

Appendix C: City and county plan template

City of Spokane Valley Commute Trip Reduction Four-Year Plan Update: 2025–2029

Benefits of CTR

1. Describe the local land use and transportation context and objectives.¹

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

Spokane Valley is a city of approximately 107,000 people in eastern Washington, only 10 miles from the Idaho border. As the ninth-largest city in Washington State, it is an integral part of the greater Spokane region. It is bordered by Liberty Lake to the east, Millwood to the north, Spokane to the west, and areas of unincorporated Spokane County throughout. The Spokane River, Interstate 90, and BNSF Railway’s transcontinental rail corridor all bisect the City on an east-west axis. Though Spokane Valley incorporated relatively recently, in 2003, it is already a major retail destination and a recognized employment center that offers opportunity to visitors and residents alike.

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

Land use regulations determine what can be built, at what density, and in which location. In considering Spokane Valley’s anticipated growth over the next 20 years, the Land Use Element of the Comprehensive Plan provides a framework to accommodate future development while enhancing the community’s quality of life. In many ways, the assumptions in the Land Use Element form the basis for growth-related planning found in the other elements of the Comprehensive Plan.

Spokane Valley’s diverse mix of land uses requires a robust and well-planned transportation network so that people can travel efficiently for work, shopping, medical, recreational, and other uses. The Comprehensive Plan reviews the existing state of the transportation system and identifies future challenges related to continued demographic and economic growth. This analysis is a required component of the Transportation Element of the Comprehensive Plan and identifies how the transportation network and the surrounding land uses influence the way people travel and how convenient that travel is for local residents, workers, and visitors.

Since incorporation in 2003, the City has witnessed significant growth in population and

¹ 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))

employment. With more people living and working in the City, there are also more people traveling to and from Spokane Valley on a daily basis. On face, these general trends emphasize the importance of investing in transportation infrastructure and transportation demand management (TDM) strategies, but understanding how people currently travel to and through the City is also important to establish planning frameworks that respond efficiently to future transportation challenges. New and enhanced Transportation features are a priority and are reflected in projects in Spokane Valley.

The Transportation Improvement Plan is focused on transportation related projects that are focused on completing the infrastructure systems for multi modal options. This focus will facilitate commuter access to non-drive-alone modes and the projects focus on,

- Completing sidewalks and trails throughout the city.
- Expanding the bikeway system.
- Enhancing transit options and facilities, such as new park and ride lots.
- Installing enhanced pedestrian facilities such as protected pedestrian crossings using RRFB and PHB technologies.
- Installing new sidewalks.
- Improving existing trails and making connections for multi modal usage.
- Improving the transportation network to improve capacity, decreasing congestion, and vehicle idling times

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

The changes to commuting patterns in the Valley in the last few years include:

- General reduction in commute trips as workers engage in work-from-home options with many employers still offer some flexibility in this arrangement
- A shift in daily commute patterns. Instead of a morning, midday, and evening peak, we are now seeing a morning peak, and then a midday small surge followed by gradual increase to the PM peak without a pronounced lull between midday and PM peaks.
- Gradual increase in transit usage from the influences of COVID generated traffic pattern changes.

There are a number of implications for CTR from these changes,

- An increase in transit use leads to a decrease in congestion and an increase in improved air quality.
- An increase in remote work leads to a reduction in those commute trips.

- The shift in commute patterns leads to a spreading out of peaks which can lead to a reduction in congestion and an improvement in air quality.
- Commute changes are likely attributed to work-from-home with fewer people in rigid schedules in the office and more people traveling around on non-commute trips in the afternoon.

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 transportation and land use goals and objectives of the Comprehensive Plan that most directly affect the CTR program are,

- An increase in the use of transit and the development of transit facilities
- Projects oriented towards improving the overall system Level of Service or LOS
- Progression on building out the bicycle network
- Projects that increase pedestrian safety, including adding new protected pedestrian crossings
- Land use policies and actions that will focus development along transit corridors
- Creating multi modal connections using existing trail systems, pedestrian and bicycle networks, and considering those connections in land use actions and developments.

