

**Task 1: List your region's CTR performance target(s).**

- SRTC's regional CTR performance target is a 6.8% reduction to the current drive alone rate (DAR). The 6.8% overall reduction is derived from the cumulative reduction rates of each jurisdiction.
- A table of CTR performance targets for each affected jurisdiction is below.

Jurisdiction	Baseline Drive Alone Rate	Reduction	Target Drive Alone Rate
City of Airway Heights	79.1%	7%	72.1%
City of Cheney	60.3%	7%	70.4%
City of Liberty Lake	59.0%	6%	55.5%
City of Medical Lake	84.6%	9%	76.9%
City of Spokane	62.6%	6%	58.5%
Spokane County	76.7%	8%	70.6%
City of Spokane Valley	53.9%	6%	50.7%

- The reductions are based on a percent reduction from the current rate. For example, Airway Heights has a reduction of 7% from a 75% starting point, so the equation would be  $75 \times 0.93 = 69.8$ .

**Task 2: List the base value you'll use for each performance target (if applicable).**

- The region has a baseline DAR of 64.4%. The regional 6.8% reduction equals a 60% overall target.
- The above table contains a list of the baseline DARs for each jurisdiction.
- All worksites conducted their CTR survey in the spring and summer of 2024. The results from the 2024 CTR Surveys have been used as their baseline.

**Task 3: Describe the method you used to determine the base value for each target (if applicable).**

- These performance targets and methodology were approved through the TDM Technical Committee on September 5, 2024. Jurisdictions were given an opportunity to change their targets but all agreed to the Commute Smart Northwest set targets.
- With the weighted average DAR of our 7 jurisdictions combined, Spokane County has a DAR of 64.4% which is just above the state's 60% DAR recommendation. As a region, our goal is to continue making performance targets achievable for each worksite and to keep making progress towards our local and regional targets. The methodology described below was used to keep performance targets consistent for each worksite in Spokane County's regional program. The target DAR reductions from each of the jurisdictions roll up to the region's 6.8% target.
- The table below shows the preliminary DAR reduction amounts for the affected worksites in our region based on this year's survey results.

**SPOKANE REGIONAL COMMUTE TRIP REDUCTION PLAN: 2025-2029**

Current Worksite Drive Alone Rate	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%

- For example, if the current worksite DAR is between 0-20%, we would recommend a 1% reduction, or if the current DAR is between 85-100%, we would recommend a 10% reduction.

Task 4: Describe how you'll measure progress towards each target.

- All worksites affected by the CTR Law in Spokane County will conduct their CTR survey in 2026 and again in 2028 to measure the progress they've made from their 2024 baseline survey results. These surveys operate on a recurring 2-year cycle perpetually.

## ***PERFORMANCE TARGETS***

Task 5: Describe the services and strategies your region will use to achieve CTR performance targets.

- Our region works in **partnership with Commute Smart Northwest and Spokane County to incentivize commute alternatives for major employers** with 100+ employees, as well as several other organizations and workplaces which participate in the program voluntarily. Commute Smart Northwest offers several incentives for alternative commuting such as monthly prize drawings. Commute Smart Northwest runs a website service which allows employees of participating workplaces to fill out their calendar with how they commuted to work, making them eligible for the aforementioned prizes.
- The workforce in Spokane County has been trending towards higher **work from home** volumes, with the most recent American Community Survey data listing the region at a work from home rate of 16% (2022 1-Year Estimates). However, it remains to be seen if that trend will continue post-pandemic or if there may be fewer remote working options moving forward.
- Commute Smart Northwest, the Spokane region's CTR implementer, runs a thorough **employer-based survey** which informs regional strategies related to TDM and CTR. To run a coordinated and collaborative CTR plan update across the region, **SRTC created a CTR survey for the general public** which has been used by every CTR-affected jurisdiction to garner as much public feedback as possible across the region. This process led to a strong collaborative effort with our member jurisdictions through shared data and shared goals.

