



**C-TRAN BOARD OF DIRECTORS
MEETING MINUTES**

April 11, 2017

The C-TRAN Board of Directors meeting was held Tuesday, April 11, 2017 at Vancouver Community Library, Columbia Room, 901 C. Street, Vancouver, WA.

CALL TO ORDER

Chair Marc Boldt called the meeting to order at 5:30 p.m.

ROLL CALL OF BOARD MEMBERS

PRESENT: John Blom - Clark County Council, Marc Boldt – Clark County Council, Jack Burkman - City of Vancouver, Jill Carrillo - Labor Representative, Mike Dalesandro - City of Battle Ground, Sean Guard – City of Washougal, Scott Higgins - City of Camas, Anne McEnerny-Ogle - City of Vancouver, Ty Stober - City of Vancouver Nancy Tester – Cities of La Center & Ridgefield and Town of Yacolt

ABSENT: None

STAFF PRESENT

Executive Director/CEO Jeff Hamm, Legal Counsel Aaron Millstein, Director of Planning, Development & Public Affairs/PIO, Scott Patterson, Chief Financial Officer Diane O'Regan, Director of Human Resources & Labor Relations Suzanne Pfeiffer, Director of Operations Jim Quintana, Director of Maintenance & Project Control Celia Sherbeck, Director of Information Technology Bernie Thompson, BRT Project Manager Chuck Green, Paratransit Program Manager Walt Gordon, Communications & Public Affairs Manager Chris Selk, Public Affairs Coordinator Eric Florip, Executive Assistant/Clerk of the Board Debbie Jermann

PLEDGE OF ALLEGIANCE

Chair Boldt led the Pledge of Allegiance.

APPROVAL OF AGENDA

ANNE McENERNY-OGLE MOTIONED, IT WAS SECONDED, AND MOTION CARRIED TO APPROVE THE AGENDA.

CITIZEN COMMUNICATIONS

LIGHTER SIDE

1. EPIC BUS AD FROM DENMARK

CONSENT AGENDA

1. **APPROVAL OF BOARD MEETING MINUTES: MARCH 21, 2017**
2. **TRANSMITTAL OF CLAIMS NUMBERED 113806 THROUGH 114183 PLUS NET PAYROLL PAID IN MARCH 2017, IN THE TOTAL AMOUNT OF \$5,501,836.52**
3. **CONTRACT AWARD: FISHER'S LANDING TRANSIT CENTER PUBLIC AREA IMPROVEMENTS, STAFF REPORT #17-019**

The Fisher's Landing Transit Center is approximately 17 years old and is showing signs of its heavy use in the public areas. This project looks at improvements to the public areas that would enhance public safety, while also expanding/updating the existing amenities consistent with the intent of the Regional Mobility Grant. The scope of the improvements covered under this contract include complete updates to the public restrooms (new flooring, toilets, partitions, sinks and countertops), as well as new flooring in the lobby area and restroom hallways, and new paint and LED lighting in these same areas.

4. **CONTRACT AWARD: DRUG AND ALCOHOL TESTING AND MEDICAL REVIEW OFFICER, STAFF REPORT #17-020**

Currently, the Drug and Alcohol and Medical Review Officer Services are being performed by a local physician who also performs the Department of Transportation Physicals and Fitness for Duty exams. It was C-TRAN's desire to separate these services in order to expand the vendor participation, enhance employee experience and increase regulatory compliance.

5. **CONTRACT AWARD: MEDICAL EXAMINER SERVICES, STAFF REPORT #17-021**

Currently, Department of Transportation Physicals and Fitness for Duty exams are being performed by a local physician who also performs the Drug and Alcohol and Medical Review Officer Services. It was C-TRAN's desire to separate these services in order to expand the vendor, participation, enhance employee experience and increase regulatory compliance.

6. **COMPUTER AIDED DISPATCH/AUTOMATIC VEHICLE LOCATION (CAD/AVL) CYCLIC DATA UPGRADE, STAFF REPORT #17-022**

The INIT system that tracks bus locations and route performance currently refreshes data from each bus every 30-seconds. The upgraded INIT system is capable of refreshing this data at a much higher frequency. Enabling the collection of cyclic data at 6-second intervals will provide for the refinement of bus locations for security and service planning, as well as for future implementation of wayfinding and advanced trip planning technologies. While there will be no on-site services required, the need for additional hard disc capacity and performance will make it necessary to purchase a new server IT-hardware to support the enhanced functionality.

JACK BURKMAN MOTIONED, IT WAS SECONDED, AND MOTION CARRIED TO APPROVE THE CONSENT AGENDA.

PUBLIC HEARING

1. PUBLIC HEARING: FARE POLICY AMENDMENT

Executive Director/CEO Jeff Hamm advised that the last fare increase was in 2015, and staff is not recommending a fare increase for 2017, nor was a fare increase for 2017 included in the adopted budget. Fare increases adversely affect ridership.

Communications & Public Affairs Manager Chris Selk presented the Fare Policy proposal, as outlined in the PowerPoint presentation, attached to these minutes as **Exhibit A**.

Board Member Jill Carrillo asked how many of the 1,300 C-VAN passes are purchased by other agencies.

Chief Financial Officer (CFO) Diane O'Regan advised she would bring that information to the Board at the May 9, 2017 meeting.

Board Member Mike Dalesandro also asked staff to provide information on daily passes.

Board Member Ty Stober asked what defines an active C-VAN rider.

Executive Director/CEO Hamm responded an active rider is someone who has ridden the service in the past year.

Chair Boldt opened the Public Hearing.

Citizen Testimony:

IAN PARHAM, Vancouver, WA stated he works for Medicaid organization in Clark County, and works with C-VAN riders, who are the most vulnerable population. Mr. Parham urged the Board to keep in mind that everyone deserves equal access and opportunities and the C-VAN riders are the least likely to be able to cope with the proposed changes.

RHONDA WALKER, Vancouver, WA said she is involved with a non-profit, and encouraged C-TRAN to look at other cost saving options. Many of the C-VAN riders survive on social security, which is below the poverty level, and added she is interested in seeing the data requested by Board Members.

DAVE LATTANZI, Camas, WA questioned the data supplied by C-TRAN, and noted that his son has a disability and rides the Connector, which is almost identical in cost to operate as C-VAN. Mr. Lattanzi said the data supplied by C-TRAN does not support the noted cost increases.

CAROLYN McCORD said she is a C-VAN rider, and noted the drivers are polite and assist passengers with mobility devices. Ms. McCord said she currently pays \$59 per month for a C-VAN pass, which also allows her to ride the regular Fixed Route buses. Ms. McCord said she does not support asking C-VAN riders to pay \$1.80 per trip.

TIM WILSON, Vancouver, WA stated he is an EMT who started out as a specialty transport driver, with the majority of patients transported wheelchair or stretcher bound. Mr. Wilson said many use C-VAN services out of complete necessity.

ALICIA CROWLEY said she has attended many of the meetings regarding proposed C-VAN fare instrument changes, and urged the Board to rethink supporting the proposal.

SHARI BUSH, Vancouver, WA said she works as a caretaker for her Grandmother, who turns 90 years old in May. If she were not able to live with her grandmother to provide care, she would need C-VAN services, and would not be able to afford with the proposed changes.

ELIZABETH LOVE, Vancouver, WA stated she appreciated The Vine service, which was quite a challenge to implement. Ms. Love stated she is concerned with a C-VAN fare increase, but is grateful that C-TRAN has a good transit system that interacts with TriMet.

HARRY KIICK, Vancouver, WA said he has used the C-VAN system for many years, and does purchase the monthly pass. Mr. Kiick said many riders purchase the pass, not only for cost savings, but also for convenience. Mr. Kiick said personally, he is not concerned with impacts to himself, as he does not ride over 33 times per month, but would be concerned as he ages and needs to rely more on the service. Mr. Kiick said he does not feel it is the right time to make this decision, but it is an opportunity to have the discussion.

DEL PEARL, Vancouver, WA said he is both a C-VAN and Fixed Route service rider, and has concerns about the proposed change in policy. Mr. Pearl said the proposal would isolate certain members of the population, who are the most isolated and need the most help to get around. Mr. Pearl questioned the reasoning and if it is an attempt to hide other management issues.

BETTY WATSON said she understands the thinking behind the proposal, but is concerned for visually impaired citizens and urged C-TRAN to look at changes that make it easier to use and options other than eliminating the pass.

FRED DOREY, Vancouver, WA stated he does not use C-VAN, and has attended the Open Houses and listened to the testimony of C-VAN users. Mr. Dorey said he does not support the pass elimination, and suggested instead a daily fare cap.

FRANCA JACOX, Vancouver, WA advised that “special needs” is a legal definition of poverty. Ms. Jacox said she has been utilizing C-VAN since the monthly pass was \$21 per month, and the biggest issue is lack of consistent C-VAN funding. Ms. Jacox said she is unable to use the Fixed Route service due to the length of walk to the bus stop and has no alternate transportation option. Ms. Jacox suggested a punch pass program, such as receive 60 rides for the cost of 40 rides.

TERRY McCANN said he is speaking on behalf of his disabled daughter. Mr. McCann said his daughter receives a monthly pass by mail at the end of each month, as she is not able to handle finances. Mr. McCann said he is opposes to elimination of the monthly C-VAN pass.

JENNY BAKER noted she has been a C-VAN rider for 18 years, and has ridden Fixed Route for 9 years. Ms. Baker said the proposal only gives current riders four months to prepare, and as proposed, she would have to pay \$216 per month for C-VAN rides, which is not financially possible. Ms. Baker said if the monthly pass is eliminated, it will housebound people. Ms. Baker also urged better lighting at Bus Stop No. 972.

