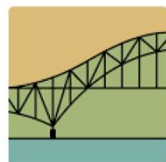


COORDINATED MOBILITY PLAN

2027-2030

This 2027-30 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.



Chelan-Douglas
TRANSPORTATION COUNCIL
CDTC



Board Approval & Plan Adoption Date: September 10, 2026 (Resolution 3-2026)

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Downtown Wenatchee Mural “Better Together - Mejor Juntos”

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964. It makes it illegal to unfairly treat or deny opportunities to people based on their race, color, or national origin in programs and activities that receive money from the federal government. In other words, no one in the United States can be left out, denied benefits, or treated unfairly in any federally funded program or activity because of their race, color, or national origin.

What is ADA?

The Americans with Disabilities Act (ADA), a separate Federal civil rights law, expands on Title VI by prohibiting discrimination against people with disabilities. Under this law, people with disabilities are entitled to all of the rights, privileges, advantages, and opportunities that others have when participating in civic activities. Material created by CDTC can be made available in an alternate format by emailing Chelan-Douglas Transportation Council at comments@chelan-douglas.org or by calling 509 663-9059. Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.

Our Assurance

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, 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.

CDTC Title VI Policy Statement

Chelan-Douglas Transportation Council (CDTC) assures that no person shall on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964 and as amended, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the Washington State Department of Transportation. CDTC further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs or activities are federally funded or not. In the event CDTC distributes federal aid funds to another governmental entity or other sub-recipient, CDTC will include Title VI language in all written agreements and will monitor for compliance. Under direction of the CDTC Executive Director, the Title VI Coordinator is responsible for initiating and monitoring Title VI activities, preparing required reports and other CDTC responsibilities as required by 23 CFR 200 and 49 CFR 21.

Authorities

Title VI of the 1964 Civil Rights Act provides that no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance (refer to 23 CFR 200.9 and 49 CFR 21). The Civil Rights Restoration Act of 1987 broadened the scope of Title VI coverage by expanding the definition of the terms “programs or activities” to include all programs or activities of Federal Aid recipients, subrecipients, and contractors, whether such programs and activities are federally assisted or not (Public Law 100259 [S. 557] March 22, 1988). Additional Authorities and Citations Include: Title VI of the Civil Rights Act of 1964, 42 USC 2000d to 2000-4; 42 USC 4601 to 4655; 23 United States Code 109(h); 23 United States Code 324; Department of Transportation Order 1050.2; Executive Order 12250; Executive Order 12898; Executive Order 13166; 28 CFR 50.

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, which includes 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 that is consistent with the long-range plan.

Currently, CDTC has three full-time staff members and a governing board 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](#).



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, the area has a population of approximately 128,350 and covers nearly 4,850 square miles.¹

Chelan and Douglas counties are connected 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 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 a thriving agricultural sector, particularly tree fruit (apples/cherries/pears), wheat, and wine grapes.

The Wenatchee urbanized area is the region's economic, cultural, and transportation hub. It is situated in a narrow valley, surrounded by steep terrain at the confluence of the Columbia and

¹ <https://ofm.wa.gov/data-research/population-demographics/estimates/small-area/> (Accessed 4/20/26)

Wenatchee rivers. These geographic and topographic constraints limit options for addressing local and regional transportation issues.

The region's geographic and topographic constraints are not limited to the Wenatchee Valley. Steep terrain and water features create physical barriers that restrict transportation and development options throughout Chelan County and in parts of Douglas County. These restrictions create the need for efficient and well-planned land use patterns and supporting infrastructure, particularly in the region's 13 Urban Growth Areas. The region's transportation infrastructure and services must support planned community and economic development by creating a context-sensitive, well-connected, multi-modal, and financially sustainable network in the region's urban and rural areas as transportation networks shape land use.

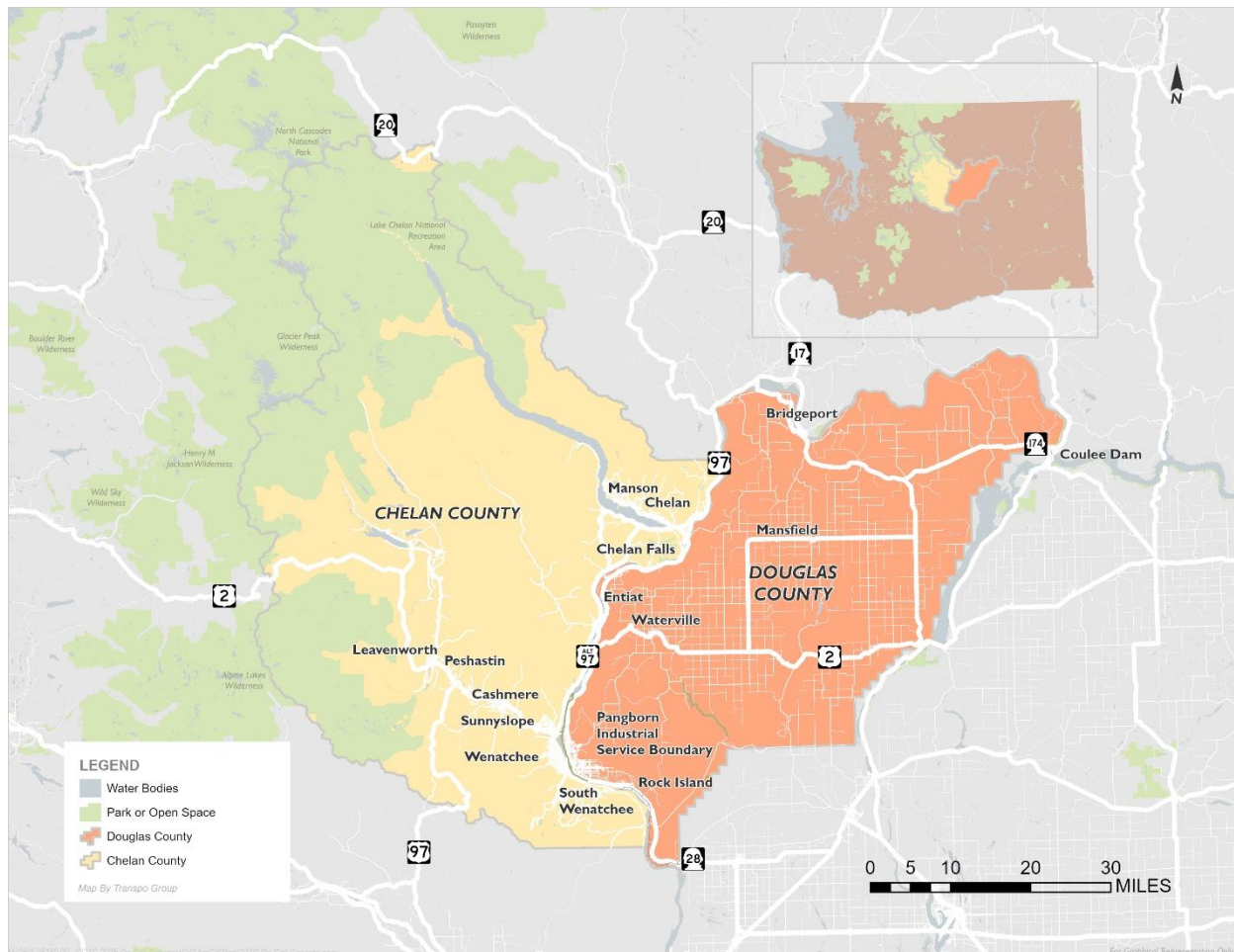


Figure 1 The Chelan-Douglas planning area

2. Introduction: The Coordinated Mobility Plan

Every four years a regional Coordinated Mobility Plan (also called a Coordinated Public Transit - Human Services Transportation Plan) must be prepared and submitted to Washington State Department of Transportation (WSDOT) by all Metropolitan and/or Regional Transportation Planning Organizations in the state. This document serves as the 2027–30 Coordinated Mobility Plan update for Chelan and Douglas counties.

The Coordinated Mobility Plan is a planning tool to help the region identify 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 to improve coordination among federal agencies that serve transportation-disadvantaged populations. The Federal Transit Administration requires projects selected for Enhanced Mobility of Seniors and People with Disabilities Program funding (Section 5310, described later in this plan) to be included in a locally developed, coordinated public transit-human services transportation plan. This plan must be developed through a process that includes participation by older adults, individuals with disabilities, transportation and human services providers, and other members of the public.

State Coordination

The information identified in this plan is used to support the 2022 WSDOT Statewide Human Services Transportation Plan. The primary goals of the WSDOT Plan are:

- Accessibility: Human services transportation is accessible and helps more people get to the places they need to go.
- Safety: People feel safe using human services transportation.
- Ease of use: Human services transportation is easy to use.

Regional Coordination

CDTC works in partnership with the North Central Washington Transportation Collaborative, formerly the North Central Washington Mobility Council, which formed after a 2017 Mobility Summit hosted by Link Transit. The group's mission is to increase access to services to improve

the wellness of communities and vulnerable populations in Chelan, Douglas, Grant, and Okanogan counties. The Transportation Collaborative meets every two months.

While this plan focuses on Chelan and Douglas counties, the partnership takes a holistic look at the entire North Central Washington (NCW) region, including 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 and State funding. Project applications for the biannual Consolidated Grant Program must fall under the priorities identified within this plan update. Funding for awarded projects 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 WSDOT Consolidated Grant Program includes funding from several sources, including federal and state sources. Federal sources include Section 5310, Section 5311, and Section 5339(a) funds, and state sources include paratransit, special needs, and rural mobility grants funded by the Climate Commitment Act.

FTA's Enhanced Mobility of Seniors and Individuals with Disabilities program, also known as Section 5310, is intended to improve mobility for seniors and individuals with disabilities by removing barriers to transportation services and expanding transportation mobility options.² 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

FTA's Formula Grants for Rural Areas program, Section 5311, provides public transportation funding for rural areas with populations of less than 50,000. FTA states that "Eligible activities

² <https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310>

include planning, capital, operating, job access and reverse commute projects, [non-emergency medical transportation](#), [mobility management](#) programs, and the acquisition of public transportation services.”³

FTA's Grants for Buses and Bus Facilities Formula program, Section 5339(a), provides funding to “replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities.”⁴

2027–29 biennium Consolidated Grant applications are due to WSDOT by September 9, 2026. Once applications are reviewed by WSDOT, the applications are distributed to each respective Regional and/or Metropolitan 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 25 of 100 points in the state’s competitive process; projects ranked ‘A’ are automatically awarded. WSDOT allows CDTC to prioritize up to 17 projects using its “ABC” formula. The CDTC Board reviews the ranked projects and then submits recommendations to WSDOT.

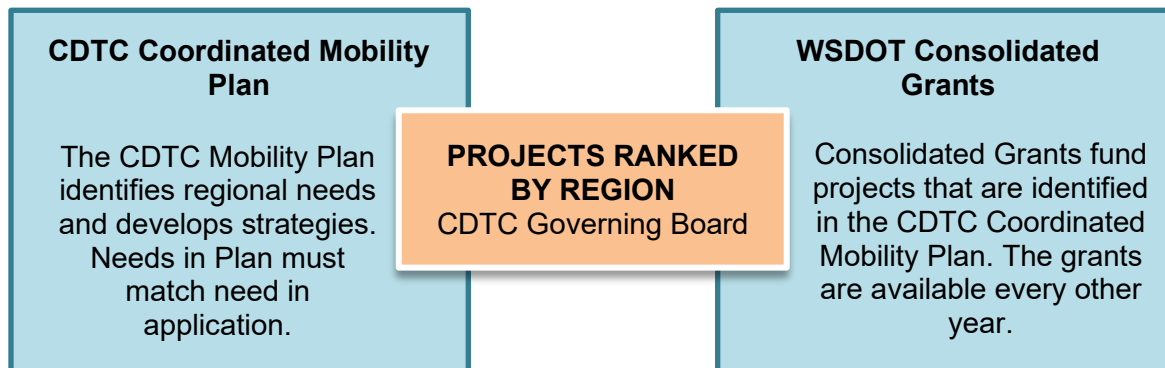


Figure 2 How projects get ranked and funded by CDTC and WSDOT

³ <https://www.transit.dot.gov/rural-formula-grants-5311>

⁴ <https://www.transit.dot.gov/funding/grants/busprogram>

3. Community Outreach & Engagement

Community outreach and engagement consisted of multiple activities across different stages of plan development. The plan also benefited from ongoing organizing work in the community, which CDTC was able to use to gather insights for the plan and tailor the questions asked during the community survey and focus group.

2025 Mobility Summit

The 2025 Mobility Summit was designed to leverage the expertise and insight of nearly 50 community leaders, service providers, planners, and advocates from across Chelan, Douglas, Grant, and Okanogan counties and the Confederate Tribes of the Colville Reservation. These organizations collaborate to address transportation challenges in North Central Washington. Attendees represented the following sectors:

- Physical and behavioral health
- Seniors
- Disabilities support services
- Social services
- Education and youth
- Housing
- Transportation
- State agencies

Over the course of the one-day summit, attendees were asked a series of questions related to the 2023–2026 CDTC Coordinated Plan goals, which include: Goal 1: Improve Transportation Access in Under-Resourced Areas; Goal 2: Improve Connectivity Between the Four Counties; Goal 3: Improve Safety and Access to Bus Stops & Essential Services; Goal 4: Improve Education for Transportation Options.

Community Survey

The community survey was developed for online distribution and was available in English and in Spanish. The survey was shared with 43 organizations that serve Chelan and Douglas counties. This list included five coalitions that have a broad reach across Chelan and Douglas counties, the North Central Washington Transportation Collaborative, and participants of the 2025 Mobility Summit.

Survey Highlights

All results should be reviewed with consideration for the small sample size. The survey received 49 responses. Sixty five percent of respondents identified as public transit riders (32 respondents). Survey respondents were primarily from Chelan County (73%), and most respondents were from the Wenatchee metro area (65%) (see Table 18).

Most respondents were between the ages of 25 and 50 (57%, see Table 19) and work full-time (65%, see Table 20). A majority always have access to a vehicle (76%), including 69% of public transit riders (see Table 21).

