



**Trango**  
TRANSIT FOR GREATER OKANOGAN

**2023-2028**

## Transit Development Plan

303 2<sup>nd</sup> Ave S, Suite A  
Okanogan, WA 98840

*Approved September 20, 2023*

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## Contents

Plan Adoption, Public Hearing, and Distribution .....	5
Plan adoption .....	5
Public participation process .....	5
Public hearing .....	5
Plan distribution .....	5
Description Of Service Area, Operations, and Facilities .....	6
Service Area .....	6
Operations .....	6
Table 1 – Routes .....	6
Figure 1 - Schematic Route Map .....	7
Facilities .....	8
Intermodal Connections .....	8
State and Agency Goals, Objectives, and Strategies .....	9
Economic Vitality .....	9
Preservation .....	9
Safety .....	9
Mobility .....	9
Environment .....	9
Stewardship .....	9
Mission Statement .....	9
Policy Goals .....	9
2023-2028 Agency Goals, Objectives, and Strategies, and Alignment with State Goals .....	10
Economic Vitality .....	10
Preservation .....	11
Safety .....	11
Mobility .....	11
Environment .....	12
Stewardship .....	12
Local Performance Measures and Targets .....	12
Table 2 - 2023-2028 Performance measurements and targets .....	13
Plan Consistency .....	14

Regional Priorities .....	14
Regional Goals and Policies.....	14
Safety .....	14
Preservation .....	14
Mobility .....	15
Economic Vitality .....	15
Stewardship .....	15
Planned Capital Expenses .....	16
Table 3 - 2023-2028 Summary of Planned Capital Expenses.....	16
Planned Operating Changes.....	17
Table 4 - 2023-2028 Summary of Planned Operating Changes .....	17
Multi-year Financial Plan .....	18
Capital Improvement Program .....	18
Table 5 - 2023-2028 Capital Improvement Program .....	19
Operating Financial Plan .....	20
Table 6 – 2023-2028 Operating and Maintenance Financial Plan .....	21
Cash Flow Analysis .....	21
Appendix 1 - Route Maps.....	22
Twisp / Winthrop / Mazama .....	22
Twisp / Pateros .....	23
Twisp / Okanogan .....	24
Okanogan / Pateros .....	25
Omak / Okanogan .....	26
Okanogan / Omak / Conconully.....	28
Tonasket / Okanogan .....	29
Tonasket / Aeneas Valley.....	30
Oroville / Tonasket.....	31
Appendix 2 – Efficiency Measures .....	32
Cost Per Hour .....	33
Cost Per Mile .....	34
Cost Per Trip.....	35

## **Plan Adoption, Public Hearing, and Distribution**

### **Plan adoption**

The Okanogan County Transit Authority Board of Directors adopted the 2023-2028 Transit Development on September 20, 2023.

### **Public participation process**

Public comment period: August 17, 2023 – September 20, 2023.

Comments submitted to: [clerk@okanogantransit.com](mailto:clerk@okanogantransit.com)

**Public hearing:** Okanogan County Transit Authority (OCTA) held a public hearing on the Transit Development Plan on September 20, 2023, at 8:30 a.m., during an OCTA Regular Board Meeting held at 303 2nd Ave S, Suite A, Okanogan, WA 98840 as well as available virtually on Zoom.

Notice posted to website: Okanogan County Transit Authority posted a notice of the hearing on the Transit Development Plan to its website at <http://www.okanogantransit.com> on August 17, 2023.

Requests for paper or digital copies: Okanogan County Transit Authority made the plan available to the public to request a paper or digital copy of the Transit Development Plan on and after August 17, 2023 by emailing [clerk@okanogantransit.com](mailto:clerk@okanogantransit.com) or calling (509) 557-6177; a draft copy of the plan was posted on the agency website on August 17, 2023 as well.

Available to the public for review: Okanogan County Transit Authority allowed the public to request the Transit Development Plan in person at 303 2nd Ave S, Suite A, Okanogan, WA 98840, or by mail at PO Box 507, Okanogan, WA 98840.

### **Plan distribution**

On September 20, 2023, Okanogan County Transit Authority distributed the adopted Transportation Development Plan to:

WSDOT Public Transportation Division online grants management system compliance module.

The Transportation Improvement Board via:

Vaughn Nelson, Finance Manager at [vaughnn@tib.wa.gov](mailto:vaughnn@tib.wa.gov).

Chris Workman, Engineering Manager at [chrisw@tib.wa.gov](mailto:chrisw@tib.wa.gov).

All cities, counties, and regional transportation planning organizations within which TranGO operates.

## Description Of Service Area, Operations, and Facilities

\*This section is optional for TranGO

### Service Area

Okanogan County Transit Authority conducts business as TranGO (Transit for Greater Okanogan). TranGO provides service within Okanogan County with the exception of the Coville Reservation. The current service primarily serves the population centers along the Methow River Valley and the Okanogan River Valley. The incorporated towns and cities of Winthrop, Twisp, Pateros, Brewster, Okanogan, Omak, Riverside, Tonasket, and Oroville as well as the unincorporated communities of Carlton, Methow, Ellisforde, and Crumbacher. TranGO expanded services on July 10, 2023, to include Mazama, Conconully, and Aeneas Valley.

### Operations

TranGO directly operates fixed route service and deviates the route for ADA eligible passengers. The agency also operates a rideshare program. TranGO contracts with Okanogan County Transportation and Nutrition to provide two fixed routes within the system and to supplement ADA paratransit services within the most populated route (Omak-Okanogan). TranGO's schematic route map (Figure 1, p 7) shows where its fixed routes operate. Detailed system maps are included in Appendix 1 (p 22).

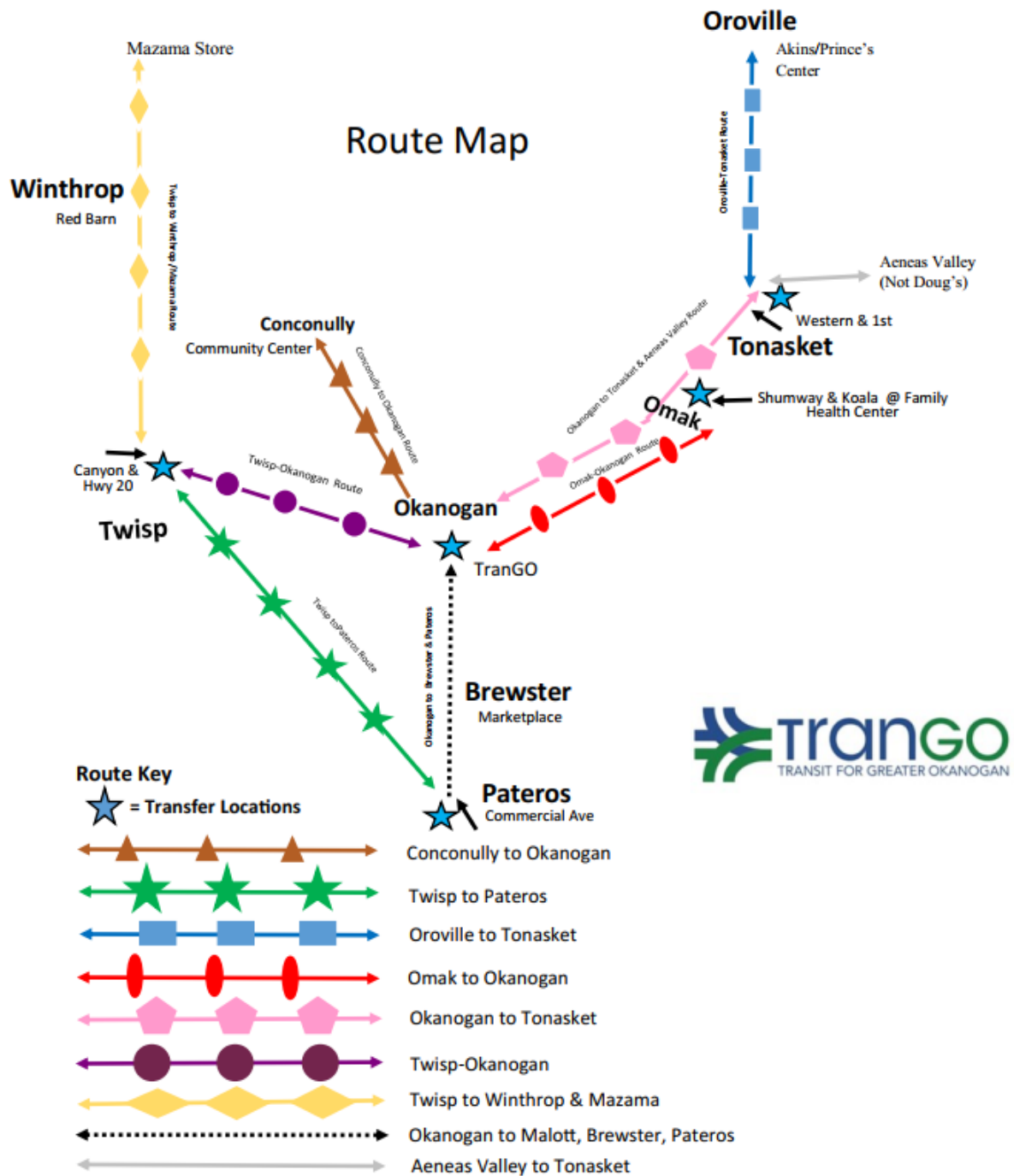
TranGO directly operates five fixed routes, and contracts another two fixed routes, providing service Monday-Saturday. The system is built on "pulse points" in Twisp, Okanogan, and Tonasket. Transfers at these locations create an opportunity to travel from one side of the county to the other, five times per day. Service hours vary slightly to ensure that a passenger travelling from Oroville to Mazama (at the farthest points from Okanogan) can return within a day.

