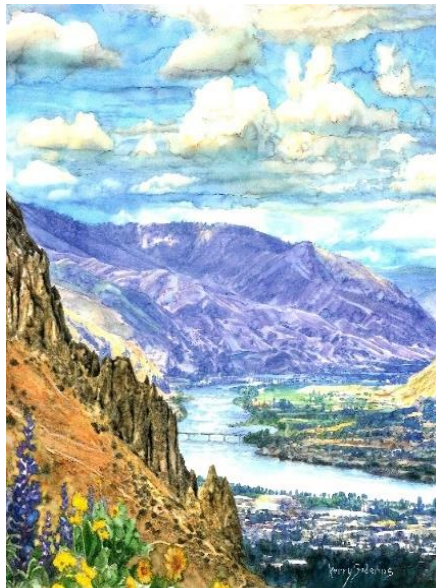


**Chelan-Douglas**  
TRANSPORTATION COUNCIL  
**CDTC**

# Coordinated Mobility Plan



This 2023-26 Chelan-Douglas Transportation Council Coordinated Mobility Plan update (Coordinated Public Transit – Human Services Transportation Plan) outlines how transit agencies, social service agencies, and other transportation providers work together to improve regional mobility for individuals with special transportation needs throughout Chelan and Douglas Counties.



Board Approval & Plan Adoption Date: November 10, 2022 (Resolution 4-2022)



Chelan-Douglas Transportation Council  
37 S. Wenatchee Avenue - Suite C, Wenatchee, WA 98801



509-663-9059



[comments@chelan-douglas.org](mailto:comments@chelan-douglas.org)

## Staff Members

### Jeff Wilkens

Executive Director

[jeff@chelan-douglas.org](mailto:jeff@chelan-douglas.org)

Overall MPO/RTPO administration, management, and fiscal oversight; governing board support; organization capacity and programs development; budget and work program development; transportation funding programs; policy analysis; internal and external relations; statewide coordination.

### Chad Daggett

*Certified Municipal Clerk*

Executive Assistant, Board Clerk,  
Title VI and HSMC Coordinator

[chad@chelan-douglas.org](mailto:chad@chelan-douglas.org)

Office operations; fiscal coordination and support including accounts payable, payroll, invoicing, grant billings coordination; governing board procedures management, meeting minutes composition and agendas; human resources file management; website management; public records administration; Title VI Coordinator and Human Services Mobility Coordinator (HSMC).

### Riley Shewak

Senior Transportation Planner

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Regional Transportation Plan development; travel demand forecasting; system performance analysis and reporting; active transportation planning programs; traffic data programs management; planning studies support and management.

## Governing Board (2022)

### Mayor Randy Agnew

[City of Rock Island](#)

*Douglas County Small Cities/Towns Rep\**

### Mayor Jim Fletcher

[City of Cashmere](#)

*Chelan County Small Cities Rep\**

Non-voting ex-officio board members include the Mayors of:

- [City of Bridgeport](#)
- [Town of Waterville](#)
- [Town of Mansfield](#)
- [City of Entiat](#)
- [City of Leavenworth](#)
- [City of Chelan](#)

### Commissioner JC Baldwin

[Regional Port Authority](#)

### Commissioner Kevin Overbay (Vice-Chair)

[Chelan County](#)

*Including the:*  
[Washington State Transportation Commission](#)

*and the*  
[Washington State Senator and Representatives](#)

### Mr. David Bierschbach

Region Administrator, [WSDOT-NCR](#)

### Mr. Richard Palmer

DOT Director, [Colville Confederated Tribes](#)

### Mayor Jerrilea Crawford (Chair)

[City of East Wenatchee](#)

### Mr. Mike Poirier

City Councilor, [City of Wenatchee](#)

### Mr. Richard DeRock

General Manager, [Link Transit](#)

### Commissioner Kyle Steinburg

[Douglas County](#)

*\*Rotating position self-determined by each county's cohort of small city and town mayors.*



Mayor Jerrilea Crawford, City of East Wenatchee | 2022 Chair  
Jeff Wilkens, Executive Director  
37 S. Wenatchee Ave., Ste C, Wenatchee, WA 98801  
(509) 663-9059 | www.chelan-douglas.org

**RESOLUTION No. 4-2022**

**A RESOLUTION TO ADOPT THE 2023-26 COORDINATED MOBILITY PLAN UPDATE  
(COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN)**

**WHEREAS**, the Chelan-Douglas Transportation Council (CDTC) is the lead agency for the Metropolitan Planning Organization and the Regional Transportation Planning Organization with responsibility for transportation planning and programming in the Wenatchee Metropolitan Statistical Area encompassing Chelan County and Douglas County; and

**WHEREAS**, CDTC is responsible for developing the Coordinated Mobility Plan (also known as the Coordinated Public Transit – Human Services Transportation Plan (CPT-HSTP) for the Chelan-Douglas region; and

**WHEREAS**, CDTC has been working with members of the North Central Washington Mobility Council and representatives of a broad variety of public and non-profit human services agencies to inventory unmet human services transportation needs in the region and identify the priorities identified in this plan update; and

**WHEREAS**, the CDTC Governing board shall review and rank all Washington State Department of Transportation Consolidated Grant projects from the region based on the policies and priorities identified within the Plan;


**NOW, THEREFORE, BE IT RESOLVED**, that the Chelan-Douglas Transportation Council adopts the 2023-26 Coordinated Mobility Plan update as presented during the November 10, 2022 governing board meeting.

**ADOPTED** by the CDTC governing board at a regular meeting thereof held on the 10<sup>th</sup> day of November 2022.

**DATED** this 10<sup>th</sup> day of November 2022:

  
\_\_\_\_\_  
Jerrilea Crawford, 2022 Board Chair

ATTEST:

  
\_\_\_\_\_  
Jeff Wilkens, Executive Director

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Downtown Wenatchee Mural "Better Together - Mejor Juntos"

## **Title VI Notice to the Public**

The Chelan-Douglas Transportation Council (CDTC) hereby gives public notice that it is the policy of the agency to assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, Executive Order 12898 on Environmental Justice, and related statutes and regulations in all programs and activities. Title VI requires that no person in the United States of America shall, on the grounds of race, color, or national origin, be excluded from the participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which CDTC receives federal financial assistance. Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with CDTC. Any such complaint must be in writing and filed with CDTC's Title VI Coordinator within one hundred eighty (180) days following the date of the alleged discriminatory occurrence. Complaint Forms are available in English and Spanish on the CDTC website: [www.chelan-douglas.org/title-vi](http://www.chelan-douglas.org/title-vi). In addition, the CDTC website has a translation feature in the upper left-hand corner of the website.

## **Americans with Disabilities Act (ADA) Information**

CDTC is committed to providing equal access in its programs, services, and activities for persons with disabilities. Civil rights legislation requires that no qualified individuals with disabilities shall, solely based on their disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any of CDTC's programs, services, or activities, in accordance with:

- Americans with Disabilities Act of 1990 (ADA), as amended.
- Section 504 and 508 of the Rehabilitation Act of 1973, as amended.

Materials can be provided in alternative formats by contacting CDTC at 509-663-9059. Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 7-1-1.

## The Chelan-Douglas Transportation Council Organization

Chelan-Douglas Transportation Council (CDTC) is the Metropolitan Planning Organization and the Regional Transportation Planning Organization with responsibility for transportation planning and programming in the Wenatchee Metropolitan Statistical Area encompassing Chelan County and Douglas County. CDTC's primary goals are to develop long-range plans for the next 20 years and a six-year transportation improvement program, which is consistent with the long-range plan

Currently, CDTC has three full-time staff members and a governing board comprised of 10 appointed members. Each member is appointed by their respective agency to serve on the Governing Board. More information is available on the CDTC [website](#).



**2022 CDTC Governing Board**

 <b>Randy Agnew</b> City of Rock Island Mayor	 <b>JC Baldwin</b> Regional Port Authority Commissioner	 <b>Dave Bierschbach</b> WSDOT Region Administrator	 <b>Jerrilea Crawford</b> <i>Chair of Board</i> City of East Wenatchee Mayor	 <b>Richard DeRock</b> Link Transit General Manager
 <b>Jim Fletcher</b> City of Cashmere Mayor	 <b>Kevin Overbay</b> <i>Vice-Chair of Board</i> Chelan County Commissioner	 <b>Richard Palmer, Sr</b> Colville Confederated Tribes DOT Director	 <b>Mike Poirier</b> City of Wenatchee City Councilor	 <b>Kyle Steinburg</b> Douglas County Commissioner

## The Chelan-Douglas Planning Area

The Chelan-Douglas Metropolitan Planning Area is located near the geographic center of Washington state. It is made up of Chelan and Douglas counties, which combine to form the Wenatchee/East Wenatchee Metropolitan Statistical Area. According to the Office of Financial Management, it has a population of approximately 122,000 and covers nearly 4,850 square miles.

Chelan and Douglas Counties are joined together by a regional economy and labor market, an integrated transportation network, and shared culture and history. The Wenatchee and East Wenatchee area is the urban population center and the business and services hub of the region, with a retail and services market area that reaches into Grant, Kittitas and Okanogan counties, and the Okanogan Valley region of south-central British Columbia, Canada. The rural areas throughout Chelan and Douglas counties sustain



## **Introduction: The Coordinated Mobility Plan**

Every four years a regional Coordinated Mobility Plan (a.k.a., Coordinated Public Transit - Human Services Transportation Plan) must be prepared and submitted to Washington State Department of Transportation (WSDOT) by all transportation planning organizations in the state. This document serves as the 2023-26 Coordinated Mobility Plan update for Chelan and Douglas counties.

The Coordinated Mobility Plan is a planning tool to assist the region in identifying local public and non-profit transportation needs and recommending programs and improvements to benefit people with disabilities, seniors, young people, individuals with lower incomes and those who rely on transportation services.

## **About Coordinated Transportation Planning**

The goal of coordinated transportation planning is to improve efficiency, reduce service duplication and improve access and mobility options, especially for special needs transportation users.

