

PROVIDING PUBLIC TRANSPORTATION FOR
CHELAN AND DOUGLAS COUNTIES SINCE 1991

LINK TRANSIT 2023 PERFORMANCE REPORT



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Over the past 32 years, public transit has become a mainstay in the infrastructure supporting the healthy expansion of the regional economy. With daily service to 17 communities throughout Chelan and Douglas counties, Link Transit provides people with access to employment, medical care, education and recreation.



TO OUR COMMUNITY



Nick Covey - CEO

Nick Covey is a 30-year employee of Link Transit. His roles with Link have included accountant, Finance Manager and most recently as Chief of Staff for four years.

Link Transit experienced remarkable growth and achievement in 2023, exceeding one million rides for the first time since 2015 and surpassing 2022 boardings by 16 percent. This success, including the recruitment and training of more than 40 new coach operators, enabled Link to keep pace in fulfilling commitments outlined in the agency's Vision 2020 service improvement plan approved by voters in 2019.

It is exciting to lead an agency that is on a roll – providing the citizens of Chelan and Douglas counties with essential access to jobs, shopping, appointments, and quality of life experiences. The growth mindset of Link's leadership team, enhanced by the support of a 13-member board of directors, positions the agency to play a key role in regional infrastructure projects that enhance access to public transportation.

Last year, Link led the process of constructing a new roundabout in Leavenworth, improving traffic flow and bus access to one of the region's key transportation corridors. The agency is

making plans to construct a new bus barn to house its growing electric fleet, and several new park-and-rides are planned for the region.

Serving in my first year as the fourth CEO/GM of the agency, I can truly say I grew up with Link Transit - serving three decades in various roles including accountant, finance manager and chief of staff. When I joined Link in 1994, the agency was three years old and serving communities to which public transit was new, or had been without public transportation since the 1960s.

Now, Link has a strong team of 186 dedicated individuals, with 18 employees serving more than 25 years and another 24 contributing for at least a decade. This longevity is a result of Link's exceptional workplace culture. As I close out my career as Link's leader, I am grateful for the opportunity to work with an amazing team of visionary individuals dedicated to delivering Link's mission of providing exceptional transit services.

A handwritten signature in black ink, appearing to read 'Nick Covey'. The signature is fluid and stylized, with a large loop at the end.

FROM OUR 2023 BOARD CHAIR



As Link Transit's 2023 Board Chair, I am pleased to share the agency's annual report, highlighting the significant achievements and progress made by Link over the past year. I am proud of our collective accomplishments and eager to present the successes forged by a talented and dedicated staff working under the guidance of a strong Board of Directors.

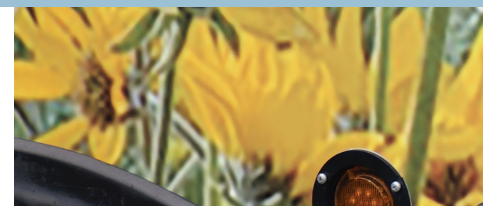
The Link leadership team draws on 30 years of experience in delivering its daily mission of providing safe, reliable, and efficient public transportation services that promote access to destinations and quality of life. The Link board relies on that experi-

ence to guide the agency's day-to-day operations and to bring innovative capital project recommendations, like the Leavenworth roundabout, and others that enhance accessibility to Link services.

Link is a pioneer in the successful electrification of its bus fleet and is committed to continuing this work until all agency vehicles run on clean energy. While my tenure on the board did not include the early challenges related to electrification, I look forward to supporting the continued growth of the program and the benefits associated with this technology.

Looking ahead, I am encouraged to see the growth of services like Rideshare, TRIP-Link and Dial-a-Ride-Transportation, that not only enhance mobility options to more people, but do so in a manner that meets the unique needs of a rural urban service area.

Fueled by a robust local economy, strong community support, and ongoing success obtaining state and federal grants, Link Transit is poised to continue its work building a network of transportation services adding to the livability and vitality of a growing North Central Washington.



“THE DRIVERS ARE HELPFUL, THE ROUTES GO EVERYWHERE I NEED TO GO.”

Comment received in 2023 Link Transit On-Board Survey

93% ON-TIME PERFORMANCE FOR FIXED ROUTE SERVICE



Marc Straub - 2023 Board chair

Marc Straub is a first-term Douglas County Commissioner, representing District 3, which includes the northern part of Douglas County, including Bridgeport, Mansfield and Orondo.

Straub has been on the Link Transit board since January, 2019.





The September completion of the Leavenworth roundabout marked the second major project Link Transit has completed in the Leavenworth area in the past five years.

In 2019, the Willkommen Park-and-Ride was completed, providing an 89-space parking lot with public restrooms and access to buses traveling between Leavenworth and Wenatchee.

The roundabout project was a joint effort between Link Transit, the City of Leavenworth and the Washington State Department of Transportation. Located at the intersection at U.S. Highway 2 and Icicle Road, this project improves traffic flow and brings safer pedestrian access and transit-friendly improvements to one of our region's busiest traffic corridors.

This project was completed for \$2.2 million, more than \$1 million less than the initial projected cost.