Table 1 – Routes

Route	Hours of Operation	Headway
Twisp/Winthrop/Mazama	7am-7:30pm	2 hours
Twisp/Pateros	9am-6pm	2 hours
Twisp/Okanogan	7am-6pm	2 hours
Omak/Okanogan	7am-7pm Weekdays 8am-6pm Saturdays	30 min mid-day/1 hour 1-hour weekends
Okanogan/Omak/Conconully	8:30am-7pm T,Th	3 hrs
Okanogan/Tonasket	7am-6pm Weekdays 8am-5pm Saturdays	2 hours
Tonasket/Aeneas Valley	7am-3:30pm M,W,F	1.5 hrs
Tonasket/Oroville	6am-6:45pm Weekdays 7am-6pm Saturdays	2 hours
Okanogan/Brewster	7am-6pm	2 hours

Figure 1 - Schematic Route Map

Detailed route maps can be found in Appendix 1.



ADA accessible services are available during the same times as the agency's fixed route services.

Rideshare services operate independently, Monday-Friday, generally 5:00 a.m. – 7:00 p.m. The current vanpools are utilized by Federal employees, receiving subsidies to rideshare.

Fares for fixed route and paratransit services are one dollar per boarding. The service routes each represent a "zone" for the purpose of determining fares. Punch passes are available in a variety of denominations. Monthly passes are sold for \$30 and can be used for unlimited trips within one zone during a calendar month. Multi-zone passes are available for passengers travelling within more than one zone on a regular basis. A two-zone monthly pass can be purchased for \$60/month. Fares were suspended at the end of March 2020, due to COVID-19 and were restored in January 2022.

## Facilities

TranGO leases one facility for operations and administration at 303 2nd Ave S, Suite A, Okanogan, WA. In addition, TranGO leases three parking facilities. The primary secured lot at the corner of 1st Ave and Rose Street in Okanogan, on Wagner Street in Twisp, and on Railroad Ave in Tonasket.

## Intermodal Connections

TranGO transports passengers from the Apple Line (intercity bus line) locations in Omak, Okanogan, Brewster, and Pateros. The Apple Line provides a single round trip daily between Omak and Wenatchee. The morning service departs Omak at 7:00 am, which is before TranGO service is operating.

Okanogan County Transportation and Nutrition operates a fixed route between Okanogan and Coulee Dam through the Colville Reservation, with fares of \$1 per boarding; the Colville Confederated Tribes paid the matching funds for the WSDOT grant for this route until July 1, 2022. OCTN is currently not receiving matching funds for this specific route but is looking for additional financial support for operating this route. The route provides two round trips Monday and Friday and three round trips on Tuesday, Wednesday, and Thursday each week connecting Okanogan and Omak to Nespelem, and Coulee Dam. At Coulee Dam, passengers can transfer to a route operated by People for People connecting to Davenport. In Davenport, passengers can transfer to a bus operated by Special Mobility Services to travel to Spokane. Reservations are required beyond Coulee Dam for each additional provider in order to make the connections.



## State and Agency Goals, Objectives, and Strategies

The State's six policy goals are:

**Economic Vitality.** To promote and develop transportation systems that stimulate, support, and enhance the movement of people and goods to ensure a prosperous economy.

**Preservation.** To maintain, preserve, and extend the life and utility of prior investments in transportation systems and services.

**Safety.** To provide for and improve the safety and security of transportation customers and the transportation system.

**Mobility.** To improve the predictable movement of goods and people throughout Washington State.

**Environment.** To enhance Washington's quality of life through transportation investments that promote energy conservation, enhance healthy communities, and protect the environment.

**Stewardship.** To continuously improve the quality, effectiveness, and efficiency of the transportation system.

## Mission Statement

The mission of TranGO is to provide safe, reliable, and cost-effective public transportation services that promote citizen access to work, recreation, commerce, and public services.

## Policy Goals

Four broad policy goals guided initial implementation of the TranGO mission statement by guiding the development of the comprehensive plan, the overall management of the authority, and the operation of its services. Each policy goal is supported by objectives and implementation strategies that are detailed below in Table 2, (p 13).

From July 2015 through February 2020, TranGO increased ridership each year by over 10,000 trips. In January and February of 2020, ridership had increased enough that larger buses or additional tripper service was contemplated to address peak service needs. COVID-19 interrupted that growth, and created uncertainty for policy makers, staff, and riders. Between April 2020 and May 2021, TranGO operated Monday through Friday on the regular schedule, but required reservations to ensure space for social distancing. TranGO resumed six-day service on May 17, 2021, without any reservations required. Social distancing of three feet was

still required to comply with the State's social distancing public transit capacity limits. As of July 2023, ridership has come back to nearly 70% of pre-COVID levels with the anticipation of being back to 100% by the spring of 2024.

The Board participated in a strategic planning session to address the community needs and determine service modification. The Board conducted this full-day off-site strategic planning workshop in June 2022 to outline some of the most important goals for the next three to five years for the agency. The goals, objectives, and strategies set during this workshop are included in this plan but are expected to change significantly as service expansions are implemented and as planning for facilities is outlined.

Moving forward, passenger perception of safely riding public transit is critical to recovering ridership to pre-COVID numbers. The goals, objectives, and strategies reflect an acknowledgement that passenger safety and route consistency are critical to growing transit service levels and continuing to build ridership and confidence in the system.

## **2023-2028 Agency Goals, Objectives, and Strategies, and Alignment with State Goals**

**Economic Vitality.** To promote and develop transportation systems that stimulate, support, and enhance the movement of people and goods to ensure a prosperous economy within Okanogan County. TranGO has been committed to providing connecting services between the populous communities throughout Okanogan County.

TranGO's focus for the next five years is to increase ridership by creating consistency of recently expanded hours and expanding hours of operations and frequency of service as needs are observed to meet ridership demands for more employment opportunities. This would include earlier and later service along current service routes, additional frequency of current routes and scheduled times, increasing availability of bus stop amenities including shelter placement, bench placement, bus stop signage, and installation of park and ride locations. TranGO will also research and plan specialty routes to increase access to recreation and special events throughout the county.

Supply chain issues have created difficulty in receiving buses in a timely manner and have substantially increased costs of both vehicles and maintenance. As supply chains ease, TranGO will look to increasing frequency in higher demand areas. As higher frequency is planned, TranGO will also look to increasing the footprint of current service routes to expand the service area availing more ridership.

**Preservation.** To maintain, preserve, and extend the life and utility of prior investments in transportation systems and services. One of the main goals of TranGO is to purchase property and establish new facilities for administration and operations office as well as a maintenance facility and bus parking. Since the inception of TranGO in 2014, office space has been leased and maintenance has been contracted out to third parties. Although this served TranGO's needs thus far, many frustrations have arisen as the fleet is aging and specifically with the inability to take delivery of a new bus fleet as buses have been ordered and not built. With an aging fleet, timely maintenance is needed to ensure that service can remain reliable for the public.

TranGO has worked closely with Okanogan County Transportation and Nutrition, who is contracted to provide ADA Paratransit services, to ensure seamless services to the public. The citizens of Okanogan County rely on services from both agencies and typically do not know which agency is conducting the services they receive.

**Safety.** To provide for and improve the safety and security of transportation customers and the transportation system. As mentioned above, the need for maintaining a safe vehicle fleet is a high priority for TranGO. With the focus on maintenance of the vehicle fleet, safety is the driving factor of bringing this service in-house instead of contracting it out to a third-party vendor. In addition to safety, the timeliness of a third-party vendor does not always prioritize repairs to our fleet. With in-house maintenance, we could prioritize repairs to ensure that safety is the top priority.

On-going driver training is essential to provide the best service we can for our customers. TranGO will continue to provide training to staff, although the media for training will change. Existing training was held an hour and a half in length while interrupting service once per month. TranGO is currently working on a plan that will include smaller group training so service will not be interrupted and will continue to primarily focus on safety and customer service. TranGO will continue to ensure that all drivers receive the same communication and continue to provide the highest quality services.

**Mobility.** To improve the predictable movement of goods and people throughout Okanogan County. Although TranGO has set reliability and predictability as a high priority, the public may not know or understand how the system works. One factor that has been noted is the lack of a consistent marketing campaign for the agency. TranGO recently installed seven (7) bus stop shelters in Oroville, Omak, Brewster, and Twisp and has increased visibility throughout the communities via advertisements in newspapers and increased online presence through social media postings. For the next 0-5 years, TranGO will look at refining the marketing plan to help engage the public understand the services offered. One of the primary efforts of focus is the increased placement of bus stop amenities such as shelters, signs, and benches. These

amenities show a visual presence of the transit in the area as well as give passengers a location to wait for the bus out of the weather; these locations help identify a place where passengers should wait for and meet the bus.

TranGO also recently updated the website making it a very visually appealing site. Future marketing campaigns will be focused on directing people to TranGO's website, by advertising in prominent locations and businesses to reach the largest number of citizens. The hope is that this increased effort will guide people to the services provided and align employment opportunities to attract goal driven staff members to TranGO.

**Environment.** To enhance quality of life through transportation investments that promote energy conservation, enhance healthy communities, and protect the environment. TranGO completed a Zero-Emission Fleet Transition Plan in June 2023. This plan outlines what is needed to transition service fleet vehicles to zero-emission. With this plan, TranGO will be able to set reasonable goals that align with technology to help maintain the most efficient and effective environmental standards of stewardship. This plan is crucial to be eligible for future federal and state grants to help meet the financial needs to obtain or upgrade infrastructure within Okanogan County as well as hire and train staff to meet the needs of the fleet as it changes and grows. One of the biggest obstacles is the lack of infrastructure in the county; as the plan outlines, Battery Electric vehicles are not feasible due to the distances travelled and climate of the area. The only feasible method of zero-emission is the use of hydrogen fuel cell vehicles; however, there is currently no hydrogen infrastructure near Okanogan County.

**Stewardship.** To continuously improve the quality, effectiveness, and efficiency of the transportation system. Ensuring an effective and efficient transportation system is essential to maintain public trust. With the goals set by the Board of Directors, TranGO will continue to operate the transit system in the most efficient way possible and also give the public the transportation service needed. With costs of fuel and services increasing, it is essential for people within the service area to learn and use the transit system to help meet their needs and lower their transportation costs. According to Washington State Department of Health Tracking Network, the cost of transportation within Okanogan County is some of the highest in Washington State. By increasing access to public transit, we can help reduce the costs that people are paying and lower emissions.

