

Quality
of

LIFE

**CITIZEN
SATISFACTION**

S P O K A N E

CITY OF SPOKANE - SECTION 3B



INSET

SPOKANE COUNTY Neighborhood Boundaries

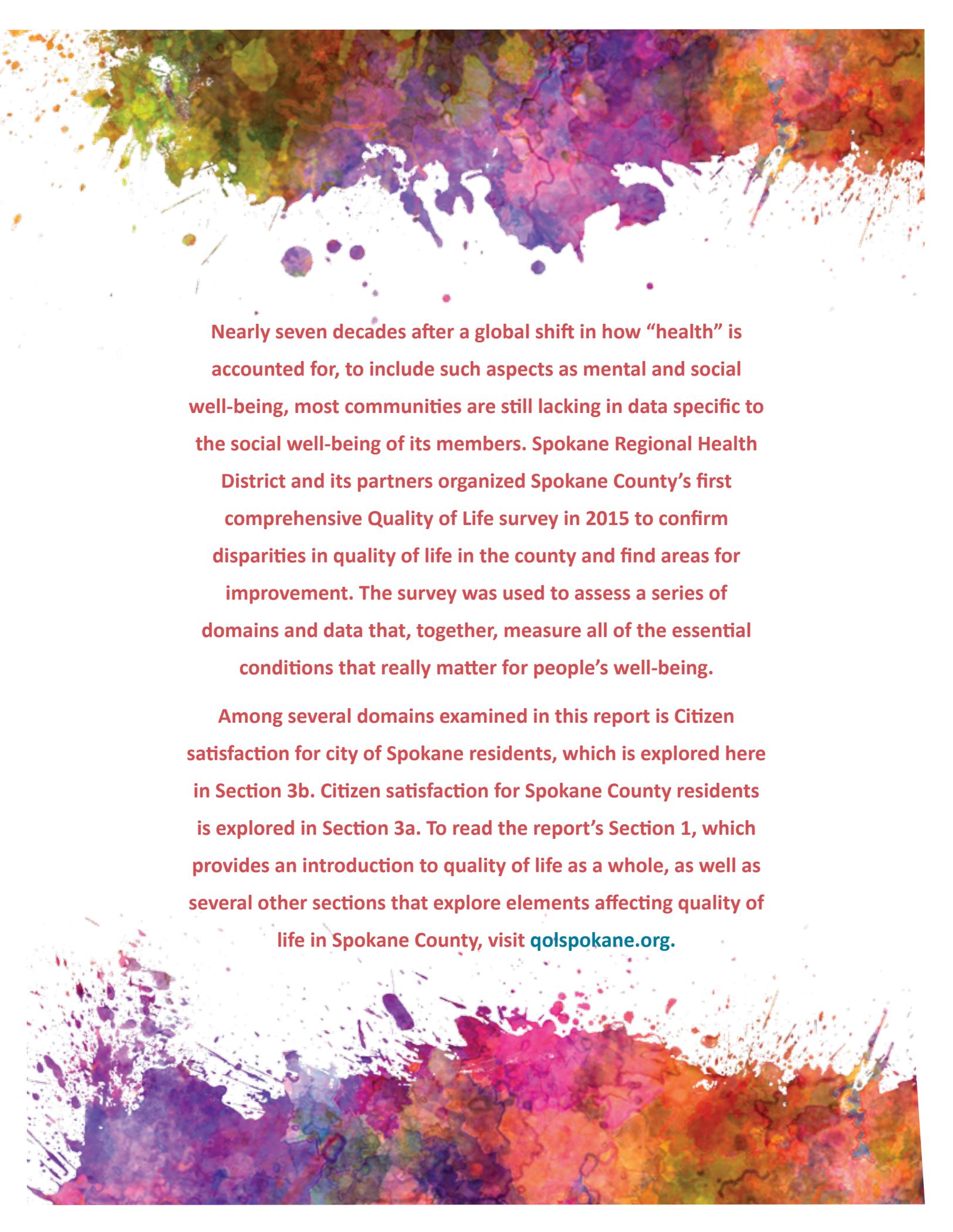


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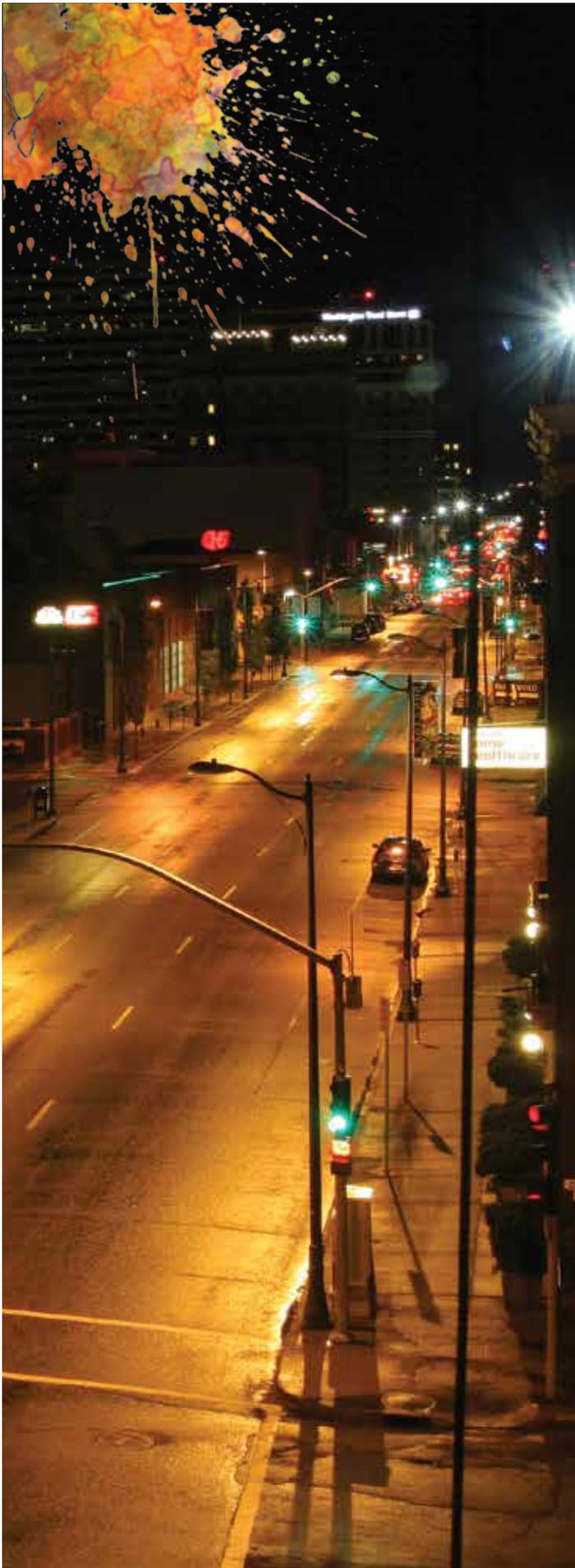


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Nearly seven decades after a global shift in how “health” is accounted for, to include such aspects as mental and social well-being, most communities are still lacking in data specific to the social well-being of its members. Spokane Regional Health District and its partners organized Spokane County’s first comprehensive Quality of Life survey in 2015 to confirm disparities in quality of life in the county and find areas for improvement. The survey was used to assess a series of domains and data that, together, measure all of the essential conditions that really matter for people’s well-being.