Transit Usage

When asked “How often do you need to travel for shopping, work, medical appointments, school, or other errands?” and presented with a list of local public transportation providers, a majority of transit riders (91%) said they used Link Transit fixed route at least monthly, and over half (53%) said they used Taxi or Uber/Lyft at least monthly (see Figure 3). Other transit options used included Link DART (16%) and Apple Line (13%), with less than 10% reporting use of Link Plus (ADA Paratransit), TranGO (Okanogan County transit), People For People, and TranCare (non-emergency medical transportation). No respondents indicated they used TRIP-Link (volunteer driver program).

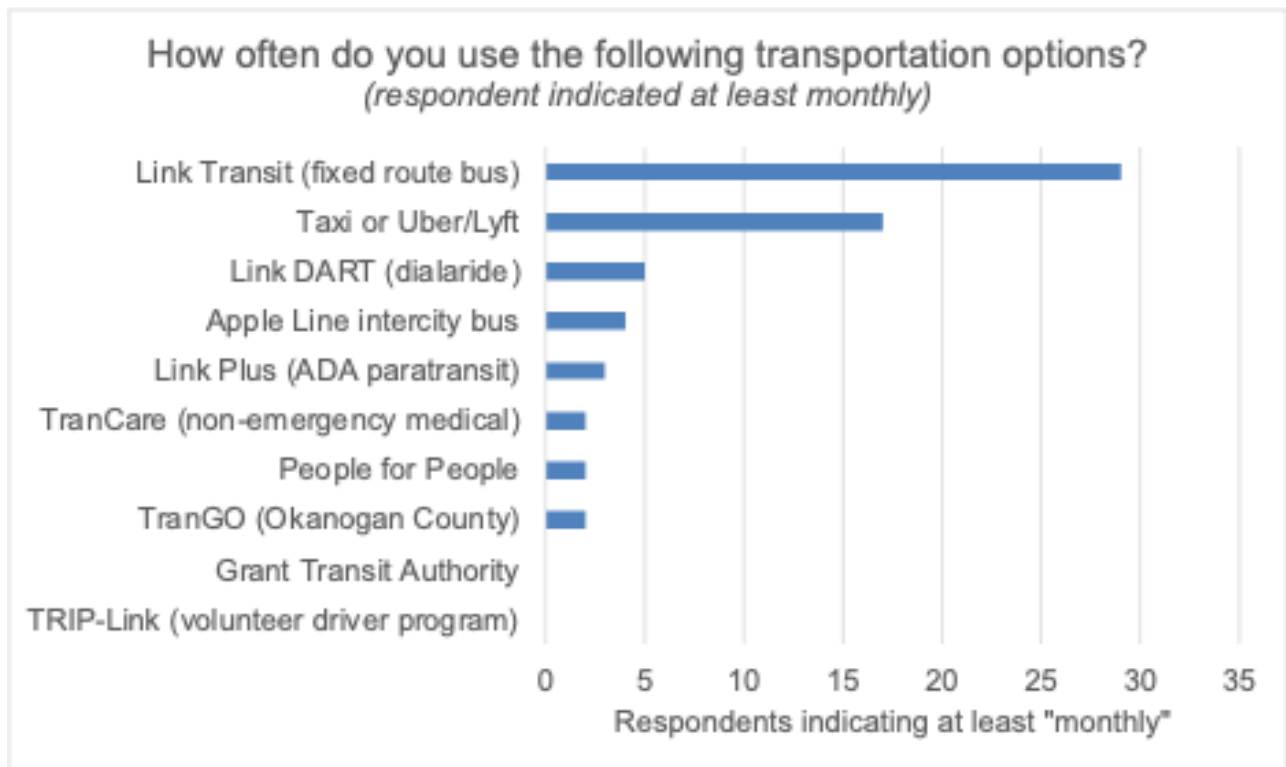


Figure 3 Public transit provider usage among riders who indicated they use the service at least monthly

Daily travel primarily happens within communities (53%), while travel to another town within the same county, or to another county, is much more likely to happen weekly or monthly (see Figure 4). A small number of respondents never travel to another county (20%).

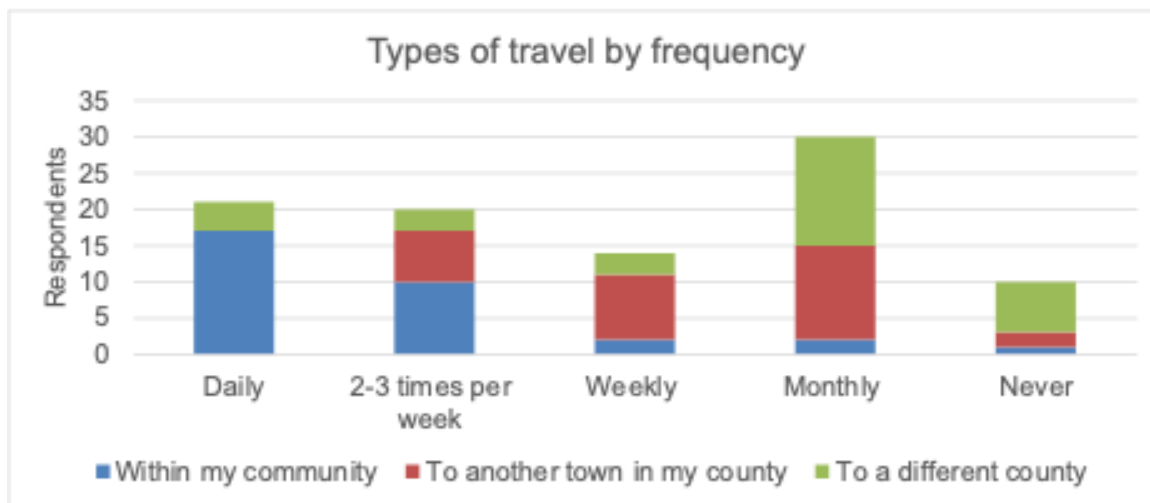


Figure 4 Local and regional travel patterns by frequency

When traveling to *another* location, the most common destinations were Leavenworth (40%), Wenatchee (38%), and East Wenatchee (22%). Travel to Seattle was identified by 22% of respondents. Of note is that a quarter of all transit riders indicated that they had stayed overnight somewhere because they could not get a ride back the same day.

When asked what destinations riders go to by public transit, the most common response was social/recreation (29%), with work/commute coming in second (27%) (see Figure 5).

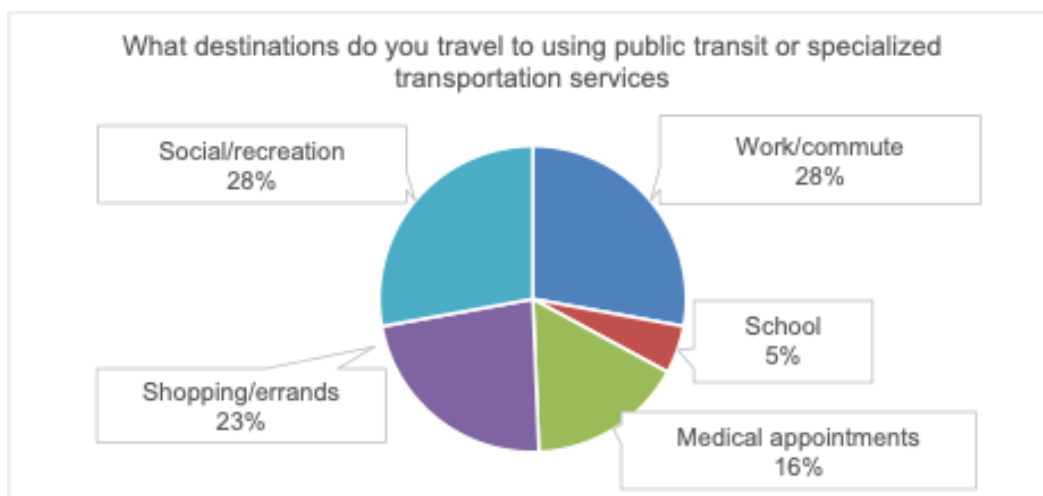


Figure 5 Destination for trips made by public transit

When asked, “How often do you make a trip somewhere outside of your home during these times?” public transit riders most commonly indicated they traveled (all travel, not just on transit) between 8am–5pm, with “After 9pm” indicated as the least frequent travel time (see Figure 6). Later in the survey, a significant number of rider respondents also noted that transit services do not run early or late enough to fit their schedules.

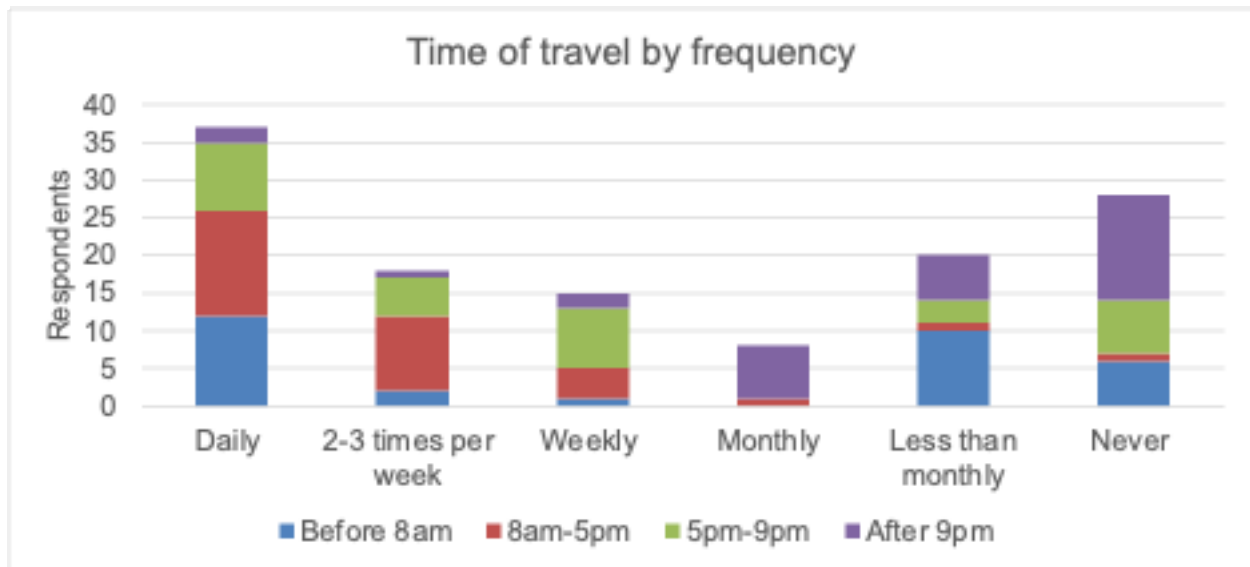


Figure 6 Time of travel by frequency for all trips (including transit) by public transit riders

Barriers and Opportunities for Public Transit

When asked “What keeps you from riding transit more frequently?” riders overwhelmingly indicated that there was not enough service on weekends (38%) and that service did not run early enough or late enough (25%). Non-riders primarily indicated they preferred to drive (53%) and were also more likely than non-riders to indicate that services were not available near their homes (24% of non-riders versus 6% of riders). No respondent indicated that there was insufficient space on public transit vehicles for their personal items, that the cost of public transit was too high, or that it was too hard to schedule a specialized transportation service. Only 16% of respondents indicated they used a form of specialized transportation service.

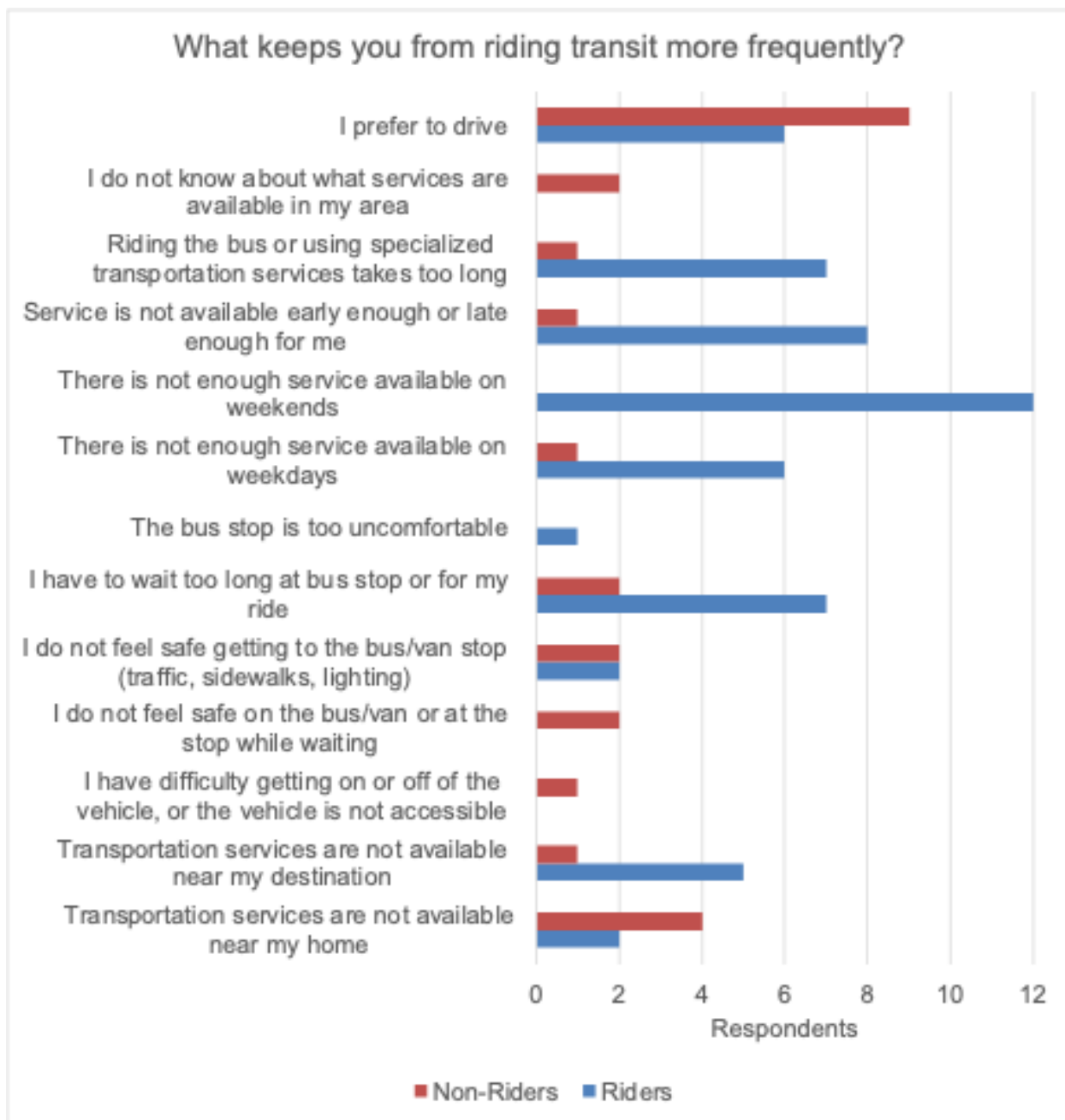


Figure 7 What prevents you from using public transit or specialized transportation services at all or using them more often?