## **Federal Coordination**

In 2004, the Coordinating Council on Access and Mobility (CCAM) was created by Executive Order. The CCAM asked ten agencies to focus on coordinating efforts, and includes representatives from Transportation, Health and Human Services, and Education among other agencies. The past three federal transportation bills, including the current Infrastructure Investment Jobs Act (IIJA), have maintained a requirement for the Human Services Transportation Plans to be the conduit for certain Federal Transit Administration (FTA) funding programs.

## **State Coordination**

The information identified in this Plan is used to support the Washington State Department of Transportation (WSDOT) Statewide Human Services Transportation Plan. The goals of the WSDOT Plan are to:

- Identify service gaps and challenges
- Compile and consolidate best practices from around the state
- Recommend strategies to improve access to transportation in Washington
- Focus on how to deliver transportation services to people with special needs; and to those who are unable to transport themselves due to physical or mental limitations, income, or age

## **Regional Coordination**

CDTC works in partnership with the North Central Washington (NCW) Mobility Council. The Mobility Council formed after a 2017 Mobility Summit hosted by Link Transit. The group's mission is to help improve the wellness of its communities and vulnerable populations in Chelan, Douglas, Grant, and Okanogan counties by increasing access to mobility services. The Mobility Council meets on a quarterly basis.

While this Plan focuses on Chelan and Douglas counties, the partnership takes a holistic look at the entire NCW region of Chelan, Douglas, Grant, and Okanogan counties. Residents in Grant and Okanogan



counties rely on medical and social services in Chelan and Douglas counties, and all four counties provide employment opportunities for the region.

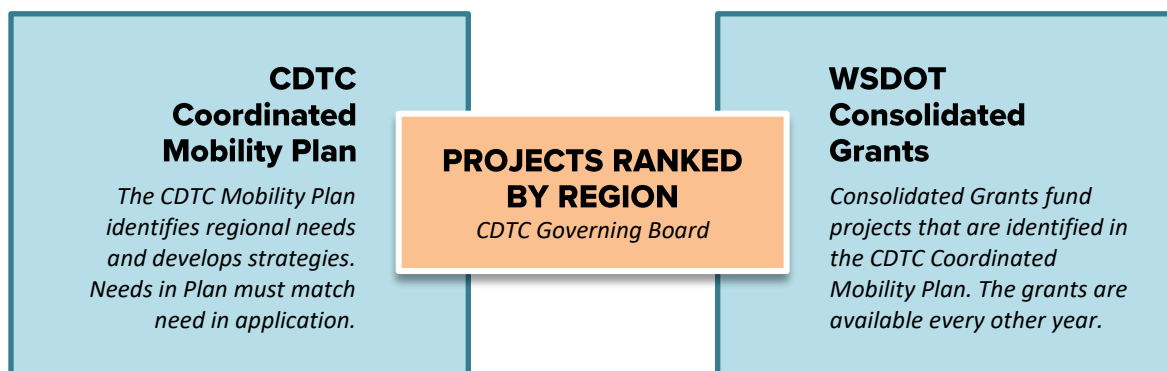
### **Funding Sources & Types of Eligible Projects**

Every two years, WSDOT offers a Consolidated Grant Program to distribute federal funding. Project applications for the biannual Consolidated Grant Program must fall under the priorities identified within this Plan update. Funding for awarded applications improves transportation services within the Chelan and Douglas County areas and can be used to purchase new buses and other needed equipment for those who are unable to transport themselves due to physical or mental limitations, income or age.

The FTA Section 5310 funding is known as Enhanced Mobility of Seniors and individuals with Disabilities. The 5310 funding is intended to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding transportation mobility options. Types of projects eligible for 5310 funds include:

- Purchase of buses and vans
- Wheelchair lifts, ramps, and securement devices
- Mobility management programs
- Transit-related information technology systems, including scheduling/routing/one call systems
- Travel training programs to teach individuals to use transit services in the Chelan-Douglas region
- Volunteer driver programs
- Acquisition of transportation services under a contract, lease, or other arrangement
- Improving signage or way-finding technology

The 2023-25 biennium Consolidated Grant applications are due to WSDOT by October 27, 2022. Once applications are reviewed by WSDOT, the applications are then distributed to each respective Regional Transportation Planning Organization within the state (Washington state has 18 RTPOs). Candidate projects in the Chelan-Douglas County area are ranked by CDTC and account for up to 50 of 150 points in the state’s competitive process. WSDOT allows CDTC to prioritize up to 17 projects using its “ABC” formula. The CDTC Board takes action on the ranked projects and then submits recommendations to WSDOT.



## Community Outreach

To gain a more in-depth perspective of the eight mobility needs listed in the 2019 Coordinated Mobility Plan, and to enrich the ongoing coordination via the NCW Mobility Council, CDTC held a series of virtual focus groups with professionals from local government, healthcare, public and private transportation, housing advocates, non-profits, and social service providers.



## Public Outreach Summary

The CDTC “Lunch & Learn” focus groups were conducted during the month of February 2022 involving a variety of human service agency representatives categorized into the following groups:

- Seniors and Disabilities
- Youth
- Disadvantaged Assistance
- Medical and Employment

Through the focus groups, CDTC engaged in targeted conversations and gathered information to assist in analyzing the needs presented in the 2019 Coordinated Mobility Plan update.

## Participant Demographics

Sixteen participants took part in the focus groups (11 women and 5 men). Agencies represented were as follows:

- Department of Social and Health Services
- Central Washington Disability Resources
- Communities In Schools of North Central Washington
- YMCA
- Eastmont School District
- Chelan-Douglas Community Action Council
- Catholic Charities of North Central Washington
- Oxford House
- Lake Wenatchee Fire & Rescue
- Cascade Medical Center
- Confluence Health
- Columbia Valley Community Health
- Washington State Department of Transportation

## Perspectives

The 2019 Coordinated Mobility Plan Update presented eight in-depth regional mobility needs/gaps along with strategies to accomplish them. The needs were developed during a “Mobility Summit Workshop” in 2017 hosted by the NCW Mobility Council and have been the focus of ongoing work with participants of the Mobility Council.

During the focus groups, the heart of the discussion was centered around one theme question: *“What are the transportation needs for people to access your services?”* During the various conversations, the eight mobility needs/gaps presented in the 2019 Plan Update were reviewed as well as opening the discussions to any new mobility needs or gaps in demand. The focus groups were notably successful.

Outreach to out-of-boundary partners with overlapping transportation needs was Okanogan County Transportation & Nutrition; no response received.

In addition, CDTC also reached out to Serve Wenatchee Valley (a cooperative of local churches and community); Haven of Hope (housing and services for women and children); Hope Care Clinic (medical/dental care for disadvantaged); Kinwell Health (a new primary care clinic in East Wenatchee); and Crunch Pak (large employer in Cashmere). No responses received.

### **Additional Public Outreach**

Additional outreach routinely occurs through members of the NCW Mobility Council. In addition, CDTC staff further analyzed the Mobility Council public survey that was conducted in 2018. The survey gathered 800 English responses along with 63 Spanish responses. Emerging themes within the survey included:

#### **Transit scheduling issues/time that it takes to get places**

- Coordinating with work or appointments, nights, weekends, holidays

#### **Lack of services in rural areas**

- Transit frequency, service gaps, doesn't go everywhere people need it to (can't take jobs because there is no transit to that employer)
- Walking to bus stops is challenging because of disability
- Cost of services, cost of gas

#### **Biking and walking safety/transit amenities**

- Riding to work on Chumstick Highway, walking on Western Avenue
- No sidewalks where I walk
- Lighting/personal safety
- Bike parking
- Trouble walking due to health issues
- No amenities at transit stops (benches, lights)

#### **Ideas to improve transportation**

##### *Expand the bus system*

- More buses between Wenatchee and Grant County
- More options and routes
- Nights and weekends
- Don't focus on just the job seekers
- More rural service
- Increase frequency
- Migrant workers
- More bus stops
- Advertise the bus system, market to students and employers

#### **Ideas to improve paratransit services and options**

- More curb-to-curb services, more Uber and Lyft options, ridesharing, options for urgent needs
- Bike lanes and pedestrian infrastructure
- Bike sharing
- Customize schedules for medical appointments

- Fund vehicles for volunteers or employees to drive
- Better lifts on buses
- Better education for users, easier to read schedules, wayfinding/drop off locations
- Low-cost bus passes for low-income individuals and families, reduced fees for medical situations after hours, more cost-effective services, free transit to low-income people

More information from the survey is presented in the Origins and Destinations element within this Plan.

*Due to the ebb and flow of COVID-19 pandemic safety guidelines, engaging in normal public outreach was impossible.*

### Public Comment Period

The public comment period for the draft Coordinated Mobility Plan commenced on September 12, 2022 and ended on October 1, 2022. Prior to the comment period, a public notice was published in The Wenatchee World newspaper (print and online). The draft Plan was located on the CDTC website under “Public Comments” during the comment period; a clickable banner was located on the homepage for easy access to the page.

In addition to the efforts stated above, an email regarding the public comment period was sent to all human services agencies and stakeholders on September 1, 2022.

CDTC Board members were given a copy of the draft Plan as well as a brief presentation during the September 8, 2022 board meeting.

Zero public comments were received during the 20-day comment period. The Plan is expected to be adopted by the CDTC Governing Board during the November 10, 2022 board meeting.



## Chelan-Douglas Population & Demographics

The Wenatchee / East Wenatchee area is the urban population center and the business hub of the region, with a retail market and service area that reaches into Grant, Kittitas and Okanogan counties, including the Okanogan Valley region of south-central British Columbia, Canada.

Most of the region has an agriculture/farming culture. Many of the small cities and rural sub-regions are developing a strong, growing regional tourism sector. These characteristics shape the population demographics and trends in the region. The [CDTC Regional Transportation Plan](#) details these trends, and also serves as important data to guide the Council's planning and decision making for the regional transportation system.