Veteran coach operator Monti Realme joined Jose and Roberto Torres as recipients of Link's first three 30-year safe driving awards. Each of these operators have driven approximately 1.2 million miles.

Link Transit prides itself on its culture of safe and responsible driving. The team is now 106 drivers strong. There are 19 drivers with ten or more years of experience. Link's training staff is committed to laying the foundation of safe driving and assuring new Coach Operators are successful. Senior operators like Monti, Jose and Roberto support new operators by sharing experiences and offering guidance to new trainees.

Congratulations to our three 30-year safe drivers!



A team of three Link Transit maintenance technicians placed second in the 2023 Washington State Maintenance Roadeo. Humberto Espinoza, Gary Robledo and John Therien were the first team Link Transit has sent to a maintenance roadeo in more than 20 years.

The team was scored on:

- A written test, with questions on topics such as HVAC, transmission and brakes.
- An inspection of a bus with 14 planted defects.
- Two powertrain events involving inspection of a power train with seven planted defects, and correction of a single defect that prevents correct operation of the power train.
- One air brake system event involving inspection of a system with six planted defects.
- One HVAC event involving inspection of a HVAC system with a single planted defect.
- One electrical control system event.
- One vapor door event, involving inspection of a half-height air door system mockup with seven planted defects.

57%

OF LINK TRANSIT RIDERS HAVE
BEEN RIDING FIVE OR MORE YEARS

Source: 2023 Link Transit On-Board Survey

50%

OF LINK TRANSIT RIDERS HAVE ANNUAL HOUSEHOLD INCOMES BELOW \$25,000

Source: 2023 Link Transit On-Board Survey

THE YEAR IN REVIEW

2023 was a year of growth and reemergence for transit in Chelan and Douglas counties. Service improvements and capital projects were the cornerstones of the year.

- Increased system ridership by 15% over 2022
- Expanded fixed-route revenue hours to 101,873, an increase of 1,040 hours over 2022
- Completed roundabout at U.S. Highway 2 & Icicle Road in Leavenworth
- Completed reconstruction of East Wenatchee Park-and-Ride, which creates a new layover point for East Wenatchee service
- Funded South Wenatchee Ave & Malaga-Alcoa Highway improvements to serve Boodry Street area
- Took delivery of three 35' and eight 30' electric buses from BYD
- Added four 80 kW BYD slow chargers for Link's operations base
- Began facility redesign study for operations base
- Added three electric vans to the paratransit fleet
- Updated graphics on entire electric bus fleet with high-visibility "clean-air" theme
- Celebrated the third coach operator to reach the 30-year safe driving mark
- Increased Rideshare program participation to 12 groups by year end
- Recruited and trained 44 new coach operators
- Completed on-board survey
- Added 15 vans to the Rideshare fleet
- Installed real-time bus arrival signage at three locations in Leavenworth
- Funded construction of bus pullouts and shelters in conjunction with WSDOT's Easy St./U.S. 2 roundabout project



Link Transit service gives individuals throughout the area access to shopping, medical and other critical services seven days a week.

THE SERVICES WE PROVIDE

Link Transit provides a comprehensive family of services that can assist a broad population.

FAMILIES USE
LINK TRANSIT TO
ACCESS A VARIETY
OF ACTIVITIES
THROUGHOUT
OUR REGION



FIXED-ROUTE

Link Transit operates 17 fixed routes, with buses running on prescribed routes and schedules. Service operates seven days a week to all communities.



LINKPLUS

Link Transit provides ADA paratransit service to eligible seniors and disabled individuals. Service is available seven days a week.



DART

Link Transit operates general-public dial-a-ride service in Chelan and Leavenworth. Service is available seven days a week.



RIDESHARE

Link Transit's rideshare program is available to groups of employees making commutes that either begin or end in Link's service area.



TRIP-LINK

Link Transit's volunteer-driver program for eligible individuals who reside outside of Link's service area. Drivers are reimbursed for mileage.

Lake Chelan and Leavenworth are popular destinations for all ages year-round.



Next to housing costs, transportation is the largest expense in most households



HOW LINK TRANSIT IMPACTS PEOPLE'S QUALITY OF LIFE

The availability of safe, reliable, affordable and quality public transportation makes untold positive impacts on peoples lives. Public transit is particularly important to our vulnerable citizens: individuals with a cognitive or physical disability, or the elderly, many who are unable to travel on their own.

