

C-TRAN
ANNUAL REPORT
2017

**OUR COMMUNITY,
OUR PROMISE»**

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**OUR COMMUNITY,
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**DEAR RIDERS
AND STAKEHOLDERS:**

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

In 2017, The Vine—our new real-time transit system—had its technology installed and major improvements were made to service time and reliability in its first year of operation. Additionally, Fourth Plain Boulevard is experiencing the positive effects of having a high-quality transit service as a number of transit-oriented developments are currently under construction or have recently opened along the corridor.

An example of this played out in October, when coach operator John Shewes was honored for helping police locate a missing child. John had been home in the early-morning hours and boarded a Vine bus.

"It really goes back to the heart of what we're here for, and that's to be a good steward of our community," Shewen said. "Our operators, especially John, have really excelled at that task. So we're very proud of that, and we're very proud of our operations and everything we do every day."

Shawn M. Donaghay, CEO, also helped during a morning shift with his family.

Thank you,

[Signature]
Marc Boell, C-TRAN Board Chair

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

In June, Shawn M. Donaghay joined C-TRAN as CEO. He brings more than 20 years of transportation experience, having previously worked as the North Transportation Authority in Texas, the previously worked as the Northeast Ohio Regional Transit Authority, where he had started as a station manager for two divisions.

Shawn, who is a second-generation transit professional, holds a Bachelor's degree from Northern Kentucky University. In 2016, he was named Coach Operator of the Year by the American Public Transportation Association.

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Shawn M. Donaghay, C-TRAN's new CEO, also helped during a morning shift with his family.

BUS ON SHOULDER

In October, residents stuck in traffic on State Route 16 witnessed an interesting sight: C-TRAN buses operating on the highway's shoulder. An 18-month pilot program between C-TRAN and the Washington State Department of Transportation (WSDOT) will allow C-TRAN to use the shoulder of SR 16 between Southeast 16th Avenue and Interstate 205 during periods of heavy traffic. This will help C-TRAN buses to bypass travel times by allowing C-TRAN buses to bypass traffic when the highway is backed up.

Bus on Shoulder has been used successfully in other parts of the country for decades. In Minnesota, for example, the shoulder lane program has saved drivers between five and 15 minutes per trip according to Minneapolis Metro Transit. And closer to home, WSDOT currently uses bus-only shoulder lanes in Bothell.

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 discontinue it.

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

Mark Boell, Chair	John Muia, Vice-Chair	Greg Anderson	John Klim	Jill Carlisle
Mike DeBenedictis	Sean Guard	Arlt Hansen	Anne McKeown-Ogle	Ty Stoeber

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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 (TOD) site at Fisher's Landing.

The transit center, which opened in 2000, sits on a 20-acre site on 16th Avenue, off State Route 16. The center is located in the heart of a growing neighborhood, and the transit center attracts hundreds of customers every day, making it an ideal candidate for transit-oriented development. This type of development typically brings a blend of residential, retail, office, and other uses to a neighborhood close to public transportation. And in many cases, it can also provide a revenue stream that can be used to support transit.

The feasibility study will help determine the economic viability of a potential TOD, including the approximate mix of use (residential, commercial, retail) without compromising C-TRAN's commitment to serving the needs of transit users. A detailed feasibility study would be complete before the end of 2018.

MILL PLAIN BUS RAPID TRANSIT PROJECT

In January 2017, C-TRAN announced launching the region's first bus rapid transit system, The Vine. Now, C-TRAN is looking ahead and laying the groundwork for its next BRT line.

The Vine primarily serves Vancouver's Fourth Plain corridor between the city's downtown and the Vancouver Mall transit center. After a year of planning and engineering, including another bus thoroughfare Mill Plain Boulevard in October 2017, the project began seeking firms to help us design BRT for the Mill Plain corridor.

C-TRAN plans to adopt a locally preferred alternative (LPA) in late 2018. The LPA will outline how BRT will function along the corridor, station locations and other features—remain undecided. That's where you come in. In the coming year, C-TRAN will be reaching out to residents, businesses, riders and other stakeholders along the corridor. Your input will help shape many of those details, as did with The Vine on Fourth Plain.

HOP FASTPASS™

After years of planning and testing, C-TRAN released launch a state-of-the-art electronic fare system in 2017. It's called Hop Fastpass™, and it's your new ticket to ride C-TRAN, TriMet and the Portland Streetcar.

Hop allows passengers to use their smartphone to load their fare card to pay their fare. And with the new mobile app, you can get the most out of a pass or a monthly pass, get the most out of the front-of-card, and use Hop comes with a free transfer window. Load card protection guarantees that the money you load onto your card is safe. And paying your fare has never been easier—just tap your card on the reader, and you're good to go.

Hop cards are available at dozens of retail locations in the area, including C-TRAN Customer Service offices. Cards can be loaded at any time, and there's no need to download an app. The continuing evolution of Hop represents a big change for C-TRAN, but one thing won't change: Cash will still be an option.

C-TRAN has stopped sales of paper passes, with the exception of student and institutional passes, which are sold to employees and social service agencies; those will be phased out this year.

Hop Fastpass™

Help others pass...
Hop allows passengers to use their smartphone to load their fare card to pay their fare. And with the new mobile app, you can get the most out of a pass or a monthly pass, get the most out of the front-of-card, and use Hop comes with a free transfer window. Load card

2017-18 BIENNIAL BUDGET

C-TRAN continues to operate as a financially healthy, debt-free agency. When the C-TRAN Board of Directors adopted the 2018-19 biennial budget, it approved a plan that also leaves room for growth. That means thousands of additional hours and some new staff positions, among others, in meet three needs:

About three-quarters of C-TRAN's operating revenue comes from local sales taxes. The rest comes from passenger fares, grants and other sources. Where does that money go? About 70 percent of revenue goes toward salaries and benefits, which are the largest single cost. Other costs include equipment and various needs. C-TRAN has received a certificate for excellence in financial reporting for 29 consecutive years.

Expenses

2017-18 approved biennial budget:
\$140,396,276 (not yet final as of December)

Revenue

2017-18 approved biennial budget:
\$132,971,259

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, Clark County, Camas, and Clarkston to ride C-TRAN.

The Youth Opportunity Pass, currently at its third year, is valued at over \$300. If passes for parents were ever to be issued, the cost would be \$100. The Youth Opportunity Pass is designed to receive the pass, it is now available.

IMPROVING OUR SERVICE AND RELIABILITY

At Clark County and the region continue to grow, our routes are becoming more congested. Average travel speeds on I-5, 205 and SR 16 have plummeted during the peak commute times. In response, C-TRAN's recent service changes have focused on addressing congestion throughout our service area. At the same time, C-TRAN has been working to improve reliability. Recent results are promising: On-time performance improved 6.4 percent. In September 2017, C-TRAN adjusted the schedules of Express routes in an effort to improve reliability and on-time performance during commute times.

In 2018, C-TRAN will focus on a comprehensive review of its local routes and express routes to identify opportunities to increase reliability. C-TRAN will look at three high-frequency corridors: Fourth Plain, Mill Plain and Highway 99. This could come in the form of longer span of service, increased frequency or even redesigning some routes. Extensive public outreach will help shape the final concepts.

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AND STAKEHOLDERS:**

C-TRAN in all areas

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