The following tables provide information regarding population and demographics within the Chelan/Douglas region:

### Population Data

Source: United States Census Bureau 2010 & 2020 Decennial Census

POPULATIONS	2010	2020	Annual Growth
Rural	59,800	65,605	0.93%
Urban	51,084	56,407	1.00%
Region	110,844	122,012	0.96%
State	6,724,540	7,705,281	1.37%

### Population with Disability

Source: United States Census Bureau 2016-2020 ACS 5-Year Estimates

Total Civilian Population (Non-Institutionalized)		With a Disability	
		Total	Percent
Rural	63,760	11,787	18.5%
Urban	54,492	9,120	16.7%
Region	118,252	20,907	17.7%

## Population by Age with Disability

Source: United States Census Bureau 2016-2020 ACS 5-Year Estimates

	Population Under 18			Population 18-64			Population 65+		
	Total Pop.	Total Disabled	Percent Disabled	Total Pop.	Total Disabled	Percent Disabled	Total Pop.	Total Disabled	Percent Disabled
<b>Rural</b>	16,629	1,701	10.23%	37,273	6,021	16.15%	9,858	4,065	41.24%
<b>Urban</b>	12,318	864	7.01%	30,290	3,887	12.83%	11,884	4,369	36.76%
<b>Region</b>	28,947	2,565	8.86%	67,563	9,908	14.66%	21,742	8,434	38.79%

## Families Below Poverty Line

Source: United States Census Bureau 2016-2020 ACS 5-Year Estimates

Total Families		Below Poverty Line	
		Total	Percent
<b>Rural</b>	15,071	1696	11.3%
<b>Urban</b>	14,815	717	4.8%
<b>Region</b>	29,886	2,414	8.1%

## Employment Status

Source: United States Census Bureau 2016-2020 ACS 5-Year Estimates

Population 16 Years and Older		Unemployed	
		Total	Percent
<b>Rural</b>	49,392	1253	2.5%
<b>Urban</b>	43,832	989	2.3%
<b>Region</b>	93,224	2,242	2.4%

## Zero Car Households

Source: United States Census Bureau 2016-2020 ACS 5-Year Estimates

Occupied Housing Units		Units Without a Car	
		Total	Percent
Rural	27,564	1,230	4.46%
Urban	27,863	850	3.05%
Region	55,427	2,080	3.75%

## What the Public Said About Transportation

Based on a successful survey conducted in 2018 through the NCW Mobility Council, many of the survey respondents used local buses (Link Transit, Grant Transit, Okanogan Transit) with medical transportation and hired services (taxis) being the next most frequently selected answers. See Appendix F for an infographic summary.



When asked why people use public transit, using public transit by choice (119 responses) was the top answer. Having a disability (64 responses) or not having access to a car (68 responses) were the next most commonly selected answers.

When asked whether they experience difficulties using public transportation in the region, more than 50% of the respondents (231 responses for the question) identified that yes, they do have challenges.

The majority of respondents walk (336), followed by biking (163), using a wheelchair or mobility device (32) and skateboarding (8).

When asked why people use active transportation, using active transportation by choice (161 respondents) and for health benefits (121) were identified as the top reasons. Like public transportation, not having access to a car or having a disability were also identified.

About 40% of the respondents (360 responses) identified that they experience challenges using active transportation.



Photo Courtesy of Link Transit | Wenatchee

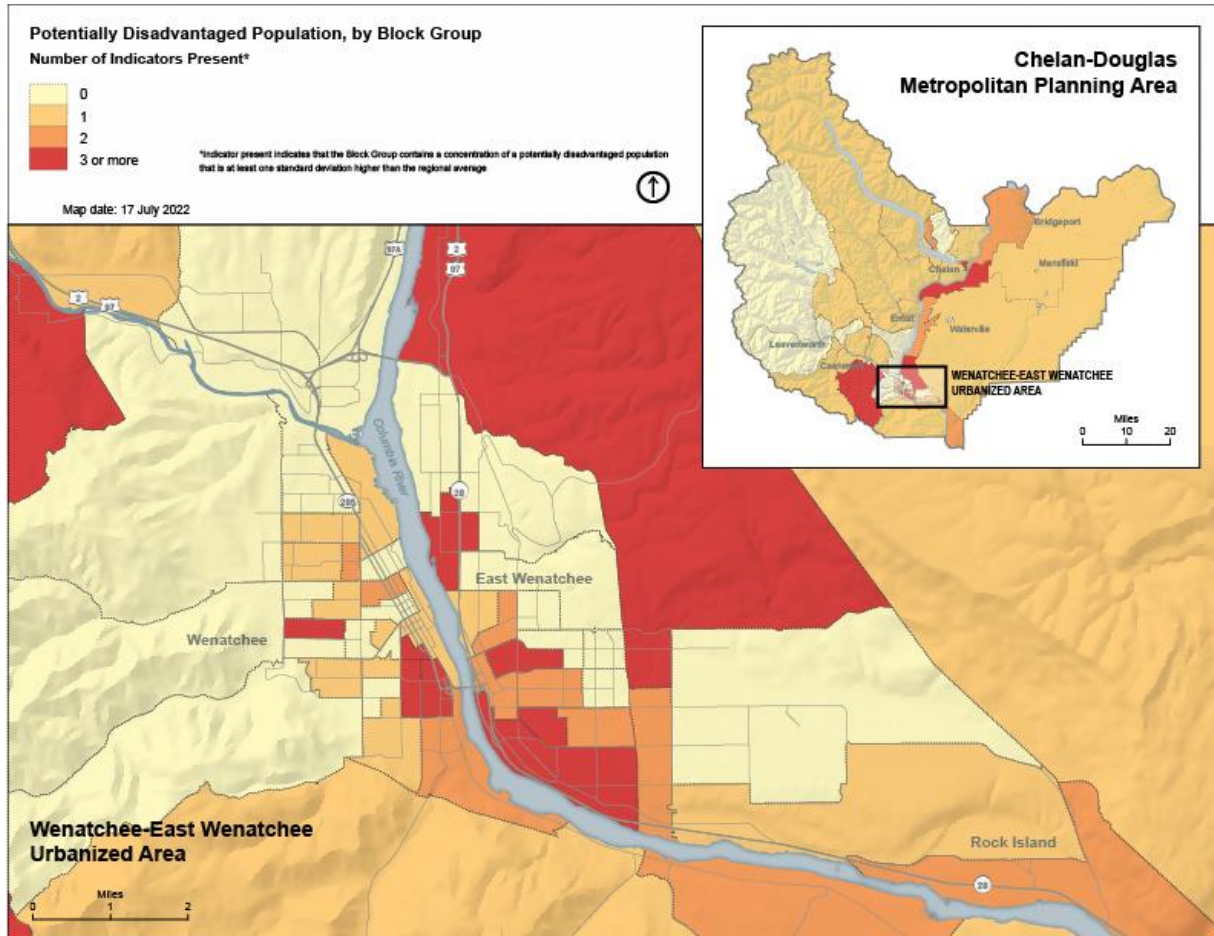
## Common Origins

The rural areas have the largest percentage of seniors over 65 and households below the federal poverty level, while the urban area has more indicators overall.

The following map (Potentially Disadvantaged Population) compiles five indicators of potentially disadvantaged populations by block group in the region.

## **BLOCK GROUPS IN REGION:**

1. Minority Population
2. Limited English Proficiency (LEP) Households
3. Populations Age 65 and Older
4. Households below the Federal Poverty Level
5. Carless Households



## **Major Destinations**

The following are top destinations for both public and active modes of transportation; these top destinations were proven through the survey:

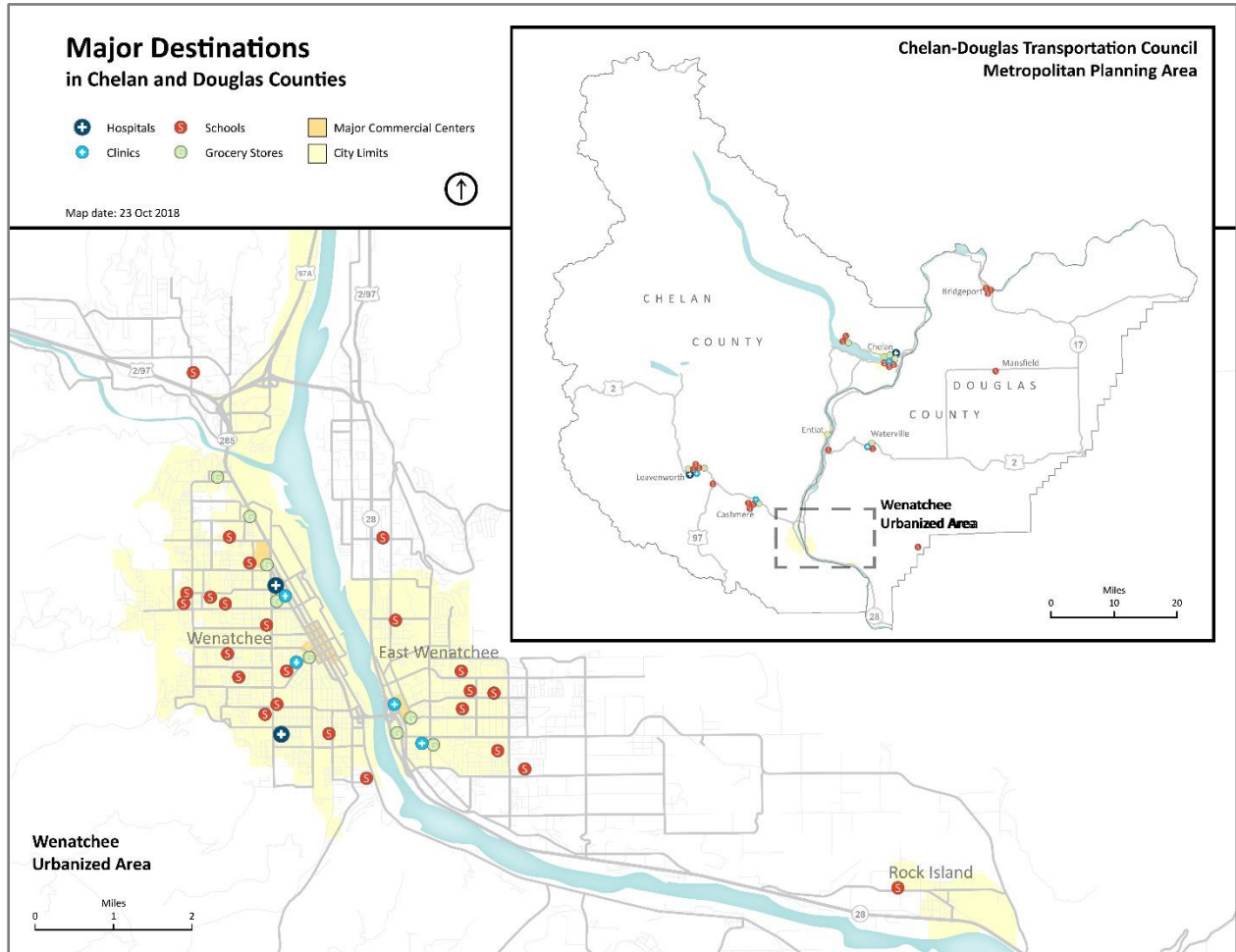
- ❖ **Basic needs** (267 responses)
- ❖ **Medical appointments** (242 responses)
- ❖ **Shopping & dining** (219 responses)
- ❖ **Employment** (169 responses)
- ❖ **Recreation** (130 responses)

**In sequential order, Wenatchee, Cashmere, Chelan, Leavenworth, and East Wenatchee are the top five visited destinations followed by Omak, Moses Lake, Okanogan and Entiat.**



It is no surprise that Wenatchee is a major destination. Residents from across the region travel to the Wenatchee area on a regular basis mostly for medical appointments and employment.