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 critical aspects of the Spokane Valley's land use and transportation elements that should be sustained to support the CTR program include,

- Comprehensive Plan, Transportation Improvement Plan, Economic Development Plan
- Transit Development Plan, Transit Long Range Plan
- Regional Comprehensive/Land Use Plan, Regional Transportation Plan
- Previous Commute Trip Reduction Plan

Key changes that should be considered to improve CTR's contribution includes,

- Focused land use and transportation improvements to meet sustainability, livability, and economic development goals
- Increases in density of new housing and capital improvement projects to build out multi-modal networks are going forward to support commute trip reduction.

2. Describe how the CTR program will help achieve the jurisdiction's land use and transportation objectives.²

- 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 is most effective when items in the City's Comprehensive Plan are implemented, such as increasing housing density and completing planned multi-modal networks. By encouraging people to commute in a non-drive alone modes, the CTR program helps to support the market for higher density housing that is close to transit. When these Comprehensive Plan elements are implemented, it becomes easier and more natural for people to commute via non-drive-alone modes.

3. Describe how the CTR program will help achieve the jurisdiction's environmental objectives.³

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

Spokane Valley Resolution # 16-010 address greenhouse gas emissions. With in that resolution there are specific CTR related policies and goals including,

- Reduction in traffic congestion
- Emphasis on transportation choices for biking and walking
- Support for alternative commute trip options that aim to reduce driving alone, such as public transit, carpooling, bicycling and walking
- Encouraging alternative modes of transportation
- Focused efforts to apply for funding for projects that will achieve these stated goals

Every drive-alone commute trip that converts to transit, rideshare or a non-motorized mode eliminates the greenhouse gas emissions that would have been generated by that drive-alone trip.

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

As described above, Spokane Valley resolution on Greenhouse gas emissions sets goals and direction for our environmental objectives.

The CTR program helps to achieve those environmental objectives by focusing on options to reduce vehicle emissions, using alternative modes of transportation, such as public transit, and reducing the number of single driver vehicles.

The CTR program helps to create a more environmentally friendly community.

As drive-alone trips shift to transit, rideshare and non-motorized uses the demand for new

² 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))

³ 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 decreases and more land area can be left in a natural, unbuilt state which also improves air quality.

4. Describe how your CTR program will help achieve regional and state objectives.⁴

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

Local CTR Plan:

- Improve delivery of CTR programs.
- Expand CTR market to address offer more sustainable travel options.
- Produce more useful transportation behavior data.
- Respond to shifting mobility patterns.
- Reduce greenhouse gas emissions.

Regional Transportation Plan:

- Move people and goods.
- Improve air and water quality.
- Achieve greenhouse gas emission reduction goals.
- Strengthen the region's economy.
- Advance equity.
- Invest in neighborhoods.
- Foster Innovation.

State CTR Draft Plan:

- 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.

⁴ 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))

- Reduce greenhouse gas emissions.

Summary of benefits

- **Reduce greenhouse gas emissions:** The state and region both have the goal of reducing greenhouse gas emissions. Each commute trip that is shifted to a non-drive alone mode through the city's CTR program reduces greenhouse gas emissions.
- **Advance equity:** By focusing particular attention and communication efforts on vulnerable and disadvantaged communities and neighborhoods the city's CTR program is gathering their input and highlighting the opportunities that the CTR program offers. These efforts by the city are advancing equity, which is a goal of the region and the state.
- **Improve delivery of CTR programs:** The elements in the transportation improvement plan that improve the non-motorized network will improve connections for all modes of travel. This in turn will make all the CTR actions more productive and easier to deliver. This aligns with the regions and state's CTR goals.
- **Foster interagency collaboration:** The requirements of the CTR program to consider state, regional and adjacent community goals naturally foster interagency collaboration which, in turn, yields a more integrated and robust multimodal transportation system that better meets the travel needs of all citizens.

b. List adjacent CTR-affected cities and counties.

