

North Central Regional Transportation Planning Organization

HSTP 2010

A Coordinated Public Transit Plan

Adopted—12/08/2010

2010 Update of the Human Services Coordinated Transportation Plan completed by the North Central Washington Regional Transportation Planning Organization as required for participation in the WSDOT Consolidated Grant Program.

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Acknowledgements

Plan Partners

This plan was facilitated and developed by the Wenatchee Valley Transportation Council Staff as a service to the North Central Regional Transportation Organization. Additional partners in this plan include; LINK Transit, Okanogan County Transportation and Nutrition, Department of Social and Health Services, The Colville Reservation, and the Washington State Department of Transportation.

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ADA Accommodations:

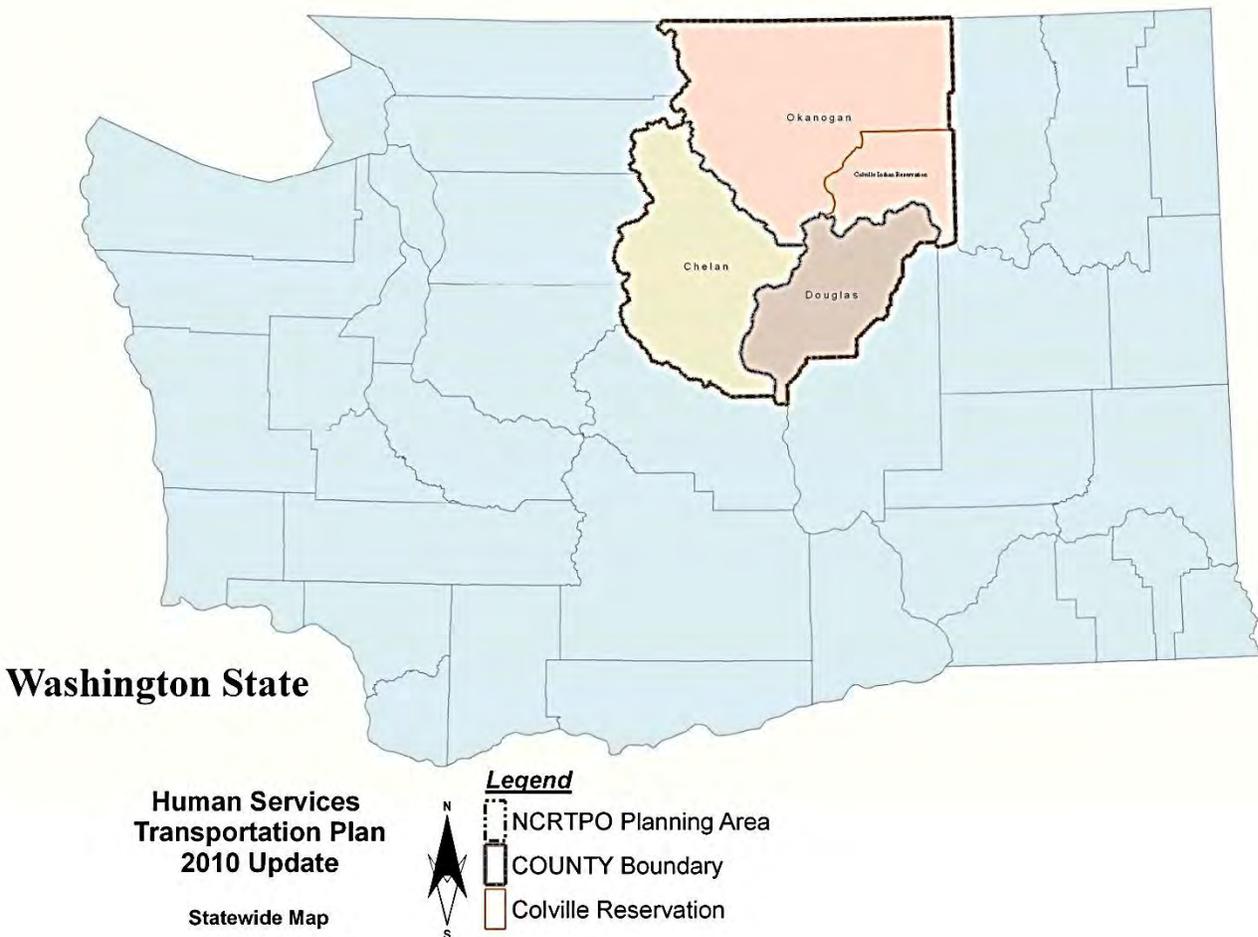
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Chapter 1 Introduction

Map 1--Statewide Map



The North Central Regional Transportation Organization (NCRTPO), which covers the Chelan-Douglas-Okanogan County region of North Central Washington is unique in many ways and provides both residents and visitors with many opportunities to live and work within rural, agricultural, urban and even wilderness settings.

As with any area in the state, the need for a transit system that provides reliable, frequent, and safe service for all residents travelling to and from work, medical/social service appointments, or as general transport, within and between our communities, is high. Because of the distances separating cities and towns, and residential development in geographically dispersed, and in some cases remote locations, providing adequate public transportation to meet all needs is a significant challenge.

A coalition of representatives of the various city/county jurisdictions, transportation service providers, transit users, and at-risk client advocates (youth, disabled, low income, and elderly populations) worked through a public process and collaborative effort to update this plan for 2010.

This plan complies with Executive Order (EO) 13330 and the federal transportation bill, titled SAFETEA-LU. Reference to the specifics of these mandates can be found in the appendix section of this document.

Project Goals

This plan has three basic goals:

1. Meet the requirements set by EO1330, SAFETEA-LU and State of Washington for Coordinated Transportation Planning
2. Facilitate funding and operation of local and regional transportation services operating within the NCRTPO three county region.
3. Highlight the needs of citizens, private business, social service agencies, non-profits and public transportation providers in order to provide an effective and useful public transportation network in our region.

In addition to the above goals it is hoped that this plan will also reinforce the efforts made by local transportation providers to create a sustainable system that can effectively serve the whole population of Chelan, Douglas and Okanogan Counties in a cost effective and coordinated manner.

Federal and State Roles

The requirements of SAFETEA-LU build upon previous federal initiatives intended to enhance social service transportation coordination. Among these are:

- **Presidential Executive Order:** In February 2004, President Bush signed an Executive Order establishing an Interagency Transportation Coordinating Council on Access and Mobility to focus 10 federal agencies on the coordination agenda. The full text of the order can be found at www.whitehouse.gov/news/releases/2004/02/20040224-9.html
- **A Framework for Action:** The Framework for Action is a self-assessment tool that states and communities can use to identify areas of success and highlight the actions still needed to improve the coordination of human service transportation. This tool has been developed through the United We Ride initiative sponsored by FTA, and can be found on FTA's website: www.fta.dot.gov/CCAM/www/index.html
- **Medicaid Transportation Initiatives:**
 - *Transit Passes:* Federal regulations require that Medicaid eligible persons who need transportation for non-emergency medical care be provided transportation. For many

people, the most cost-effective way to provide this transportation is with public transportation. Medicaid rules now allow the purchase of a monthly bus pass as an allowable Medicaid program expense.

- *Medicaid Brokerages:* Some states, including Washington, provide transportation services for Medicaid eligible persons through a brokerage arrangement. Typically, the broker will confirm the passenger's eligibility status, arrange for the trip through an appropriate vendor, and manage the fiscal oversight for the program.
- **Previous Research:** Numerous studies and reports have documented the benefits of enhanced coordination efforts among federal programs that fund or sponsor transportation for their clients.¹

Washington State Coordination Efforts

In Washington, the Agency Council on Coordinated Transportation (ACCT) is a partnership of members from the legislature, and regional state agencies, transportation providers and consumer advocates whose mission is to direct and promote activities that efficiently use all available state and community resources for special needs transportation across the state. ACCT was created by the legislature in 1998 to facilitate coordination and eliminate cross-jurisdictional and government program barriers to transportation. ACCT is taking a lead role to work with transportation providers and planning organizations throughout the state to implement the new federal planning requirements.

As a means of providing more efficient, cost-effective, non-emergency medical transportation, Washington converted its transportation program into a brokerage service model. The Medicaid brokerage system has been able to keep transportation costs down by coordinating transportation services with other state agencies. Within the state there are nine regional brokerage agencies which are contracted to provide transportation services to 13 separate regions. Washington has been successful in providing expanded and effective access to medical services and is recognized as a model for other brokerage programs across the country.

Stakeholder Involvement

A steering committee made up of representatives of the two major transit providers in the region (LINK and Okanogan County Transportation and Nutrition [OCTN]) outlined a schedule of meetings and agendas for the development of the plan in early June 2010. Following this meeting a survey was sent out to more than 50 individuals who represent the social services, work source agencies, family organizations, tribal organizations and transportation providers in the region. The results of the survey were used to develop a snapshot of the needs and perception of the value of public transportation in the region as it relates to the diverse needs of this group.