Among several domains examined in this report is Citizen satisfaction for city of Spokane residents, which is explored here in Section 3b. Citizen satisfaction for Spokane County residents is explored in Section 3a. To read the report’s Section 1, which provides an introduction to quality of life as a whole, as well as several other sections that explore elements affecting quality of life in Spokane County, visit qolspokane.org.



Introduction

Spokane Regional Health District (SRHD) is interested in helping local governments track citizen satisfaction because of the connection between citizen satisfaction and quality of life. Many communities routinely evaluate their citizens' satisfaction with local government services and functions. Surveys, similar to Spokane County's Quality of Life (QOL) survey, were conducted in:

- Lewiston, Idaho and Clarkston, Washington (2005, 2007).
- Boise, Idaho (2005, 2007, 2009 & 2010).
- Vancouver, Washington (2012).
- Coeur d'Alene, Idaho (2013).
- Redmond, Washington (2014).

For this survey, the term *citizen satisfaction* was defined as satisfaction with local government, infrastructure, and government services. Satisfaction with these aspects of government is helpful in gauging local quality of life, because of the impact these services can have on the lived experiences of residents. While quality of life is affected by personal resources such as health, social relationships, and income, it is also influenced by public resources, ranging from availability of jobs and affordability of the area to the availability and quality of services from both the government and non-government sectors. Personal resources were discussed extensively in the first two sections of this report, Section 1, Quality of Life and Section 2, Social Capital. In this section and in Section 4, Public Safety, public resources are addressed. This report is intended to provide a broad overview of findings.



Why was this survey done?

- *Quality of life and citizen satisfaction are closely linked, but there is very little data on quality of life or citizen satisfaction in Spokane County. Efforts to improve local quality of life needed a baseline to be used for future comparison.*

What were the key results?

- *Satisfaction with government services varied notably by the type of service.*
- *Crime, jobs/economy, and roads were top concerns for residents overall.*

How can these results be used?

- *These survey findings represent the overall “pulse” or disposition of the community toward local government.*
- *This information can be used to guide long-term planning, budgeting and overall management of government services.*

Methods

Spokane County’s Quality of Life (QOL) survey was administered following a “push-to-web” model used extensively within Washington state and other states. Survey invitations were mailed to a random sample of 12,000 addresses within Spokane County. Respondents were encouraged to respond to the survey online (pushed to web) before being given the option of completing a hardcopy survey. In total, 3,833 people responded (32%) and 3,334 records (28%) were valid for analysis. The survey was weighted to account for the sampling design and differential response rates among subgroups. Weights were created using iterative proportional fitting (raking) across five margins: age, race/ethnicity, sex, education and home ownership. Please see Section 7, Technical Appendix, for detailed methodology.

Neighborhood boundaries

Due to small reporting numbers in some residential areas, neighborhoods were collapsed with others nearby for the purpose of analyses. Neighborhood labels, as utilized for analysis in the QOL report series are located on the inside cover of each QOL report.

City Council District boundaries

The current section of the QOL report discusses citizen satisfaction across the various areas of the city of Spokane; an additional layer of analysis was added to further understand differences across the city. Several subsections of this report present differences by City Council District boundaries (figure 1) to inform district representatives.

Figure 1. City of Spokane Districts 2015



Satisfaction with Local Government, Infrastructure and Government Services

Survey respondents were asked the following question: “How satisfied or dissatisfied are you with the following?”

- City of Spokane government
- Police
- Fire & emergency services
- Public health
- Availability of recreation program and services
- Public transportation
- Public schools

Satisfaction with city government and selected city services appears in figure 2. In brief, many city residents (50%) were *somewhat satisfied* with City of Spokane government; 4% were *very satisfied* and 7% were *very dissatisfied*. For reference, the ratings for Spokane County government were similar (see Section 3a of the QOL report at qolspokane.org).

Ratings for fire and emergency services were high with 86% of residents reporting that they were *somewhat satisfied* or *very satisfied*. Satisfaction ratings were lowest for the city government and police with 29% and 30% of residents reporting that they were *somewhat dissatisfied* or *very dissatisfied* with these services respectively.

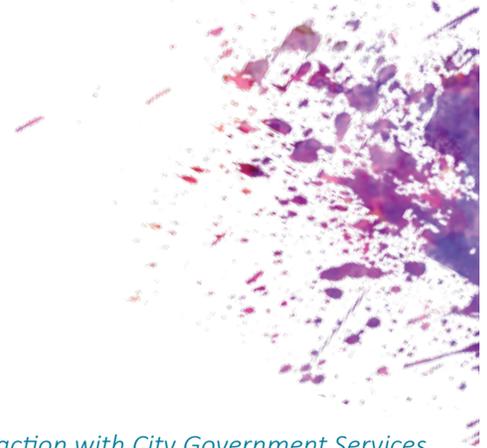
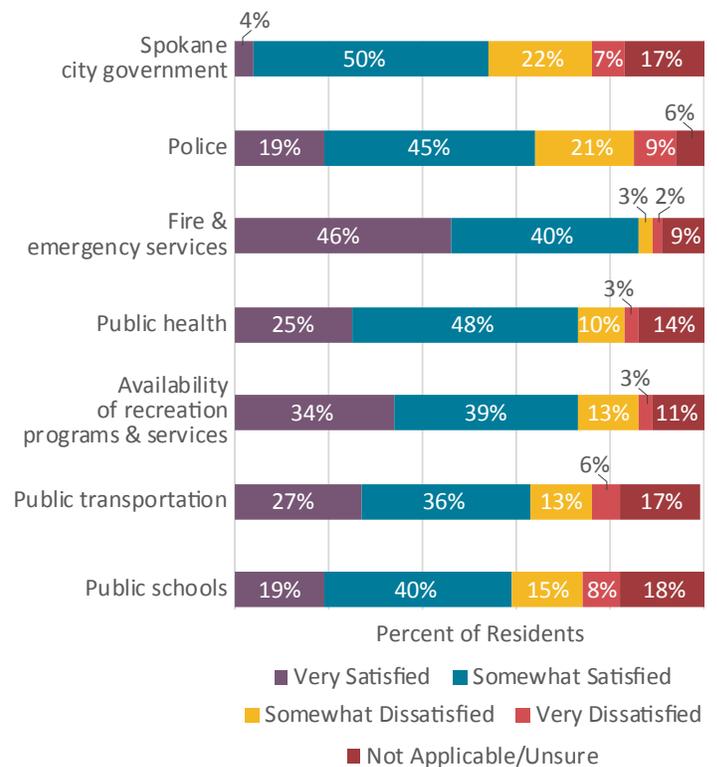


Figure 2. Satisfaction with City Government Services, City of Spokane Residents 2015



Key Findings:

- 86% were satisfied with fire & emergency services
- 73% were satisfied with public health
- 64% were satisfied with the police
- 54% were satisfied with city government

Differences in satisfaction by demographics

Satisfaction with City of Spokane government was related to employment status, general health, neighborhood and age. The following factors were not related to satisfaction with city government: race/ethnicity, sex, marital status, income, education, or home ownership.

Persons out of work were less satisfied with city government, with 18% reporting that they were *somewhat* or *very satisfied* with the city government, compared to those employed for wages (52%), those unable to work (41%), or those who were students, retirees, or homemakers (67%).

Persons who rated their health as *excellent* or *very good* had higher rates of satisfaction with city government with 63% reporting that they were *somewhat* or *very satisfied* with the city government, compared to reporting *good* or *fair* health (45%) and those reporting *poor* health (25%).

