

# Spokane 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.

The City of Spokane is 69.5 square miles of varying topography consisting of hills, rivers, forests, and wetlands. With a population of 229,447 consisting of 94,000 commuters with an average commute time of 21 minutes creates a significant amount of average daily vehicle miles traveled. This amount of daily commuting may put significant strain on the transportation system and greenhouse gas emissions.

Spokane's street grid was developed in part by the trolley car system that existed in the late 1800s to early 1900s, prior to the extensive availability of the personal automobile. In conjunction with the trolley car system was a network of railways that permeated the downtown, northeast, and eastern portions of the city. Because of the historic trolley lines and railways, Spokane has several wide corridors that promote fast vehicle speeds and land uses that cater to those fast speeds e.g. big box stores, convenience stores, etc. These wide corridors are often missing key elements of the transportation system including a complete sidewalk network, bicycle network, and/or other public transportation facilities.

In recent years, the City has moved toward improving transit oriented development policies and amending zoning regulations to contribute to more pedestrian friendly environments. Over time these policies will improve pedestrian facilities and promote economic development.

Looking to the near future the City will continue to improve engineering and design standards for streets to consider all transportation modes, improving the safety and increasing transportation options.

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

In the 2001 [Comprehensive Plan](#) the City adopted a Centers and Corridors strategy that sought to aggregate high-intensity uses in select locations to preserve neighborhood character and make any type of middle-housing or retail illegal in predominantly single-family residential neighborhoods. Though the intent was to have a Center or Corridor near concentrations of residential development to reduce the number of vehicle trips taken, in most cases, the result was the further development of big-box stores that still required a vehicle. Through the upcoming 2026 Comprehensive Plan Periodic Review, the City may develop new policies, or revise old policies, to incentivize more mixed-use

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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))

development that can be integrated into existing neighborhoods and improve existing areas of higher-intensity development with transit oriented development policies.

Additionally, the continued development of bus-rapid transit lines and transit oriented development policies will increase the viability of more dense “centers” surrounding transit corridors. There are ongoing efforts to conduct land use, transportation, and economic analysis to ensure that the transportation amenities and zoning policies align with intended future development.

Existing land use transportation and land use policies have created an environment that, for the most part, requires a vehicle to get to the services, employment, and recreational opportunities that the community desires. Wide streets, fast posted and operational speed limits, and an exclusionary zoning framework have significantly impacted the transportation and land use options available to the community.

The City’s [Six Year Comprehensive Street Program](#) aims to develop out various elements of the city’s transportation network to improve mobility, these include:

- Bicycle network improvements and development
- Sidewalk infill
- Bridge deck reconstruction and repair
- Intersection improvements

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

According to American Community Surveys 2017-2022<sup>2</sup> Commute Trip data there have been significant commute pattern changes. Some of the most significant changes that affect the CTR include an increase work from home rate (60.83%), decrease in the “worked outside county of residence” (15.38%), decrease in public transit use (18.18%), and an increase to mean travel time to work (2.90%).

During the height COVID-19 pandemic a significant portion of the working population changed to a work from home schedule reducing the number of vehicles on the road during peak commute hours. However, the pandemic may have also had some negative transportation impacts including moving further away from employment (and thus an increase to mean travel time to work), decrease in public transit use, and fewer carpooling opportunities. As

*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 of Spokane Comprehensive Plan recognizes the need for efficient coordination between land use and transportation. Housed in Chapter 3 Land Use and Chapter 4 Transportation of the Comprehensive Plan are multiple goals that impact commute trip reduction including:

- Promoting a sense of place;
- Providing transportation choices;
- Accommodate access to daily needs and priority destinations; and,

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<sup>2</sup> U.S. Census Bureau. "Commuting Characteristics by Sex." *American Community Survey, ACS 5-Year Estimates Subject Tables, Table S0801, 2022*, <https://data.census.gov/table/ACSST5Y2022.S0801?t=Commuting&g=160XX00US5367000>. Accessed on September 3, 2024.