¹ Examples include United States General Accounting Office (GAO) reports to Congress titled Transportation Disadvantaged Populations, Some Coordination Efforts among Programs Providing Transportation, but Obstacles Persist, (June 2003) and Transportation Disadvantaged Seniors—Efforts to Enhance Senior Mobility Could Benefit From Additional Guidance and Information, (Aug. 2004).

From June through September 2010 a total of three stakeholder meetings were held; one in Omak, one in Wenatchee, and one in Chelan. Participation at the three meetings was good with more than 30 total participants. During these meetings the groups focused on review of the existing plan, service levels, service needs and locations.

Meeting participants worked through exercises to determine and prioritize local and regional needs, gaps and barriers to the development of an effective transportation system. Workshop participants prioritized projects and identified which existing services were most threatened if funding were reduced and/or eliminated; participants also identified areas of greatest need for new services.

It was the consensus of the group that maintaining the existing services as well as restoring services to previous service levels were of the highest importance. Expansion of routes and development of new routes were highly regarded as significant needs within the region, but not at the expense of any existing services. The final priority lists were developed through careful negotiation between grant applicants, recognizing that some projects could safely live in a lower priority level allowing projects that have a greater need for funding to take higher priority.

Chapter 2 Description of existing transportation services

Deviated/ Fixed Route Transit

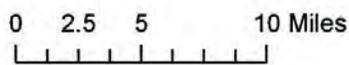
Deviated fixed route: A hybrid of fixed-route and demand-response services. With this type of service, a bus or van stops at fixed points and keeps to a timetable but can deviate its course between two stops to go to a specific location for a pre-scheduled request. Deviated fix route service is often used to provide accessibility to people with disabilities.

LINK Transit

LINK Transit provides fixed-route services in Chelan and Douglas Counties. These routes serve Leavenworth, Cashmere, Monitor, Wenatchee, Malaga, East Wenatchee, Rock Island, Orondo, Waterville, Chelan, Manson, and Entiat. LINK Plus provides the Americans with Disabilities Act (ADA) mandated public transit for those individuals who are unable to use the fixed-route bus service in Chelan and Douglas Counties. LINK Plus service is provided in the same areas the fixed-route bus travels and expands 3/4 of a mile on each side of the route. It operates on the same time schedule as the fixed-route buses. Taxi vouchers are provided for paratransit-eligible users when paratransit is not available.



Map 2--LINK Regional Routes



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LINK Deviated Route
Service



Legend

LINK Regional routes

reg_routes

- LINK Plus
- Route 20
- Route 21
- Route 22
- Route 23
- Route 24
- Route 25
- Route 28
- Route 37

Okanogan County Transportation and Nutrition (OCTN)

OCTN currently provide on-demand services to residents of 14 communities: Omak, Okanogan, Malott, Oroville, Tonasket, Riverside, Ellisford, Brewster, Bridgeport, Pateros, Twisp, Winthrop, Nespelem and Grand Coulee.

JARC (Job Access Reverse Commute) – Deviated Fixed

Starts in Omak and runs both south and north.

North route on Hwy 97 stops at Riverside, Tonasket, Ellisford and Oroville. Will make stops along the way on Hwy 97 if there is a safe place to pull off and prior arrangements are made. If special arrangements are needed (i.e. during the winter and someone lives within ¼ to ½ mile off Hwy. 97) if someone is disabled or has small children making getting to the Hwy dangerous or impossible, we will make the deviation from the route to accommodate those passengers. This route makes 3 round trips per day; one early morning, one mid-day and one in late afternoon trip. Approximate round trip mileage is 90 miles.

South route on Hwy 97 stops at Okanogan, Malott, then takes Hwy 17 to Bridgeport, then Hwy 173 to Brewster and back along Hwy 97 to Omak. This route can also have special arrangements made for minimal deviation of route. This route makes 2 round trips per day; one early morning and one late afternoon. Approximate round trip mileage is 88 miles.

Nespelem Commuter – Deviated Fixed route.

Originates in Omak and travels Hwy 2 to Nespelem, the Tribal Agency, and Coulee Dam. This service may also deviate from the fixed route for special arrangements and will stop along the way if there is a safe place to pull off. The Commuter runs Monday through Friday – 2 round trips per day – one early morning and one late afternoon.

Omak/Okanogan Shuttle—Deviated Fixed

Shuttle route begins in North Omak stopping at designated bus stops in Omak then down 97A (Okoma Drive) to Okanogan at designated stops. This service will stop and pick up along the way if flagged down and there is a safe place to pull off. The loop runs on the hour at each designated stop. Stops in Omak are: Shell Station on Riverside Drive, Wal-Mart, Wenatchee Valley Clinic, Behavioral Health, Safeway, Wenatchee Valley College, and DSHS then to Okanogan Court House, Community Action, and J & S Drug Store the Shuttle runs Monday through Friday – 8 am to 3 pm (hours were reduced when funding was reduced).

Map 3--OCTN Existing Services



0 3.5 7 14 Miles

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Existing OCTN
Deviated Route Services



Legend

- OCTN_JARC
Travel route
- North--Omak to Oroville
- South Loop--Omak-Bridgeport-Brewster
- OCTN Omak_Okanogan_shuttle
- OCTN Nespelem_commuter route

Demand Response Service:

The type of transit service where individual passengers can request transportation from a specific location to another specific location at a certain time. Transit vehicles providing demand-response service do not follow a fixed route, but travel throughout the community transporting passengers according to their specific requests. Can also be called "dial-a-ride." These services usually, but not always, require advance reservations.

Frequency and hours depend on available funding. Current schedules are as follows but were reduced by 25% from previous years. Local transportation provided by OCTN in the following areas: All provide service within 10 mile radius of town.

Omak/Okanogan –3 buses Monday through Friday – 7am to 5pm.

Oroville – 1 bus – Tuesday, Thursday and Friday - approximately 3 ½ hours per day

Tonasket – 1 bus – Monday, Wednesday, Thursday – approximately 4 ½ hours per day

Brewster/Pateros/Bridgeport – 1 bus – Monday and Tuesday approximately 4 ½ hours per day and Thursday for approximately 6 hours

Twisp/Winthrop – 1 bus – Monday, Thursday and Friday – approximately 7 hours per day

The dial a Ride service also provides long distance trips to Wenatchee one time per month from each area and long distance service to Omak one time per month except Brewster which comes twice per month to Omak

Para Transit Service:

This type of passenger transportation is more flexible than conventional fixed-route transit but more structured than the use of private automobiles. Paratransit is a broad term that may be used to describe any means of shared ride transportation other than fixed route mass transit services. Paratransit services usually use smaller vehicles (less than 25 passengers) and provide advance-reservation, demand-responsive service that is either curb-to-curb or door-to-door. Paratransit services that are provided to accommodate passengers with disabilities who are unable to use fixed route service and that meet specific service equivalency tests are called ADA complementary paratransit services.

LINK provides this service within Chelan and Douglas Counties with their LINK-Plus program.

Map 4—OCTN Dial-a-Ride



Legend

- Health and Human Services Locations
- OCTN Dial_a_Ride Hubs
- DAR 10 mile range
- OCTN_JARC Travel route
- North—Omak to Oroville
- South Loop—Omak-Bridgeport-Brewster
- OCTN Nespelem_commuter route
- OCTN Omak_Okanogan_shuttle

0 3.5 7 14 Miles

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Existing OCTN Dial-a-Ride Services

Contract Services

A method of providing transportation where riders are matched with appropriate transportation providers through a central trip-request and administrative facility. The transportation broker may centralize vehicle dispatch, record keeping, vehicle maintenance and other functions under contractual arrangements with agencies, municipalities and other organizations. Actual trips are provided by a number of different vendors.

Tran Care

The Medical Transportation Program, a division of the Medical Assistance Administration (MAA), provides rides to non-emergency services for all Medicaid clients who have no other means of transportation. This program is administered through local brokers, who arrange the transportation for eligible participants. TranCare is the broker for Chelan, Douglas, and Okanogan Counties. Within the tri-county region there are approximately 35,000 eligible riders. TranCare brokers provide approximately 4,000 on-demands, door-to-door rides each month.

Wenatchee Mobility Services

Wenatchee Mobility Services (WMS) is a private provider that offers services to all riders. WMS has the ability to transport wheelchair clients as well as ambulatory. Although WMS will provide travel anywhere in the State of Washington, most services are provided in Chelan, Douglas, and Okanogan Counties. WMS maintains three minivans, providing services 24 hours/day Monday through Saturday, and Sunday by special request. Similar services are offered by Gateway Bus, AAA Motorcoach, and Classic Taxi. TranCare and Link Transit contract for services with all of these providers.

Long Distance Service

Long distance service provided between cities, often as part of a large network of intercity bus operators. Both express and local bus service may be provided. The Greyhound and Trailways systems are examples national intercity bus networks.