## ***STRATEGIES FOR ACHIEVING TARGETS***

- Commute Smart Northwest provides extensive **services related to the CTR program between plan update cycles**. Some of the services include: administering bi-annual worksite surveys, regular training and networking opportunities for employee transportation coordinators, promotional campaigns for participating employees, administering the Guaranteed Ride Home program for state agencies, facilitating the Commute Smart Champions recognition program, and collaborating with stakeholders around TDM strategies in support of the CTR program.
- SRTC encourages the use of **active transportation** and promotes the use of Spokane County's beautiful multi-use paths. SRTC updates an **interactive bicycle network web map** yearly and produces thousands of printed (paper) bike maps every five years which are distributed to businesses, given to the public for free at major events, and at various community/visitor centers. SRTC completed a bicycle Level of Traffic Stress (LTS) study in 2023, which has helped inform our investment priorities related to active transportation. This study has also been a key display at many of the outreach events SRTC has attended in 2023 and 2024.
- A focus on **multimodal options and Complete Streets** plays a major role in awarding funding to new projects across the region. We have had a Complete Streets policy in place at SRTC since 2013, which dictates that the regional decision-making process routinely considers the safety and convenience of *all transportation users* during planning and programming activities. Furthermore, it promotes the maximization of transit access and flow, economic vitality, and active transportation opportunities for all communities in our planning area.
- Through our competitive processes such as the Unified List of Regional Transportation Priorities, SRTC evaluates projects submitted by local jurisdictions based on a set of key metrics informed by our guiding principles. That scoring process includes opportunities to **award points to projects that improve access to transit and/or active transportation**; These projects earn **more points if they improve access in a potentially disadvantaged community**.
- We also have an **extensive transit service throughout the region maintained and operated by Spokane Transit Authority (STA)**, which connects ten of the region's jurisdictions with the Downtown STA Plaza in Spokane's Central Business District (CBD). STA offers various services for travelling throughout the region while avoiding single occupancy vehicle trips. Although STA's bus service is the most widely used transit option, they also offer vanpool, carpool, and bike partner services via the "[Commute Finder NW](#)" website. STA has several options for transit users to access and use the network, such as the 14 different park and rides across our region.
- STA has also successfully implemented both **High Performance Transit (HPT) and Bus Rapid Transit (BRT)** lines across the urbanized area. STA's 10-year plan titled "STA Moving Forward" details the mid-range public transit goals for our region (2017-2026). This plan details strategies expected to be employed based on growth forecasts for employment and population, as well as other factors. SRTC supports STA's mid-range planning through funding, project promotion, and staff support.
- **SRTC and Commute Smart Northwest have been co-leading monthly CTR workshops with CTR-affected jurisdictions across our region**. These workshops have fostered cross-border communication and collaboration on regional strategies related to TDM and CTR, as well as give these agencies a forum to discuss their different challenges and how we can overcome them through efforts like the CTR Plan update.

- SRTC was awarded \$2.5 million dollars as part of the **Spokane Regional Transportation Electrification Grant Project** to build charging infrastructure for both electric vehicles and e-bikes throughout the region. The effort also includes an education and outreach campaign regarding electrification. SRTC partnered with the Washington State Department of Commerce, Spokane Transit Authority, and other local utilities, agencies, and private businesses to see this program through. The EV charging sites range from rural communities like Deer Park to the urban center of Spokane. There are currently already 20 sites in service, and more are planned to be built before the program's end (December 2025).
- The **Congestion Management Process (CMP)** is one of SRTC's main products and contains TDM strategies for not only the entire region, but specific corridors as well. Some of the TDM strategies listed in the CMP Toolkit include ridesharing/ride matching services, such as carpool/vanpool, car sharing, and a share-a-ride program, as well as other strategies such as the CTR Employer Program and active transportation facility improvements. Additional TDM strategies for the region and specific corridors respectively can be found in Appendices C & D of the CMP document. SRTC's CMP is slated to be updated in December 2024, with limited changes planned to the Toolkit.
- The regional **Safe Routes to Schools program** is supported by SRTC via the recently completed **Regional Safety Action Plan**, which serves as a supplemental document for local agencies to pursue funding through safety-related programs like Safe Routes to Schools. Safe Routes to School is an effort which parallels SRTC's regional Complete Streets policy and checklist to make active transportation a more safe and efficient option for local students, educators, and their families. SRTC supports local agencies in their pursuit of funding through this program via letters of support and priority lists such as the Unified List of Regional Transportation Priorities.
- **Intelligent Transportation Systems (ITS)** are being implemented regionwide to reduce congestion and improve the user experience of Spokane's transportation network. Ramp meters have been installed on numerous I-90 on-ramps as part of congestion relief efforts. Other examples of ITS strategies being implemented are speed monitoring cameras, internet-linked traffic signals, and real time messaging signs.
- **Spokane Regional Transportation Management Center (SRTMC)** is at the forefront of ITS implementation and management for our region, and SRTC supports their agency as its main funding source.
- Within **SRTC's Human Services Transportation Plan (HSTP)**, chapter five includes a list of strategies the region should implement to address gaps in the transportation network and ensure the network is accessible to all users. Some key points for investment moving forward are:
  - Maintaining existing transportation services
  - Investing in special needs transport services
  - Implementing advanced technologies
  - Invest in capital facilities and vehicles
  - Mobility management education
- SRTC collaborates and coordinates with partner agencies to **support projects that provide better access to commute alternatives**. One example is the Division St BRT project from Spokane Transit Authority. This project developed from SRTC's and STA's Division Connects study, in which the study process helped identify the needs of people and businesses around the Division corridor with regards to quality of life, accessibility, and the potential for a new BRT line.

- Citizens who live in or travel to the cities of Spokane, Spokane Valley, and Airway Heights have access to **micromobility options through “Lime” electric scooters and e-bikes**. These vehicles have been available in the region since 2018 and serve riders from March to November each year. The region currently has over 1,500 total scooters and e-bikes available. First – last mile connections?
- **Special Mobility Services (SMS)** is a non-profit organization which serves communities in both Washington and Oregon. SRTC supports their work throughout the Spokane region via funding opportunities and collaborative planning. SMS provides services which focus on making mobility accessible to people with special transportation needs. This includes citizens with disabilities, senior citizens, or citizens who don't own a car, among many others. SMS offers shuttles to Spokane from smaller outlying communities, helping people reach medical appointments, employment, urban centers, and other essential services.
- **SRTC continues to support the expansion of the regional shared use path and trail network** through direct funding and promotion. SRTC has promoted the Fish Lake Trail Connection via the Unified List of Regional Transportation Priorities, and SRTC has supported other projects like the shared use path along Sunset Highway (US 2) through direct funding.



