

# **Medical Lake Commute Trip Reduction Four-Year Plan Update: 2025–2029**

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## Benefits of CTR

### 1. Describe the local land use and transportation context and objectives.<sup>1</sup>

- a. *Describe the setting in the jurisdiction as it is today or will be in the near future.*

Medical Lake is a small city located 15 miles southwest of Spokane. Incorporated in 1890, it currently has approximately 4,385 residents. The city has two major employers, the State of Washington and the Medical Lake School District. Otherwise, the city has a small number of retail sales and service businesses. For this reason, most residents commute outside of the city for work.

Highway 902 traverses the city as it loops on the north side of Interstate 90. The older portion of the city is laid out in a grid with good connectivity and a town center. However, the sidewalk system is incomplete. The newer portions of the city contain fewer connections with larger blocks and some dead-ends, yet is more likely to have developed sidewalks. There are a limited number of bicycle lanes. As a whole, the city has five arterials connecting to the larger West Plains region. Medical Lake is served by mass transit in the form of buses.

- b. *Describe features of land use and transportation facilities and services that affect commuters.*

Medical Lake is a relatively low-density residential community with a minimal number of jobs and services. Most residents must commute to jobs in the greater Spokane area. Due to the infrequent bus service, lack of alternative transportation infrastructure, and distance to neighboring communities, most commute trips are made in a single occupancy vehicle.

The city's comprehensive plan includes goals for increasing the number of sidewalks, trails, and bicycle lanes. There are also goals that address pedestrian safety along Hwy 902 in an area that has incomplete sidewalks and inadequate pedestrian crossings. The capital improvement plan includes completing sidewalks and improving bicycle lanes on a three-quarter mile stretch of the main street, Lefevre Street (Hwy 902).

- c. *Describe whether and how commuting patterns have changed in the past few years.*

There has not been a significant change to commuting patterns in Medical Lake in the recent past.

- d. *List the most important land use and transportation objectives from your city or county's plans that commute trip reduction most directly affects.*

The city in partnership with Spokane Transit Authority should improve the pedestrian infrastructure to make accessing bus stops safer and easier. In addition, bus stops should be improved for comfort, safety and visibility.

- e. *Describe critical aspects of land use and transportation that should be sustained and key changes that should be considered to improve commute trip reduction's contribution to the land use and transportation objectives you reference.*

The city should continue to allow higher density development along the 902-corridor in addition to multi-modal street improvements to encourage bus ridership, which will in turn create the possibility of more frequent transit service.

**2. Describe how the CTR program will help achieve the jurisdiction’s land use and transportation objectives.<sup>2</sup>**

- a. *Describe how and to what extent your CTR program will help your city or county achieve the land use and transportation objectives referenced in question 1.*

The CTR program and the city’s focus on completing a multi-modal street system is mutually reinforcing. By encouraging people to walk, bike, and use transit and by allowing higher density development along the 902-corridor, people will have an option outside of the single-occupancy vehicle.

**3. Describe how the CTR program will help achieve the jurisdiction’s environmental objectives.<sup>3</sup>**

- a. *Describe how the CTR program will support jurisdiction greenhouse gas emission reduction efforts.*

Medical Lake’s current comprehensive plan includes a set of community issues as part of its goals, policies, and actions framework. More information on relevant community issues is included with task 4a.

Due to the limited number of jobs within the City of Medical Lake and the distance from Medical Lake to other job centers, the majority of commute trips are drive-alone. Any improvement the city can do to make public transit more attractive and accessible will increase ridership and reduce drive-alone trips.

- b. *Describe how the CTR program will support jurisdiction environmental objectives in addition to greenhouse gas emission reductions.*

Medical Lake is small and relatively flat, therefore very walkable. However, there is an incomplete sidewalk/trail/bike lane system. As seen in the comprehensive plan, residents are advocating for more walking opportunities. By completing a multi-modal street system and trails connecting various community services and neighborhoods, this will inevitably lead to a reduction in vehicle trips. This will both reduce greenhouse emissions and increase the health of the community.

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<sup>1</sup> Sources: The plan shall highlight the existing and future land use and transportation conditions and characteristics considered most critical by the jurisdiction and evaluate the degree to which existing local services, policies, regulations, and programs, as well as any documented future investments, will complement the trip reduction efforts of CTR employers. (WAC 468-63-040(2)(a))

The state intends for local jurisdictions to use information in existing plans and programs, such as the local comprehensive plan, unified development codes, the transportation improvement program, economic development plans, and others, as much as possible in order to develop the local CTR plan. (WAC 468-63-040(2))

<sup>2</sup> Source: The local CTR plan shall describe how the CTR program will help achieve the jurisdiction’s broader land use and transportation goals. (WAC 468-63-040(2))

<sup>3</sup> Source: The legislature also finds that increasing automotive transportation is a major factor in increasing consumption of gasoline and, thereby, increasing reliance on imported sources of petroleum. Moderating the growth in automotive travel is essential to stabilizing and reducing dependence on imported petroleum and improving the nation’s energy security (...) The intent of this chapter is to require local governments in those counties experiencing the greatest automobile-related air pollution and traffic congestion to develop and implement plans to reduce single-occupant vehicle commute trips. (RCW 70A.15.4000)

**4. Describe how your CTR program will help achieve regional and state objectives.<sup>4</sup>**

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<sup>4</sup> Sources: In their local CTR plans, local jurisdictions shall communicate what local, regional, and state benefits would be gained if the established targets were achieved. Benefits may include but are not limited to:

Regional transportation planning organizations (RTPOs) and WSDOT shall provide applicable data, if available, to assist this analysis. (WAC 468-63-030(3)(c))

The plan shall also discuss cross-boundary issues, such as passthrough commute patterns or larger regional issues, and how these affect the local CTR plan. (WAC 468-63-040(2)(a))

a. Summarize the local, regional, and state benefits that would be gained if you achieve your CTR targets.

The current comprehensive plan for the City of Medical Lake includes the following community issues as part of its goals, policies, and actions framework. Community issues are included in the comprehensive plan to focus the plan's goals and policies, targeting the plan's direction to tackle those problems and opportunities considered most pressing at the time of the plan's writing. The list below includes community issues that directly relate to, or may have positive synergy with, the area's CTR Program.

- The community's trail network is largely seen only as a recreational resource and not as a practical transportation alternative.
- The community's transportation facilities prioritize autos and freight, more consistent with regional transportation system priorities than local desires"; Main throughfares need safety and beautification elements.
- The city recognizes a portion of its community is dependent on public transit as their main mode of transportation.
- Neighborhoods are not as conveniently linked for pedestrian travel as they should be.
- The city needs to make sure the trail system is safe and available for use to everyone in the community.
- The city's downtown is in a state of change, providing opportunities to reestablish itself as the community's centerpiece.
- The city recognizes that many of its residents work outside the community.

The City's comprehensive plan also includes additional community issues. The full set of community issues can be found starting on page 12 of the document: <https://medical-lake.org/wp-content/uploads/2024/06/City-of-Medical-Lake-Comprehensive-Plan-2019-Update.pdf>

Horizon 2045 is the current Metropolitan Transportation Plan (MTP) for the greater Spokane region. Horizon 2045 includes SRTC's Guiding Principles and the Policies associated with them.

<https://www.srtc.org/horizon-2045/>

Regional Plan Objectives:

- Economic Vitality:
  - Prioritize transportation investments by mode that enhance accessibility and connections between city centers, regional centers, attractions, towns, and areas of regional employment.
  - Support areas of potential economic development.
  - Support the efficiency of freight movement.
- Cooperation & Leadership
  - Provide leadership by facilitating coordinated, cooperative and comprehensive transportation planning.
  - Incorporate public processes in significant planning efforts.
  - Promote regional transportation interests, plans and projects to federal, state and local public and private entities.
  - Coordinate transportation relevant data for shared use among regional stakeholders.
  - Strengthen avenues of involvement for all people including those considered underserved regardless of race, national origin or income in the decision-making process.