## **Local Performance Measures and Targets**

TranGO uses the following performance measures to evaluate progress toward the strategic goals and objectives noted above:

Table 2 - 2023-2028 Performance measurements and targets

Performance measure	Target
Provide maintenance in-house, have sufficient space for employees and bus storage	<p>Develop short- and long-term requirements for property facilities – 2023</p> <p>Align future facilities with zero-emission fleet transition plan – 2024</p> <p>Execute procurement agreement for facility – 2024</p> <p>New property and facility ready - 2026</p>
Balance agency responsibility, serve larger populations, increase awareness of services, and streamline marketing plan	<p>Prepare expanded marketing plan and tactics – 2023</p> <p>Develop implementation plan – 2023</p> <p>Execute marketing plan and tactics– 2023 (ongoing)</p> <p>Engage public via newly designed website – 2023 (ongoing)</p> <p>RouteShout App awareness campaign – 2023 (ongoing)</p> <p>Identify additional bus stop amenity locations – 2023, 2024, 2025</p> <p>Fine tune and build off learnings and successes - Ongoing</p>
Provide increased service hours and routes	<p>Location for Park and Ride &amp; design in Tonasket, Twisp &amp; Brewster - 2024</p> <p>Target commuters to increase ridership – 2023 (ongoing)</p> <p>Replace all fixed route buses past Useful Life Benchmark (ULB) – 2023 (ongoing)</p>
Grow agency and maintain operations for progression and efficiency of running all routes	<p>Analyze industry (wages, benefits, dependent coverage, etc.) – 2023/2024</p> <p>Hire employees to cover expansion of services – 2024</p> <p>Train employees in safety, effectiveness, efficiency – ongoing</p>
Collisions	Collisions per 100,000 revenue miles less than or equal to 3.7.
Vehicle State of Good Repair	<p>Maintain 90% of the rolling stock within a state of good repair – 2023</p> <p>Ensure planning for vehicle replacement at least two years in advance – ongoing (lesson learned through supply chain issues)</p>
Review routes to evaluate access to critical services, employment, and commerce.	Monitor and review ridership on routes to determine need for increased frequency – 2024 (ongoing)
Participate in update of Coordinated Public Transit/Human Services Transportation Plan and Outreach	Coordinate outreach events for CPT-HSTP with consultant engaged by OCOG to gather public input on needs - 2028

	Use CPT-HSTP for ongoing planning to ensure gaps in services are addressed as much as possible - ongoing
Participate in discussions, webinars, and meetings with transit agencies and transportation organizations to discover best practices for re-building ridership.	Engage, at least quarterly with other transits and community providers to address increasing ridership and stay informed regarding best practices of transit operations

## **Plan Consistency** (Voluntary Element for TranGO)

TranGO is a voting member on the Okanogan County Council of Governments/Okanogan Regional Transportation Planning Organization. In this capacity, TranGO participates in policy and programming decisions for transportation projects and services.

TranGO coordinates with other member agencies to prepare and regularly update the regional transportation plan. This coordination promotes integration between land use, public transit, and other transportation modes.

In addition, TranGO's services are consistent with the priorities and policies set in the 2040 Regional Plan.

## **Regional Priorities**

- Stretch our preservation and maintenance dollars further
- Be better prepared for catastrophic events
- Support our local economies and regional economic growth
- Better integrate transit's needs on our streets and highways
- Look out for the most vulnerable in our communities

## **Regional Goals and Policies**

### **Safety**

- Build safety into infrastructure design
- Promote safety for all modes of travel
- Prepare for emergencies
- Ensure the safety of those who operate and maintain the transportation system

### **Preservation**

- Make system preservation for roads, bridges, and transit a funding priority

### Mobility

- Support tourism by making travel safe, easy to navigate, and predictable for visitors as well as those who live and work here
- Enhance mobility for those who don't drive

### Economic Vitality

- Promote strategic partnerships
- Support local and regional economies

### Stewardship

- Make transportation decisions and investments that best support community needs

## Planned Capital Expenses

Table 3 below outlines TranGO's planned capital expenses for 2023-2028.

Table 3 - 2023-2028 Summary of Planned Capital Expenses

Year received/expensed	Type	Preservation/replacement (quantity)	Expansion/improvement (quantity)
Rolling stock			
2025	Rideshare Vehicles – (zero-emission vehicles possibly)	3	
2025	Fixed Route – Cutaway buses	5	
2025	Zero-Emission Infrastructure		1
2026	Fixed Route – Cutaway buses (zero-emission vehicles)	5	
2027	Fixed Route – Cutaway buses or smaller fixed Route Vans (depending on ridership) (zero-emission vehicles)	6	
2028	Zero-Emission Infrastructure		1
Facilities and infrastructure			
2024	Maintenance and Operations Facility		1



## Planned Operating Changes

Table 4 outlines TranGO's planned operating changes for 2023-2028.

**Table 4 - 2023-2028 Summary of Planned Operating Changes**

Year	Type	Reduction	Expansion/ Improvement
2024	Develop facilities plan to coordinate with strategic plan (locations for stops, shelters, park-n-ride lots, transit hubs/stations).		x
2024	Implement any new bus stop locations identified in expansion plans.		x
2024	Review Omak/Okanogan Route to identify needed route changes.		x
2025	Expansion route implementation after receiving vehicles and hiring additional drivers (to be determined).		x
2026	Ongoing expansion modifications – as needed for ridership demand		x
2027	Ongoing expansion modifications – as needed for ridership demand		x
2028	No change identified at this time.		

## **Multi-year Financial Plan**

### **Capital Improvement Program**

TranGO's capital improvement program includes the capital expenses identified in Table 3, (p 16).

TranGO funds its capital projects with federal, state, and local funds.

TranGO assumes local match for federal and state grants to be 20 percent for vehicles purchased for expansion. TranGO has developed a vehicle replacement reserve for vehicles purchased with local funds.

TranGO estimates maximum WSDOT reimbursement for rideshare at \$36,100 per van, with local funds making up the difference.

Table 5, (p 19) illustrates the forecasted federal and state grant funding source as well as includes vehicle replacement funds that would be used for replacement and expansion of fleet.

Table 5 - 2023-2028 Capital Improvement Program

Capital Investments						
	2023	2024	2025	2026	2027	2028
Annual Beginning Balance	\$767,283	\$399,747	\$706,647	\$9,113,547	\$20,447	\$27,347
Capital Revenues (anticipated)						
Federal Grants*			\$15,000,000			15,000,000
State Grants*		\$1,000,000	\$10,000,000	2,100,000	1,200,000	
Other from Cash	\$306,900	\$306,900	\$306,900	\$306,900	\$306,900	\$306,900
Capital Revenues Total	\$1,074,183	\$1,706,647	\$26,013,547	\$11,520,447	\$1,527,347	\$15,334,247
Capital Expenditures (anticipated)						
Cutaway Buses	\$674,436		\$750,000	\$1,500,000	\$1,500,000	
Rideshare Vehicles			\$150,000			
Facilities including park and ride and maintenance*		\$1,000,000	\$16,000,000	\$10,000,000		\$15,000,000
Capital Expenditures Total	\$674,436	\$1,000,000	\$16,900,000	\$11,500,000	\$1,500,000	\$15,000,000
Annual Ending Capital Reserve Balance	\$399,747	\$706,647	\$9,113,547	\$20,447	\$27,347	\$334,247

\*Contingent on Federal or State Grant Funding

## Operating Financial Plan

TranGO is a locally funded agency.

Retail sales tax collected in the agency's public transportation benefit area is the agency's primary revenue source. Other funding sources include rider fares, state and federal grant funding, and miscellaneous revenues.

Table 6 (p 21) details TranGO's operating financial plan. The plan includes operating changes identified in Table 6 with baseline growth of 3 percent plus an additional 5%-20% for growth goals as outlined in this plan. All staff received a 4% cost of living increase on May 28, 2023, due to high inflation in the economy.

Operating revenue assumptions include:

- COVID-19 had stopped fare collection temporarily and ridership fell drastically during the pandemic. For purposes of the operating financial plan, actual budgeted revenue, and expenditures have been used.
- Growth in sales tax revenue throughout the planning period. The forecasted growth in sales tax revenue is 3 percent in all years, based on recent trend data.
- Revenue that was approved through Move Ahead Washington was forecasted as Transit Support Grants. This amount is the forecasted amount provided to TranGO by WSDOT but may fluctuate based on money received by the State and sent out to Transit agencies.

Table 6 – 2023-2028 Operating and Maintenance Financial Plan

Operating Budget						
	2023	2024	2025	2026	2027	2028
Operating Revenues	Approved	Proposed	Proposed	Proposed	Proposed	Proposed
Sales Tax	\$3,000,000	\$3,090,000	\$3,182,700	\$3,278,181	\$3,376,526	\$3,477,822
Farebox	\$41,847	\$43,102	\$44,395	\$45,727	\$47,099	\$48,512
Vanpool	\$31,250	\$31,875	\$32,513	\$33,163	\$33,826	\$34,503
Transit Support Grant	\$73,421	\$219,173	\$219,174	\$225,000	\$225,000	\$230,000
Federal Operating Grants	\$244,725					
State Operating Grants (Consolidated Grant Program)	\$329,345	\$85,050	\$85,050	\$75,000	\$75,000	\$70,000
State Planning Grants	\$80,000					
Other (Interest)	\$150,000	\$150,000	\$151,500	\$151,515	\$153,015	\$153,045
Total Operating Revenue	\$3,950,588	\$3,619,200	\$3,715,332	\$3,808,586	\$3,910,467	\$4,013,882
Annual % Change		-9.2%	2.6%	2.4%	2.6%	2.6%

Operating Expenses						
Administration	\$635,527	\$648,238	\$661,202	\$674,426	\$687,915	\$701,673
Vehicle Maintenance	\$384,500	\$399,880	\$415,875	\$432,510	\$449,811	\$467,803
Operating Expenses	\$2,545,683	\$2,596,597	\$2,648,529	\$2,701,499	\$2,755,529	\$2,810,640
Vanpool Expenses	\$35,450	\$35,805	\$36,163	\$36,524	\$36,889	\$37,258
Total Expenses	\$3,601,160	\$3,680,519	\$3,761,769	\$3,844,960	\$3,930,144	\$4,017,374
Annual % Change		2.2%	2.2%	2.2%	2.2%	2.2%