- City of Spokane
- City of Liberty Lake
- Spokane County
- Unincorporated Spokane County
- Airway Heights
- Medical Lake
- Cheney

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

Maintaining similar traffic control and physical conditions between jurisdictions is a goal of Spokane Valley. This manifests itself in compatible signal timing, curb to curb widths and lane configurations, bicycle and pedestrian routes and configurations and regional transit consistencies.

These goals above, combined with a regional CTR approach, fosters more consistent multi modal travel between jurisdictions and encourages safe and efficient transportation options besides driving alone.

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.

Strategies include,

- Signal timing
- Regional transit park and ride locations
- Coordinated bicycle and pedestrian trails and amenities
- Coordinated timing of roadway projects and traffic control impacts
- Regional transportation plans coordinated through the local MPO
- Spokane Valley has regular discussions with local agencies and municipalities regarding connectivity and ways to partner and address those issues. Spokane Valley is actively exploring grant opportunities for joint application.

Performance targets

5. List your jurisdiction’s CTR performance target(s).⁵

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

Spokane Valley selected Option 3 – Weighted average DAR (drive alone rate) of a locally specific percent for CTR-Affected worksites at the jurisdiction level. Spokane Valley’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 Valley is not using any other performance targets

6. List the base value you’ll use for each performance target.⁶

- 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 Valley 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 Valley is 67.1%. 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 valley bringing the DAR down to 63.1% 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.

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

⁶ 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))

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 Valley 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.⁷

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

Amazon - GEG2
Boeing Employees Credit Union
City of Spokane Valley
Honeywell
Horizon Credit Union
Hotstart, Inc.
Kaiser Aluminum Washington LLC
Keytronic
MultiCare Health System - Valley Hospital
Multifab, Inc.
Numerica Credit Union
Servatron, Inc.
TTEC
Wagstaff, Inc.
Washington State Department of Health
Washington State Department of Social and Health Services - Trent CSO/CCNE/Region 1
Washington State Employment Security Department
Washington State Office of Administrative Hearings

10. List a performance target for each CTR-affected worksite.⁸

- 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.

⁷ 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))

⁸ 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))

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 Valley conducted their CTR survey in the spring of 2024. The results from the 2024 CTR Surveys will be used as their baseline.

Services and strategies

12. Describe the services and strategies your jurisdiction will use to achieve CTR targets.⁹

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 Valley 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 Spokane Valley 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.
- Spokane Valley will administer their own Guaranteed Ride Home program.
- 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.¹⁰

⁹ 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))

¹⁰ 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.¹¹

a. Describe how you'll address these barriers.

Transit Use:

Spokane Valley has good continuing interaction with Spokane Transit (STA) the regional transit provider. As barriers are identified regarding transit routes, stops, and associated concerns Spokane Valley is working with STA to make improvements. The City is also reviewing these barriers and concerns as we plan capital improvement projects and look for grants for these projects.

Non-Motorized Access:

Spokane Valley will review the barriers and concerns expressed in the CTR surveys. The City will continue to implement our existing related planning documents, such as the Comprehensive Plan, and incorporate non-motorized access into capital improvement projects as possible and look for grants for these projects.

Employee Participation in CTR:

The City will continue to support those currently using CTR options to reduce the number of those driving along to work. The City is continuing to discuss options such as compressed work weeks and telecommuting to reduce the number of employees driving along to work, as available according to City policy and union agreements.

Communication:

The City will continue to communicate with employees and community members through existing communication channels, including social media, to encourage the use of CTR options

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.

¹¹ 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))

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.¹²

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>

¹² 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.¹³

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

The CTR program in the City of Spokane Valley 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 Valley.

