



IN NOVEMBER, Executive Director/CEO Jeff Hamm announced his upcoming retirement. He will leave C-TRAN on June 30, after leading the agency for the past decade. Jeff has seen the agency through a period of unprecedented challenge and change, including large-scale service cuts during the 2008 recession and the planning, design and construction of The Vine, the largest capital development project in agency history. In a memo to staff and the Board of Directors, he said, "It has been an absolute privilege to be part of this organization and the community we serve." Executive recruiting consultant KL2 Connects was chosen to lead the search for Jeff's replacement; their work is under way.

**CEO/
Executive
Director
Search**



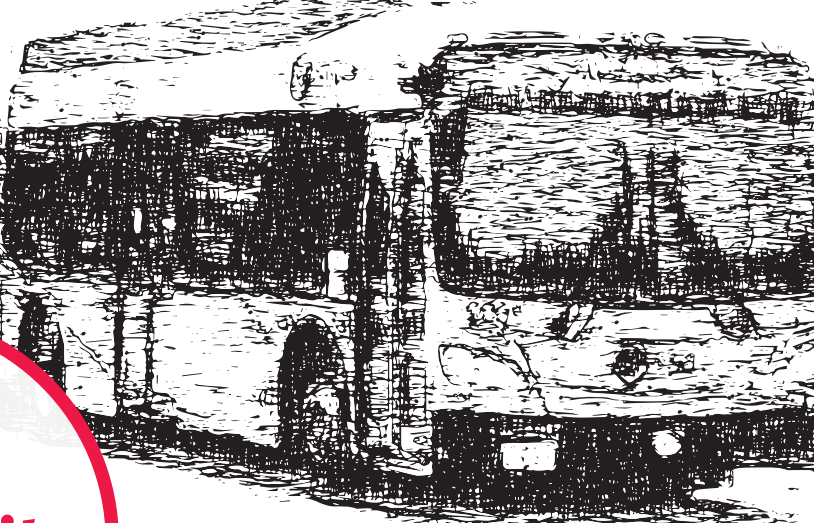
**Fisher's
Landing
Transit Center
Parking
Expansion**

IN SEPTEMBER, C-TRAN unveiled enhancements to the parking lot at Fisher's Landing Transit Center. The project added 198 parking spots, boosting capacity from 561 spaces to 759. The expansion included the addition of five electric vehicle charging stations, new and improved lighting and more disabled parking. The \$1.7 million expansion was funded by a regional mobility grant from the Washington State Department of Transportation.



**Youth
Opportunity
Pass**

THE YOUTH OPPORTUNITY PASS PROGRAM—conceived by Vancouver City Council member Bart Hansen as a way to help low-income students get to school and work—was expanded in 2016. In addition to the Evergreen and Vancouver school districts, passes were also given to the Battle Ground, Camas and Washougal districts. The program distributed passes in August, and more than 400 students are currently enrolled. The pass gives users unlimited travel on all local routes. Eligible middle and high school students are determined and approved by school district staff, largely based on financial need.



**Technology
Upgrades**

RECENT TECHNOLOGY UPGRADES have improved the way C-TRAN can communicate with its buses—and riders—as we seek to modernize our operation. An upgrade to our computer-aided dispatch (CAD) and automated vehicle location (AVL) systems means C-TRAN dispatchers and drivers are better connected than ever and can adjust to changing conditions or service impacts in real time. C-TRAN also installed new fare boxes on its entire fleet in 2016.

In the next two years, C-TRAN is working on a host of other technology projects, including additional upgrades that will allow riders to better track buses and arrivals in real time. Other projects include advancements in mobility-on-demand, mobile ticketing and streamlining the scheduling process for drivers to increase productivity and reduce costs.

Dear Riders and Stakeholders:

Describing 2016 as a "busy" year for C-TRAN would be an understatement.