When asked what would help respondents ride transit more frequently, riders overwhelmingly requested more service on the weekends (44%), along with earlier or later service (38%) and adding more service where they live or want to go (38%) (see Figure 8). Non-riders also wanted more service where they live or want to go (35%), along with ease of scheduling rides (29%). Overall, the top four improvements were all related to service levels, either geographic coverage or length of the service span. No respondent indicated they thought public transit should be cheaper (while Link's services are fare-free, other public transit and specialized services do charge fares).

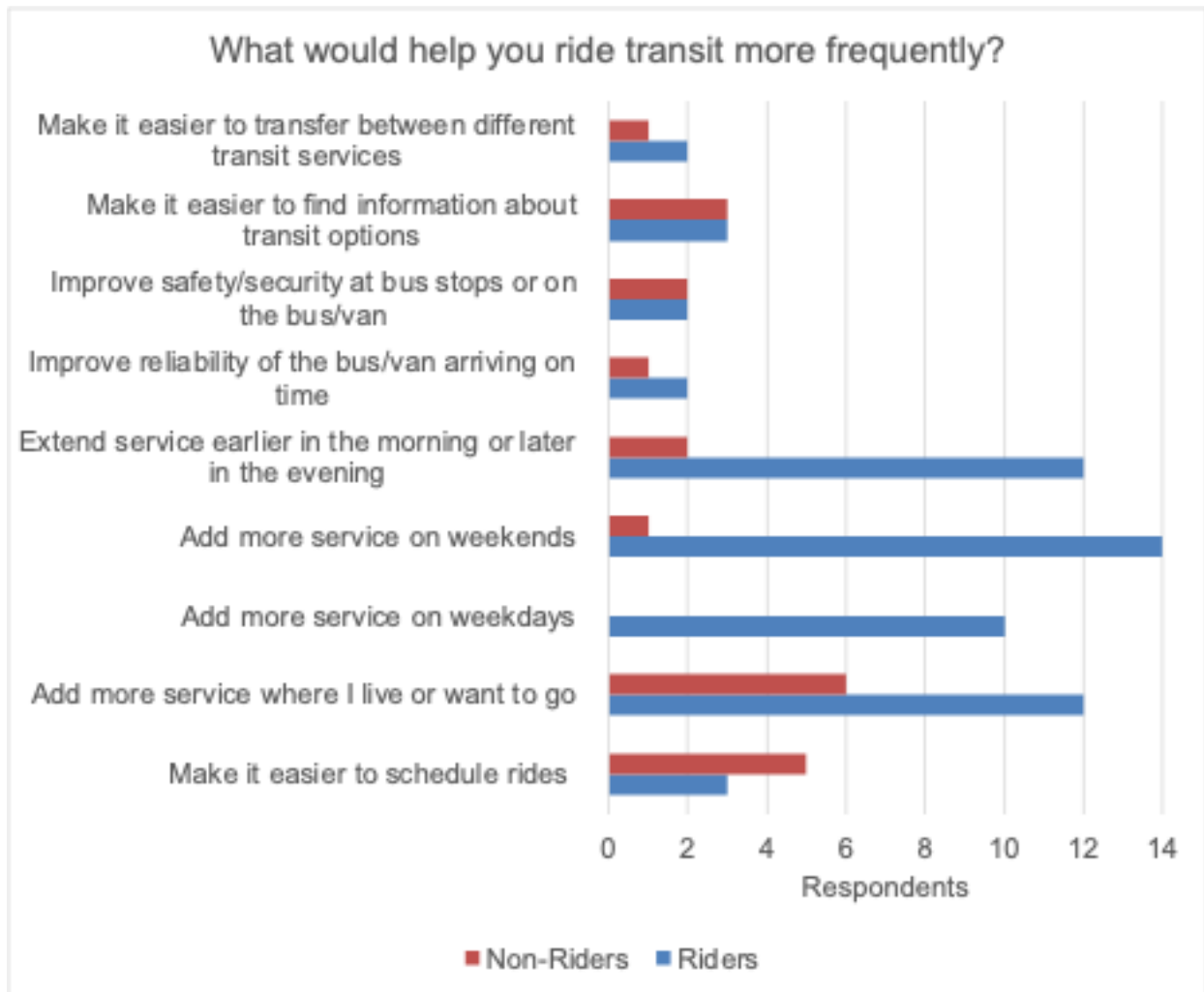


Figure 8 Which of the following would improve your experience using public transit or specialized transportation services the most?

Social Service Provider Focus Groups

Sage Step Consulting convened two focus groups with social service providers whose clients depend on regional transportation to access housing, healthcare, employment, food assistance, and other essential services. The focus groups were designed to reveal the transportation challenges that providers see repeatedly across their caseloads. Together, the two groups included case managers, program coordinators, and housing support staff from a range of organizations serving Chelan and Douglas counties.

While the rider interviews captured the immediate experience of using the system on a given day, the focus groups surfaced patterns that become visible across many clients over time, including the compounding effect of small service gaps on vulnerable populations and the structural barriers that prevent provider organizations from filling those gaps themselves.

Focus Group 1: Housing and Homelessness Services

The first focus group was held on March 24, 2026, from 4:00 to 5:00 pm, and included participants from Catholic Charities and the Homeless Housing Network. Because participants work primarily with clients experiencing or at risk of homelessness, the conversation centered on the transportation barriers that keep clients from accessing stable housing, maintaining employment, and connecting with family and medical care. Participants identified that lack of a driver's license is the single most common transportation barrier among their clients, making public transit the primary option for many people they serve.

Participants identified several factors that limit the accessibility and/or usefulness of existing transportation options in the region:

- While there are several transportation options available in the region, eligibility criteria for certain programs can leave some riders with mobility or disability-related needs without a reliable option. For example, Link Plus is only available for riders that meet specific criteria aligned with the Americans with Disabilities Act requirements, and most other transportation options only provide trips to medical appointments or to specific programs.
- Riders traveling with groceries, housing supplies, or other large personal belongings have limited options for traveling with their cargo. Link's cart program was noted as a partial solution, but there are still unmet needs.
- Out-of-county travel presents the most acute gap. Participants shared stories of clients needing to reach Seattle for medical events—including, in one case, the birth of a client's baby—and the difficulty of arranging transportation that crosses county or regional boundaries.
- Night and remote-area service and late-shift employment were named as ongoing challenges for clients whose schedules do not match available service hours.

Catholic Charities transports enrolled clients to needed services within Chelan and Douglas counties, but participants described this as strained at the edges of the service area and impossible for trips outside the region. When asked what they would do if transportation funding were easier to access, participants pointed to gas vouchers for clients who own vehicles but

cannot afford to fuel them, larger vehicles capable of accommodating clients with mobility aids, and expanded capacity for out-of-region trips tied to family connection, medical care, and life events.

Focus Group 2: Multi-Sector Human Services Providers

The second focus group was held on March 26, 2026, from 4:00 to 5:00 pm, and included participants from the Homeless Housing Network, Akin, Upper Valley MEND, and the Chelan-Douglas Health District. The wider sector mix both reinforced Focus Group 1's themes and revealed several new findings.

Limiting factors identified by Focus Group 2 participants included:

- Access in rural access, particularly for elderly residents of the Upper Valley, is a challenge—a finding that closely parallels the rider interview data.
- Bus reliability, frequency, and schedules that do not align with appointment times impact the usefulness of transit, even when it may appear to be an option on paper.
- Language barriers affect Spanish-speaking clients and newer immigrants, both in navigating the system and in accessing service information.
- Clients unfamiliar with the region have difficulty understanding the options available to them to complete a trip, including the routes, transfer points, and destinations available on Link's fixed route services.

Participants also highlighted several positive aspects of the current system, specifically related to Link. The free fare structure was identified as particularly valuable for low-income clients. The "My Stop" real-time bus tracking app was praised as a meaningful service improvement, although participants noted it is used primarily by younger riders. Overall safety on buses and at stops was described as a strength relative to other regions.

Rider Interviews

On April 2, 2026, Sage Step Consulting conducted in-person rider interviews at Columbia Station in downtown Wenatchee between 11:00 am and 1:30 pm. The timing and location were selected to reach a cross-section of riders mid-day, including people transferring between routes, completing errands, and traveling to or from medical and social service appointments. A total of 24 riders participated, 16 in English and 8 in Spanish, representing a range of ages (18 to 82, with a median age of 39) and trip purposes. Nearly half of participants (11 of 23 responding) identified as a person with a disability, and 22 of 24 had arrived at the station either by walking or by connecting from another bus.

The conversations were structured around how riders were using the system that day, what trips they found difficult or could not make at all, and what single change would most improve their experience. Together, the interviews offer a ground-level complement to the broader community survey and social service provider focus groups; they capture the specific, immediate, and often practical concerns of people using Link as their main form of transportation.

Who Was Interviewed

Participants were regular transit users. Twelve reported using transit every day, and ten used it a few times a week, meaning roughly 92% of interviewees were riding at least weekly. Trip purposes on the day of the interview were distributed across shopping and errands (12 riders), medical appointments (9), visiting family or friends (8), and work (7), with smaller numbers traveling for school (Wenatchee Valley College), social services, and other purposes, including job searching and accessing Link Café. Destinations split roughly evenly between within-town trips (12) and trips to another town in Chelan or Douglas county (11), with one participant connecting to regional service outside the counties.

What is Working

Riders were largely positive about the core experience of using Link's services. Twenty-two of 24 participants described getting to the station that day as "easy," and open-ended responses repeatedly praised drivers, affordability, and overall service quality. Comments included that the service is "fabulous, free, more flexible," and that "drivers are nice." Several older riders and riders with disabilities reported no complaints and described the system as meeting their needs well.

Service Gaps

While most riders navigated the system easily, ten of 24 participants (42%) identified specific places they want or need to go but cannot reach by bus because of timing or service limitations. Eight riders (33%) reported having missed an important trip at least once because they could not get transportation, most commonly for work or medical appointments.

The barriers riders cited for trips they cannot currently make by Link's fixed route bus can be grouped into a small number of themes:

- **Evening and weekend service** was the most frequently cited barrier. Six riders identified late evening hours as a limitation and five cited weekend service specifically. Riders connected this directly to employment: one participant working at the Wenatchee Valley Mall explained they "can't ever do a closing shift," and another asked for later Saturday service to support restaurant and food kitchen work and volunteering.
- **Frequency and wait times** affected five riders, including those traveling between towns in Chelan County and riders connecting between routes mid-trip.
- **Early morning service** was a barrier for three riders trying to get to work.
- **First- and last-mile access** emerged in the open-ended responses, even though it was not a listed barrier category. One rider noted that the bus stop is "more than a mile" from their home; a Spanish-speaking participant described the stop being "far from where we live, hard when the weather is bad."

Specific Geographic and Rural Needs

Several riders named specific places where existing services do not currently reach or do not run often enough. These included:

- More stops in Entiat (cited by two Spanish-speaking riders)
- Service along Highway 97A
- Service to the casino in Chelan
- Inter-regional connections to Seattle and Oregon
- More frequent daytime service to Rock Island

Public Comment on Draft Plan

Stakeholders were provided an opportunity to review the draft Chelan-Douglas Transportation Council (CDTC) Coordinated Mobility Plan and submit comments through July 11, 2026. A notice announcing the stakeholder review period was posted on the CDTC website under the Public Comment section beginning June 12, 2026.

A public notice announcing a 20-day public comment period was published in the newspaper of record, The Wenatchee World on June 13, 2026. The notice was provided in both English and Spanish and directed the public to the CDTC website, where the draft Plan was available for review and instructions were provided for submitting comments. The public comment period was open from June 13 - July 2, 2026, at 5:00 p.m. Comments could be submitted by email to comments@chelan-douglas.org or by mail through the United States Postal Service. Title VI information was also included in the public notice.

In addition to the public notice, the project team notified the Community Services Coalition and the Homeless Housing Task Force, both of which represent multiple human services organizations in the region. The project team also directly notified the individuals who had participated in the focus groups.

As of 8:00 a.m. on July 13, 2026, no public comments had been received, and the public comment period was officially closed.

4. Chelan-Douglas Regional Context

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 2040 [CDTC Regional Transportation Plan](#) details these trends and guides the Council's planning and decision making for the regional transportation system.

The following tables, figures, and maps provide information regarding population and demographics within the Chelan/Douglas region. Note that for all maps, census block groups are used as the area of measurement. Each block group includes 600–3,000 people. Block groups are considerably smaller in the urban population centers compared to block groups in rural communities, where the population is more dispersed. Always use caution when using these maps to understand where people live and remember the scale of the population being described.

Population Data

Population in the Chelan/Douglas region has grown slowly over the past six years, with rural areas experiencing a small population decline.

Population	2018	2020	2022	2024	Annual Growth
Rural	40,342	42,948	40,336	39,173	-0.42%
Urban	76,786	76,225	81,929	85,365	1.52%
Region	117,128	119,173	122,265	124,538	0.88%

Table 1 Population in the Chelan/Douglas region over time (Source: United States Census Bureau 2020 Decennial Census; American Community Survey 5-year Estimates 2018, 2022, 2024)

Among the 124,000 plus residents of the area, about 42,000, 33%, have one or more characteristics that are associated with transportation disadvantage. Over 12,000, or about 10%, have two or more characteristics associated with transportation disadvantage.

Exclusive Groups	Population
In poverty	5,869
With a disability	8,434
Age 65 or older	14,671
Veteran	586
In poverty and with a disability	1,823
In poverty and age 65 or older	966
With a disability age 65 or older	7,648
With a disability and a veteran	447
Age 65 or older and a veteran	222
In poverty, with a disability, and age 65 or older	918
In poverty, with a disability, and a veteran	1
With a disability, age 65 or older, and a veteran	485
In poverty, with a disability, age 65 or older, and a veteran	16
Total unique individuals with one or more focus characteristics	42,086
Total regional population (Chelan and Douglas counties)	124,492

Table 2 Populations with one or more factors that influence transportation disadvantage (Source: 2024 Public Use Microdata Sample (PUMS) 5-year data)

Vulnerability Index

Chelan and Douglas counties are home to a wide range of individuals and families, including those considered most vulnerable. To identify which parts of the region have the highest concentrations of these communities, a 'vulnerability index' is used (see Figure 9).