- Support travel options and active transportation through land use

The City has recently implemented strategies for increasing housing density and getting multimodal infrastructure built to support the goals of the City regarding CTR.

- 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 make it more accessible to build missing middle housing and increase the availability of goods and services nearer to where people live to increase the livability, accessibility, and sustainability goals of the City.

Spokane continues to improve its multi-modal and transit network, this work will continue and improve as the implementation of BRT routes and TOD zoning frameworks are developed. The CTR will be supported by these efforts.

## **2. Describe how the CTR program will help achieve the jurisdiction's land use and transportation objectives.<sup>3</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 will reinforce the City's commitment to create walkable, sustainable, and livable urban environments that allow the community to access opportunities to live, work, and play by the means they choose. Developing and implementing TOD, BRT, bicycling and walking routes, and improving mobility education will improve access to employment, education, and recreation opportunities, especially for those communities who are historically disadvantaged.

## **3. Describe how the CTR program will help achieve the jurisdiction's environmental objectives.<sup>4</sup>**

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

The CTR program will be integral in achieving Spokane's goal of reducing GHG emissions 95% by 2050. Reducing drive alone rates, increasing the rate of people walking and biking, improving transit access, and giving the community the choice to live closer to employment opportunities will help achieve the GHG reduction goal.

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

Spokane's goals related to air quality, water quality, urban heat island effect, and wildfire mitigation are all supported by the CTR program. Reducing per capita operational and maintenance costs of

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<sup>3</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>4</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)*

roadways for single-occupant vehicles will improve the City’s ability to plan and implement multi-modal infrastructure and work with the transit authority to improve transit access.

**4. Describe how your CTR program will help achieve regional and state objectives.<sup>5</sup>**

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

City of Spokane Comprehensive Plan Transportation Element Vision:

*“Spokane will have a well-maintained multi-modal transportation system that provides safe and efficient mobility for all, supports economic and community vitality, and promotes a healthy, livable community that respects property and the environment.”*

Values:

- Ensuring mobility and access within the city;
- Maintaining the ability to access quickly the outdoors from the city;
- Decreasing north-south congestion;
- Increasing the variety and public awareness of transportation choices;
- Developing and maintaining good public transit;
- Maintaining roads;
- Developing and maintaining pedestrian-oriented neighborhoods; and
- Developing convenient access to the downtown area, increasing parking, bus service, light rail, and satellite parking with shuttles, and improving the pedestrian environment.

**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 the, [www.srtc.org/horizon-2045](http://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 for freight movement
- **Cooperation and leadership**

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<sup>5</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))

- Provide leadership by facilitating coordinate , cooperative and comprehensive transportation planning
- incorporate public p 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 non- renewable 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 City’s Bicycle Master Plan and Pedestrian Master Plan includes goals to create a fully connected network of bike routes that are accessible to all confidence levels, and improving neighborhood connectivity. Both highlight the need to increase the utilization of active transportation to improve social, health, and economic outcomes.
  - The six-year street capital improvement program also ensures that the network is maintained and safe for all road users.
  - 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 City’s Sustainability Action Plan includes a goal of reducing GHG emissions 95% by 2050 and improving air and water quality.
  - The City, region, and state all 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.
- **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 multi-modal 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 reducing peak hour traffic congestion. When more people utilize alternative commute modes, the region is able to achieve more people miles traveled per vehicle miles traveled – which aligns with state and regional objectives.
  - The transit authority’s implementation of BRT and the City’s policies for TOD and residential density will reduce the need for extended trips across the city - removing excessively long trips to access goods and services and reducing congestion.
- **Foster innovation and interagency collaboration:**
  - The CTR program’s requirements to consider state, regional, and adjacent community goals naturally foster region wide 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. The City has been able to make key changes such as developing TOD policies, allowing middle housing throughout the city, and reducing barriers to locate services near neighborhoods.
  - 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 region wide understanding of shifting mobility patterns.

