



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

**January 12, 2010**

The C-TRAN Board of Directors meeting was held Tuesday, January 12, 2010 at the C-TRAN Administrative Facility, 2425 NE 65th Avenue, Vancouver, Washington.

**CALL TO ORDER**

Chair Marc Boldt called the meeting to order at 5:31 p.m.

**PLEDGE OF ALLEGIANCE**

Chair Boldt led the Pledge of Allegiance.

**ROLL CALL OF MEMBERS**

PRESENT: Marc Boldt, Linda Dietzman, Michael Ciraulo as alternate for Bill Ganley, Jeanne Harris (arrived at 6:02 p.m.), Jim Irish, Tim Leavitt (arrived at 5:58 p.m.), Tom Mielke, Jeanne Stewart (arrived at 5:58 p.m.), Steve Stuart (arrived at 5:50 p.m.)

ABSENT: Bill Ganley

**CHANGES TO AND APPROVAL OF THE BOARD AGENDA**

No changes were made to the agenda.

**BOARD RESOLUTIONS**

1. PRESENTATION TO OUTGOING CHAIR JIM IRISH, BOARD RESOLUTION #10-001

Chair Boldt read the resolution.

LINDA DIETZMAN MOTIONED, MICHAEL CIRAULO SECONDED, AND MOTION CARRIED TO APPROVE BOARD RESOLUTION #10-001 RECOGNIZING JIM IRISH FOR HIS DEDICATED SERVICE AS C-TRAN'S BOARD OF DIRECTORS CHAIR FOR 2009.

Chair Boldt presented Board Member Jim Irish with a plaque and thanked Board Member Irish for his service.

## CONSENT AGENDA

1. APPROVAL OF BOARD DECEMBER 8, 2009 MINUTES
2. TRANSMITTAL OF CLAIM VOUCHERS NUMBERED 083320 THROUGH 083663 PLUS PAYROLL FOR DECEMBER, IN THE TOTAL AMOUNT OF \$4,177,465.57
3. CONTRACT AWARD – CUMMINS ISB ENGINE IN-FRAME REBUILDS, STAFF REPORT #10-001

C-TRAN purchased 2004 model Opus buses, which were put into service in May 2004. Currently these vehicles are at their FTA half-life of ten years. The engines in the Opus buses are Cummins ISB 5.9 liter small and midrange diesel. The duty cycle of these coaches is a heavy-duty application; therefore, at the time C-TRAN purchased the Opus bus fleet it was expected that engine rebuilds would be required around the mid-life of these vehicles. As expected, C-TRAN has experienced two engine failures and other engines are showing signs of internal wear as well (higher oil consumption, smoking, reduced fuel mileage). Repair costs for major engine failures are more expensive than a preventative maintenance engine rebuild. Staff believes it is prudent to perform the preventative engine rebuilds at this time. C-TRAN issued an Invitation to Bid (ITB) in *The Columbian* and *The Daily Journal of Commerce* on November 6, 2009. Eight ITB documents were sent to interested vendors, and three bids were received and publically opened at 3:00 p.m. on December 16, 2009. As part of the bid, the successful bidder will provide a 2-year 100,000-mile warranty on all parts and workmanship completed on each engine rebuild. This warranty will ensure C-TRAN's ability to utilize the Opus buses through the FTA defined service life of 10 years or 350,000 miles.

4. CONTRACT AWARD – EMPLOYEE ASSISTANCE PROGRAM (EAP), STAFF REPORT #10-002

The Employee Assistance Program is a benefit providing confidential counseling service, information, assessment, and referral to C-TRAN employees and their families. In addition, the Substance Abuse Professional services provided by the EAP are required by C-TRAN's Drug and Alcohol Program and the Federal Transit Administration. The current service contract expired November 20, 2009. To continue this program, C-TRAN issued a Request for Proposals (RFP) from interested providers on September 7, 2009. The RFP was advertised in the *Columbian* and *The Daily Journal of Commerce*. Eight RFP documents were sent to interested providers, and four proposals were received on October 1, 2009. A provision for an additional two years of EAP services, upon mutual agreement and satisfaction, has been included in the RFP. Any increase in fee for services for the additional years shall not exceed the local Consumer Price Index (CPI). Annual contract amounts are based on an employee census taken on November 1 of each year. Sufficient funds are included in each year's budget for the Employee Assistance Program.

