

**C-TRAN 2019
COMPOSITION BOOK**

*We've had a
fantastic year...
Take a look inside!*

8 sheets • 16 pages
6 x 9 in/15.2 x 22.9 cm



DEAR RIDERS AND STAKEHOLDERS...

Every year spent serving our community is a good year, but 2019 was more exciting than most.

- C-TRAN was named the North American mid-sized Transit System of the Year by the American Public Transportation Association. C-TRAN was judged among other systems with a total ridership between 4 million and 20 million trips per year. It is an honor to be recognized for pursuing our mission: connecting people to opportunities, supporting economic vitality and enhancing quality of life for the community.
- The Mill Plain Bus Rapid Transit project moved into Phase 2 in 2019, diving into more detailed design work, planning and continued public outreach.
- C-TRAN and project partner WSDOT committed to creating a Bus on Shoulder corridor on I-5, which will run between 99th Street and the Interstate Bridge. The project is scheduled to be completed before the Trunnon Replacement Project in September 2020.



- In August, C-TRAN moved its administrative office to a new home in Vancouver: 10600 NE 51st Circle. Most Operations and Maintenance employees remained at C-TRAN's existing location at 2425 NE 65th Avenue in Vancouver. That facility will be expanded in the coming years to meet the agency's current and future needs.
- C-TRAN's overall ridership continued its upward trend in 2019, growing for the third consecutive year and bucking a national trend of declining ridership. In further good news, C-TRAN continues to operate as a financially healthy, debt-free agency.
- Lastly, we'd like to announce the winner of Cutest Employee of the Year: Jamboree! Two C-TRAN employees are raising this black lab, under the auspices of Guide Dogs for the Blind, and he has become a welcome (and adorable) fixture at headquarters.

Thank you to our passengers and partners who helped make 2019 a success. We look forward to working with you in 2020. This is "Our Community, Our Promise."

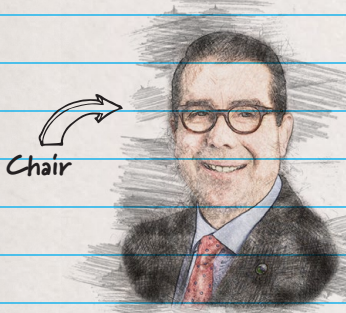


ADRIAN CORTES
C-TRAN Board Chair 2019



SHAWN M. DONAGHY
Chief Executive Officer

MEET C-TRAN'S 2019 BOARD OF DIRECTORS...



Chair

Adrian Cortes
City of Battle Ground



Vice-Chair

Anne McEnermy-Ogle
City of Vancouver



John Blom
Clark County Council



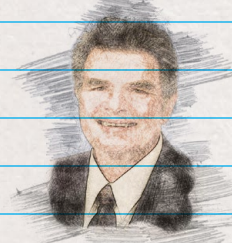
Jill Carrillo
Labor Representative



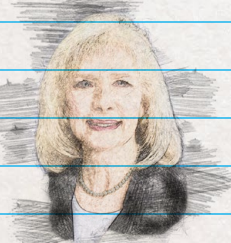
Molly Coston
City of Washougal



Bart Hansen
City of Vancouver



Ron Onslow
Cities of Ridgefield and La Center;
Town of Yacolt



Eileen Quiring
Clark County Council



Melissa Smith
City of Camas



Ty Stober
City of Vancouver

HERE'S WHAT WE'VE BEEN UP TO LATELY...

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C-TRAN NAMED SYSTEM OF THE YEAR—YES!!

In July, the American Public Transportation Association named C-TRAN mid-sized Transit System of the Year. The announcement was part of the annual APTA Awards, which recognizes transit systems across North America. C-TRAN was judged among other systems with a total ridership between 4 million and 20 million trips per year. C-TRAN tallied about 6.3 million total trips in 2019.

The award encompasses C-TRAN's achievements during the past three years in 12 core areas:

safety, operations,
maintenance,
access,



Watch the award
video here:
[http://apta.vzaar.
me/21025499](http://apta.vzaar.me/21025499)

customer service, financial management, sustainability, workforce development, attendance and employee costs, minority and women advancement, marketing and community relations.