- **Advance equity:**

- The City takes into consideration equity in most of its planning efforts including planning related to transportation, housing, and economic development. Several programs and grant applications are based on improving conditions in some of the city's most disadvantaged census tracts.
- At the regional level, equity is under consideration for inclusion as one of SRTC's Guiding Principles, and a list of organizational recommendations related to equity is included in SRTC's Equity Planning Framework. CTR-related outreach and engagement with low income, overburdened, and historically excluded communities in the greater Spokane region improves agencies' understanding of public needs and interests and provides for more well-informed implementation of multi-modal transportation options around the entire region.

- **Improve public health:**

- By encouraging more people to utilize the active transportation network – both to commute and to access transit facilities – the CTR program encourages incremental changes that help push people towards healthier lifestyles.
- The CTR program also provides synergy with other important educational opportunities led by this region's implementer, Commute Smart Northwest, such as the Spokane Bike Swap. Taken together, these have potential to improve awareness and safety for users of alternative commute modes.

*b. List adjacent CTR-affected cities and counties.*

Spokane County, City of Spokane Valley, City of Liberty Lake, City of Airway Heights, City of Cheney, City of Medical Lake

*c. Describe the top few cross-border and regional transportation issues that affect your jurisdiction.*

- **Consistency and Ease of Travel:** Several of the jurisdictions in the Spokane region lie along the I-90 corridor which bisects the region. As tightly connected as this makes the urban development along that corridor, street design standards are not always the same as you leave one jurisdiction and enter another.
- **Transit Connectivity:** The region has a robust network of transit options through Spokane Transit Authority. However, the West Plains area has seen tremendous growth in recent years and is now in need of more connectivity to the region's broader transportation network. The West Plains is currently serviced by the West Plains Transit Center, but that facility is difficult to reach for many who live on the West side. Greater access to transit options would be beneficial on the West Plains.
- **Network Redundancy:** The Spokane region is heavily influenced by the presence of I-90. The viability of parallel routes such as Trent Ave. and Sprague Ave. to carry local trips is important



to maintain a fair level of service and relieve traffic pressure on the interstate during peak hours. When there are accidents or backups on I-90, the region is reliant on alternative routes to divert traffic and keep the flow of people and goods moving.

- **Sprawl:** Urban sprawl has become an increasing concern in our city, with the pattern of growth in the past five years putting more pressure on communities to connect distal residential areas with the central business district. The City has made improvements in the last few years to reduce this impact by allowing infill development and continuous improvement of its active transportation network.
- **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. The City adopted a Vision Zero goal, consistent with the State's goal, to encourage further action for improving safety conditions in the right of way.
- **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 City is continuously improving its active transportation network and should continue to do so by implementing its bicycle priority network. The City will continue to identify and remedy network gaps for people walking and biking 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.
- **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 Resilience:** 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. Division BRT promises to increase transit access and decrease bus travel times between the central business district and the north side; the CityLine has been a great addition for providing quick travel from east to west through the central business district. 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.
- **Sprawl:** Minimizing sprawl while the community grows is key to avoid adverse impacts to air quality and VMT per capita. The City is implementing infill and TOD policies to help reduce the pressure on residential development on the periphery. 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 sprawl.
- **Safety:** In an effort to move towards the state’s goal of Target Zero, safety on the roadways for all modal users statewide must be addressed. In addition to implementing the City’s safety action plan, City of Spokane should consider 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). Additionally, the City will continue its safe routes to school, traffic calming, and other programs.
- **Historic Inequities:** To address historical inequities, it is important to make investments in lower income and overburdened communities. 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. Additionally, the City integrates equity considerations into its planning and implementation projects and is a main consideration in the bicycle priority network.
- **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.
- **Environmental Resilience:** 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. The City is currently working on incorporating a climate change resiliency and mitigation element into its Comprehensive Plan for the 2026 Periodic Update and will be working with SRTC and adjacent jurisdictions to evaluate opportunities to collaborate and mitigate risks associated with climate change such as wildfire, drought, and extreme weather events.