- Stewardship
  - Ensure transportation decisions minimize impacts to natural resources and conserve nonrenewable resources.
  - Make investments that maximize transportation benefits and support federal, state and local goals and maintain a federally compliant TIP.
  - Ensure plans provide for the responsible use of public and private funds while demonstrating financial constraint.
  - Encourage evaluating shared-use of infrastructure for stakeholders and all transportation users.
  - Use performance measures to evaluate how policies and investments support key transportation objectives.
- System Operations, Maintenance, and Preservation
  - Develop cost-effective strategies; pursue alternative funding sources and mechanisms.
  - During winter weather conditions, ensure that snow and ice removal and snow storage is regularly maintained and designed for roadways and sidewalks to improve user safety and mobility and to keep the transportation system operational.
- Safety & Security
  - Support improvements to roadway safety deficiencies in order to reduce crashes within all modes of transportation.
  - Protect critical infrastructure from natural and human threats.
  - Promote safety through supporting education, outreach and enforcement of rules of the road for all modes that use the roadways.
  - Support transportation infrastructure and operational strategies for emergency response.
- Quality of Life
  - Incorporate complete streets policies into transportation planning that enhance and expand bike, walk and transit networks and their connectivity.
  - Improve access and the quality of access to transit for all people including those considered underserved, regardless of race, age, national origin, income or ability.
  - Implement transit that improves frequency, span and reliability of transit services with a variety of service levels and transit modalities within the region.
  - Support health-promoting transportation options for users of all abilities to increase opportunities for physical activity while improving demand-management strategies to reduce Single Occupant Vehicle (SOV) trips.
  - Support transportation projects that protect culture, value and unique characteristics of communities and contributes to a sense of place.

State CTR Plan Draft Objectives:

- Improve delivery of CTR Programs
- Expand CTR market to address equity
- Produce more useful transportation behavior data
- Expand investment and service to advance equity and environmental justice
- Respond to shifting mobility patterns
- Reduce greenhouse gas emissions

- Summary of Benefits:
  - Improve delivery of CTR programs:

- The region’s MTP includes an emphasis on building out the active transportation network. The bicycle priority network helps elucidate gaps in the active transportation network at the neighborhood and community level. The bicycle priority network also includes recommendations for facility improvements and future connections that will make it easier for people around the region to connect to their key destinations – including schools and jobs – using active transportation.
    - The MTP also includes an emphasis on supporting transit development, which will make commuting by bus more feasible and accessible to people throughout STA’s service area.
    - Both of these emphases support increased funding for multi-modal transportation solutions – and have potential to make CTR targets more productive and easier to deliver.
  - Reduce greenhouse gas emissions; improve air and water quality:
    - The state and region both have key goals related to greenhouse gas emissions, as well as air and water quality at large. Every commute trip avoided or shifted from drive-alone to an alternative, more efficient commute mode reduces the environmental impacts of commuting. Additionally, the CTR program has potential to produce a positive synergy with other efforts to reduce greenhouse gas emissions.
  - Reduce household transportation costs:
    - Reduce household transportation costs by encouraging people to use and feel comfortable using transportation options. The CTR Program also helps increase awareness of alternative commuting options and provides direct incentives to commuters who choose not to drive alone. Enhancing multi-modal transportation options can improve connections between residences and jobs while decreasing reliance on vehicle ownership. Relatedly, improving access and connection to multimodal transportation options has potential to strengthen the region’s economy.
  - Improve movement of people and goods; reduce congestion:
    - In its aim to reduce drive alone trips, the CTR program is also providing benefits to peak hour traffic flow. When more people utilize alternative commute modes, the region is able to achieve more people miles traveled per vehicle miles traveled – which is in accord with state and regional objectives. Workers who shift from drive alone trips to remote work, transit, carpooling, or active transportation, are taking pressure off the transportation system during peak commuting hours.
  - Foster innovation and interagency collaboration:
    - The CTR program’s requirements to consider state, regional, and adjacent community goals naturally foster regionwide collaboration between participating agencies, transit (STA) and local community partners. This interagency collaboration encourages seamless provision of services across jurisdictional boundaries and provides for a more integrated and robust multimodal transportation system that better meets the travel needs of all citizens.
    - Furthermore, the CTR program encourages local agencies to pursue innovation in land use and multi-modal design for transportation infrastructure. For example, agencies may consider more compact land use in various areas, as well as transit-oriented development.
    - The CTR program encourages outreach and engagement – with worksites, with the general public, and specifically with overburdened and historically excluded communities. The insights gained through this outreach and engagement increase local and regionwide understanding of shifting mobility patterns.
  - Advance equity:





- **Sprawl:** Urban sprawl has become an increasing concern in our region, with the pattern of growth in the past five years putting more pressure on communities to connect distal residential areas with commercial and service hubs within the urban core. Encouraging infill housing and density around existing hubs should be a priority moving forward in order to limit impacts on the transportation system and our natural environment.
- **Safety:** The region has seen an increase in the number of fatal or serious injury (FSI) crashes in the past several years. The upward trend in FSI crashes has been especially alarming since the onset of the COVID-19 pandemic. The increase in fatalities and serious injuries to active transportation users has been especially notable. In an effort to move towards the state’s goal of Target Zero, safety for all users of the transportation network throughout the region must be addressed.
- **Active Transportation:** The region’s transportation system must be accessible to all users, including those who cannot or choose not to drive. Accessible active transportation requires facilities that are safe for all and low stress for a wide range of users. The region is making significant improvements to active transportation connectivity, but we should continue to implement the region’s bicycle priority network. We should identify and remedy trail and sidewalk gaps while providing needed maintenance on existing facilities. Active transportation facilities should be properly cared for during the winter, and older bike lanes need to be re-striped. Some facilities may require improved crossings and protection from vehicle traffic.
- **Funding for Maintenance, Preservation, and Operations:** There is a need for more funding for maintenance, preservation, and operations, but current revenue sources are expected to decrease. Increased demand for electric vehicle is forecasted to have substantial impacts on transportation funding through declining gas tax revenues. Additionally, Spokane left the “maintenance” category for CO and PM10 in August 2024. It is important to account for the unavailability of CMAQ funding when considering the long-term outlook.
- **Historic Inequities:** Like communities across the country, Spokane has a history of inequality with regard to transportation. Low-income communities and communities of color have been disproportionately burdened by transportation network impacts. To address inequities, investments should be made in these areas to improve safety, connectivity, and quality of life. Improved transit access and active transportation options also carry potential to improve economic vitality by connecting more people to needed jobs and services.
- **Environmental Resiliency:** The Spokane region experiences a wide variation in weather and temperatures. Additionally, climate change is affecting the area and measures should be taken to ensure that the transportation system is resilient to its effects. Events such as blizzards, major rainfall, drought, wildfires, and extreme temperatures are just a few of the hazards that we should be prepared for as a region.

*d. Describe the strategies you, adjacent cities and counties, and your region have agreed to use to address the top issues described in the previous bullet.*

- **Regionwide Collaboration:** A goal for the region is to ensure that the transition between jurisdictions on the transportation system is seamless and apply a more uniform approach to street design across member jurisdictions, especially with items such as traffic signals (and their timings) and active transportation facilities. Local agencies may explore the feasibility

of joint planning agreements, cross-boundary projects and shared grant opportunities to promote this consistency and seamless connection between jurisdictions. Local and regional agencies should also continue to collaborate to improve data quality and project competitiveness when applying for state and federal resources.

- **Transit Connectivity:** Greater access to transit options would be beneficial across the urban periphery, such as on the West Plains. For example, STA is increasing the regularity of high frequency routes to Airway Heights. Routes such as Route 61 will be increasing in frequency to every 15 minutes over the coming years. Division BRT promises to increase transit access and decrease bus travel times between the central business district and the north side. Additional high performance transit routes are being developed throughout the region.
- **Network Redundancy:** The need to relieve stress on the region’s highway system places an onus on the quality and viability of parallel routes. Projects that expand or improve parallel options to I-90 and US-2 – such as the West Plains Connection traversing the jurisdictional boundary between Airway Heights and the City of Spokane –are needed for congestion relief and to ensure effective delivery of emergency services. Additionally, much of our urbanized area is situated along the Spokane River and its tributaries. Our bridges are an integral part of our transportation network. It is important that we continue to maintain a regional bridge inventory to keep track of our vital crossings and overpasses.
- **Rural and Small City Transportation Options:** It would be beneficial to bolster connectivity between rural residents, small cities, and urban services. This could be aided by increased transit options or shuttle services to rural areas, as another method of promoting commute alternatives. There may also be opportunities to make transit stops and Park and Rides more accessible when receiving grants or doing work on STA routes. Facilities such as the West Plains Transit Center and future routes such as Cheney Line HPT provide beneficial impacts to not only VMT per capita, but also air quality and quality of life.
- **Sprawl:** Minimizing sprawl while the community grows is key to avoid adverse impacts to air quality and VMT per capita. Local agencies can encourage transit-oriented development, such as infill housing and densification around existing transit access points and activity centers. The City of Spokane’s Building Opportunity and Choices for All ordinance is one example of community action that supports growth, builds affordable and middle housing, while minimizing urban sprawl.
- **Safety:** In an effort to move towards the state’s goal of Target Zero, safety on the roadways for all modal users regionwide must be addressed. The Spokane region should pursue the strategies and actions detailed in SRTC’s Regional Safety Action Plan, such as active transportation safety improvements, prioritizing increased enforcement at top crash locations, and installing FHWA proven countermeasures on the region’s high injury network (HIN). Local agencies should continue to look at programs like Safe Routes to Schools for potential funding opportunities. SRTC has also sought to support safety and connectivity by supporting projects which promise to resolve barriers and mode conflicts created by at-grade railroad crossings.
- **Historic Inequities:** To address historical inequities, it is important to make investments in lower income and overburdened communities. Projects and programs that promise to reconnect divided communities, such as STA’s LEIEA Program, have potential to bring positive social and economic impacts while increasing access to transit and active

transportation. Improved multimodal access can also bolster economic vitality. At the regional level, equity planning has become a key part of SRTC's work, and the forthcoming inclusion of equity as one of the agency's Guiding Principles promises to help shed more light on our transportation system through the equity lens. Equity is already increasingly integrated with the region's transportation planning processes, and project applications are evaluated for potential equity impacts when submitted for inclusion in the Unified List of Regional Transportation Priorities.