The following map illustrates other destinations distributed throughout the region:



## Existing Transportation Services

Link Transit is the only fixed route transit provider in the region. Buses run in Wenatchee and East Wenatchee with connections to most small towns and cities; however, the Public Transportation Benefit Area (PTBA) boundaries do not allow Link Transit to provide services to the town of Mansfield or the city of Bridgeport.



In 2021, [Link Transit](#) provided service for nine urban fixed routes, five small community or rural routes, three regional commuter routes, one seasonal route, two public Dial-a-Ride services, and Link Plus paratransit service serving 15 communities in Chelan and Douglas Counties.

Link Transit’s 2021 hours of service were approximately 4:30 a.m. to 10:00 p.m. Monday through Friday, with additional regularly scheduled Saturday service operating from 6:30 a.m. to 8:40 p.m., with most urban routes operating from approximately 7:30 a.m. to 5:30 p.m. Sunday bus service was implemented beginning July 1, 2020, and currently operates from 6:30 a.m. to 8:40 p.m., with most urban routes operating from approximately 9:30 a.m. to 5:30 p.m. Commuter and rural routes include service to destinations including Chelan, Entiat, Leavenworth, Cashmere, Malaga, Rock Island, Waterville, and Ardenvoir.

In 2022, Link Transit used community input, ridership data and projected population growth to make significant changes to many routes and schedules. This service change was implemented on July 11, 2022 and is the first phase of system improvements designed to provide faster, more direct service to popular destinations.

Additionally, after more than two years of providing zero-fare service—first through a suspension of fares in March 2020 due to the onset of the COVID-19 pandemic, followed by a one-year “zero-fare pilot program” beginning in July 2021—Link Transit’s Board of Directors adopted a system wide zero-fare fare policy at the June 2022 regular monthly meeting.

Link Transit also provides Dial-A-Ride transportation in the Leavenworth and Chelan areas and Link Plus paratransit services up to ¾ of a mile beyond where the regular (non-commuter) fixed-route buses travel. See Appendix G to view a map of routes.



### Dial-A-Ride Transportation (DART)

The Leavenworth & Chelan DART service is a shared ride, advance reservation service that is available to all persons and operates in Leavenworth and the greater Chelan area. It is available Monday-Friday from 7:30 AM to 5:30 PM. This service relies on the WSDOT Consolidated Grant Program for funding.

### Link Plus

Link Plus is a modified door-to-door (line of sight), advanced reservation, shared ride service. Link Plus can provide the entire trip or connect users to a regular bus route for service. The service hours match the days and times in each community. Riders must meet the ADA eligibility requirements, apply and meet with Link Transit staff for a review to receive this service.



### TRIP Link

In March 2022, Link Transit began a new Volunteer Driver program called [TRIP Link](#) (TRIP = Transportation Reimbursement Intercommunity Program) for residents living in rural areas in Chelan and Douglas counties. TRIP is a special self-directed mileage reimbursement transportation service. **\*This new program is an accomplishment from a transportation need/gap presented in the 2019 Coordinated Public Transit – Human Services Transportation Plan.**

Description: TRIP is a rider-focused service that has minimal infrastructure or staffing requirements and costs far less to operate than other volunteer driver model services. The service can be a low-cost way to meet or expand transportation services to the most vulnerable populations. Most importantly, TRIP delivers a high level of client satisfaction.



TRIP is for Seniors and Persons with Disabilities living in Chelan or Douglas counties, who are unable to get where they need to go in any other way and living outside Link Transits service area.

*Potential riders could include people that:*

- Miss medical appointments
- Unable get their groceries
- Are disabled without family to help
- Are medically compromised
- No other means of transportation
- Unable to use public transportation

TRIP is different than most transportation services because it does not recruit drivers, schedule rides, own vehicles, or charge fees. The involvement of both the rider and volunteer driver result in self-management and increased self-esteem. The rider recruits an eligible driver who is a friend or neighbor and familiar with the rider. Mileage is reimbursed to the rider which is then given to the driver. The rationale is that riders will be more likely to ask for a ride if they are not asking for charity. The exchange gives the rider the promise of giving something in return and promotes a sense of independence at the same time meeting a critical need. Drivers are then reimbursed allowing them to help their friend or neighbor in need.

Wenatchee’s TranCare administers the TRIP program in partnership with Link Transit.



**PEOPLE FOR PEOPLE**

The [People for People](#) transportation service provides Non-Emergency Medical Transportation in the region and acts as a Medicaid broker. They also support the Washington 2-1-1 information line. There are a variety of ways that People for People can help clients access medical services. A two-

business day notice is required for local trips and five business days are required for long distance trips. All users must be verified by People for People before using this service.

A **Health Express Shuttle** is also operated by People for People and is used for medical appointments from Grant County to Chelan and Douglas Counties.

**TranCare** was established in 1969. [TranCare](#) currently acts as the subcontractor Medicaid broker for non-emergent medical transportation for Chelan, Douglas and Okanogan counties and also administers the new volunteer driver program, TRIP Link, a pilot volunteer driver program in partnership with Link Transit.



**Okanogan County Transit Authority (TranGo) and Okanogan County Transportation and Nutrition (OCTN)** primarily provide services within Okanogan County. OCTN schedules a monthly trip to Wenatchee when there is demand. TranGo connects Okanogan residents to Wenatchee by providing a direct connection to the Apple Line intercity bus route. The Apple Line, Northwestern Trailways and Amtrak all provide services in the region. Wenatchee and Leavenworth are the primary stops within Chelan and Douglas counties.

### Other Services as Identified in Washington 2-1-1

- **Entiat Valley Community Services** provides programs that serve seniors with transportation, social activities, education, workshops, classes, interactive events, healthcare, homecare, clothing, meals, food, and other services for seniors 60+ and disabled 55+ homebound.
- **Wellness Place** provides support for cancer patients and survivors in the North Central Washington and beyond.
- **Salvation Army** helps with eviction notices, light and water shut off notices, and in-state bus fare in emergencies.
- **Chelan County Veterans Services** the Chelan County Veteran's Assistance Fund is designed to help veterans with temporary emergency financial assistance.
- **Catholic Charities Volunteer Chore Service** provides basic in-home assistance to low-income senior adults and adults with disabilities.

### Mobility Management

Link Transit also provides Mobility Management services for the region. The Mobility Coordinator manages the program, including ADA assessments, travel training and coordinating the Mobility Council. Link Transit also offers classes and workshops to help seniors and persons with disability stay healthy and mobile.

### Emergency Management Coordination



During emergency events, transportation is coordinated through local and county-level emergency management agencies. The ability to effectively respond to the needs of the most vulnerable populations is contingent upon the level of coordination between the region's transportation resource and service providers and local emergency managers as well as other stakeholders identified in the planning process. In the Chelan-Douglas region, transportation during an emergency is coordinated through emergency management departments at the city and county level. Link Transit

is able to participate in relevant emergency preparedness planning/operations and response primarily in the form of transport of crews to/from emergency sites such as forest fire operations staging. Link

Transit does not provide “first responder” level emergency response at this time and therefore is not included in evacuation plans. Due to FTA requirements that restrict access into public transit dispatch and operations areas, it is not feasible to provide shelter at the Link Transit Operation Base (2700 Euclid Avenue, Wenatchee, WA 98801); however, Link Transit is able to provide shelter at the Columbia Station Dispatch Center (300 Columbia Street, Wenatchee, WA 98801) during emergencies, including severe weather that prevents buses from returning riders home from outside the urban area.

## Unmet Mobility Needs & Gaps


The 2019 Coordinated Mobility Plan Update presented eight regional mobility needs/gaps along with strategies to accomplish them. The needs were identified during a “Mobility Summit Workshop” in 2017 hosted by the North Central Washington Mobility Council, and through a survey of 800 people in the community.

To review and update mobility needs and gaps for this Plan, CDTC held a series of focus groups in February 2022 involving various human service agency representatives categorized into the following groups: Seniors and Disabilities, Youth, Disadvantaged Assistance, and Medical and Employment.

Through the focus groups, CDTC engaged in targeted conversations and gathered information to assist in analyzing the needs presented in the 2019 Coordinated Mobility Plan Update. During the various conversations, the eight mobility needs/gaps presented in the 2019 Plan Update were reviewed as well as opening the discussions to any new mobility needs or gaps in demand.

As broad themes, improvement for rural transportation, better connectivity between counties, safety, and education were top concerns with all participants in the focus group outreach.