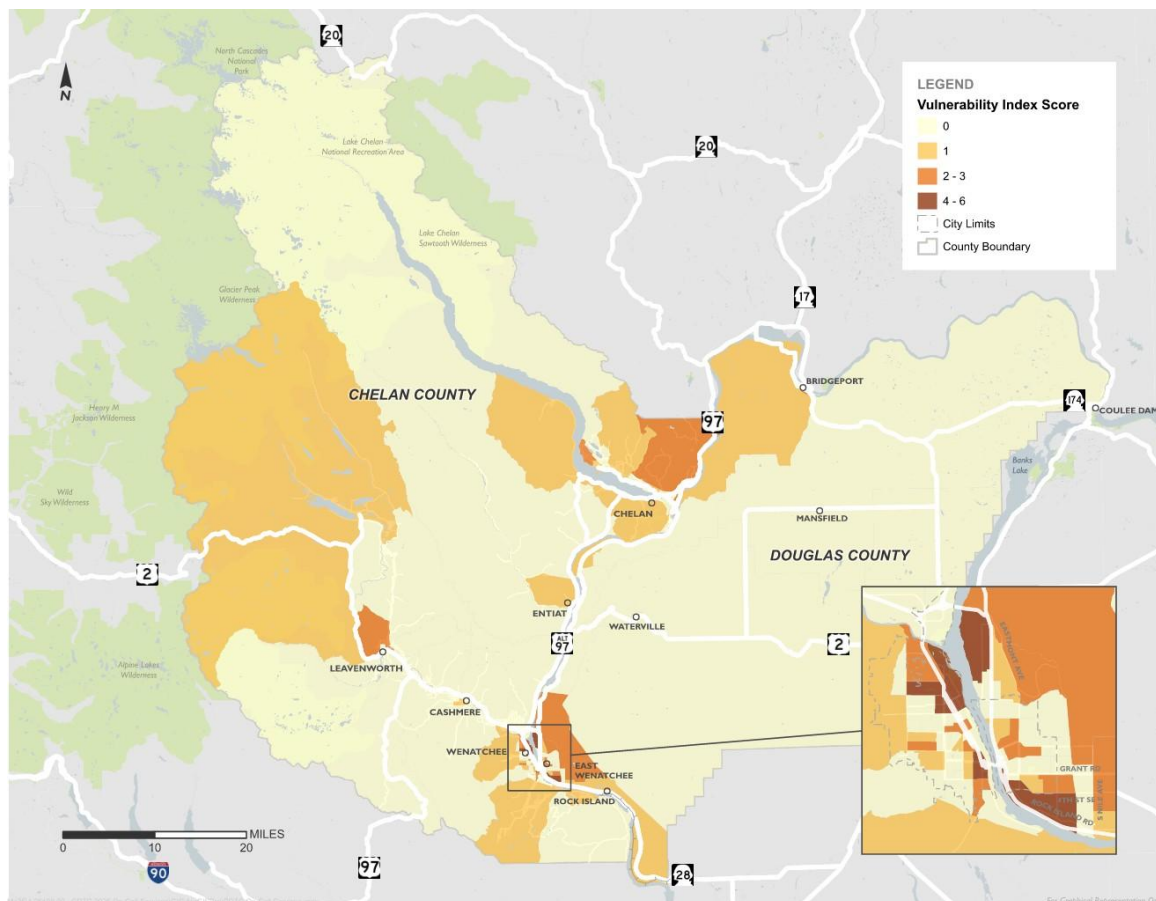


Figure 9 Vulnerability Index, Chelan and Douglas counties (Sources: 2024 ACS 5-year estimates)

Using data from the 2024 American Community Survey (ACS), six demographics correlated with higher public transit use and/or limited mobility options were included:

- Individuals aged 65 and older
- Households where at least one member has at least one disability
- Low-income households⁵
- Non-white households
- Limited English proficiency households
- Households with zero vehicles

The index analyzes each demographic for a given census block group, and if the census block group is one standard-deviation away from the average for the region, that demographic is considered overrepresented. When multiple demographics (which may include overlapping individuals, such as a household that contains several points of vulnerability) are 'scored' together, a higher number is assigned to that block group.

⁵ Using the federal poverty level definition

Population with Disability

While the number of individuals with a disability in the Chelan/Douglas area has increased since 2018, the percentage of the total population with a disability has held steady (see Figure 10).

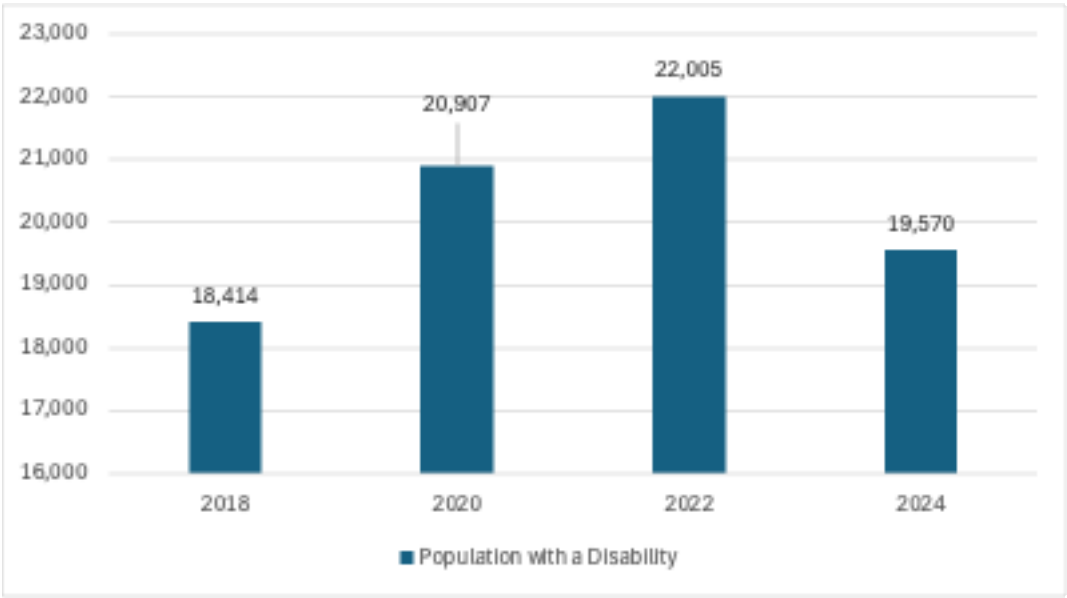


Figure 10 Chelan/Douglas Area population with a disability over time (Source: United States Census Bureau 2020 Decennial Census; ACS 5-year Estimates 2018, 2022, 2024)

Individuals with a disability make up a slightly lower proportion of the rural population than of the urban population in the region (see Table 3).

Total Civilian Population (Non-Institutionalized)		With a Disability	
		Total	Percent
Rural	39,173	5,547	14
Urban	85,365	14,023	16
Region	124,538	19,570	16

Table 3 Total population and population with a disability by geography (Source: United States Census Bureau 2020-2024 ACS 5-Year Estimates)

The map in Figure 11 shows, by census block groups, the percentage of households that include at least one person with one or more disabilities. Areas with high concentrations of households with disability include northeast Douglas County, central Douglas County, and portions of Wenatchee and East Wenatchee, with nearly 50% or more households with disability.

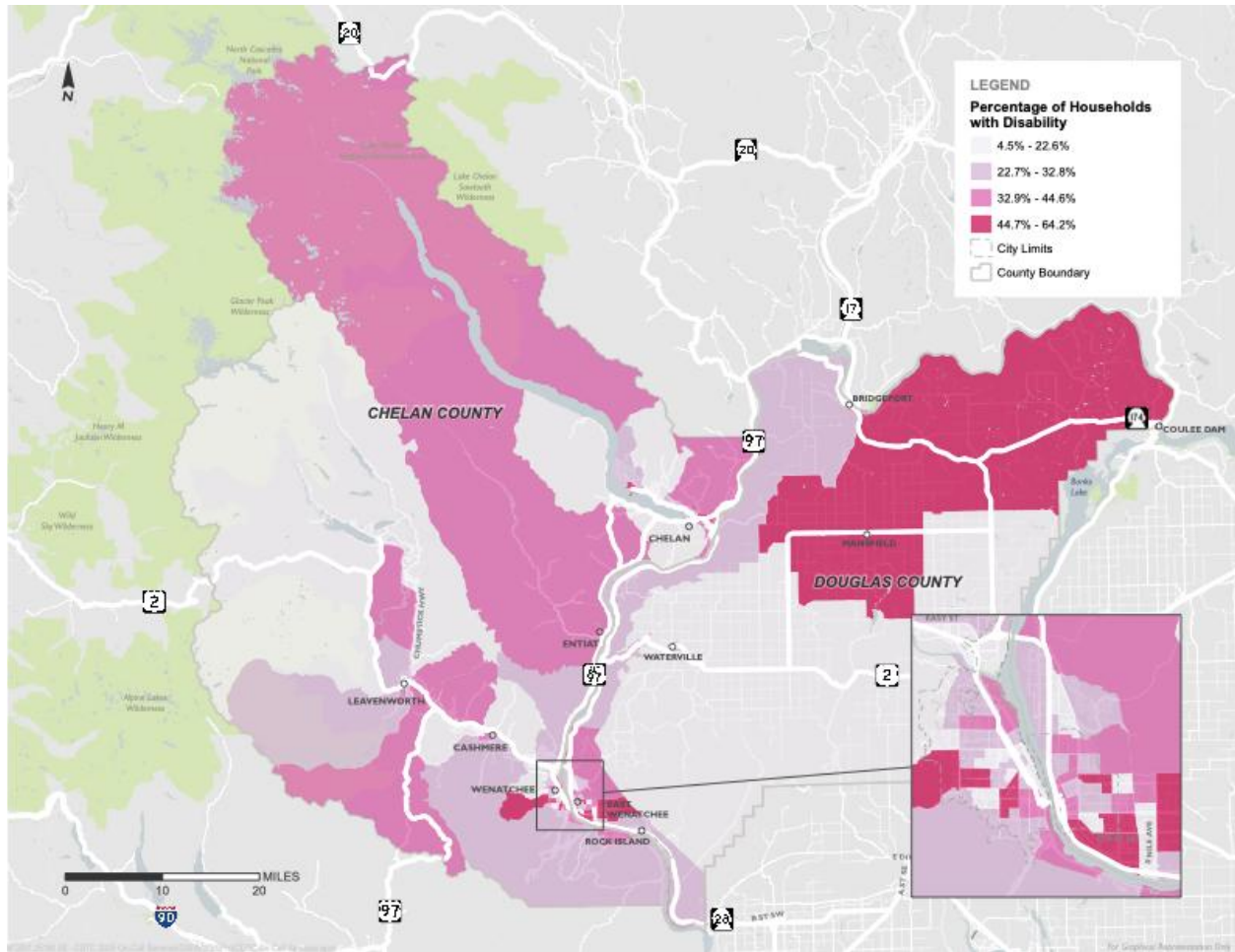


Figure 11 Percentage of households with at least one member who has at least one disability (Source: United States Census Bureau 2020-2024 ACS 5-Year Estimates)

Population 65 Years and Older

The population aged 65 years and older in the Chelan/Douglas area has grown steadily both in number and as a proportion of the population (from 18% of the population in 2018 to 20% in 2024) (see Figure 12).

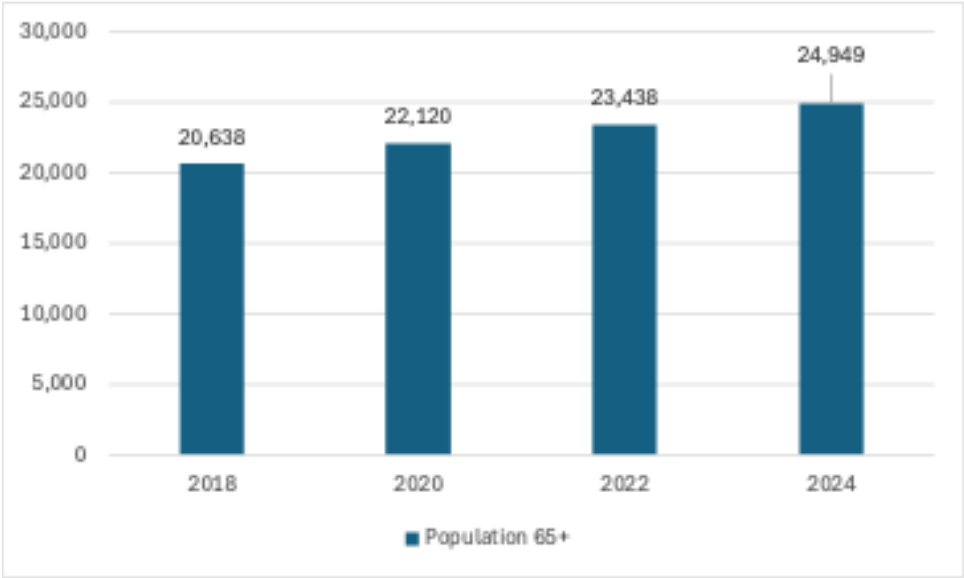


Figure 12 Chelan/Douglas area population aged 65 and older over time (Source: United States Census Bureau 2020 Decennial Census; ACS 5-year Estimates 2018, 2022, 2024)

Individuals aged 65 and older make up a slightly higher proportion of the rural population than of the urban population in the region (see Table 4).

Total Civilian Population (Non-Institutionalized)		65 Years and Older	
		Total	Percent
Rural	39,173	8,562	22
Urban	85,365	16,387	19
Region	124,538	24,949	20

Table 4 Total population and population aged 65 and older by geography (Source: United States Census Bureau 2020-2024 ACS 5-Year Estimates)

The map in Figure 13 shows, by census block groups, the percentage of individuals aged 65 and older as a proportion of the population in the area. Most of the areas in Chelan County have populations in which 20% of individuals are 65 or older. Much of Wenatchee has a lower proportion of older adults.