Trailways/Appleline

Trailways and the Appleline offer long distance service only. Trailways has two stop times daily in Wenatchee and provides service to Seattle and Spokane via Hwy 2 and I-90. The Appleline serves only the Hwy 97 corridor with one round trip per day from Omak to Ellensburg.

Chapter 3 Key Findings

Study Area Description

The three county NCRTPO is located in what is known as North Central Washington. Land area within this region covers more than 10,000 square miles. Landscape is primarily rural and agricultural surrounded by natural and wild areas. All three counties share a backbone of agricultural industry within the diverse rural landscape, highlighted by natural beauty and high demand recreational destinations. Many of the cities and towns are located a long distance from the more dense relatively urban areas of Wenatchee, East Wenatchee and Omak. These more dense urban areas host the

Map 5--NCRTPO Planning Area



majority of medical and human services locations, major shopping centers and employment opportunities not found in the smaller cities.

Many of the cities and towns in the region are recreation/vacation destinations which allow for more local services, and local employment opportunities. These areas also suffer from inflated housing costs, and costs of goods and services. Lower income families move further out into surrounding, more distant/affordable, county locations where they have to travel longer distances for work, social or medical reasons.

Demographics

The data used is provided by the 2000 census, at the time of this update the most recent 2010 US Census had not been released. In order to apply more up to date numbers to this plan, data was used from the Office of Financial Management, Forecasting Division.

According to the Office of Financial Management, Forecasting Division, the combined population of the three counties in 2010 is estimated to be 152,700 people. Chelan County is the most highly populated (73,300) of the three counties, with Okanogan and Douglas effectively splitting the remaining population (40,900 and 38,500 respectively). All three counties are considered rural with populations spread throughout many smaller towns and un-incorporated areas. The most densely populated areas are Wenatchee, East Wenatchee, and Omak; 42% of Chelan, 31% of Douglas, and 12% of Okanogan residents live in these three cities. Greater than half of all residents within each county live in the un-incorporated rural areas located there.²

According to the 2000 Census, each of the three Counties within this region have a slightly higher percentage of senior citizens, people with a disability and low income households compared to the Washington State average. Often these same groups have limited vehicle access and a greater need for transportation services. Census data reinforces this and shows there are a greater percentage of households without a vehicle, and individuals that carpool to work on a regular basis than the Washington State Average.

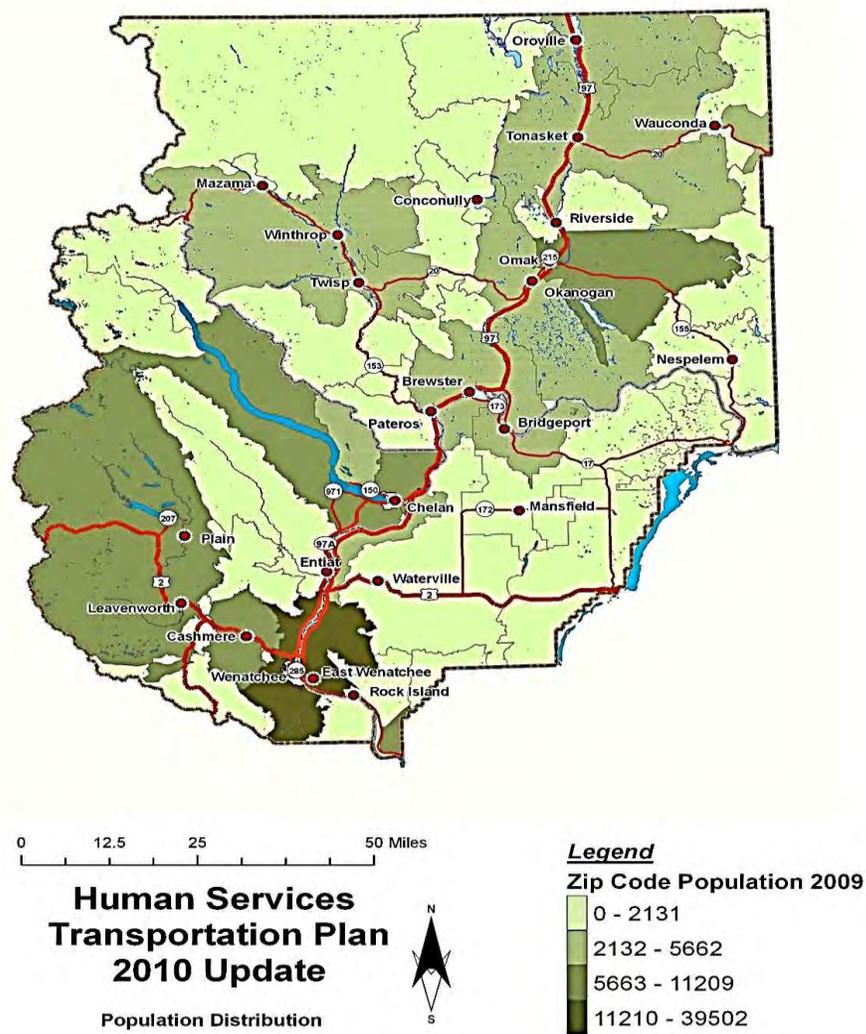
All three counties share a backbone of agricultural industry within a diverse rural landscape, highlighted by natural beauty and high demand recreational destinations. Many of the cities and towns are located a long distance from the more dense urban areas of Wenatchee, East Wenatchee and Omak. These more dense urban areas host the majority of medical and human services locations, major shopping centers and employment opportunities not found in the smaller cities.

A major challenge to the public transportation providers in the region is the fact that the lower density, outlying areas, within the un-incorporated parts of the counties, contains the populations with the greatest need for public transportation services.

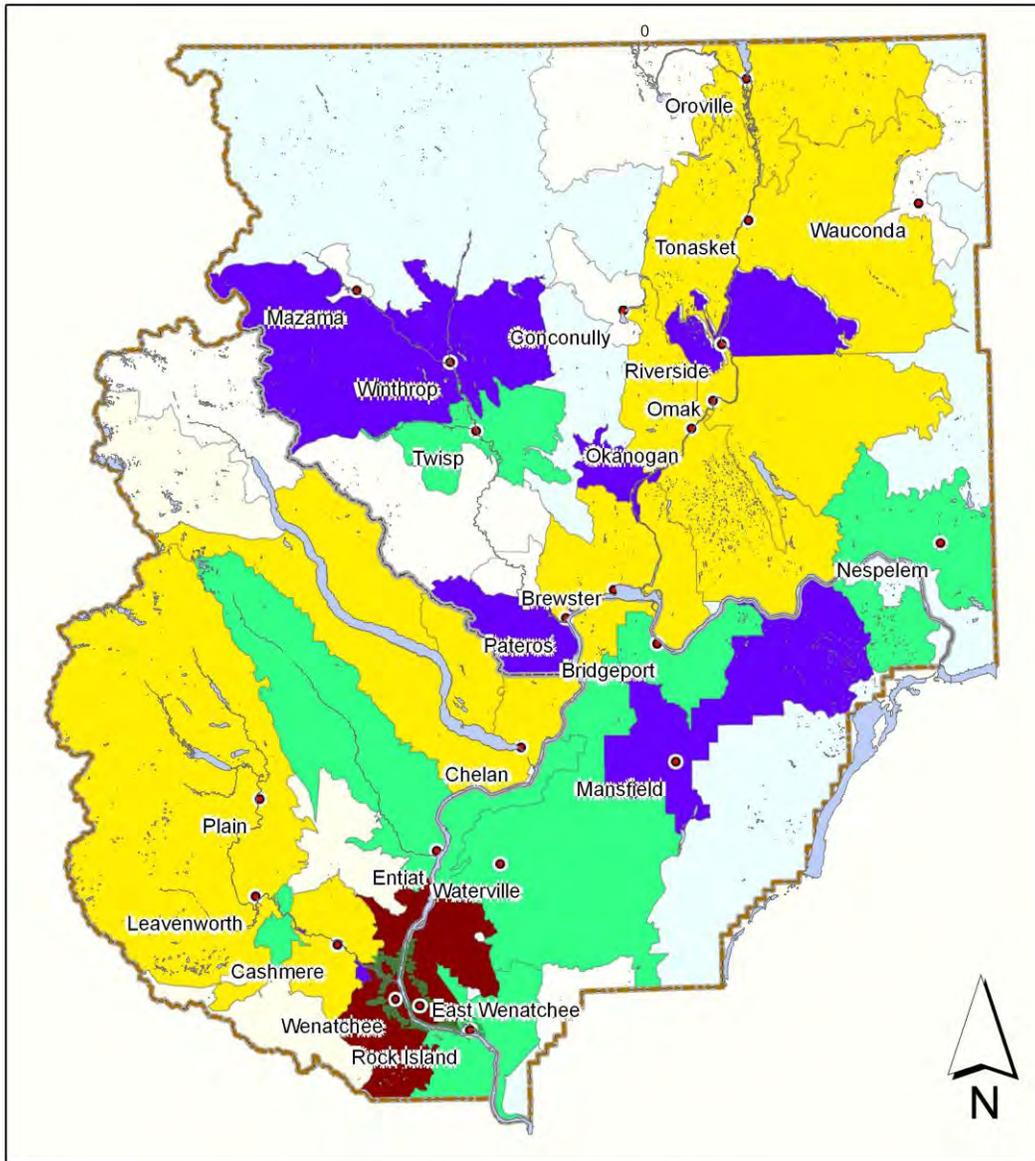
² April 1, 2010 Population of Cities, Towns, and Counties Report—Office of Financial Management

Public transportation service providers within the whole region expressed a desire to highlight the importance of the system to the whole population and not just those outlined within this plan. In order for services to be effectively provided, maintained and expanded for all, ridership must grow, in all segments of the population. This can only be achieved through progressive land use and transportation planning, additional funding, public support, and political will.