- Active Transportation: Active transportation continues to be an area of improvement as the greater Spokane area has continued to grow and expand over the last several decades. Regional investments and policy decisions should continue to prioritize addressing modal conflicts and active transportation gaps. SRTC's bicycle Level of Traffic Stress (LTS) analysis has been important in helping identify gaps in low stress active transportation routes and areas of need for active transportation users. The region promotes complete streets policies and prioritizes funding to projects which account for active transportation users where possible. This is done through the region's various competitive funding programs such as the Unified List of Regional Transportation Priorities and the Call for Projects. SRTC also supports multimodal crossings, such as pedestrian bridges, which provide critical connectivity across barriers for non-drivers. Additionally, the Regional Safety Action Plan has specifically identified high-risk areas for pedestrians and non-drivers.
- Air Quality: The Spokane region continues to prioritize clean air through our work. Through the region's MTP and other planning efforts, SRTC has developed strategies to address air quality and congestion. Those strategies include screening at the TIP level for air quality impacts; use of TSMO and ITS infrastructure; TDM programs such as CTR; as well as safe and accessible transit access and active transportation connectivity. As indicated in question 4c, the region should continue to implement strategies to lower emissions and reduce VMT per capita in order to continue to improve air quality and stay out of maintenance in the future.
- Funding for Maintenance, Preservation, and Operations: The future of funding is a concern for the region – as it is for the entire state. Government bodies around the state must adapt to the forecasted decline in gas tax revenues, while at the same time addressing a greater-than-ever need to apply resources to the maintenance, preservation, and operation of our existing transportation system. For this reason, investments in infrastructure must be made with ample consideration of future costs. In the future, the region may explore revenue-building options such as the implementation of a transportation improvement district. Investment in active transportation facilities such as shared use paths is also a cost-effective way of increasing the transportation network's capacity to carry trips while managing travel demand for vehicles.
- New Technologies: Transportation technology continues to evolve. Newly developed technologies, such as smart infrastructure and automated vehicles, appear increasingly integrated with the future of transportation. As such, planning organizations around the region should monitor emerging trends and research the potential impacts of new technologies on the transportation network. For example, the region is capitalizing on new technologies in ITS infrastructure. Through the Spokane Regional Transportation Electrification Grant Project, we are also preparing for ever-greater demand for electric vehicles by building out our network of charging facilities across the entire county. We also hope to utilize advancements in modeling and data to gain a better-than-ever understanding of our transportation network and the people who rely on it. The region should continue to

support our local transportation management center, SRTMC, in delivery of reliable transportation information services. Across the region, transportation professionals should be able to understand, develop strategies, and utilize emerging technologies so that the Spokane region is prepared for continued innovation. Critically, new technologies may provide opportunities to maximize the efficiency of our transportation system in a maximally cost-efficient manner.

- Environmental Resiliency: Environmental resiliency is an increasingly important subject as the impacts of climate change have begun to be felt in our region. Planning professionals from around the region are dedicating resources to ensure that new projects do not worsen air quality, and that project implementation is done in an environmentally responsible manner. At the regional scale, priority transportation projects are evaluated and scored for their potential impacts on air quality. Transportation projects submitted for SRTC's Unified List of Regional Transportation Priorities are evaluated for environmental impacts. Projects are more competitive if they expand transit and active transportation access, reduce emissions and VMT, and/or incorporate clean fuels strategies. SRTC also has several key ongoing efforts in this area, such as the ongoing regional Smart Mobility and Resiliency studies, which will include recommendations for priorities and next steps. The region has also received grant money to move towards clean fuel solutions. The Spokane Regional Transportation Electrification Grant Project, for example, is helping facilitate construction of dozens of chargers across the greater Spokane area.

## Performance targets

### 5. List your jurisdiction’s CTR performance target(s).<sup>5</sup>

- a. *List performance targets that reflect only CTR-affected worksites.*

Medical Lake selected Option 3 – Weighted average DAR (drive alone rate) of a locally specific percent for CTR-Affected worksites at the jurisdiction level. Medical Lake’s performance target is a 9% reduction in the DAR from the 2024 CTR survey baseline. This performance target was approved through the TDM Technical Committee on September 5, 2024.

- b. *List any additional performance targets.*

Medical Lake is not using any other performance targets.

### 6. List the base value you’ll use for each performance target.<sup>6</sup>

- a. *For each performance target, provide the number you’ll use as the baseline (or starting number). You’ll measure the difference between this number and your results to report performance.*

All worksites in Medical Lake conducted their CTR survey in the spring of 2024 and the results of the survey will be used as their baseline. Collectively amongst the worksites, the DAR for Medical Lake is 82.3%. Commute Smart Northwest has established performance targets for each worksite based on their 2024 CTR baseline survey results. The established performance targets for worksites will roll up resulting in a 9% reduction in the DAR for Medical Lake bringing the DAR down to 74.9% if achieved by all worksites. The following is the worksite performance target metric that will be used when worksites survey in 2026.

**Worksite DAR Performance Target Metric**

Worksite DAR Baseline	Performance Target Reduction
0 - 20%	1%
21 - 39%	3%
40 - 59%	4%
60 - 64%	5%
65 - 68%	6%
69 - 72%	7%
73 - 77%	8%
78 - 84%	9%
85 - 100%	10%

Performance targets will be evaluated and may potentially change after reviewing the CTR Survey results in 2026.

### 7. Describe the method you used to determine the base value for each target.

- a. *Provide the source for each base value listed.*

<sup>5</sup> Source: The plan shall establish the jurisdiction's CTR goals and targets. (WAC 468-63-040(2)(b))

<sup>6</sup> Source: The plan's measurement methodology shall be consistent with the measurement guidelines established by WSDOT and posted on the agency's website. (WAC 468-63-040(2)(c))

All worksites in Medical Lake conducted their CTR survey in the spring of 2024 and the results will be used as their baseline.

**8. Describe how you'll measure progress toward each target.**

a. *List the method you'll use to measure progress for each target.*

All worksites affected by the CTR Law will conduct their CTR survey in 2026 and again in 2028 to measure the progress they've made from their 2024 baseline survey results.

**9. List your jurisdiction's CTR-affected worksites.<sup>7</sup>**

a. *List all your CTR-affected sites.*

City of Medical Lake  
Eastern State Hospital  
Lakeland Village

**10. List a performance target for each CTR-affected worksite.<sup>8</sup>**

a. *For any performance targets tied to the CTR survey, indicate that you'll establish performance targets during the 2023-2025 survey cycle.*

Commute Smart Northwest will establish worksite performance targets during the 2023-2025 survey cycle.

**11. List the base value you'll use for each site.**

a. *For any performance targets tied to the CTR survey, indicate that you'll establish a base value during the 2023-2025 survey cycle.*

All worksites in Medical Lake conducted their CTR survey in the spring of 2024. The results from the 2024 CTR Surveys will be used as their baseline.

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<sup>7</sup> Source: The plan shall also identify the major employer worksites, including affected state agency locations, within the jurisdiction's affected urban growth area and any major employment installations. (WAC 468-63-040(2)(e))

<sup>8</sup> Source: The plan shall describe the base year values and numerical targets for each major employer worksite required to participate in the CTR program. (WAC 468-63-040(2)(b))

## Services and strategies

### 12. Describe the services and strategies your jurisdiction will use to achieve CTR targets.<sup>9</sup>

Commute Smart Northwest (CSNW), a division of Spokane County Public Works will administer the requirements of the CTR Efficiency Act for the City of Medical Lake through an intergovernmental agreement according to their local CTR Plans and Ordinances.