Younger persons were less likely to report satisfaction with the city government with 49% of those 20 to 39 years of age reporting that they were somewhat or very satisfied with the city government, compared to those 40 to 59 years of age (57%) and those over 60 years of age (60%).

Satisfaction with local government entities by Spokane City Council Districts

In general, satisfaction with local entities was fairly even across city districts. For the purposes of informing district representatives and the public, resident ratings by district are presented in figure 3, which illustrates subtle differences. However, in comparing the districts, none of these differences were statistically significant.

Overall, residents of Spokane City Council District 2 reported higher levels of satisfaction for each government entity examined. The two most notable differences across districts occurred in residents' reports of satisfaction with city government and the availability of recreational programs.

Of residents in Spokane City Council District 2, 64% were *somewhat* or *very satisfied* with city government, while 48% of Spokane City Council District 1 and 51% of district 3 residents were *somewhat* or *very satisfied*.

Likewise, 86% of Spokane City Council District 2 residents were *somewhat* or *very satisfied* with the availability of recreational programs and services, while 63% of district 1 and 71% of district 3 residents reported that they were *somewhat* or *very satisfied*.

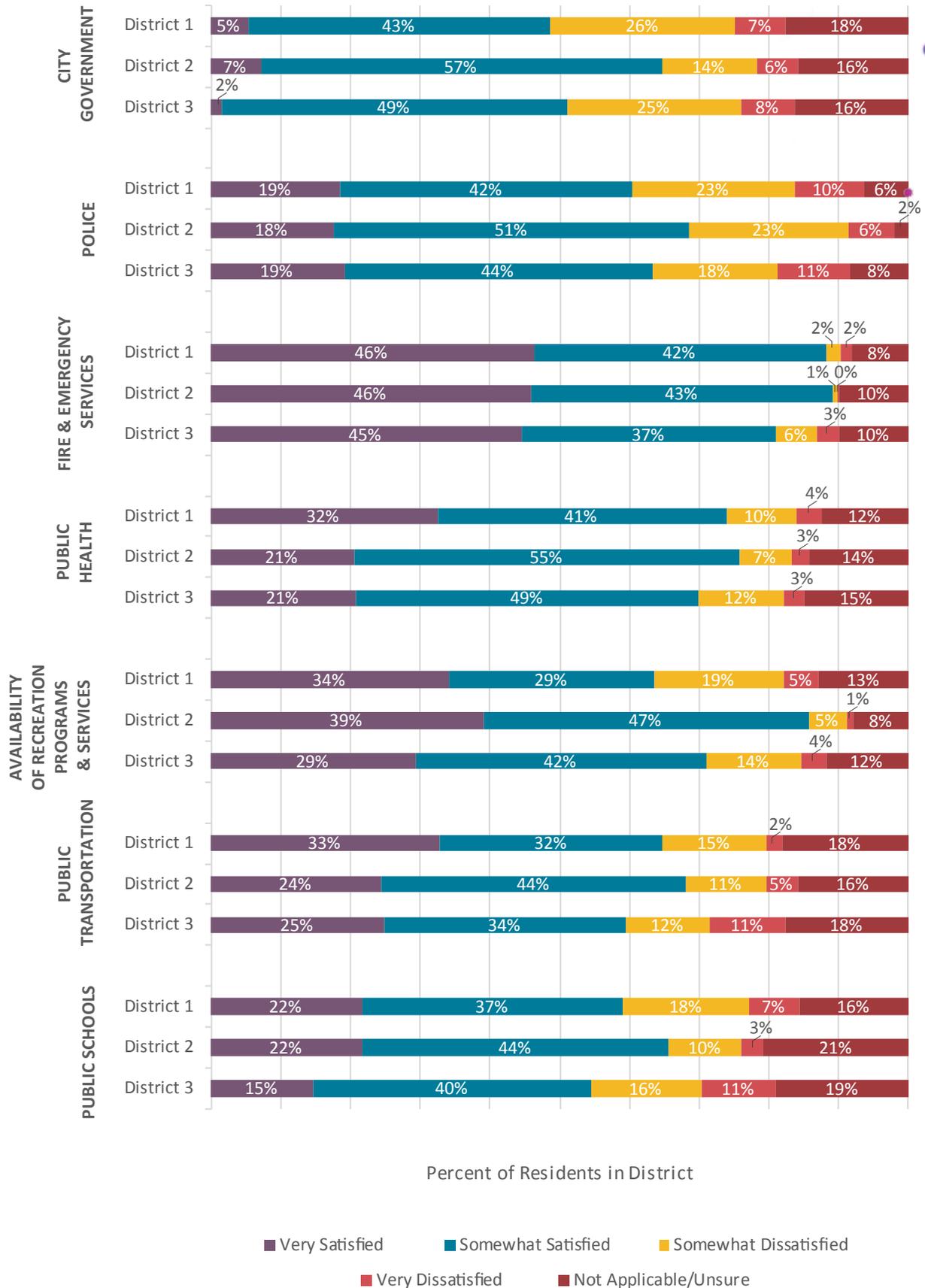
While there were no notable differences between districts, satisfaction ratings were lowest in the areas of public schools, public transportation and city government, identifying potential areas of priority for public officials.

Satisfaction with City of Spokane government was higher among those who:

- *Were employed or students/homemakers/retirees*
- *Over 40 years of age*
- *Were in better health*
- *Lived in certain neighborhoods*



Figure 3. Satisfaction with Local Government Entities by Spokane City Council District, 2015



Satisfaction with Neighborhood

Figure 4 displays resident ratings of satisfaction with neighborhood or aspects of neighborhood. Spokane city residents were most satisfied with the availability of parks, trails, and open space in their neighborhood with 86% of residents reporting that they were *somewhat* or *very satisfied*, and with the quality of parks, trails, and open spaces in their neighborhood with 84% of residents reporting that they were *somewhat* or *very satisfied*.

Conversely, they were least satisfied with the conditions of roads and streets with only 33% of residents reporting that they were *somewhat* or *very satisfied* and 66% reporting that they were *somewhat* or *very dissatisfied*. This was similar to satisfaction in Spokane County as a whole with these aspects of neighborhoods.

Residents were also less satisfied with the condition of sidewalks and bike paths in their neighborhood, with 58% of city residents reporting that they were *somewhat* or *very satisfied* and 39% reporting that they were *somewhat* or *very dissatisfied*.