State funding for CTR implementation in Spokane County	\$ 325,500
• <i>Spokane Valley’s allocation with 18 affected worksites \$ 60,665</i>	
2023 – 2025 and 2025-2027 Regional Mobility Grant	\$ 106,339
• <i>Commuter Revitalization Project, provides incentives to participants</i>	
2024 – 2026 CMAQ Grant	\$ 330,641
• <i>Downtown TDM & CTR Education & Outreach Project</i>	

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.¹⁴

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

Spokane Valley 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.¹⁵

a. *Provide the timeline for anticipated projects.*

	1 st Biennium, July 2025 – June 2027	2 nd 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.

¹³ 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))

¹⁴ 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))

¹⁵ 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.¹⁶

<p><i>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.</i></p> <p>City of Spokane Valley has a CTR coordinator that performs the following activities</p> <ul style="list-style-type: none"> ● Manages the CTR calendar for individual employee commute logging ● Manages the monthly CTR awards ● Makes sure that the CTR bulletin board is up to date and organized ● Prepares and manages the CTR survey ● Offers a compressed work schedule to reduce commutes ● Offers a guaranteed ride home program ● Have installed bike racks outside of City Hall ● Have installed bike storage facilities inside of City Hall ● Work every year with Commute Smart Northwest with our employer annual report ● Distribute information to all newly hired employees regarding the Commute Smart program
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¹⁶ Source: The plan shall also describe the program that the local jurisdiction will offer to its employees. (WAC 468-63-040(2)(e))

- Promote monthly campaigns with rewards to encourage employees to use commute options other than driving alone to work.

21. Describe how the CTR plan for jurisdiction employees contributes to the success of the overall plan.¹⁷

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

The Commute Smart program at the City of the Valley helps to accomplish the jurisdiction plan by focusing on the goals of the CTR program, which is to reduce the number of drive alone trips. This is accomplished by encouraging employees to use commute options, reminding them to record their commute options each day, promoting and encouraging multi modal options, and implement an award program for participants.

¹⁷ 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 (STA) is the sole transit provider for our jurisdiction and the region

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

2025 to 2030 Transit Development Plan, Connect Spokane

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

The City of Spokane Valley CTR plan supports the STA transit development plan by aligning our message to employees with STA's priorities. The plan promotes transit usage emphasizing the safety of STA and the safety of using transit rather than drive along options. By promoting transit usage our CTR plan builds trust in STA and focuses on STA's high level of customer service.

25. Describe any comprehensive plan updates that are needed and when they will be made.¹⁸

No amendments are needed to the comprehensive plan to be consistent with the CTR plan. The City will be updating its comprehensive plan consistent with state mandated requirement in RCW 36.70A.130.

¹⁸ 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.¹⁹

THE ANSWERS TO THE FOLLOWING QUESTIONS, 26, 27, and 28 ARE ANSWERED BELOW,

The City of Spokane Valley used existing social media and communication methods such as the “Hello! An Update From The City”, a digital newsletter that is distributed monthly and Facebook for social media communication. Additionally, the Spokane Valley City Council has had CTR items on their agenda which allows for public input. The City has also communication materials made available by SRTC and CSNW to make the community aware which are discussed below.

a. *Who did you talk to?*

- SRTC led a thorough regionwide outreach campaign around CTR, including fliers, a virtual open house, participation in public events, and inter-agency coordination surrounding public engagement. Jurisdictions were encouraged to share their public engagement opportunities and events through the SRTC shared Google Drive for CTR to avoid survey/engagement fatigue amongst the communities of our region. The shared Google Drive also served as a list of potential opportunities for collaboration amongst participating agencies, which led to several successful joint events.
- SRTC put-up fliers at six different community centers, participated in a variety of events where CTR outreach was a primary focus, and launched a region wide public survey to gather feedback on the region’s needs around Commute Trip Reduction.
- SRTC and local agencies participating in CTR Plan Updates engaged the public and promoted information related to CTR at public events throughout the whole region.
- SRTC and Commute Smart Northwest provided a presentation to the City of Spokane Community Assembly PeTT (Pedestrians, Traffic, and Transportation) Committee. SRTC also provided information at public meetings to each of its advisory committees and its Board of Directors.