Our biggest news: Construction was completed on The Vine, the region's first bus rapid transit (BRT) system, which opened for service on January 8, 2017. Despite a challenging first week of operation due to snow and ice, ridership is growing and passengers are enjoying the speed and convenience the service provides. In concert with the start of BRT service, a new Vancouver Mall Transit Center was opened, providing C-TRAN riders with real-time passenger information for all routes serving the mall; improved lighting; and larger shelters to help protect riders from the elements.

We continue to prepare for implementation of a new electronic fare payment system called the Hop Fastpass, which will offer easy transfers within our system and between our eFare partners, TriMet and the Portland Streetcar. Testing is under way and will continue until the full system is launched in July.



Lastly, the Board of Directors has taken up the search for a new executive director/CEO as Jeff Hamm retires after 10 years at the helm. Jeff has successfully guided C-TRAN through a challenging period at the agency, including large-scale service cuts during the 2008 recession and the planning, design and construction of the largest capital development project in agency history. He will leave C-TRAN in June, and we wish him all the best in his next chapter.

While this report takes a look back at our major initiatives and milestones of 2016, we are moving forward. We head into 2017 with one goal in mind: to provide Clark County with safe, reliable and efficient public transportation options.

Thank You,
Marc Boldt
Marc Boldt, C-TRAN Board Chair



Greg Anderson (City of Camas), John Blom (Clark County Council), Jack Burkman (City of Vancouver), Jill Carrillo (Labor Representative), Mike Dalesandro (City of Battle Ground), Sean Guard (City of Washougal), Bart Hansen (City of Vancouver), John Main (City of Ridgefield), Anne McEnery-Ogle (City of Vancouver)

**C-TRAN
2016
Annual Report**



IN JANUARY 2017, C-TRAN launched the area's first bus rapid transit system, The Vine. The new service offers a faster, smoother, more reliable ride by combining a host of new features: larger buses, raised boarding platforms, real-time passenger information displays, off-board fare collection, traffic signal technology and more.

The Vine is served by 60-foot, articulated buses. It operates between downtown Vancouver and the Vancouver Mall, primarily serving the Fourth Plain corridor—C-TRAN's busiest. Buses run every 10 minutes during peak travel times, providing better frequency than any other C-TRAN route.

Planning for The Vine began in early 2011, and construction started in late 2015. As part of the project, C-TRAN also built a new Vancouver Mall Transit Center, and expanded its maintenance facility to accommodate The Vine's

larger buses and other vehicles in the fleet.

Later this year, C-TRAN will conduct a feasibility study to explore the next bus rapid transit corridor. The study will primarily focus on two possible candidates: Highway 99, or the Mill Plain corridor.

For now, The Vine remains the only bus rapid transit system in the Portland-Vancouver region. It's projected to boost ridership and help foster economic development on the Fourth Plain corridor.

