



CONTACTS

Customer Service Office.....(360) 695-0123

TTY Users
Utilizing Washington Relay.....(800) 421-1220

Business Office.....(360) 696-4494

Web Site Address.....www.c-tran.com

TriMet Customer Service.....(503) 238-RIDE (7433)

C-VAN Paratransit Service.....(360) 695-8918

The Connector.....(360) 695-8918

C-TRAN Employment Line.....(360) 906-7491

CUSTOMER SERVICE

FISHER'S LANDING & VANCOUVER MALL OFFICES

Monday–Friday.....10 AM–6 PM

Saturday, Sunday and Holidays.....Closed

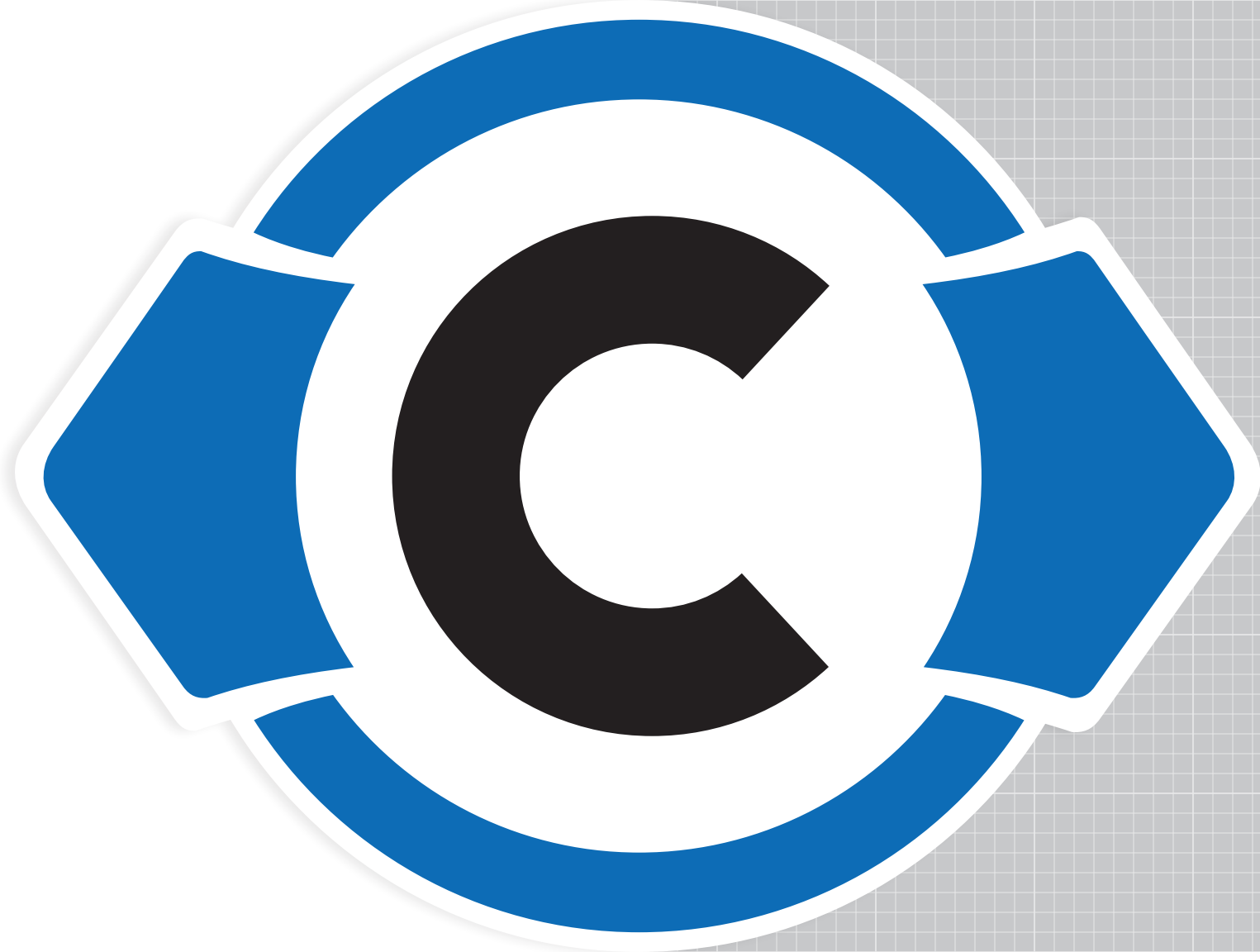
ADDRESSES

Mailing.....PO Box 2529, Vancouver, WA 98668-2529

Admin.....2425 NE 65th Ave., Vancouver, WA 98661



« OUR COMMUNITY,
OUR PROMISE »