DAVID POLAND, Vancouver, WA cautioned the Board that the older generation is not as adept at social media and the computers to add funds to fare cards, but they are able to call and book C-VAN appointments. Mr. Poland said he is aware that the cost to provide C-VAN rides is more expensive than Fixed Route; however, his mother depends on C-VAN to attend dialysis appointments. Mr. Poland advised since providing the service is a federal mandate; the Federal Government should help pay to provide the service.

TASHIANA PETERSON said she does not support elimination of the monthly pass and punch cards.

JAMES TOLSON said citizens are having to pay higher rent, and added that many who rely on C-VAN live in the areas they do because that is what they can afford. Mr. Tolson urged the Board to provide more time to adjust to any change, and if increases are necessary, to stagger the increases.

CALVIN WHITE said he is a previous C-VAN customer and noted that Fixed Route is not always an option as there is limited Sunday service.

Written Testimony:

IAN J. RICHARDS, Battle Ground, WA: "C-VAN will be limiting the outings people take. Please take more training on autism and how to help me when riding." Attached to these minutes as **Exhibit B**.

Comments received at Open Houses, C-TRAN website, and via social media through 2:30 p.m. on April 11, 2017, attached to these minutes as **Exhibit C**.

Chair Boldt closed the public hearing.

Board Member Burkman clarified that the proposal is not to eliminate C-VAN service, nor increase the fare, and C-VAN riders will be able to use the Hop Fastpass when implemented.

Executive Director/CEO Hamm said that was correct, with the Hop Fastpass estimated to be available the end of 2017 or early 2018.

Board Member Burkman asked if C-VAN riders would need to pay with cash.

Executive Director/CEO Hamm clarified there are other alternatives to paying a cash fare, and that some type of fare instrument would be available.

Board Member Mike Dalesandro asked what constitutes a trip.

Executive Director/CEO Hamm responded a trip is boarding to deboarding.

Board Member Anne McEnery-Ogle noted that her mother is blind, and consolidates her trips.

Board Member Ty Stober asked staff to provide the demographic information on the 150 C-VAN riders most affected by this change.

Board Member Stober said while he supports the concept of consolidated trips, C-TRAN needs to be realistic about the community, and have an understanding of what consolidating trips would mean for those 150 riders.

Board Member Stober said it could be more realistic to postpone any change until the Hop Fastpass is implemented and in use to ensure, the community in general is more comfortable with the change.

Board Member McEnerny-Ogle asked staff to explore options for those C-VAN riders who are using the service over 33 trips per month.

Board Member Stober asked staff to reach out to the agencies who provide passes and assess the impact to the agencies if the C-VAN pass is eliminated.

Board Member Burkman said the C-TRAN Citizens Advisory Committee (CCAC) recommended doubling the C-VAN fare, and ask staff to provide information on who is riding, how much they are riding, and the trips of a typical rider.

PRESENTATIONS

1. C-TRAN CITIZEN ADVISORY COMMITTEE (CCAC) UPDATE, STAFF REPORT #17-023

Chair Charles Jenkins presented the report, reflecting the activity of the Committee so far in 2017. Since January, the Committee has conducted the following business:

- Welcomed five new members: Bill Baumann, community-at-large representative; Kim Harless, environmental community representative; Lauren Owsley, developmentally disabled rider representative; Donna Ross, non-ambulatory rider representative; and Erick Watkins, bi-state commuter representative.
- Appointed Charles Jenkins as 2017 chair, Bill Baumann as 2017 vice-chair.
- Hosted an open house meeting on March 30 on the proposed C-VAN fare changes.
- On March 30, voted to recommend against discontinuing the C-VAN monthly pass as proposed, and instead consider doubling the price of a C-VAN monthly pass and exploring other options to address cost issues.
- Received updates on the Bus on Shoulder pilot program, C-TRAN's Travel Training program, an overview of the 2017-2018 budget, social media and communication efforts, and C-TRAN's partnerships through the Federal 5310 program.
- Provided a forum for regular questions, concerns, and comments from the community.

Chair Jenkins urged the Board to look at other options regarding the C-VAN pass, and to consider more involvement of the CCAC on the C-TRAN Board.

2. RIDERSHIP

Executive Director/CEO Hamm and Communications & Public Affairs Manager Chris Selk, provided an update on Marketing Efforts and Ridership, as outlined in the PowerPoint presentations attached to these minutes as **Exhibit D** and **Exhibit E**.

ACTION ITEMS

1. FARE-FREE SERVICE DAYS AND EVENTS FOR 2017, STAFF REPORT #17-024

In recent years, the C-TRAN Board of Directors has approved fare-free shuttle service to the Independence Day at Fort Vancouver event and the Clark County Fair, plus a system-wide fare-free day on National Dump the Pump Day in 2016. As a result, C-TRAN saw strong ridership on those days and many positive responses from riders. For 2017, staff is proposing to expand C-TRAN's fare-free service to include a system-wide fare-free day on Veterans Day, November 11, fare-free service on Route 60 and The Vine after 6 p.m. on New Year's Eve, December 31, and a new "Jingle Bus" promotion from November 24 through December 30. With the "Jingle Bus," passengers would receive free fares on a single designated bus that rotates throughout the system on various routes during the promotion.

ANNE McENERNY-OGLE MOTION, IT WAS SECONDED, AND MOTION CARRIED TO APPROVE SYSTEM-WIDE FARE-FREE SERVICE FOR DUMP THE PUMP DAY ON JUNE 15, 2017, FARE-FREE SHUTTLE SERVICE TO THE 2017 INDEPENDENCE DAY AT FORT VANCOUVER, FARE-FREE SHUTTLE SERVICE TO THE 2017 CLARK COUNTY FAIR, SYSTEM-WIDE FARE-FREE SERVICE ON VETERANS DAY, NOVEMBER 11, 2017, FARE-FREE SERVICE ON ROUTE 60 AND THE VINE AFTER 6 P.M. NEW YEAR'S EVE, DECEMBER 31, AND FARE-FREE SERVICE ON A SINGLE BUS DURING THE "JINGLE BUS" PROMOTION FROM NOVEMBER 24 THROUGH DECEMBER 30.

2. CONTRACT AWARD: MODULAR RESTROOM BUILDING, STAFF REPORT #17-016

Director of Maintenance & Project Control Celia Sherbeck provided the staff report, as outlined in the PowerPoint presentation, attached to these minutes as **Exhibit F**.

C-TRAN currently uses a TriMet facility at Delta Park, which is equipped with a portable restroom but lacks running water, which is a requirement by Washington State regulation for a driver rest area. Currently there is no sewer and potable water at Delta Park. Because of these known limitations, C-TRAN staff and the City of Vancouver sought other locations in close proximity to Route 60 to establish a driver relief facility. Such a facility needs to provide adequate space to layover a bus and provide restroom facilities within close walking distance that are available approximately 16 hours a day 7 days a week. No viable options were identified. As a result, even though the Delta Park location is complicated by its proximity to railroad tracks, distance from City water and sewer connections, permitting requirements and the need for freeze protection it appears to be the only economically viable option. C-TRAN will replace the existing portable restroom with one that is self-contained with solar-powered lighting and provides the required running water.

SEAN GUARD MOTIONED AND IT WAS SECONDED TO AUTHORIZE THE EXECUTIVE DIRECTOR/CEO TO ENTER INTO A CONTRACT WITH CONWAY CONSTRUCTION COMPANY FOR A MODULAR RESTROOM BUILDING AT A COST NOT TO EXCEED \$146,625.48.

Board Member Guard asked why sales tax was included if the project is in the State of Oregon.

Director Sherbeck said the modular unit would be purchased by the Contractor and delivered in the State of Washington.

THE MOTION PASSED UNANIMOUSLY.

3. SECTION 5310 SUBRECIPIENTS CONTRACT AMENDMENTS, STAFF REPORT #17-025

Director of Operations Jim Quintana provided the staff report.

Board Member Jill Carrillo thanked staff for working with ATU 757.

JACK BURKMAN MOTIONED, IT WAS SECONDED, AND MOTION CARRIED TO AUTHORIZE THE EXECUTIVE DIRECTOR/CEO TO EXTEND 5310 SUBRECIPIENT CONTRACTS FOR THE VOLUNTEER DRIVER PROGRAM AND THE MOBILITY MANAGEMENT PROGRAM IN THE AMOUNT NOT TO EXCEED \$349,326; AND AUTHORIZE THE EXECUTIVE DIRECTOR/CEO TO EXECUTE A CONTRACT AMENDMENT WITH HUMAN SERVICES COUNCIL FOR THE RESERVE-A-RIDE PROGRAM WITH A REVISED NOT TO EXCEED TOTAL PROJECT COST OF \$45,600.

COMMUNICATIONS

From the Chair

Chair Boldt reminded the Board that interviews for the C-TRAN Executive Director/CEO would occur on May 5, 2017 at C-TRAN Administrative Offices.

From the Board

None.

From the Executive Director/CEO

Executive Director/CEO Hamm advised that a request had been received from the City of Battle Ground, concerning the bus shelters that were removed during The Vine construction, and questioned if those would be available in areas that did not usually qualify for shelters. As staff addresses the issue, other jurisdictions will also be considered.

From Legal Counsel

None.

ADJOURNMENT

Hearing no further business, the meeting was adjourned at 7:40 p.m.