Undoubtedly, all eight of the needs presented in the 2019 Plan are each a work in progress with indefinite completion timelines. **However, the focus group participants were candid about seeking quality improvement in *four* of the eight mobility needs. It is recommended that CDTC continue to work alongside the NCW Mobility Council in an effort to improve the top four needs listed below that were notable concerns within the groups.**



**Recommended goals for the 2022 Coordinated Mobility Plan are as follows:**

- 1. Improve options for rural transportation**
- 2. Improve connection between four counties**
- 3. Increase safety and access to bus stops**
- 4. Improve education for transportation options**

## Recommended Goals with Strategies

### 1. **Improve options for rural transportation**

The rural areas of our region continue to have a number of transportation challenges and limited options for mobility. Not having access to transportation due to financial costs or factors that limit their ability to drive, needing to coordinate public transportation or services with medical appointments, and living in an area without services have been identified as major concerns in the region's rural areas. A related need has been identified for extending the benefits of clean, zero emissions transportation services to rural areas as a part of services.

#### **The Goal:**

To improve transportation options especially in the Upper Valley area (Cashmere, Dryden, Peshastin, Leavenworth, Plain).

#### **The Strategy:**

- Rural corridor/speed & reliability improvements to provide faster and more reliable transit service to the region's rural/commuter areas.
- Expand zero-emission bus services in rural areas, along with the related and necessary charging and storage facilities in rural communities, park-and-rides and the Link Transit operations base to accommodate additional electric transit vehicles.

### 2. **Improve connectivity between the four counties: Chelan/Douglas/Okanogan/Grant Counties**

Getting people in and out of Wenatchee, which serves as a regional hub, especially for medical appointments, has been identified as a need. Additionally, there are limited services providing connectivity between rural cities in our counties. Grant Transit Authority and People for People currently provide transit services in and out of Wenatchee, but the rest of the region currently has limited transportation services crossing local PTBA boundaries.

#### **The Goal:**

To better connect the four counties so people residing outside the Chelan/Douglas region will have smoother access to employment, medical services, social events/services, and shopping.

#### **The Strategy:**

- Continue to work with Okanogan and Grant Counties to coordinate better or new transportation services. The most important and challenging issue is transportation to medical appointments at the region's primary medical hub, Confluence Health clinics, specialty service lines and hospital in Wenatchee.
- During one of the focus group discussions, the Chelan-Douglas Community Action Council requested research on the possibility of a special Link Transit "Social Services Route." A discussion with Link Transit's planning department has been initiated.

3. **Improve safety and access to bus stops and essential services in our communities** (*biking, walking, and ADA accessibility*)

**The Goal:**

To *safely* allow the elderly and disabled populations to get themselves to and from bus stops to access the services they need.

**The Strategy:**

Identify, and invest in, first/last mile active transportation gaps that improve transit access connecting rural and urban areas.

4. **Improve education for transportation options** (*new and existing programs*)

**The Goal:**

Education is ultimately indefinite; continue to maximize education to transit users and the general public.

**The Strategy:**

Work with the NCW Mobility Council and Link Transit to enhance current education materials such as the transportation services brochure (Appendix H) as well as increased awareness of the new TRIP Link volunteer driver program.

As mentioned, although the [four] said transportation gaps/needs are the goals of this Coordinated Mobility Plan update, all eight of the mobility needs in the 2019 Coordinated Mobility Plan are still in demand and shall be retained as continuous unmet transportation needs and gaps.

## **Project Prioritization Process**

As a part of this 2022 Coordinated Mobility Plan update, CDTC will use the recommended goals with strategies to complete a regional ranking of the consolidated grant applications for WSDOT at the November governing board meeting.

## **Lasting Impacts of COVID-19**

In February 2020, the Governor of the State of Washington declared a state-of-emergency in response to the spread of a deadly new virus, COVID-19. In the months following the declaration, precautionary measures to slow the spread of the virus were ordered. These measures include closing schools, colleges/universities, cancelling public events, prohibiting public and private gatherings, and requiring people to stay home unless they are leaving for an essential function. This affected all aspects of local and regional government, public and private transportation, non-profits, social service providers and healthcare. The length of time these measures will be in place, and the full extent of the impact is unknown at this time.

Unfortunately, Link Transit experienced notable bus operator shortages during and after the COVID-19 pandemic. Operator staffing levels are currently the largest constraint in allowing Link Transit to expand services supported by voters as part of the Vision 2020 planning effort.

Due to the pandemic, Link Transit suspended fares in March 2020 during the statewide COVID-19 Pandemic emergency for the safety of its coach operators by reducing the distance between its operators and guests and eliminating the handling of money when counting fares.

Effective June 21, 2022, the Link Transit Board of Directors adopted a system-wide zero-fare policy. Link Transit believed that the zero-fare policy supported ridership growth and the overall system as they endeavored to expand in delivering voter-supported services. Adopting a regular zero-fare policy also eliminated the need for any farebox technology upgrades. Zero-fare service at peer agencies has shown to offer numerous benefits including simplified administration, ridership and productivity increases, travel time and dwell time savings, achievements in livability and public health objectives, and improved equity in the community.

In August 2022, Link Transit announced eliminations/reductions of service on a number of routes from October 2022 to January 2023 due to an ongoing shortage of bus drivers. See Appendix I for the complete news article published in The Wenatchee World on August 19, 2022.

*The Chelan-Douglas region's coordinated mobility mission is to **coordinate access** to transportation that **strengthens communities** and **promotes self-sufficiency** and general welfare of special needs populations.*

## Ongoing Coordination

This CDTC Coordinated Mobility Plan and the Plans of QuadCo and the Okanogan RTPo shall be used to begin developing goals and project priorities for the 2026 Coordinated Public Transit – Human Services Transportation Plan (CPT-HSTP) based on identified needs for the region. The NCW Mobility Council is expected to meet quarterly and shall continue to act as the clearinghouse for transportation related issues and concerns. In addition, the WSDOT North Central Region Community Liaison shall continue to be the region's overall resource for the CPT-HSTP.

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## PREPARED BY CHELAN-DOUGLAS TRANSPORTATION COUNCIL

*Additional copies of this document may be obtained by contacting:*

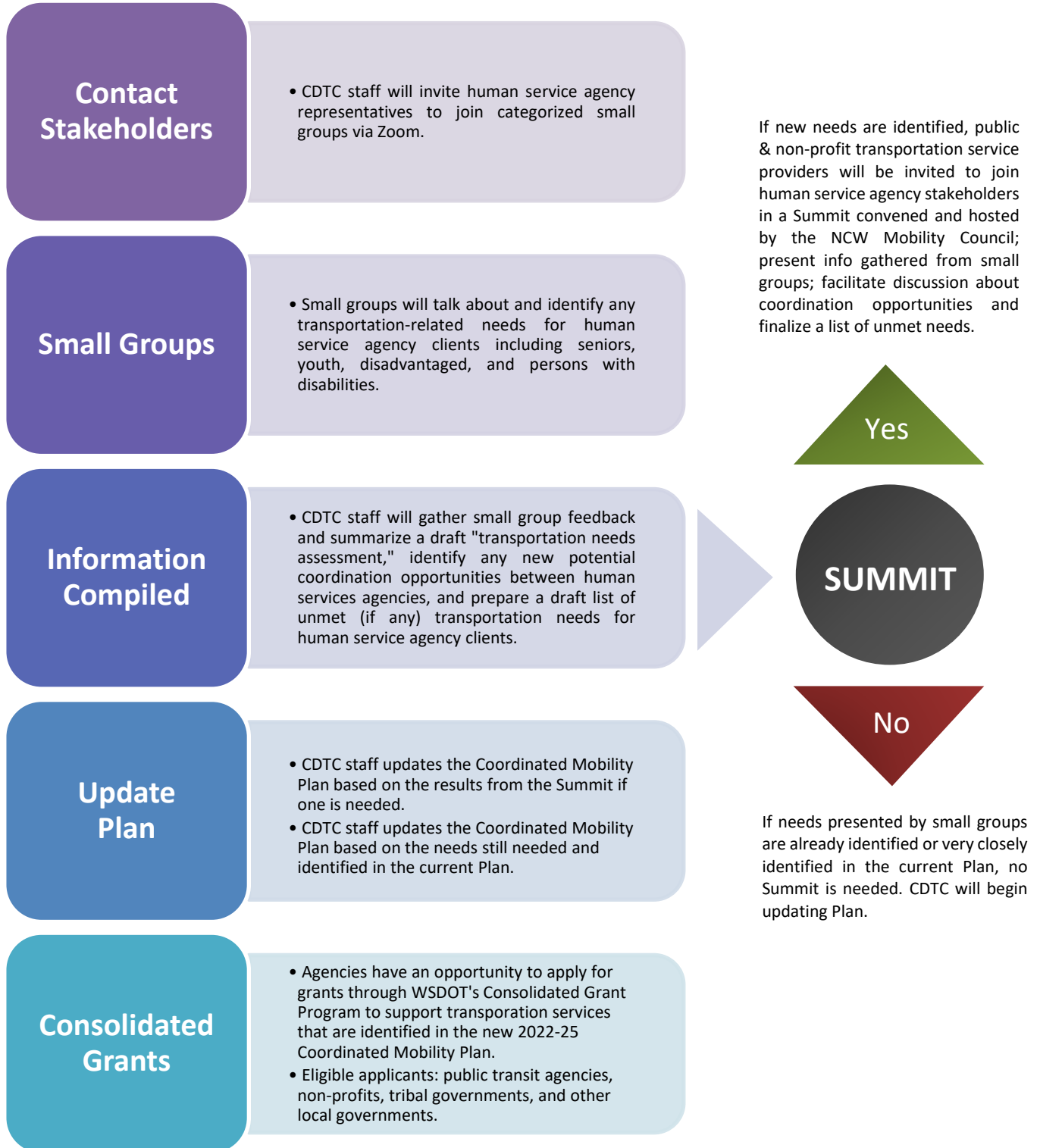
Chelan-Douglas Transportation Council  
37 S. Wenatchee Avenue, Suite C  
Wenatchee, WA 98801 - USA  
Phone: 509-663-9059  
Website: [www.chelan-douglas.org](http://www.chelan-douglas.org)



# APPENDICES

# Chelan-Douglas Transportation Council (CDTC) 2022-25 Coordinated Mobility Plan

## STAKEHOLDER ENGAGEMENT PROCESS



**Chad Daggett**

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**From:** Chad Daggett  
**Sent:** Friday, January 14, 2022 11:45 AM  
**Subject:** Focus Group Invitation

Dear Community Executive or Assigned Staff Member:

Happy new year!