¹⁹ 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))

- The survey garnered 246 total responses across the region. Those responses are all applicable to the general approach to CTR and with the diversity of where people live and where they work, all of the responses have impact as many who work in the Valley do not live in the Valley.
- There was significant geographic diversity in the responses from the regional survey. The regionwide survey received input from citizens who live or work in 29 zip-codes across Spokane County, additionally, 3 Idaho zip-codes contributed to the survey.
- A roster of public events and engagement opportunities is included with our response to 26b.

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 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 (Spokane Falls Community College, Spokane Community College, Whitworth University, Gonzaga University, Eastern Washington University)
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	Public Event: Summer Parkways
SRTC	6/19/2024	Flyer Distribution: Spokane Public Libraries

SRTC	6/19/2024	Flyer Distribution (Variety of locations)
SRTC	6/22/2024	Public Event: Liberty Lake Farmers Market
CSNW	6/25/2024	Presentation to Neighborhood Community Assembly Pedestrian, Traffic, and Transportation Committee - City of Spokane
SRTC	7/15/2024	Email blast: APA Washington Inland Empire Section
SRTC	7/15/2024	Flyer Distribution (Variety of locations)
SRTC	8/6/2024	Email blast to City of Spokane neighborhood councils, community centers, cultural groups, tribes, WSDOT, Spokane Regional Health District, and other stakeholders around the region. Emails included a promotion of and invitation to the virtual open house.
SRTC, CSNW	8/8/2024	Public Event: STA Plaza Kiosk
City of Spokane, SRTC	8/17/2024	Public Event: Unity in the Community
SRTC, CSNW	8/21/2024	CTR Virtual Open House
Airway Heights	8/23/2024	Public Event: HOA BBQ

- 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 are 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	Morning Edition for Tuesday, July 23	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:
 - o The most selected mode for the survey question that asked respondents to indicate their daily commuting choices was driving alone. For each traditional workday (M-F), approximately half of all respondents indicated that they drive alone. Transit and

teleworking were the second and third highest choice respectively, Monday through Friday.

o Most respondents indicated they do not work Saturday and Sunday. However, among respondents who do work Saturdays and Sundays, driving alone was the most selected response. Transit and walking were the second and third highest choice respectively on both Saturday and Sunday.

o 78.05% of all respondents indicated that they work full-time (32 or more hours per week).

o 65.85% of all respondents indicated that they work a traditional five 8-hour day work schedule.

o When respondents were asked why they use alternative commuting options, they were given a list of reasons and could choose as many as applied. Out of the total responses to the survey question, two stood out: 18.70% of total responses indicated that they use commute options to save money, while 19.60% indicated that they use commute alternatives for environmental and community benefits. The survey question also included an “other” option and an opportunity to provide comments. Public comments are summarized below.

o When respondents were asked about their barriers to utilizing commute alternatives (and reducing drive alone trips), they were given a list of reasons and could choose as many as applied. Out of the total responses to the survey question, two stood out: 16.93% of respondent answers indicated that riding the bus is either inconvenient or takes too long, while 14.49% said that they liked the convenience of having their car with them. The survey question also included an “other” option and an opportunity to provide comments. Public comments are summarized below.

o An additional general public comment box (optional) was included at the end of the survey. Public comments are summarized below.

o The exact numbers, including all options available for each question and all comments, are included in the full public survey output data available (as an excel file) to the State upon request.