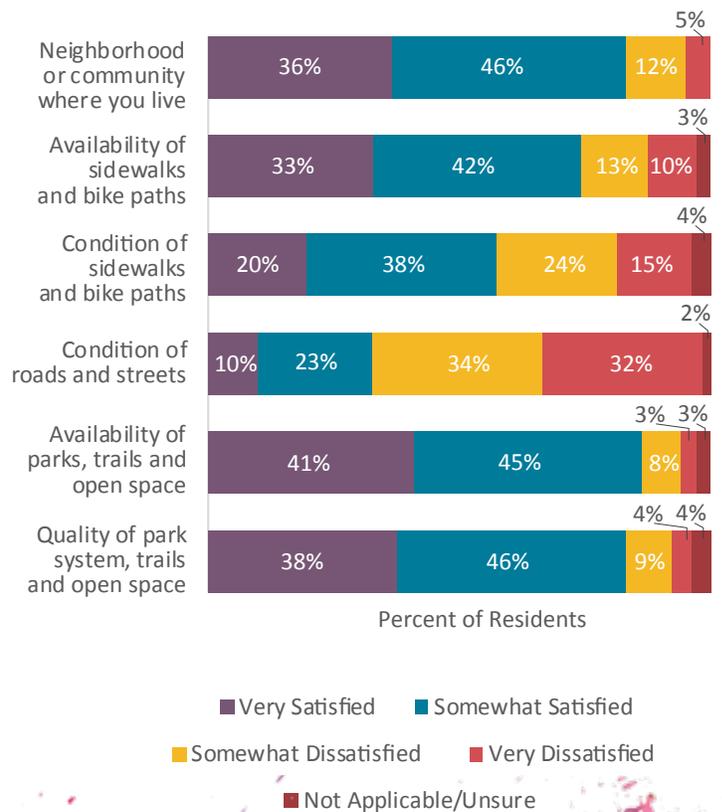


Satisfaction with neighborhood by Spokane City Council District

There were notable differences in satisfaction with neighborhoods and aspects of neighborhoods by Spokane City Council District (figure 5). The widest span of satisfaction was found in resident reports of satisfaction with their neighborhood overall. Spokane City Council District 1 had the lowest levels of satisfaction with 69% of residents reporting that they were *somewhat* or *very satisfied*, compared to 91% of district 2 residents and 88% of district 3 residents.

Significant differences were also found in resident reports of availability and quality of parks, trails and open spaces, with Spokane City Council District 1 residents reporting the lowest rates of being *very satisfied* with these neighborhood aspects. Twenty-nine percent of Spokane City Council District 1 residents reported that they were *very satisfied* with the availability of parks in their

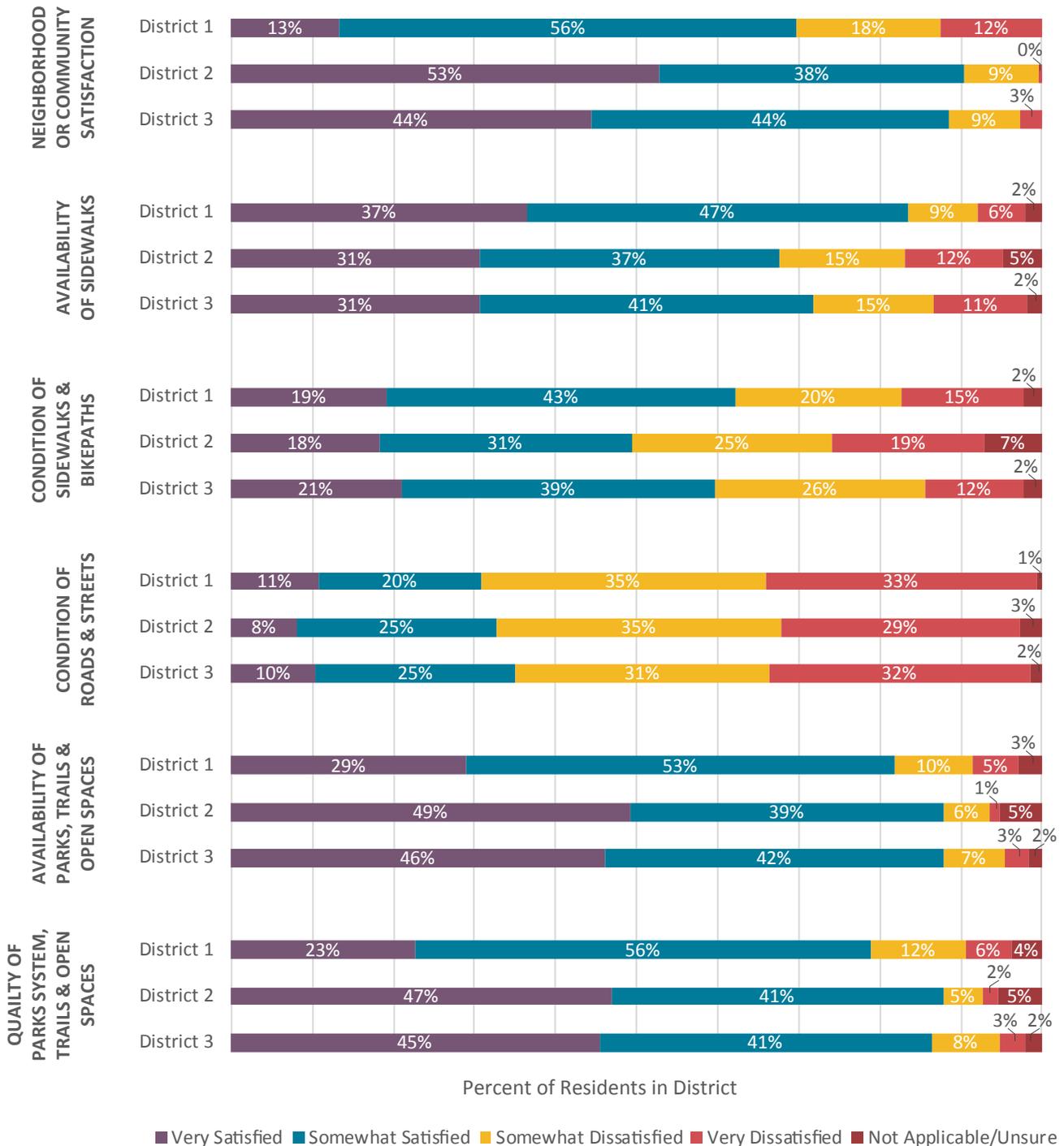
Figure 4. Satisfaction with Aspects of Neighborhood, City of Spokane Residents 2015



neighborhood, compared to 49% of district 2 residents, and 46% of district 3 residents. Twenty-three percent of Spokane City Council District 1 residents reported that they were *very satisfied* with the quality of parks in their neighborhood, compared to 47% of district 2 residents, and 45% of district 3 residents.

Condition of roads and streets, and availability and condition of sidewalks did not vary significantly between Spokane City Council Districts.

Figure 5. Satisfaction with Aspects of Neighborhood by City Council District 2015