The Chelan-Douglas Transportation Council is currently in the process of updating our region's 2019 Coordinated Public Transit – Human Services Transportation Plan (HSTP). Coordinated public transportation occurs when human and social services agencies, transportation providers, local governments, and non-profit organizations communicate and work together to reduce service overlaps and improve the quality and availability of transportation services. Developing the HSTP brings together said agency representatives to set strategies, goals, and objectives for the next four years and, by doing so, it allows transportation service providers to apply for state grant funding.

Key areas of focus in the HSTP include documentation of:

- transportation needs of individuals with disabilities (all ages), senior adults, and people with low incomes;
- strategies for meeting those needs; and
- needed transportation services for funding and implementation in the community.

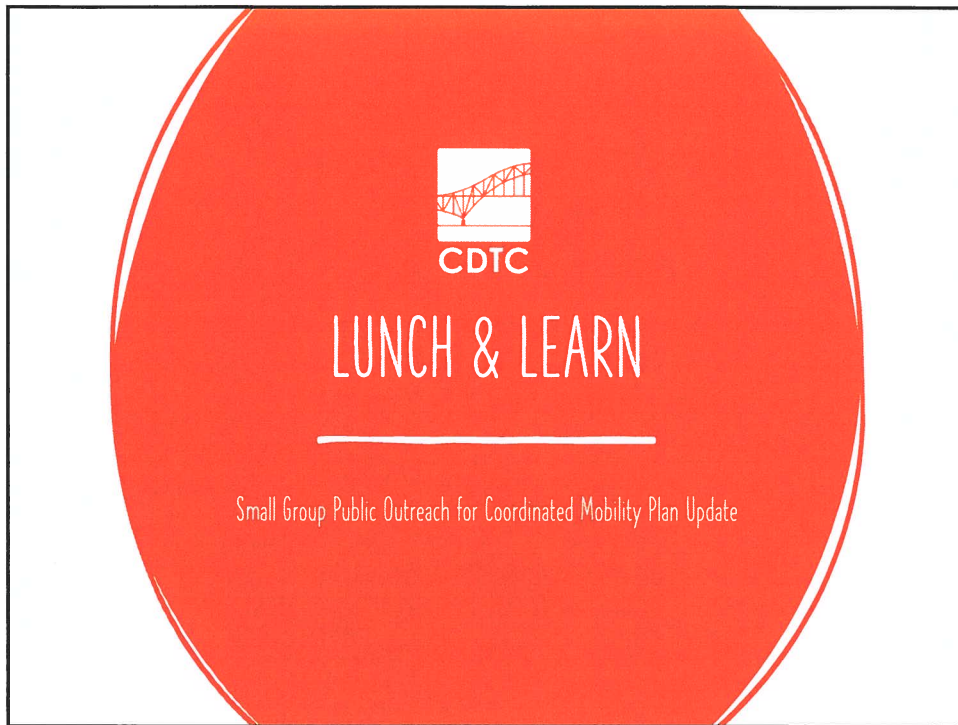
I am reaching out to you and your organization to request your participation in a small focus group to gather information for the updated HSTP. The small group will be targeted to the specific population that your organization serves.

In an effort to coordinate and schedule the small groups, please let me know of your interest by January 28. Due to the pandemic safety protocols, we plan to conduct the small groups via Zoom.

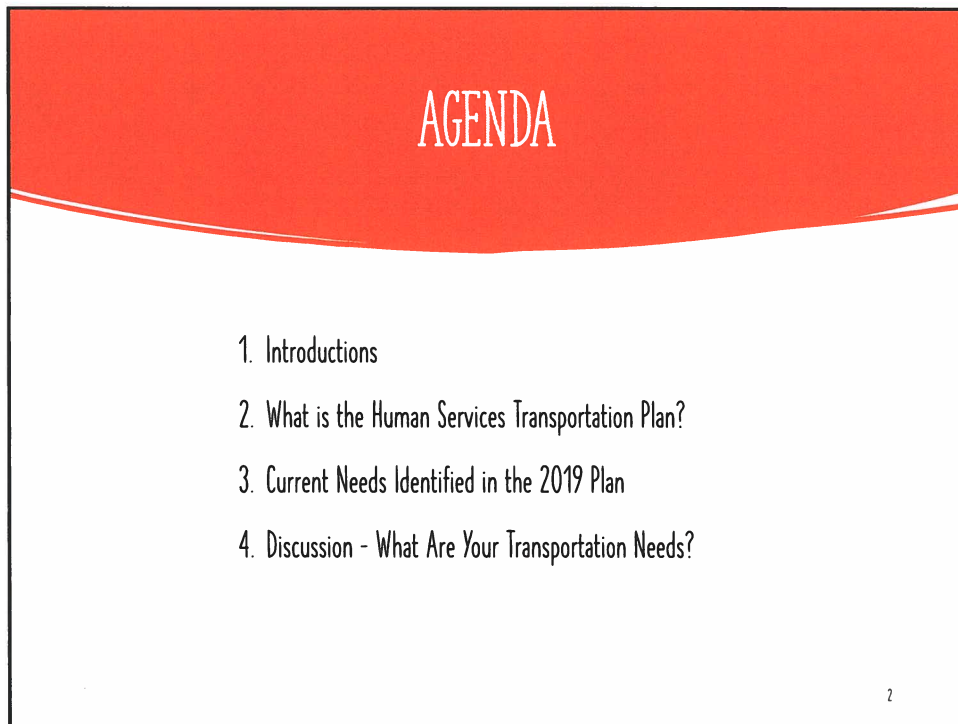
Thank you for your time and consideration; I look forward to hearing from you or a delegated staff member soon.

**Chad Daggett, CMC**

*Human Services Mobility Plan Coordinator*  
Chelan-Douglas Transportation Council  
37 S. Wenatchee Avenue, Ste. C | Wenatchee, WA 98801  
(509) 663-9059 | [www.chelan-douglas.org](http://www.chelan-douglas.org)



1



2

# INTROS

Name & Agency You Represent

3

3

## WHAT IS IT?

The Chelan-Douglas Transportation Council is currently in the process of updating our region's 2019 Coordinated Public Transit – Human Services Transportation Plan (Coordinated Mobility Plan).

Coordinated public transportation occurs when human and social services agencies, transportation providers, local governments, and non-profit organizations communicate and work together to reduce service overlaps and improve the quality and availability of transportation services. Developing the Mobility Plan brings together agency representatives to set strategies, goals, and objectives for the next four years and, by doing so, it allows transportation service providers to apply for state grant funding.

Key areas of focus in the Mobility Plan include documentation of:

- transportation needs of individuals with disabilities (all ages), senior adults, and people with low incomes;
- strategies for meeting those needs; and
- needed transportation services for funding and implementation in the community.

4

4

## CURRENT IDENTIFIED NEEDS

- 1 Maintain existing services relying on Consolidated Grant funding
- 2 Increase public transit service hours in the region
- 3 Improve options for rural transportation
- 4 Expand same day service transportation options

5

5

## CURRENT IDENTIFIED NEEDS

- 5 Provide better connectivity between Chelan, Douglas, Okanogan and Grant counties for access to social events, employment, medical services, social services and regional shopping destinations.
- 6 Research and support funding opportunities for new and existing programs and services.
- 7 Provide active transportation facilities (bike, walk, ADA accessible) across the region to increase safety and access to bus stops and essential services in our communities.
- 8 Increase education and outreach to public transit users and the general public on existing programs and transportation options, especially for special needs transportation users.

6

6

# LET'S TALK

What are the transportation needs for people to access your services?

1

Maintain existing services relying on Consolidated Grant funding

2

Increase public transit service hours in the region

3

Improve options for rural transportation

4

Expand same day service transportation options

5

Provide better connectivity between (4) counties for access to employment, medical, shopping, etc.

6

Research and support funding opportunities for new and existing programs and services.

7

Provide active transportation facilities to increase safety and access to bus stops.

8

Increase education and outreach to public on transportation options.

2022-25 Coordinated Mobility Plan Update  
Public Outreach Focus Groups

## **Executive Summary**

### **1. Public Outreach Summary**

The Chelan-Douglas Transportation Council (CDTC) held a series of “Lunch & Learn” focus groups in February 2022 involving various human service agency representatives categorized into the following groups:

- Seniors and Disabilities
- Youth
- Disadvantaged Assistance
- Medical and Employment

Through the focus groups, CDTC engaged in targeted conversations and gathered information to assist in analyzing the needs presented in the 2019 Coordinated Mobility Plan Update.

### **2. Participant Demographics**

16 participants took part in the focus groups (11 women and 5 men).

Agencies represented were as follows:

- Department of Social and Health Services
- Central Washington Disability Resources
- Communities In Schools of North Central Washington
- YMCA
- Eastmont School District
- Chelan-Douglas Community Action Council
- Catholic Charities of North Central Washington
- Oxford House
- Lake Wenatchee Fire & Rescue
- Cascade Medical Center
- Confluence Health
- Columbia Valley Community Health
- Washington State Department of Transportation



### 3. Perspectives

The 2019 Coordinated Mobility Plan Update presented eight in-depth regional mobility needs/gaps along with strategies to accomplish them. The needs were developed during a “Mobility Summit Workshop” in 2017 hosted by the North Central Washington Mobility Council.

During the focus groups, the heart of the discussion was centered around one theme question: *“What are the transportation needs for people to access your services?”* During the various conversations, the eight mobility needs/gaps presented in the 2019 Plan Update were reviewed as well as opening the discussions to any new mobility needs or gaps in demand.

During each group discussion, a slide listing the eight current regional mobility needs/gaps with narratives remained visible to everyone throughout the conversation.

### 4. Outcomes

- A. As broad themes, improvement for rural transportation, better connectivity between counties, safety, and education were top concerns with all participants.
- B. Random quotes of what was heard during the discussions:
  - “Rural transportation is a challenge; limited or no options available, especially with personal mobility challenges.”
  - “Cross-county access is a typical challenge – medical appointments and shopping.”
  - “Traditional transit isn’t always convenient especially for people who need to connect trips to multiple social service agencies in one day.”
  - “Patients from farther distances have no way to access People for People due to medical coverage.”
  - “Low-income people don’t qualify for some of the limited services available; partly a Medicare vs. Medicaid limitation.”
  - “Many missed appointments especially from rural and Okanogan County patients.”