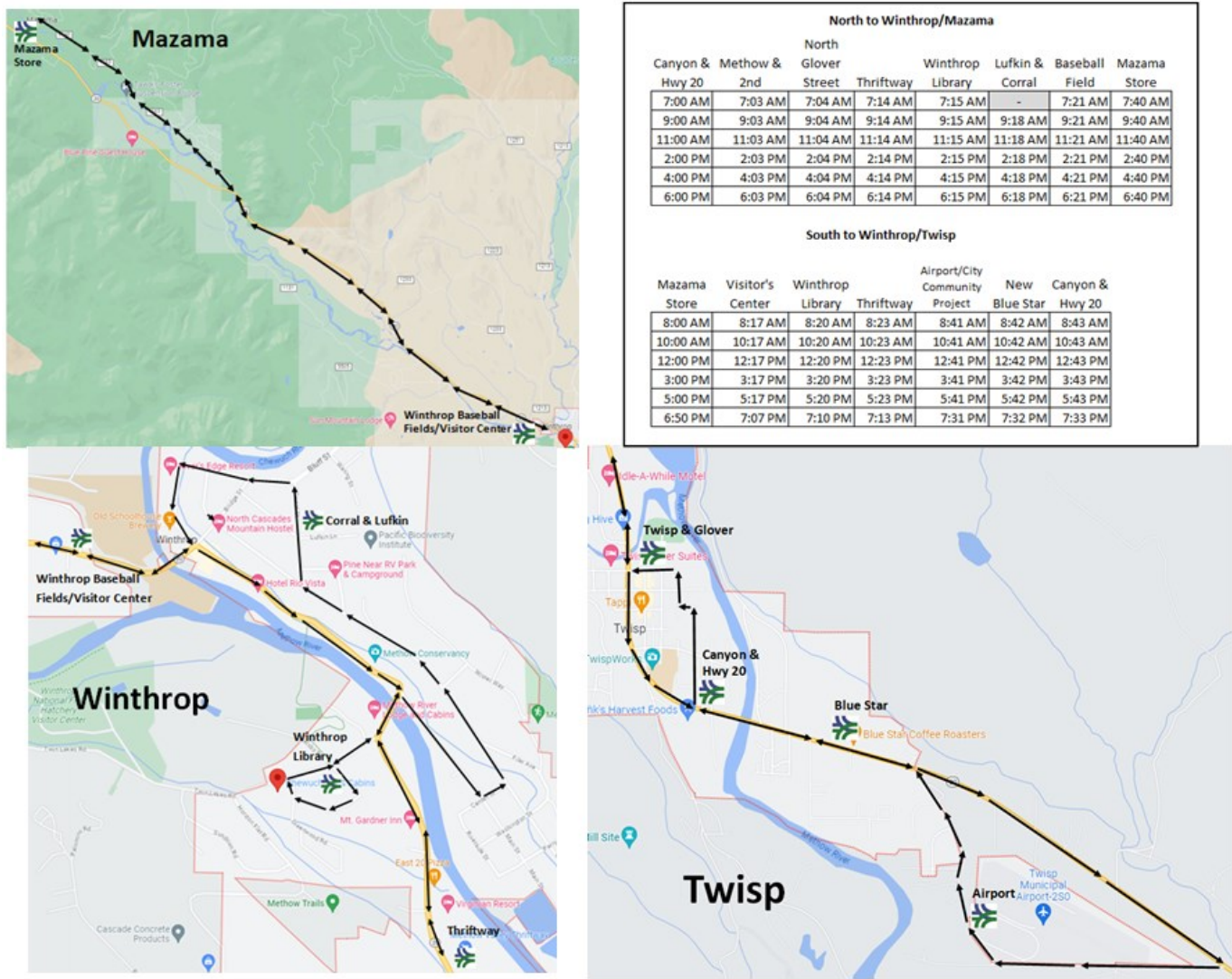
## Cash Flow Analysis

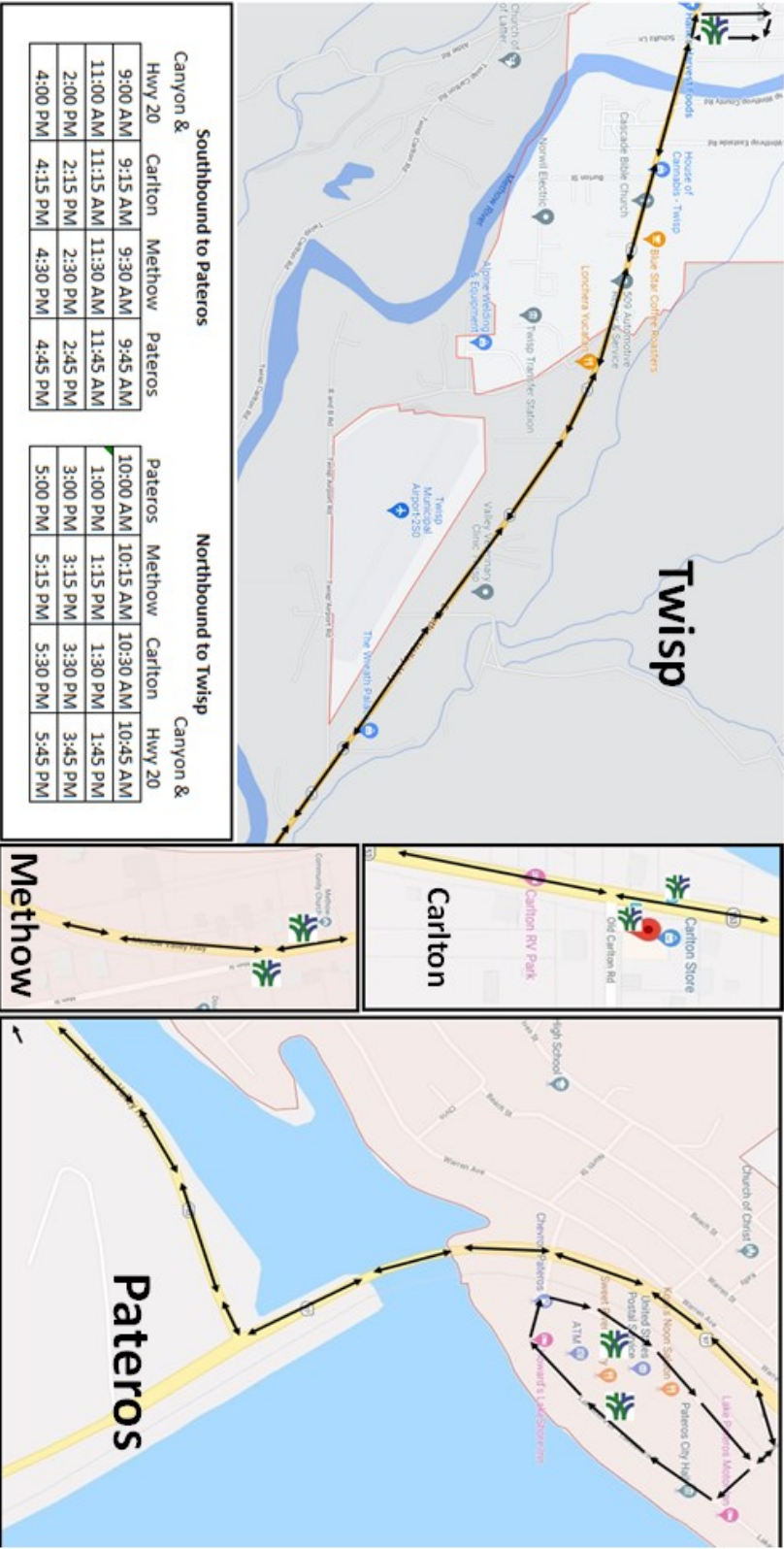
Tables 5 (p 19) and 6 (p 21) represent TranGO's cash flow analysis for 2023-2028 as explained above each of the tables.

Capital projects may be subject to grant applications and awards from the Federal and State Bus and Bus Facilities Grant programs. These applications will be submitted for administrative/operations facilities as well as Park and Ride lots. Successful approval of grant funds is anticipated and included in this plan. There will be an anticipated match for both Federal and State grants, local funds would be used to cover the anticipated match requirements.