## Performance targets

### 5. List your jurisdiction’s CTR performance target(s).<sup>6</sup>

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

Spokane selected Option 3 – Weighted average DAR (drive alone rate) of a locally specific percent for CTR-Affected worksites at the jurisdiction level. Spokane’s performance target is a 6% 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.

Spokane is not using any other performance targets.

### 6. List the base value you’ll use for each performance target.<sup>7</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 Spokane 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 Spokane is 62.6%. 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 6% reduction in the DAR for Spokane bringing the DAR down to 58.8% 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.

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

<sup>6</sup> Source: The plan shall establish the jurisdiction's CTR goals and targets. (WAC 468-63-040(2)(b))

<sup>7</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))

**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>8</sup>**

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

AgWest Farm Credit  
Avista  
Bank of America  
Banner Bank  
City of Spokane - Central Service Center  
City of Spokane - City Hall  
City of Spokane - Public Safety  
City of Spokane - Water Department  
Clearwater Paper Corporation  
Coffman Engineers  
Community Health Association of Spokane  
Davenport Hotels  
Engie Impact  
Frontier Behavioral Health  
Gonzaga University  
Goodwill Industries  
Guardian Life Insurance Company  
Inland Imaging Business Associates  
Jubilant HollisterStier LLC  
Kaiser Permanente Corporate  
Kaiser Permanente Riverfront  
K-L Manufacturing  
Mann-Grandstaff VA Medical Center  
Molina Healthcare of WA  
Moss Adams LLP  
Multicare Deaconess Hospital  
Multicare Rockwood Clinic  
Northwest Orthopaedic Specialists, P.S.

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<sup>8</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))*

PAML - NRL  
Pearson Packaging Systems  
Premera Blue Cross  
Providence Holy Family Hospital  
Providence Sacred Heart Medical Center  
Providence St. Luke's Rehab Medical Center  
Safco Corp.  
Shriners Hospitals for Children - Spokane  
Spokane Community College  
Spokane County  
Spokane Falls Community College  
Spokane Public Schools  
Spokane Regional Health District  
Spokane Transit Authority  
Travelers Insurance  
Umpqua Bank  
Vitalant  
WA State Dept. of Ecology  
WA State Dept. of L & I\*  
    WA State Gambling Commission\*  
WA State DOT - Eastern Region  
WA State DSHS - APS\*  
    WA State DSHS - HCS\*  
WA State DSHS - DCS  
Washington Trust Bank  
Wendle Motors, Inc.  
WSU Health Sciences

\* Co-located worksites - state agencies located in same building with under 100 employees, combined count as 1 affected worksite



**10. List a performance target for each CTR-affected worksite.<sup>9</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 Spokane 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>9</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>10</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 Spokane 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 a 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 Spokane 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.

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<sup>10</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))*

### 13. Describe how jurisdiction services and strategies will support CTR-affected employers.<sup>11</sup>

- 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 reports, 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 option. This program provides the ride home and eliminates the barrier. CSNW maintains all records and bills/reports to the state.

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<sup>11</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))*

- 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>12</sup>**

*a. Describe how you'll address these barriers.*

**Incomplete active transportation network and amenities:** Many of the CTR affected worksites outside of the central business district have a lack of facilities for people walking, biking, and rolling.

**How we're addressing this barrier:** The City has recently implemented new municipal code requiring bicycle parking for new construction. Additionally, businesses can complete a bike rack request form to be considered for future bike rack installation efforts.

The City is also continuously improving its bicycle and pedestrian network by implementing new bike lanes, sidewalks, shared use paths, and amenities to make those network elements accessible.

**Vehicle centric culture:** Through the community survey and other public engagement events it is often said that the City is a car culture and that other modes of transportation do not work here.

**How we're addressing this barrier:** Education is the best tool that we have to address the stigma surrounding alternative transportation options. Teaching people that it's easy to replace a short trip with walking or biking, or that commuting by bus is a cheap and easy alternative to finding parking in the central business district is often the best method for catalyzing change.

**Capital and operational funding shortfalls:** The City is chronically underfunded to maintain the streets at levels that the community would like to see.