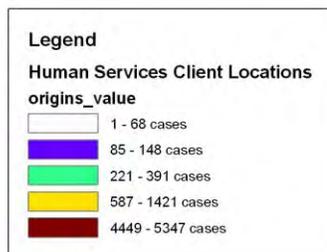
Map 6--Pop. Density by Zip Code



Map 7--DSHS Cases by Zip Code



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Total number of cases receiving DSHS Public Assistance (cash and/or medical and/or food assistance ["stamps"] and/or child care subsidy).

Households are not unduplicated – families may have more than 1 case in the count, but each case averages out to more than 1 person.

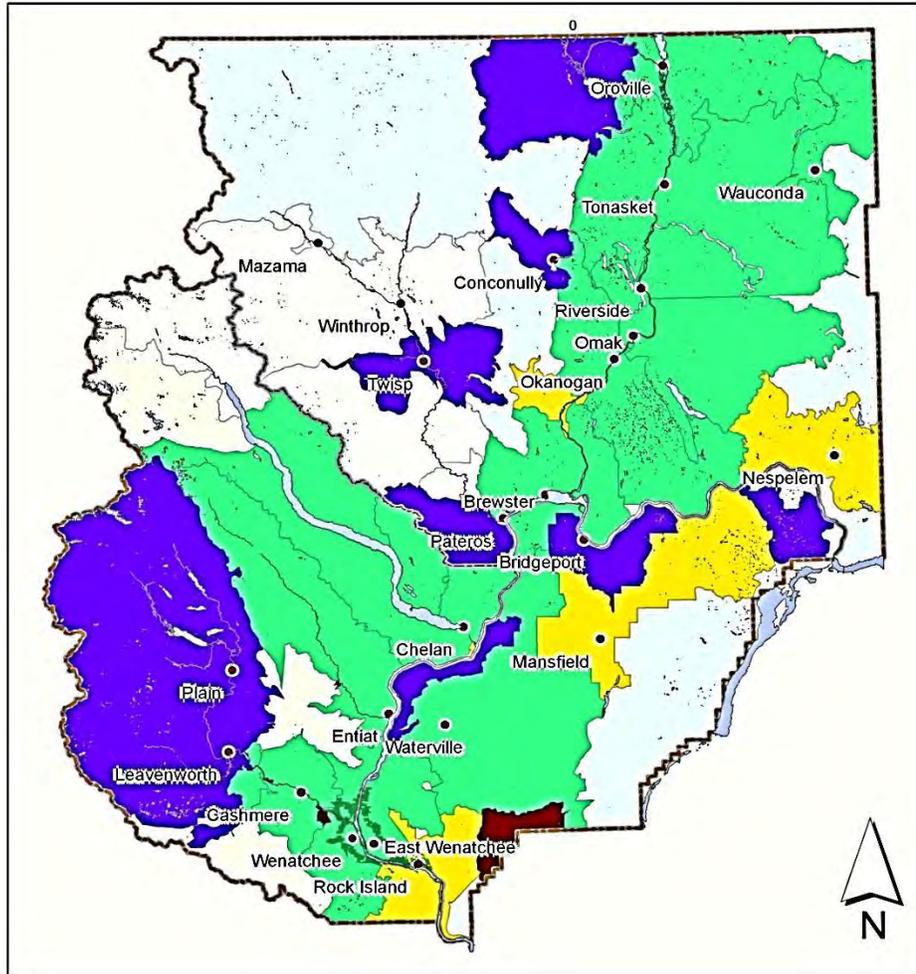
Numbers were provided per zip code by Chelan, Douglas, and Okanogan County CSO's.

Common Origins

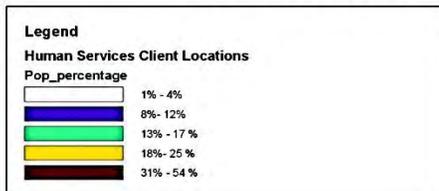
Identifying the common origins for all travel in the region was somewhat difficult. In an attempt to identify the areas of highest need the following maps were developed based on the number of DSHS cases per zip code. The information on Map 7 shows the highest numbers of cases are within the Wenatchee/East Wenatchee Metro area, which is well served by nearly all of the transportation providers. It also shows that the next highest numbers fell within the more rural and distant parts of both Chelan and Okanogan Counties. These areas have less access and fewer options for public transportation.

The information on Map 8 shows another story and adjusts the levels of color for population percentage. In this map it is clear that the percentage of the population utilizing some type of Human Service is fairly equal throughout Chelan, Douglas, and Okanogan Counties, showing that 13-17% of the population are being served by DSHS.

Map 8--Origins by Zip Code



Percentage of Population using human services as reported by DSHS CSO for Chelan, Douglas, Okanogan County per zip code.

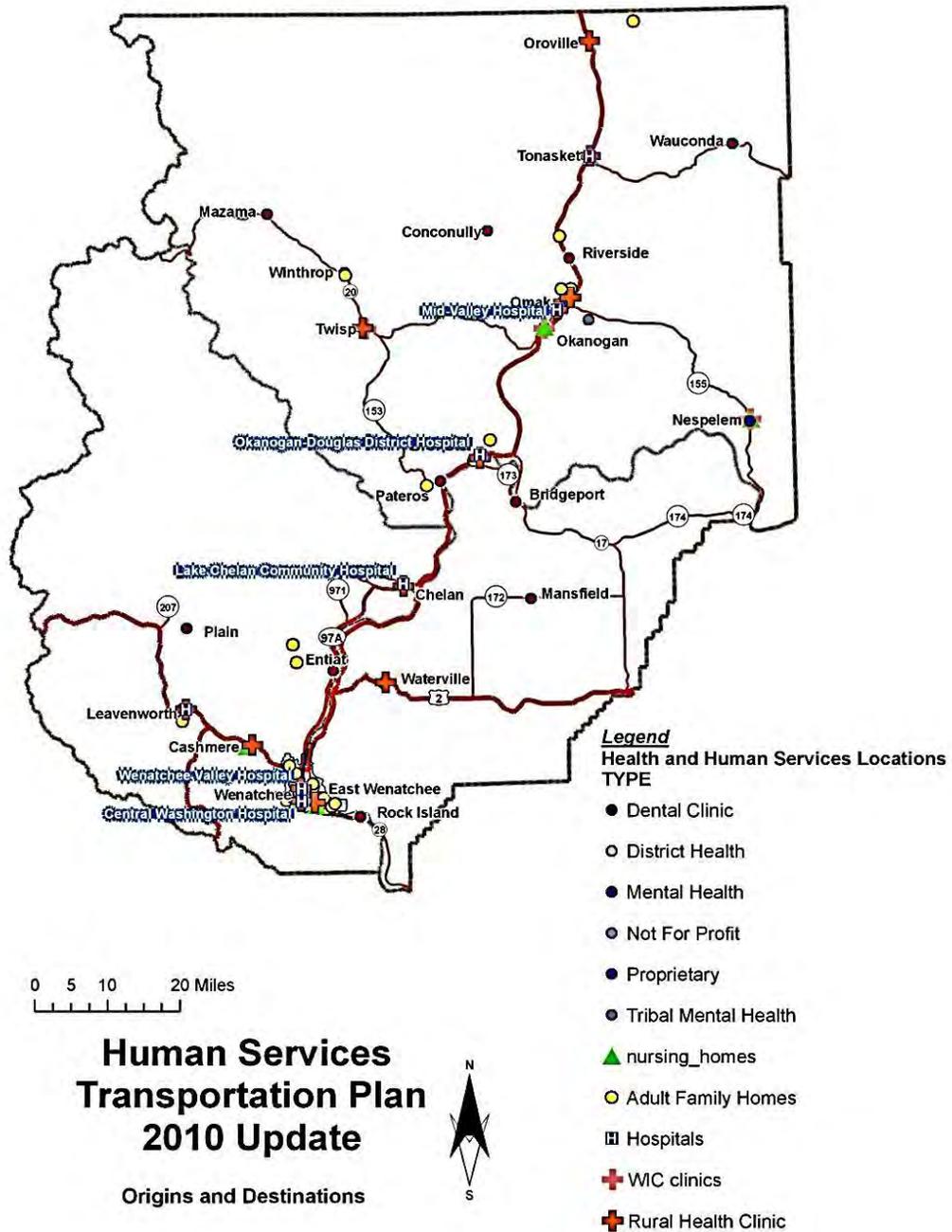


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Common Destinations

Common destinations within the region fall within 4 categories, employment, health, social and shopping. The majority of the larger employers within the region are within 10 miles of Wenatchee and East Wenatchee and includes government agencies, health care services, tree fruit processors and major retailers. Major shopping centers, meaning large box stores and retail shopping malls, are located in Wenatchee, East Wenatchee, Chelan and Omak.