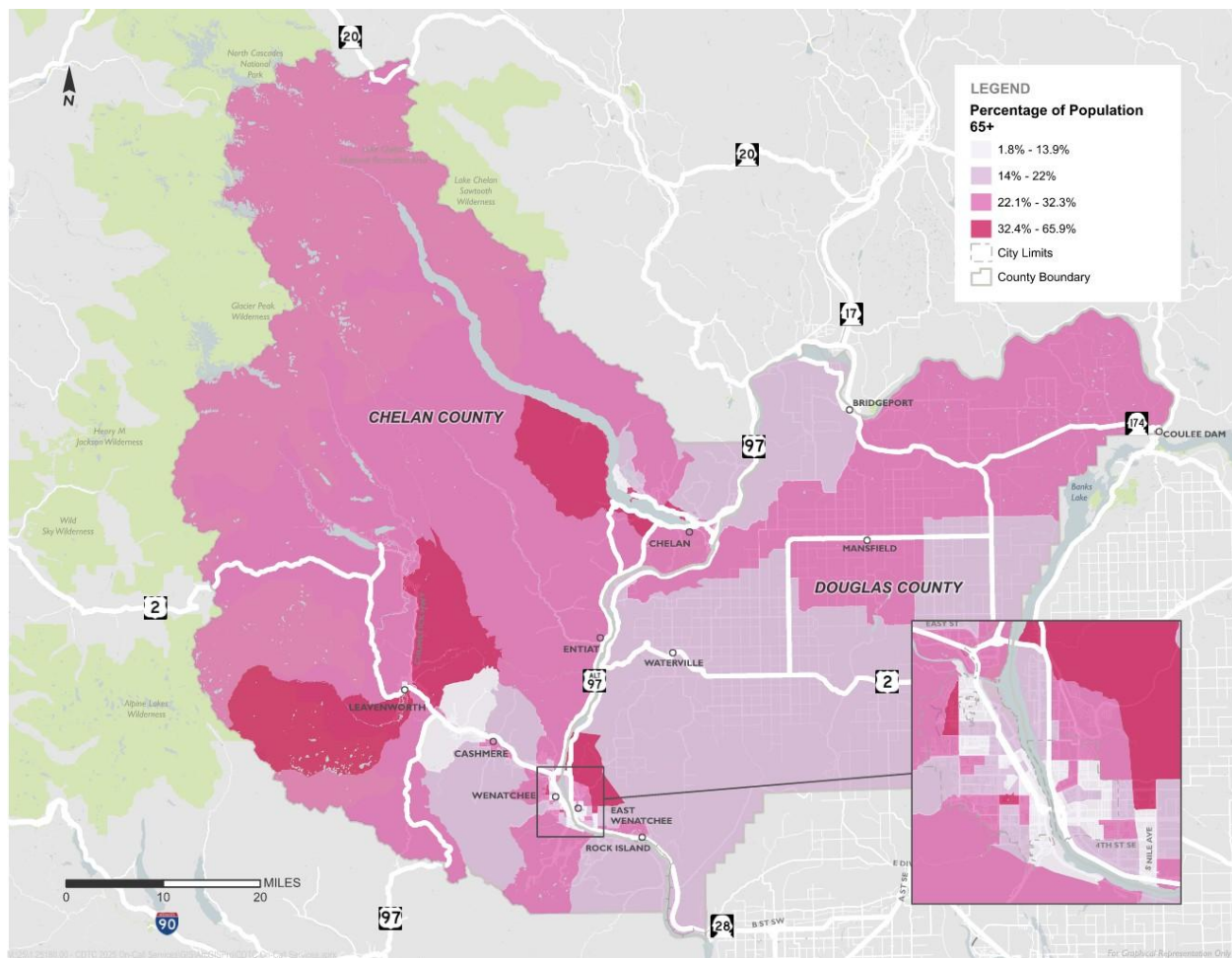


Figure 13 Percentage of the population over age 65 (Source: United States Census Bureau 2020-2024 ACS 5-Year Estimates)

Population with Income Below the Federal Poverty Level

The population in the Chelan/Douglas area with an income below the federal poverty line has steadily decreased, from 12% of the population in 2018 to 8% in 2024 (see Figure 14).

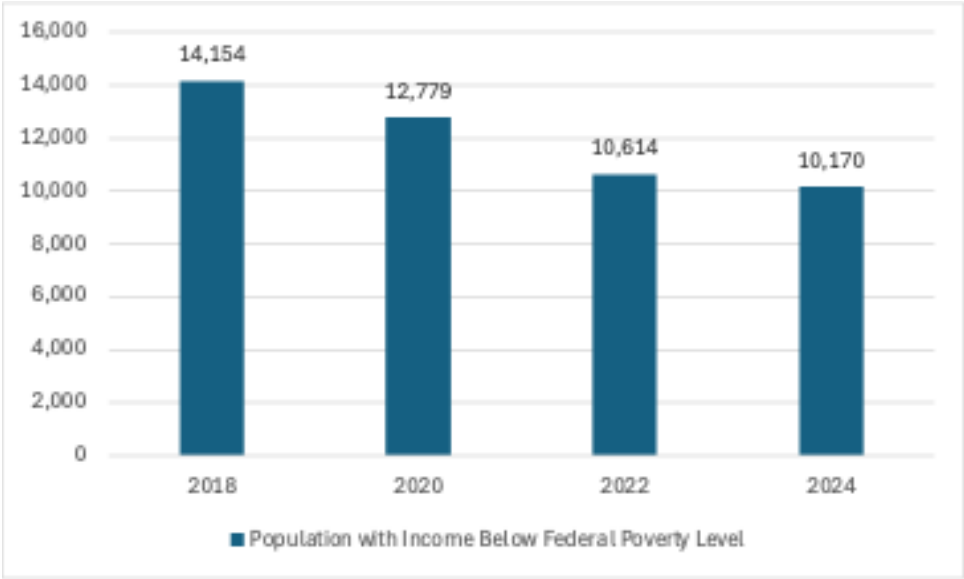


Figure 14 Chelan/Douglas area population with income below the federal poverty level over time (Source: United States Census Bureau 2020 Decennial Census; ACS 5-year Estimates 2018, 2022, 2024)

Individuals with an income below the federal poverty level make up a slightly lower proportion of the rural population than of the urban population in the region (see Table 5).

Total Civilian Population (Non-Institutionalized)		With Income Below the Federal Poverty Level	
		Total	Percent
Rural	39,173	2,883	7
Urban	85,365	7,287	9
Region	124,538	10,170	8

Table 5 Total population and population with income below the federal poverty level by geography (Source: United States Census Bureau 2020-2024 ACS 5-Year Estimates)

The map in Figure 15 shows, by census block groups, the percentage of households in poverty as a proportion of the population in the area. Northwest Douglas County and west Chelan County have some of the higher proportions of households in poverty in the region, and there are small areas in Wenatchee and East Wenatchee with higher proportions as well.

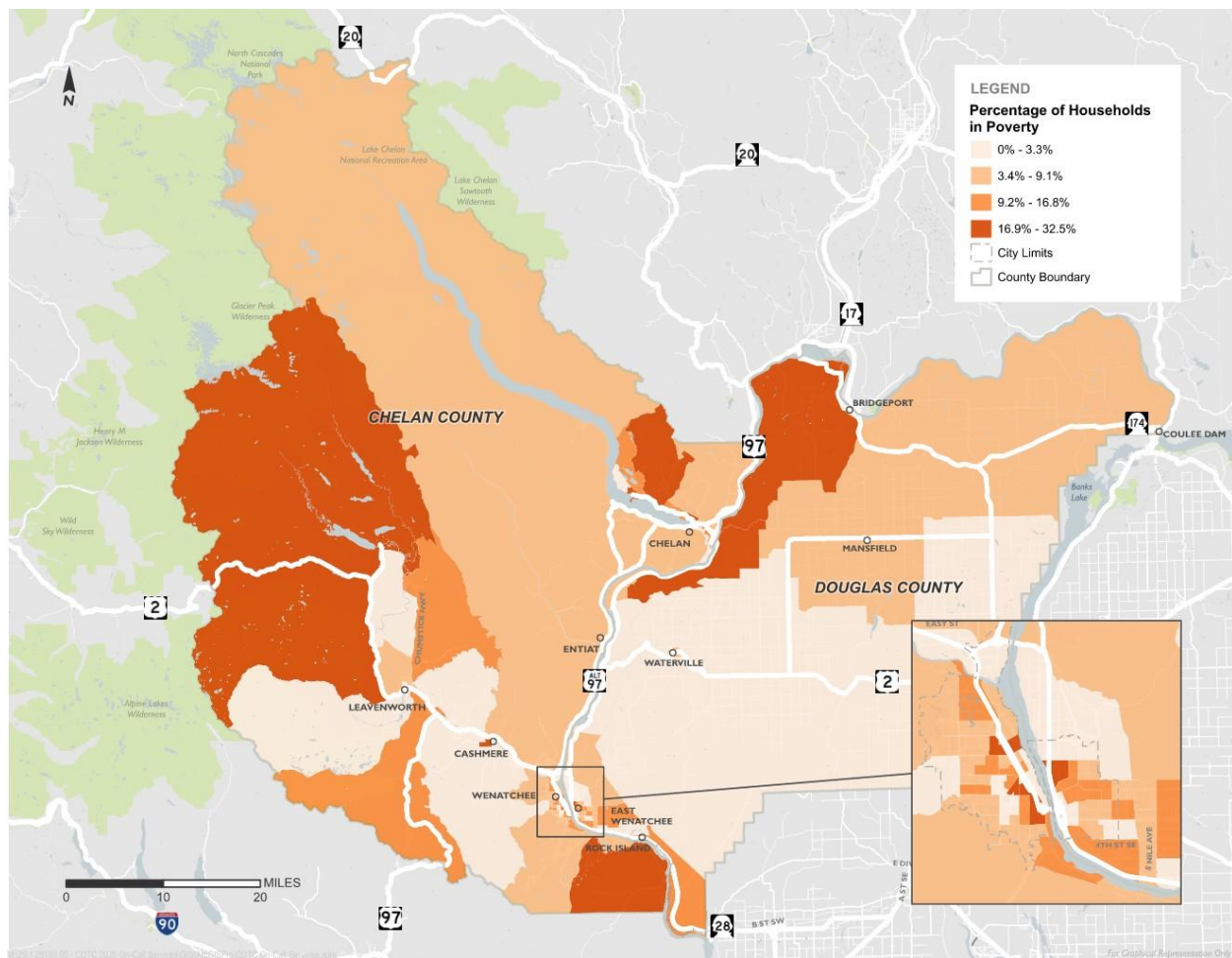


Figure 15 Percentage of households living in poverty (Source: United States Census Bureau 2020-2024 ACS 5-Year Estimates)

Population with Limited English Proficiency

The population in the Chelan/Douglas area with limited English proficiency has increased in number but has stayed relatively steady as a proportion of the population (see Figure 16).

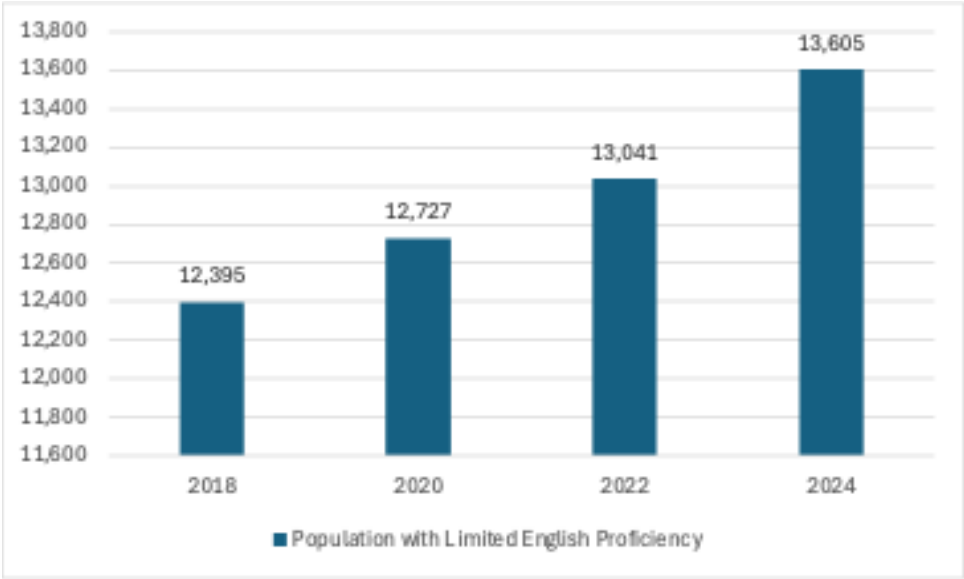


Figure 16 Chelan/Douglas area population with limited English proficiency over time (Source: United States Census Bureau 2020 Decennial Census; ACS 5-year Estimates 2018, 2022, 2024)

Individuals with limited English proficiency make up a higher proportion of the rural population than of the urban population in the region (see Table 6).

Total Civilian Population (Non-Institutionalized)		With Limited English Proficiency	
		Total	Percent
Rural	39,173	5,216	13
Urban	85,365	8,389	10
Region	124,538	13,605	11

Table 6 Total population and population with limited English proficiency by geography (Source: United States Census Bureau 2020-2024 ACS 5-Year Estimates)

The map in Figure 17 shows, by census block groups, the percentage of households with one or more individuals with limited English proficiency as a proportion of the households in the area. The central part of the two-county region, in addition to areas in the southern portion and pockets in south Wenatchee and East Wenatchee have some of the higher proportions of households with at least one individual with limited English proficiency.