Check it out for yourself: **Catch The Vine!**



The Vine

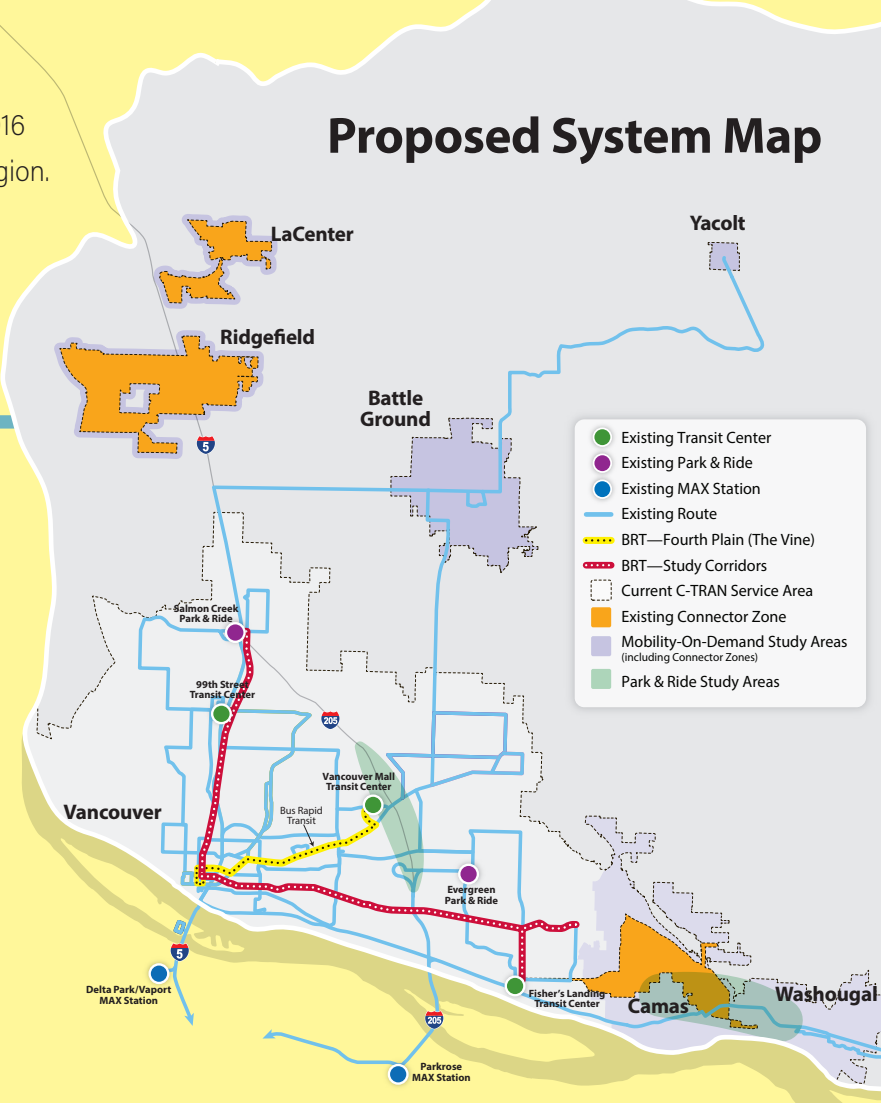
C-TRAN CONTINUES TO CHANGE the way we communicate with our riders and the rest of the community. We're more active than ever on social media, where you can find us on Facebook (www.facebook.com/ctranvancouver), Twitter (@ctranvancouver) and Instagram (@ctranvancouver). Not feeling social? Anyone can sign up for direct email and text alerts for major service impacts at www.c-tran.com. We're also working on a complete rebuild of our website, and launching a C-TRAN blog later this year. Stay tuned!

Messaging & Social Media



IN 2010, THE C-TRAN BOARD OF DIRECTORS adopted C-TRAN 2030, a 20-year plan charting the future of public transportation in Clark County. A lot has changed since then, and in 2016 C-TRAN updated the document to reflect new realities in the region. The changes include shifting demographic trends in Clark County and new transportation needs in the jurisdictions served by C-TRAN. In the next few years, the C-TRAN board will take on a more comprehensive update of our long-term vision for the future.