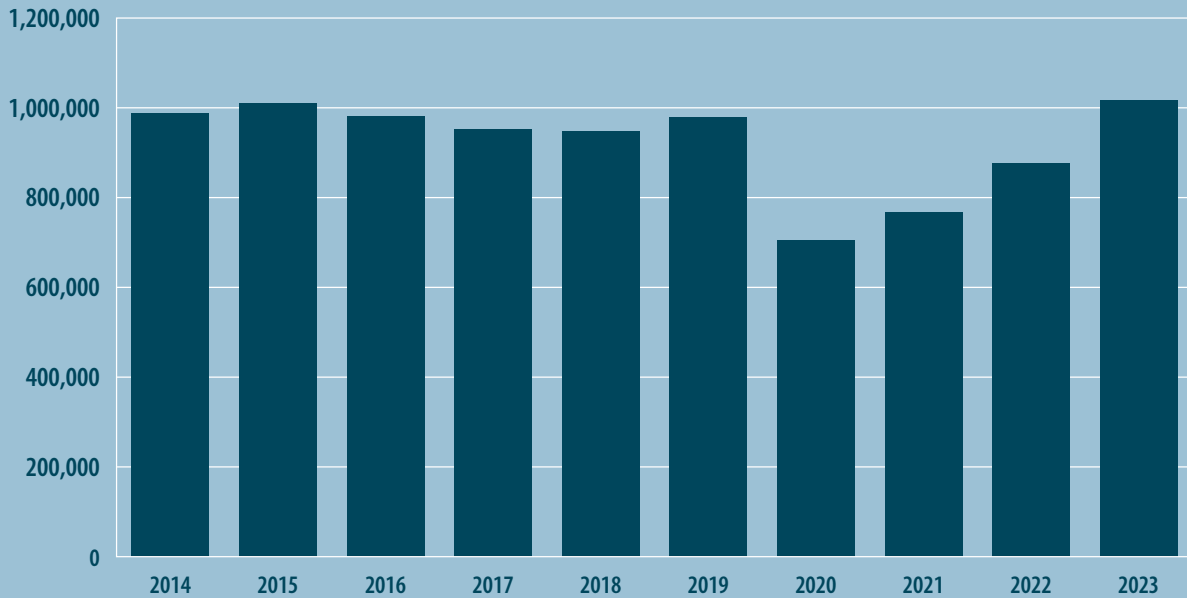
Providing this segment of our population with the means to stay mobile allows them to access medical services, shopping, social and recreational activities and remain independent and active. This makes our communities better places to live, work and play.

ALL LINK TRANSIT FIXED ROUTE, PARATRANSIT AND DART SERVICES ARE ZERO-FARE.

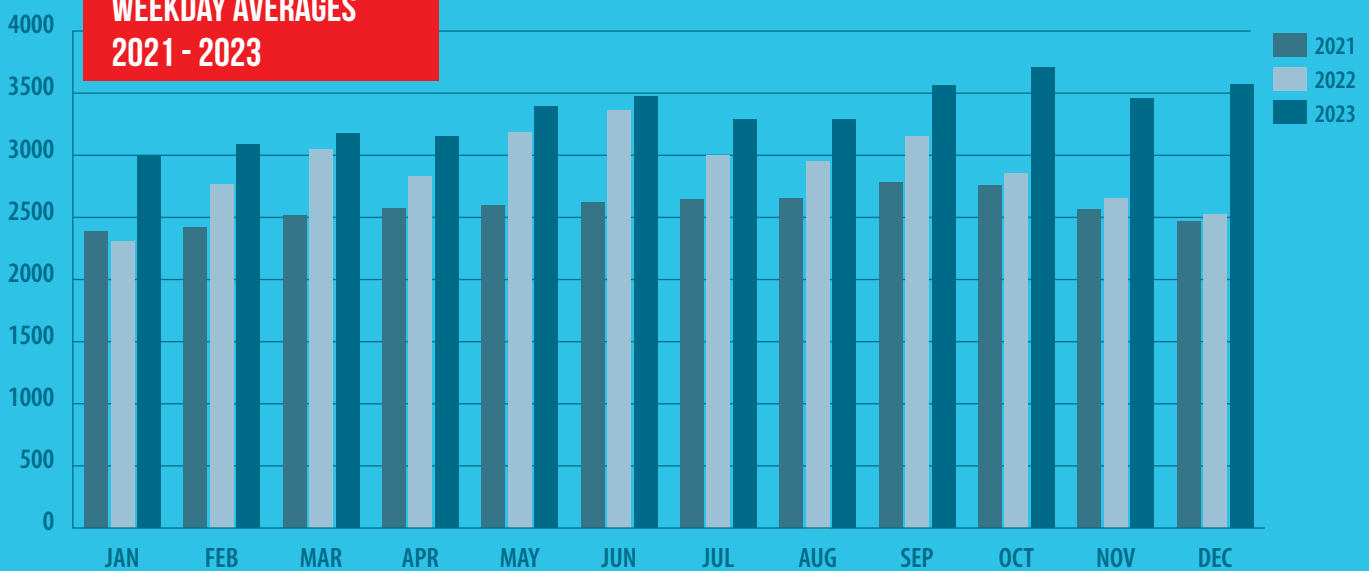
- 1 Zero-fare means more people are able to stay active and mobile, improving their quality of life.
- 2 Zero-fare ensures everyone has access to reliable and safe transportation to work, school or other destinations.
- 3 Zero-fare is good for ridership. More people using transit means fewer cars on the road, which is better for the environment.