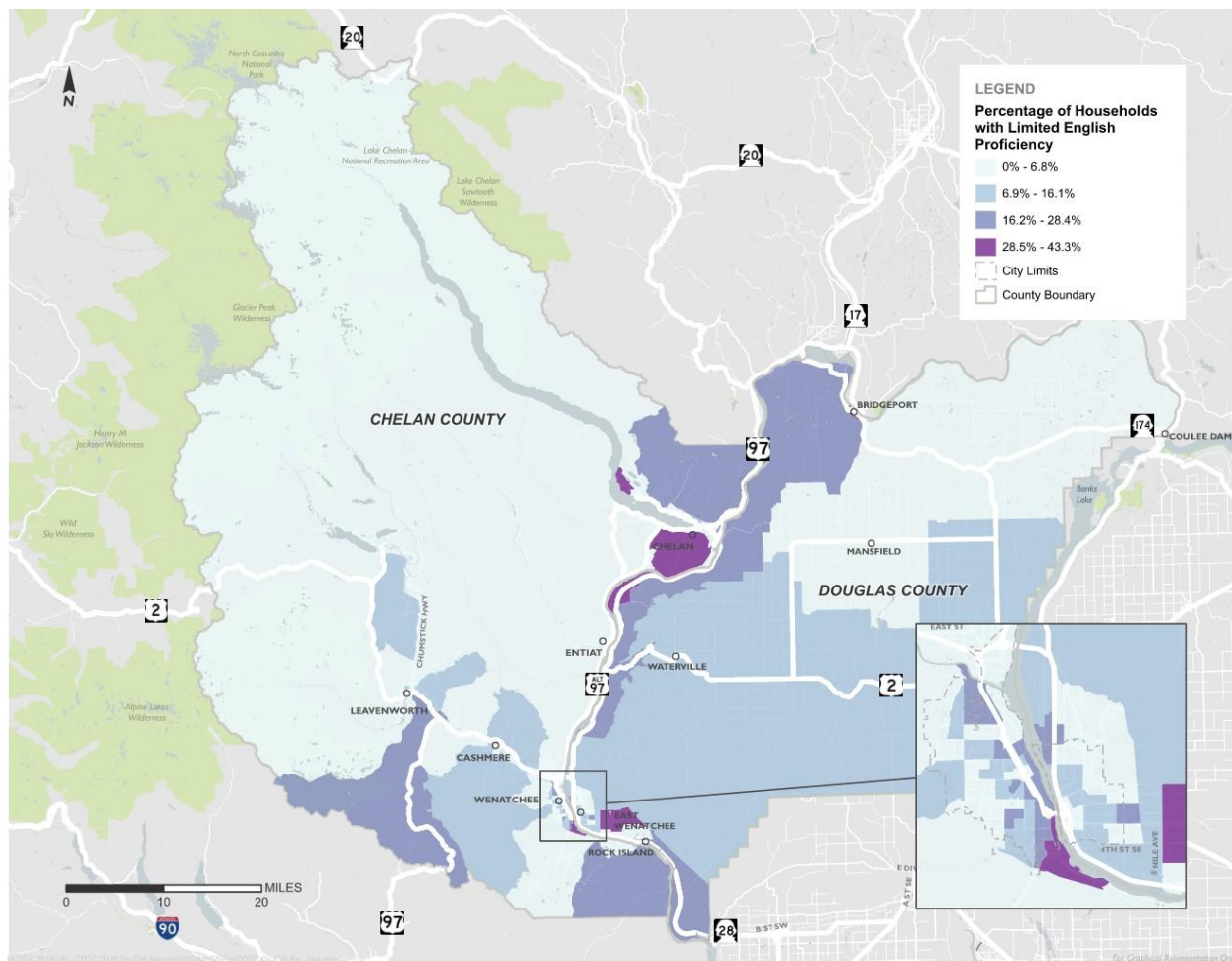


Figure 17 Percentage of households with limited English proficiency (Source: United States Census Bureau 2020-2024 ACS 5-Year Estimates)

Households with Zero Vehicles

The number of households in the Chelan/Douglas area with zero vehicles has increased in number but stayed relatively flat as a proportion of the population(see Figure 16).

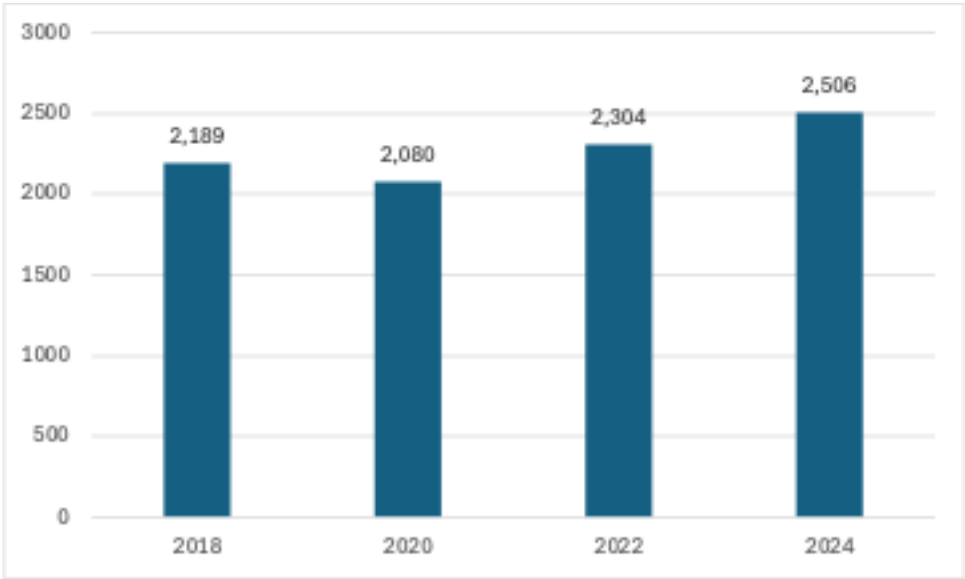


Figure 18 Chelan/Douglas Area Households with Zero Vehicles (Source: United States Census Bureau 2020 Decennial Census; ACS 5-year Estimates 2018, 2022, 2024)

Households with zero vehicles make up a higher proportion of the urban population than of the rural population in the region (see Table 6).

Total Households		With Zero Vehicles	
		Total	Percent
Rural	15,066	507	1
Urban	32,377	1,999	2
Region	47,443	2,506	2

Table 7 Total households and households with zero vehicles by geography (Source: United States Census Bureau 2020-2024 ACS 5-Year Estimates)

The map in Figure 19 shows, by census block groups, the percentage of households with zero vehicles as a proportion of the households in the area. The area north of Leavenworth and several areas in Wenatchee and East Wenatchee have higher proportions of households with zero vehicles.

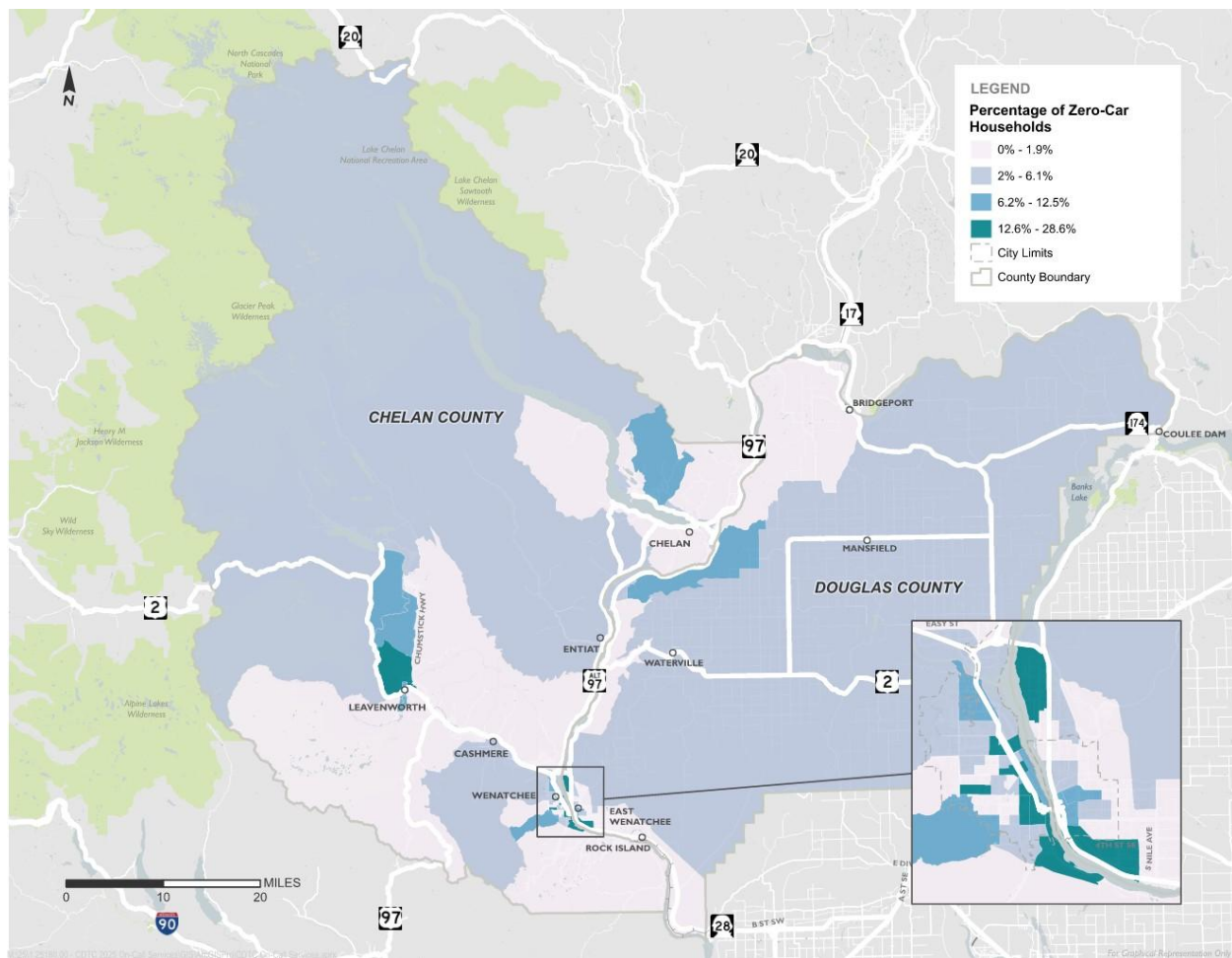


Figure 19 Percentage of households with zero vehicles (Source: United States Census Bureau 2020-2024 ACS 5-Year Estimates)

Non-White Population

The non-white population in the Chelan/Douglas area has increased in number and as a proportion of the population (33% in 2018 and 38% in 2024) (see Figure 16).

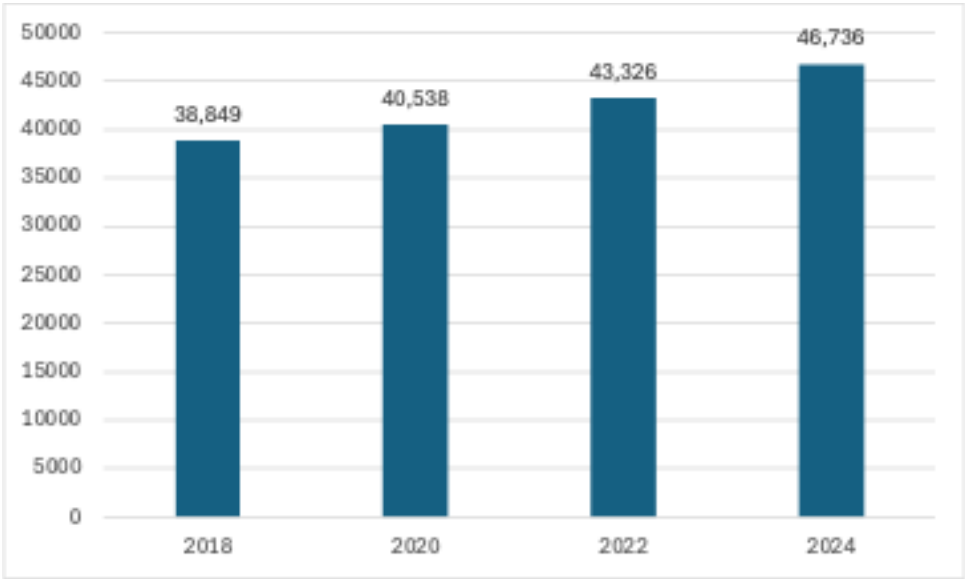


Figure 20 Chelan/Douglas area non-white population over time (Source: United States Census Bureau 2020 Decennial Census; ACS 5-year Estimates 2018, 2022, 2024)

Non-white individuals make up a higher proportion of the urban population than of the rural population in the region (see Table 6).

Total Civilian Population (Non-Institutionalized)		Non-White	
		Total	Percent
Rural	39,173	12,746	32
Urban	85,365	34,000	40
Region	124,538	46,736	38

Table 8 Total population and non-white population by geography (Source: United States Census Bureau 2020-2024 ACS 5-Year Estimates)

The map in Figure 21 shows, by census block groups, the percentage of non-white individuals as a proportion of the individuals in the area. The north central part of the two-county region, in addition to areas in the southern portion and large areas of Wenatchee and East Wenatchee have some of the higher proportions of non-white individuals.