Map 9--Health & Human Services: Origins & Destinations



Needs-Gaps-Barriers

A key element of this plan is the evaluation of the current public transportation service needs and the identification of gaps and barriers to these services within the NCRTPO.

The planning workshops employed the following guidelines to categorize identified transportation needs:

- Services that would not otherwise operate without grant funds
- Extension and expansion of current services to meet an identified need
- New service established to meet an identified need

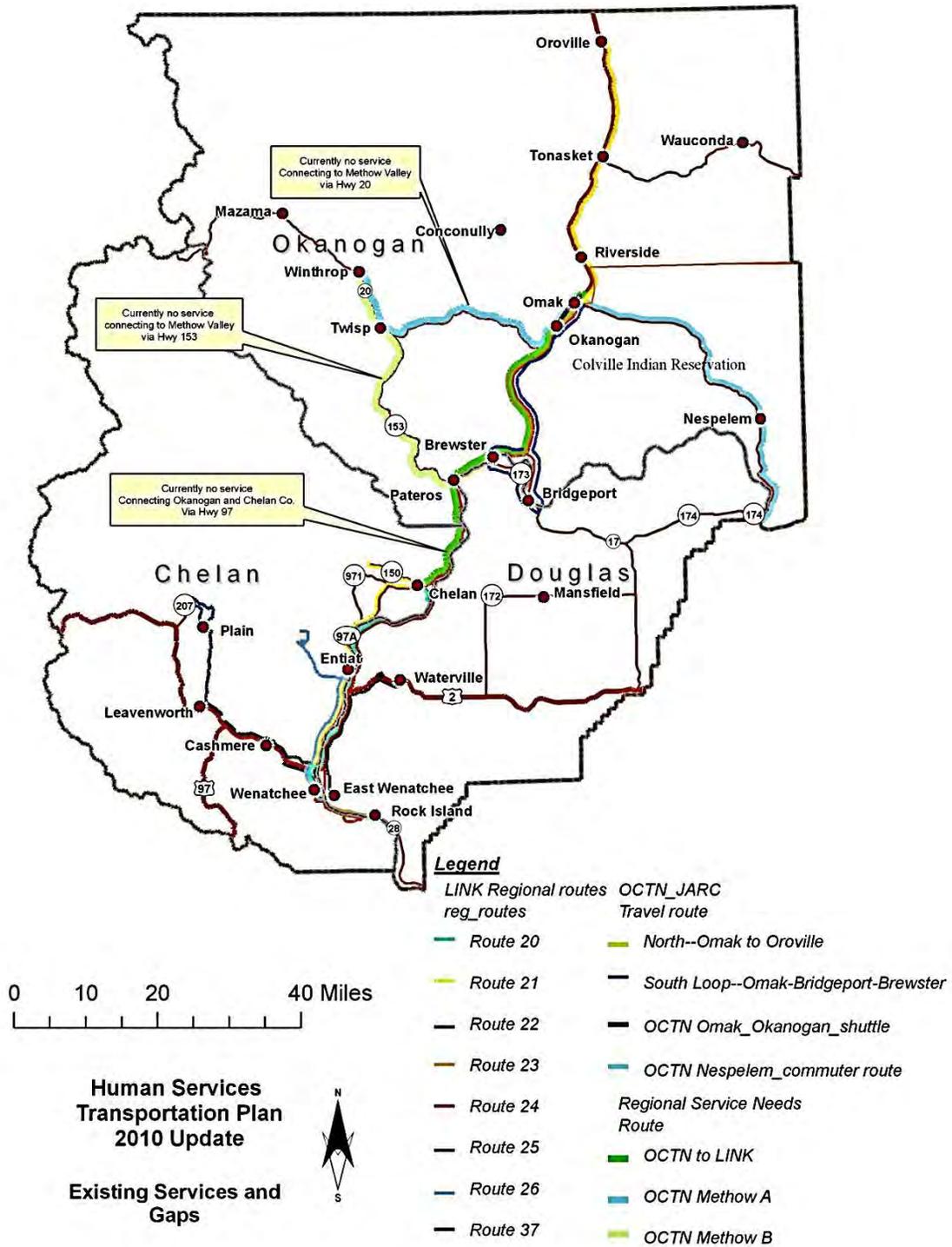
The need to **maintain existing services** was collectively identified as the top priority by participants in all three counties. Many of the existing services need additional funding just to maintain their current service levels.

Expanded scheduling, increased/improved stop locations and public education were identified as a specific need in all counties. This included service expansion within the existing service area to provide more trips for JARC users.

New services were identified to fill gaps identified in all three counties. Service to the Methow Valley, as well as a need for better connectivity between Chelan, Douglas and Okanogan Counties for access to employment, medical services and general transportation between population centers were of primary concern.

Many other common barriers were identified by the participants, these included; lack of adequate funding, lack of safe non-motorized access to transit stops, and information accessibility for users and agencies working with specific populations with public transportation needs.

Map 10--Regional Service Gaps



Service Overlap

Within the NCRTPPO planning area transportation providers have been required to establish very distinct service areas. Because of the large service areas and rural character of the planning area; redundancy of service was not deemed to be an issue, if present at all.

Intelligent Transportation Systems

Intelligent Transportation Systems (ITS). refers to a broad range of wireless and wire line communications-based information and electronic technologies. When integrated into the transportation system's infrastructure and into vehicles themselves, these technologies relieve congestion, improve safety and enhance productivity. ITS is made up of 16 types of technology based systems, divided into intelligent infrastructure systems and intelligent vehicle systems.

Intelligent Transportation Systems (ITS) are primarily used in major metropolitan areas where ridership and local funding provides the needed support to make these systems effective. Although implementation of an ITS (i.e. electronic signage at bus stops and electronic fare collection boxes) provide many benefits and have been shown to boost overall ridership of transit. The cost associated is prohibitive due to the rural nature of the region with relatively small metropolitan areas. Without a significant increase in funding for rural transit and reduction of system cost this will remain out of reach for transit providers in our area.

Emergency Management

All local transit providers have worked with local emergency officials to outline their roles in case of a large scale emergency or natural disaster.

Chapter 4 Prioritization and Implementation

Prioritization Process

The overarching goal of this planning effort is to respond to both the State and Federal requirements associated with funding provided by the Consolidated Grant Program. Federal Guidance issued by the FTA specifically requires the participation of diverse groups of stakeholders to identify service gaps and/or barriers, strategize on solutions most appropriate to meet these needs based on local circumstances, and prioritize these needs for inclusion in the plan. Service gaps and unmet transportation needs were identified through the series of workshops convened July-September of 2010. Projects were developed and proposed from the needs identified by the stakeholders.

Projects were initially prioritized in the following manner as prescribed by the Washington State Department of Transportation.

Priority A: Continuation of current services that would not otherwise operate without grant funds *(50 point bonus, six projects allowed)*

Priority B: Extension or expansion of current services to meet an identified need. *(25 Point bonus, five projects allowed)*

Priority C: New service established to meet an identified need. *(12 Point bonus, five projects allowed)*

Priority D: Projects that respond to needs or gaps but that did not rank high enough to be placed in the limited priority A,B,C ranking. *(No Bonus points, no limit)*

Projects addressing the transportation needs and gaps were included in all categories. Although not required the workshop participants ranked continuation of base services as their top priority and highest need.

Projects were then prioritized by likelihood of funding with some projects moving up or down depending on strength of project. Priority D projects were included in this plan in response to previous plans which did not include “all” projects and therefore limited the transit providers’ options for outside grant funding. This level of priority listing is not required by WSDOT

Based on this process the following projects were selected for submittal to the NCRTPO board. The NCRTPO will then forward the list to the WSDOT.