CSNW will develop and implement a set of strategies that will help CTR worksites achieve their goals and performance targets for increasing the use of commute options while reducing vehicle miles traveled and greenhouse gas emissions including, but aren't limited to:

- Identify prospective worksites and notify them of legally required activities.
- Verify and maintain list of worksites and ETCs.
- Conduct required ETC Training twice a year for newly appointed ETCs.
- Provide outreach, consultation and technical assistance for worksite commute programs and employee surveys.
- Encourage ETCs to attend the Washington State Ridesharing Organization conference and other educational events.
- Host recognition and networking events.
- Send encouragement and reminder emails.
- Work collaboratively with Spokane Transit to provide updates and feedback to CTR employers on all STA projects and service improvements.
- Work collaboratively to provide updates and feedback to CTR employers on all projects and improvements that impact and encourage walking, bicycling and transit use within the City of Medical Lake and surrounding area.
- Develop and implement promotional campaigns that will encourage the use of commute alternatives.
- Collaborate with local agencies and organizations to enhance and improve CTR promotional efforts, media coverage, CTR events and joint projects to ensure maximum leverage and exposure.
- Provide promotional materials to promote and encourage transportation options.
- Administer Guaranteed Ride Home program for state agencies.
- Provide education about transit and Public Rideshare programs, incentives, and subsidies.
- Provide information to encourage employers to offer improved commute benefits.
- Provide training and technical assistance to employers conducting their CTR surveys every two years and as needed.

### 13. Describe how jurisdiction services and strategies will support CTR-affected employers.<sup>10</sup>

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<sup>9</sup> Source: The plan shall describe what local services and strategies will be implemented to achieve the plan's goals and targets, and how these services and strategies will support the CTR programs of major employers. Strategies may include, but are not limited to: (i) Modifications of local policies and regulations, including the transportation concurrency system, street design standards, parking, and zoning; (ii) Investments in services and facilities, including transit services, nonmotorized facilities and amenities; and (RCW 70.94.527(5))(iii) Marketing and incentives. Transit agencies shall work with counties, cities and towns as a part of their six-year transit development plan established in RCW 35.58.2795 to take into account the location of major employer worksites when planning and prioritizing transit service changes or the expansion of public transportation services, including rideshare services. (WAC 468-63-040(2)(d))

<sup>10</sup> Source: The plan shall describe ...how these services and strategies will support the CTR programs of major employers. (WAC 468-63-040(2)(d))

- Identifying affected worksites will grow the program and encourage more employees to use commute options.
- CSNW will be conducting a comprehensive ETC Orientation class twice a year for newly affected ETCs, support ETCs, and/or for seasoned ETCs that want a refresher course. The orientation class gives newly appointed ETCs a foundation to successfully market and promote their CTR Program.
- CSNW meets annually or as needed with CTR employers to review and discuss their CTR program, review CTR survey results, review employer annual report, strategize improvements to help employers achieve their CTR targets and goals. Require employers to make program improvements and modifications as needed based on survey results.
- Continually educating ETCs is key to keeping them engaged and motivated to make their program a success.
- CSNW hosts quarterly ETC networking opportunities to update ETCs on promotions, CTR happenings, transportation related updates, STA and STA Rideshare updates, CTR events and provides ETCs an opportunity to network and learn what other ETCs are doing at their worksites.
- To increase engagement and participation amongst CTR worksites, CSNW implements a recognition program called Commute Smart Champions. Throughout the year, Employee Transportation Coordinators (ETCs) earn points in three different categories including Performance, Programming and Engagement. *Performance* points are earned through their CTR Survey results, *Programming* points are earned through CTR program elements at their worksite including subsidies, bike/walk facilities, offering teleworking/compressed work schedules, CTR Budget, guaranteed ride home, having a CTR committee, etc. and *Engagement* points are earned through ETC longevity, holding CTR/Rideshare events, attending ETC Networking events, and submitting Champion nominations. Employers can earn a Platinum, Gold, Silver or Bronze Employer Champion Award and will be recognized at the annual Commute Smart Champions gala event in front of elected officials, worksite executives, program managers, peers, partnering agencies and stakeholders. This program spurs competition, provides recognition, and motivates ETCs to continually improve their CTR programs.
- CSNW develops monthly or quarterly promotions with incentives to help ETCs promote and encourage their employees to use commute options. Posters, prize flyers, pre-written messages, graphics and more are provided to ETCs to market the promotions.
- CSNW partners with various agencies to provide different messaging to our promotions and outreach efforts. Agencies include, but not limited to, are Spokane Regional Clean Air Agency, Spokane Transit/Spokane Transit Rideshare, Bike to Work Everywhere, Spokane Bike Swap, etc.
- CTR employers will receive promotional materials to post on their commuting option boards to be used specifically for promoting and encouraging transportation options. Each board displays the Employee Transportation Coordinator's (ETCs) name and contact information.
- State agencies are provided a Guaranteed Ride Home program at no cost. One of the biggest barriers for employees to use a commute option is if they have an emergency and don't have a ride home because they used a commute options. This program provides the ride home and eliminates the barrier. CSNW maintains all records and bills/reports to the state.
- Frequently CSNW partners with Spokane Transit and Spokane Transit Rideshare to help promote and educate ETCs on programs, incentives and subsidies they offer. This on-going partnership helps to inform ETCs of their options and encourages ETCs to participate and grow their CTR program.
- CTR Surveys are conducted every two-years. The data collected is a reflection on how the worksite is making steps towards achieving their CTR performance goals.

**14. Describe barriers your jurisdiction must address to achieve CTR targets.<sup>11</sup>**



a. Describe how you'll address these barriers.

Medical Lake will work with other agencies to improve the street infrastructure to support non-vehicle travel, including transit stops. The City will also promote commute alternatives in city-sponsored events and publications.

**15. Describe the transportation demand management technologies your jurisdiction plans to use to deliver CTR services and strategies.**

**CommuteFinderNW.com** is a free on-line commute alternative matching service powered by Spokane Transit in coordination with Commute Smart Northwest. It provides employees with immediate results of others who are interested in carpooling, joining an STA Rideshare (formerly vanpool), and if there's not a match they can get bus route and park and ride information. ETCs can manage their worksite information and can download employee commute info to see if carpools or STA Rideshares can be formed with their employees.

**GIS Maps**, mapping where employees live with a dot on a map, are provided free of charge to worksites and can help ETCs see approximately where employees live to help assist in forming carpools and STA Rideshares. It also shows a 1-mile, 3-mile and 5-mile radius where employees live from the worksite. This assists ETCs in encouraging people that live close to the worksite to walk to work and to encourage employees that live 3 to 5-miles from the worksite to bicycle to work.

**CommuteSmartNW.org** has a plethora of information on commuting and commute options. It has detailed information about our monthly campaigns and prizes given away each month for employees that participate by using a commute option to work. It also houses our commute calendaring platform where employees can sign up and log how they got to work each day and is linked to the ETCs worksite. By logging their participation on their commute calendar, employees are automatically entered into the prize drawings once they reach the days required to participate to be eligible. On the backend, ETCs have the ability to see all of their worksite and employee data. They can see who is participating, what mode they are using and can also pull data/run reports. This provides an ongoing management tool to ETCs for their Commute Smart program.

**CTR Survey Tool** is provided online by WSDOT and hosts the platform for conducting the bi-annual CTR Surveys. CSNW and ETCs have administrative access and can run reports on CTR Survey results. It also provides a platform for ETCs to submit their employer annual report.

**16. Transcribe or link to your local CTR ordinance.<sup>12</sup>**

The CTR Ordinance is attached and can also be found on CommuteSmartNW.org with this link, <https://commutesmartnw.org/documents/SPOKANE-COUNTY-ORD-2010.pdf>

<sup>11</sup> Source: The plan shall evaluate the existing barriers to the success of the CTR program and identify how the jurisdiction and its partners can overcome these barriers. (WAC 468-63-040(2)(a))

<sup>12</sup> Source: The plan shall describe the requirements for major employers that will be outlined in the local ordinance. (WAC 468-63-040(2)(e))

**17. Describe your financial plan.<sup>13</sup>**

a. *Describe the estimated average annual costs of your plan.*  
 The CTR program in the City of Medical Lake is administered by Spokane County’s Commute Smart Northwest office through an inter-local agreement. State funding is allocated and based on the approved state budget and on how many affected worksites are in the City of Medical Lake.