DEAR RIDERS AND STAKEHOLDERS:

C-TRAN ANNUAL REPORT 2017

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

In 2017, The Vine—our new bus rapid transit system—saw high ridership coupled with major improvements to travel 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 new multi-family developments are in construction and/or being planned, and a number of new businesses are locating on the corridor. The Vine will continue to grow in 2018 as preliminary design work begins on the system's possible second corridor, Mill Plain Boulevard.

C-TRAN, in conjunction with our partners TriMet and Portland Streetcar, launched the Hop Fastpass electronic fare system in July. Hop allows passengers to pay fares with a pre-loaded transit card or a smart phone (and, of course, cash is still accepted).

Lastly, the Board of Directors hired Shawn M. Donaghy as CEO. He replaces Jeff Hamm, who retired in June. Shawn came to C-TRAN from the Fort Worth Transportation Authority, where he served as chief operating officer. His experience and background make Shawn the perfect choice to guide C-TRAN through our next phase of development.

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

Thank you,

Marc Boldt, C-TRAN Board Chair

« OUR COMMUNITY,
OUR PROMISE »

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

Marc Boldt, Chair
Clark County Council



John Main, Vice-Chair
City of Ridgefield



Greg Anderson
City of Camas



John Blom
Clark County Council



Jill Carrillo
Labor Representative
(non-voting member)



Mike Dalesandro
City of Battle Ground



Sean Guard
City of Washougal



Bart Hansen
City of Vancouver



Anne McEnerny-Ogle
City of Vancouver



Ty Stober
City of Vancouver



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HOP FASTPASS™

After years of planning and testing, C-TRAN helped 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 a pre-loaded transit card to pay their fares. And the benefits are many beyond just convenience: With

Hop, you'll never pay for a ride you don't take. A pay-as-you-go model means riders get the savings of a day pass or a monthly pass, without the up-front cost. Each ride using Hop comes with a free transfer window. Lost-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 reloaded in the checkout lane, online or on the phone. The continuing transition to 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 paratransit and institutional passes, which are sold to employers and social service agencies; those will be phased out this year.

The Vine



Hop Fastpass™ validators can be found at all Vine stations—simply tap before you board!

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, Evergreen, Camas, Battle Ground and Washougal to ride C-TRAN for free.

The Youth Opportunity Pass, currently in its third year, is valued at over \$300. In previous years, students were required to demonstrate financial need in order to receive the pass. It is now available

at no cost to any student who wishes to have one; no restrictions apply.

The pass offers all participating students unlimited access to C-TRAN Local service; it does not offer access to any Regional or Express service that crosses into Portland, or paratransit service. Students enrolled in Vancouver or Evergreen school districts are also eligible for free access to Firstenburg and Marshall/Luepke community centers during non-school hours.



IMPROVING OUR SERVICE AND RELIABILITY

As Clark County and the region continues to grow, our roads are becoming more congested. Average travel speeds on I-5, I-205 and SR 14 have plummeted during the peak commute times. In response, C-TRAN's recent service changes have focused on addressing congestion throughout our service area. In September 2016, changes were made to 15 routes, and the preliminary results are promising: On-time performance has 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 how potential changes can enhance service by better aligning with C-TRAN's 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 realigning some routes. Extensive public outreach will help shape the final concepts.



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

In June, Shawn M. Donaghy joined C-TRAN as CEO. He brings more than 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 started as a station manager for two divisions.

Shawn, who is a third-generation transit executive, 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 oversaw nine departments, including Fixed Route and Paratransit Operations, Maintenance,

Information Technology, and Security and Transit Police.

Shawn's commitment to personal responsibility and service are 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 Shreves was honored for helping police locate a disabled boy who had slipped out of his 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 good stewards of our community," Shawn 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 employees and everything they do every day."



Shawn honors C-TRAN coach operator John Shreves, who helped unite a missing child with his family



BUS ON SHOULDER

In October, motorists stuck in traffic on State Route 14 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 allows transit buses to use the shoulder of SR 14 between Southeast 164th Avenue 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.