Task 6: Describe the regional transportation demand management technologies that will be used to deliver CTR services and strategies.

- STA has been **implementing Bus Rapid Transit (BRT)** services across the City of Spokane for several years now. Notable BRT lines include the City Line and forthcoming Division Street line (an outcome of the Division Connects study). Division Connects also identified projects for improved bike and pedestrian safety and mobility in the area, aimed at increasing multimodal access to businesses and future BRT stations.
- There has been an **extensive construction of EV chargers throughout the region** due to the rapid expansion of the electric vehicle market. Through grants such as the Spokane Regional Transportation Electrification Grant Project, the presence of EV chargers is more prevalent and widespread than ever before in the greater Spokane region. SRTC hosts a **Regional Clean Transportation Coalition** and will continue to support alternative fuel projects as part of its work towards reducing emissions.
- **Greater access to transit** options would be beneficial across the urban periphery, such as on the West Plains. For example, STA is increasing the regularity of high frequency routes to Airway Heights. Routes such as Route 61 will be increasing in frequency to every 15 minutes over the coming years. Division BRT promises to increase transit access and decrease bus travel times between the central business district and the north side. Additional high performance transit routes are being developed throughout the region.
- 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 and prioritizes funding opportunities to projects which account for active transportation users where possible. This is done through the region's various competitive legislative programs such as the **Unified List of Regional Transportation Priorities** and the **Call for Projects**. SRTC also supports multimodal crossings, such as crosswalks and 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.
- The need to relieve stress on the region's highway system places an onus on the **quality and viability of parallel routes for local trips**. 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 to preserve the flow and functionality of the highway system, ensure effective delivery of emergency services, and mitigate air quality impacts. 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**.



- Since the COVID-19 pandemic, the region has seen a large growth in the amount of **telework options**. The overall change from 2018 ACS Data to 2022 ACS data shows a growth in overall work from home percentage from 5.6 to 12.3%. Availability of broadband service is key to supporting remote work.
- It would be beneficial to bolster connectivity between rural residents, small cities, and urban services. This could be aided by **increased transit options or shuttle services to rural areas**, as another method of promoting commute alternatives. There may also be opportunities to make transit stops and Park and Rides more accessible when receiving grants or doing work on STA routes. Facilities such as the West Plains Transit Center and future routes such as Cheney Line HPT provide beneficial impacts to not only VMT per capita, but also air quality and quality of life. SRTC supports STA via the creation of a transit priority network which is identified in the regions Metropolitan Transportation Plan (MTP).
- 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. The region should continue to implement strategies to lower emissions and reduce VMT per capita in order to improve air quality and stay out of Clean Air Act maintenance status in the future.
- **Transportation technology** continues to evolve. Newly developed technologies, such as smart infrastructure and automated vehicles, appear increasingly integrated with the future of transportation. As such, planning organizations around the region should monitor emerging trends and research the potential impacts of new technologies on the transportation network. For example, the region is capitalizing on new technologies in ITS infrastructure. Through the Spokane Regional Transportation Electrification Grant Project, we are also **preparing for ever-greater demand for electric vehicles by building out our network of charging facilities across the entire county**. We also hope to utilize advancements in modeling and data to gain a better-than-ever understanding of our transportation network and the people who rely on it. The region should continue to support our local transportation management center, **SRTMC**, in delivery of reliable transportation information services. Across the region, transportation professionals should be able to understand, develop strategies, and utilize emerging technologies so that the Spokane region is prepared for continued innovation. SRTC's Smart Mobility Plan outlines strategies and actions to prepare for and leverage transportation technologies. Critically, new technologies may provide opportunities to maximize the efficiency of our transportation system in a maximally cost-efficient manner.



Task 7: Describe your financial plan.

Funding Source	SFY 2026	SFY 2027	SFY 2028	SFY 2029
WSDOT State Funding*	\$ 325,000	\$ 325,000	\$ 325,000	\$ 325,000
Regional Mobility Grant**	\$ 106,339	\$ 106,339	\$ 106,339	\$ 106,339
CMAQ Grant***	\$ 330,641	\$ 330,641	\$ 330,641	\$ 330,641
Totals:	\$ 761,980	\$ 761,980	\$ 761,980	\$ 761,980