Project Lists:

Table 1--Priority A Projects

Priority A Projects					
Priority	Project Index Label	Project NAME	Project Lead	Project Description	Project Type
A	2010-A1	Okanogan County Commuter	OCTN	Maintain job access and services access trips between Oroville & Omak – three trips per day; Bridgeport/Brewster & Omak – three round trips per day; and Okanogan & Omak – on demand M-F. Partially funded 2008	Preservation of Services
A	2010-A2	High Frequency Wenatchee Urban Commuter Routes	LINK	Maintain frequency of 30 minute headways on employment-dense urban commuter routes.	Preservation of Services
A	2010-A3	Omak/Okanogan Shuttle	OCTN	Maintain deviated route between Omak and Okanogan – Monday through Friday with extended service hours for existing job access and services access routes. Partially funded 2008	Preservation and Restoration of services
A	2010-A4	Okanogan County Dial-a-Ride Door-to-Door Service	OCTN	Dial-a-Ride door-to-door service within six communities in Okanogan County. Partially funded 2008.	Preservation and Restoration of Services
A	2010-A5	Chelan/Douglas Rural Commuters	LINK	Maintain rural commuter routes serving Leavenworth, Wenatchee, Ardenvoir, Orondo and Chelan (routes 20,21,22,26).	Preservation of Services

A	2010-A6	Colville Tribal Access Commuter	OCTN	Maintain job access and services access commuter route between Grand Coulee/Nespelem and Omak – Monday through Friday. Partially funded in 2008	Preservation and Restoration of Services
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Table 2--Priority B Projects

Priority B Projects					
Priority	Project Index Label	Project NAME	Project Lead	Project Description	Project Type
B	2010-B1	Okanogan County Fleet Replacement	OCTN	Purchase of two new mini-buses (12 passenger with 2 wheelchair stations) to maintain existing level of service. Partially funded in 2008	Preservation and Restoration of Services
B	2010-B2	Mobility Coordinator	LINK	Maintain full-time mobility manager and travel trainer	Preservation of Services
B	2010-B3	TranCare Software Compliance Upgrade	TranCare	Custom Transportation Management Software to allow TranCare to be self-sufficient and compliant with agency requirements. NEMT Software ,computer server, other essential computer related items for the operation	Preservation of Services
B	2010-B4	Plain/Leavenworth Commuter	LINK	Maintain job and service access commuter/flex-routed community shuttle between Plain/Lake Wenatchee and Wenatchee. Route also provides paratransit services for the greater Leavenworth area.	Preservation of Services
B	2010-B5	OCTN Visible Bus Program	OCTN	Painting of existing buses and placing logos to make buses more visible and recognizable as a transportation service available to all segments of the population	Preservation of Services

Table 3--Priority C Projects

Priority C Projects					
Priority	Project Index Label	Project NAME	Project Lead	Project Description	Project Type
C	2010-C1	Public Transit between Methow Valley and Okanogan/Omak area.	OCTN	Commuter bus or van that travels Omak-Okanogan-Twisp- Winthrop twice daily.	New Project
C	2010-C2	Expansion of Transit service within OCTN service area	OCTN	Additional busses and staffing needed to increase service hours, frequency and routes within service area to provide for weekend, evening service.	Service Expansion
C	2010-C3	Expansion of OCTN Transit service to include Omak to Chelan route	OCTN	Daily route to Chelan from Omak, 2-3 RT per day 7 days week	New Project
C	2010-C4	Bus Replacement	LINK	Replace: Cut-a-way Buses-- (7) Minivans--(9) Full size buses--(3) Trolleys (diesel)-- (2)	Preservation of Services
C	2010-C5	Pedestrian Improvements	LINK	Lighted street crosswalk	New Project

Table 4--Priority D Projects

Priority D Projects					
Priority	Project Index Label	Project NAME	Project Lead	Project Description	Project Type
D	2010-D1	Non-motorized improvements for access to local transit stops in Omak and Okanogan.	OCTN	Provide bus shelters and secure bike racks at designated stops for shuttle route and for JARC routes, create permanent and safe stops on hwy 155 for current transit route.	New Project
D	2010-D2	Seasonal Migrant Worker Coordinated Transportation Service	OCTN--H2A	Seasonal Transit Route or Vanpool accessing farmworker housing areas as a supplement to H2A provided transportation. Roundtrip to/from Brewster-Hwy 97-Monse Bridge-Bridgeport	New Project
D	2010-D3	Public Transportation Circulator route between Mazama and Carlton	OCTN	Vanpool or bus on a regular route that would consider typical work day schedules.	New Project
D	2010-D4	Okanogan Valley Vanpool Program	City/County-OCTN	Provide vans to outlying communities for use to make connections to current services or to go directly to employers	New Project
D	2010-D5	Senior Shuttle Service for Colville Indian AAA	Colville Indian AAA	Start a shuttle service M-F from 7:00 to 6:00 p.m. for seniors & elders dr. appointments, shopping, Home visits, etc.	New Project
D	2010-D6	Preventative Maintenance	LINK	Fleet maintenance	Preservation of Services
D	2010-D7	Electric Trolley	LINK	Earmark for two full EV Trolleys	New Project
D	2010-D8	Paratransit Software	LINK	New Paratransit scheduling software	Preservation of Services

D	2010-D9	Emergency Power Backup	LINK	New backup generator for emergency electrical backup during power outages	Preservation of Services
D	2010-D10	Bus Shelter Improvements	LINK	Bus shelter improvements	Service Expansion
D	2010-D11	Olds Station Expansion	LINK	Expansion of Olds Station Maintenance Facility	Service Expansion
D	2010-D12	Omak-Okanogan Bike route	City/County-OCTN	Bike lane with traffic-safety barrier; Omak-Okanogan to provide safe route for persons who cannot drive (disabled, no license, and no car) but can bicycle	Service Expansion
D	2010-A6	Special Needs Paratransit Service	LINK	Sustain existing service	Preservation of Services

Implementation

In order to best meet the needs identified above, a number of new project proposals have been added to the existing transportation services operating in the region. The proposed prioritized project list was assembled, according to WSDOT instructions. The ranked list will be used by WSDOT to assist in defining which projects throughout the state are funded through the Consolidated Grant Program. The NCRTPO's highest identified priority is to maintain existing services.

Funding awards will dictate implementation, all projects are projected for implementation during the 2011-13 biennium.

Appendix

Appendix A Acronyms

Table 5 Acronyms

CCAM	Coordinating Council on Access and Mobility
CDO	Chelan-Douglas-Okanogan Coordinated Transportation Coalition
CTC	Confederated Tribes of the Colville
EO	Executive Order
JARC	Job Access and Reverse Commute
NCRTPO	North Central Regional Transportation Planning Organization
OCTN	Okanogan County Transportation and Nutrition
RTPO	Regional Transportation Planning Organization
SAFETEA-LU	Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users
TERO	Tribal Employment Rights Ordinance
USC	United States Code
UWR	United We Ride
WSDOT	Washington State Department of Transportation
WVTC	Wenatchee Valley Transportation Council

Appendix B Development Background and Federal Mandates

Executive Order (EO) 13330: Human Services Transportation Coordination was signed by President George W. Bush on February 24, 2004. As a result of this EO, the Federal Interagency Transportation Coordinating Council on Access and Mobility (CAMM) created the United We Ride (UWR) initiative. UWR brings 11 federal departments together to simplify access, reduce duplication, and enhance cost efficiencies in community human services transportation.

The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) (Pub. L. No. 109-59, August 10, 2005) requires that formula programs for the Elderly Individuals and Individuals with Disabilities, Job Access and Reverse Commute (JARC), New Freedom, and other programs be derived from a coordinated plan. The intent of the coordinated plan is the same as that of the UWR initiative, to simplify access to transportation services, reduce duplication of services, and enhance cost efficiencies in community human services transportation. The coordinated plan must also identify deficiencies and needs in the regional system, and propose projects to meet those needs. WSDOT has designated Regional Transportation Planning Organizations (RTPOs) to take the lead in creating the coordinated plans.

Appendix C Federal Funding Programs

Job Access Reverse Commute (JARC)

This program provides funding for local programs that offer job access and reverse commute services to provide transportation for low income individuals who may live in the city core and work in suburban locations.

Statutory Reference: 49 U.S.C. Section 5316.

Elderly Persons and Persons with Disabilities

This program provides funding through a formula program to increase mobility for the elderly and persons with disabilities.

Statutory Reference: 49 U.S.C. Sections 5310.

New Freedom

This program encourages services and facility improvements to address the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act. New Freedom provides a new formula grant program for associated capital and operating costs.

Statutory Reference: 49 U.S.C. Section 5317.