State funding for CTR implementation in Spokane County	\$ 325,500
• Medical Lake’s allocation with 3 affected worksites \$ 10,111	
2023 – 2025 and 2025-2027 Regional Mobility Grant	\$ 106,339
• Commuter Revitalization Project, provides incentives to participants	
2024 – 2026 CMAQ Grant	\$ 330,641
• Downtown TDM & CTR Education & Outreach Project	

b. *Describe likely funding sources, public and private, to implement your plan.*

State funding and the Regional Mobility grant are provided through WSDOT. The CMAQ grant is federal funds.

**18. Describe your implementation structure.<sup>14</sup>**

a. *Describe who will conduct the activities listed in your plan.*  
 Medical Lake has contracted with Spokane County’s Commute Smart Northwest Office to implement and administer the city’s CTR Plan.

b. *Indicate who will monitor progress on your plan. List job title, department, and name.*

LeAnn Yamamoto, TDM Manager for Spokane County’s Commute Smart Northwest Office will manage and monitor the overall CTR plan.

**19. List your implementation schedule.<sup>15</sup>**

a. *Provide the timeline for anticipated projects.*

	1 <sup>st</sup> Biennium, July 2025 – June 2027	2 <sup>nd</sup> Biennium, July 2025 – June 2027
Actions	Identify, monitor and manage affected CTR worksites and Employee Transportation Coordinators.  Provide required training to newly appointed ETCs twice a year.	Identify, monitor and manage affected CTR worksites and Employee Transportation Coordinators.  Provide required training to newly appointed ETCs twice a year.

<sup>13</sup> Source: The plan shall describe the funding revenues from public and private sources that are reasonably expected to be available, as well as the expected costs, to implement the plan and achieve its goals and targets. (WAC 468-63-040(2)(g))

<sup>14</sup> Source: The plan shall describe how the various strategies identified in the CTR plan will be implemented, either by the local jurisdiction, its partners, or its contracting partners... (WAC 468-63-040(2)(h))

<sup>15</sup> Source: The plan shall describe ...when the elements of the plan are expected to be implemented. (WAC 468-63-040(2)(h))

	<p>Review employer annual reports and provide feedback for program improvements as needed.</p> <p>Provide training and technical assistance to worksites for conducting their CTR Survey every two years.</p> <p>Provide ETC networking events.</p> <p>Develop and implement promotional campaigns that will encourage the use of commute options.</p> <p>Administer Guaranteed Ride Home program for state agencies.</p> <p>Manage and facilitate Commute Smart Champions recognition program.</p> <p>Conduct financial and program management.</p> <p>Collaborate with stakeholders to enhance and strengthen TDM strategies and CTR program.</p>	<p>Review employer annual reports and provide feedback for program improvements as needed.</p> <p>Provide training and technical assistance to worksites for conducting their CTR Survey every two years.</p> <p>Provide ETC networking events.</p> <p>Develop and implement promotional campaigns that will encourage the use of commute options.</p> <p>Administer Guaranteed Ride Home program for state agencies.</p> <p>Manage and facilitate Commute Smart Champions recognition program.</p> <p>Conduct financial and program management.</p> <p>Collaborate with stakeholders to enhance and strengthen TDM strategies and CTR program.</p> <p>Facilitate development activities for 2029-2033 CTR Plans.</p>
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**20. Describe the CTR plan for jurisdiction employees.<sup>16</sup>**

*a. Describe the services, programs, information, and other actions your city or county put in place to help its employees reduce their drive alone commute trips.*

The Medical Lake CTR Program Administrator provides education on the benefits of alternative transportation, encourages employees to use these alternative methods by having a monthly drawing for a gift card, regularly distributes information about local events like the Bike Swap, collaborates with STA to increase ridership, and highlights an employee’s commute choices quarterly to inspire others to try alternative commute options.

**21. Describe how the CTR plan for jurisdiction employees contributes to the success of the overall plan.<sup>17</sup>**

*a. Describe how the plan for jurisdiction employees reinforces the success of the jurisdiction plan?*

The actions included in the city-as-employer plan indicate the City’s commitment and are similar to those included in all the CTR-affected work site plans. Thus, they create a mutually reinforcing community focused on CTR. Employers know that the City is involved and committed to CTR along with them.

<sup>16</sup> Source: The plan shall also describe the program that the local jurisdiction will offer to its employees. (WAC 468-63-040(2)(e))

<sup>17</sup> Source: The plan shall also describe the program that the local jurisdiction will offer to its employees and how this contributes to the success of the overall plan. (WAC 468-63-040(2)(e))

## Alignment with plans

### 22. List the transit agencies that provide service in your jurisdiction.

Spokane Transit Authority

### 23. List the transit plans you reviewed while developing this plan.

Connect Spokane, STA 2025-2030 Transit Development Plan

### 24. Describe how this CTR plan supports the transit plans.

The City's CTR plan includes creating infrastructure improvements to make bus stops more accessible and safer.

### 25. Describe any comprehensive plan updates that are needed and when they will be made.<sup>18</sup>

The City's comprehensive plan is currently being updated with a completion date of June 2026. The update will include more specific goals and measures for achieving higher rates of alternative transportation commute trips.

## Engagement

### 26. Describe stakeholder engagement.<sup>19</sup>

#### a) Who did you talk to?

- SRTC led a comprehensive outreach campaign for CTR, incorporating fliers, a virtual open house, and inter-agency coordination to avoid survey fatigue. By utilizing a shared Google Drive, jurisdictions collaborated on engagement opportunities, leading to successful joint events. Fliers were posted at six community centers, and SRTC participated in numerous events where CTR outreach was emphasized. A region-wide survey was launched to gather feedback on commuting needs, which resulted in 246 responses, with most respondents living or working in the City of Spokane.
- The survey demonstrated broad geographic participation, with responses from 29 zip codes across Spokane County and three from Idaho. Additionally, SRTC and Commute Smart Northwest presented

<sup>18</sup> Source: The local jurisdiction shall review the local comprehensive plan to ensure that it is consistent with the local CTR plan. If the local jurisdiction determines that the local comprehensive plan needs to be updated or amended to be consistent with the local CTR plan, the local jurisdiction shall identify in the local CTR plan what changes may be needed and when the changes will be made. (WAC 468-63-040(1)(c))

<sup>19</sup> Sources: The plan shall be developed in consultation with local transit agencies, the applicable regional transportation planning organization, major employers, and other interested parties. (RCW 70A.15.4020(4))

The local jurisdiction shall invite, as appropriate, representatives of major employers, local transit agencies, the applicable RTPO, business associations and economic development organizations, nonprofit transportation and land use advocacy organizations, pedestrian and bicycle advocacy organizations, public health agencies, tribal governments, and residents, employees and businesses that will be affected by the CTR plan to participate in the development of the local CTR plan.

The state intends for the invited partners to work collaboratively with the local jurisdiction by providing data and plans and discussing opportunities, including new and reprioritized investments and policy changes, to reduce drive-alone commute trips in the jurisdiction and increase transportation access to affected major employer worksites. (WAC 468-63-040(1)(b)(i))

The plan shall include documentation from the local jurisdiction that verifies consultation with employers, transit agencies and others to develop the plan. (WAC 468-63-040(2)(f))

to Spokane’s Community Assembly PeTT Committee and shared information with various advisory committees and the SRTC Board. This region-wide engagement provided valuable insights into the diverse commuting preferences and needs across the area.

b) *When did you talk to them?*

- The City had a booth at four market events in July, August, and September of 2024 where city staff engaged citizens in conversations about commuting. In addition, residents were encouraged to complete the CTR Survey in the monthly utility bill newsletter.
- SRTC, along with Commute Smart Northwest, began designing regionwide CTR outreach materials in March. The outreach campaign started on March 28th at an STA Open House event in Airway Heights and ran through September 10th at 4pm when the survey stopped accepting responses. The public was engaged in person at least once per month during that period, and social media posts were shared by multiple agencies throughout the process.
- A full list of public events and engagement opportunities (with dates) is included in the table below.