- \*State funding is allocated every two years. The next funding cycle will be in July 2025 - June 2027 and the next one in July 2027 - June 2029. State funding is based on WSDOT's approved budget for the biennium. Our portion of the state funding is currently based on how many CTR Affected worksites we have in Spokane County.
  - \*\*The Regional Mobility Grant has been approved through 2027. The purpose of this project is to educate, bring awareness and incentivize commuters to use commute options including carpooling, riding the bus, vanpooling, walking, bicycling, teleworking and compressing work weeks through monthly campaigns and promotions.
  - \*\*\*The CMAQ grant has been approved through 2027 and is allocated/awarded each year. This project will focus on trip reduction and innovative transportation demand management strategies with public awareness and educational outreach to increase alternative mode use including riding the bus, carpooling, vanpooling, bicycling, walking, working from home and compressing work schedules. This project will also target small employers, multi-family residential sites, local college and university students in Downtown Spokane while reaching all affected and voluntary CTR sites impacting travel in and out of downtown Spokane.
  - All funding for SFY 2028 and SFY 2029 is projected based on current allocations and not yet secured.
- **Environmental resiliency** is an increasingly important subject as the impacts of climate change have begun to be felt in our region. Planning professionals from around the region are dedicating resources to ensure that new projects do not worsen air quality, and that project implementation is done in an environmentally responsible manner. At the regional scale, **priority transportation projects are evaluated and scored for their potential impacts on air quality**. Transportation projects submitted for SRTC's Unified List of Regional Transportation Priorities are evaluated for environmental impacts. Projects are more competitive if they expand transit and active transportation access, reduce emissions and VMT, and/or incorporate clean fuels strategies.
  - SRTC also has several key ongoing efforts in this area, such as the **regional Smart Mobility and Resiliency studies**, which include recommendations for priorities and next steps. The region has also received grant money to move towards clean fuel solutions. The Spokane Regional Transportation Electrification Grant Project, as mentioned above, is helping facilitate construction of dozens of public chargers across the greater Spokane area.

## FINANCIAL PLAN

- State funding for CTR implementation is biennial and will be allocated again for 2025 – 2027. Funding is dependent on the approved budget from WSDOT and how many CTR affected sites are in Spokane County. It's anticipated to be the same funding as above. Commute Smart Northwest plans on applying for another Regional Mobility Grant and CMAQ grant during the next funding cycle and at the conclusion of the current grants.

Task 8: Describe engagement. Who did you talk to? When did you talk to them? What did they have to say? How did what they say influence the plan?

- SRTC led a thorough regionwide outreach campaign around CTR, including fliers, a virtual open house, participation in public events, and inter-agency coordination.
- SRTC put-up fliers about CTR, which encouraged participation in a survey and informed about the plan update, at six community centers, three supermarkets/grocery stores, a recreation center, the entire county library system, and the City of Spokane library system. SRTC participated in a total of 13 events across the region both independently and in collaboration with other agencies such as Commute Smart Northwest and the local jurisdictions. Commute Trip Reduction was a featured topic at each one of these events and the survey was featured prominently via QR code and the fliers. A roster of community presentations, outreach, public events and engagement opportunities is included below.

### ***ENGAGEMENT (SRTC & JURISDICTIONS)***

SRTC	3/28/2024	Public Event: STA Open House - Airway Heights Library
SRTC	4/9/2024	Public Event: STA Open House - STA Plaza
SRTC	4/20/2024	Public Event: Spokane Bike Swap
SRTC	5/11/2024	Public Event: Asian Native Hawaiian Pacific Islander Heritage Festival at Riverfront Park
CSNW	5/17/2024	University and College Student Outreach
SRTC	6/1/2024	Public Event: Felts Field Neighbor Day
SRTC	6/10/2024	Public Event: Spokane Transit Authority Transit Development Plan Open House
SRTC	6/15/2024	Public Event: Juneteenth Celebration
City of Spokane, SRTC	6/18/2024	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 - City of Spokane
SRTC	7/15/2024	APA Washington Inland Empire Section email blast
SRTC	7/15/2024	Flyer Distribution
SRTC	8/6/2024	Email blast to neighborhood councils, community orgs., and other stakeholders regarding CTR and 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	Public Event: CTR Virtual Open House
Airway Heights	8/23/2024	HOA BBQ
Airway Heights	8/24/2024	Public Event: Airway Heights Day
SRTC, CSNW, City of Spokane	8/31/2024	Public Event: El Mercadito
Cheney	8/31/2024	Cheney September Utility Bill and Newsletter
Spokane Valley	July	Newsletter
STA	July-August	STA communications team sharing via social media campaign + creating little videos at plaza to showcase CTR
Cheney	September	Parks & Rec Facebook page, City website, and newsletter
Medical Lake	Various dates	Medical Lake Farmers Market
Liberty Lake	August	Liberty Lake Farmers Market

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

Agency Posting CTR Outreach	Date	Platform	Content Posted
SRTC	5/29/2024	NextDoor	CTR general information and survey link
SRTC	5/30/2024	Facebook	CTR general information and survey link
SRTC	5/30/2024	X	CTR general information and survey link
SRTC	5/30/2024	LinkedIn	CTR general information and survey link
SRTC	5/30/2024	Instagram	CTR general information and survey link
City of Spokane	7/11/2024	Constant Contact Monthly Housing Newsletter	CTR general information and survey link
SRTC	7/3/2024	X	CTR general information and survey link, including Spanish language.
SRTC	7/3/2024	LinkedIn	CTR general information and survey link, including Spanish language.
SRTC	7/3/2024	Instagram	CTR general information and survey link, including Spanish language.
SRTC	7/3/2024	Facebook	CTR general information and survey link, including Spanish language.
SRTC	7/2/2024	NextDoor	CTR general information and survey link, including Spanish language.
SRTC	7/18/2024	X	Outreach & promotion for CTR Virtual Open House
SRTC	7/18/2024	LinkedIn	Outreach & promotion for CTR Virtual Open House
SRTC	7/18/2024	Instagram	Outreach & promotion for CTR Virtual Open House
SRTC	7/18/2024	Facebook	Outreach & promotion for CTR Virtual Open House
SRTC	7/18/2024	NextDoor	Outreach & promotion for CTR Virtual Open House
Spokane Journal of Business	7/23/2024	Morning Edition for Tuesday	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