# Appendix 1 - Route Maps

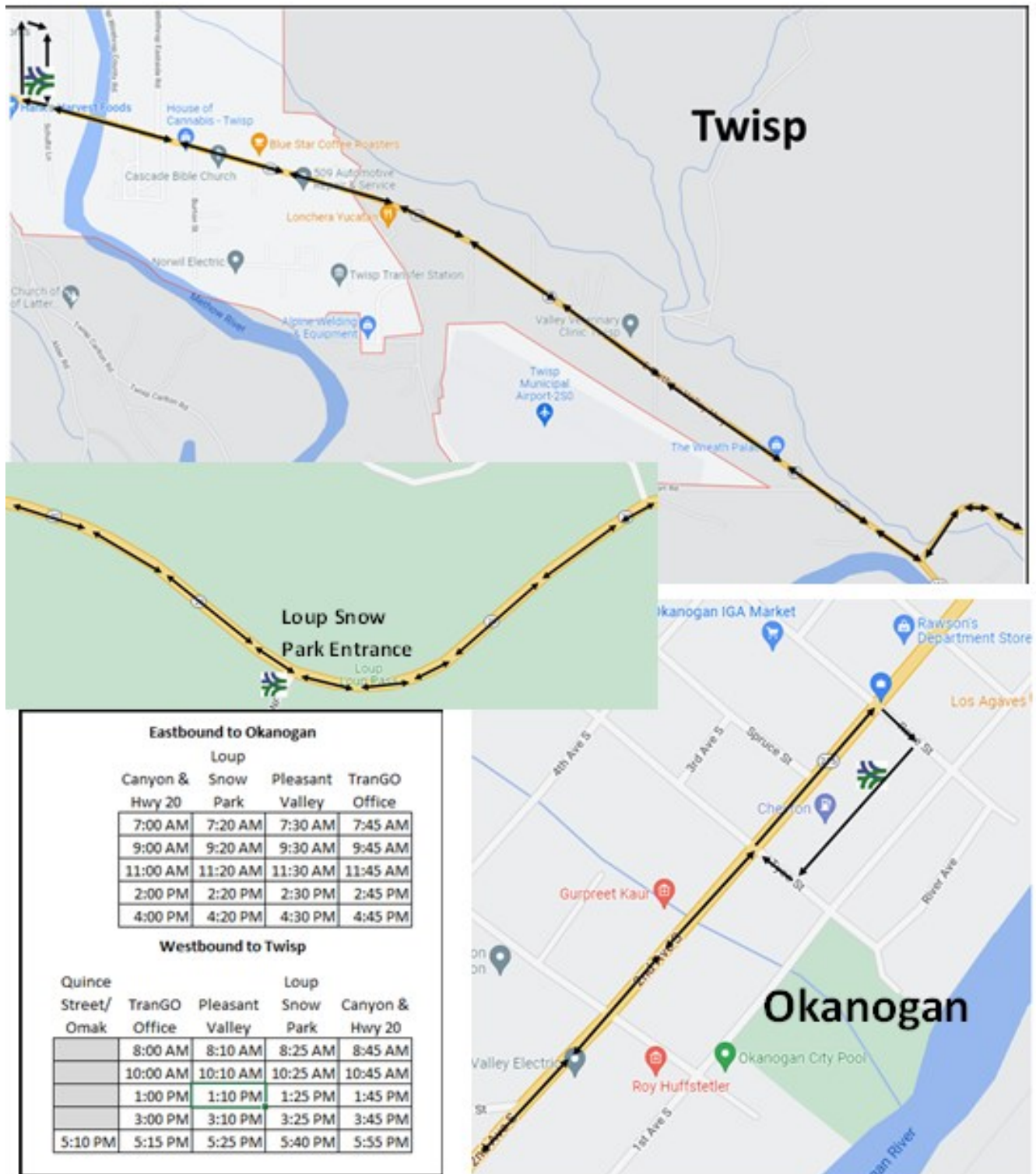
## Twisp / Winthrop / Mazama





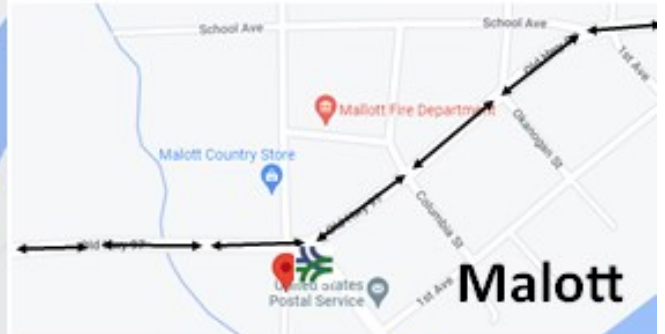


## Twisp / Okanogan





## Okanogan / Pateros



Southbound to Pateros					
TranGO Office	Malott Store	Brewster Hospital	Brewster Mktplace	Brewster (Main & 4th)	Pateros
7:00 AM	7:15 AM	7:33 AM	7:35 AM	7:37 AM	7:47 AM
9:00 AM	9:15 AM	9:33 AM	9:35 AM	9:37 AM	9:47 AM
11:00 AM	11:15 AM	11:33 AM	11:35 AM	11:37 AM	11:47 AM
2:00 PM	2:15 PM	2:33 PM	2:35 PM	2:37 PM	2:47 PM
4:30 PM	4:45 PM	5:03 PM	5:05 PM	5:07 PM	5:17 PM

Northbound to Okanogan					
Pateros	Brewster (Main & 4th)	Brewster Mktplace	Brewster Hospital	Malott Store	TranGO Office
8:00 AM	8:10 AM	8:12 AM	8:14 AM	8:32 AM	8:47 AM
10:00 AM	10:10 AM	10:12 AM	10:14 AM	10:32 AM	10:47 AM
1:00 PM	1:10 PM	1:12 PM	1:14 PM	1:32 PM	1:47 PM
3:00 PM	3:10 PM	3:12 PM	3:14 PM	3:32 PM	3:47 PM
5:18 PM	5:28 PM	5:30 PM	5:32 PM	5:50 PM	6:05 PM

## Omak / Okanogan

### OKANOGAN TO OMAK CLINICS (MONDAY— FRIDAY)

Omak Okanogan MONDAY - FRIDAY (except holidays)												
Northbound to Omak Clinics												
TranGO (Okanogan)	2nd & Norman	Caso's	CenturyLink	STCU Lincare	Omak Library	Dayton St & Hwy 155	Travel Plaza	Walmart	Sandflat Rd	Quince Street	Omak Clinics	
7:05 AM	7:06 AM	7:09 AM	7:12 AM	7:14 AM	7:15 AM	7:17 AM	7:21 AM	7:24 AM	7:25 AM	7:29 AM	7:31 AM	
8:05 AM	8:06 AM	8:09 AM	8:12 AM	8:14 AM	8:15 AM	8:17 AM	8:21 AM	8:24 AM	8:25 AM	8:29 AM	8:31 AM	
9:05 AM	9:06 AM	9:09 AM	9:12 AM	9:14 AM	9:15 AM	9:17 AM	9:21 AM	9:24 AM	9:25 AM	9:29 AM	9:31 AM	
10:05 AM	10:06 AM	10:09 AM	10:12 AM	10:14 AM	10:15 AM	10:17 AM	10:21 AM	10:24 AM	10:25 AM	10:29 AM	10:31 AM	
10:35 AM	10:36 AM	10:39 AM	10:42 AM	10:44 AM	10:45 AM	10:47 AM	10:51 AM	10:54 AM	10:55 AM	10:59 AM	11:01 AM	
11:05 AM	11:06 AM	11:09 AM	11:12 AM	11:14 AM	11:15 AM	11:17 AM	11:21 AM	11:24 AM	11:25 AM	11:29 AM	11:31 AM	
11:35 AM	11:36 AM	11:39 AM	11:42 AM	11:44 AM	11:45 AM	11:47 AM	11:51 AM	11:54 AM	11:55 AM	11:59 AM	12:01 PM	
12:05 PM	12:06 PM	12:09 PM	12:12 PM	12:14 PM	12:15 PM	12:17 PM	12:21 PM	12:24 PM	12:25 PM	12:29 PM	12:31 PM	
12:35 PM	12:36 PM	12:39 PM	12:42 PM	12:44 PM	12:45 PM	12:47 PM	12:51 PM	12:54 PM	12:55 PM	12:59 PM	1:01 PM	
1:05 PM	1:06 PM	1:09 PM	1:12 PM	1:14 PM	1:15 PM	1:17 PM	1:21 PM	1:24 PM	1:25 PM	1:29 PM	1:31 PM	
1:35 PM	1:36 PM	1:39 PM	1:42 PM	1:44 PM	1:45 PM	1:47 PM	1:51 PM	1:54 PM	1:55 PM	1:59 PM	2:01 PM	
2:05 PM	2:06 PM	2:09 PM	2:12 PM	2:14 PM	2:15 PM	2:17 PM	2:21 PM	2:24 PM	2:25 PM	2:29 PM	2:31 PM	
3:05 PM	3:06 PM	3:09 PM	3:12 PM	3:14 PM	3:15 PM	3:17 PM	3:21 PM	3:24 PM	3:25 PM	3:29 PM	3:31 PM	
4:05 PM	4:06 PM	4:09 PM	4:12 PM	4:14 PM	4:15 PM	4:17 PM	4:21 PM	4:24 PM	4:25 PM	4:29 PM	4:31 PM	
5:05 PM	5:06 PM	5:09 PM	5:12 PM	5:14 PM	5:15 PM	5:17 PM	5:21 PM	5:24 PM	5:25 PM	5:29 PM	5:31 PM	
6:05 PM	6:06 PM	6:09 PM	6:12 PM	6:14 PM	6:15 PM	6:17 PM	6:21 PM	6:24 PM	6:25 PM	6:29 PM	6:31 PM	

### OMAK CLINICS TO OKANOGAN (MONDAY— FRIDAY)

Southbound to Okanogan												
Omak Clinics	Robinson Canyon	Bartlett & Ash	Civic League Park	6th & Okoma	Mid Valley Hospital	Okanogan PUD	Courthouse	OCCAC	Blue Mtn Motel	Ok Pool	TranGO (Okanogan)	
7:31 AM	7:33 AM	7:34 AM	7:35 AM	7:36 AM	7:40 AM	7:44 AM	7:46 AM	7:49 AM	7:50 AM	7:51 AM	7:53 AM	
8:31 AM	8:33 AM	8:34 AM	8:35 AM	8:36 AM	8:40 AM	8:44 AM	8:46 AM	8:49 AM	8:50 AM	8:51 AM	8:53 AM	
9:31 AM	9:33 AM	9:34 AM	9:35 AM	9:36 AM	9:40 AM	9:44 AM	9:46 AM	9:49 AM	9:50 AM	9:51 AM	9:53 AM	
10:31 AM	10:33 AM	10:34 AM	10:35 AM	10:36 AM	10:40 AM	10:44 AM	10:46 AM	10:49 AM	10:50 AM	10:51 AM	10:53 AM	
11:01 AM	11:03 AM	11:04 AM	11:05 AM	11:06 AM	11:10 AM	11:14 AM	11:16 AM	11:19 AM	11:20 AM	11:21 AM	11:23 AM	
11:31 AM	11:33 AM	11:34 AM	11:35 AM	11:36 AM	11:40 AM	11:44 AM	11:46 AM	11:49 AM	11:50 AM	11:51 AM	11:53 AM	
12:01 PM	12:03 PM	12:04 PM	12:05 PM	12:06 PM	12:10 PM	12:14 PM	12:16 PM	12:19 PM	12:20 PM	12:21 PM	12:23 PM	
12:31 PM	12:33 PM	12:34 PM	12:35 PM	12:36 PM	12:40 PM	12:44 PM	12:46 PM	12:49 PM	12:50 PM	12:51 PM	12:53 PM	
1:01 PM	1:03 PM	1:04 PM	1:05 PM	1:06 PM	1:10 PM	1:14 PM	1:16 PM	1:19 PM	1:20 PM	1:21 PM	1:23 PM	
1:31 PM	1:33 PM	1:34 PM	1:35 PM	1:36 PM	1:40 PM	1:44 PM	1:46 PM	1:49 PM	1:50 PM	1:51 PM	1:53 PM	
2:01 PM	2:03 PM	2:04 PM	2:05 PM	2:06 PM	2:10 PM	2:14 PM	2:16 PM	2:19 PM	2:20 PM	2:21 PM	2:23 PM	
2:31 PM	2:33 PM	2:34 PM	2:35 PM	2:36 PM	2:40 PM	2:44 PM	2:46 PM	2:49 PM	2:50 PM	2:51 PM	2:53 PM	
3:31 PM	3:33 PM	3:34 PM	3:35 PM	3:36 PM	3:40 PM	3:44 PM	3:46 PM	3:49 PM	3:50 PM	3:51 PM	3:53 PM	
4:31 PM	4:33 PM	4:34 PM	4:35 PM	4:36 PM	4:40 PM	4:44 PM	4:46 PM	4:49 PM	4:50 PM	4:51 PM	4:53 PM	
5:31 PM	5:33 PM	5:34 PM	5:35 PM	5:36 PM	5:40 PM	5:44 PM	5:46 PM	5:49 PM	5:50 PM	5:51 PM	5:53 PM	
6:31 PM	6:33 PM	6:34 PM	6:35 PM	6:36 PM	6:40 PM	6:44 PM	6:46 PM	6:49 PM	6:50 PM	6:51 PM	6:53 PM	