Issues Important to Community for Spokane Area

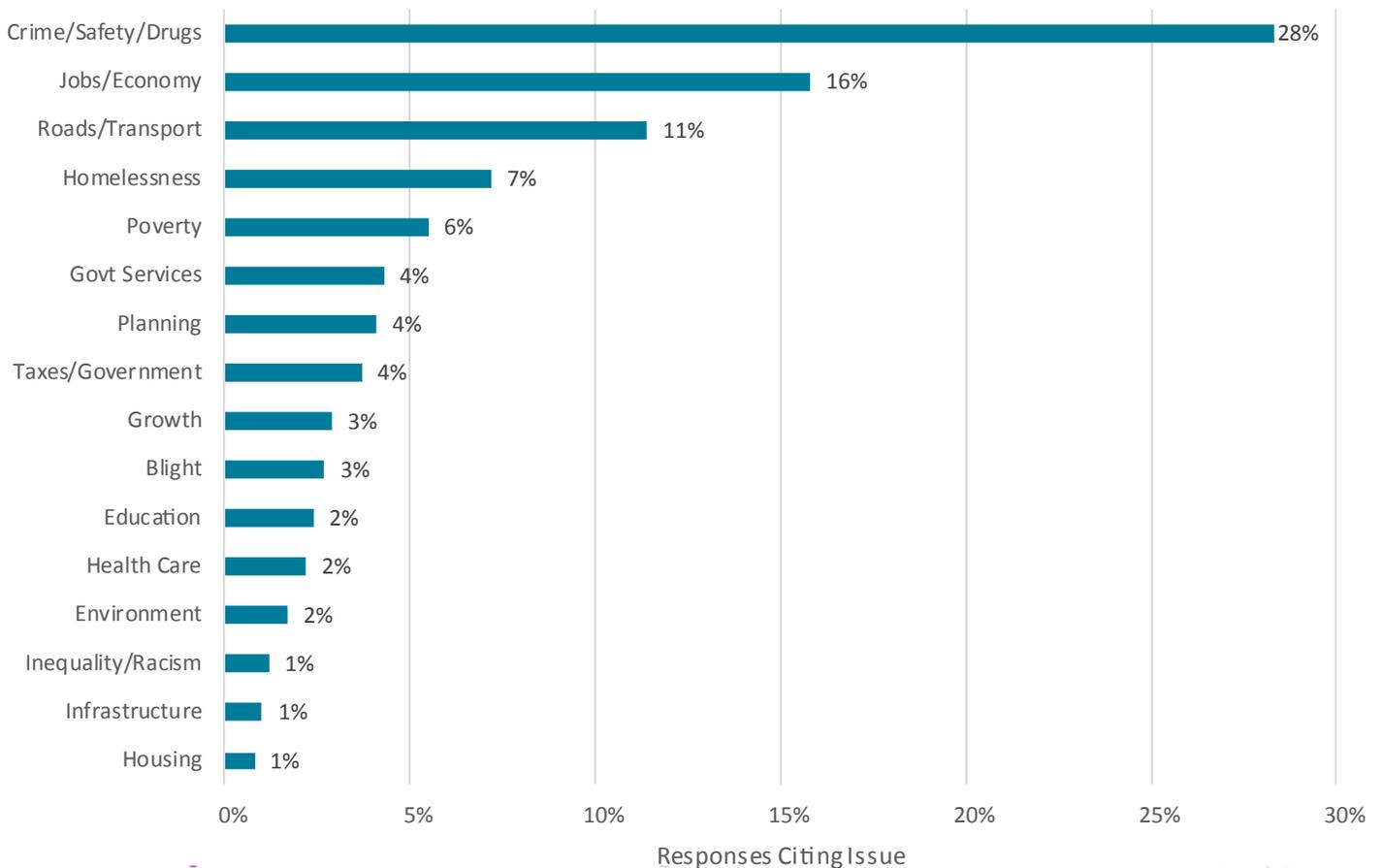
To understand which issues were important to the Spokane community overall, the QOL survey included the question, “What is the most the important issue facing the Spokane area today?” Information presented in this section reflects the responses of Spokane city residents only, excluding those residing outside of city limits. However, issues identified are not limited to the city of Spokane, and specifically describe the “Spokane area,” which could include the county or nearby region.

Responses to this open-ended question were categorized into major themes (see Section 7, Technical Appendix for more information). The most frequently cited issues were crime, which included concerns about safety and drugs, with 28% of responses, followed by jobs/economy (16%), and roads/transport (11%) (see figure 6).

The most frequently cited issues facing the Spokane area were:

- *Crime (including safety and drugs)*
- *Jobs and the economy*
- *Roads and transportation*

Figure 6. Citizen Report of Issues Facing Spokane Area, Spokane County 2015





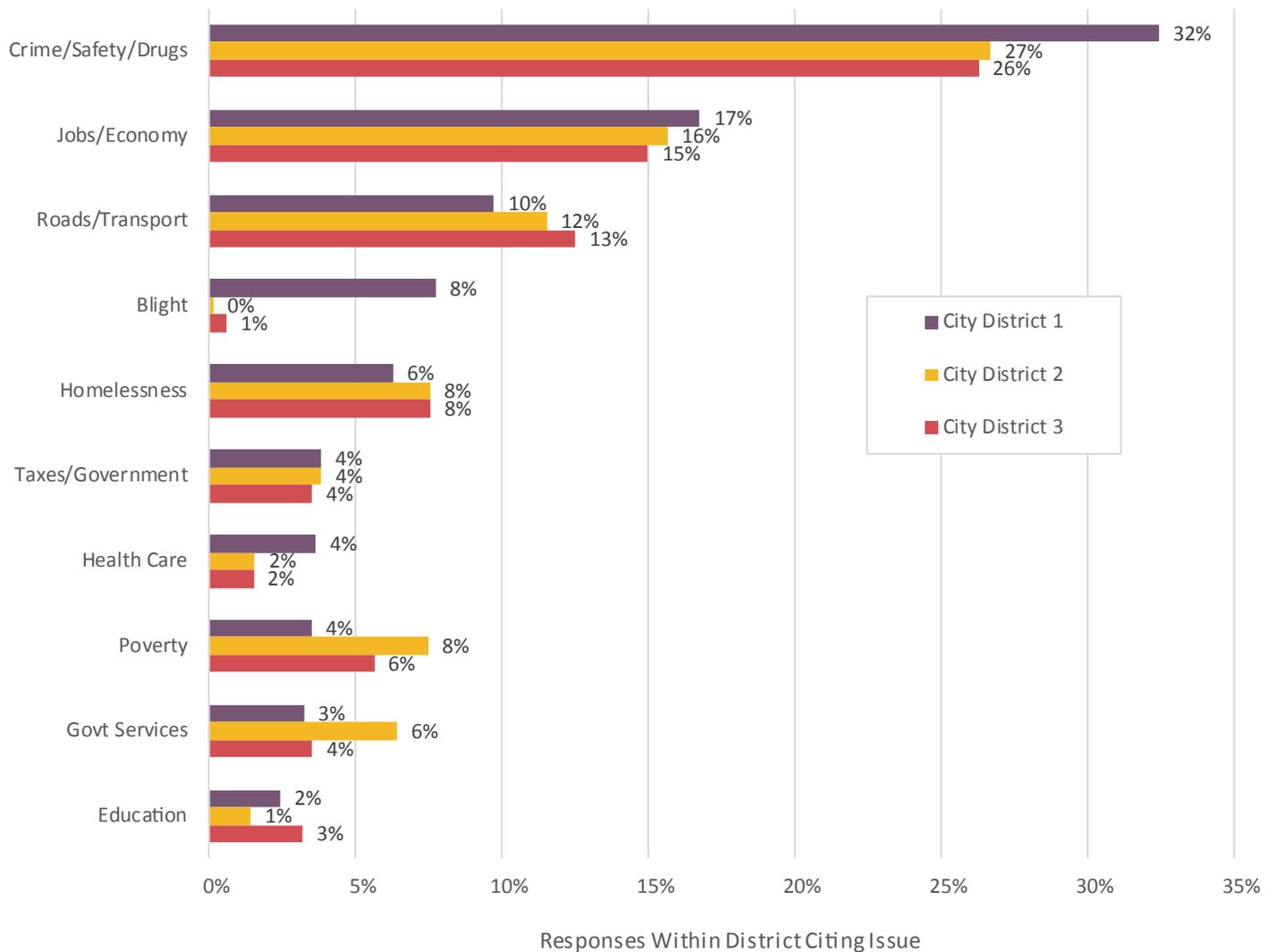
By Spokane City Council District

There were differences in what residents of each Spokane City Council District were concerned with (see figure 7).