- SRTC, along with Commute Smart Northwest, began designing CTR outreach materials in March. Participation in outreach events started in April and went through the first week of September with varying amounts of interaction and engagement.
- The CTR engagement effort will also provide valuable information for our forthcoming Metropolitan Transportation Plan update.
- The regionwide CTR public survey achieved a total amount of 246 responses.
- 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: 18.7% of total responses indicated that they use commute options to save money, while 19.6% 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.

- Bus Route Frequency/Efficiency
  - Numerous respondents commented that they would be more interested in using transit as a commute option if the bus routes were more frequent and more direct to the location they were going. While other citizens commented that the bus routes work nicely for them, numerous respondents who didn't use transit as a commute option responded with requests for more frequency and efficiency.
- Transit Cost
  - Respondents often called for reduced fares or entirely free bus trips.
- Active Transportation Safety & Connectivity
  - Respondents identified several gaps in the region's active transportation network. This not only makes using these travel modes difficult for commuting, but also unsafe. Other comments voiced demand for safe and reliable places to park bicycles. Improvements to bike lanes, sidewalks, and trails were key points amongst many comments. Driver behavior was mentioned as a significant concern as well.
- Transit Availability
  - Respondents requested extended transit services to peripheral regions throughout the county, particularly North Spokane, Otis Orchards, and the West Plains.
- Pedestrian Safety
  - Respondents described unsafe driver behavior, particularly in and around downtown Spokane, which makes walking feel like an unsafe option for commuting.
- Transit Connection between North Idaho and Spokane
  - Respondents indicated that they have no reasonable transit options between North Idaho and Spokane.
- Metro & Light Rail
  - Respondents wrote that they would be open to a light rail or metro option for their commutes if it was a possibility.
- Bus Safety
  - Respondents expressed concern about safety on public transit, citing other passengers' behaviors as being unpredictable and unsafe.
- Great Transit System
  - Many respondents touted the quality of Spokane's transit system. They described how it is reliable and meets their needs. Several respondents indicated that STA is their only or primary avenue of travel.
- Expansion of Teleworking
  - Respondents indicated that their employers should lean more into teleworking options to reduce roadway congestion and increase employee happiness.
- Bus Stop Improvements
  - A respondent wrote that bus stops do not have enough protection from the elements which causes lower ridership.



- **Bicyclist Behavior**
  - One respondent suggested that bicyclist behavior is dangerous for vehicular traffic on major roadways.
- **Parking Garages**
  - A respondent wrote that more parking garages should be built downtown to service the population's needs.
- **Roadway Expansion**
  - Respondents requested lane expansion and roadway improvements because the existing infrastructure cannot support the recent population growth in Spokane.
- **Motorcycle Travel**
  - One respondent indicated that they would prefer that motorcycle travel be better considered in the Commute Trip Reduction Program.
- SRTC distributed the results of the regional survey to all jurisdictions for consistency purposes as well as to provide them with the most recent and relevant data possible.
- Additionally, SRTC co-led a regional effort to coordinate on outreach and engagement with the public. This was to ensure minimal redundancy with outreach efforts and promote consistency with the regional plan. SRTC co-hosted 5 separate workshops with the applicable jurisdictions in the region, from May to September, to work on creating the local plans alongside Spokane Transit and Commute Smart Northwest.
- In addition to those workshops, SRTC also held smaller meetings with Spokane Transit Authority and each local agency to discuss the role of transit and alignment with transit plans.





Task 9: Describe vulnerable populations considered and how you engaged them. Who did you talk to? When did you talk to them?

***General considerations:***

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

- Data from the 2019 American Community Survey indicates more detail:
  - Approximately 3.17% of Spokane County households are Spanish speaking.
  - Of those, approximately 7.5% (or 0.24% of all households) report speaking English “less than very well”.
  - Russian and other Slavic languages are spoken in approximately 1.63% of Spokane County households.
  - Approximately 17.4% of Russian/Slavic speaking households (or 0.28% of all households) report speaking English “less than very well”.
  - Due to large margins of error in the data, the numbers of LEP Spanish and Slavic-language-speaking households are considered statistically equivalent.
- An important note on engagement with vulnerable populations:
  - While developing the regionwide public survey for the CTR Plan update in collaboration with local agencies, SRTC set a goal to record respondents’ origins and destinations as part of the survey questions. Because it is invasive to ask for specific locations, and because survey respondents seldom know their local census tracts, ZIP codes were used to record generalized origins and destinations.
  - As a result of this, the below information on engagement with vulnerable communities is based on the census tracts that participate in ZIP codes, as well as the in-person lived experience engaging people (for example, at events) as part of the outreach process.