**How we're addressing this barrier:** The streets department is always looking for new and innovative ways to improve their street maintenance operations to preserve and expand the life of asphalt including grind & overlays, crack sealing, fog sealing, and chip sealing. Additionally, with the City's complete street ordinance and CTR program we can incentivize people to take alternative modes of transportation including carpooling, biking, walking, and taking transit to reduce the number of vehicle trips on the roadways.

**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.

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<sup>12</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))

**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>13</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>

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<sup>13</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>14</sup>**

a. Describe the estimated average annual costs of your plan.

The CTR program in the City of Spokane 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 Spokane.

- State funding for CTR implementation in Spokane County \$325,500
  - Spokane’s allocation with 53 affected worksites \$178,627
- 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>15</sup>**

a. Describe who will conduct the activities listed in your plan.

Spokane 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>16</sup>**

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

<sup>14</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>15</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>16</sup> Source: The plan shall describe ...when the elements of the plan are expected to be implemented. (WAC 468-63-040(2)(h))

<p><i>Review employer annual reports and provide feedback for program improvements as needed.</i></p> <p><i>Provide training and technical assistance to worksites for conducting their CTR Survey every two years.</i></p> <p><i>Provide ETC networking events.</i></p> <p><i>Develop and implement promotional campaigns that will encourage the use of commute options.</i></p> <p><i>Administer Guaranteed Ride Home program for state agencies.</i></p> <p><i>Manage and facilitate Commute Smart Champions recognition program.</i></p> <p><i>Conduct financial and program management.</i></p> <p><i>Collaborate with stakeholders to enhance and strengthen TDM strategies and CTR program.</i></p>	<p><i>Review employer annual reports and provide feedback for program improvements as needed.</i></p> <p><i>Provide training and technical assistance to worksites for conducting their CTR Survey every two years.</i></p> <p><i>Provide ETC networking events.</i></p> <p><i>Develop and implement promotional campaigns that will encourage the use of commute options.</i></p> <p><i>Administer Guaranteed Ride Home program for state agencies.</i></p> <p><i>Manage and facilitate Commute Smart Champions recognition program.</i></p> <p><i>Conduct financial and program management.</i></p> <p><i>Collaborate with stakeholders to enhance and strengthen TDM strategies and CTR program.</i></p> <p><i>Facilitate development activities for 2029-2033 CTR Plans.</i></p>
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**20. Describe the CTR plan for jurisdiction employees.<sup>17</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.*

Cory Kittrell is the employee transportation coordinator for the City in its role as a CTR-affected worksite. Cory administers program elements including:

- Publicizing promotional challenges and campaigns
  - distributes rewards and information for these campaigns
- Managing information distribution including emails and flyers
- Manages the CommuteSmartNW data for the City
- Administers and reports CTR surveys

**21. Describe how the CTR plan for jurisdiction employees contributes to the success of the overall plan.<sup>18</sup>**

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

<sup>17</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>18</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))

By being a CTR-affected worksite the City can lead the way in developing incentive programs to its employees and showing the community its dedication to utilizing alternative modes of transportation. It can also act as a test site to show other employers what works well and what doesn't. Additionally, because the City is also dedicated to implementing code regulations related to bicycling (such as the implementation of bike racks and lockers) the City is able to lead by example for retrofitting facilities that incentivize people to reduce drive alone rates.



## 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.

- 2025-2030 Transit development plan
- Connect 2035

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

**Engagement:** The CTR plan and the community survey conducted by SRTC allows the transit authority to utilize community feedback in the development of their long range and development plans.

**BRT:** The City is able to utilize both the CTR plan and the transit plans to support dense development through TOD policies that reduce sprawl and improve access to goods and services. Dense land use policies also improve the customer base for the transit authority.

**Marketing:** Outreach for the CTR Plan and reducing drive along rates at employers increases consumer visibility for the transit agency and makes the customer aware of various incentive programs.