While residents of each district reported the same top

three concerns (crime, jobs/economy, and roads/transportation), they differed in the reports of remaining priorities. The next most important issue to district 1 residents was blight, while for district 2 and 3 residents it was homelessness.

Figure 7. Citizen Report of Issues Facing Spokane Area by Spokane City Council District 2015



By neighborhood

Although there was general agreement that crime, jobs, and roads were among the most important issues, residents in some neighborhoods had different concerns. For example, blight was the number one issue cited in the Logan/Chief Garry neighborhood and homelessness was the number one issue cited in the Emerson/Garfield neighborhood. In the West Central/Riverside neighborhood, the most commonly cited issue was poverty.

Issues were ranked by the number of respondents who named that issue. The top 10 issues facing “the Spokane area” are highlighted in figure 8. Darker shades represent high ranking (i.e. 1 or 2) and lighter represent low ranking (i.e. 9 or 10).

How to read figure 8:

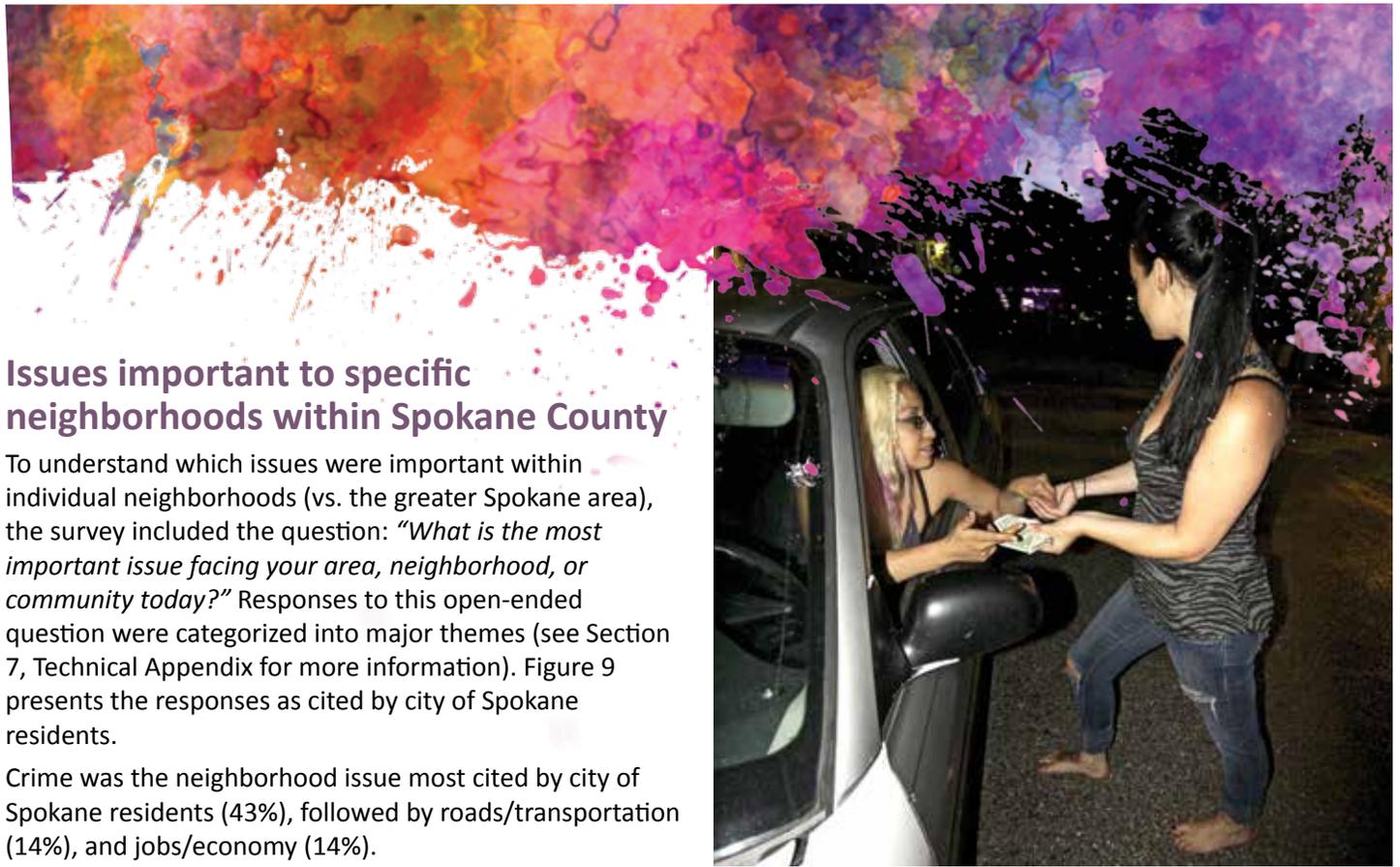
- *Look down the rows on the left-hand side to find the neighborhood of interest. City of Spokane neighborhoods are listed first in alphabetical order.*
- *Look across the column headings at the top of the chart to find the issue of interest.*
- *Find where the neighborhood row and issue column meet.*
- *The number in that cell is how neighborhood residents ranked that issue.*



Figure 8. Top 10 Issues Facing Spokane Area by Neighborhood, Spokane County 2015

NEIGHBORHOOD/ AREA		Crime/Safety/Drugs	Jobs/Economy	Roads/Transport	Taxes/Government	Government/Services	Homelessness	Growth	Environment	Poverty	Education	Health Care	Planning	Infrastructure	People	Inequity/Racism	North-South Freeway	Mental Health	Housing	Blight	Activities	
CITY OF SPOKANE	Balboa/South Indian Trail	1	4	2	9	7		5			8	10	3	6								
	Bemiss/Minnehaha	1	2	4	7	8	5		10		3	6	9									
	Cliff/Cannon	2	1	6		5	4	10	7	3	9					8						
	Comstock	1	2	3	7	4	8		9	6			5			10						
	East Central	1	2	4	7	5	3		10	6			8			9						
	Edgecliff	3	1	2	4	9			7	5	6				8							10
	Emerson/Garfield	3	2	4	5	6	1	9		8		7							10			
	Five Mile	1	2	7	4		5	3	10	6			8			9						
	Hillyard/Whitman	1	2	4	3	7	9	5				6								10	8	
	Lincoln Heights	4	1	2	5	3	6	7	9			10	8									
	Logan/Chief Garry	2	3	4	10		5			6						9	8		7	1		
	Manito	1	2	10	8		7	6		3		5		9		4						
	Mead/Green Bluff/Mt Spokane	1	2	3	4	7		9	10		6				8		5					
	Nevada/Lidgerwood	1	2	4	8	6	3			5		7	10			9						
	North Hill	1	3	2	6		7	10	8		5		9		4							
	North Indian Trail	1	2	3	7	4	5	6	8			10	9									
	Northwest	1	3	4	6		8	9		7	5	10	2									
	Rockwood	1	3	4	7		5	9		2	8		10					6				
	Southgate	3	1	2		7	4	5	9				6	8			10					
	West Central/Riverside	3	5	6		2	4	7	8	1	10					9						
West Hills/Browne's/Latah	1	2	3	8	7	5	4	6	9		10											
SPOKANE COUNTY	Chattaroy/Deer Park	3	1	2	7	9			10	5				8	6				4			
	Cheney/Medical Lake	1	2	4	6	5	3		9	7				8						10		
	East Valley	5	1	3	4	6		8	2		7	10		9								
	Newman Lake	2	1	3	4	5				7	8	6		10		9						
	Nine Mile/Colbert	2	1	3	4	6	9	5		7	10						8					
	Opportunity	1	2	3	10	7	5	4				6				8		9				
	Otis Orchard/Liberty Lake	2	1	4	6	5	10	8				7		9		3						
	South Palouse	2	1	3	4	5			9	8	7		10	6								
	University	1	3	6	10	8	4	5	7				2	9								
	Upriver/Millwood	1	2	4	6	5	3	7					9	10		8						
	West Plains	2	1	7	6	5			8	4		10	3		9							
West Valley	1	2	3	10	5		6		8		4		9					7				

Note: More information about each issue grouping and their definitions can be found in Section 7, Technical Appendix.