15.2% INCREASE IN ANNUAL RIDERSHIP FOR 2023

FIXED-ROUTE BOARDINGS 2014 - 2023



WEEKDAY AVERAGES 2021 - 2023



NATIONWIDE, TRANSIT RIDERSHIP IS CURRENTLY AT 80% OF PRE-PANDEMIC (2019) NUMBERS (Source: APTA.com)

Link's ridership in 2023 was 104% over 2019

2023 RIDERSHIP

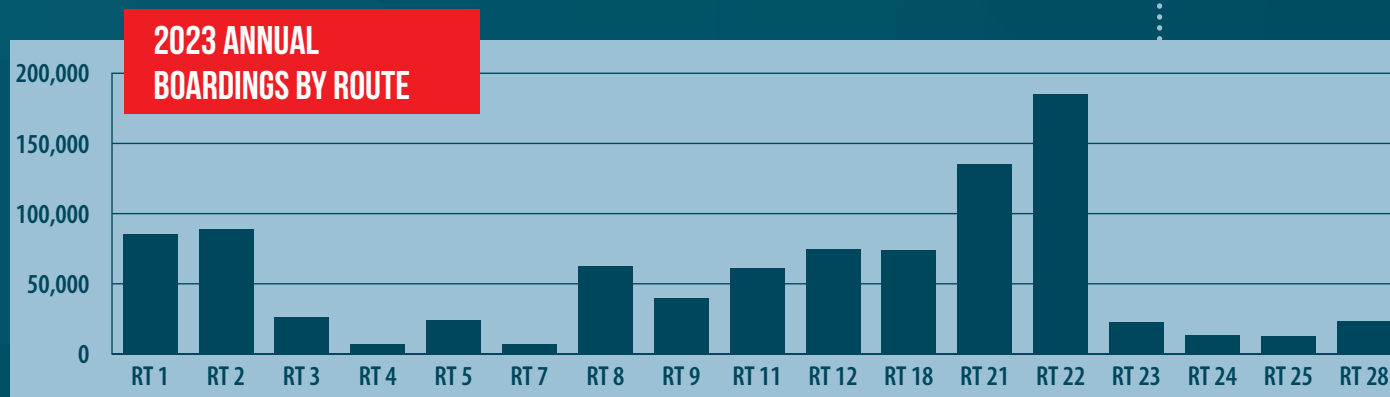
Fixed-Route: 1,011,391 (+15.2% over 2022)
 Weekday Average: 3,317(+15% over 2022)
 Saturday Average: 1,839 (+16.8% over 2022)
 Sunday Average: 1,279 (+31% over 2022)

Paratransit: 71,369 (+32.7% over 2022)
 Weekday Average: 244 (+30.2% over 2022)
 Saturday Average: 105 (+43% over 2022)
 Sunday Average: 69 (+52.9% over 2022)

DART: 20,077 (+32.6% over 2022)
 Weekday Average: 65 (+32.0% over 2022)
 Saturday Average: 34 (+32.5% over 2022)
 Sunday Average: 31 (+31.0% over 2022)

Rideshare: 10,818
 12 active groups with 44 total participants

TRIP-Link
 3,632 trips taken
 Approx. 48,750 reimbursed miles



Only routes that operated for the entire year are shown.

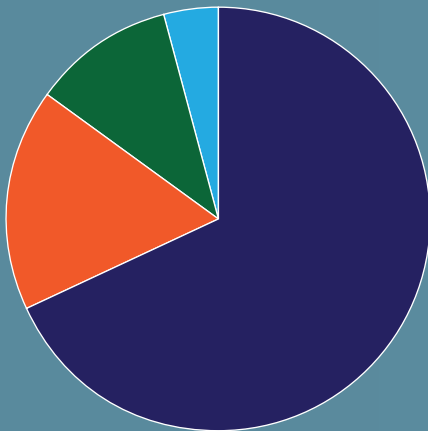
34% OF LINK TRANSIT RIDERS ARE TRAVELING TO OR FROM WORK

Source: 2023 Link Transit On-Board Survey

FINANCIAL REPORT

Annual Revenue Collections

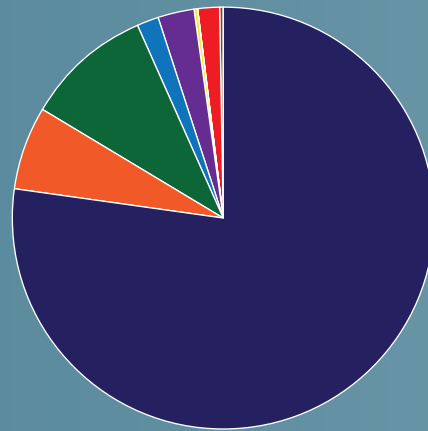
Sales tax and state and federal grants make up the majority of Link Transit's funding.



■ Sales Tax Revenue	\$23,541,088
■ Federal Grant Revenue	\$5,801,492
■ State Grant Revenue	\$3,778,478
■ Other Revenue	\$1,344,098
Total.....	\$34,465,156

Operating Expenses

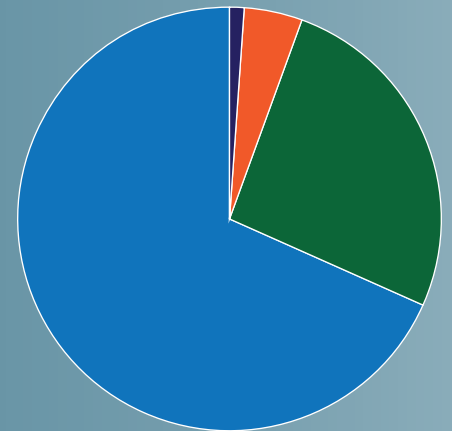
Wages and benefits, fuel and parts account for the largest portion of Link Transit's operating expenses.