5. PULLED FROM CONSENT AGENDA

6. CONTRACT AWARD – MICROSOFT OFFICE 2007 SOFTWARE PROGRAM, STAFF REPORT #10-004

The 2009-10 Budget includes funds for the upgrade of C-TRAN's office software environment. C-TRAN has been using Microsoft Office 2002, released by Microsoft in 1999. Over the last few years, this software has become inadequate and obsolete when corresponding with other government entities, regulatory agencies, and vendors. The challenge has been to decrease workload efforts and increase productivity when sharing of Office documents between these external entities. Staff has been gradually updating software programs over the past few months, with small-dollar enhancements that have assisted in increased productivity. In conjunction with these small upgrades, it is imperative that C-TRAN install the complete Microsoft Office suite 2007. The Microsoft Office suite is a critical business tool for C-TRAN in the creation and editing of documents, spreadsheets and email. Software programs and licensing to meet C-TRAN's need in upgrading the computer system to the most current Microsoft products are available through C-TRAN's Cooperative Purchasing Agreement with the State of Washington's Department of Information Services. Utilizing the cooperative purchasing agreement is the most efficient use of staff time and public funds, eliminating the need of advertising a solicitation document, and administrating the evaluation process for selection of a vendor.

JIM IRISH MOTIONED, LINDA DIETZMAN SECONDED, AND MOTION CARRIED TO APPROVE CONSENT AGENDA ITEM 1, 2, 3, 4, AND 6.

**CITIZEN COMMUNICATIONS**

1. KAREN E. FEULNER, ATTORNEY AT LAW, 401 E. McLoughlin Blvd., Vancouver, WA – Letter dated December 10, 2009, RE: Minority Report, East 17<sup>th</sup> Street/East McLoughlin Boulevard Light Rail Project.

**CITIZEN COMMENTS TO THE BOARD**

1. JIM KARLOCK, 3311 NE 35<sup>th</sup>, Portland, OR 97212 addressed the Board regarding Urban Issues relating to light rail transit. Mr. Karlock submitted a fact sheet and DVD, attached to these minutes as Exhibit A.

**PRESENTATIONS**

2. GRANTS UPDATE

Executive Director/CEO Jeff Hamm presented the update as outlined in a PowerPoint presentation, attached to these minutes as Exhibit B. C-TRAN is proposing two grant applications in the event a second stimulus package is approved. There are two categories of grants, with the first being Bus and Bus Facilities. Staff is recommending a

Regional Electronic Fare System Pilot, for a \$3.2 million grant request requiring an \$800,000 match. The second grant is for Urban Circulator Systems. Staff is recommending 4<sup>th</sup> Plain BRT Phase 1 funding for construction and vehicle purchase. The proposed grant request is \$7 - \$25 million in grant funds, requiring a \$2 - \$7 million match; however, funding would be contingent on a successful ballot measure.

Board Member Michael Ciraulo asked if C-TRAN would enter into a contract with TriMet that stipulates that if we change our farebox and software, they will follow our lead. Controller O'Regan advised C-TRAN is working with TriMet on a regional farebox approach however, a contract is not in place. Director of Maintenance & Technology John Hoefs added the proposed farebox technology has been available for some time and the smart card technology continues to evolve.

Executive Director/CEO Hamm added there are a couple of smart card models in the industry, and C-TRAN staff is leaning towards the Salt Lake City Utah model, where a debit card can be used rather than the agency having to issue a card.

Board Member Tom Mielke asked who would be responsible for the transaction fee if a debit card were used. Executive Director/CEO Hamm said additional analysis on those types of details still needs to take place and full analysis would be performed before any system is implemented.

Board Member Jim Irish stated he supports both of the recommendations of C-TRAN staff.