Appendix D Plan Contributors and Participants**Table 6 – Plan Contributors, Social Services**

Bernardene	Charley	Okanogan Family Planning
Carey	Reyes	Colville Tribes-TANF Program
Claudia	Clausnitzer	Okanogan Community Housing Authority
Donna	Tittleman	DSHS-Work First
Duane	Johnson	DSHS-Division of Vocational Rehab
Hans	Slette	Northwest Justice Project
Harold	Peebles	Chelan Senior Center
Jodi	DeCesari	Career Path Services
Julie	Kagele	Chelan-Douglas Community Action
Lael	Duncan	Okanogan County Community Action Council
Linda	McMaster	DSHS-Aging and Adult Care of Central Wa.
Carol	McCormick	Columbia Valley Community Health
Reva	Desautel	Colville Tribes-AAA
Roger	Bauer	Okanogan Behavioral Health Care
Socorro	Wright	DSHS-Div. of Developmental Disabilities
Susie	Tryon	Catholic Family Child Services
Suzanne	Reister	North Central ESD
Tessa	Timmons	CVCH Behavioral Services
Alicia	McRae	Housing Authority of Wenatchee
Brian	Ropp	Retired Senior Volunteer Program
Bruce	Buckles	DSHS-Aging and Adult Care of Central Wa.
Cari	Helvey	Columbia River Home Care
Daryl	Pfitzer	DSHS-Statewide Customer Service Center
Debbie	Rivera	Labor Ready
Earl	Worthington	DSHS
Geri	Bartleson	Service Alternatives
Judith	Lurie	Northwest Justice Project
Julia	O'Conner	Family Empowerment Project
Kathy	George	Colville Tribes-Public Works Housing Program
Krishna	Warnstaff	Okanogan County Early HS
Lisa	Worley	Service Alternatives
Lori	Kostors	Wenatchee Valley Senior Activity Center
Margo	Amelong	Support Center
Mark	Judy	Cascade Medical Center
Mark	Dillon	DSHS-Community Service Division
Mary	Small	Chelan-Douglas County Health District
Mey	Guerra	Manson Senior Center (North Shore Bible Church)
Mike	Lynch	North Central ESD
Nancine	Hawkins	Addus Healthcare Inc.

Nancy	Nash	Mid Valley Hospital
Orlando	Gonzalez	Family Health Centers
Peggy	Sullivan	Okanogan Juvenile Services
Phoebe	Nelson	Womens Resource Center/Bruce T.H.
Rochelle	Riling	Community Networks
Ronni	Holder-Diefenbach	Economic Alliance
Sandy	Morrison	Community Networks
Tammie	Pauly	Childrens Home Society
Vanessa	Hodge	Beneficial In-Home Care
Vicky	Minto	Northwest Justice Project
Vicky	Turner	Wenatchee Valley College
		Cashmere Senior Center
		Colville Tribes-Employment & Training
		Colville Tribes-Human Resources Office
		Colville Tribes-Omak Health Program
		Colville Tribes-TANF Program
		Entiat Senior Center
		Leavenworth Senior Center
		Salvation Army
		Veterans Affairs Wenatchee CBOC
		Wenatchee Adult Respite Day Care Center
Bonnie	Vintin	DVR
Lee	Root	Career Path Services
Karissa	McLare	Room One
Glenda	Freel	The Support Center
Sheron	Sheldon	Red Cross
Susan	Speir	Room One
Patricia	Newman	Women's Resource Center
Rachael	Lundin	DVR
Camille	Stemm	Cascade Medical Center

Table 7--Plan Contributors, Transportation Services

Lynn	Bourton	Link Transit
Wendy	Sones	Link Transit
Richard	DeRock	Link Transit
Bruce	Phillips	Link Transit
Leanne	Whitener	OCTN
Adnan	Abou Ammo	TranCare
Larry	Harlow	Wenatchee Mobility
Charlie	Neill	NW Stagelines

Appendix E Planning Agency Descriptions

WVTC

The Wenatchee Valley Transportation Council (WVTC) was established in January 2003, as the Metropolitan Planning Organization for the greater Wenatchee Valley region in North-Central Washington.

NCRTPO

The NCRTPO has the responsibility to coordinate transportation planning in the non-metropolitan areas of Chelan, Douglas, and Okanogan counties. The WVTC, in cooperation with the North Central Regional Transportation Planning Organization (NCRTPO) is responsible for coordinating long-range transportation planning in the three county regions of Chelan, Douglas and Okanogan counties. This highly diverse tri-county region includes the Wenatchee metropolitan area, vast rural and agricultural lands, tourist resorts, an international border crossing, and the Colville Reservation..

Appendix F Regional Demographic Profile

Population

According to the Office of Financial Management, Forecasting Division, the combined population of the three counties in 2010 is estimated to be 152,700 people. Chelan County is the most highly populated (73,300) of the three counties, with Okanogan and Douglas effectively splitting the remaining population (40,900 and 38,500 respectively). All three counties are considered rural with populations spread throughout many smaller towns and un-incorporated areas.

The most densely populated areas of each county are located in the cities of Wenatchee, East Wenatchee, and Omak; 42% of Chelan County, 31% of Douglas County, and 12% of Okanogan County residents live in these three cities. Greater than half of all residents within each county live in the un-incorporated rural areas located there.³ Actual population density follows the same pattern with 22.8 people per square mile (ppm) in Chelan County, 17.9 ppm in Douglas County, and 7.5 ppm in Okanogan County.

Senior Population

According to the 2000 Census the senior population of the NCRTPO was slightly higher than the Washington State average (12.1%) at 14%. Within the three counties the population was similarly close with Douglas County at 12.7%, Chelan County at 13.9%, and Okanogan County slightly higher at 14%. Notably the town of Conconully in Okanogan County reported a senior population of 30%, Mansfield in Douglas County reporting 21.9%, Winthrop in Okanogan County at 18.6% and Leavenworth in Chelan at 18.6% as well. The remaining cities trended lower than these with the lowest percentage being 8.3% in Rock Island, Douglas County.

Disabled Populations

According to the 2000 census the populations of Chelan, Douglas and Okanogan County all report a lower percentage of 21-64 year old disabled population than the state average of 21%. The overall average percentage of disabled population of each county is nearly equal; the lowest with Chelan County (9.8%), Douglas in the middle (10%) and Okanogan County the highest (11.8%).

Within each County many of the smaller communities have relatively higher percentages than the larger cities which are better served by local and regional transit. Entiat, located in Chelan County, recorded the highest percentage of all locations within the RTPO with 20% of the population age 21-64 reporting a disability. Other notables are Pateros (18.4%), Conconully (15.1%), and Twisp (14.5%) which all fall within Okanogan County. The City of Wenatchee, which has the highest level of medical services and public transportation, also has the lowest level of disabled population at 2.4%, the next lowest is located Mansfield (Douglas County) with 5.7% of the population claiming a disability. The total population (21-64 years) claiming a disability is greater than 25,000 residents.

³ April 1, 2010 Population of Cities, Towns, and Counties Report—Office of Financial Management

Income Status

According to the 2000 Census report 16% of families within the NCRTPPO live at or below the poverty level. This is significantly higher than the Washington State average of 11%. Within the plan area Okanogan County has the highest percentage population living below the poverty level at 21%, with Chelan and Douglas Counties more than 7 points lower at 12% and 14% respectively. Individual communities within the plan area range from a low of 8% to a high of 33%. Okanogan and Douglas Counties share the highest percentage of low income residents in a single town with Brewster and Bridgeport at 33% and 32% respectively. The total number of residents living below the poverty level in the three counties is more than 20,000 residents.

According to the Office of Financial Management the Projected Median Household Income for 2009 was approximately \$11,000 lower than the state average of \$54,086. Chelan and Douglas Counties are nearly equal at \$42,961 and \$43,999 respectfully with Okanogan County significantly lower at \$35,889.⁴

Personal Transportation

According to the 2000 Census report residents within the RTPO had slightly better access to a vehicle with only 6.2% of households reporting no access to a vehicle, as opposed to 7.4% at the state level. This translates into roughly 2,000 households in Chelan County, 500 in Douglas and 1,000 in Okanogan County. Additionally an average of 14% of the residents within the RTPO carpool to work, 5% walk, and 1% use public transit. Public transit is dramatically lower than the state average of 4.9%, while carpooling, at 14%, and walking, at 5%, are both higher than the state averages of 12.8% and 3.2% respectively. Specific numbers for bicycling were not available. The mean commute travel time for residents in the RTPO is 17.5 minutes; whereas the state's mean is 25.5 minutes.

Employment and Economy

According to the Washington State Employment Security Department the average unemployment level for the region at the time of this update is approximately 9% which is only slightly lower than the state average of 9.2%⁵ For the years between 2008 and 2010 the average unemployment rate has risen nearly 5% at the state level with a slightly lower increase at the regional level. Major employers within the region fall within the agricultural industry, medical industry, government agencies, and education. Industry connected with the housing market in the region has been affected more significantly by the economic downturn; this includes contractors, sub-contractors, suppliers and realtors. The average unemployment percentages are a bit misleading due to the fact that the majority of cities within the

⁴ Figures were taken from the OFM report for Median Household Income Estimates by County: 1989-2008 and projection for 2009

⁵ Figures were taken from reports generated by the Washington State Employment Security Department for September 21, 2010.

region report unemployment percentages lower than the state average with the exception of Nespalem (13.5%) and Omak (10.1%) in Okanogan County and Bridgeport (10.5%) in Douglas County. Leavenworth in Chelan County reported the lowest percentage of unemployed at 1.6%.⁶

⁶ Figures were taken from reports generated by the Washington State Employment Security Department for September 21, 2010.