Prepared By: Executive Assistant/Clerk of the Board Debbie Jermann, MMC



Public Hearing: Fare Policy Amendment



Public Hearing: Fare Policy Amendment

- No changes to fixed-route or Vanpool fares in 2017
- Discontinue C-VAN monthly and day passes, effective when Hop Fastpass implemented on C-VAN (late 2017 or early 2018)
 - Current single-ride fare of \$1.80 is unchanged
 - All users would pay \$1.80 per trip, regardless of how many times they ride in a month
- Goal: Partner with frequent users to group trips more efficiently and consider travel training, fixed-route if possible


PROPOSED C-VAN FARE CHANGES 

Exhibit:

Meeting Date:

Received By:

A
4/14/17
D Jermann

C-TRAN's paratransit service increasingly popular, expensive

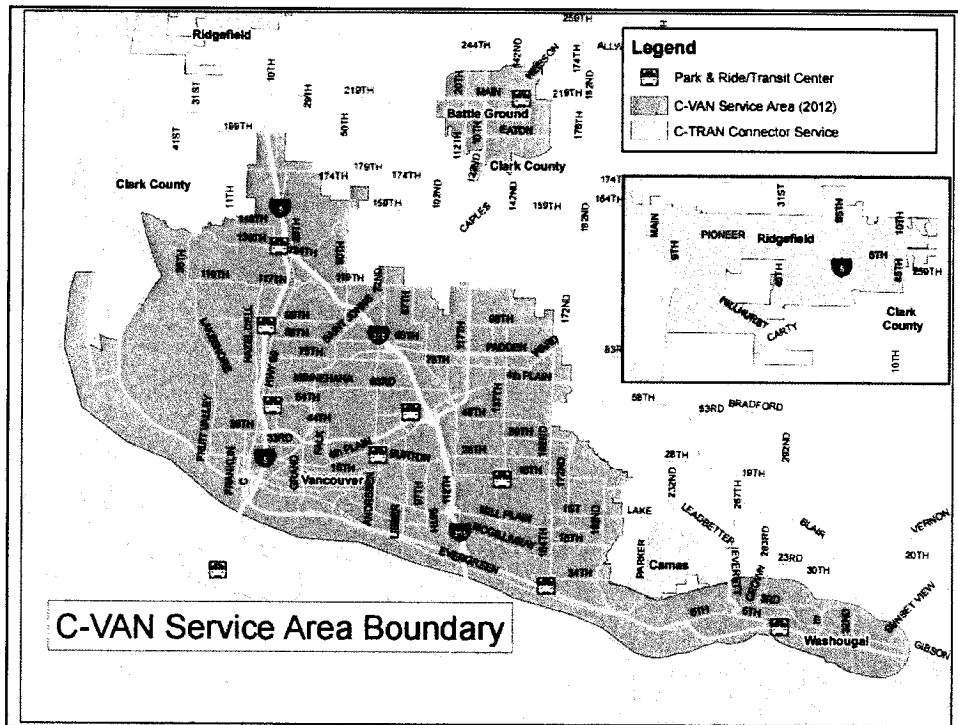
The Columbian, 12/18/16

Now, a generation of people who built their lives around driving are losing their licenses, but they continue to live in neighborhoods far from services and public transit routes.

"If you move them, it's really traumatic. (They say) 'I've lived in this house for 30 years, what are you doing?' So the alternative is: Fine, we'll get them transportation, but that's really difficult because they still live in their houses in cul-de-sacs and those trips aren't efficiently served by transit." --Mark Hallenbeck, director of the Washington State Transportation Center, UW



PROPOSED C-VAN FARE CHANGES





Current situation

- ~1,300 active C-VAN riders
 - ~450 C-VAN monthly pass holders
 - ~150 Ride more than 33 times per month
- Operating cost to C-TRAN for rides beyond monthly pass threshold: **~\$900,000 annually**

PROPOSED C-VAN FARE CHANGES



Public outreach

- Open house meetings on March 22, March 28, March 30 (39 total attendees)
- Print ads in The Columbian, The Reflector, Camas-Washougal Post-Record
- Distributed brochures, posters on vehicles, Transitions newsletter
- Information posted on C-TRAN website, social media, direct email/text alerts
- Facebook and Twitter: Four total posts, approximately 3,400 people reached
- GovDelivery: Alerts sent directly to 2,482 subscribers

PROPOSED C-VAN FARE CHANGES





Summary of comments so far

- Concern for most frequent riders who are most dependent on service
- Concern for higher cost per month to frequent users, many low-income
- Proposal puts burden only on C-VAN riders, not others
- Proposal gives C-VAN riders fewer fare options
- Many C-VAN riders have no other option, depend on service for necessary trips like medical appointments, work, etc.
- CCAC: Recommended against discontinuing C-VAN monthly passes but doubling the cost

PROPOSED C-VAN FARE CHANGES



What's next

- Tonight: Formal public hearing
- May: Discussion, possible board action



PROPOSED C-VAN FARE CHANGES



WRITTEN COMMENT ONLY



CUSTOMER COMMENT

This sheet is for written comments only. Once completed, please return it to C-TRAN staff. Your comments will be reviewed for consideration.

Please Print ...

Name: Ian J. Richards

Address: 1114 NW 27th Ave, Battle Ground, WA

Phone: 360-687-8386

98604

Email: _____

Date: 3.30.17

Comment: C-van will be limiting the outings
people take. Please take more training on
autism and how to help me when riding.

Exhibit: B
Meeting Date: 4/11/17
Received By: D Germann



Fare Policy Public Hearing
Comments - Updated at 2:30 p.m. on Tuesday,
April 11, 2017

Proposed C-VAN fare change comments

OPEN HOUSE: March 22, 2017

Attendees: 15

C-TRAN staff present: 3 (Ronda Peck, Eric Florip, Walt Gordon)

General comments:

- The proposal would unfairly harm the C-VAN riders who use the service most often, and therefore rely on it the most. This would be a big financial burden to some riders.
- If the goal of the proposal is to help address the issue of rising operational costs for C-VAN, this proposal doesn't seem to do that. Making 150 people pay more for the service each month hurts those people without raising very much additional revenue to solve the real issue.
- The proposal gives paratransit riders fewer options by taking away passes, while fixed-route riders still have those options.
- Many people who ride C-VAN do so because they have to, not because they want to. What about people who use C-VAN to get to work? This unfairly puts a burden on them.
- What other alternatives have been considered? C-TRAN should explore other ways to save on C-VAN costs.
- At one time, those with disabilities didn't have nearly as many travel options as they do now. C-VAN is an important service, and it's important to preserve it.
- Many questions seeking information about the proposal and about Hop Fastpass implementation.
- Most people in attendance were opposed to the proposed fare change.

OPEN HOUSE: March 28, 2017

Attendees: 14

C-TRAN staff present: 3 (Ronda Peck, Chris Selk, Walt Gordon)

General comments:

- It seems like you're penalizing those who have no other options other than taking C-VAN.
- You should look at other options besides eliminating the monthly pass.
- Why don't you work with community leaders to come up with other solutions?
- You're forcing me to use fixed-route which is unsafe for me.
- Other comments similar to the first open house on March 22.

OPEN HOUSE: March 30, 2017

Attendees: 10

Exhibit: C

Meeting Date: 4/11/17

Received By: D. Jeannann

20

Fare Policy Public Hearing
Comments - Updated at 2:30 p.m. on Tuesday,
April 11, 2017

C-TRAN staff present: 4 (Jeff Hamm, Chris Selk, Walt Gordon, Eric Florip)

General comments:

- I ride C-VAN 48 times per month, and I would pay more under this proposal. I live on Fourth Plain, and The Vine isn't a viable option for me. Route 39 is a limited alternative due to its low frequency. Many people won't be able to afford C-VAN service without the benefit of the monthly pass.
- I ride C-VAN 10-14 times per week, and this would be a big burden for me. I ride to work and to medical appointments, and you're taking away my life if you take away this option. I'm dependent on C-VAN, and it's unfair to target the people who need the service most.
- There are other options for cost savings, and the idea of eliminating the C-VAN monthly pass is despicable.
- My concern is the future. I'm an infrequent C-VAN user now, but I will need more assistance in the future. Are we condemning the people who will depend on C-VAN in the future with this proposal? But I understand there are cost issues and considerations that have to be made.
- This is not a good proposal. C-VAN rides are subsidized by taxpayers, and I want my tax dollars to subsidize transportation for people who need it most.
- Other questions and comments similar to the prior two open houses.

Emailed comments:

From: ALSnRWeKind [<mailto:ALSnRWeKind@aol.com>]
Sent: Tuesday, March 21, 2017 3:59 PM
To: ctran@c-tran.com
Subject: Passes

My name is Ann Chevalier . .I have been riding 20 year's , have ALS, live in a care home and have Dr appointments etc. I know Cvan/ Tran well as married to a driver. If it goes to cash I will barely be able to ride and I also know you will lose a Whole lot of rider's . my health is poor a lot but I'll try to attend a meeting.

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From: Rachael Riley [<mailto:rachael431995@icloud.com>]
Sent: Wednesday, March 22, 2017 3:13 PM
To: ctran@c-tran.com
Subject: No

They should not purpose this because our cards will get lost or stolen

Fare Policy Public Hearing
Comments - Updated at 2:30 p.m. on Tuesday,
April 11, 2017

From: "Michelle Tubbs" <justoneblessedgal@gmail.com>

Date: Mar 22, 2017 6:17 PM

Subject: RE: C-VAN Changes

To: <ctran@c-tran.com>

To Whom it May Concern,

I am EXTREMELY concerned on the changes being proposed of no longer having the monthly pass available for people to purchase.

I am the one who buys my Mom's monthly pass. I also help with my Mother In Law who also rides CVAN.

My Mom is Annie Chevalier. She has been a regular CVAN rider for 20 years.

CVAN is such a blessing to her, as well as myself. It allows her to go to the doctors she needs to see, as well as church, or to get out and have a little fun.

She DEPENDS on it.