C-TRAN marked several important achievements that factored into the award selection. C-TRAN:

- Increased total ridership by 4.63 percent during the past two years, among the national leaders in changing ridership trends
- Launched The Vine, the Portland-Vancouver region's first and only bus rapid transit system
- Partnered with TriMet and Portland Streetcar to introduce Hop Fastpass, a state-of-the-art regional electronic fare system, one of the first in the United States with "fare capping"
- Received a finding of "no deficiencies" from the Federal Transit Administration's triennial review, a rare feat achieved by only 7 percent of agencies reviewed from 2015 to 2017
- Raised the number of hybrid-electric buses in service to 62, representing more than half of our fixed-route fleet
- Continued to operate as a financially healthy, debt-free agency

C-TRAN is proud to win this award but, most importantly, we are grateful for the opportunity to provide world-class service to our customers.



Maintenance crew at ceremony



IT'S COMING...MILL PLAIN BUS RAPID TRANSIT

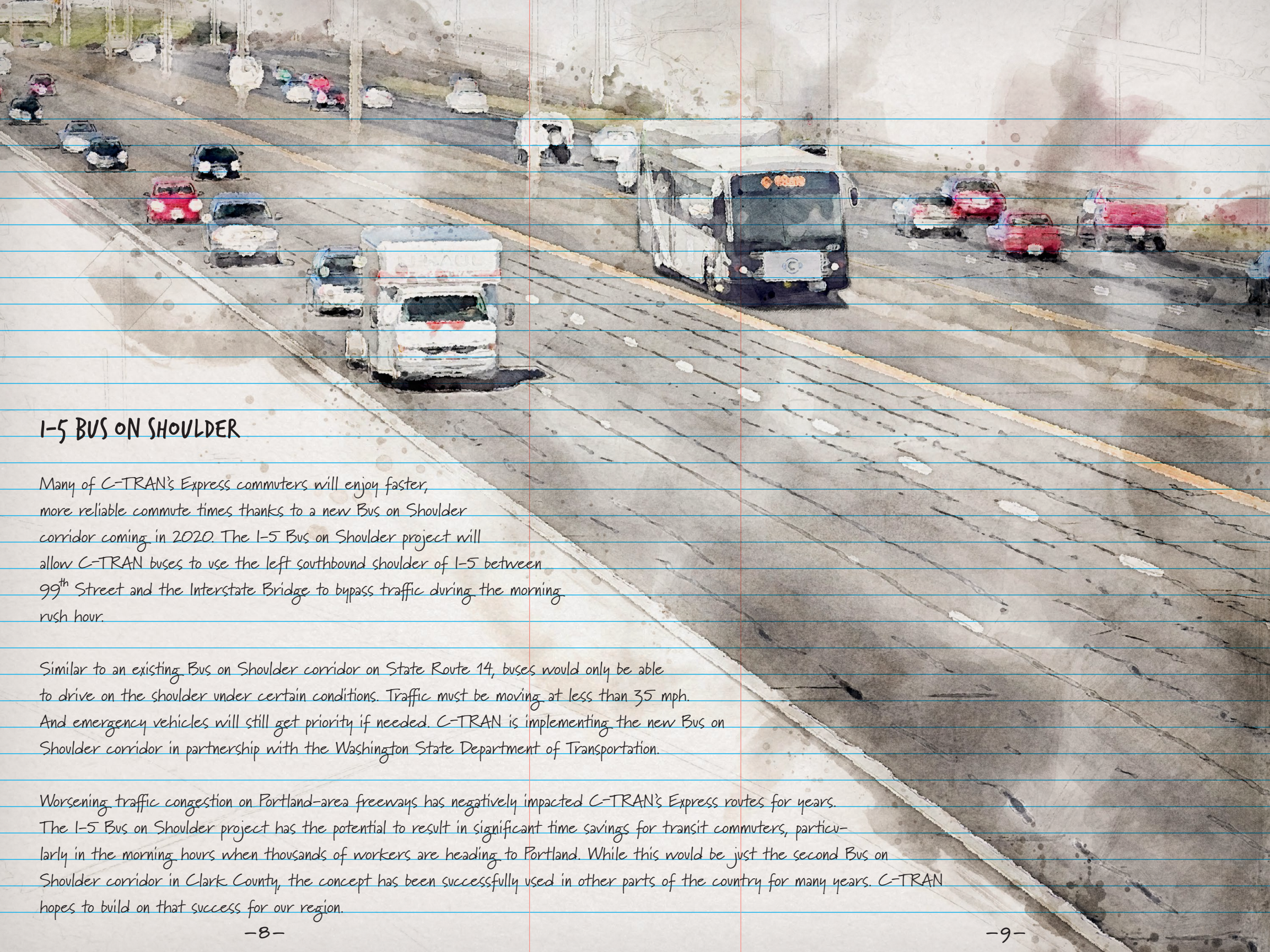
The Mill Plain BRT project moved into its second phase in 2019, diving into more detailed design work, planning and continued public outreach.