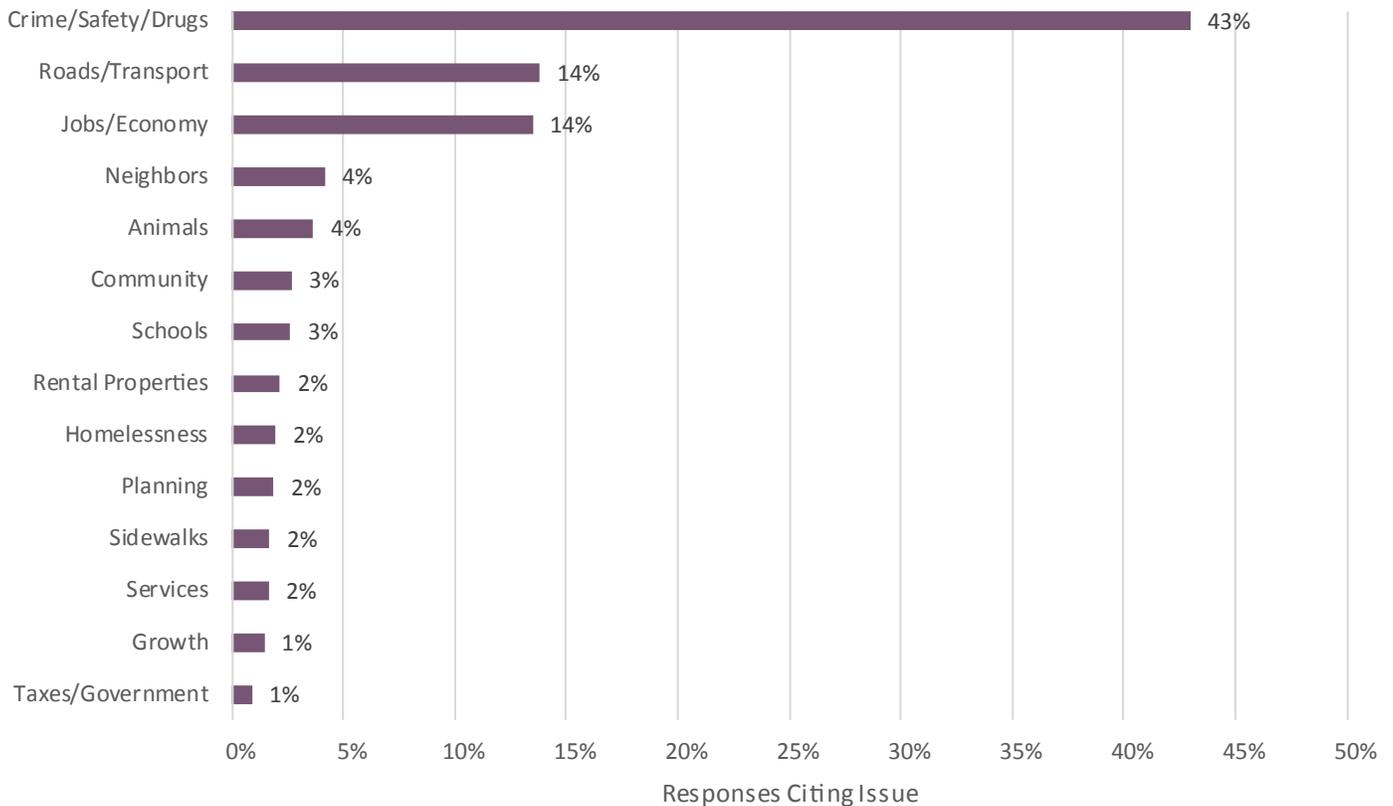


Issues important to specific neighborhoods within Spokane County

To understand which issues were important within individual neighborhoods (vs. the greater Spokane area), the survey included the question: “What is the most important issue facing your area, neighborhood, or community today?” Responses to this open-ended question were categorized into major themes (see Section 7, Technical Appendix for more information). Figure 9 presents the responses as cited by city of Spokane residents.

Crime was the neighborhood issue most cited by city of Spokane residents (43%), followed by roads/transportation (14%), and jobs/economy (14%).

Figure 9. Citizen Report of Issues Facing Spokane Communities, City of Spokane Residents 2015