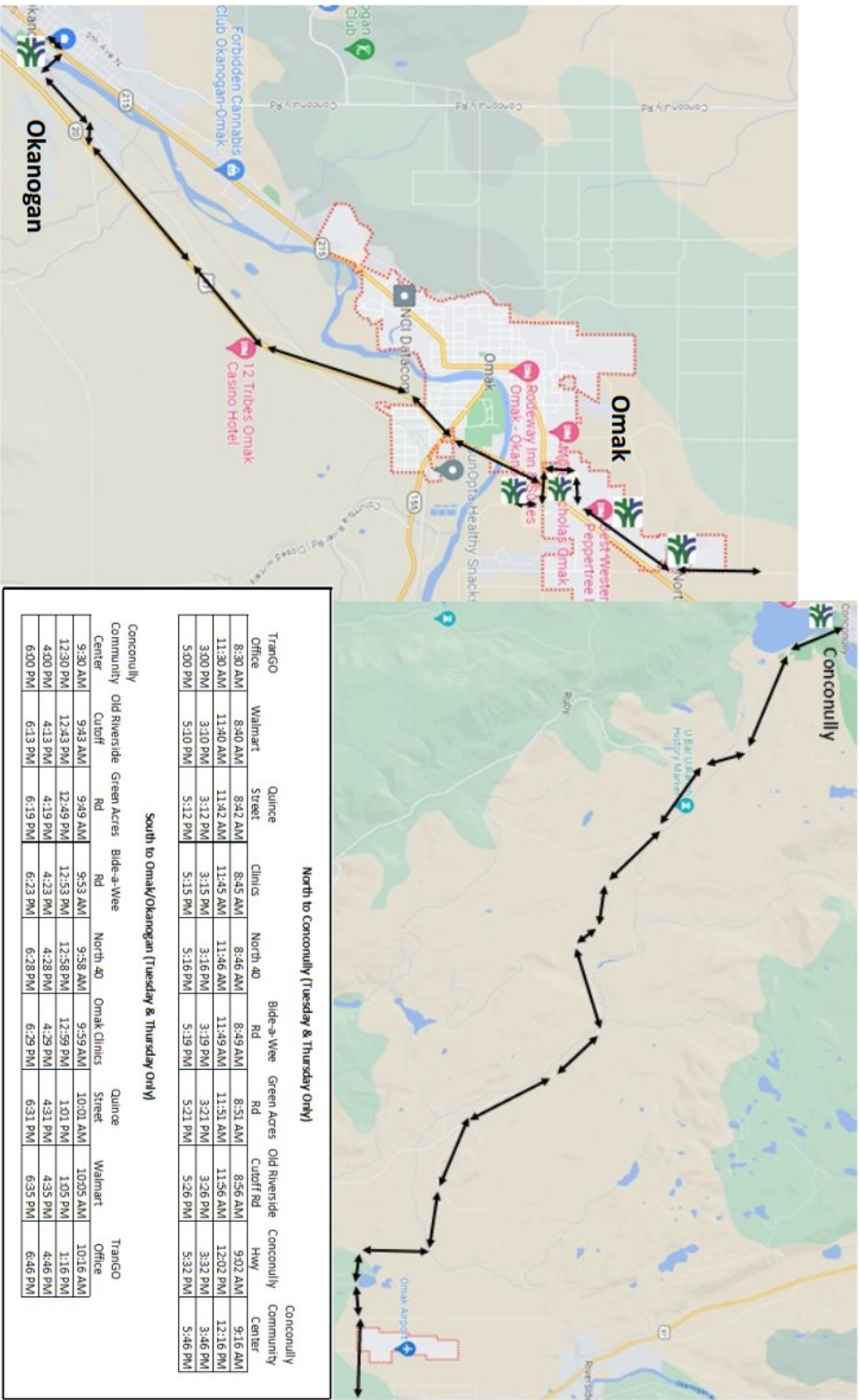
### OMAK TO OKANOGAN (SATURDAY & HOLIDAYS)

SATURDAY & HOLIDAYS												
Northbound to Omak Clinics												
TranGO (Okanogan)	2nd & Norman	Caso's	CenturyLink	STCU Lincare	Omak Library	Dayton St & Hwy 155	Travel Plaza	Walmart	Sandflat Rd	Quince Street	Omak Clinics	
8:05 AM	8:06 AM	8:09 AM	8:12 AM	8:14 AM	8:15 AM	8:17 AM	8:21 AM	8:24 AM	8:25 AM	8:29 AM	8:31 AM	
9:05 AM	9:06 AM	9:09 AM	9:12 AM	9:14 AM	9:15 AM	9:17 AM	9:21 AM	9:24 AM	9:25 AM	9:29 AM	9:31 AM	
10:05 AM	10:06 AM	10:09 AM	10:12 AM	10:14 AM	10:15 AM	10:17 AM	10:21 AM	10:24 AM	10:25 AM	10:29 AM	10:31 AM	
11:05 AM	11:06 AM	11:09 AM	11:12 AM	11:14 AM	11:15 AM	11:17 AM	11:21 AM	11:24 AM	11:25 AM	11:29 AM	11:31 AM	
1:05 PM	1:06 PM	1:09 PM	1:12 PM	1:14 PM	1:15 PM	1:17 PM	1:21 PM	1:24 PM	1:25 PM	1:29 PM	1:31 PM	
2:05 PM	2:06 PM	2:09 PM	2:12 PM	2:14 PM	2:15 PM	2:17 PM	2:21 PM	2:24 PM	2:25 PM	2:29 PM	2:31 PM	
3:05 PM	3:06 PM	3:09 PM	3:12 PM	3:14 PM	3:15 PM	3:17 PM	3:21 PM	3:24 PM	3:25 PM	3:29 PM	3:31 PM	
4:05 PM	4:06 PM	4:09 PM	4:12 PM	4:14 PM	4:15 PM	4:17 PM	4:21 PM	4:24 PM	4:25 PM	4:29 PM	4:31 PM	
5:05 PM	5:06 PM	5:09 PM	5:12 PM	5:14 PM	5:15 PM	5:17 PM	5:21 PM	5:24 PM	5:25 PM	5:29 PM	5:31 PM	
Southbound to Okanogan												
Omak Clinics	Robinson Canyon	Bartlett & Ash	Civic League Park	6th & Okoma	Mid Valley Hospital	Okanogan PUD	Courthouse	OCCAC	Blue Mtn Motel	Ok Pool	TranGO (Okanogan)	
8:31 AM	8:33 AM	8:34 AM	8:35 AM	8:36 AM	8:40 AM	8:44 AM	8:46 AM	8:49 AM	8:50 AM	8:51 AM	8:53 AM	
9:31 AM	9:33 AM	9:34 AM	9:35 AM	9:36 AM	9:40 AM	9:44 AM	9:46 AM	9:49 AM	9:50 AM	9:51 AM	9:53 AM	
10:31 AM	10:33 AM	10:34 AM	10:35 AM	10:36 AM	10:40 AM	10:44 AM	10:46 AM	10:49 AM	10:50 AM	10:51 AM	10:53 AM	
11:31 AM	11:33 AM	11:34 AM	11:35 AM	11:36 AM	11:40 AM	11:44 AM	11:46 AM	11:49 AM	11:50 AM	11:51 AM	11:53 AM	
1:31 PM	1:33 PM	1:34 PM	1:35 PM	1:36 PM	1:40 PM	1:44 PM	1:46 PM	1:49 PM	1:50 PM	1:51 PM	1:53 PM	
2:31 PM	2:33 PM	2:34 PM	2:35 PM	2:36 PM	2:40 PM	2:44 PM	2:46 PM	2:49 PM	2:50 PM	2:51 PM	2:53 PM	
3:31 PM	3:33 PM	3:34 PM	3:35 PM	3:36 PM	3:40 PM	3:44 PM	3:46 PM	3:49 PM	3:50 PM	3:51 PM	3:53 PM	
4:31 PM	4:33 PM	4:34 PM	4:35 PM	4:36 PM	4:40 PM	4:44 PM	4:46 PM	4:49 PM	4:50 PM	4:51 PM	4:53 PM	
5:31 PM	5:33 PM	5:34 PM	5:35 PM	5:36 PM	5:40 PM	5:44 PM	5:46 PM	5:49 PM	5:50 PM	5:51 PM	5:53 PM	





Okanogan / Omak / Conconully



## Tonasket / Okanogan

Includes Crumbacher, Riverside and Downtown Omak

### TONASKET TO OKANOGAN (Monday—Friday)

Southbound to Okanogan								
1st & Western	Church (Hwy 97 & Hwy 20)	River Road Trailer Park	Crumbacher	Riverside Store	Omak Clinics	Quince Street	DSHS	TranGO Office
7:00 AM	7:01 AM	7:04 AM	7:15 AM	7:25 AM	7:35 AM	7:36 AM	7:39 AM	7:45 AM
9:00 AM	9:01 AM	9:04 AM	9:15 AM	9:25 AM	9:35 AM	9:36 AM	9:39 AM	9:45 AM
11:00 AM	11:01 AM	11:04 AM	11:15 AM	11:25 AM	11:35 AM	11:36 AM	11:39 AM	11:45 AM
2:00 PM	2:01 PM	2:04 PM	2:15 PM	2:25 PM	2:35 PM	2:36 PM	2:39 PM	2:45 PM
4:00 PM	4:01 PM	4:04 PM	4:15 PM	4:25 PM	4:35 PM	4:36 PM	4:39 PM	4:45 PM