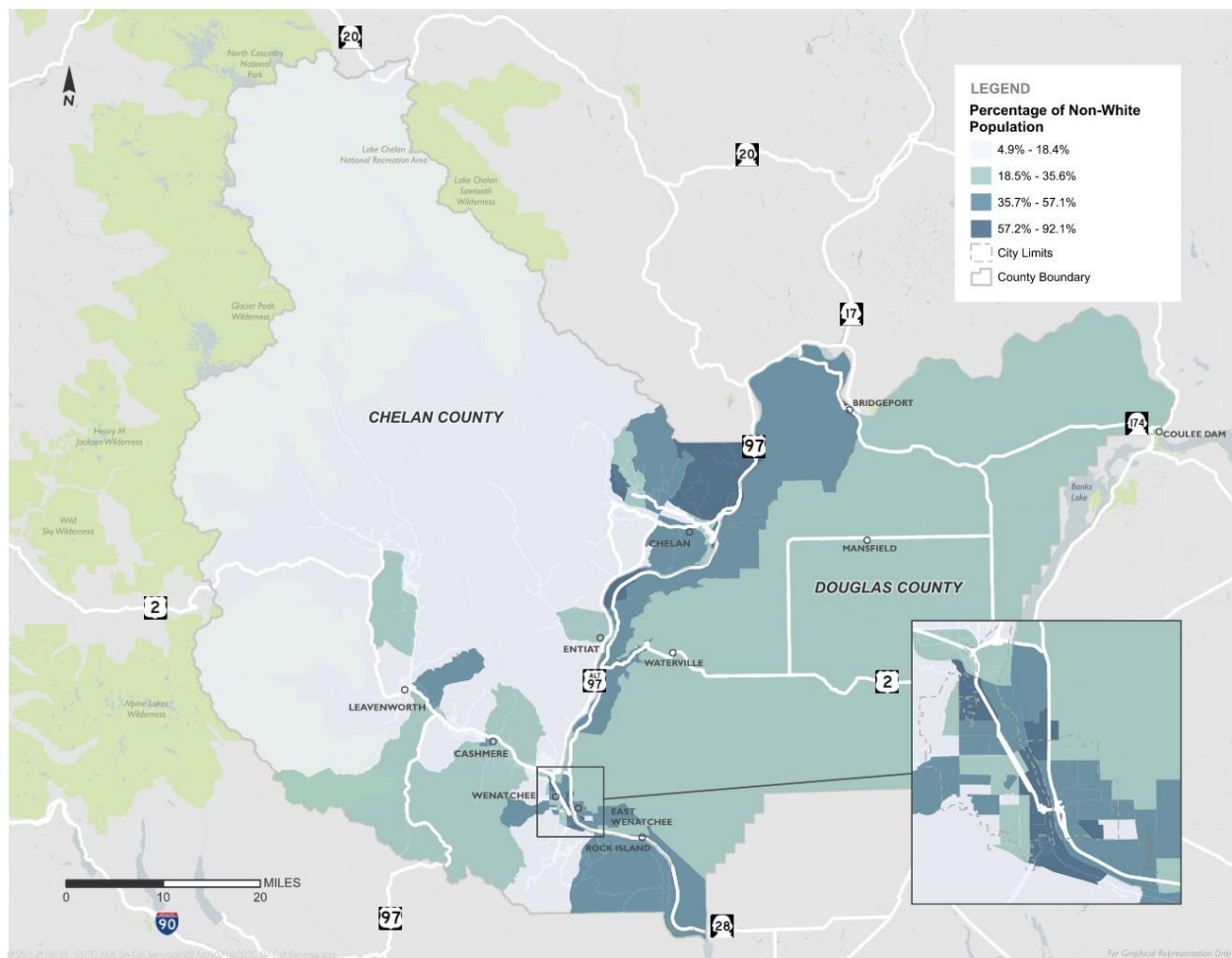


Figure 21 Percentage of non-white population (Source: United States Census Bureau 2020-2024 ACS 5-Year Estimates)

Key Destinations

As in most areas in the United States, the majority of major healthcare, education, and grocery destinations are located in more urbanized areas of the Chelan-Douglas region. While most public transit and human services transportation options service these destinations, populations in more rural areas have limited options for accessing these services without a private vehicle.

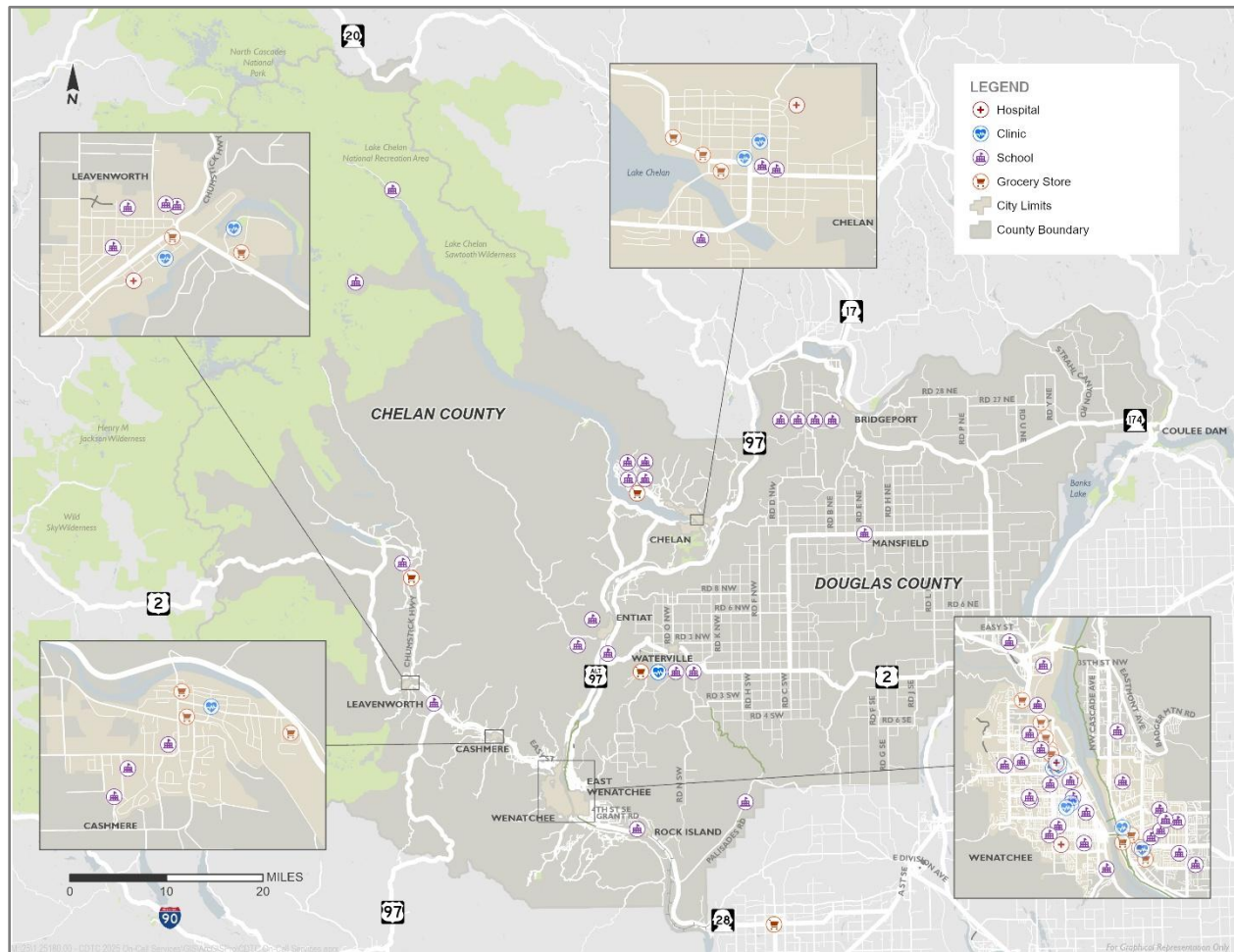


Figure 22 Key destinations in the area



Existing Transportation Services

Link Transit is the only local 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.



Link Transit

In 2025, [Link Transit](#) provided service for thirteen urban fixed routes in Wenatchee and East Wenatchee, one urban fixed route in Leavenworth, six intercity routes, one express route, one seasonal route, two public Dial-a-Ride services (DART), and Link Plus paratransit service serving 15 communities in Chelan and Douglas Counties.

Link Transit Fixed Route Services

Link Transit's 2025 hours of service were approximately 4:30 am to 10:00 pm Monday through Friday, 6:30 am to 7:00 pm on Saturday, and 6:30 am to 7:00 pm on Sundays. Most urban routes operated from approximately 6:00 am to 8:00 pm on weekdays, 8:00 am to 6:00 pm on Saturdays, and 10:00 am to 6:00 pm on Sundays. Intercity routes tend to start earlier and end earlier than urban routes. All routes except the Leavenworth Express run on weekends.

Commuter and rural routes include service to destinations including Chelan, Entiat, Leavenworth, Cashmere, Malaga, Rock Island, and Waterville.

Since July of 2024, Link Transit:

- Expanded weekend service, with Routes 21 and 22 adding 19 hours to Saturday and Sunday service,
- Added Route 32 service in Leavenworth,
- Added nearly 60 hours of service to weekday fixed route service, with all urban routes now at a 30-minute frequency,

- Added DART service to Chelan Falls, and
- Redesigned East Wenatchee service, including an extension along Grant Road to Pangborn Airport.

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 6:00 pm and Saturdays from 9:00 am to 6:00 pm.

Link Plus

Link Plus is a modified door-to-door, advanced reservation, and 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. This service is supported by funding from Washington's Climate Commitment Act.



TRIP-Link

In March 2022, Link Transit began a new Volunteer Driver program called [TRIP-Link](#) for residents living in rural areas in Chelan and Douglas counties. This program was developed in response to needs identified through the prior CDTC Coordinated Mobility Plan. The service expanded in 2023 to include the communities of Mansfield, Bridgeport, and other outlying areas in Douglas County that had not been included in the program previously.

TRIP-Link is a volunteer driver program designed for individuals living outside the Link Transit service area within Chelan or Douglas County.



Potential riders include people who:

- Do not own a personal vehicle
- Need to get to employment, school, medical appointments, or to get groceries
- Are unable to drive themselves

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

People for People

[People For People](#) is a non-profit offering a variety of transportation services throughout Eastern Washington. [Route 100](#) connects Wenatchee to Moses Lake via Quincy and Ephrata twice a day. People For People also provides non-emergency medical transportation (NEMT) in the region and acts as a Medicaid broker.



PEOPLE FOR PEOPLE

TranCare

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

TranGo

Okanogan County Transit Authority (TranGo) and Okanogan County Transportation and Nutrition (OCTN) primarily provide services within Okanogan County. OCTN has a weekly route on Thursdays that connects Okanogan and Brewster with Wenatchee. TranGo serves Chelan three times a day, connecting with Link Transit route 21 and DART.



Intercity Buses

WSDOT's [Apple Line](#) connects Omak to Ellensburg via Chelan Falls, Orondo, and Wenatchee twice a day, seven days a week. [Northwestern Trailways \(Stage Lines\)](#) connects to Seattle once a day via Leavenworth.

Intercity Rail

[Amtrak](#) serves Wenatchee and Leavenworth once a day via the Empire Builder services between Chicago and Seattle, with connections in Edmonds, Everett, Leavenworth, Wenatchee, Ephrata, and Spokane.

Other Services

- **Lake Wenatchee Fire & Rescue** provides transportation for older adults to medical appointments, pharmacies, food banks, and emergency evacuation situations.
- **Brave Warrior NCW** provides transportation to programs for children and adults with disabilities and chronic medical conditions and their families.
- **Lake Chelan Community Hospital** provides transportation services to clients who have no other access to medical appointments.

- **Chelan Senior Center** provides transportation to eligible riders to Chelan Senior Center for meals and services.
- **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 adults age 60+ and people with disabilities age 55+ who are homebound.
- **Wellness Place** provides gas vouchers for cancer patients and survivors in North Central Washington and beyond.
- **Catholic Charities Volunteer Chore Service** provides basic in-home assistance to low-income senior adults and adults with disabilities.
- **CAFE** provides transit for people with substance use disorder who need help getting to appointments.
- **Chelan Valley Hope** helps individuals and families in crisis access basic needs like emergency shelter, utilities and rent assistance, food and transportation vouchers, food, clothing, and other social and health services.

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 older adults and persons with disabilities stay healthy and mobile.

Emergency Management Coordination

During emergency events, transportation is coordinated through local and county emergency management agencies. The ability to effectively respond to the needs of the most vulnerable populations depends on 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 can participate in relevant emergency preparedness planning/operations and response primarily by transporting crews to/from emergency sites such as forest fire operations staging. Link Transit does not provide "first responder" level emergency response 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.

5. 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. Through a series of focus groups in 2022, CDTC worked with participants to review the 2019 needs and identify new needs. Improvement for rural transportation, better connectivity between counties, safety, and education were top concerns with all participants in the focus group outreach, and the 2022 Coordinated Mobility Plan update reflected participants’ desires to see quality improvements in these four goal areas.

Projects and Progress Since 2022 Plan Update

Since the last update, Link Transit has provided surplus vans to several community organizations including, in 2024 and 2025:

- CAFÉ: The Community for the Advancement of Family Education
- Chelan Teen Center DBA Thrive Chelan Valley
- Pinnacles Prep
- The Plain Pantry
- Wenatchee Rescue Mission
- Brave Warriors NCW
- Lake Wenatchee Fire and Rescue
- Chelan Senior Center
- Purpose Boxing Club
- The Lake Chelan Valley Boys and Girls Club
- Garden Terrace
- Wenatchee Valley Devo Mountain Bike Team

In addition, Link service expanded geographically with new and extended routes and increased frequencies, and Link also expanded its marketing program with the addition of a new Marketing Manager. Marketing materials have included more videos and social media posts to reach a broader audience and provide information in new formats.

While TRIP-Link started shortly before the 2022 plan, it has expanded since 2022 to include more geographic areas and broader eligibility criteria.

Link Transit is in the process of developing a community van program. The program will provide vans to community groups for services available to the general public.

Other progress since the 2022 Coordinated Mobility Plan includes the increased integration between the North Central Washington Transportation Collaborative and the Coordinated Mobility Plan, including the Mobility Summit’s strong focus on the needs and strategies identified in the plan.

6. Recommended Goals and Strategies to Address Unmet Mobility Needs and Gaps

While CDTC recognizes that there has been significant progress made related to the 2022 goals, the goals continue to reflect the most pressing needs in the region. The 2026 Coordinated Mobility Plan represents updated versions of these goals that reflect the progress that has been made since 2022 and the new related needs that have emerged.



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-emission transportation services to rural areas.

The steady growth of TRIP-Link suggests that more of these needs are being met, but the continued focus on this need by riders and social service providers shows that there is more to be done.

The Goal:

To improve transportation options, especially in the Upper Valley area (Cashmere, Dryden, Peshastin, Leavenworth, Plain) and including in Entiat, along Highway 97A, and in Rock Island.

The Strategy:

Increase transportation options in underserved areas through best-fit services such as shuttles, volunteer driver programs, voucher programs, or community vans. Additionally, where these

options exist, enhance education and outreach programs as described in the goal “Improve education for transportation options new and existing programs.”

Improve safety and access to bus stops and essential services

Link Transit’s fixed routes serve much of the Chelan-Douglas area, including many of the key healthcare, education, social services, and shopping destinations. To ensure full accessibility of the fixed route services, riders need safe, comfortable, and ADA-accessible walking and biking connections to the bus stops. While safety on the vehicles did not arise as a priority during this update, it was a topic noted by a few riders and social service providers and something to examine again during the next update.

The Goal:

To safely allow elderly and disabled travelers to get themselves to and from Link’s fixed route bus stops to access the services they need.

The Strategy:

Identify and fill first/last mile active transportation gaps to improve transit access connecting rural and urban areas. CDTC’s Regional Transportation Plan, Transportation 2050, identifies recommended bicycle and pedestrian improvements; these projects should be considered in the context of transit services and nearby populations to identify priority investments.