### 25. Describe any comprehensive plan updates that are needed and when they will be made.<sup>19</sup>

The next periodic update to the Comprehensive Plan is due in June 2026. This will likely be a wholesale review and revision to the currently adopted Comprehensive Plan, including a new environmental impact statement which will consider transportation impacts and mitigations.

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<sup>19</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))

## Engagement

### 26. Describe stakeholder engagement.<sup>20</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 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?*

- 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

<sup>20</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))

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 Mercado
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
Liberty Lake	9/1/2024	The Splash Community Newspaper
Cheney	08/31/2024	Parks & Rec Facebook page, City website, and newsletter for September

- 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.

<b>Agency Posting CTR Outreach</b>	<b>Date</b>	<b>Platform</b>	<b>Content Posted</b>
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.

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

The City of Spokane is developing several plans and implementation programs to address mobility issues and increase public participation. Examples include:

- applying for implementation grants to improve bicycle and pedestrian mobility such as the Safe Streets and Roads for All grant.
- rolling out a new online engagement platform from EngageHQ to streamline communication to ensure that the community has a say in what is being planned.
- addressing roadway condition through the six-year streets capital improvement program and adding additional bicycle facilities where appropriate.
- creating a transportation commission to oversee the planning and implementation of transportation projects.
- The City is also working with the transit authority to improve land use and infrastructure planning around BRT stations to increase safety and provide more access to efficient bus routes.

**27. Describe vulnerable populations considered.**

- During the SRTC-led multi-agency region wide outreach effort, the following groups and communities were specifically considered:
  - **Racial and Ethnic Minorities:**
    - Of the 549,690 total residents in the county approximately 17.1% of the 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. Approximately 12.3% of the population live below the official poverty level and for those who are ages 18-34 the poverty rate is more significant at 16.8%. The Spokane County population with incomes below the 200% federal poverty level is 27.5%. (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:**
  - For people 5 years and older approximately 7.2% speak a language other than English at home and 2.6% speak English “less than very well.” Other than English, Spanish, Russian, Ukrainian, and Vietnamese are the most prevalent spoken languages.
  - 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”.
  - An important note on engagement with vulnerable populations:
    - While developing the region-wide 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. In much of the City of Spokane census tracts score at or above 7 out of 10 for socioeconomic vulnerability according to the State of Washington’s Environmental Health Disparities (EHD) Map. Most of the city’s tracts that are historically non-white, including the central business district, score 10 out of 10. The region wide 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
  - ANHPI Heritage Day and Unity in the Community in downtown Spokane
  - Spokane Bike Swap at the Spokane County Fairgrounds
  - Unity in the Community at Riverfront Park
  - El Mercadito at AM Cannon Park
- 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 region wide 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:** Spanish is the second most widely spoken language in Spokane County. To reach people and families that may not speak english but are greatly affected by the transportation system SRTC reached out to Latinos en Spokane, Mujeres in Action, and Asian, Hispanic, African, and Native American Mujlti-Ethnic Business Association (AHANA). 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. 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.
    - The City and 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.
    - Spanish language CTR content was posted to SRTC social media accounts.
  - **Slavic community:** Spokane Slavic Association was contacted via phone and email, and invited to the virtual open house. 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.



- **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, and inviting them to the virtual open house. SRTC also reached out to AHANA, the American Indian Community Center in Spokane, and The Native Project to provide details on how to complete the CTR survey. 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 were also contacted via email and invited to the virtual open house.
  - 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.
  - Additionally, SRTC reached out to organizations that work with refugees, such as Thrive International, International Rescue Committee (IRC), and World Relief.
- **African American community:** 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.
- **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 region wide 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 and the City participated in public events in census tracts with a high proportion of age dependent residents, such as the 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.
- **Limited-mobility population:** 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 region-wide 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.

A second indicator that may indicate limited mobility is 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, and Northeast Spokane. As part of the region-wide CTR outreach effort, SRTC and the City staffed a table at numerous accessible public events hosted by federal aid recipients, 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 outreach activities is included above.

- 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 region wide 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.
- Remarks on targeted outreach to vulnerable communities are also included above as part of question 28a.