Bus on Shoulder has been used successfully in other parts of the country for decades. In Minnesota, for instance, an expansive network of bus-only shoulders saves 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.

There are several limitations to when a bus is allowed to use the shoulder. The overall speed of traffic must

be less than 35 mph, and the bus is only allowed to go up to 15 mph faster than other traffic, to a maximum speed of 35 mph. Of course, priority for shoulder use is always given to emergency vehicles.

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 disband it.



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 at Fisher's Landing Transit Center.



The transit center, which opened in 2000, sits on a 20-acre site on 164th Avenue, off State Route 14. The center is served by seven routes and C-VAN and Fisher's Landing 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 housing, office space, retail and other amenities into a neighborhood close to public transportation. And in many cases, it can also provide a revenue stream that can be used to enhance transit service for its riders.

The feasibility study will help 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 complete before the end of 2018.



Aerial view of Fisher's Landing Transit Center

MILL PLAIN BUS RAPID TRANSIT PROJECT

In January 2017, C-TRAN successfully launched 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. For the second BRT corridor, C-TRAN has begun analyzing another busy thoroughfare: Mill Plain Boulevard. In October 2017, the project began seeking firms to help us design BRT for the Mill Plain corridor.

The Mill Plain BRT Project remains in the very early stages of a multi-year process, and many details—including the length of the corridor, station locations and other features—remain undecided. That's where you come in: In the coming year, C-TRAN will launch the public involvement process in earnest, reaching out to residents, businesses, riders and other stakeholders along the corridor. Your input will help shape many of those details, as it did with The Vine on Fourth Plain.

C-TRAN plans to adopt a Locally Preferred Alternative (LPA) in late 2018. The LPA will outline how BRT will function along the Mill Plain corridor. This is the critical first step in working with the Federal Transit Administration (FTA) that enables C-TRAN to be eligible to receive major grant funding to help pay for capital construction. For the Vine, C-TRAN received an



FTA grant of \$38.7 million that covered 80 percent of the total project cost.



MILL PLAIN BOULEVARD

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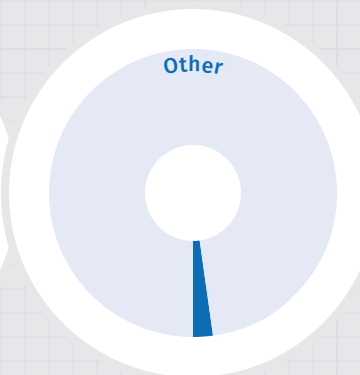
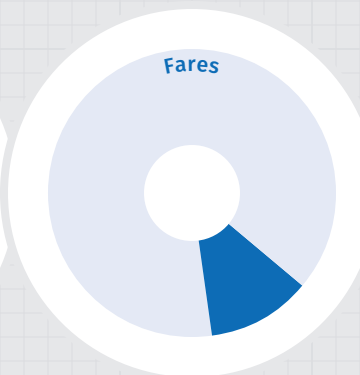
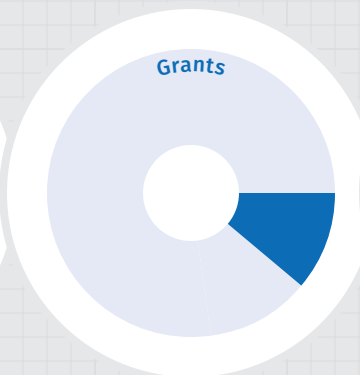
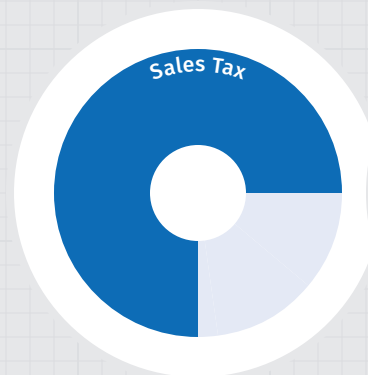
2017-18 BIENNIAL BUDGET

C-TRAN continues to operate as a financially healthy, debt-free agency. When the C-TRAN Board of Directors adopted the 2017-18 biennial budget, it approved a plan that also leaves room for growth. That means thousands of additional service hours and some new staff positions, mostly drivers, to meet those 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? Approximately two-thirds of expenses go toward salaries, wages and benefits, with the rest going toward services, supplies 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 (\$121,972,277 without depreciation)



Revenue

2017-2018 approved biennial budget:
\$132,973,250