■ Wages/Benefits	\$18,405,753
■ Services	\$1,468,860
■ Materials/Supplies	\$2,363,718
■ Utilities	\$395,086
■ Insurance	\$635,357
■ Taxes	\$43,623
■ Purchased Transportation	\$38,560
■ Miscellaneous	\$391,869
■ Leases/Rentals	\$14,810
Total.....	\$23,757,636

Capital Expenditures

Vehicle purchases, facility improvements, property acquisition and construction make up the capital program.



■ Vehicles	\$10,227,164
■ System & Accessibility Improvements	\$3,917,567
■ Facility Improvements	\$637,811
■ Equipment	\$194,263
Total.....	\$14,976,805



Wages and Benefits

Year-end payroll including wages and benefits of 186 employees totals nearly \$18.5 million per year.



Fossil fuel vehicles

Gasoline and diesel-powered vehicles make up about 50% of the fleet and consume about 280,000 gallons of fuel annually.



Battery electric vehicles

Battery electric-powered vehicles make up about 50% of the fleet and consume about 13.3 mW of electricity annually.

+5.4%

IS THE HISTORICAL
AVERAGE FOR ANNUAL
LOCAL SALES TAX
GROWTH SINCE 1991



31%

OF LINK TRANSIT RIDERS DO NOT HAVE A VEHICLE IN THEIR HOUSEHOLD

Source: 2023 Link Transit On-Board Survey



OPERATING STATISTICS

STIC FUNDING

STIC (Small Transit Intensive Cities) funding is a provision in the FTA Urbanized Area Formula program (Section 5307) to distribute funds to urbanized areas under 200,000 population. Under the formula for STIC, funds are apportioned to urbanized areas (UZA) with a population less than 200,000 that meet or exceed the average level of service for all UZAs with populations between 200,000 and 1,000,000.

The UZAs must operate at a level of service equal to or above the industry average level of service for all UZAs with a population of between 200,000 and 999,999, in one or more of six performance categories:

1. Passenger miles traveled per vehicle revenue mile
2. Passenger miles traveled per vehicle revenue hour
3. Vehicle revenue miles per capita
4. Vehicle revenue hours per capita
5. Passenger miles traveled per capita
6. Passengers per capita

For each incentive achieved, Link Transit receives \$550,406 in funding.

2023	Fixed Route	Paratransit	DART	Rideshare
Total Boardings	1,011,391	71,369	20,077	10,818
Boardings per hour	9.9	2.3	3.8	3.1
Service Hours	106,428	32,866	6,043	3,531
Revenue Hours	101,873	30,686	5,297	3,517
Service miles	2,133,160	437,765	66,716	186,159
Revenue miles	2,046,953	391,631	49,344	184,492
Passenger miles	8,934,682	307,935	56,358	507,606
Cost per hour (All service)	\$157.80			
2022 Cost per hour (Statewide avg*)	\$173.47	\$150.89	\$187.18	\$50.61

*Source: WSDOT 2022 Summary of Public Transportation

2022 STIC INCENTIVES	Link Transit	UZA Average
1. Passenger miles per vehicle revenue mile	5.3137	5.5211
2. Passenger miles per hour of revenue service	101.7543	94.841
3. Revenue miles per capita	30.7972	11.8958
4. Revenue hours per capita	1.6083	0.7584
5. Passenger miles per capita	163.6466	76.8758
6. Passengers per capita	14.9568	11.5727