Agency Performing CTR Outreach	Date	Event Type
SRTC	3/28/2024	Public Event: STA Open House - Airway Heights Library
SRTC	4/9/2024	Public Event: STA Open House - STA Plaza
SRTC	4/20/2024	Public Event: Spokane Bike Swap
SRTC	5/11/2024	Public Event: Asian Native Hawaiian Pacific Islander Heritage Festival at Riverfront Park
CSNW	5/17/2024	University and College Student Outreach
SRTC	6/1/2024	Public Event: Felts Field Neighbor Day
SRTC	6/10/2024	Public Event: Spokane Transit Authority Transit Development Plan Open House
SRTC	6/15/2024	Public Event: Juneteenth Celebration
City of Spokane, SRTC	6/18/2024	Summer Parkways
SRTC	6/19/2024	Flyer Distribution: Spokane Public Libraries
SRTC	6/19/2024	Flyer Distribution
SRTC	6/22/2024	Liberty Lake Farmers Market
CSNW	6/25/2024	Presentation to Neighborhood Community Assembly - City of Spokane
SRTC	7/15/2024	APA Washington Inland Empire Section email blast
SRTC	7/15/2024	Flyer Distribution
City of Spokane, SRTC	8/17/2024	Unity in the Community
SRTC, CSNW	8/21/2024	CTR Virtual Open House

Airway Heights	8/23/2024	HOA BBQ
Airway Heights	8/24/2024	Airway Heights Day
SRTC, CSNW, City of Spokane	8/31/2024	El Mercadito
Medical Lake	Various dates	Medical Lake Farmers Market
Spokane Valley	July	Newsletter
STA	July-August	STA communications team sharing via social media campaign + creating little videos at plaza to showcase CTR
SRTC, CSNW	8/8/2024	STA Plaza Kiosk
SRTC	8/6/2024	Email blast to neighborhood councils, community orgs., and other stakeholders
Liberty Lake	8/21/2024	Facebook Post - City of Liberty Lake Account
Liberty Lake	8/24/2024	Liberty Lake farmer's market
Cheney	08/31/2024	Parks & Rec Facebook page, City website, and newsletter for September
Liberty Lake	9/1/2024	The Splash Community Newspaper

- In addition to the above listed public events and engagement opportunities, a series of social media posts were made by SRTC and its partner agencies. A list of social media posts and their contents is included in the table below.

Agency Posting CTR Outreach	Date	Platform	Content Posted
SRTC	5/29/2024	NextDoor	CTR general information and survey link
SRTC	5/30/2024	Facebook	CTR general information and survey link
SRTC	5/30/2024	X	CTR general information and survey link
SRTC	5/30/2024	LinkedIn	CTR general information and survey link
SRTC	5/30/2024	Instagram	CTR general information and survey link
City of Spokane	7/11/2024	Constant Contact Monthly Housing Newsletter	CTR general information and survey link
SRTC	7/3/2024	X	CTR general information and survey link, including Spanish language.
SRTC	7/3/2024	LinkedIn	CTR general information and survey link, including Spanish language.
SRTC	7/3/2024	Instagram	CTR general information and

			survey link, including Spanish language.
SRTC	7/3/2024	Facebook	CTR general information and survey link, including Spanish language.
SRTC	7/2/2024	NextDoor	CTR general information and survey link, including Spanish language.
SRTC	7/18/2024	X	Outreach & promotion for CTR Virtual Open House
SRTC	7/18/2024	LinkedIn	Outreach & promotion for CTR Virtual Open House
SRTC	7/18/2024	Instagram	Outreach & promotion for CTR Virtual Open House
SRTC	7/18/2024	Facebook	Outreach & promotion for CTR Virtual Open House
SRTC	7/18/2024	NextDoor	Outreach & promotion for CTR Virtual Open House
Spokane Journal of Business	7/23/2024	<a href="#">Morning Edition for Tuesday, July 23 (mailchi.mp)</a>	CTR Survey
SRTC	7/24/2024	Facebook	CTR Survey, reminder to participate
SRTC	7/24/2024	LinkedIn	CTR Survey, reminder to participate
SRTC	7/24/2024	X	CTR Survey, reminder to participate
City of Spokane	8/5/2024	Facebook, X	Shared SRTC's posts from July 18th on all social platforms
Liberty Lake	8/21/2024	Facebook	CTR Survey, reminder to participate
SRTC	8/21/2024	Facebook	CTR Virtual Open House reminder
SRTC	8/21/2024	X	CTR Virtual Open House Reminder
SRTC	8/21/2024	LinkedIn	CTR Virtual Open House Reminder
Cheney	8/22/2024	Parks and Rec. Facebook	CTR Survey, reminder to participate

c) *What did they have to say?*

- The regional survey had a list of eight required questions and the results are summarized below:
  - Public feedback from the CTR survey shows that driving alone is the most common commuting choice, with approximately half of respondents opting for this mode during traditional workdays (Monday to Friday). Transit and teleworking were the second and third

- most popular choices. On weekends, while fewer respondents work, driving alone remains the top option, followed by transit and walking.
- Most survey participants work full-time (78.05%) and follow a traditional five-day, 8-hour work schedule (65.85%). When asked why they use alternative commuting options, 19.60% cited environmental and community benefits, and 18.70% mentioned saving money.
  - Barriers to using alternative commute options include the inconvenience or time-consuming nature of public transit (16.93%) and the preference for the convenience of having a car (14.49%).
  - Public comments provided additional insights into personal commuting experiences, and the complete data set, including all options and comments, is available upon request.
- As part of the region wide survey, we also received 107 public comments. The common content and themes are discussed below:
    - The community survey responses reveal several key themes about commuting preferences and concerns. Many respondents expressed frustration with public transportation, particularly the lack of frequent and direct bus routes. Long wait times, inconvenient schedules, and safety concerns (both on buses and at stops) were common complaints. For those living in rural or suburban areas, access to reliable transit options is limited or nonexistent, leading many to rely on personal vehicles.
    - Biking is seen as a desirable option by some, but safety is a significant barrier. Respondents noted the need for protected bike lanes and better bike infrastructure, especially on busy streets. Some also expressed concerns about theft and inadequate bike parking.
    - Walking is another option, but respondents mentioned challenges with unsafe crosswalks, poorly maintained sidewalks, and lack of shade or protection from the elements, particularly in harsh weather conditions.
  - Overall, there is a clear desire for more frequent, reliable, and safe transportation options, including improvements to biking and walking infrastructure. Some also expressed interest in teleworking and carpooling as alternative commuting solutions.
  - As part of the regionwide survey, we also received 107 public comments. The common content and themes are discussed below:
    - Bus Route Frequency/Efficiency
      - Numerous respondents commented that they would be more interested in using transit as a commute option if the bus routes were more frequent and more direct to the location they were going. While other citizens commented that the bus routes work nicely for them, numerous respondents who didn't use transit as a commute option responded with requests for more frequency and efficiency.
    - Transit Cost
      - Respondents often called for reduced fares or entirely free bus trips.
    - Active Transportation Safety & Connectivity
      - Respondents identified several gaps in the region's active transportation network. This not only makes using these travel modes difficult for commuting, but also unsafe. Other comments voiced demand for safe and reliable places to park bicycles. Improvements to bike lanes, sidewalks, and trails were key points amongst many comments. Driver behavior was mentioned as a significant concern as well.
    - Transit Availability
      - Respondents requested extended transit services to peripheral regions throughout the county, particularly North Spokane, Otis Orchards, and the West Plains.



- Pedestrian Safety
  - Respondents described unsafe driver behavior, particularly in and around downtown Spokane, which makes walking feel like an unsafe option for commuting.
- Transit Connection between North Idaho and Spokane
  - Respondents indicated that they have no reasonable transit options between North Idaho and Spokane.
- Metro & Light Rail
  - Respondents wrote that they would be open to a light rail or metro option for their commutes if it was a possibility.
- Bus Safety
  - Respondents expressed concern about safety on public transit, citing other passengers' behaviors as being unpredictable and unsafe.
- Great Transit System
  - Many respondents touted the quality of Spokane's transit system. They described how it is reliable and meets their needs. Several respondents indicated that STA is their only or primary avenue of travel.
- Expansion of Teleworking
  - Respondents indicated that their employers should lean more into teleworking options to reduce roadway congestion and increase employee happiness.
- Bus Stop Improvements
  - A respondent wrote that bus stops do not have enough protection from the elements which causes lower ridership.
- Bicyclist Behavior
  - One respondent suggested that bicyclist behavior is dangerous for vehicular traffic on major roadways.
- Parking Garages
  - A respondent wrote that more parking garages should be built downtown to service the population's needs.
- Roadway Expansion
  - Respondents requested lane expansion and roadway improvements because the existing infrastructure cannot support the recent population growth in Spokane.
- Motorcycle Travel
  - One respondent indicated that they would prefer that motorcycle travel be better considered in the Commute Trip Reduction Program.
- SRTC distributed the results of the regional survey to all jurisdictions for consistency purposes as well as to provide them with the most recent and relevant data possible.
- Additionally, SRTC co-led a regional effort to coordinate on outreach and engagement with the public. This was to ensure minimal redundancy with outreach efforts and promote consistency with the regional plan. SRTC co-hosted 5 separate workshops with the applicable jurisdictions in the region, from May to September, to work on creating the local plans alongside Spokane Transit and Commute Smart Northwest.
- In addition to those workshops, SRTC also held smaller meetings with Spokane Transit Authority and each local agency to discuss the role of transit and alignment with transit plans.
- Comments from respondents who specifically work in and around Medical Lake emphasize the need for safer bike routes from Medical Lake to the population centers of the region and the utility of having bus routes especially when vehicles aren't available.

d) *How did what they said influence the plan?*

- Based on the comments summarized above, work sites will be encouraged to participate in the expansion of CTR options and benefits of these options have been noted in this plan.
- Public comments received by SRTC as part of the regionwide outreach effort were shared among all participating local agencies as well as Spokane Transit Authority. Public comments influenced goals and the strategies that will be used to help achieve them.