- "Safe access to bus stops is a need. Reluctance to use transit after dark."
- "New volunteer program may not meet the unique safety needs of persons with a physical disability."
- "Fixed routes are a challenge due to accessing bus stops safely, cognitive ability to handle transfers."
- "In the Plain area, there is no public transportation within 15-30 miles for some residents."
- "Navigating bus stops is a challenge for persons with disabilities, streets are not very well cared for to accommodate wheelchairs."
- "Avoidance of the Link Transit depot is important for individuals in recovery."
- "Link Transit services are well-known but other specialized services are not as well-known or understood."

C. Participants shared examples of needs that keenly reinforced the existing eight mobility gaps in the 2019 Mobility Plan. As a result, none of the participants in the four focus groups presented new mobility needs/gaps.

## **5. Recommendation**

It is clear from the responses to the themed question along with the discussions that the eight current mobility needs/gaps within the 2019 Coordinated Mobility Plan still accurately express the needs in Chelan and Douglas Counties. As stated in 4 (C), none of the participants in the focus groups presented examples of challenges that point to new mobility needs or gaps.

The group participants were candid about seeking improvement in four of the eight current mobility needs: rural transportation, connection within the four counties, safety, and education.

It is recommended that CDTC continue to work alongside the North Central Washington Mobility Council in an effort to improve four of the eight

current needs that were notable concerns within the focus groups. The four needs are as follows:

1. Improve options for rural transportation.
2. Provide better connectivity between Chelan, Douglas, Okanogan and Grant Counties for access to social events, employment, medical services, social services, and regional shopping.
3. Provide active transportation facilities (bike, walk, ADA accessible) across the region to increase safety and access to bus stops and essential services in our communities.
4. Increase education and outreach to public transit users and the general public on existing programs and transportation options, especially for special needs transportation users.

In conclusion, since all eight of the current mobility needs listed in the 2019 Coordinated Mobility Plan are still in demand and the focus group participants had no new concerns, the 2022-25 Coordinated Mobility Plan Update should retain the same eight categories of unmet needs and gaps.

*Report by: Chad Daggett, Coordinated Mobility Plan Coordinator*

**Seniors & Disabilities Focus Group Notes****Feb 2, 2022**

Ken Sterner

DSHS

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- 5 – cross county access is a typical challenge.
  - Medical appointments and shopping – need for flexibility not available through fixed route transit
- 7 – services to/from long term care facilities
  - Assisted living, nursing homes, boarding homes for persons with disabilities, adult family homes – these homes have a distinct lack of transportation options
- 8 – more education/info would be helpful for DSHS to be able to share
- Many clients are served in their home. Snow and Covid both keeping people homebound.
- Significant population of elderly in a caretaker mode with infants – unique mobility challenge
- Unsure if the volunteer driver program will increase ride options for seniors
- Lack of housing close to services – affordable housing and rents – make the problems worse
- Housing is needed close to services, not in rural areas

Mayra Colazo

Central Washington Disability Resources

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- 3 – rural transportation is a challenge; limited or no options available for people especially with personal mobility challenges
- 7 – safe access to bus stops; snow removal
- Agency has considered purchasing an accessible van – funding is a barrier
- Volunteer driver system may not meet the unique safety needs of persons with a physical disability
- Taxis and Ubers not accessible
- Few new apartments include accessible units

## Youth Focus Group Notes

Feb 3, 2022

Molly Draben

CIS North Central Washington

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- Safe access to bus stops is a need
- Link services are well known but other specialized services are not as well known and understood.
- Some reluctance to use Link after dark
- Later service hours will help rural students with transportation barriers
- Partner with schools to provide in-school services
- Currently in Orondo and Waterville and Moses Lake
- Skillsource also transports kids/students and has need for vehicles – rural kids have challenges participating and/or holding down jobs due to time of day services

Yuri Sanchez

YMCA

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- YMCA has a bus for day camps
- Some kids have limited ability to participate based on transit routes and schedules
- Access via Link tends to be mostly be from people who live nearby
- Same day service options for camps and mentorship options – to get people

Jennifer Sea

Wenatchee School District

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- Didn't attend

Mayra Navarro Gomez

Eastmont School District

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- Didn't attend

Dr. Sue Kane

NCESD

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- Didn't attend

## Disadvantaged Assistance Focus Group Notes

Feb 4, 2022

Kristi Hills

Chelan-Douglas Community Action Council

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- Deputy director
- Direct observations on the bus system:
  - Effort to navigate the stops is a challenge for persons with disability – streets not very well cared for to accommodate wheelchairs
  - Clients come to CAC office for services
- Need a service that loops together CAC with several other social services – a social service route

Leah Dillman

Catholic Charities of NCW

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- Recovery homes
- Rely on volunteers to provide trips
- Traditional transit isn't always convenient
- They reimburse drivers directly – mileage based
- Collaborate with Entiat Valley trips program
- Unclear if Link's volunteer driver program will meet their needs
- Increase in request from people in Moses Lake to access medical services in Wenatchee

Kelly Rimbey

Oxford House

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- Volunteer services coordinator
- 6-12 individuals in a house
- Need to replenish a grant for paying volunteer drivers
- Sunday busses are a big help but need more evening hours for the bus
- Avoidance of the bus depot is important as the individuals are in recovery
-

## Medical & Employment Focus Group Notes

Feb 8, 2022

Heather Brown

Confluence Health

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- Get referrals from providers based on transportation needs, lack of transportation.
- Patients from farther distances have no way to access people-for-people or provide a ride due to their medical coverage
- Low income people don't qualify for some of the limited services available – partly a Medicaid versus medicare limitation.

Megan Parish

Confluence Health Foundation

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- Missed appointments especially from rural and Okanogan Co patients
- Also people close by, reasons not well understood
- 

Ruben Betancourt

Columbia Valley Community Health

---

- Rides often fall through for patients from rural areas
- Anything within 24hrs including emergencies lacks options – CVCH often pays for taxi rides
- Many patients are unaware that LINK is free
- Free is important and should remain in place
- 

Aisha Houghton

Cascade Medical Center

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- People for People requires advance scheduling. Patients can't be sent over to Confluence Health when needed for specialty services.
- Fixed routes are a challenge due to accessing bus stops safely, cognitive ability to handle transfers.
- Gas prices at times is a challenge
- PFP program is great but they have so few drivers/contractors, they often cannot respond to a call for Medicaid-funded transportation.
- PFP being managed out of Yakima might be a factor in how well they understand and can respond to needs in this area.

Marlene Farrell

Cascade Medical Foundation

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- Indicated intent just to listen and learn

Mike Pirotto  
Lake Wenatchee Fire & Rescue

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The concern for our area is twofold.

First, there are some within our community who have a hard time getting to Wenatchee and/or Leavenworth for medical appointments. For some, they live alone and no longer drive. For others, it is the cost involved for fuel and/or time for someone to take them. It is possible the new TRIP program with LINK can help solve the issue. I have made one referral thus far.

The second issue is there is absolutely no public transit within 15-30 miles for our residents. Therefore, a trip to the regular grocery store can be problematic for some. Some residents are required to go to a local grocery store where selection is limited and the price is at a premium. A bus route up to the Lake Wenatchee/Plain area 2-4 times per day with a "short" bus would be helpful. Perhaps the upcoming service changes will address it.

#3 Plain area doesn't have public transportation;. They do have People for People providing medical transport. Link's Triplink voucher program is coming online but is limited to elderly and disabled. No other options available.



North Central Washington

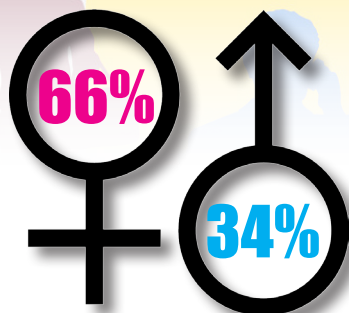
# Mobility Council



# 800

Eight hundred surveys were received!  
To see more results, visit:

[www.ncwmobilitycouncil.org](http://www.ncwmobilitycouncil.org)



## OUR VISION

The NCW Mobility Council is a long-term effort aimed at creating partnerships and identifying resources to expand and increase accessibility to existing services; and to advise the community on services needed to fill in the gaps.

## THE SURVEY

The purpose of our survey was to explore and understand transportation needs and use throughout North Central Washington and to form a regional plan to improve transportation.

## DISTRIBUTION

The survey was distributed throughout Chelan, Douglas, Grant and Okanogan counties via social media and email list-servs. In addition, paper copies were distributed in over **50 locations** throughout the four counties.

- 4 Spanish surveys online
- 59 Spanish paper surveys
- 238 English surveys online
- 499 English paper surveys

## IMPROVEMENTS

The survey received more than 500 open ended comments describing transportation barriers and ideas to improve transportation. The comments covered a range of topics including ideas for programs, personal stories, and specific routes or projects to improve transportation options.



Respondents indicated they used public transit for medical care (49%) and basic needs (41%). Other frequent public transit destinations such as shopping, recreation and employment ranged from 20-29 percent.

**55 percent of respondents indicated they sometimes or always had trouble reaching destinations using public transit.** Open-ended responses found transit schedules, access to transit, limited services and using public transit to get to medical appointments were the largest challenges.

# 55%

## Active TRANSPORTATION



61% of respondents said they use active transportation to get around. **82% said they walked and 39% said they biked.**



To learn more about the Mobility Council and to view entire survey results, visit: [www.ncwmobilitycouncil.org](http://www.ncwmobilitycouncil.org)

E f f e c t i v e J u l y 1 1 , 2 0 2 2

# Wenatchee & East Wenatchee Routes



## Inter-County and Inter-State Transportation

### BUS:

#### Apple Line

800-366-6975

Español: 800-231-2222

– *appleline.us*

– Omak to Ellensburg via Wenatchee

#### Northwestern Trailways

800-366-3830 or purchase at Kiosk in  
Columbia Station

Español: 800-231-2222

– *northwesterntrailways.com*

– 300 S. Columbia St., Wenatchee,  
WA 98801

– Customers with disabilities call  
Travel Assistance Line at 800  
-752-4841 at least 48 hours prior  
to departure

### RAIL:

#### Amtrak

800-872-7245

– *amtrak.com*

– Empire Builder  
Trains 7 & 8

– No ticket sales at Columbia Station.