1 IN 2022, PUBLIC TRANSIT AGENCIES STATEWIDE PROVIDED 137,677,398 TRIPS ACROSS ALL MODES, A 37% INCREASE FROM 2021.

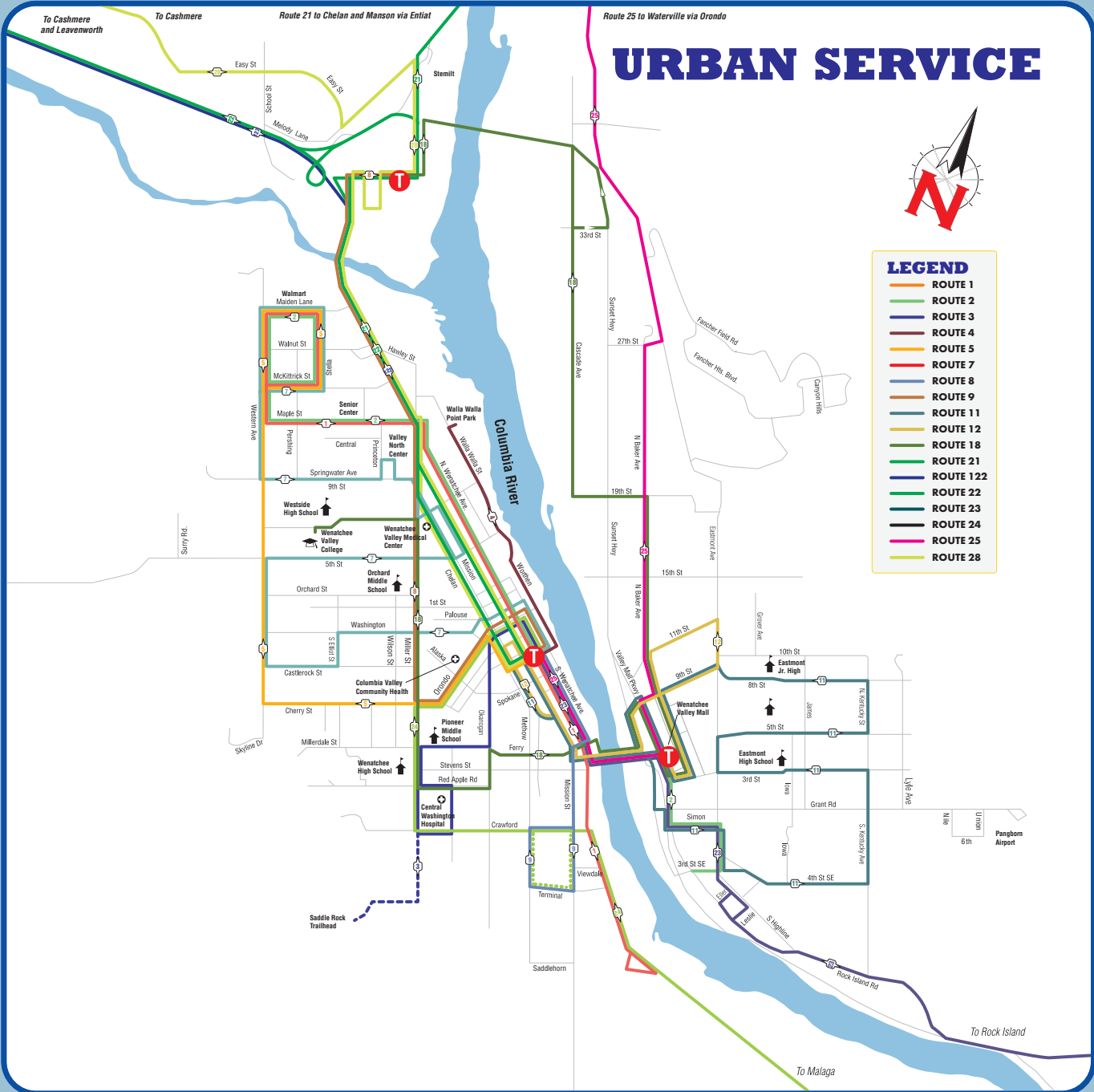
2 AT 3,650 SQUARE MILES, LINK TRANSIT'S SERVICE AREA IS THE LARGEST IN WASHINGTON STATE.

URBAN SERVICE



LEGEND

- ROUTE 1
- ROUTE 2
- ROUTE 3
- ROUTE 4
- ROUTE 5
- ROUTE 7
- ROUTE 8
- ROUTE 9
- ROUTE 11
- ROUTE 12
- ROUTE 18
- ROUTE 21
- ROUTE 22
- ROUTE 23
- ROUTE 24
- ROUTE 25
- ROUTE 28



3

LINK TRANSIT ADDED 1,040 HOURS OF SERVICE IN 2023, AN INCREASE OF JUST 1%, NETTING A RIDERSHIP INCREASE OF 15%.

4

70.6% OF THE POPULATION WITHIN LINK'S SERVICE AREA LIVES WITHIN 1/4 MILE OF A BUS ROUTE.

The East Wenatchee
Park-and-Ride
renovation was
completed in
November 2023.



33%

OF RIDERS USE LINK TRANSIT FIVE OR MORE DAYS PER WEEK

Source: 2023 Link Transit On-Board Survey

CAPITAL PROJECTS

Planning, funding and building projects that allow transit to work better in each of our communities will continue to be a priority for Link Transit in coming years.



Leavenworth Roundabout

This roundabout at the intersection of U.S. Highway 2 and Icicle Road improved traffic flow and pedestrian safety.

A joint effort between Link Transit, Washington State Department of Transportation and the City of Leavenworth brought this project from conception to completion in less than two years, and under budget.

PROJECT COST: \$2.2 MILLION



Boodry Street improvements

Working with Chelan County, Link Transit improved the intersection of South Wenatchee Avenue and Malaga-Alcoa Highway to accommodate bus travel.

These improvements allow transit to access several south Wenatchee neighborhoods.

PROJECT COST: \$247,169



East Wenatchee Park-and-Ride

Link Transit purchased an outdated park-and-ride lot from Douglas County and made a number of improvements.

Improvements included an electric bus charging station, coach operator break-room, improved lighting, new pavement and striping and an electric vehicle charging station.

PROJECT COST: \$779,592



“LINK IS A GREAT SYSTEM CONNECTING ALL PARTS OF CHELAN AND DOUGLAS COUNTIES.”

Comment received in 2023 Link Transit On-Board Survey

VISION 2020 UPDATE

SALES TAX IS THE PRIMARY FUNDING
SOURCE FOR PUBLIC TRANSIT AGENCIES
IN WASHINGTON STATE

In August 2019, voters in Chelan and Douglas counties approved a .2% sales tax increase to fund improvements and expansion to transit services in the region. This six-year plan included a range of service improvements and capital projects.