The project will be the second bus rapid transit line in Clark County, after The Vine on Vancouver's Fourth Plain corridor. The new project will operate on the Mill Plain corridor—C-TRAN's second-busiest, after Fourth Plain—stretching about 10 miles between downtown and east Vancouver. It will add larger vehicles, enhanced stations and other new features to provide Mill Plain with faster, more efficient and more reliable transit service. It will also create a new transit center serving multiple routes on east Mill Plain near Clark College's Columbia Tech Center campus.

In 2019, C-TRAN conducted additional direct outreach with property owners and businesses along the corridor as plans for 37 new station locations take shape. Project team members also hosted two public open house meetings for the community to weigh in along the way.

In the coming year, C-TRAN will continue to work with local and federal partners to keep the Mill Plain BRT project on track and in line for federal funding. Construction could begin in 2021, with the system opening in 2022 or 2023. The Vine on Fourth Plain began service in January 2017.





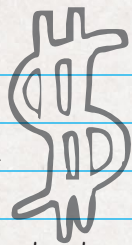
I-5 BUS ON SHOULDER

Many of C-TRAN's Express commuters will enjoy faster, more reliable commute times thanks to a new Bus on Shoulder corridor coming in 2020. The I-5 Bus on Shoulder project will allow C-TRAN buses to use the left southbound shoulder of I-5 between 99th Street and the Interstate Bridge to bypass traffic during the morning rush hour.

Similar to an existing Bus on Shoulder corridor on State Route 14, buses would only be able to drive on the shoulder under certain conditions. Traffic must be moving at less than 35 mph. And emergency vehicles will still get priority if needed. C-TRAN is implementing the new Bus on Shoulder corridor in partnership with the Washington State Department of Transportation.

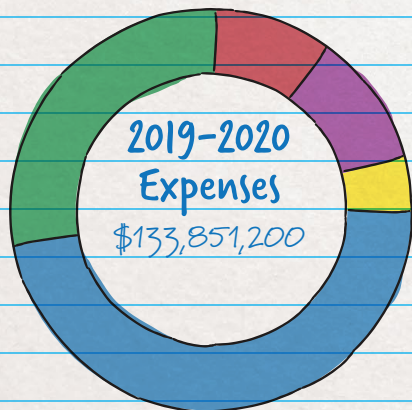
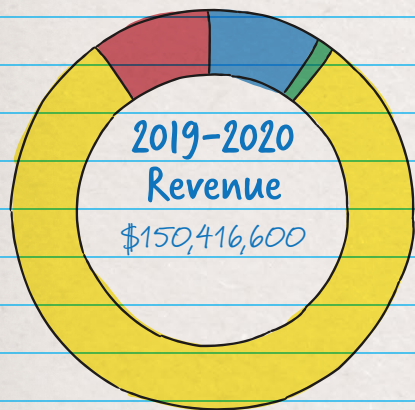
Worsening traffic congestion on Portland-area freeways has negatively impacted C-TRAN's Express routes for years. The I-5 Bus on Shoulder project has the potential to result in significant time savings for transit commuters, particularly in the morning hours when thousands of workers are heading to Portland. While this would be just the second Bus on Shoulder corridor in Clark County, the concept has been successfully used in other parts of the country for many years. C-TRAN hopes to build on that success for our region.

BUDGET UPDATE



C-TRAN continues to operate as a financially healthy, debt-free agency. The 2019-2020 biennial budget, approved in late 2018, includes a boost in service hours over current levels, plus a continuation of various projects that began in the past two years.

More than 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 two-thirds of C-TRAN's operating expenses are salaries, wages and benefits—supporting the hundreds of great employees who work to keep Clark County moving every day. The rest of our expenses go toward supplies, services and other needs. The 2019-2020 budget includes a net income of more than \$16 million, which is a key factor in being able to deliver on both short-term and long-term projects without going into debt.