*c. What did they have to say?*

Please see the above note (question 27) regarding the use of ZIP code data and outreach to vulnerable populations using the public survey.

- Survey feedback from the Hispanic community highlighted the need for improved bicycle road signage. Respondents from communities with high proportions of limited-English speakers, low-income residents, minorities, and those without vehicles called for more frequent and expanded bus routes to support economical and environmentally friendly commuting. Light rail was also suggested by some as a potential solution.

Childcare and emergency situations were concerns raised by low-income and minority respondents, especially when relying on low-frequency transit routes. Additionally, many from these communities noted a lack of safe bicycle routes in their neighborhoods. Some respondents from limited-English proficiency communities mentioned a preference for transit to avoid dealing with vehicle traffic.

- Comments from zip codes that are historically disadvantaged and score high on the Washington Environmental Health Disparities Map (99201, 99202, 99207, and 99217)

highlighted several key issues regarding commuting preferences. Many respondents prefer driving alone due to convenience, with public transportation and biking seen as less practical for most - particularly when childcare comes into play. Public transit challenges include long wait times, inconvenient schedules, and the need for multiple transfers, making it less appealing compared to driving. Safety concerns are frequently mentioned, particularly regarding biking on busy roads without protected lanes and walking in areas with poor lighting or unsafe crosswalks.

Several participants suggested improvements like more frequent bus service, free or reduced transit fares, better bike infrastructure, and safer pedestrian paths to encourage alternative commuting methods. Some also pointed out issues such as unmaintained sidewalks, especially during winter, and a lack of secure bike parking. Respondents emphasized that faster, safer, and more accessible public transit options, along with enhanced bike lanes, would make alternative transportation more viable.

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

- Vulnerable population feedback was considered when developing solutions to cross-border and regionwide 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 a useful strategy. The City of Spokane is currently working on multiple projects to introduce TOD policies.
- 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 region wide public survey called for continued improvements to the transit system.
- Feedback from the region-wide 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 region wide 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.

**29. List employers' suggestions to make CTR more effective.<sup>21</sup>**

Supplemental questions were asked in the CTR Survey with over 9,000 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

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<sup>21</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))*

- Employer shuttle access
- Better bus service with 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
- Safe and secure pathways to worksite for bikers and walkers
- Bike lanes away from main roads/protected bike lanes/safer bike paths/roads
- Safer bike routes between home and work
- More direct bus routes
- Provide compressed work week schedules like 4/10 options
- Safer streets/more policing
- Earlier bus routes
- Shuttle for late night shifts – feel unsafe walking home
- Better bike lanes for scooters
- Subsidized scooter rental
- Secured indoor parking for bikes and scooters
- Use of company vehicle to go between worksite locations
- Light rail from Liberty Lake to downtown
- Need park and ride options for bus route 28
- Bike subsidies/discount on bikes
- Underground subway
- New bike lanes in downtown core
- Transportation options are limited living in Idaho
- Increased express bus frequency and/or closer park and ride
- Reduce bus transfers – takes too long to get to work

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

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

Throughout the engagement effort for the CTR Plan we heard the need for improved access to destinations, sidewalks, lighting, bike lanes, and generally more efficient roadways to get people where they need to go.

With the upcoming 2026 Periodic Update to the Comprehensive Plan the City will be looking at improving land use and zoning policies to have more services near where people live and improving development policies to allow neighborhoods to develop with more housing typologies. In turn, the transit agency can plan ahead to provide service where there is a larger customer base, reducing the need for people to rely on personal vehicles, reducing the drive along rate.

Furthermore, the City is improving options for people walking and biking. The City just completed its bicycle priority network, which will likely be integrated with the Comprehensive Plan, and is furthering the implementation of bicycle infrastructure through quick build projects, federal and state grant opportunities, and implementation through its complete street ordinance and arterial maintenance program.

Many of these opportunities include an equity component that focuses on providing facilities in areas that, historically, have been neglected, or fragmented, by transportation infrastructure.

## **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.**