**27. Describe vulnerable populations considered.**

- During the SRTC-led multi-agency regionwide outreach effort, the following groups and communities were specifically considered:
  - Racial and Ethnic Minorities:
    - Of the 549,690 total residents approximately 82.9% are white / non-Hispanic. Approximately 17.1% of the of residents identified as mixed-race, nonwhite, or Hispanic. (American Community Survey 2022 1-Year Estimates)
  - Low Income
    - Poverty can be a barrier to efficient transportation.
    - Of the population for whom poverty status is determined, approximately 12.3% live below the official poverty level. For the population ages 18-34, approximately 16.8% live below the poverty level (American Community Survey 2022 5-Year Estimates). Approximately 27.5% of the population for whom poverty status is determined have incomes below 200% the federal poverty level. (ACS 2022 5-Year Estimates).
    - In 2022, the median household income in Spokane County was \$69,070, significantly lower than the Washington state and national averages of \$91,306 and \$74,755, respectively (2022 ACS 1-Year Estimate).
  - National Origin and Limited English Proficiency:
    - Approximately 7.2% of Spokane County’s population ages 5 years and older speaks a language other than English at home. That value includes approximately 36,763 individuals. Approximately 2.6% of the population ages 5 years and older speaks English “less than very well”. That value includes approximately 13,030 individuals (ACS 2022 5-Year Estimates).
    - Spanish, Russian, Ukrainian, and Vietnamese are the most prevalent spoken languages in Spokane County other than English.
    - The 2022 American Community Survey 5-Year Estimates indicate that approximately 3.1% of Spokane County Households are Spanish-speaking. Approximately 3% of Spokane County households speak another (non-English) Indo-European language.
    - Data from the 2019 American Community Survey indicates more detail:
      - Approximately 3.17% of Spokane County households are Spanish speaking.
      - Of those, approximately 7.5% (or 0.24% of all households) report speaking English “less than very well”.
      - Russian and other Slavic languages are spoken in approximately 1.63% of Spokane County households.
      - Approximately 17.4% of Russian/Slavic speaking households (or 0.28% of all households) report speaking English “less than very well”.
      - Due to large margins of error in the data, the numbers of LEP Spanish and Slavic-language-speaking households are considered statistically equivalent.

- An important note on engagement with vulnerable populations:
  - While developing the regionwide public survey for the CTR Plan update in collaboration with local agencies, SRTC set a goal to record respondents' origins and destinations as part of the survey questions. Because it is invasive to ask for specific locations, and because survey respondents seldom know their local census tracts, ZIP codes were used to record generalized origins and destinations.
  - As a result of this, the below information on engagement with vulnerable communities is based on the census tracts that participate in ZIP codes, as well as the in-person lived experience engaging people (for example, at events) as part of the outreach process.

**28. Describe engagement focused on vulnerable populations.**

*a. Who did you talk to?*

- Low-income communities: Lower income communities are well distributed throughout the Spokane Region. CTR content was promoted, and public engagement was encouraged, throughout communities that host a high proportion of low-income residents. The City of Airway Heights, much of the City of Cheney, East Central Spokane, parts of North Central and Northeastern Spokane, and part of North Spokane Valley all score at least a 9 (out of 10) for socioeconomic vulnerability according to the State of Washington's Environmental Health Disparities (EHD) Map. Numerous other census tracts throughout the region score either 7 or 8. The regionwide public outreach effort included substantial outreach in lower income communities. The CTR Plan update was discussed and public engagement was encouraged at a variety of public events held in and adjacent to lower income areas. These events included:
  - Multiple events at the downtown Spokane Transit Plaza
  - Juneteenth at the Martin Luther King Jr. Community Center in East Central Spokane
  - Airway Heights Day and the HOA Barbeque in Airway Heights
  - STA Open House at the Airway Heights Library
  - ANHPI Heritage Day and Unity in the Community in downtown Spokane
  - Spokane Bike Swap at the Spokane County Fairgrounds
- SRTC's CTR outreach also included outreach to the libraries, who provide numerous services to low-income residents. Spokane County Library District and Spokane Public Libraries both posted fliers at each of their locations that informed readers about CTR and asked them to participate in our regionwide survey.
- Neighborhood council representatives from lower income communities in the City of Spokane were also specifically engaged, including general outreach, CTR public surveys, and invitations to the CTR virtual open house. Informational fliers that directed members of the public to the public survey were distributed at numerous sites in lower income census tracts, including community centers, grocery stores and other businesses, libraries, and recreation centers. University and college students, another important lower income cohort in the Spokane region, were specifically engaged through university outreach performed by Commute Smart Northwest.
- Hispanic/Latino community: According to the 2022 American Community Survey, Spanish is the second most widely spoken language in Washington state (behind English), and it is also the second most widely spoken language in Spokane County. Latinos en Spokane was contacted via phone and email. SRTC also contacted Mujeres in Action (MiA) Spokane and AHANA (Asian, Hispanic, African, and Native American Multi-Ethnic Business Association) via email. Throughout the CTR outreach and public engagement process, SRTC made an effort to engage Spokane's Hispanic and Latino communities with content in both English and Spanish. SRTC participated at Latinos en Spokane's El

Mercadito market with a professional Spanish interpreter. Spanish language fliers and a Spanish language CTR survey – vetted by Spanish-speaking staff with Ardurra – were provided for distribution alongside English materials. Fliers were posted at locations in areas with a significant number of Spanish language speakers, such as downtown Spokane and Airway Heights. Spanish language CTR content was posted to SRTC social media accounts. SRTC also reached out to AHANA (Asian, Hispanic, African, and Native American Multi-Ethnic Business Association), Latinos en Spokane and Mujeres in Action to invite community representatives to the CTR virtual open house, which was held on August 21. The City of Airway Heights is also home to a significant number of Spanish-speakers, and CTR public outreach was conducted at two public events in Airway Heights. SRTC also reached out to organizations that work with refugees, including refugees from Latin America, such as Thrive International, International Rescue Committee (IRC), and World Relief.

- Slavic community: Spokane Slavic Association was contacted via phone and email. Fliers were posted at locations in areas with a significant number of Slavic language speakers, such as the Northeast Community Center and Hillyard Public Library. SRTC also contacted the Spokane Slavic Association to invite community representatives to attend the CTR virtual open house, held on August 21.
- Tribal communities: SRTC and Commute Smart Northwest reached out to both the Kalispel and Spokane Tribes via email to discuss Commute Trip Reduction planning and programming. The tribes were invited to SRTC’s CTR virtual open house. SRTC also reached out to AHANA (Asian, Hispanic, African, and Native American Multi-Ethnic Business Association), the American Indian Community Center in Spokane, and The Native Project to spread the word about the opportunity to provide public input related to CTR and to invite community members to the CTR virtual open house. Fliers were posted at locations that serve members of Spokane County’s tribal communities, such as the Yoke’s Fresh Market and Recreation Center in Airway Heights.
- Asian, Native Hawaiian, Pacific Islander (ANHPI) communities: SRTC participated in the Asian, Native Hawaiian, Pacific Islander (ANHPI) Heritage Day event at Riverfront Park on May 11. Asians for Collective Liberation (ACL) and AHANA (Asian, Hispanic, African, and Native American Multi-Ethnic Business Association) were also contacted via email. Fliers were distributed at locations that serve adjacent communities where >5% of residents are Vietnamese speakers, such as the Thor/Freya Fred Meyer and Martin Luther King Jr. Community Center in East Central Spokane. SRTC participated in the Juneteenth Celebration at the Martin Luther King Jr. Community Center, located in a neighborhood with >5% Vietnamese speakers. SRTC also contacted ACL and AHANA to invite community members to the CTR virtual open house, held on August 21. Additionally, SRTC reached out to organizations that work with refugees, such as Thrive International, International Rescue Committee (IRC), and World Relief.
- African American community: As described above, SRTC engaged the public regarding CTR at the Juneteenth celebration at the Martin Luther King Community Center in East Central Spokane. Over the summer, additional public outreach materials were distributed at the Martin Luther King Community Center, including fliers and surveys. SRTC reached out to the Carl Maxey Center by phone and email. SRTC also reached out to both community centers to invite participants to the CTR virtual open house. SRTC reached out to the Spokane NAACP via email. The census tract including the City of Airway Heights as well as the adjacent Fairchild Air Force Base also host some of the largest percentage of minority residents in the entire Spokane region. Outreach activities in Airway Heights are described in greater detail above but include both public events and distribution of fliers and surveys.
- Carless households: As part of its indicators of potential disadvantage (IPDs), SRTC tracks and maps the distribution of households without access to vehicles. Whether due to economic circumstances

or by choice, many households in the greater Spokane region have no vehicle available. High concentrations of these households exist near the City of Spokane's downtown and lower north side. There is also a concentration of homes without vehicle access in far north and northeastern Spokane. The regionwide outreach effort included public events in census tracts with a high proportion of carless households, including multiple events at the downtown Spokane Transit Plaza, Juneteenth at the Martin Luther King Jr. Community Center, ANHPI Heritage Day, and Unity in the Community. SRTC also promoted CTR and engaged the public at the Spokane Bike Swap, an event targeted towards cyclists and other users of active transportation.