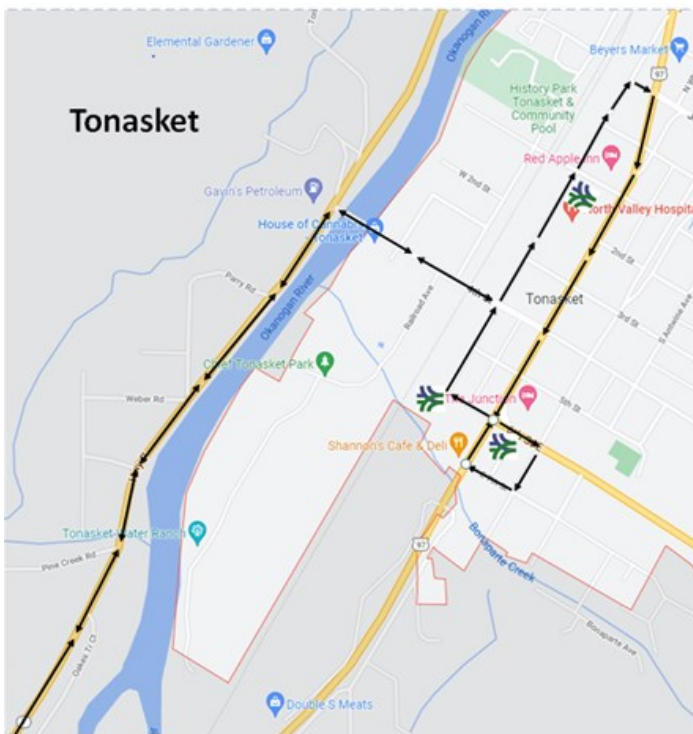
Northbound to Tonasket								
TranGO Office	DSHS	Quince Street	Omak Clinics	Riverside Store	Crumbacher	River Road Trailer Park	Church (Hwy 97 & Hwy 20)	1st & Western
8:00 AM	8:06 AM	8:09 AM	8:10 AM	8:20 AM	8:30 AM	8:41 AM	8:46 AM	8:48 AM
10:00 AM	10:06 AM	10:09 AM	10:10 AM	10:20 AM	10:30 AM	10:41 AM	10:46 AM	10:48 AM
1:00 PM	1:06 PM	1:09 PM	1:10 PM	1:20 PM	1:30 PM	1:41 PM	1:46 PM	1:48 PM
3:00 PM	3:06 PM	3:09 PM	3:10 PM	3:20 PM	3:30 PM	3:41 PM	3:46 PM	3:48 PM
5:15 PM	5:21 PM	5:24 PM	5:25 PM	5:35 PM	5:45 PM	5:56 PM	6:01 PM	6:03 PM

### TONASKET TO OKANOGAN (Saturday)

Southbound to Okanogan - SATURDAY								
1st & Western	Church (Hwy 97 & Hwy 20)	River Road Trailer Park	Crumbacher	Riverside Store	Omak Clinics	Quince Street	DSHS	TranGO Office
8:00 AM	8:01 AM	8:04 AM	8:15 AM	8:25 AM	8:35 AM	8:36 AM	8:39 AM	8:45 AM
10:00 AM	10:01 AM	10:04 AM	10:15 AM	10:25 AM	10:35 AM	10:36 AM	10:39 AM	10:45 AM
1:00 PM	1:01 PM	1:04 PM	1:15 PM	1:25 PM	1:35 PM	1:36 PM	1:39 PM	1:45 PM
3:00 PM	3:01 PM	3:04 PM	3:15 PM	3:25 PM	3:35 PM	3:36 PM	3:39 PM	3:45 PM

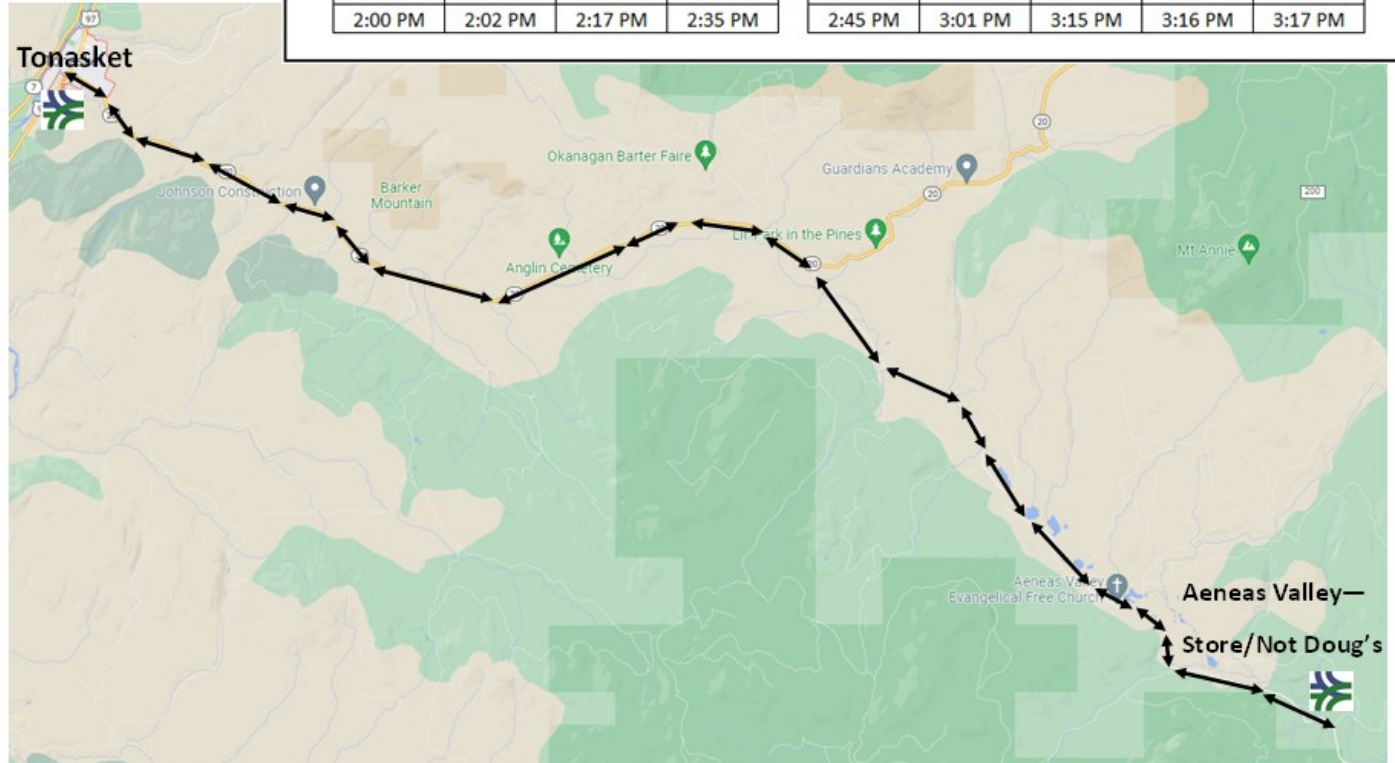
Northbound to Tonasket - SATURDAY								
TranGO Office	DSHS	Quince Street	Omak Clinics	Riverside Store	Crumbacher	River Road Trailer Park	Church (Hwy 97 & Hwy 20)	1st & Western
9:00 AM	9:06 AM	9:09 AM	9:10 AM	9:20 AM	9:30 AM	9:41 AM	9:46 AM	9:48 AM
11:00 AM	11:06 AM	11:09 AM	11:10 AM	11:20 AM	11:30 AM	11:41 AM	11:46 AM	11:48 AM
2:00 PM	2:06 PM	2:09 PM	2:10 PM	2:20 PM	2:30 PM	2:41 PM	2:46 PM	2:48 PM
4:30 PM	4:36 PM	4:39 PM	4:40 PM	4:50 PM	5:00 PM	5:11 PM	5:16 PM	5:18 PM





## Tonasket / Aeneas Valley

Tonasket/Aeneas Valley									
East to Aeneas Valley					West to Tonasket				
1st & Western	Church (Hwy 97 & Hwy 20)	Aeneas Valley Rd	Not Doug's Store		Not Doug's Store	Jct Hwy 20	Church (Hwy 97 & Hwy 20)	Tonasket Foodmart	1st & Western
7:00 AM	7:02 AM	7:17 AM	7:35 AM		7:45 AM	8:01 AM	8:15 AM	8:16 AM	8:17 AM
8:30 AM	8:32 AM	8:47 AM	9:05 AM		9:15 AM	9:31 AM	9:45 AM	9:46 AM	9:47 AM
10:00 AM	10:02 AM	10:17 AM	10:35 AM		10:45 AM	11:01 AM	11:15 AM	11:16 AM	11:17 AM
12:00 PM	12:02 PM	12:17 PM	12:35 PM		12:45 PM	1:01 PM	1:15 PM	1:16 PM	1:17 PM
2:00 PM	2:02 PM	2:17 PM	2:35 PM		2:45 PM	3:01 PM	3:15 PM	3:16 PM	3:17 PM



### PROVILLE TO TONASKET (Saturday)

Southbound to Tonasket					1st & Western (Tonasket)
Senior Center	Akins	Cheyron	O'Neill & Swanson Mill (Ellisforde)	Signe (Ellisforde)	
7:15 AM	7:18 AM	7:20 AM	7:31 AM	7:41 AM	7:48 AM
9:15 AM	9:18 AM	9:20 AM	9:31 AM	9:41 AM	9:48 AM
12:15 PM	12:18 PM	12:20 PM	12:31 PM	12:41 PM	12:48 PM
2:15 PM	2:18 PM	2:20 PM	2:31 PM	2:41 PM	2:48 PM
4:15 PM	4:18 PM	4:20 PM	4:31 PM	4:41 PM	4:48 PM

Northbound to Oroville				
1st & Western (Tonasket)	Dan's Market (Ellisforde)	O'Neill & Swanson Mill	Cheyron	Akins
8:15 AM	8:25 AM	8:35 AM	8:44 AM	8:46 AM
10:15 AM	10:25 AM	10:35 AM	10:44 AM	10:46 AM
1:15 PM	1:25 PM	1:35 PM	1:44 PM	1:46 PM
3:15 PM	3:25 PM	3:35 PM	3:44 PM	3:46 PM
5:15 PM	5:25 PM	5:35 PM	5:44 PM	5:46 PM

All Times are approximate due to different devices — Please arrive at the stop at least 5 minutes early.