Executive Director/CEO Hamm advised it could take six months for the successful grant applications to be selected. If C-TRAN is successful, staff will come back to the Board to accept the grants.

JIM IRISH MOTIONED, STEVE STUART SECONDED, AND MOTIONED CARRIED TO APPROVE THE GRANT APPLICATIONS AS PROPOSED BY STAFF.

1. SPECIAL EVENT SERVICE, INFORMATION ONLY #10-01

Director of Operations Lynn Halsey presented the report. The 2010-revised budget assumes C-TRAN will provide a similar level of special event service in 2010 as provided in 2009. In 2009, major special event service included the Clark County Fair and five (5) Amphitheater events (four fewer than 2008) at a total cost of about \$99,500. C-TRAN did not provide service to the Fort Vancouver 4<sup>th</sup> of July celebration in 2009. Given C-TRAN's loss of sales tax revenue and the 5.3 percent reduction to regular service, C-

TRAN staff believes it is appropriate to consider increasing the special events fare. Ideas under consideration are the elimination of the group discount fare and charging C-TRAN's maximum fare of \$3.00 (one-way) for Amphitheater service. A specific proposal, consistent with FTA Charter Regulations, will be presented for the Board's consideration at a future Board meeting.

Director Halsey advised staff is proposing elimination of the group discount and an increase of the base fare. After further analysis is completed, staff will be returning to the Board with a recommendation on the fare. Director Halsey advised the only revenue that can be received for special event service is the fare revenue as no subsidy is allowed per FTA regulations.

Board Member Irish asked staff to provide statistics on ridership from the small special event services, such as the 2009 4<sup>th</sup> of July service for Ridgefield.

Board Member Steve Stuart asked staff to include in their analysis information on what marketing occurred and what other community events competed with the special event service.

Director Halsey advised staff would also be putting the Amphitheater on notice that it is not possible to provide special event service to the Amphitheater that competes with C-TRAN's peak service.

Staff is also looking at improvements to the fare collection for special event service. Board Member Steve Stuart suggested including pre-paid bus service be included with the purchase of the event ticket.

Board Member Tim Leavitt said there are two other community events that should be considered for special event service: Dozer Days and a 4<sup>th</sup> of July event in Vancouver. Board Member Irish added the American Veterans Wall will be in La Center during the summer of 2010 and C-TRAN will be asked to consider providing special event service.

#### **ITEMS FROM THE CONSENT AGENDA**

5. CONTRACT AWARD – INTERACTIVE VOICE RECOGNITION (IVR) TELEPHONE SYSTEM, STAFF REPORT #10-003

Director Hoefs presented the staff report. IVR is a phone system application that prompts callers with recorded messages and options and processes touch-phone keypad selections from these menus. The IVR responds to this input by providing appropriate information in the form of voice answer or provides a connection to a "live" operator. C-

TRAN's revised 2009/2010 budget and work program includes acquisition and implementation of a new IVR telephone system. For fixed-route customers, the system will provide automated transit bulletins and next scheduled bus information. C-VAN passengers will be able to confirm or cancel trips over the phone without speaking to a call center agent. In addition, Paratransit customers will receive a reminder of upcoming trips via a callback feature.

Board Member Tom Mielke asked what the life expectancy of the equipment is and the daily cost for operation of this technology. Executive Director/CEO Hamm advised the annual cost for contact maintenance is \$25,000; however, the technology will eliminate the need to hire additional staff (i.e. Passenger Service Representative). Director Hoefs added the technology addresses the issues of dropped calls, call volume, number of necessary phone lines, in addition to addressing staffing needs.

Board Member Jeanne Stewart asked if staff received references on the proposed technology. Director Halsey responded other systems that use this technology were contacted.