Appendix G Major Employer Tables**Table 8 Chelan/Douglas County Major Employers**

Employer	Location	Employees⁷
Wenatchee Valley Medical Center	Ninth & Chelan Streets, Wenatchee	1420
Stemilt Growers, Inc		1402
Central Washington Hospital	Red Apple Road, Wenatchee	1352
Wenatchee School District	Wenatchee (varies)	963
Chelan county PUD #1	Wenatchee Avenue & 5 th , Wenatchee	658
Eastmont School District	East Wenatchee (varies)	632
Chelan Fruit, Inc.	5 Howser Road, Chelan	610
Blue Bird, Inc.	Mill Road, Peshastin	600
C & O Nursery	1700 N. Wenatchee Ave., Wenatchee	600
Chelan County	350 Orondo Avenue, Wenatchee	590
Blue Star Growers	100 Blue Star Way, Cashmere	412
Dovex Fruit Company	2833 Euclid Avenue, Wenatchee	410
Alcoa	Malaga Highway	377
Wenatchee Valley College	1300 5 th , Wenatchee	356
McDougall & Sons, Inc.	305 Olds Station Road, Wenatchee	354
WSDOT	1551 N. Wenatchee Ave., Wenatchee	350
Fred Meyer	11 W. Grant Road, East Wenatchee	278
Campbell's Resort	104 W. Woodin Avenue, Chelan	260
Tree Top, Inc.	Chelan Highway, Wenatchee	255

⁷ Total all employees, full-time and part-time, not seasonally adjusted

Mission Ridge Ski Area	Wenatchee	245
Columbia Valley Community Health	600 Orondo, Wenatchee	225
Douglas County	Waterville/East Wenatchee	220
Cashmere Valley Bank	124 E. Penny Road, Wenatchee	207
City of Wenatchee	129 S. Chelan Street, Wenatchee	185
Pacific Aerospace & Electronics	434 Olds Station Road, Wenatchee	183
Lake Chelan Community Hospital	503 E. Highland Ave., Chelan	180
Cashmere School District	Cashmere (varies)	173
Douglas County PUD	1151 Valley Mall Parkway, East Wenatchee	169
Costco Wholesale	375 Highline Drive, East Wenatchee	159
Liberty Orchards	117 Mission Ave., Cashmere	150
Dolco Packaging	1121 S. Columbia St., Wenatchee	145
Columbia Fruit Packers	2575 Euclid Ave., Wenatchee	144
LINK Transit	2700 Euclid Ave., Wenatchee	143
Wenatchee World	14 N. Mission St., Wenatchee	141
Safeway	5 th and Miller Streets, Wenatchee	133
Cashmere Convalescent Center	817 Pioneer Ave., Cashmere	130
Cascade Medical Center	817 Commercial, Leavenworth	125
Coast Wenatchee Center	201 N. Wenatchee Ave., Wenatchee	125
Macy's	445 Valley Mall Parkway, East Wenatchee	125
Northern Fruit Co.	220 3 rd St. NE, East Wenatchee	125
Wenatchee Roaster	201 N. Wenatchee Ave., Wenatchee	125

North Central ESD	640 S. Mission, Wenatchee	117
Van Well Nursery	2821 Grant Rd. East Wenatchee	115
U.S. Castings	14351 Shamel St., Entiat	114
JC Penney	1300 N. Miller, Wenatchee	113
Home Depot	1405 Maiden Lane, Wenatchee	112
Executive Flight	Pangborn Memorial Airport, East Wenatchee	101
Safeway	510 Grant Road, East Wenatchee	100

Table 9 Okanogan County Major Employers

Employer	Location	Employees ⁸
Gebbers Farms (Growers & Shippers)	908 Old Highway 97-Brewster	500-999
Okanogan County	123 5 th Avenue North Okanogan	377
Gebbers Farms (Packers)	908 Old Highway 97-Brewster	250-499
Crane & Crane Inc.	100 Crane Rd - Brewster	250-499
WAL-MART	902 Engh Rd - Omak	100-249
Custom Orchards	824 N Grange - Brewster	100-249
Gold Digger Apples	1220 Ironwood St. - Oroville	100-249
Colville Tribal Services	BIA Roads Complex - Nespelem	100-249
Okanogan Co. Emergency Services	149 4th Avenue N. - Okanogan	50-99
Social & Health Services	130 S. Main - Omak	50-99
Apple House Inc	510 N 7th - Brewster	50-99
Azwells Orchards	550 Azwell Rd - Pateros	50-99
Zosel Lumber	E. End 14th Ave - Oroville	50-99
PUD of Okanogan County	1331 2nd Ave - Okanogan	50-99

⁸ Total all employees, full-time and part-time, not seasonally adjusted

Appendix H Funding History

Table 10 Okanogan County Major Employers

Organization Name	County(s) Served	Project Description	Award
Link Transit	Chelan and Douglas	Facilitate mobility coordination activities that support services for elderly persons and persons with disabilities.	\$ 102,170
Link Transit	Chelan	Provide bus services that connect the rural communities of Leavenworth and Plain/Lake Wenatchee. Provide dial-a-ride services to the general public in the Leavenworth area.	\$ 116,651
Link Transit	Chelan	Provide commuter services between Wenatchee, Leavenworth, and Chelan.	\$ 285,000
Link Transit	Chelan and Douglas	Provide bus services that link communities along both sides of the Columbia River between Chelan and Wenatchee.	\$ 300,000
Link Transit	Chelan and Douglas	Provide bus services to low-income neighborhoods within the urbanized area to ensure ongoing access to employment-related destinations and to regional transit services.	\$ 450,000
Okanogan County Transportation & Nutrition (OCTN)	Okanogan	Provide shuttle services to the general public between Okanogan and Omak.	\$ 65,050
Okanogan County Transportation & Nutrition (OCTN)	Okanogan	Provide commuter services that run between Omak and the Colville Indian Agency and are provided to low-income and special needs individuals for employment-related purposes.	\$ 73,848
Okanogan County Transportation & Nutrition (OCTN)	Okanogan	Replace two wheelchair-accessible minibuses for services to the general public and persons with special needs. Purchase snow tires, safety steps, and 20 bus stop signs.	\$ 138,382
Okanogan County Transportation & Nutrition (OCTN)	Okanogan and Douglas	Provide commuter services to low-income and special needs individuals for employment-related purposes.	\$ 180,996

Trancare	Chelan, Douglas, and Okanogan	Purchase one wheelchair-accessible minivan equipped with a ramp to provide Medicaid transportation services.	\$ 47,425
			TOTAL REQUESTED \$1,759,522.00

Appendix I Projects eliminated from priority lists

Table 11--Projects eliminated from priority lists

Proposed but eliminated projects								
Priority	Project Index Label	Project NAME	Project Lead	Project Description	Preservation of services	Restores Services	Expands Service	New Project
SAME AS 2010-C1	Removed	Omak-Winthrop Shuttle	OCTN	Provide 2-3 round trips daily Mon-Fri from Omak to the Twisp/Winthrop area				X
SAME AS 2010-C3	Removed	Cross County Dial-a-Ride	OCTN/LINK	Provide weekly trips to and from Wenatchee in order to provide access to medical and shopping facilities and to provide connections to other modes of transportation.				X
Combined with project 2010-B3	Removed	Chelan/Wenatchee Commuter	LINK	Job access and services access commuter routes 21 & 22 between Wenatchee and Chelan/Manson.	X			
Combined with project 2010-B3	Removed	Ardenvoir-Wenatchee Commuter	LINK	Job access and services access commuter routes between Ardenvoir and Wenatchee	X			
Combined with project 2010D1	Removed	Okanogan County Bus Stops and Facilities Improvements	OCTN	Bus stop shelters for Omak to Okanogan shuttle route.			X	

Combined with project 2010D1	Removed	Access to Justice Bus	OCTN	Need to Provide designated stops along Hwy 155 to facilitate connections to Omak-Okanogan.				X
Removed by LINK	Removed	Dial-a-Ride evening service extension Chelan/Douglas Counties	LINK	Subsidized dial a ride system which would be utilized by the senior & disabled population for individuals involved in social/recreational evening activities.				X
Removed by LINK	Removed	Expansion of Transit service within LINK service area	LINK	Additional busses and staffing needed to increase service hours and frequency of certain routes to provide for weekend, evening service and increased frequency of routes from Leavenworth/Chelan.			X	
LINK unable to share personnel	Removed	OCTN Marketing and Rider Information/Education Program.	OCTN--LINK	Partner with LINK to create Website to help educate the public on transportation options, how to use the bus. Shared use of LINK Mobility Coordinator Position			X	