2020

THE PANDEMIC SEVERELY IMPACTED SERVICE BEGINNING IN MARCH 2020

January 1: Began collection of first .1% of new sales tax.

March: Weekday frequency cut to address ridership loss from pandemic.

April: Began a systemwide service study to develop a plan for improving routes and schedules and developing a timeline for expansion.

July: Sunday service added.

2021

RIDERSHIP DIPS AS THE PANDEMIC CONTINUED TO GRIP THE WORLD

Focus remains on “essential trips” and safety protocols during pandemic.

Collection of second 1/10 sales tax deferred until 2024.

2022

SERVICE CHANGES ROLLED OUT ON A SMALLER SCALE DUE TO PANDEMIC

July: A major restructuring of routes and schedules implemented.

October: Operator shortage forced Link to reduce frequency on some routes and curtail service on two low-productivity rural routes.

2023

A RIDERSHIP UPTICK AND RECRUITING EFFORTS SHOW RESULTS

February: Rideshare program launches.

Ridership exceeded pre-pandemic levels, with weekend ridership far outpacing that prior to 2020.

Successful recruiting efforts begin to swell coach operator ranks, allowing for cautious service expansion.

FOR MORE INFORMATION ON THE VISION 2020 PLAN VISIT WWW.LINKTRANSIT.COM/VISION2020 OR SCAN THE QR CODE



SCAN ME

THINKLINK, A TWO-YEAR COMMUNITY OUTREACH EFFORT IN 2016-2017 HELPED TO INFORM THE DEVELOPMENT OF THE VISION 2020 PLAN

During this process, we heard from over 4,000 community members on their wishes for expansion and improvements to regional transit service. Nearly 46% of respondents identified as non-riders, and 69% of respondents were in favor of a sales tax increase to support transit improvements. In many cases, non-riders favored some improvements more than riders.

28%

OF RIDERS USE LINK TRANSIT TWO TO FOUR DAYS PER WEEK

Source: 2023 Link Transit On-Board Survey

2024 [PLANNED]

WEEKEND SERVICE INCREASES, SCHEDULE ADJUSTMENTS MADE FOR RELIABILITY

Final .1% of sales tax increase implemented.

Ongoing schedule refinements to improve reliability.

Reinstate Leavenworth shuttle service.

Begin construction on new bus garage and charging facility.

Final development on Rock Island Park-and-Ride.

Begin work on redesign for East Wenatchee service.

2025 [PLANNED]

FLEET ADDITIONS, PEDESTRIAN ACCESS IMPROVEMENTS, BUS STOP IMPROVEMENTS

Delivery scheduled for nine additional battery-electric buses.

Construction of Hay Canyon Park-and-Ride in Cashmere.

Implement redesigned East Wenatchee service, with expanded route network, coverage area and hours of service.

Add safety and security features at bus stops.

2026 [PLANNED]

COMPLETION OF ALL PROJECTS INCLUDED IN THE ORIGINAL VISION 2020 PLAN

Construction of Peshastin Park-and-Ride.

Construction of Leffler Field Park-and-Ride in Manson.

Later evening service to some communities, including late-night DART service in Wenatchee/East Wenatchee area.

Expand Lake Chelan DART coverage area.

Implement rural-zone service to meet basic needs.



“I DON’T DRIVE AND LINK TAKES ME TO WORK, SHOPPING, APPOINTMENTS, ETC.”

Comment received in 2023 Link Transit On-Board Survey

EACH BATTERY-ELECTRIC BUS
ELIMINATES 72 METRIC TONS
OF GREENHOUSE GAS EMISSIONS
PER YEAR

LINK TRANSIT USES GROUND- BREAKING CHARGING TECHNOLOGY

A fleet of 23 battery electric buses operates out of Columbia Station, recharging between trips using three in-ground 300 kW wireless inductive chargers.



SCAN TO LEARN MORE ABOUT LINK'S ELECTRIC BUS PROJECT AND WIRELESS CHARGING

SCAN ME

70% OF LINK TRANSIT'S FULL-SIZE BUS FLEET IS POWERED BY BATTERY-ELECTRIC

ELECTRIC BUS PROJECT

IN 2020, THERE WERE 1,268 ELECTRIC TRANSIT BUSES IN THE U.S. THIS IS ONLY 1.9% OF ALL TRANSIT BUSES.

Worldwide, there are about 500,000 electric transit buses in operation.

Since 2014, Link Transit has been operating battery electric vehicles as a strategy to reduce operating costs and make environmentally sustainable operating practices the standard.

In the spring of 2023, Link took delivery of eight 30' and three 35' BYD coaches, adding to the 12 electric buses that have been operating for the past three years. Link's full-size bus fleet is now 70% battery-electric, running on clean, locally-generated electricity.

The electric fleet has proven to be a smart investment operationally, financially and environmentally. The improved reliability, comfort of the ride, decreased maintenance, fuel expenses and carbon emissions all contribute to the success of this program. Replacing

the entire fleet with electric vehicles is the direction that Link is taking.