My Mother In Law also is a CVAN rider. She is able to go to church , and doctors as well. She also DEPENDS on it.

They are both SENIORS. I am EXTREMELY concerned with the idea that they would be required to carry cash on them in order for them to ride CVAN at all times. This is just asking for problems. This is very UNSAFE and UNWISE. With the way things are going lately in the public it is not wise or safe for them to carry cash on them. If you require them to pay cash, it would have to be them carrying on their person a good amount of cash to pay for multiple rides.

The phone app....If this is the other option besides cash only it will not work at all. My Mother In Law does not have the ability to understand or use this option. This is not user friendly for riders who don't have a way to access this option.

All these changes if they come into effect will diminish the ability for my Mom and Mother in Law to ride to their doctor appointments that they DEPEND on. As well as the ability for them to have the freedom to go to church for moral and spiritual support. Also if they needed to go to the store or any other errand.

Please take in consideration the needs of my Mom and Mother in Law when reviewing the MONTHLY CVAN Pass.

Or any options you are considering.

The safety and user friendly options for your customers to be able to use on a daily basis.

If you have any questions or concerns that I can answer please call me at any time.

Sincerely,

Michelle Tubbs

360-721-1788

Fare Policy Public Hearing
Comments - Updated at 2:30 p.m. on Tuesday,
April 11, 2017

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From: Alicia Crowley [mailto:alicia@employersoverload.com]
Sent: Wednesday, March 22, 2017 6:29 PM
To: Eric Florip <EricF@c-tran.org>
Subject: Alicia from the first CVAN hearing

Hey, this is Alicia from the hearing tonight. My question was if I created a video testimony of my clients riding CVAN and how this helps them, if it could be shown at the full public hearing. I really think that this is putting a lot of the burden on the individuals who are working because CVAN is their main use of transportation, not because they want to, but because they have to. Maybe having a data analysis of how much a percentage are individuals who are working, who are elderly, etc it may be better explained visually but also may show that the largest percentage may be the working individuals. Thank you so much for having this hearing and letting us share our thoughts.

Alicia Crowley
Employers overload
1360-888-4630

Sent from my iPhone

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From: Karen Day-Lyon [mailto:kdaylyon@icloud.com]
Sent: Tuesday, March 28, 2017 7:08 AM
To: ctran@c-tran.com
Subject: PROPOSED CHANGES TO C-VAN FARING SYSTEMS

My daughter and I both depend upon C-Van for transportation. She uses it for school four to five days a week (Clark College), and we both use it for frequent medical appointments (including Portland), grocery shopping, trips to the library, occasional meals out, and others as needed. Currently, she uses a monthly pass, which is subsidized by the State of Oregon as a part of her retraining benefits. If/when you eliminate monthly passes, they will no longer cover her transportation costs, and we cannot begin to afford what cash payments will cost, as we are very low, fixed income. As a result, we will have to forego a good many of our needed trips, which is highly unacceptable.

King County Metro has electronic funds addition to their Orca card, which is similar to your upcoming Fastpass. You can add the equivalent funds for a monthly ACCESS pass to the card. When you call in for a ride, they verify that the pass has been purchased and add it to the MDT. There seems no reason that you could not do the same.

We are not able to make it to any of the scheduled meetings due to the early cutoff on transportation to our area, since the nearest fixed route is the 7, and it doesn't run late. Having to pay cash 20 days a month for my daughter is a minimum of \$75.00, and that is if she ONLY goes to and from school. If she has anywhere else to go, it could easily double that. On days when I go out, I require a PCA...this could

Fare Policy Public Hearing
Comments - Updated at 2:30 p.m. on Tuesday,
April 11, 2017

treble or quadruple our transportation costs. We simply cannot afford this; and I know that we are not alone in this situation.

I am no huge fan of ACCESS but, if I needed to be somewhere at 4:00 a.m., I could do it, seven days a week. If I needed to stay at work until midnight, I could do it, seven days a week. Here, our travel hours are severely restricted. We cannot even get home from PDX after 6 pm, thus necessitating the high costs of an overnight hotel stay, then coming home in the morning.

Metro raises their fares twice a year, but rarely on ACCESS, though they have raised the costs of their ACCESS passes (I believe they are running about \$45 per month right now), and they have never "threatened" to discontinue passes since they went fully electronic.

I love your drivers and other personnel, and we NEED your services desperately. Please reconsider.

It is said that each letter or call to a government represents 100 people. So, there are at least 100 of us out here who feel this way (probably way more).

Thank you.

Karen Day-Lyon
Heather Lyon

Sent from my iPad

--

From: Michelle Gilbert [<mailto:ceramic40197053@yahoo.com>]
Sent: Monday, April 03, 2017 8:31 AM
To: ctran@c-tran.com
Subject: My name is Michelle Gilbert, I am a passenger on CVAN

Please do not eliminate the monthly pass or day passes, because I won't be able to ride cvan in order to get to my medical appointments, or to other places, the human service council pays for my monthly passes and they did not even know at all you guys were thinking about eliminating the monthly passes and the day passes. There are other passengers besides me who rides cvan and needs to get to medical appointments, you will lose a lot of passengers if you pursue this. Please do not eliminate the monthly passes and the day passes we need these in order to get to our medical places and also work places some people work part time even. Please listen to this response and share this with April 11, 2017 meeting? I will not be able to come. Thank you, Michelle Gilbert.

--

Fare Policy Public Hearing
Comments - Updated at 2:30 p.m. on Tuesday,
April 11, 2017

From: Kayla Drake [mailto:KDrake@reachcdc.org]
Sent: Wednesday, April 05, 2017 2:32 PM
To: 'ctran@c-tran.com' <ctran@c-tran.com>
Subject: Proposed c-van changes

Good afternoon,

I am writing this email on behalf of the many residents I work with on a daily basis in response to the proposal to change c-van fares. I work in low income housing, and many of the folks we serve are disabled, and rely heavily on C-van to get where they need to go. This change will severely impact the way they are able to get to work and out in the community. Although c-van will continue to operate under these proposed changes, the high cost associated with travel will be a massive barrier for residents living throughout Clark County. I sincerely hope that the community will come together to express the value and importance that daily and monthly passes hold to c-van riders, and that C-Tran will re-evaluate this proposal.

Best regards,

Kayla Drake
Resident Services Coordinator
Pronouns: she/her/hers

REACH CDC
4150 SW Moody Ave. | Portland | OR | 97239

Office: 360.334.4106

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From: Erdmanns [mailto:erdmanns@centurylink.net]
Sent: Monday, April 10, 2017 11:07 PM
To: ctran@c-tran.com
Cc: Ronda Peck <RondaP@c-tran.org>; Diane O'Regan <DianeO@c-tran.org>
Subject: Public Hearing Comment: C-TRAN is proposing to discontinue monthly and day passes for C-VAN, C-TRAN staff report #17-1

C-TRAN Board of Directors:

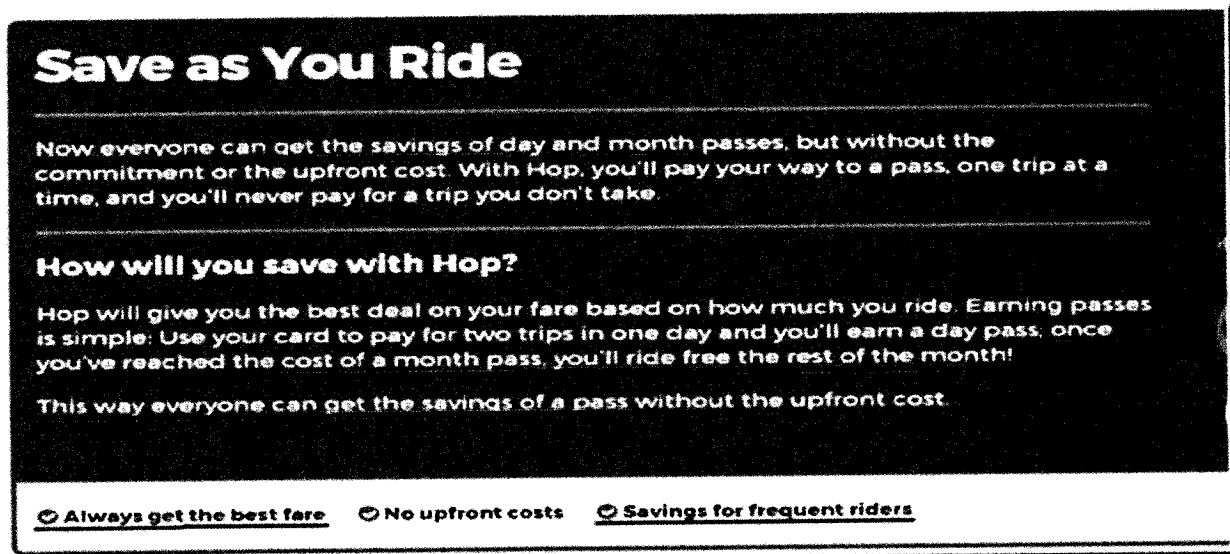
Please reject the staff proposal to discontinue monthly and day passes for C-VAN. The proposal is contrary to C-TRAN's strategic direction to implement the Hop Fastpass payment system.

Fare Policy Public Hearing
Comments - Updated at 2:30 p.m. on Tuesday,
April 11, 2017

“Staff recommends discontinuing the monthly and day passes for C-VAN effective when the paratransit software is connected to the Hop Fastpass payment system. This effectively maintains the convenience associated with the paper monthly or day pass but does eliminate the advantage of taking unlimited number of rides with a monthly pass or a Hop Fastpass with a dollar cap.” (C-TRAN staff report #17-1, page 3)

According to staff, the proposal only affects about 150 C-VAN pass customers, the previous convenience of paper day/monthly pass is provided by Hop Fastpass, and all C-VAN passengers contribute a small portion toward each and every trip. Sounds like a great proposal, so what’s the problem?