***Who we talked to:***

- Low-income communities: Lower income communities are well distributed throughout the Spokane Region. CTR content was promoted, and public engagement was encouraged, throughout communities that host a high proportion of low-income residents. The City of Airway Heights, much of the City of Cheney, East Central Spokane, parts of North Central and Northeastern Spokane, and part of North Spokane Valley all score at least a 9 (out of 10) for socioeconomic vulnerability according to the State of Washington’s Environmental Health Disparities (EHD) Map. Numerous other census tracts throughout the region score either 7 or 8. The regionwide public outreach effort included substantial outreach in lower income communities. The CTR Plan update was discussed and public engagement was encouraged at a variety of public events held in and adjacent to lower income areas. These events included:
  - Multiple events at the downtown Spokane Transit Plaza
  - Juneteenth at the Martin Luther King Jr. Community Center in East Central Spokane
  - Airway Heights Day and the HOA Barbeque in Airway Heights
  - STA Open House at the Airway Heights Library
  - ANHPI Heritage Day and Unity in the Community in downtown Spokane
  - Spokane Bike Swap at the Spokane County Fairgrounds
- SRTC’s CTR outreach also included outreach to the libraries, who provide numerous services to low-income residents. Spokane County Library District and Spokane Public Libraries both posted fliers at each of their locations that informed readers about CTR and asked them to participate in our regionwide survey.

- Neighborhood council representatives from lower income communities in the City of Spokane were also specifically engaged, including general outreach, CTR public surveys, and invitations to the CTR virtual open house. Informational fliers that directed members of the public to the public survey were distributed at numerous sites in lower income census tracts, including community centers, grocery stores and other businesses, libraries, and recreation centers. University and college students, another important lower income cohort in the Spokane region, were specifically engaged through university outreach performed by Commute Smart Northwest.
- Hispanic/Latino community: According to the 2022 American Community Survey, Spanish is the second most widely spoken language in Washington state (behind English), and it is also the second most widely spoken language in Spokane County. Latinos en Spokane was contacted via phone and email. SRTC also contacted Mujeres in Action (MiA) Spokane and AHANA (Asian, Hispanic, African, and Native American Multi-Ethnic Business Association) via email. Throughout the CTR outreach and public engagement process, SRTC made an effort to engage Spokane's Hispanic and Latino communities with content in both English and Spanish. SRTC participated at Latinos en Spokane's El Mercadito market with a professional Spanish interpreter. Spanish language fliers and a Spanish language CTR survey – vetted by Spanish-speaking staff with Ardurra – were provided for distribution alongside English materials. Fliers were posted at locations in areas with a significant number of Spanish language speakers, such as downtown Spokane and Airway Heights. Spanish language CTR content was posted to SRTC social media accounts. SRTC also reached out to AHANA (Asian, Hispanic, African, and Native American Multi-Ethnic Business Association), Latinos en Spokane and Mujeres in Action to invite community representatives to the CTR virtual open house, which was held on August 21. The City of Airway Heights is also home to a significant number of Spanish-speakers, and CTR public outreach was conducted at two public events in Airway Heights. SRTC also reached out to organizations that work with refugees, including refugees from Latin America, such as Thrive International, International Rescue Committee (IRC), and World Relief.
- Slavic community: Spokane Slavic Association was contacted via phone and email. Fliers were posted at locations in areas with a significant number of Slavic language speakers, such as the Northeast Community Center and Hillyard Public Library. SRTC also contacted the Spokane Slavic Association to invite community representatives to attend the CTR virtual open house, held on August 21.
- Tribal communities: SRTC and Commute Smart Northwest reached out to both the Kalispel and Spokane Tribes via email to discuss Commute Trip Reduction planning and programming. The tribes were invited to SRTC's CTR virtual open house. SRTC also reached out to AHANA (Asian, Hispanic, African, and Native American Multi-Ethnic Business Association), the American Indian Community Center in Spokane, and The Native Project to spread the word about the opportunity to provide public input related to CTR and to invite community members to the CTR virtual open house. Fliers were posted at locations that serve members of Spokane County's tribal communities, such as the Yoke's Fresh Market and Recreation Center in Airway Heights.

