

## **Response to Representative Liias's Questions:**

### **Background**

Link Transit is the regional transit agency that serves all of Chelan and western Douglas Counties. Link Transit serves the metropolitan area of Wenatchee/East Wenatchee/Rock Island and the rural cities of Leavenworth, Cashmere, Waterville, Entiat and Chelan as well as 9 unincorporated rural communities. Link Transit's service area exceeds 3,000 square miles with a total population of 104,000.

Link Transit operates 9 urban transit routes, 3 regional commuter transit routes, 6 rural flex routes, 2 rural "trolley" circulators, a general public DART service and 2 seasonal routes as well as regional paratransit (LinkPlus) service for persons with disabilities. Link Transit and operates 66 transit vehicles, one intermodal transit station, two transfer stations, 7 park-n-ride lots and a comprehensive maintenance and operations base. Link Transit delivers just below one (1) million annual passenger trips to the residents and visitors of North Central Washington.

### **1) Coordinate Services with Others:**

Link Transit coordinates its service extensively with the other public, private and private non-profit passenger transportation organizations that serve North Central Washington. Link Transit owns and operates a regional intermodal transportation center in downtown Wenatchee. This facility includes a 16 bay public transportation transfer center that serves the Link Transit system and provides transfer opportunities to Grant Transit and Okanogan County Transportation. The facility also includes an Amtrak station, a staffed Northwest Trailways station and a Travel Washington (Apple Line) station. The facility houses Link Transit's guest services functions, a climate controlled passenger waiting area, baggage handling area, a restaurant, the Wenatchee Valley Transportation Council and the Wenatchee Valley Chamber of Commerce.

Outside of our service coordination at the Inter-modal center, Link Transit provides direct connections to the Lake Chelan passenger ferry service (Lady of the Lake) in Chelan and in Manson and to Lake Chelan Airways at its seaplane terminal in Chelan. Link Transit provides for transfers to the Okanogan County Transportation in Chelan and to the Travel Washington (Apple Line) service in Chelan Falls. Link Transit coordinates extensively with human services transportation programs of TranCare (the regional Medicaid broker) Catholic Family Services, Skill Source, The Women's Resource Center, the Mustard Seed (sheltered workshop), Lake Chelan Community Hospital, the Wenatchee Valley Medical Center, Central Washington Hospital, Cascade Medical Center, Crossroads Community Church, The Wenatchee Valley Senior Center, the Leavenworth Senior Center, the Lake Chelan Senior Center, 14 skilled and assistive living facilities and three dialysis centers.

Link Transit also coordinates (including contracting for supplemental and guarantee ride home services) with a 4 cab companies and 2 ambulette providers and 4 private Medicaid transportation providers. Link Transit markets and coordinates the use of the Grant Transit Vanpool program. Link Transit operates 7 park and ride facilities and coordinates their use for the employee transportation program for the Mission Ridge and Stevens Pass ski resorts. Link Transit has an agreement with Wenatchee Valley College to recognize the student ID card as an unlimited ride pass for all full time students. We have a similar agreement with Mission Ridge provide unlimited rides to all Mission Ridge Seasons Pass holders. Link Transit also has developed a low cost school year pass for junior and senior high school students that is extensively used to deliver access to homeless students, cross-district students, after school activities and the regional skill center.

Link Transit has partnered with the Wenatchee Valley Mall to develop and operate a transfer center on its property and has developed bus turn-around facilities and passenger loading areas with the Hi-Up Growers cooperative in Peshastin, the Icicle Junction Resort in Leavenworth, the Leavenworth National Fish Hatchery, the Beaver Valley Lodge in Plain, Coopers Store in Ardenvoir, BJ's Truck Stop in Rock Island, the Mill Bay Casino in Manson, the Lake Chelan Chamber of Commerce in Chelan and the Manson Bay Parks Board in Manson.

### **2) Coordinates Services with the Washington Department of Transportation:**

Link Transit works extensively with the Washington Department of Transportation on the coordination of service. Link Transit has worked with the department to develop and has been granted funding to provide access to the rural communities of Plain, Lake Wenatchee, Ardenvoir, Sun Cove, the Icicle River and Chelan Falls. Link Transit has also been granted funding to expand its paratransit services and to provide Job Access/Reverse Commute services in the greater Wenatchee area. Link Transit has worked with the department to develop and operate park and ride lots and on-line bus stops in Leavenworth, Peshastin, Dryden, Monitor, Olds Station, East Wenatchee and Chelan. Link Transit has been providing a pedestrian way mitigation service during the widening of the George Sellar' bridge and provided a "bridge" service during the emergency repairs of the Beebe' bridge. Link Transit has worked extensively with the department accommodate and mitigate the impacts of road construction and rock slope stabilization, particularly those projects which close the primary access to a community.

In addition to the these direct service coordination activities, Link Transit works with the department to coordinate our planning activities and to work to ensure that our respective activities improve service delivery to the citizens of our state.

### **3) How We Make Service Delivery Decisions:**

Link Transit is governed by a federated Board of Directors comprised of four (4) of the six local County Commissioner's and eight mayors or council members representing the 8 incorporated cities in our service area. This board develops the service delivery and service allocation policies for Link Transit. The Board has developed a mission statement, organizational values and system performance standards and annual system performance goals that are used to evaluate service delivery decisions.

Approximately every 10 years, staff develops, with the input of our passengers, community members and operators, a comprehensive service plan. This plan lays out a system vision and the outlines of financial feasibility plan for service. This document is coordinated with the Regional Mobility plan developed by the Wenatchee Valley Transportation Council (local MPO) and serves as the basis for the annual Transportation Development Plan (TDP) which lays out a six year capital and operations expenditure plan and is submitted to the Washington State Department of Transportation for review and inclusion in the State'. The annual operating and capital budget are derived from the projects and plans in the TDP. Both the TDP and the annual budget are developed in an open process involving the broad reach of our local community. Specific service expansion or contraction recommendations consistent with our various plans and community input are proposed in the annual budget and if approved implemented in the following fiscal year.

In addition to this process, every six months our board is presented a review of the performance (as measured by the passengers per revenue hour of service) of each of our routes. Any route that does not meet its defined performance standards (Link Transit has standards for rural flex routes, rural commuter routes, demand response service and urban fixed routes) is identified for additional marketing or adjustment based on community input. If a route continues to fail to meet its performance standards, then the route is recommended for cancelation.