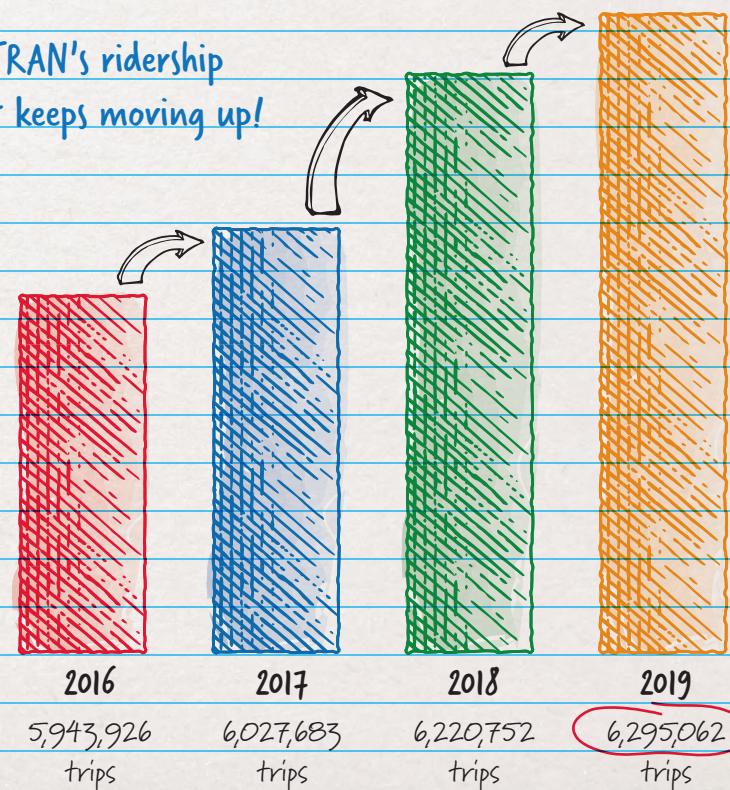
= Sales Tax	\$120.5 million	= Salaries	\$62.9 million
= Fare	\$14.3 million	= Benefits	\$38.0 million
= Grants	\$13.9 million	= Services	\$12.6 million
= Other	\$1.7 million	= Supplies	\$14.5 million
		= Other	\$5.9 million
			<small>(utilities, insurance, leases, misc.)</small>

RIDERSHIP GROWS FOR THE THIRD STRAIGHT YEAR!

C-TRAN's overall ridership continued its upward trend in 2019, growing for the third consecutive year and bucking a national trend of declining transit ridership. C-TRAN tallied nearly 6.3 million total trips in 2019, an increase of 1.2 percent over 2018. That growth was driven by strong numbers on numerous local routes, including The Vine, by far C-TRAN's busiest with more than 120,000 trips per month on average.

Route 37, which primarily serves Vancouver's Mill Plain corridor, remains C-TRAN's second-busiest route. That's a big reason Mill Plain has been identified as C-TRAN's next bus rapid transit corridor.

C-TRAN's ridership just keeps moving up!



*Preliminary information based on data from reporting systems.

2019 SERVICE CHANGE

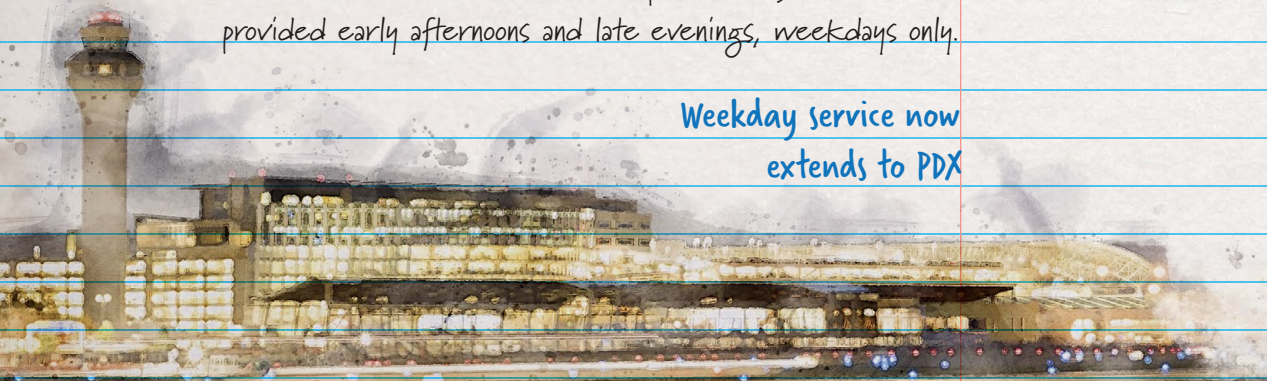
In September of 2019, a series of service changes took effect to better serve the needs of our ever-changing community. Routes were evaluated and changes proposed, based upon C-TRAN ridership guidelines. The changes saw a reduction or replacement of some under-performing routes. Those saved service hours were reallocated to several routes in-need of either increased service or frequency, or to reach entirely new service areas. Highlights of this year's service change include:

- The Rose Village Connector provides hybrid dial-a-ride and fixed-route service to the Rose Village neighborhood. Service operates on weekdays only, mornings and afternoons, and provides residents with direct access to the nearby VA Medical Center, Walmart, Safeway and Walgreens, plus connections to other fixed-route service. This service replaced Route 39 which had experienced sustained low-ridership. This innovative approach provides continued transit access for the neighborhood while meeting the financial needs of the agency.