- Asian, Native Hawaiian, Pacific Islander (ANHPI) communities: SRTC participated in the Asian, Native Hawaiian, Pacific Islander (ANHPI) Heritage Day event at Riverfront Park on May 11. Asians for Collective Liberation (ACL) and AHANA (Asian, Hispanic, African, and Native American Multi-Ethnic Business Association) were also contacted via email. Fliers were distributed at locations that serve adjacent communities where >5% of residents are Vietnamese speakers, such as the Thor/Freya Fred Meyer and Martin Luther King Jr. Community Center in East Central Spokane. SRTC participated in the Juneteenth Celebration at the Martin Luther King Jr. Community Center, located in a neighborhood with >5% Vietnamese speakers. SRTC also contacted ACL and AHANA to invite community members to the CTR virtual open house, held on August 21. Additionally, SRTC reached out to organizations that work with refugees, such as Thrive International, International Rescue Committee (IRC), and World Relief.
- African American community: As described above, SRTC engaged the public regarding CTR at the Juneteenth celebration at the Martin Luther King Community Center in East Central Spokane. Over the summer, additional public outreach materials were distributed at the Martin Luther King Community Center, including fliers and surveys. SRTC reached out to the Carl Maxey Center by phone and email. SRTC also reached out to both community centers to invite participants to the CTR virtual open house. SRTC reached out to the Spokane NAACP via email. The census tract including the City of Airway Heights as well as the adjacent Fairchild Air Force Base also host some of the largest percentage of minority residents in the entire Spokane region. Outreach activities in Airway Heights are described in greater detail above but include both public events and distribution of fliers and surveys.
- Carless households: As part of its indicators of potential disadvantage (IPDs), SRTC tracks and maps the distribution of households without access to vehicles. Whether due to economic circumstances or by choice, many households in the greater Spokane region have no vehicle available. High concentrations of these households exist near the City of Spokane's downtown and lower north side. There is also a concentration of homes without vehicle access in far north and northeastern Spokane. The regionwide outreach effort included public events in census tracts with a high proportion of carless households, including multiple events at the downtown Spokane Transit Plaza, Juneteenth at the Martin Luther King Jr. Community Center, ANHPI Heritage Day, and Unity in the Community. SRTC also promoted CTR and engaged the public at the Spokane Bike Swap, an event targeted towards cyclists and other users of active transportation.
- Disability status: As part of its IPDs, SRTC also maps the population living with disabilities. Residents with disabilities are well distributed throughout the Spokane region. Areas with especially high concentrations include downtown Spokane, parts of Central and East Central Spokane, Northeast Spokane, Airway Heights and the rural West Plains. As part of the regionwide CTR outreach effort, SRTC staffed a table at numerous accessible public events such as the Spokane Bike Swap and STA Open Houses. SRTC and local agencies also engaged the public regarding CTR at events in census tracts with a high proportion of residents living with disability. These include Juneteenth at the Martin Luther King Jr. Community Center, ANHPI Heritage Day, Unity in the Community, and more. A full schedule of SRTC outreach activities is included above.

- Age dependent population: Age dependency describes the youngest and oldest cohorts in a population – those too young or too old to hold a full-time job. Age dependent residents are well distributed throughout the Spokane Region. CTR content was promoted, and public engagement was encouraged, throughout communities that host a high proportion of age dependent residents. As part of the regionwide outreach campaign, SRTC connected with the Southside Community Center, a senior center in the city of Spokane, and distributed fliers and directions to access our public survey. Fliers and CTR materials were also distributed at other community centers around the region that provide resources for seniors. Additionally, SRTC participated in public events in census tracts with a high proportion of age dependent residents, such as the Liberty Lake Farmers Market and Spokane Summer Parkways. Though most college and university students are old enough to not count as age dependent, many are also transitioning to full-time work. University and college students were specifically engaged through outreach to local colleges and universities performed by Commute Smart Northwest.
- All community stakeholders referred to above, as well as all neighborhood council chairs in the City of Spokane, were invited to SRTC's CTR virtual open house.

***When we talked 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 Task 8.

Task 10: Describe the results of engagement focused on vulnerable populations. What did they have to say? How did what they said influence the regional CTR plan?

***What they said:***

- 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 includes census tracts with elevated concentrations of low-vehicle ownership households and people with disabilities. The area also includes elevated concentrations of low-income, age-dependent, limited-English proficiency, and racial or ethnic minority communities. Survey respondents from the 99202 ZIP code provided the following comments:
  - A respondent requested roadway improvements and expansion to accommodate higher vehicle traffic. They claimed that pushing the population to transit and active transportation does not make sense for a city the size of Spokane.
  - Respondents requested a more built-out bicycle and active transportation network which connects them to downtown and the West Plains region.
  - Respondents identified a lack of nearby transit stops, making the bus a more difficult and less accessible commute mode.
  - Respondents requested more direct and frequent transit routes.
  - Respondents identified childcare as a barrier to using alternative commute options.
- The 99207 ZIP Code 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:
  - Respondents requested more frequent and direct bus routes.
  - A respondent indicated that they would bike to work if bike trails/paths were improved.
  - Respondents indicated that they would be more inclined to use transit if the buses themselves were cleaner, free of bugs, and safer (from other passengers whose demeanor was deemed threatening).
  - A respondent commented that they cannot use transit due to varying work locations and hours.
  - Respondents indicated that the active transportation network has gaps which make it difficult to walk safely as a commute option.

***How did engagement with vulnerable populations influence the regional CTR plan?***

- Engagement with the public, and with the greater Spokane community at large, helps inform SRTC through a wide range of agency activities. Community engagement is being taken into account as SRTC works on an update to its guiding principles, which in turn inform all agency activities, including project evaluation and prioritization metrics. Through community engagement and work with our Equity Working Group, SRTC continues to make progress on implementing recommendations from our Equity Planning Framework, which include placing a greater emphasis on community outreach and support when scoring projects.
- Vulnerable population feedback was considered when developing solutions to cross-border and regionwide transportation barriers, including barriers related to commute alternatives.