JEANNE HARRIS MOTIONED, LINDA DIETZMAN SECONDED, AND MOTION CARRIED TO AUTHORIZE STAFF TO ENTER INTO CONTRACT NEGOTIATIONS WITH TRAPEZE GROUP, ONTIRA COMMUNICATIONS, INIT, AND IBI GROUP FOR A TOTAL AMOUNT NOT TO EXCEED THE BUDGET OF \$475,000 (INCLUDING ANY APPLICABLE WASHINGTON STATE SALES TAX). ONCE THE CONTRACT TERMS HAVE BEEN AGREED UPON, THE C-TRAN BOARD OF DIRECTORS HEREBY AUTHORIZES THE EXECUTIVE DIRECTOR/CEO TO EXECUTE THREE CONTRACTS; IVR SYSTEMS TO MEET THE NEEDS OF THE PARATRANSIT AND THE FIXED-ROUTE OPERATIONS, AS WELL AS CONSULTATION AND PROJECT MANAGEMENT ON THE PROJECT.

## COMMUNICATIONS

### From The Chair

1. Election of 2010 Vice-Chair - This item was postponed until the February 9, 2010 Board Meeting.

### From The Board

Board Member Steve Stuart asked if it would be feasible to have a rotation of Operators or another source conduct fare enforcement on the #4 and #37 routes. Executive Director/CEO Hamm suggested C-TRAN staff come back to the board at a future meeting with a presentation

on fare enforcement efforts.

Board Member Steve Stuart asked if it is possible to increase the number of locations where bus passes can be purchased, including student passes. Executive Director/CEO Hamm said C-TRAN staff is very close to executing an agreement with a major grocery retailer to sell passes.

Board Member Jim Irish commended the efforts of C-TRAN bus drivers, particularly those on the Connector routes, for their efforts during the recent snow event. Board Member Irish said the Connector drivers went above and beyond to ensure passengers made their connections.

Board Member Leavitt provided an update on recent Columbia River Crossing (CRC) events. The Project Sponsors Council (PSC) did not whole-heartedly endorse project refinements, however the refinements result in \$260 million in cost cutting measures. Board Member Leavitt and Board Member Steve Stuart have been meeting with other local elected officials on how to continue to move the CRC project forward, with many discussions centered on the structure rather than the transit component of the project.

Board Member Leavitt said he will be serving as the representative for the City of Vancouver on the PSC, therefore, C-TRAN will need to provide a recommendation to the Governor on a replacement representative for C-TRAN.

Staff was directed to add a discussion on a recommendation for the C-TRAN PSC Representative to the February 9, 2010 Board agenda. Staff was further directed to add a CRC update to the February agenda. The update will be provided by Board Members Tim Leavitt and Steve Stuart.

Board Member Jeanne Stewart advised it is important that all decision making and agreement making discussions on the CRC project take place in an open public meeting. Board Member Leavitt advised no decisions are being made outside the public meeting setting.

Board Member Ciraulo updated the Board Members on Bill Ganley and advised Bill's fiancé will advise when he is ready to receive phone calls and visitors. Board Member Ciraulo can be contacted for further information.

From the Executive Director/CEO

1. Stormy Weather Story - Staff showed a video clip of a story aired by KOIN Channel 6 on C-TRAN's InstaChains.

2. Vanpool Fares – Executive Director/CEO Hamm advised staff will be bringing a proposal to amend the Vanpool fares to the Board at their February 9, 2010 meeting. When the Vanpool fares were original adopted, the estimates were based on 40 vans being in service; however, to date, only 10 vanpools are in service.
3. April 2010 Board Retreat – Staff is proposing the service of a facilitator be obtained to walk the Board and staff through a discussion of the C-TRAN’s 2030 Plan and the feedback that has been received through the outreach efforts. *The consensus of the Board was to use a facilitator for the retreat.*
4. CRC Technical Work on Downtown Alignments – Staff will be working with the City of Vancouver, CRC Staff, and the Vancouver Working Group to try and come to consensus on the alignment. C-TRAN staff will come back to the Board for a discussion after feedback from the Vancouver Working Group is obtained.

Board Member Steve Stuart said he would prefer C-TRAN discussions come after the City of Vancouver has made a decision. Executive Director/CEO Hamm said he wants to ensure the functional issues are include in the decision making process, but agrees with the city needs to address the issue first.

### **ADJOURNMENT**

The meeting was adjourned at 6:55 p.m.

Prepared By: Debbie Jermann