- The NEW Route 67 provides service between Fisher's Landing Transit Center and Portland International Airport (PDX). Service is provided early afternoons and late evenings, weekdays only.

Weekday service now extends to PDX



EASTWARD HO ⇨ ADMIN OFFICES MOVE

Last year, C-TRAN moved its administrative office to a new home: 10600 NE 51st Circle, Vancouver, WA 98682.

The purchase of the former Gifford Pinchot National Forest headquarters was approved in 2018 by the C-TRAN Board of Directors and, after months of planning and a series of remodels to fit the needs of the agency, C-TRAN administrative staff took up residence in 2019. Departments included in the move were Finance, Procurement, Human Resources, Project Management, Planning, Development, Public Affairs, Customer Service, Employer pass sales/distribution and C-VAN pass-by-mail, Lost and Found, Information Technology and Executive.



C-TRAN administration finds a new home!

Email addresses and phone numbers of C-TRAN employees remain unchanged and, as always, anyone can reach the C-TRAN Call Center at 360-695-0123.

C-TRAN WELCOMES GUIDE DOG IN TRAINING

In June 2019, the C-TRAN team welcomed a new member who immediately became one of its most popular. He also happens to be a black Labrador puppy named Jamboree.

Jamboree is training to be a guide dog, spending one year with C-TRAN Lead Travel Trainer Veronica Marti as part of that training. Marti is training Jamboree in partnership with Guide Dogs for the Blind, a nonprofit organization that pairs individuals with service animals



"Jambo" get accustomed to office life.

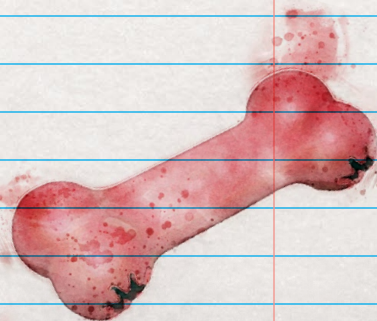
across the United States and Canada. As Jamboree's puppy raiser, Marti is teaching him good manners and basic obedience. She's also teaching him proper positioning in various scenarios, verbal cues and hand signals and other tools that Guide Dogs for the Blind commonly uses. After about a year, Jamboree will return to Guide Dogs for the Blind to complete his training with the goal of graduating from the program to be paired with his long-term human partner as a full-fledged guide dog.

Also helping is Sindy Quitugua, C-TRAN's Vanpool Coordinator and Marti's backup for puppy training. Both Quitugua and Marti went

through their own preparation with Guide Dogs for the Blind before Jamboree arrived.

An important part of Jamboree's training is exposing him to as many different environments as possible, which will help him stay on task when he's on the job. Training at C-TRAN, and being around buses, will give him another leg up, as people with visual disabilities often rely on public transportation.

In Jamboree's case, he'll be comfortable around transit before he ever graduates to become a guide dog.