## **Appendix 2 – Efficiency Measures**

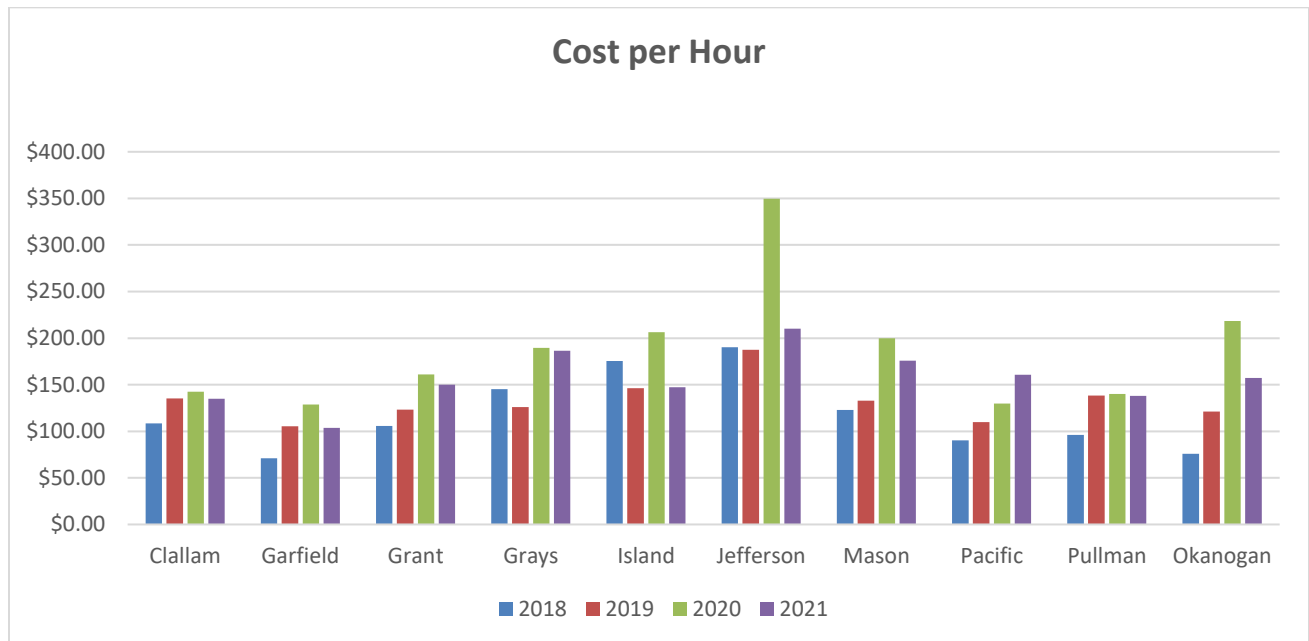
Comparison of TranGO with other rural transits in Washington State.

Cost effectiveness of rural transit is typically measured utilizing three metrics: cost per hour, cost per mile, and cost per trip. Rural transit and community transportation providers receiving FTA 5311 operating funds are required to report financial and service data to the National Transit Database. In addition, the Washington State Legislature requires transits to report data to the Washington State Department of Transportation for the Summary of Public Transportation annually.

The most recently published version of the Summary of Public Transportation reports data through 2021. In order to analyze TranGO's costs, transits in rural Washington State were selected for comparison. The following graphs show the relative costs between 2017 and 2020. (These service numbers reflect fixed route or deviated fixed routes as reported by the other transit agencies. For TranGO, the numbers are reported for both directly operated and contracted deviated fixed route service.) TranGO began providing service in July of 2015, with only one fixed route, the Omak-Okanogan Shuttle. In July of 2016, TranGO expanded service adding four directly operated and two contracted fixed route services. Service in 2016, therefore, only represents six months of service. The first full year of operations was 2017. There are significant differences in population and rider characteristics between the transits represented. For example, Pullman Transit serves a significant student population at WSU. Those students are housed on a campus with relatively high population density compared to Okanogan County. Due to the COVID-19 pandemic, costs of operating increased with a significant decrease in service hours, miles, and ridership causing the cost per hour, mile, and trip to rise significantly. TranGO significantly reduced ridership by offering only fixed route on a reservation basis; the figure illustrating the cost per trip (p 35) shows a drastic comparison between agencies which chose to change operations and agencies that did not. Due to supply chain issues, increased operating and capital costs have continued.



## Cost Per Hour



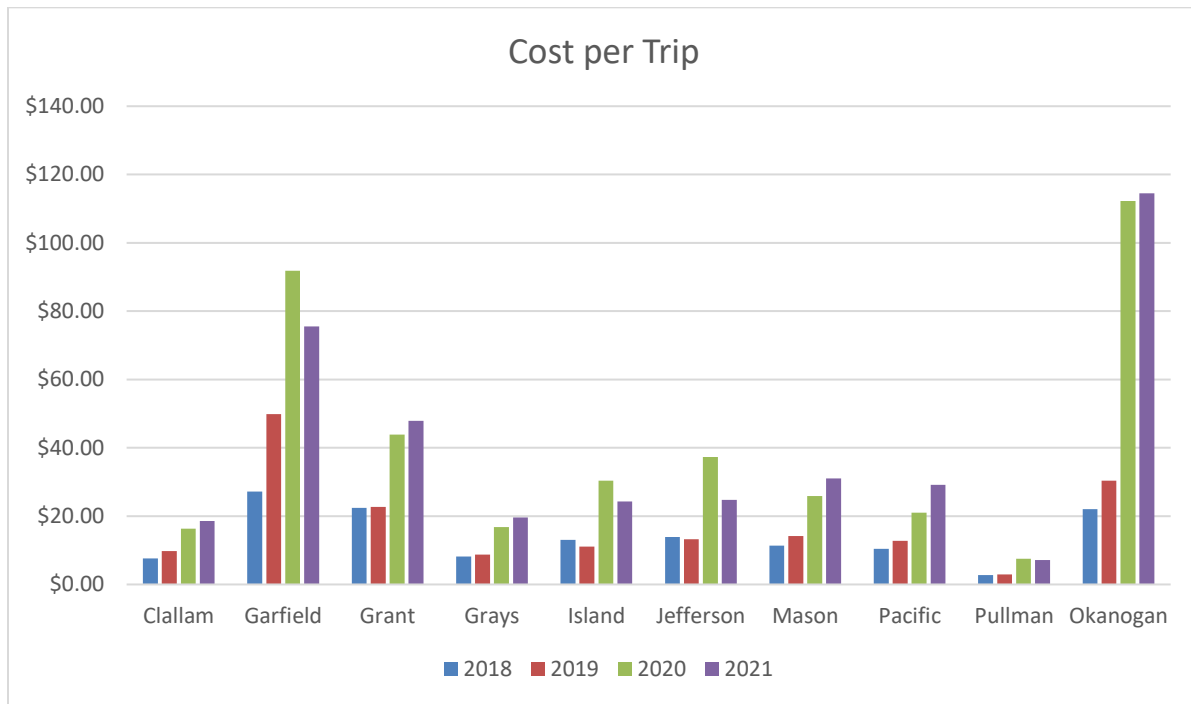
Cost Per Hour				
	2018	2019	2020	2021
Clallam	\$108.45	\$135.43	\$142.44	\$134.93
Garfield	\$71.02	\$105.32	\$128.75	\$103.60
Grant	\$105.72	\$123.14	\$161.19	\$150.16
Grays	\$145.08	\$125.88	\$189.48	\$186.58
Island	\$175.29	\$146.14	\$206.34	\$147.19
Jefferson	\$190.13	\$187.59	\$349.74	\$210.19
Mason	\$122.76	\$132.98	\$199.75	\$175.65
Pacific	\$90.14	\$109.84	\$129.84	\$160.65
Pullman	\$96.06	\$138.33	\$140.05	\$137.98
Okanogan	\$75.78	\$121.26	\$218.23	\$157.36

## Cost Per Mile



Cost Per Mile				
	2018	2019	2020	2021
Clallam	\$4.86	\$6.26	\$6.62	\$6.21
Garfield	\$2.48	\$3.41	\$4.05	\$3.00
Grant	\$4.28	\$5.54	\$8.72	\$8.25
Grays	\$5.52	\$5.68	\$7.60	\$7.31
Island	\$5.78	\$5.09	\$7.07	\$4.95
Jefferson	\$7.20	\$7.09	\$12.93	\$7.94
Mason	\$6.82	\$7.33	\$10.69	\$9.49
Pacific	\$3.14	\$3.87	\$4.66	\$5.73
Pullman	\$9.10	\$9.67	\$10.40	\$10.58
Okanogan	\$2.85	\$4.54	\$12.52	\$6.95

## Cost Per Trip



Cost Per Trip				
	2018	2019	2020	2021
Clallam	\$7.66	\$9.74	\$16.31	\$18.57
Garfield	\$27.20	\$49.83	\$91.85	\$75.50
Grant	\$22.45	\$22.71	\$43.88	\$47.85
Grays	\$8.16	\$8.72	\$16.80	\$19.57
Island	\$13.02	\$11.13	\$30.40	\$24.30
Jefferson	\$13.90	\$13.22	\$37.28	\$24.77
Mason	\$11.35	\$14.18	\$25.93	\$31.05
Pacific	\$10.41	\$12.76	\$21.01	\$29.13
Pullman	\$2.73	\$2.91	\$7.53	\$7.11
Okanogan	\$22.08	\$30.43	\$112.21	\$114.55