebrate existing businesses and pursue incentives and grants to foster new diverse business owners.

Seek out, implement, and share educational programs to attract diversified talent in the core.

BID EXPANSION Estimated implementation July 1, 2022

Form BID expansion task force or working group and develop new Ratepayer onboarding process.

Conduct zone wide CPTED assessment and work with Council to address gaps and capital needs. Work with stakeholders to develop comprehensive and holistic approach to camping.

Conduct analysis of expansion operations support space needs and options. Hire and train budgeted positions. Enhance mobility to allow for quicker and broader coverage capabilities. Work with Waste Management to enhance and secure public and private receptacles and to improve BID staff trash disposal.





Kyle Remble
UNCLE'S GAMES
404 W MAIN AVE

SAFE AND WELCOMING

- Expand Crime Prevention Through Environmental Design program and program usage.
- Support “good neighbor agreement” for downtown nonprofits and housing providers.
- Implement processes for Clean and Ambassador crews to track and report all observed criminal behavior.
- Maintain and expand on coordinated procedures and communications with Spokane Police Department and reinvigorate downtown safety stakeholder meetings.
- Revive Community Service integrations and provide “hot spotters” information to Community Court. Renew “Family Reunification” and “Give Real Change” projects.
- Develop hospitality function of Ambassador role with community and visitor engagement.
- Expand on existing Ambassador training for onboarding, social work, motivational interviewing, and DEI
- Enhance mobility with additional vehicle and e-bike patrol program.
- Launch “Social Outreach Ambassador” pilot program and complete uniform update.

CLEAN AND BEAUTIFUL

- Continue “broken windows” approach to litter, graffiti and encouragement of private property maintenance in the BID and within the BNSF viaducts
- Maintain and increase coordination with City Code Enforcement for enhanced viaduct cleaning and graffiti removal initiatives
- Re-deploy sidewalk cleaning program interrupted due to staffing shortages
- Preserve, enhance and plant new trees in coordination with the City Arborist
- Submit ARPA grant request to re-launch hanging planter program, expand decorative trees and holiday theming, and alley placemaking/activation
- Expand onboarding and safety training for Clean Team members

ECONOMIC DEVELOPMENT AND VITALITY

Strive for pre-pandemic daytime population levels through effective implementation of marketing, events and placemaking.

Request American Recovery Plan Act funding to implement wayfinding and placemaking initiatives.

Emphasize uses and access to the Spokane River and advance Zipline project

Develop and promote vital back-to-work initiative

Leverage partnership with Advantage Spokane to showcase downtown recruitment of new businesses and residential development.

Position BID staff as the most knowledgeable resource for news, data and information about downtown.

PARKING AND TRANSPORTATION PROGRAMS

Monitor transportation projects and initiatives; increase awareness of downtown accessibility; promote greater use of transportation options.

Facilitate communication and support commerce during Riverside Avenue improvements.

Increase long-term parking stock for residential and workforce population.

Strengthen and expand ParkSpokane EasyPark and PremierPark validation programs.

Regain growth of ShuttlePark program, a partnership between Spokane Transit Authority, the Spokane Public Facilities District and the BID.

Continue implementing key elements of Parking Study including parking add-backs and angled parking in select neighborhoods.



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BOO RADLEY'S
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*Miguel
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JUMPING JACKALOPE
AXE THROWING
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