2030 Plan Update

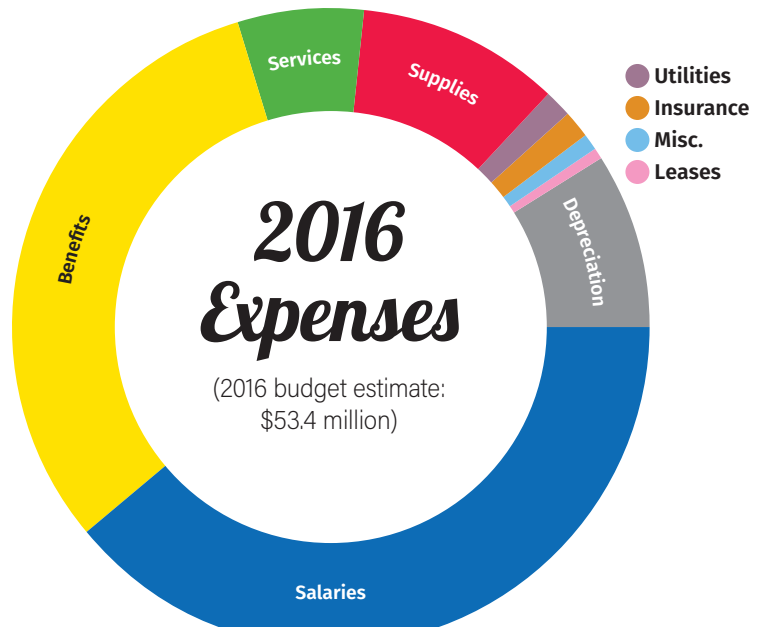
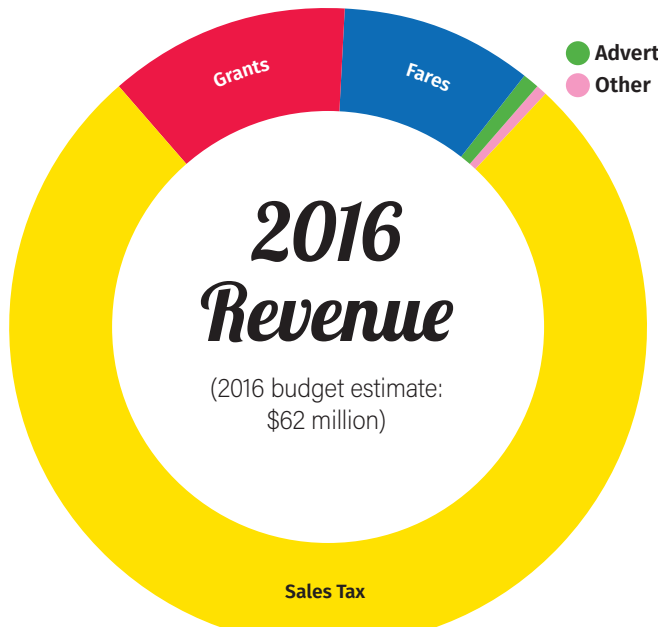


C-TRAN CONTINUES TO OPERATE as a financially healthy, debt-free agency. Our 2017-18 budget demonstrates that and includes good news for riders: We're ready to grow. Under the two-year budget, C-TRAN plans to add thousands of service hours—an increase that may come through longer span of service or better

Budget

frequency on some routes. We're also adding dozens of 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. In 2016, C-TRAN received a certificate of excellence in financial reporting for the 28th consecutive year.



IN 2016, C-TRAN WAS selected in three grant applications. The Regional Transportation Council board awarded C-TRAN a \$1,925,000 Congestion Mitigation and Air Quality (CMAQ) grant that will go toward the purchase of six hybrid diesel-electric buses. Through the Federal Transit Administration Bus and Bus Facilities program, C-TRAN was awarded \$6,080,000 to replace 10 1999 buses with new hybrid diesel-electric buses. As part of the 2017-19 Regional Mobility Grant Program, Washington State Department of Transportation submitted the list of recommended projects that, if approved, would provide \$5,812,993 to purchase 10 hybrid diesel-electric buses, including two 60-foot articulated buses.

Grant Funding



PUBLIC TRANSIT RIDERS in the Portland-Vancouver region will soon have a better way to pay. It's called Hop Fastpass, and it's coming to C-TRAN, TriMet and the Portland Streetcar later this year.

Hop Fastpass is an electronic fare system that will allow passengers to pay fares with a pre-loaded transit card. Simply tap the card at the electronic reader when you get on the bus, and you're good to go. At Vine stations, a Hop card reader will be installed on every platform. The system will also allow riders to pay with their smart phones. And cash will still be accepted.

Hop Fastpass

Hop gives passengers an easy, secure option for paying fares with several advantages. Pay-as-you-go passes mean everyone can get the benefit of daily and monthly passes without the up-front cost. When you've paid for enough rides to reach the equivalent of a monthly pass, for example, Hop will stop charging you for the rest of the month. Passengers can reload money on their cards online, on the phone or in person at hundreds of retail locations around the region. Hop cards can also be set up to reload automatically when funds get low.

Testing for Hop Fastpass began in late 2016. The system goes fully live in mid-2017. Learn more at www.myhopcard.com.