

C-TRAN ANNUAL REPORT 2017

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OUR COMMUNITY, OUR PROMISE

C-TRAN'S NEW CEO: SHAWN M. DONAGHY

In June, Shawn M. Donaghy joined C-TRAN as CEO. He brings over 20 years of transportation experience, having most recently worked with the Fort Worth Transportation Authority in Texas. He previously worked as the interim chief operations officer for the Southwest Ohio Regional Transit Authority, where he had served as a station manager for two divisions.

Shawn, who is a third-generation transit enthusiast, holds a bachelor's degree from Northern Kentucky University. In 2016, he was named one of Mass Transit magazine's Top 40 Under 40. In Fort Worth, he co-managed two departments, including Fleet Repair and Maintenance Operations, Maintenance Information Technology, and Security and Threat Police. Shawn's commitment to personal responsibility and service is reflected in the motto "Our Community, Our Promise." He emphasizes that every C-TRAN employee is an ambassador for the agency, and that our mission is to serve the citizens of Clark County.

An example of this played out in October, when coach operator John Stevens was honored for helping police locate a student who had slipped out of the bus in the early-morning hours and boarded a Visa bus.

"It really goes back to the heart of what we're here for, and that's to be good ambassadors for our community," Shawn said. "Our operators, especially John, have really embodied that task. So we're very proud of that, and we're very proud of our employees and everything they do every day."

OUR COMMUNITY, OUR PROMISE

BEAR RIDERS AND STAKEHOLDERS:

The past year was one of change and growth for C-TRAN in all areas of the agency.

By 2017, C-TRAN's new bus rapid transit system was fully operating and we had implemented our new fare system. Additionally, Fourth Plain Boulevard is experiencing the positive effects of having a high-quality transit service as a number of new local facility developments are in construction and being planned, and a number of new businesses are opening in the corridor. The fare will continue to grow in 2018 as preliminary design work begins on the system's possible second corridor, Mill Plain Boulevard.

C-TRAN, in cooperation with our partners TriMet and Portland Streetcar, launched the Hop Fastpass fare system in July. The system allows passengers to use a single fare card for all transit modes, including C-TRAN, TriMet, and Portland Streetcar. The system is a major step in making it easier for our customers to use transit across the region.

While change is constant, C-TRAN remains committed to our priorities: safety, reliability and efficiency. We appreciate the opportunity to serve our customers and our community.

Thank you,
 Shawn M. Donaghy
 Shawn M. Donaghy, C-TRAN Board Chair

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OUR COMMUNITY, OUR PROMISE

BUS ON SHOULDER

In October, roadside incidents in traffic on State Route 10 witnessed an interesting sight: C-TRAN buses operating on the Highway Shoulder. An 18-month pilot program between C-TRAN and the Washington State Department of Transportation allows buses to use the shoulder of SR 10 between Southport, North Anson and Interstate 205 during periods of heavy traffic congestion. The goal is to improve transit travel times by allowing C-TRAN buses to bypass traffic when the highway is backed up.

Buses on Shoulder has been used successfully in other parts of the country for decades. In Washington, for instance, an extensive network of bus-only shoulders exists between five and 15 minutes per trip, according to the Washington State Department of Transportation. C-TRAN currently uses bus-only shoulder lanes in Bellingham.

At the end of the pilot period, C-TRAN and WSDOT will evaluate the success of the program and decide whether to continue, expand or adjust it.

OUR COMMUNITY, OUR PROMISE

MEET C-TRAN'S BOARD OF DIRECTORS...

Shawn M. Donaghy, Chair; John Stein, Vice-Chair; Greg Anderson; John Stein; Jill Cantello; Mike Schmitt; Tom Land; Adam McKeown; Jill Cantello; Jill Cantello.

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FISHER'S LANDING TRANSIT CENTER

In late 2017, C-TRAN hired a private firm to conduct a feasibility study for a potential transit-oriented development in the Fisher's Landing area. The study is currently underway and will be completed by the end of 2018.

The study will determine the economic viability of a potential TOD, including the appropriate mix of use (i.e. residential, commercial, retail) without compromising C-TRAN's commitment to serving the needs of our customers. The feasibility study should be completed by the end of 2018.

OUR COMMUNITY, OUR PROMISE

HOP FASTPASS™

After years of planning and testing, C-TRAN helped launch a state-of-the-art electronic fare system in 2017. The "Hop Fastpass™" card is your new ticket to ride C-TRAN, TriMet, and the Portland Streetcar.

Hop Fastpass cards are available at dozens of retail locations in the area, including C-TRAN Customer Service Offices. Cards can be loaded in the checkout lane, online or via the phone. The card is also available for purchase at a kiosk. The card is valid for one year and can be used for all transit modes. The card is also available for purchase at a kiosk. The card is valid for one year and can be used for all transit modes.

C-TRAN has implemented a new fare system, with the exception of paratransit and special service agencies, which will be phased out this year.

OUR COMMUNITY, OUR PROMISE

MILL PLAIN BUS RAPID TRANSIT PROJECT

In January 2017, C-TRAN hired a private firm to conduct a feasibility study for a potential transit-oriented development in the Mill Plain area. The study is currently underway and will be completed by the end of 2018.

The study will determine the economic viability of a potential TOD, including the appropriate mix of use (i.e. residential, commercial, retail) without compromising C-TRAN's commitment to serving the needs of our customers. The feasibility study should be completed by the end of 2018.

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YOUTH OPPORTUNITY PASS EXPANSION

In June, the C-TRAN Board of Directors voted to expand the Youth Opportunity Pass, allowing all middle- and high-school students in Vancouver, Everett, Camas, Battle Ground and Washoult to use C-TRAN for free.

The Youth Opportunity Pass allows students to use the card to pay for their fare. The card is valid for one year and can be used for all transit modes. The card is also available for purchase at a kiosk. The card is valid for one year and can be used for all transit modes.

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OUR COMMUNITY, OUR PROMISE

2017-18 BIENNIAL BUDGET

C-TRAN continues to operate as a financially healthy, debt-free agency. The 2017-18 biennial budget is approved at a level that allows for growth, that meets the needs of our customers, and that provides for the future needs of our agency.

Revenue: \$12,932,250
 Expenses: \$14,076,276

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