In 2016, the C-TRAN Board of Directors approved participation in the joint Tri-Met and Portland Streetcar Hop Fastpass payment system. **The Hop Fastpass is being marketed as a savings to the rider because of day and month caps.** A screenshot of the Hop Fastpass is shown below (emphasis added in red. <http://myhopcard.com/>).



Save as You Ride

Now everyone can get the savings of day and month passes, but without the commitment or the upfront cost. With Hop, you'll pay your way to a pass, one trip at a time, and you'll never pay for a trip you don't take.

How will you save with Hop?

Hop will give you the best deal on your fare based on how much you ride. Earning passes is simple: Use your card to pay for two trips in one day and you'll earn a day pass, once you've reached the cost of a month pass, you'll ride free the rest of the month!

This way everyone can get the savings of a pass without the upfront cost.

Always get the best fare No upfront costs Savings for frequent riders

In contrast, staff’s C-VAN fare proposal does the opposite. It specifically eliminates day and month caps, the “save as you ride” feature of Hop Fastpass. Under the C-VAN fare proposal can riders expect that the Hop Fastpass website reflect a little asterisk disclaimer?

Save as You Ride

Now everyone can get the savings of day and month passes, but without the commitment or the upfront cost. With Hop, you'll pay your way to a pass, one trip at a time, and you'll never pay for a trip you don't take.

How will you save with Hop?

Hop will give you the best deal on your fare based on how much you ride. Earning passes is simple: Use your card to pay for two trips in one day and you'll earn a day pass, once you've reached the cost of a month pass, you'll ride free the rest of the month!

This way everyone can get the savings of a pass without the upfront cost.

☑ Always get the best fare ☑ No upfront costs ☑ Savings for frequent riders

★ Except when used on C-TRAN C-VAN

Staff's C-VAN fare proposal undermines a key aspect of Hop Fastpass. It is unlikely that Tri-Met and the Portland Streetcar will agree to the Hop Fastpass software and website changes necessary to implement this proposal. (Not to mention the cost to C-TRAN to make the changes.) Most importantly, the proposal will create confusion among C-TRAN riders and coach operators regarding what is capped and what is not capped.

In summary, staff's proposal to discontinue monthly and day passes for C-VAN should be voted down. There are many better ways to dampen the demand for C-VAN service.

Regards,

Ralph Erdmann

11305 NW 34th Avenue

Vancouver WA 98685-3440

360.574.0048

erdmanns@centurylink.net

RECEIVED
APR 10 2017
CLARK COUNTY
DTRA



CUSTOMER COMMENT

This sheet is for written comments only. Once completed, please return it to C-TRAN staff so your comments can be reviewed.

Please Print ...

Name: Brenda Campbell
Address: 4502 N.E. 62nd Ave
Phone: 541 497 0171
Email: Shryella@yahoo.com
Date: 04-18-17

Comment: This proposal is costly not only to CTran but to it's valued customers, It threatens to not only destroy you & customer base but cause more stress upon those who depend on it's services. Those of us who are dependant on it, have a hard enough struggle with life already.





CUSTOMER COMMENT

This sheet is for written comments only. Once completed, please return it to C-TRAN staff so your comments can be reviewed.

Please Print ...

Name: Anjali Heath

Address: 3210 NE 126 AVE

Phone: (360) 977-7714

Email: anjaliheath@gmail.com


Date: 3/31/17

Comment: We need bus pass because I don't have any money to ride the bus. That's why bus pass is better for some people. It's kind of safe money for bus pass



● ●

Marketing and Ridership Efforts


C-TRAN

C-TRAN 

Ridership group initiative



- First meeting in November 2016
- All departments represented, including drivers, dispatch, finance, public affairs, others
- Charged with developing and implementing new ideas to increase ridership

MARKETING AND RIDERSHIP ● ●

Exhibit: D

Meeting Date: 4/11/17

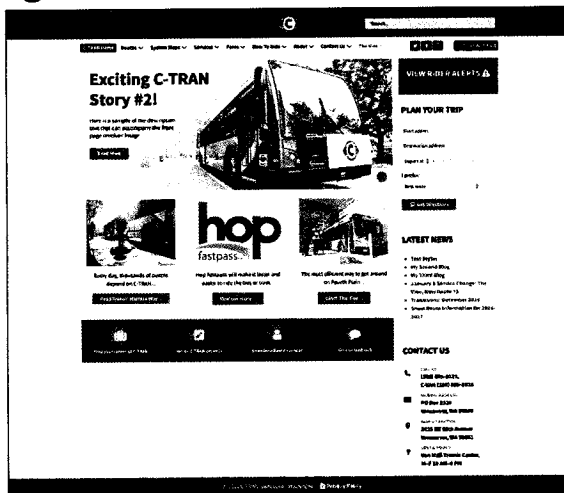
Received By: D Gormann

30



Website redesign

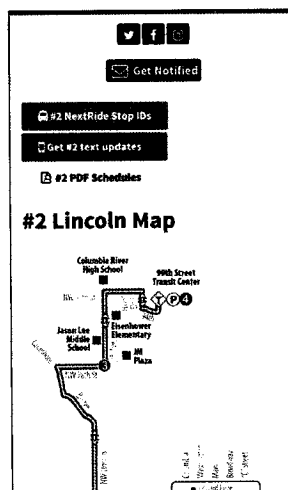
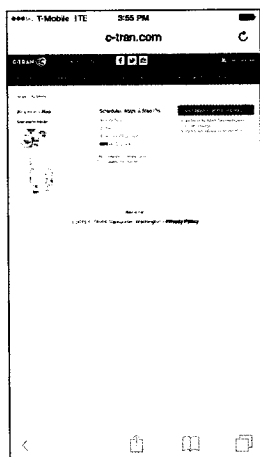
- Mobile-friendly
- Fewer clicks, easier to use
- Updated design, new features
- Emphasis on trip planning, prominent rider alerts



MARKETING AND RIDERSHIP



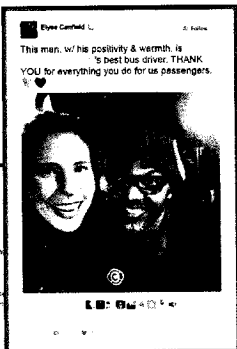
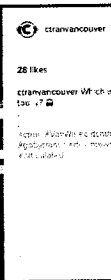
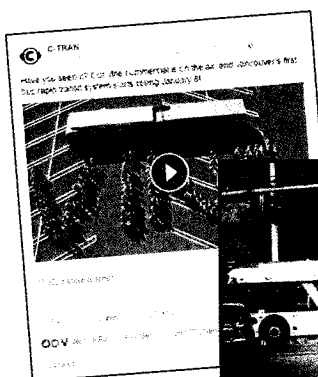
Website redesign: Mobile view



MARKETING AND RIDERSHIP



Social media: Boosting C-TRAN's image and visibility



MARKETING AND RIDERSHIP



Pop-up events

- Valentine's Day giveaway at Vancouver Mall Transit Center
- Thank you to riders, promotion of system
- More to come



MARKETING AND RIDERSHIP



Music on The Vine

- On-board music during The Vine opening weekend
- Returning with live music series this summer
- Unique experience for riders, generates buzz/earned media on system



MARKETING AND RIDERSHIP ●●



Other upcoming outreach events

- Arbor Day: April 12
- Get Outdoors Day: June 10
- Dump the Pump Day: June 15
- Clark County Fair: August 4-13



MARKETING AND RIDERSHIP ●●



Proposed free-fare days for 2017

- Dump the Pump Day: Thursday, June 15 (system-wide)
- Independence Day: Tuesday, July 4 (free shuttle to fireworks show)
- Clark County Fair: August 4-13 (free shuttle to fairgrounds)
- Veterans Day: Saturday, November 11 (system-wide) - **New**
- Jingle Bus: November 24-December 30 (one designated fare-free bus rotating throughout system, various routes) - **New**
- New Year's Eve: Sunday, December 31 (Route 60 and The Vine only, from 6 p.m. until end of service) - **New**