- Overall, most of the responses to the regionwide CTR public survey called for continued improvements to the transit system. SRTC's goals, and the strategies and technologies that will be utilized to help achieve them (see Tasks 5 and 6), include a substantial emphasis on public transportation. SRTC's member agencies have also described transit connectivity as an important cross-border and regional transportation issue to be addressed through improvements to the transit network and improved access to transit stops. Transit oriented development would significantly benefit most of these vulnerable populations, and as such is cited as useful strategy. Upcoming transit improvements in and adjacent to overburdened communities are also included as part of the upcoming Division BRT project, which is included in the regional Transportation Improvement Program.
- 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. SRTC and its member agencies are taking concerted steps to improve the connectivity of the bicycle network while reducing the level of traffic stress (LTS) faced by cyclists. The SRTC TIP includes over \$25,000,000 programmed for active transportation projects such as sidewalks, trail connections, and other pedestrian and multi-modal enhancements. The Regional Safety Action Plan (RSAP), adopted in 2024, includes seven specific strategies to address pedestrian and bicyclist safety – including physical separation using proven FHWA countermeasures, addressing lighting conditions on the high injury network (HIN), improved pedestrian warning signs, and continuing to implement FHWA proven crosswalk enhancements at intersections and mid-block crossings on the HIN. Additional strategies may be found within the full RSAP document.
- Additionally, SRTC maintains an interactive bicycle network web map to help inform residents about potential bike routes, including an emphasis on protected and lower stress facilities.
- 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.
- The feedback from vulnerable communities also identified other barriers to commuting alternatives. These are detailed above but include childcare and ADA accessibility. SRTC will continue to work with our member agencies to ensure that community priorities are being met as capital projects are developed and implemented – and that ADA features and retrofits are included in projects where opportunities exist.
- Some respondents indicated that they must continue to rely primarily on vehicle travel. SRTC continues to support improvements to the transportation system that mitigate congestion, provide satisfactory level of service throughout the regional road network, and support progress towards statewide performance goals regarding system performance. As part of the Congestion Management Process (CMP), SRTC reports on a variety of congestion management strategies and their application to the region's identified CMP corridors – which include the region's most high-demand roadways. SRTC also supports park and ride projects, such as the Argonne Park and Ride in the SRTC TIP, which provide for a stronger nexus between vehicle travel and the public transportation system.
- 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.



Task 11: List the results of engagement, including results from vulnerable populations, that will be provided for consideration in the state CTR and public transportation plan; regional growth, economic and transportation plans; and comprehensive plan and transit plan updates.

- We have included a list of outreach and public engagement outputs in the table below.

Deliverable	Contents
All Survey Responses PDF	All individual survey responses and their full contents, including public comments.
Survey Summary	A summarized version of the regional survey responses, including visuals.
Survey Excel Spreadsheet	A spreadsheet including a pivot table of all survey responses with charts of origin and destination information.
CTR Virtual Open House Recording	A recording from our CTR Virtual Open House on August 21st, 2024.
SRTC/CSNW CTR Workshop Recordings	SRTC/CSNW led workshops with local affected jurisdictions for collaboration and coordination surrounding the CTR plan update. There were six total workshops from April to September. Each recording will be made available.
STA Workshop Deliverables	STA put together documents with information on transit plans, ridership by stop, and additional information for each affected jurisdiction.

- The survey garnered significant public input, with 246 total responses. Out of these responses, 107 people left a general comment as part of the final question. All comments and survey responses can be provided as part of the "All Survey Responses PDF." The feedback from these responses will serve long and short-term planning well as a great source of public engagement. The main themes that emerged from comments from both the general public (Task 8) and vulnerable populations (Task 10) were provided to local agencies for use in their CTR and comprehensive plans and will also be incorporated into SRTC's Metropolitan Transportation Plan update next year.

- SRTC also provided the full public engagement and outreach results to STA to inform ongoing operations and future plan updates. Please see Tasks 8 and 10 for a detailed summary on public comment feedback. All public engagement and outreach results are available to the state upon request.
- The “Survey Summary” provides summarized versions of the survey results through tables and charts. The “Survey Excel Spreadsheet” includes all survey responses in a pivot table that can be filtered based on the responses to any question. The Survey Summary has several figures which would prove useful for incorporation into planning documents, and the Spreadsheet provides a more interactive and searchable version of all survey responses, including the comments. As described above, these items have been provided to all related CTR agencies.
- The CTR Virtual Open House and the SRTC/CSNW CTR Workshop recordings contain valuable discussions from both local professionals in planning and local residents. The recordings have been uploaded to the SRTC-hosted Google Drive and have been shared with local agencies to ensure any agency that missed the event has access. These recordings can also be made available upon request.
- STA dedicated a significant amount of work to preparing transit data documents and spreadsheets for local CTR affected jurisdictions. STA also created documents detailing the current system and the future anticipated changes for each jurisdiction. As with the items described above, these spreadsheets and documents are not included in the plan document but can be made available upon request.

### ***CTR Board Plan Update Review***

- Approved
- Disapproved