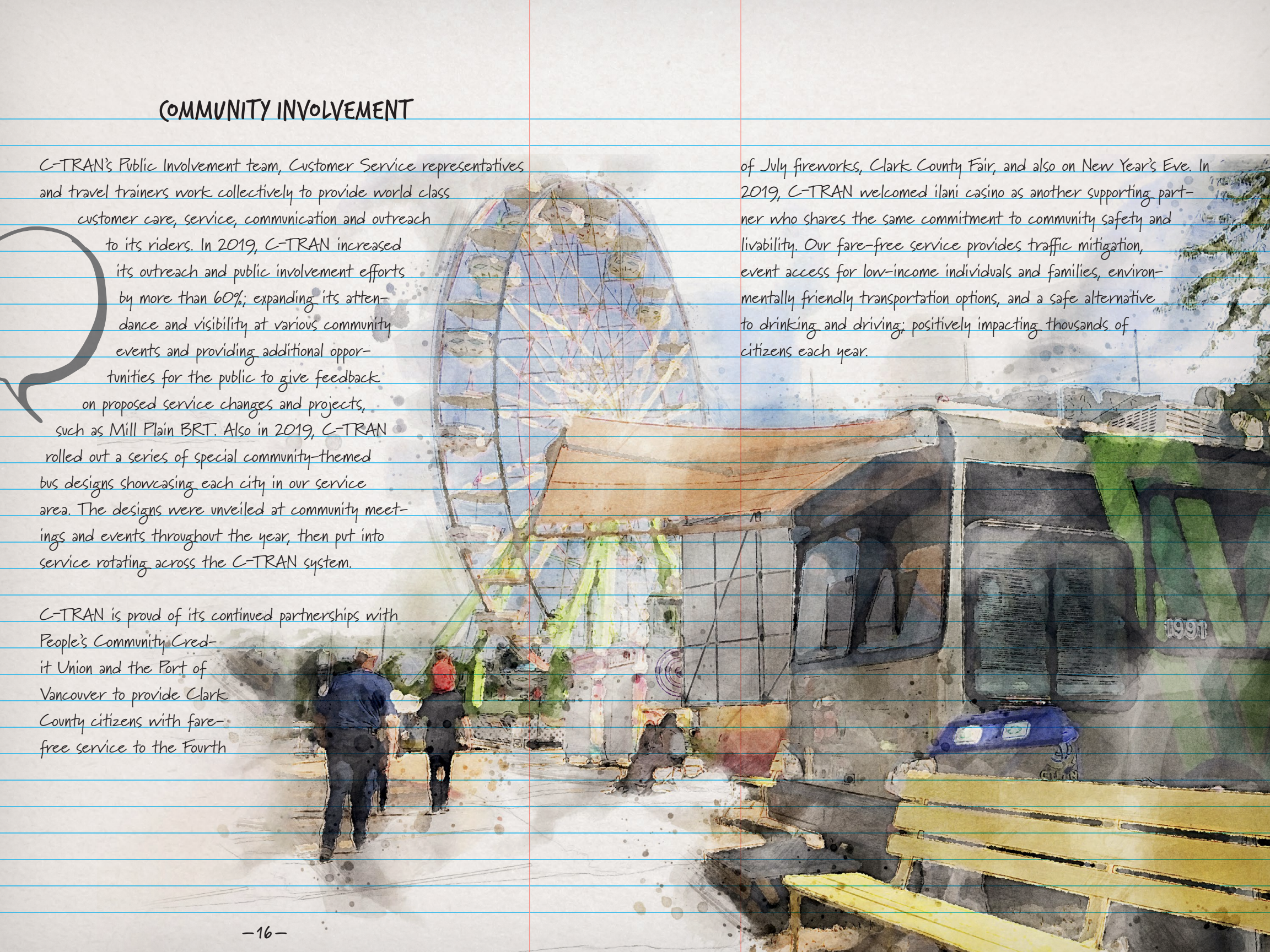
Who's a good boy?

COMMUNITY INVOLVEMENT

C-TRAN's Public Involvement team, Customer Service representatives and travel trainers work collectively to provide world class customer care, service, communication and outreach to its riders. In 2019, C-TRAN increased its outreach and public involvement efforts by more than 60%; expanding its attendance and visibility at various community events and providing additional opportunities for the public to give feedback on proposed service changes and projects, such as Mill Plain BRT. Also in 2019, C-TRAN rolled out a series of special community-themed bus designs showcasing each city in our service area. The designs were unveiled at community meetings and events throughout the year, then put into service rotating across the C-TRAN system.

C-TRAN is proud of its continued partnerships with People's Community Credit Union and the Port of Vancouver to provide Clark County citizens with fare-free service to the Fourth

of July fireworks, Clark County Fair, and also on New Year's Eve. In 2019, C-TRAN welcomed ilani casino as another supporting partner who shares the same commitment to community safety and livability. Our fare-free service provides traffic mitigation, event access for low-income individuals and families, environmentally friendly transportation options, and a safe alternative to drinking and driving; positively impacting thousands of citizens each year.



OUR MISSION

C-TRAN connects people to opportunities, supports economic vitality, and enhances quality of life for the community.

CONTACTS

Customer Service Office.....	(360) 695-0123
TTY Users	
<i>Utilizing Washington Relay</i>	(800) 421-1220
Business Office	(360) 696-4494
Website	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	10600 NE 51st Circle, Vancouver, WA 98682
Receiving	2425 NE 65th Ave., Vancouver, WA 98661



FACEBOOK



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TWITTER
@ctranvancouver