MARKETING AND RIDERSHIP



Questions



MARKETING AND RIDERSHIP



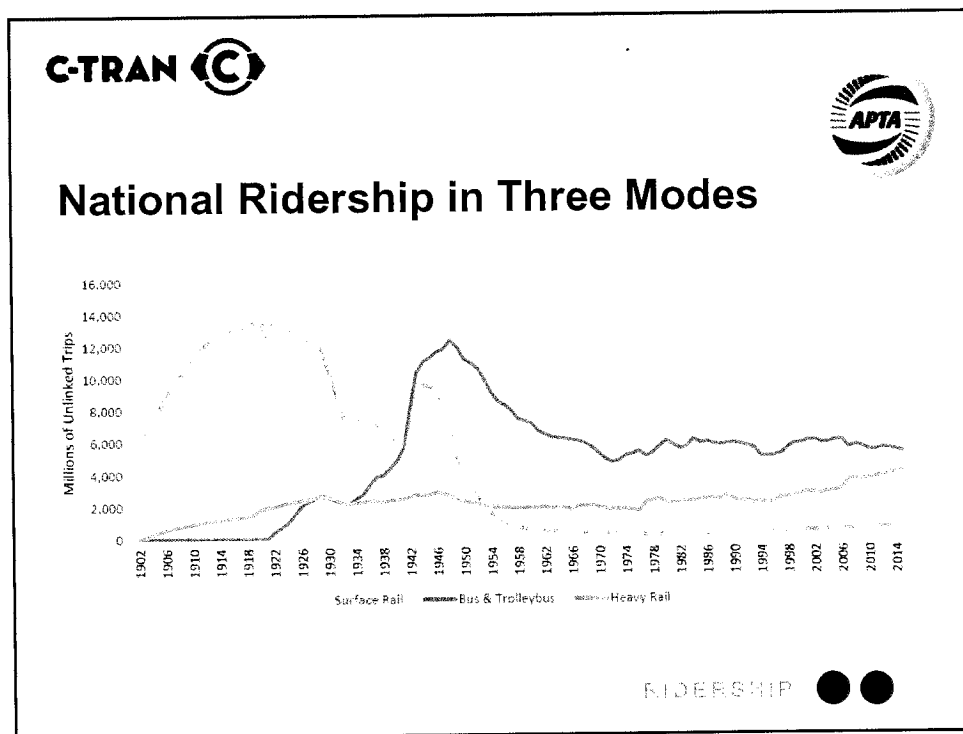
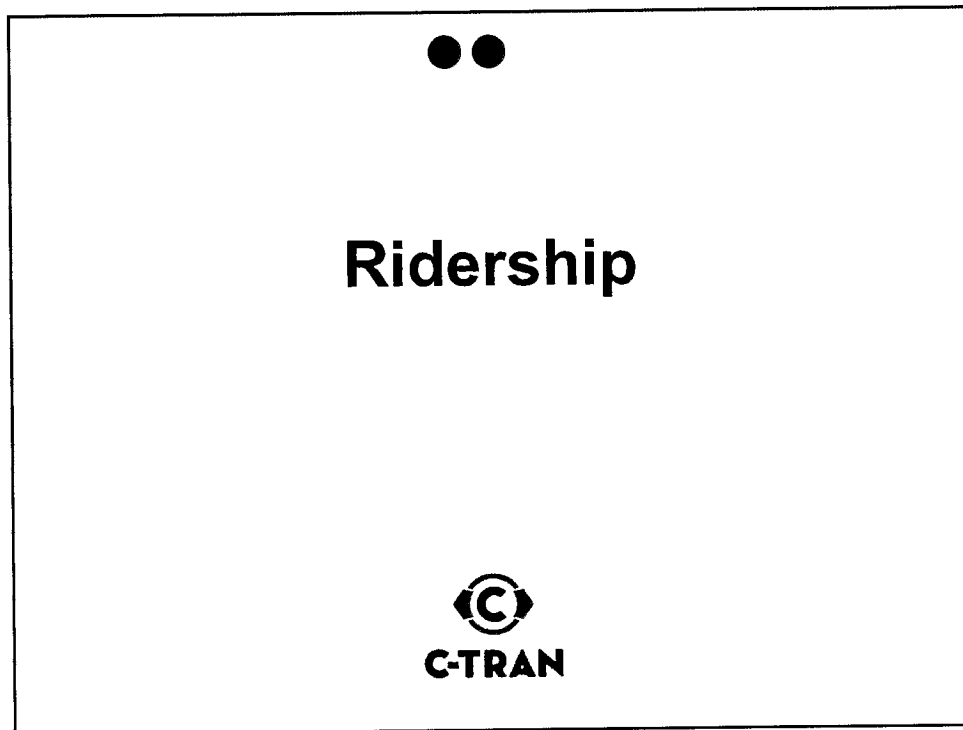
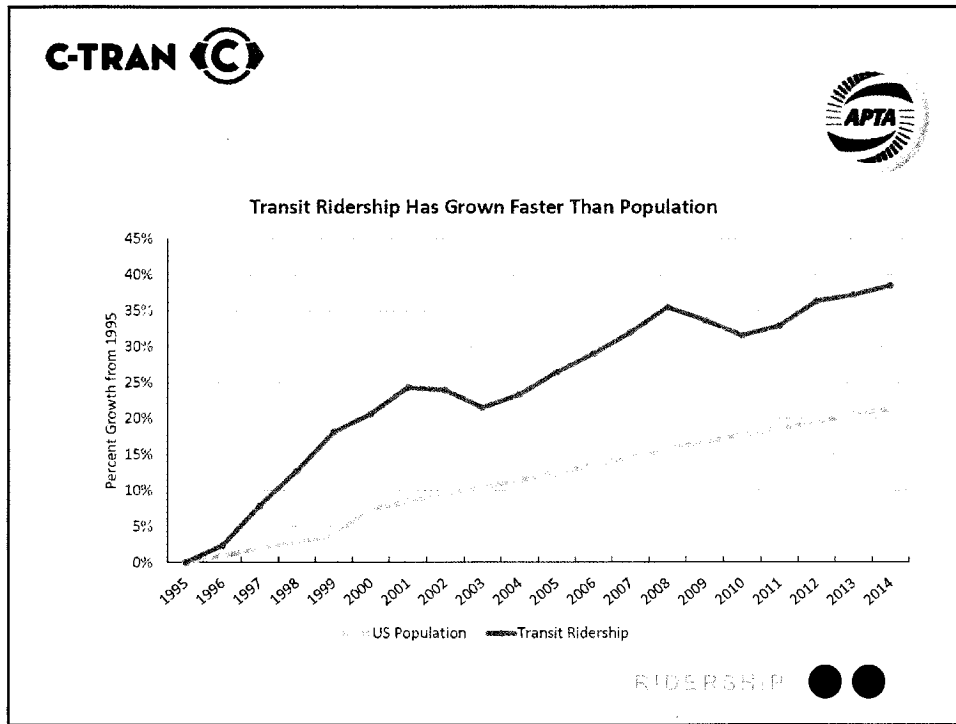




Exhibit: E

Meeting Date: 4/14/17

Received By: D. Jermann

35

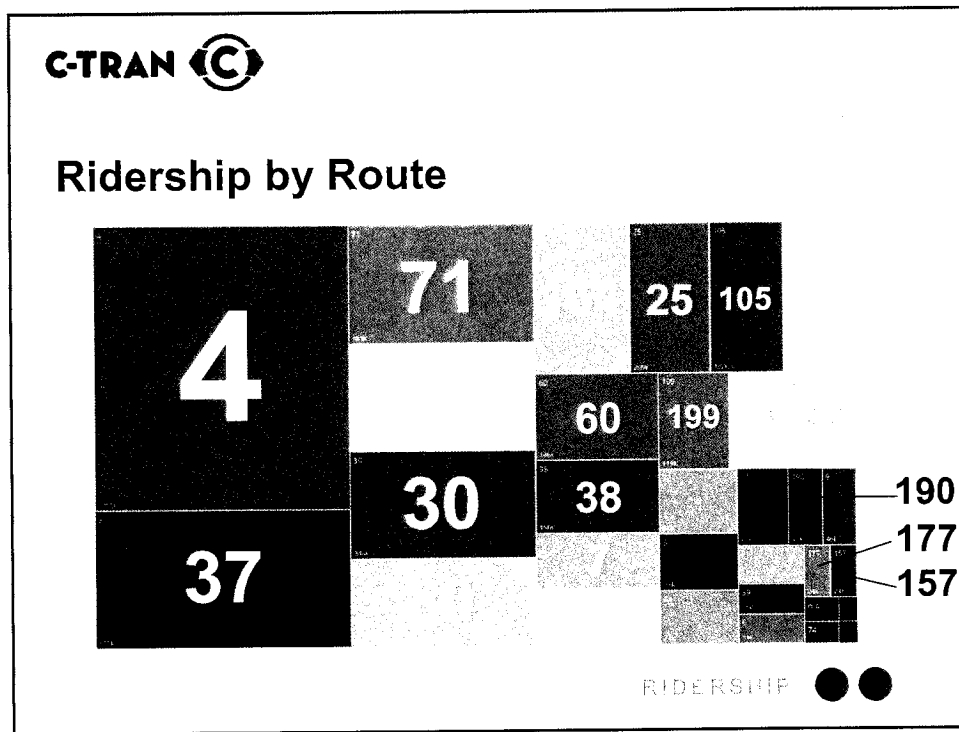
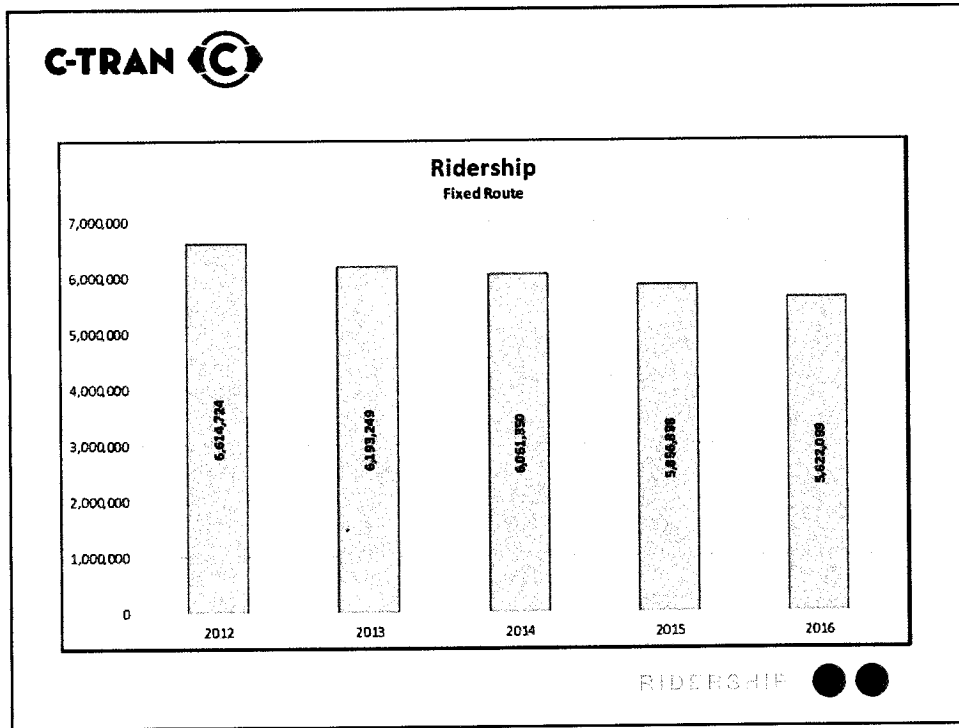