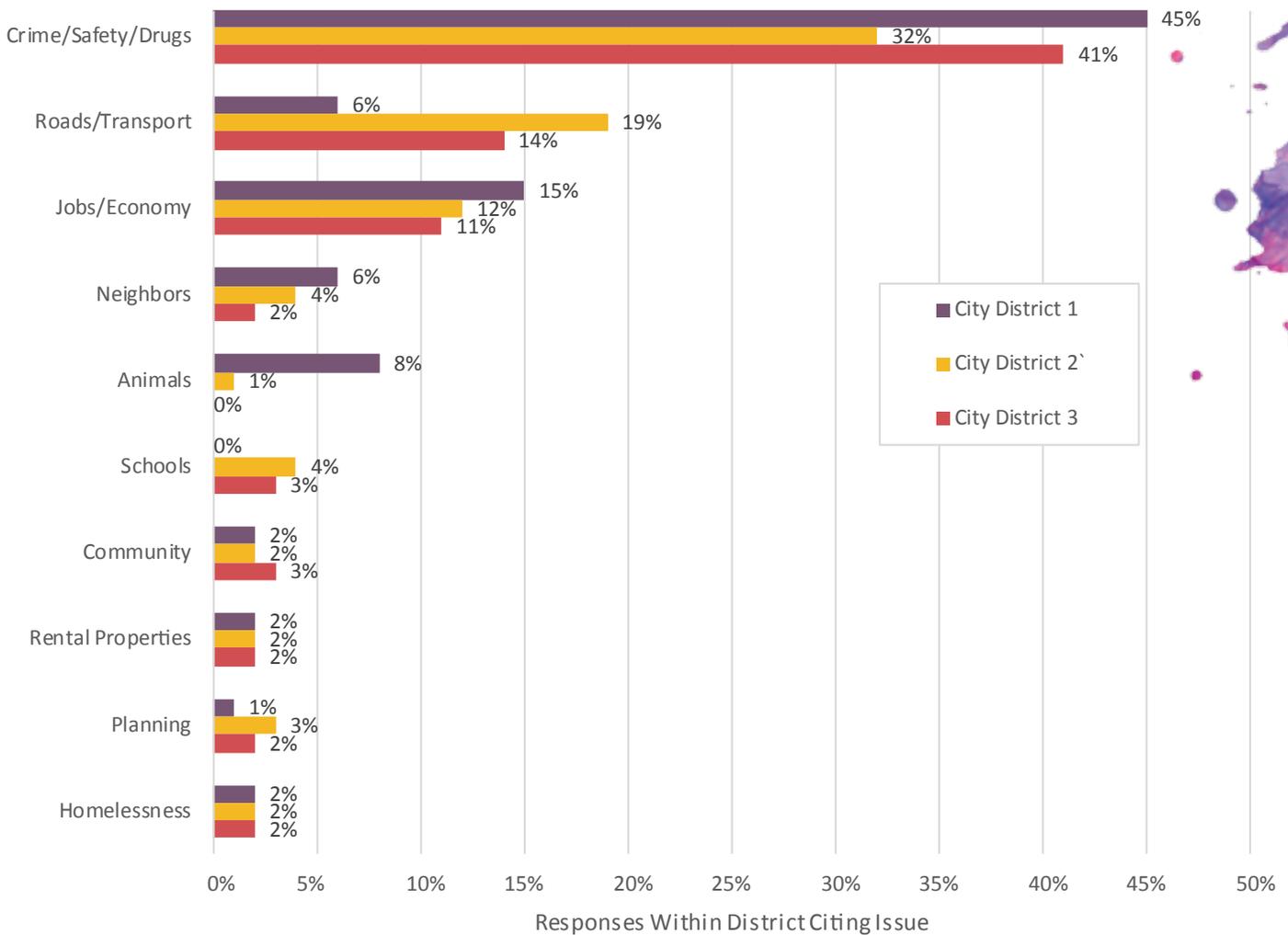


By Spokane City Council District

Crime was the most cited issue for each Spokane City Council District, though it was more often cited as a neighborhood issue by Spokane City Council District 1

(45%) and district 3 (41%) than in district 2 (32%). Roads/transport were more often cited in district 2 (19%) than in district 1 (6%) or district 3 (14%). See figure 10 for more information.

Figure 10. Issues Facing Neighborhoods by Spokane City Council District, 2015



By neighborhood

Residents of individual neighborhoods agreed that crime, roads, and jobs were important issues facing their respective neighborhoods (see figure 11). However, some issues were identified that were specific to certain neighborhoods. For example, the most-cited issue in Edgecliff and Logan/Chief Garry neighborhoods was animals. Schools were among the top five most-cited issues for Chattaroy/Deer Park, Lincoln Heights, Manito, Newman Lake, North Indian Trail, Opportunity, Otis

Orchard/Liberty Lake, and Upriver/Millwood neighborhoods. By way of comparison, sidewalks were in the top five most-cited neighborhood issues for Cliff Cannon and West Valley neighborhoods. Planning, which included responses related to government, economy, or general planning in the city or county, and services, which included responses related to utilities (water, sewer, electric, roads), and city/county services (plowing, garbage pickup, etc.), were also commonly cited. Figure 11 presents the top 10 issues facing individual neighborhoods as reported by their residents.

Figure 11. Top 10 Issues Specific to Neighborhoods by Neighborhood, Spokane County 2015

NEIGHBORHOOD		Crime/Safety/Drugs	Roads/Transport	Jobs/Economy	Services	Planning	Neighbors	Growth	Schools	Taxes/Government	Community	Rental Properties	Environment	Homelessness	Sidewalks	Animals	Activities	Home Values	Construction	Infrastructure	Police	Parks	Social Services	Housing	Food	Appearance	Bikes	People	Diversity	Crosswalks	Health				
CITY OF SPOKANE	Balboa/South Indian Trail	1	2	3	5			9		4		10			8			7		6															
	Bemiss/Minnehaha	2	3	1	10		4					6				9			7			9				5									
	Cliff/Cannon	1	2	4	6	9	7							8	3	10			5																
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	Edgecliff	2	3	4			10		6		7					1				5					9		8								
	Emerson/Garfield	1	10	2		6	5		7			4		3				9								8									
	Five Mile	3	1	5	8	6	10		2	4			7											9											
	Hillyard/Whitman	1	3	2		9	5			8	7	4			6				10																
	Lincoln Heights	2	1	5			4	9	3		6	7			10	8																			
	Logan/Chief Garry	2	8	4		10	3				7			5		1	6							9											
	Manito	1	2		4	8	10		5	6	3											9										8			
	Mead/Green Bluff/Mount Spokane	2	1	3	5	8	9	6		7		10	4																						
	Nevada/Lidgerwood	1	4	2	5		3				6	9		8	7		10																		
	North Hill	1	3	2	6	4	7				10			8			9		5																
	North Indian Trail	2	1	9	7			3	5		4	6				8		10																	
	Northwest	1	2	3	10	8	4					5		9	7																6				
	Rockwood	1	3	2	9	5	4			10	8					6										7									
	Southgate	2	1	5		3		8		10	6	4			7													9							
	West Central/Riverside	1	4	3			9				2	10		7	8									6		5									
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	Cheney/Medical Lake	1	2	3	4	7		9	8	10	5		6																						
	East Valley	1	4	8		7	9	6	10							3					5	3													
	Newman Lake	1	2	6		8		9	4	10	7	5	3																						
	Nile Mile/Colbert	1	2	5	7	3	6	10	8	9		4																							
	Opportunity	2	1	4	7		3		5	9	8	6									10														
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	South Palouse	2	1	5	4	3	7	6		8			10								9														
	University	1	2	5		10	6	8	9								4	7					4												
	Upriver/Millwood	1	3	2		9		6	4		10	5						7	8																
	West Plains	2	4	1	3	7	5	6		8			9					10																	
	West Valley	1	7	2			4				3		8	6	5	10																9			

Note: More information about each issue grouping and their definitions can be found in Section 7, Technical Appendix.

Conclusion

Citizen satisfaction is closely connected to quality of life. While quality of life is affected by personal resources such as health, social relationships, and income, it is also greatly influenced by the community in which one lives. Aspects of the community impacting one's life range from availability of jobs and affordability of housing, to the availability and quality of services and public resources from both government and non-government sectors.

In the absence of systematic measurement in communities, special interest groups or the "vocal minority" can have undue influence on the decisions of government officials and policymakers, sometimes to the detriment of a community's most vulnerable and under-served citizens.

Generally, surveys that assess citizens' satisfaction with government, and the services it provides, are one of the best ways of measuring needs, concerns, and priorities of citizens. Doing so in a way that represents the population in its entirety, such as the Spokane County QOL survey, can be particularly useful, while notably requiring a substantial community investment. Results of these surveys provide

a high-quality source of information that can be used to strategically guide community priorities in long-term planning, budgeting, and overall management of government services.

This report found that city of Spokane residents' satisfaction with government services varied notably by type of service, identifying areas of opportunity for growth and improvement throughout the community. Residents identified that top issues of concern for the Spokane community, as well as individual neighborhoods, were crime, jobs and roads. Residents of individual neighborhoods also identified issues of priority specific to their community such as schools, sidewalks, and planning.

As stated previously, this report was intended to spark conversation; further analyses are available upon request. Additional dialogue with individual community or resident groups about these results could help guide efforts to improve citizen satisfaction with local government services and overall quality of life in Spokane County.

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2: MetalWheaties - IMG_5323.CR2

4: Mike Tigas - 1st Ave - View from my windowsill on a normal Spokane night.

5: Washington National Guard - SpokaneIMG_0160 - Spokane Mayor David Condon speaks during the cybersecurity seminar and tabletop exercise on April 7.

10: da smart - Lemonade Stand

13: Bill Jacobus - Steel Worker

14: Ed Kohler - Boarded Up Houses on 26th St E

16: killerbee11682 - Fake Drug Deal



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