- As part of the regionwide survey, we also received 107 public comments. The common content and themes are discussed below:

- o 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.

o Transit Cost

- Respondents often called for reduced fares or entirely free bus trips.

o 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.

o Transit Availability

- Respondents requested extended transit services to peripheral regions throughout the county, particularly North Spokane, Otis Orchards, and the West Plains.

o Pedestrian Safety

- Respondents described unsafe driver behavior, which makes walking feel like an unsafe option for commuting.

o Transit Connection between North Idaho and Spokane

- Respondents indicated that they have no reasonable transit options between North Idaho and Spokane.

o 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.

o Bus Safety

- Respondents expressed concern about safety on public transit, citing other passengers' behaviors as being unpredictable and unsafe.

o 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.

o Expansion of Teleworking

- Respondents indicated that their employers should lean more into teleworking options to reduce roadway congestion and increase employee happiness.

o Bus Stop Improvements

- A respondent wrote that bus stops do not have enough protection from the elements which causes lower ridership.

o Bicyclist Behavior

- One respondent suggested that bicyclist behavior is dangerous for vehicular traffic on major roadways.

o Roadway Expansion

- Respondents requested lane expansion and roadway improvements because the existing infrastructure cannot support the recent population growth in the region.

o Motorcycle Travel

- One respondent indicated that they would prefer that motorcycle travel be better considered in the Commute Trip Reduction Program.

d. How did what they said influence the 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.

27. Describe vulnerable populations considered.

The answer to this question is found in Question 26, ALL populations were included in the communication efforts.

- During the SRTC-led multi-agency regionwide outreach effort, the following groups and communities were specifically considered:

o 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)

o 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).

o 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:

- o 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.
- o 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.

THE ANSWERS TO THE FOLLOWING QUESTIONS ARE ANSWERED BELOW,

The City of Spokane Valley used existing social media and communication methods such as the "Hello! An Update From The City", a digital newsletter that is distributed monthly and Facebook for social media communication. Additionally, the Spokane Valley City Council has had CTR items on their agenda which allows for public input. The City has also communication materials made available by SRTC and CSNW to make the community aware which are discussed below.

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:

- o Multiple events at the downtown Spokane Transit Plaza
- o Juneteenth at the Martin Luther King Jr. Community Center in East Central Spokane
- o Airway Heights Day and the HOA Barbeque in Airway Heights
- o STA Open House at the Airway Heights Library

o ANHPI Heritage Day and Unity in the Community in downtown Spokane

o 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.

- 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.

- 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 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.

- 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, 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 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 SRTC 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 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.
- 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.

- 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.)

- The 99202 ZIP Code (while this is not a City of Spokane Valley zip code the responses are applicable as they may include those who work or otherwise do business in the City of Spokane Valley) 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:

- o 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.

- o Respondents requested a more built-out bicycle and active transportation network which connects them to downtown and the West Plains region.

- o Respondents identified a lack of nearby transit stops, making the bus a more difficult and less accessible commute mode.

- o Respondents requested more direct and frequent transit routes.

- o Respondents identified childcare as a barrier to using alternative commute options.

- The 99207 ZIP Code (while this is not a City of Spokane Valley zip code the responses are applicable as they may include those who work or otherwise do business in the City of Spokane Valley) includes multiple census tracts with elevated concentrations of households with low-vehicle ownership, people with low-incomes, 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:

- o Respondents requested more frequent and direct bus routes.

- o A respondent indicated that they would bike to work if bike trails/paths were improved.

- o 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).

- o A respondent commented that they cannot use transit due to varying work locations and hours.

- o 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?

- 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 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 regionwide public survey called for continued improvements to the transit system.
- Feedback from the regionwide 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 regionwide 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.²⁰

Supplemental questions were asked in the CTR Survey with nearly 2,500 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
- 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
- Safety is an issue for walking and biking
- Increased transit options between Liberty Lake and Valley Transit Center
- Use of a company car when you have meetings or appointments

²⁰ 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))*

- Bike lanes away from main roads/protected bike lanes
- Safer bike routes between home and work
- More direct bus routes

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

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

The results collected by SRTC that share the comments from vulnerable populations will be shared with the Valley Planning staff and also Traffic Engineering staff. This information will be considered in future Comprehensive Plan updates. The Valley does not have a transit plan update process, that is incumbent on STA. However, the Valley will work with STA as these results collected by SRTC will certainly be a part of future discussions regarding transit service and infrastructure improvements that will involve the Valley.

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.