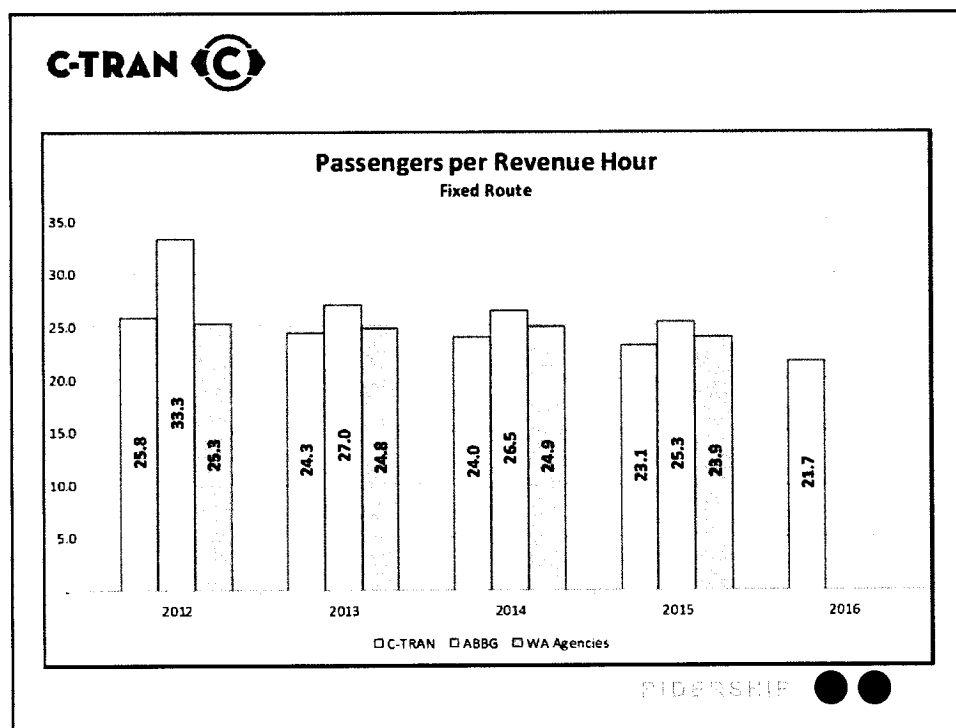
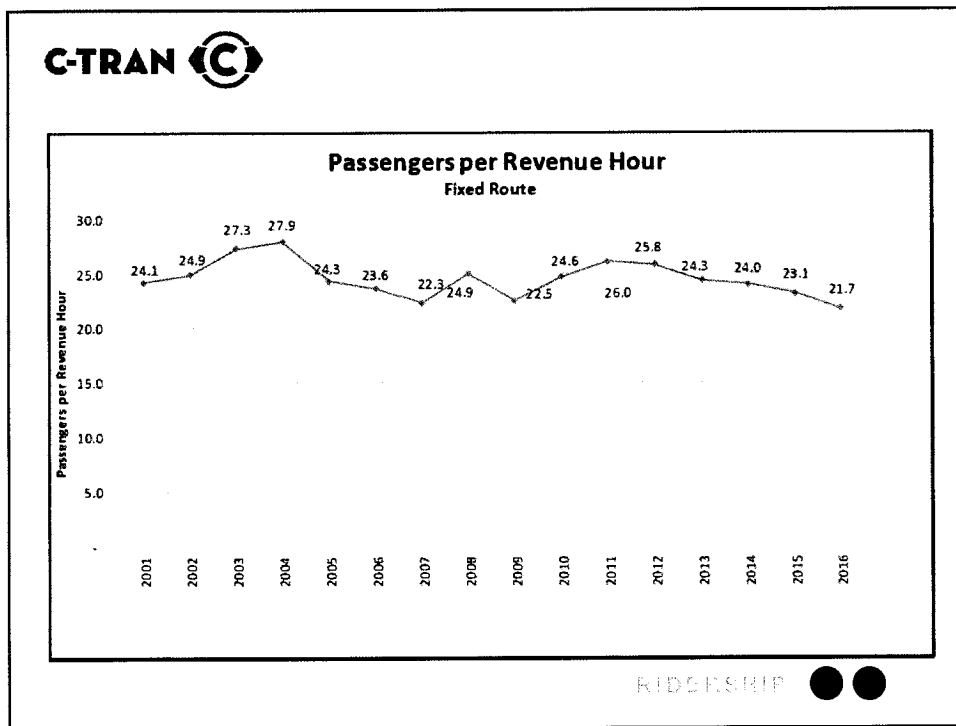
C-TRAN  

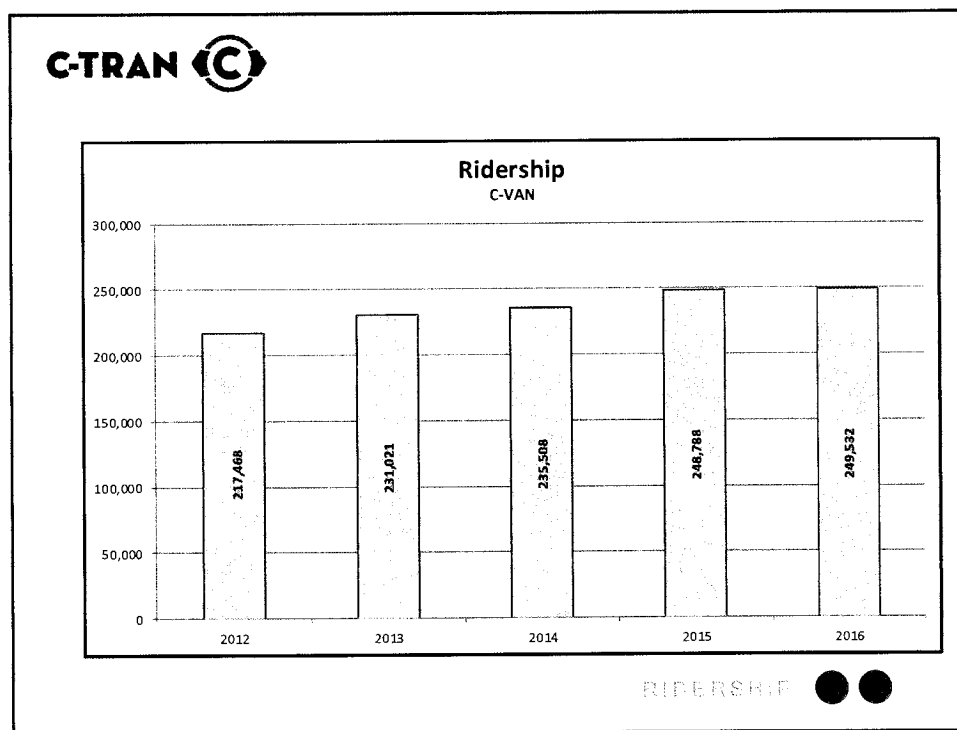
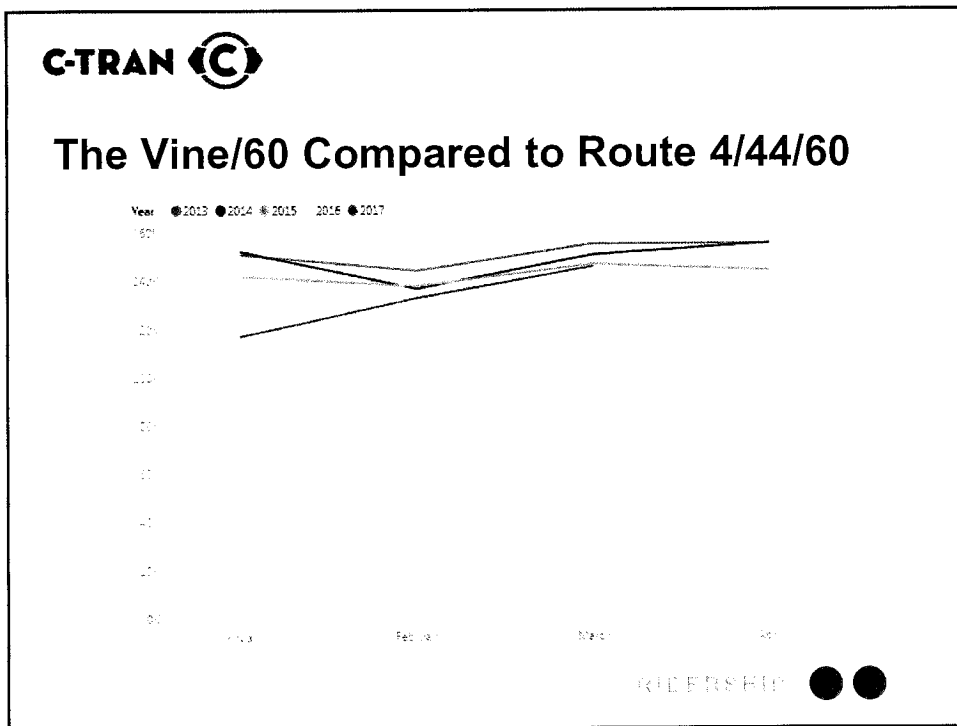
National Ridership Dip in 2015 & 2016