Fuel and maintenance savings is nearly \$23,000 per bus annually. Over the 12- to 15-year life of a vehicle, these savings far outweigh the additional cost of a battery electric bus. A comparable diesel-powered bus currently costs about \$780,000, and the most recent purchase of BYDs was about \$850,000 per vehicle.

Another benefit to electric buses is being insulated from the fluctuation in

diesel prices. Diesel prices can vary dramatically, but electricity rates are set, allowing Link to accurately budget.

Adding battery wayside storage in the future will allow Link to download electricity from the power grid to a battery bank at off-peak times, and charge the bus any time of day, resulting in greater savings.

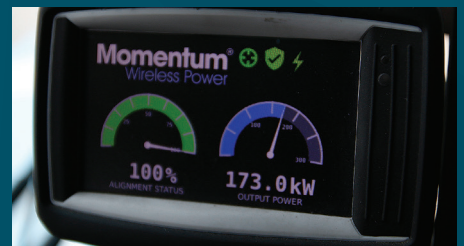
Link will add nine more electric buses to the fleet in 2025.



Each bus plugs into one of 18 charging stations at night, with HotStart technology to keep batteries warm in the winter.



Computerized charging allows vehicle technicians to monitor the battery health and state of charge for each electric bus.



On-board displays tell bus operators when the vehicle is properly aligned for charging and the amount of energy transferring.



PER-MILE FUEL COSTS FOR ELECTRIC BUSES ARE 17% OF A FOSSIL-FUEL BUS



ELECTRIC BUSES HAVE A RANGE OF 250-400 MILES, DEPENDING ON THE BATTERY TECHNOLOGY



CHARGING THE BATTERY FOR SIX MINUTES ADDS ENOUGH ENERGY TO TRAVEL TEN MILES AT CITY SPEEDS

95%

OF RIDERSHIP “SATISFIED” OR “VERY SATISFIED” WITH LINK TRANSIT SERVICE

Source: 2023 Link Transit On-Board Survey

EQUITY & OPPORTUNITY

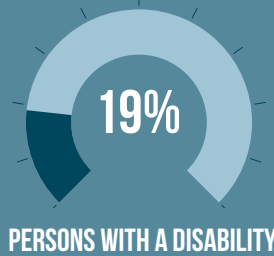
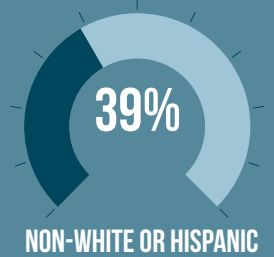
Access to Opportunity is a term Link Transit uses to measure transit services’ ability to connect riders and potential riders with vast number of opportunities. Link Transit embraces the need to connect community members to opportunities to achieve social, economic, and environmental prosperity at an individual and community level. The table below shows how many of each destination type are served by Link Transit fixed routes compared to how many are in the entire service area.

	Service Area	System Market Area	%
Total Population	116,900	74,900	64%
Total Jobs	78,300	49,100	62%
Childcare Facilities	26	25	96%
Colleges	1	1	100%
Grocery Stores	26	24	92%
Libraries	8	8	100%
Medical Services	26	24	92%
Schools	60	53	88%
Senior Centers	4	4	100%
Shopping Centers	2	2	100%
Social Services	22	20	91%

Service Area: Link Transit’s public transportation benefit area (PTBA)

System Market Area: The area that is within .25 miles of a Link Transit route

LIVING WITHIN 1/4 MILE OF A ROUTE



Access to affordable transportation allows many people to attend secondary education, improving their lives and adding to the area’s workforce.



“YOUR GREAT BUS DRIVERS MAKE SURE I GET TO MY DESTINATION SAFELY”

Comment received in 2023 Link Transit On-Board Survey

OUR BOARD OF DIRECTORS



Randy Agnew
City of Rock Island



Jim Fletcher
City of Cashmere



Tiffany Gering
Chelan County



Anne Hessburg
City of Leavenworth



Travis Hornby
City of Wenatchee



Erin McCardle
City of Chelan



Kevin Overbay
Chelan County



Loyd Smith
City of Waterville



Kyle Steinburg
Douglas County



Marc Straub
Douglas County



Renee Swearingen
City of Entiat



Rob Tidd
City of East Wenatchee

Not pictured:
Paul Parmley
Teamsters Union
Representative



**LINK TRANSIT BOARD MEETINGS ARE HELD ON THE THIRD
TUESDAY OF EACH MONTH. MEETINGS BEGIN AT 3:00 PM.**

Meetings are held at Columbia Station. The public is welcomed and encouraged to attend.

MANAGEMENT TEAM



Ed Archer
Maintenance
Manager



Cristina Barone
Planning &
Development
Manager



Nick Covey
CEO



Lynn Bourton
Administrative
Services
Manager



Justin Brockwell
Finance Manager



Ron Hatton
Information
Technology
Manager



Gabby Walker
Operations
Manager



Selina Danko
Assistant to CEO
& Clerk of the
Board

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The mission of Link Transit is to provide safe, reliable and efficient public transportation services that promote access to destinations and quality of life.



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