- Disability status: As part of its IPDs, SRTC also maps the population living with disabilities. Residents with disabilities are well distributed throughout the Spokane region. Areas with especially high concentrations include downtown Spokane, parts of Central and East Central Spokane, Northeast Spokane, Airway Heights and the rural West Plains. As part of the regionwide CTR outreach effort, SRTC staffed a table at numerous accessible public events such as the Spokane Bike Swap and STA Open Houses. SRTC and local agencies also engaged the public regarding CTR at events in census tracts with a high proportion of residents living with disability. These include Juneteenth at the Martin Luther King Jr. Community Center, ANHPI Heritage Day, Unity in the Community, and more. A full schedule of SRTC outreach activities is included above.
  - Age dependent population: Age dependency describes the youngest and oldest cohorts in a population – those too young or too old to hold a full-time job. Age dependent residents are well distributed throughout the Spokane Region. CTR content was promoted, and public engagement was encouraged, throughout communities that host a high proportion of age dependent residents. As part of the regionwide outreach campaign, SRTC connected with the Southside Community Center, a senior center in the city of Spokane, and distributed fliers and directions to access our public survey. Fliers and CTR materials were also distributed at other community centers around the region that provide resources for seniors. Additionally, SRTC participated in public events in census tracts with a high proportion of age dependent residents, such as the Liberty Lake Farmers Market and Spokane Summer Parkways. Though most college and university students are old enough to not count as age dependent, many are also transitioning to full-time work. University and college students were specifically engaged through outreach to local colleges and universities performed by Commute Smart Northwest.
  - All community stakeholders referred to above, as well as all neighborhood council chairs in the City of Spokane, were invited to SRTC's CTR virtual open house.
- b. When did you talk to them?**
- The regionwide outreach effort began in March and ran through the first week of September.
  - A full list of public events and engagement opportunities (with dates) is included above as part of Question 26.
- c. What did they have to say?**
- A survey respondent from the Hispanic community indicated that there is a need for improved road signage for bicycles.
  - Survey respondents from areas with high proportions of limited-English, age-dependent, low-income, minority, and low-vehicle ownership communities called for increased frequency and expansion of bus routes to allow for a more economical and environmentally friendly commute. As part of these comments, light-rail was identified as a solution by a handful of respondents.
  - Respondents from low-income and minority communities identified childcare as a concern when using transit options. Respondents also indicated a vehicle is needed in case of emergencies. Similar concerns were shared about using low-frequency transit routes with children.

- Multiple survey respondents from low-income communities identified that there is a lack of safe bicycle routes in their neighborhoods and/or along their commute routes.
- Some survey respondents from limited-English proficiency communities commented that they prefer using transit to not have to deal with vehicle traffic.
- Several survey respondents from ZIP Codes which contain census tracts with elevated concentrations of more than one vulnerability metric identified cost as a barrier to using the transit system. Many respondents called for free or reduced fares on the buses.
- Several survey respondents from ZIP Codes which contain census tracts with elevated concentrations of more than one vulnerability metric indicated that STA is their only way of getting around, and that they do not own a vehicle. (Note: These responses primarily came from City of Spokane ZIP Codes.)
- Although not in Medical Lake, the people in the 99202 ZIP Code may still conduct business or travel through Medical Lake. This ZIP Code includes census tracts with elevated concentrations of low-vehicle ownership households and people with disabilities. The area also includes elevated concentrations of low-income, age-dependent, limited-English proficiency, and racial or ethnic minority communities. Survey respondents from the 99202 ZIP code provided the following comments:
  - A respondent requested roadway improvements and expansion to accommodate higher vehicle traffic. They claimed that pushing the population to transit and active transportation does not make sense for a city the size of Spokane.
  - Respondents requested a more built-out bicycle and active transportation network which connects them to downtown and the West Plains region.
  - Respondents identified a lack of nearby transit stops, making the bus a more difficult and less accessible commute mode.
  - Respondents requested more direct and frequent transit routes.
  - Respondents identified childcare as a barrier to using alternative commute options.
- Although not in Medical Lake, the people in the 99207 ZIP Code may still conduct business or travel through Medical Lake. This ZIP Code includes multiple census tracts with elevated concentrations of households with low-vehicle ownership, people with low-income, and people with disabilities. The area also includes tracts with elevated concentrations of people with limited-English proficiency as well as racial and ethnic minorities. Survey respondents from the 99207 ZIP code provided the following comments:
  - Respondents requested more frequent and direct bus routes.
  - A respondent indicated that they would bike to work if bike trails/paths were improved.
  - Respondents indicated that they would be more inclined to use transit if the buses themselves were cleaner, free of bugs, and safer (from other passengers whose demeanor was deemed threatening).
  - A respondent commented that they cannot use transit due to varying work locations and hours.
  - Respondents indicated that the active transportation network has gaps which make it difficult to walk safely as a commute option.

*d. How did what they said influence the plan?*

Medical Lake anticipates including feedback and details for the CTR Plan in it's larger planning efforts.

- Vulnerable population feedback was considered when developing solutions to cross-border and statewide transportation barriers, including barriers related to commute alternatives.
- Transit oriented development would significantly benefit most of these vulnerable populations, and as such is cited as useful strategy.
- The feedback from vulnerable communities also identified other barriers to commuting alternatives. These are detailed above but include childcare and ADA accessibility.
- Overall, most of the responses to the statewide public survey called for continued improvements to the transit system.
- Feedback from the statewide public survey is also being used to inform the development of SRTC's metropolitan transportation plan update, Horizon 2050, to be completed in 2025.
- To help ensure an effective approach across all jurisdictions participating in CTR, the statewide survey data and comments received throughout the public engagement process were shared by SRTC and Commute Smart Northwest as well as participating local agencies and Spokane Transit.

Medical Lake will take all responses into account during the comprehensive plan update.

## 29. List employers' suggestions to make CTR more effective.<sup>20</sup>

Supplemental questions were asked in the CTR Survey with over 650 responses. The following were commonalities that would help encourage employees to use commute options:

- Increase opportunities to telework
- Providing flexible schedules
- Providing a guaranteed ride home for emergencies when using a commute option
- Provide bus/vanpool subsidies
- Employer shuttle access
- More frequent bus routes
- Incentives for carpooling, bicycling and walking
- Ridematching assistance/help finding a carpool partner or joining a vanpool
- Secure bike parking, showers and lockers
- Dedicated parking for carpools and vanpools
- Express bus routes
- Safer median on road
- Transfer times at WP Transit Center is not long enough
- Compressed work schedules
- Bus stops not close enough

Upon request, Commute Smart Northwest can provide a spreadsheet with a complete list of questions and answers from each CTR affected employer in Medical Lake.

<sup>20</sup> Source: The state intends for the plan to be a mechanism through which employers can describe what policy changes, services and support they need to make their CTR programs more effective. (WAC 468-63-040(2)(a))

**30. Describe results of engagement focused on vulnerable populations that will be provided for use in comprehensive plan and transit plan updates.**

Public comments from those who live and work in and around Medical Lake are summarized above with tasks 26-28.

Public comments were taken into account when drafting regionwide goals and strategies. When the City of Medical Lake updates its Comprehensive Plan, there will be opportunities to engage different population groups, including vulnerable populations. As the community engages with those groups, we will have an opportunity to refine our CTR program in future years.



## **Regional transportation planning organization CTR plan review**

### **RTPO comments**

**SRTC reviewed this document and determined it to be consistent with the region's CTR Plan as well as other regional planning documents.**