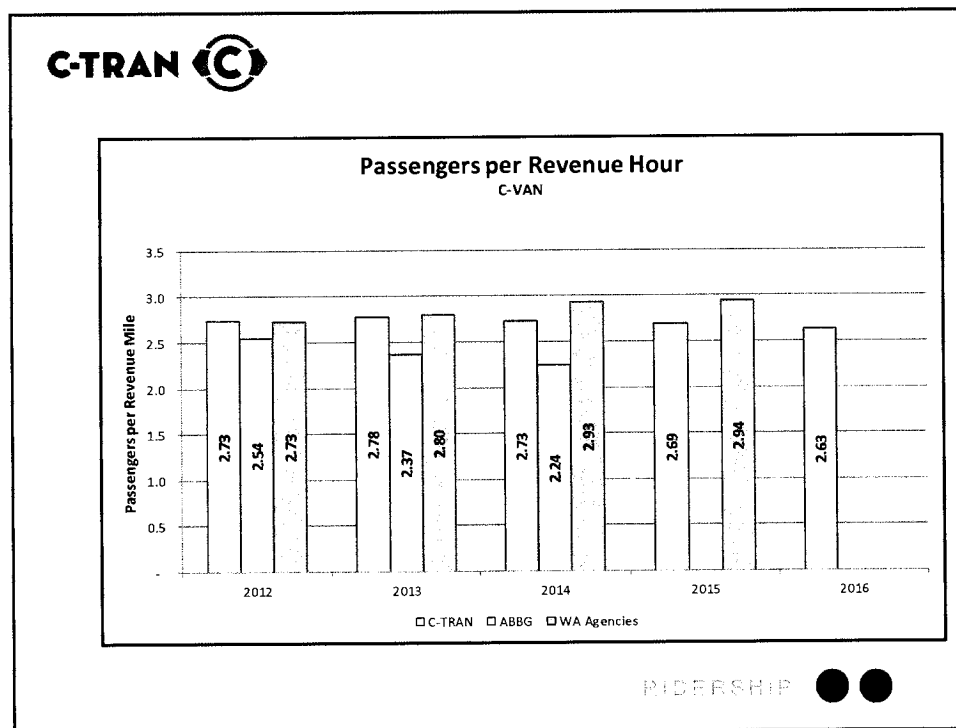
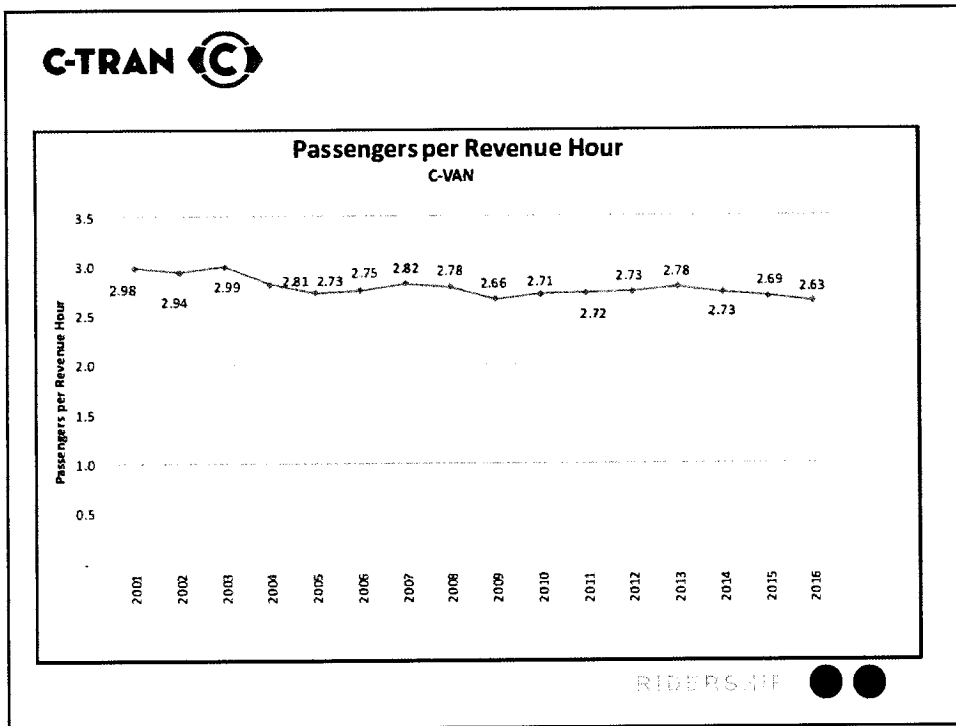
<u>2015 Calendar Year</u>		<u>2016 Calendar Year</u>	
• 1 st Quarter:	-0.66%	• 1 st Quarter:	+0.35%
• 2 nd Quarter:	-1.24%	• 2 nd Quarter:	-2.39%
• 3 rd Quarter:	-1.69%	• 3 rd Quarter:	-2.85%
• 4 th Quarter:	-1.64%	• 4 th Quarter:	-4%(unofficial)

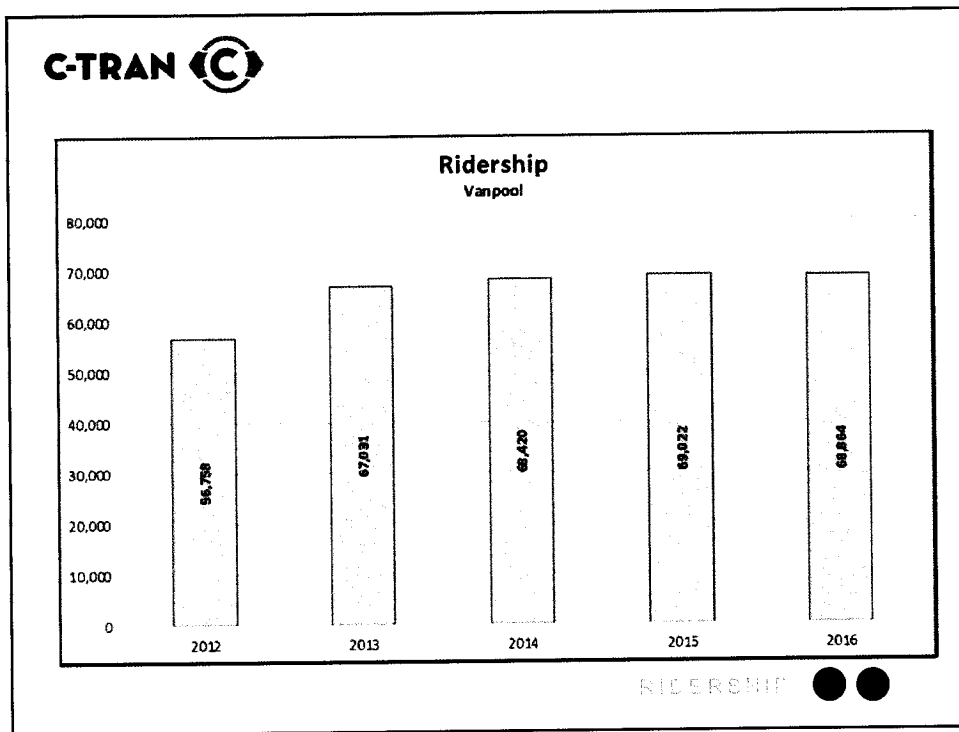
RIDERSHIP ● ●











● ●

Delta Park Operators Relief Facility



Current portable restrooms



DELTA PARK OPERATORS RELIEF FACILITY ● ●

Exhibit:

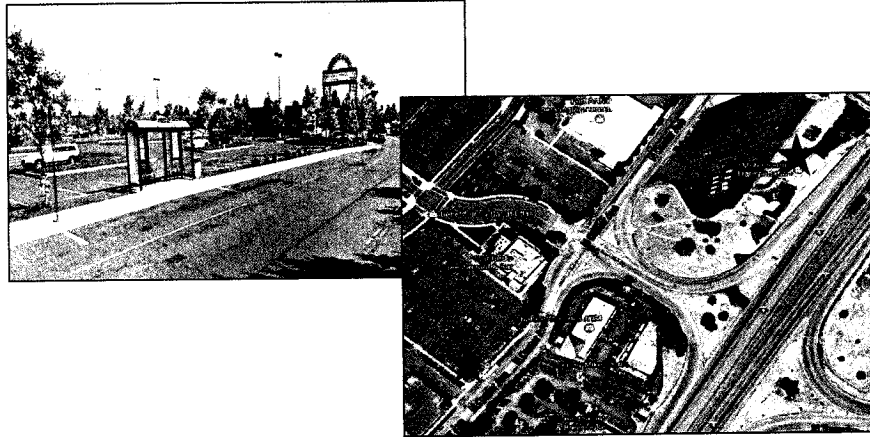
F

Meeting Date:

Received By:



Jantzen Beach



DELTA PARK OPERATORS RELIEF FACILITY ● ●



Considerations at Delta Park

- Legal requirements not met by current portable restrooms
 - Sink with hot and cold or tepid running water
- Year-round operation
 - Requires freeze protection
- Site limitations
 - No sewer economically viable connection
 - Proximity to rail lines
 - Existing landscaping water lines – no use in 10 years
 - Permitting requirements
- TriMet license agreement

DELTA PARK OPERATORS RELIEF FACILITY ● ●



PROPOSAL:

That the C-TRAN Board of Directors approves a contract with Conway Construction Company for the supply of a modular restroom building.

ACTION:

That the C-TRAN Board of Directors authorize the Executive Director/CEO to enter into a contract with Conway Construction Company for a modular restroom building at a cost not to exceed \$146,625.48.

DELTA PARK OPERATORS RELIEF FACILITY