Improve education for transportation options

While there are many transportation options available to residents of the Chelan-Douglas area, awareness of these options was low among many of the individuals surveyed and interviewed for this plan update.

The Goal:

Ensure that all potential transit and human services transportation users have access to materials that are understandable and easy to use.

The Strategy:

Work with the North Central Washington Transportation Collaborative, Link, and other human services transportation providers to improve materials about available services. Improvements should consider factors including translation (about 25% of area households speak Spanish at home), literacy, and geographic literacy. In addition to improving materials themselves, improve awareness of programs through trusted community leaders and organizations and through regular coordination channels.

Improve connectivity across the four 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 across PTBA in neighboring counties. Link Transit and the Okanogan Transit Authority (TranGo) have developed an inter-county connection in Chelan that expands connections to communities in Okanogan County. There is no similar coordinated connection to scheduled routes with Grant Transit Authority (GTA), but People for People does currently provide scheduled medical transit service in and out of Wenatchee that indirectly connects with GTA services at the Moses Lake Multimodal Transit Center.

The Goal:

To better connect Chelan, Douglas, Okanogan, and Grant counties so residents of the region have smoother access to employment, medical services, social events/services, and shopping.

The Strategy:

Continue working 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 provider (Confluence Health clinics), specialized health services, and the hospital in Wenatchee.

7. Regional Project Prioritization Process

As a part of this 2026 Coordinated Mobility Plan update, CDTC will use the recommended goals and strategies to complete a regional ranking of the consolidated grant applications for WSDOT at the November 2026 governing board meeting. Evaluation of projects will be completed again in November 2028 under this plan.

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 populations with special transportation needs. populations.

8. Ongoing Coordination

For the update of this plan, CDTC examined the most current Coordinated Mobility Plans for QUADCO (2022) and Okanogan RTPO (2022), the 2023–2025 Cascade Medical Community Health Needs Assessment, Link's 2025 Transit Development Plan, and WSDOT's 2024 Intercity Bus Plan update. CDTC coordinates with the North Central Washington Transportation Collaborative, formerly the North Central Washington Mobility Council. The WSDOT North Central Region Community Liaison shall continue to be the region's overall resource for the CPT-HSTP.

Additionally, through the efforts to update this plan, several community partners interested in providing human services transportation solutions were engaged for the first time, either organizationally or individually. CDTC and the North Central Washington Transportation Collaborative will continue to educate community partners about Consolidated Grant Program opportunities.

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

APPENDICES

Community Survey Instrument

- Do you currently use any public transit or specialized transportation services?
Specialized transportation services are those that are limited to specific groups, such as veterans or people with disabilities, or for specific types of trips, such as medical appointments. **Select one.**
 - Yes
 - No (Please proceed to Question 9)

Public Transit Use

(if 1= "Yes")

- How often do you use the following transportation options? **Choose the option that most closely matches your travel.**

	Daily	2-3 times per week	Weekly	Monthly	Less than monthly	Never
Link Transit (fixed route bus)						
Link Plus (ADA paratransit)						
Link DART (dial-a-ride)						
TRIP-Link (volunteer driver program)						
TranGO (Okanogan County)						
Grant Transit Authority						
Apple Line intercity bus						
People for People						
TranCare (non-emergency medical)						
Taxi or Uber/Lyft						
Drive myself or ride with family or friend						

- [Matrix] How often do you need to travel for shopping, work, medical appointments, school, or other errands? **Choose the option that most closely matches your travel.**

	Daily	2-3 times per week	Weekly	Monthly	Less than monthly	Never
Within my community						
To another town in my county						

To a different county						
-----------------------	--	--	--	--	--	--

4. Which communities or destinations do you most often travel to outside of your home community? **List up to three.** [open text]
5. [Matrix] How often do you make a trip somewhere outside of your home during these times? **Choose the option that most closely matches your travel.**

	Daily	2-3 times per week	Weekly	Monthly	Less than monthly	Never
Before 8am						
8am-5pm						
5pm-9pm						
After 9pm						

6. Have you ever had to **stay overnight** somewhere because you could not get a ride back home that same day? **Select one.**
 - Yes
 - No
 - Unsure
7. What destinations do you travel to using public transit or specialized transportation services? **Select all that apply.**
 - Work/commute
 - School
 - Medical appointments
 - Shopping/errands
 - Social/recreation
 - Other – please specify [text box]
8. Do you use any of the following to learn about public transit and specialized transportation options? **Select all that apply.**
 - Printed schedules
 - Public transit provider websites
 - Smartphone Apps (Transit, MyStop, etc.)
 - Google/Apple Maps
 - Transit staff (drivers, call center staff, ambassadors)
 - Other service provider (case worker, doctor, teacher)
 - Friends and family
 - Other – please specify [text box]

What would you like to see for public transit and specialized transportation services in Douglas and Chelan counties?

9. What prevents you from using public transit or specialized transportation services at all or using them more often? **Select up to three.**
- Transportation services are not available near my home
 - Transportation services are not available near my destination
 - I have difficulty getting on or off of the vehicle, or the vehicle is not accessible
 - There is not enough room on the bus/van for personal items
 - I do not feel safe on the bus/van or at the stop while waiting
 - I do not feel safe getting to the bus/van stop (traffic, sidewalks, lighting)
 - I have to wait too long at bus stop or for my ride
 - The bus stop is too uncomfortable
 - The cost of public transit or specialized transportation services is too high
 - It is too hard to schedule a ride with paratransit, dial-a-ride services, or specialized transportation services
 - There is not enough service available on weekdays
 - There is not enough service available on weekends
 - Service is not available early enough or late enough for me
 - Riding the bus or using specialized transportation services takes too long
 - I do not know about what services are available in my area
 - I prefer to drive
 - Other – please specify [text box]
10. Which of the following would improve your experience using public transit or specialized transportation services the most? **Select up to three.**
- Cheaper fares
 - Make it easier to schedule rides
 - Add more service where I live or want to go
 - Add more service on weekdays
 - Add more service on weekends
 - Extend service earlier in the morning or later in the evening
 - Improve reliability of the bus/van arriving on time
 - Improve safety/security at bus stops or on the bus/van
 - Make it easier to find information about transit options
 - Make it easier to transfer between different transit services
 - Other – please specify [text box]

About You

11. What is your age? [open text]
12. What is your zip code or city? [open text]
13. Do you currently have access to a personal car/truck/van that you can drive? **Select one.**
 - Yes – always
 - Yes – sometimes
 - No
14. What is your employment status? **Select one.**
 - Full-time
 - Part-time
 - Retired
 - Student
 - Unemployed
 - Prefer not to say
 - Other – please specify [text box]
15. Do you currently have a condition or disability that makes it difficult to travel outside of your home? **Select one.**
 - Yes – for 6 months or less
 - Yes – for more than 6 months
 - Yes – my entire life
 - No
 - Prefer not to say
16. Do you speak a language other than English at home? **Select one.**
 - Yes
 - No
 - a. If yes, what language(s)? [Open text box]
17. Do you have a smartphone? **Select one.**
 - Yes
 - No
 - a. If yes, are you comfortable using your smartphone to look up information, make plans, book services, and pay for things? **Select one.**
 - Yes
 - No

Full Community Survey Results

All results should be taken with consideration for the small sample size. **Use with caution.**

Table 9 How often do you use the following transportation options?

	Daily	2-3 times per week	Weekly	Monthly	Less than monthly	Never
Link Transit (fixed route bus)	2	8	8	4	7	2
Link Plus (ADA paratransit)	1	2	0	0	0	29
Link DART (dial-a-ride)	0	1	0	1	3	27
TRIP-Link (volunteer driver program)	0	0	0	0	0	32
TranGO (Okanogan County)	0	0	0	0	2	30
Grant Transit Authority	0	0	0	0	0	32
Apple Line intercity bus	0	1	0	0	3	28
People for People	0	0	0	0	2	30
TranCare (non-emergency medical)	0	0	0	0	2	30
Taxi or Uber/Lyft	0	1	0	1	15	15
Drive myself or ride with family or friend	15	10	1	1	0	3

Table 10 How often do you need to travel for shopping, work, medical appointments, school, or other errands?

	Daily	2-3 times per week	Weekly	Monthly	Less than monthly	Never
Within my community	17	10	2	2	0	1
To another town in my county	0	7	9	13	0	2
To a different county	3	3	3	15	0	6

Table 11 Which communities or destinations do you most often travel to outside of your home community?

Destination	Responses ⁶
Wenatchee	12
Leavenworth	10
Seattle	7
East Wenatchee	7
Chelan	6
Cashmere	5

⁶ Respondents were limited to three entries

Quincy	3
Yakima	3
Cle Elum	1
Ellensburg	1
Entiat	1
Ephrata	1
Grant County	1
Moses Lake	1
North Bend	1
Plain	1
Portland	1
Pullman	1
Richland	1
Rock Island	1
Roslyn	1
Spokane	1
Stevens Pass	1

Table 12 How often do you make a trip somewhere outside of your home during these times?

	Daily	2-3 times per week	Weekly	Monthly	Less than monthly	Never
Before 8am	12	2	1	0	9	6
8am-5pm	14	10	4	1	1	1
5pm-9pm	9	5	8	0	3	7
After 9pm	2	1	2	7	6	14

*Table 13 Have you ever had to **stay overnight** somewhere because you could not get a ride back home that same day?*

Yes	8
No	19
Unsure	5

Table 14 What destinations do you travel to using public transit or specialized transportation services?

	Responses ⁷
Work/commute	21
School	3
Medical appointments	13
Shopping/errands	18

⁷ Respondents could select all that apply.

Social/recreation	22
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Table 15 Do you use any of the following to learn about public transit and specialized transportation options?

	Responses ⁸
Printed schedules	10
Public transit provider websites	20
Smartphone Apps (Transit, MyStop, etc.)	23
Google/Apple Maps	18
Transit staff (drivers, call center staff, ambassadors)	7
Other service provider (case worker, doctor, teacher)	1
Friends and family	5

Table 16 What prevents you from using public transit or specialized transportation services at all or using them more often?

	Riders ⁹	Non-Riders ¹⁰
Transportation services are not available near my home	2	4
Transportation services are not available near my destination	5	1
I have difficulty getting on or off of the vehicle, or the vehicle is not accessible	0	1
There is not enough room on the bus/van for personal items	0	0
I do not feel safe on the bus/van or at the stop while waiting	0	2
I do not feel safe getting to the bus/van stop (traffic, sidewalks, lighting)	2	2
I have to wait too long at bus stop or for my ride	7	2
The bus stop is too uncomfortable	1	0
The cost of public transit or specialized transportation services is too high	0	0
It is too hard to schedule a ride with paratransit, dial-a-ride services, or specialized transportation services	0	0
There is not enough service available on weekdays	6	1
There is not enough service available on weekends	12	0
Service is not available early enough or late enough for me	8	1
Riding the bus or using specialized transportation services takes too long	7	1
I do not know about what services are available in my area	0	2
I prefer to drive	6	9

⁸ Respondents could select all that apply.

⁹ Respondents could select up to three options.

¹⁰ Ibid.

Table 17 Which of the following would improve your experience using public transit or specialized transportation services the most?

	Riders ¹¹	Non-Riders ¹²
Cheaper fares	0	0
Make it easier to schedule rides	3	5
Add more service where I live or want to go	12	6
Add more service on weekdays	10	0
Add more service on weekends	14	1
Extend service earlier in the morning or later in the evening	12	2
Improve reliability of the bus/van arriving on time	2	1
Improve safety/security at bus stops or on the bus/van	2	2
Make it easier to find information about transit options	3	3
Make it easier to transfer between different transit services	2	1

Table 18 Respondent locations by zip code and county

Zip Code	County	Respondents
98801	Chelan	22
98802	Douglas	10
98816	Chelan	2
98826	Chelan	11
98843	Douglas	1
98847	Chelan	1
98850	Douglas	2

Table 19 What is your age?

Age Bracket	Riders	Non-Riders
0-18	0	0
19-24	1	1
25-40	9	5
41-50	10	4
51-60	2	3
61-70	4	3
71-80	3	0
81+	1	1

¹¹ Respondents could select up to three options.

¹² Ibid

Table 20 What is your employment status?

Status	Riders	Non-riders
Full-time	20	12
Part-time	3	1
Retired	8	3
Student	1	0
Prefer not to say	0	1

Table 21 Do you currently have access to a personal car/truck/van that you can drive?

	Riders	Non-riders
Yes, always	22	15
Yes, sometimes	5	2
No	5	0

Table 22 Do you currently have a condition or a disability that makes it difficult to travel outside of your home?

	Riders	Non-riders
Yes	0	0
Yes, for more than 6 months	2	0
No	27	17
Prefer not to say	3	0

Table 23 Do you speak a language other than English at home?

	Riders	Non-riders
Yes	2	6
No	30	11

Table 24 Do you have a smartphone? If yes, are you comfortable using your smartphone to look up information, make plans, book services, and pay for things?

	Riders	Non-riders
Yes, comfortable	27	15

Yes, uncomfortable	3	2
No	2	0

Organizations Represented at the 2025 Mobility Summit

Action Health Partners
 Aging & Adult Care
 Alzheimer Association
 Alzheimer's Support Center (NCW)
 Barone Transit
 Brave Warrior Project
 Cascade Medical
 Catholic Family Charities
 Central WA Disabilities Advocates
 Chelan County Housing Authority
 Chelan County Public Health
 Chelan Douglas Coalition for Health Improvement
 Chelan Douglas Community Action Council
 Chelan Douglas Land Trust
 Chelan Douglas Transportation Council
 Columbia Valley Community Health (CVCH)
 CVCH New Path
 Colville Confederated Tribes DOT
 Colville Tribes
 Confluence Health
 Garden Terrace
 Grant County Transportation (GTA)
 Grant Integrated Services
 Heritage Heights
 HopeSource
 Housing Program Manager – Chelan County
 Lake Chelan Health
 Lake Wenatchee Fire and Rescue
 Link Transit
 Molina
 NCW Libraries
 Okanogan Behavioral Health
 Okanogan Housing Authority
 People for People: Grant County
 Plain Pantry
 Project SEARCH
 Thriving Together NCW
 Together for Youth
 Together NCW
 TranCare / TRIP-Link

Upper Valley Mend
Wellness Place
Wenatchee Pride
Wenatchee Valley College