## Air Transportation

### AIR:

#### Alaska Airlines

[www.alaskaair.com](http://www.alaskaair.com) 800-252-7522

Pangborn Memorial Airport

509-884-2494 [www.flywenatchee.com](http://www.flywenatchee.com)

One Campbell Parkway, Wenatchee

FOR MEDICAL EMERGENCIES DIAL 911

#### Air Ambulance:

##### Airlift Northwest

[www.uwmedicine.org/airliftnw](http://www.uwmedicine.org/airliftnw)

206-329-2569 or 800-426-2430

#### Life Flight

[www.lifeflight.org](http://www.lifeflight.org)

800- 232-0911 or 208-367-3114



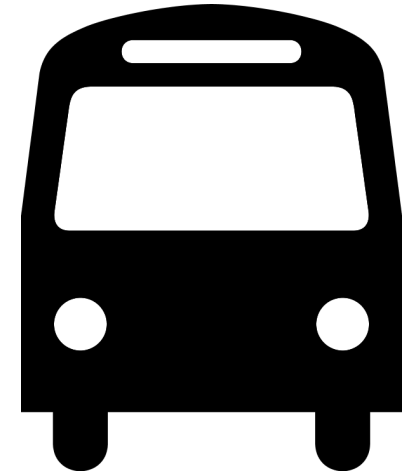
300 S Columbia St  
Wenatchee, WA 98801  
(509) 662 - 1155

[www.linktransit.com](http://www.linktransit.com)

Mobility Coordinator: (509) 664 - 7625  
Last updated: 06/2022

## TRANSPORTATION SERVICES

For Chelan &  
Douglas Counties,  
with connections to  
Grant & Okanogan  
Counties



Pamphlet provided by:



## Taxi Cab Services

### Apple City Taxi

509-662-2126

### A Cab N' Courier

509-886-4222

### AC Check

509-663-8294

### Lake Chelan Cab Co

509-682-8294

### Leavenworth Taxi & Shuttle

509-548-7433

### Provide A Ride\*

509-470-5974

### Go-Go Grandparent

1-855-464-6872

[gogogranparent.com](http://gogogranparent.com)

### Uber

[Uber.com](http://Uber.com) (phone app. only)

### Lyft

[Lyft.com](http://Lyft.com) (phone app only)

## Ambulance Services

FOR MEDICAL EMERGENCIES DIAL 911

### WENATCHEE:

#### Ballard Ambulance

509-662-5111

#### Lifeline Ambulance

509-663-4602

### LEAVENWORTH:

#### Cascade Ambulance

509-548-5815

### CHELAN:

#### Lake Chelan Ambulance

509-682-3300

(Life Flight Network)

\* designates wheelchair accessibility 

**NOTE: Transportation services listed in this publication are subject to availability. Contact the servicer for business hours services, costs & eligibility.**

## Public Transit

### Link Transit\*

509-662-1155

– [linktransit.com](http://linktransit.com)

– Fixed route public transportation

### Link Plus ADA Paratransit\*

(Application required)

509-662-1155

– [linktransit.com/services-programs/linkplus](http://linktransit.com/services-programs/linkplus)

– Requires application, call for eligibility information

### Link Transit Travel Training

– 509-664-7673 [linktransit.com](http://linktransit.com)

*Learn how to ride!*

– Training for fixed route public transportation service. Schedule an appointment! It's **FREE!**

### Volunteer Driver Program

509- 664-7630

[www.trancarerides.org](http://www.trancarerides.org)

– Application required

– Serves persons 65+ and persons w/ disabilities

– Persons living **outside** current Link Transit's service area





## Other Options

### Wenatchee Valley Shuttle

509-293-5773 Call for more information

– [wenatcheevalleyshuttle.com](http://wenatcheevalleyshuttle.com)

– Multiple daily shuttles to/from SeaTac

## Cont. Other Options

### People for People\* (Pre approval required)

800-233-1624

– [pfp.org](http://pfp.org)

– Non Emergent Medical transportation for Medicaid recipients

### Health Express Shuttle\*

509-765-9249 X 555

– [pfp.org/pfp/transportation/grant.aspx](http://pfp.org/pfp/transportation/grant.aspx)

– Moses Lake, Ephrata, Quincy, Wenatchee

### Wenatchee Quincy Express\*

800-851-4204 X 555 or 509 765-9249 X 555

– [pfp.org](http://pfp.org)

### Provide-A-Ride\*

509-292-3566

– Local and statewide transportation services, no EMS personnel available

### Wenatchee Mobility\*

509-881-4315

– Medical transportation only

### TRIPS Transportation Assistance\*

509-784-7117

– [www.evcsfb.org](http://www.evcsfb.org)

– Serves greater Wenatchee, Cashmere, Orondo., Entiat

– Call for boundary area served.

– For 55 + and persons with disability

– Non emergent medical transportation

– May through September only

[https://www.wenatcheeworld.com/news/local/link-transit-to-cut-routes-due-to-bus-driver-shortage-board-rejects-hiring-and-retention/article\\_900bd030-1ff5-11ed-a981-7f95fd0b3216.html](https://www.wenatcheeworld.com/news/local/link-transit-to-cut-routes-due-to-bus-driver-shortage-board-rejects-hiring-and-retention/article_900bd030-1ff5-11ed-a981-7f95fd0b3216.html)

## Link Transit to cut routes due to bus driver shortage; Board rejects hiring and retention bonuses

By Oscar Rodriguez  
World staff writer  
Aug 19, 2022

WENATCHEE — Link Transit is eliminating or reducing service on a number routes from October to January due to an ongoing shortage of bus drivers.

Link Transit is short at least six full-time drivers to fully staff the entire service schedule, according to information in the board's packet for its August meeting.

Service on routes 20 (Orondo/Chelan Falls), 26 (Ardenvoir), 32 (Leavenworth — Sleeping Lady), 34 (Leavenworth — Ski Hill) is being suspended. The routes will be suspended from Oct. 3 to Jan. 2, 2022.

Routes 3 (Central Washington Hospital/ Saddle Rock Trailhead), 4 (Pybus/Wenatchee Valley College), 5 (Orondo/Cherry and Western to Walmart), 9 (South Wenatchee) will see a reduction in weekday service going from every 30 minutes to every hour starting Oct. 3 through Jan. 2.

Another three routes, — routes 4, 7, 9 — are being rerouted.



Richard DeRock  
Link Transit general manager

Part of the problem is that with current staff numbers, just about every employee is working "huge amounts of overtime," said Richard DeRock, Link Transit general manager.

People are not getting their days off, DeRock said at the Aug. 16 Link board meeting. And with seasonal service to Mission Ridge being added during winter, there will not be enough time to give people the required time off to begin that service.

Four individuals are in training, but their addition won't be enough or soon enough to cover all the currently scheduled service, according to a summary report.

It takes between 11 and 12 weeks to complete the necessary training for a commercial driver's license, so the new driver would not be ready for service by Oct. 3, "or realistically before December of 2022," according to a summary report.

And so far, Link Transit has been losing about the same amount of employees its been hiring, DeRock said on Tuesday.

Link Transit staff said at a July 19 meeting that an increased cost of living has negatively impacted the recruitment and retention of employees.

In July, staff proposed to the board three one-time payment options:

- An inflation adjustment payment of \$2,500 to non-bargaining unit employees, effective Aug. 1.
- A retention incentive of \$2,500 to all employees employed continuously from Aug. 1 through Dec. 31, effective Jan. 5, 2023.
- A sign-on/hiring incentive of \$2,000 to new employees hired between Aug. 1, 2022 and Dec. 31, 2022.

The payments would amount to \$585,000, and the proposal would not require an amendment to Link Transit’s plan as the agency was \$1.1 million under their operating budget, according to a summary report.

Several board members voiced their concern that this would not solve the underlying issue.

“All of us in the private sector and public sector are dealing with the same issues,” said Link board member Marc Straub, a Douglas County commissioner, during the July meeting. “It’s a larger, economic issue. Historically, you look at these types of moves, and this is what I call a part of the inflation spiral. ... I just I don’t see this being a positive in the long run.”

A motion to reject the proposal as presented failed 5-6. Another board member made a motion to table the discussion until Link Transit staff could collect some more information on the issue. That motion passed 9-2.

The topic resurfaced at the Tuesday meeting, before the board approved the route changes, with staff requesting the board provide direction on how they would tackle the issue.

A couple of board members spoke in support of some kind of retainment and hiring strategy but did not offer specifics. Several others brought up similar concerns about how the payments would not solve the issue and more information needs to be collected to draft better solutions.

Link Transit staff said a market study had begun this week with results expected in October.



Marc Straub  
Douglas County commissioner  
Provided by Douglas County



Mark Kulaas  
Wenatchee councilmember

Mark Kulaas, Wenatchee councilmember and a Link board member, stressed how important it is to retain employees. He referred to other employers that are improving their facilities to better provide for child care and other amenities like cafeterias and health clinics.

“Lastly, say that if we agree we’re going to kick this down the road a little bit, though, is that when we get to that cul-de-sac and end of the road ... we darn well better be prepared to do something,” said Kulaas. “We can wait for this information, wait for that information. We have valuable employees; we need to show that we value.”

Anne Hessburg, Leavenworth councilmember and a Link board member, said she was in support of the proposed hiring and retention bonuses while Link Transit goes through its salary survey and market research to figure out how to stay competitive.

“It would be irresponsible for us to do nothing while we’re waiting for information to come in the next couple of months because we have a responsibility to our voting populace and the promises that we’ve made with regard to our expensive service, and so I would be supportive in some of these recommendations.”

Hessburg made a motion to approve the retention and hiring bonuses — excluding the inflation adjustment payment — which failed by a 4-5 vote.