



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

July 14, 2009

The C-TRAN Board of Directors meeting was held Tuesday, July 14, 2009, at the Rose F. Besserman Community Room, Fisher's Landing Transit Center, 3510 SE 164th Avenue, Vancouver, Washington.

CALL TO ORDER

Chair Jim Irish called the meeting to order at 5:32 p.m.

PLEDGE OF ALLEGIANCE

Chair Jim Irish led the Pledge of Allegiance.

ROLL CALL OF MEMBERS

PRESENT: Marc Boldt, Linda Dietzman, Bill Ganley, Jeanne Harris, Tim Leavitt, Tom Mielke, Jeanne Stewart, Steve Stuart, Chair Jim Irish

ABSENT: None

CHANGES TO AND APPROVAL OF THE BOARD AGENDA

No changes were made to the board agenda.

PUBLIC HEARING

1. ADA TASK FORCE RECOMMENDATIONS; C-VAN COST CONTAINMENT STRATEGIES, STAFF REPORT #09-041

Director of Operations Lynn Halsey and Passenger Service Manager Walt Gordon gave the staff report. ADA regulations, increased demand and rising costs resulted in the C-TRAN Board of Directors instructing staff to investigate alternative ideas to provide service. As a means of comparison, C-TRAN Fixed Route costs \$4.35 per passenger boarding versus C-VAN cost per passenger boarding of \$33.65 (2007). C-VAN passenger demand grew 8.58 percent in 2007 and 8.0

percent in 2008. Demand in 2009 has dropped; however, future growth is impossible to predict given ADA regulations that require the transit authority to serve all eligible customers.

Given these facts, staff contacted people with disabilities, their advocates and agencies to participate in finding appropriate solutions to the problem. A group of citizen volunteers created what is known as the ADA Task Force to address the problem and make recommendations. The ADA Task Force in conjunction with staff support researched alternative methods of service, other community approaches and presented their draft recommendations to C-VAN passengers and the community at large. All active C-VAN customers were contacted and invited to attend a series of open houses to solicit feedback and suggestions. C-TRAN staff conducted twenty-six presentations regarding ADA Task Force recommendations, the C-TRAN website displayed the recommendations and recorded messages encouraged citizen participation. The result was the following recommendations:

- Establish a demonstration project to determine the feasibility of a senior/disabled shopping circulator bus
- Incorporate new technologies to improve service and maintain costs
- Increase outreach and travel training to encourage use of fixed route buses
- Maintain current door-to-door service criteria
- Change advance ride reservations from seven days to next day only. Increase availability of on-going subscription rides
- Use smaller vehicles to transport ambulatory customers
- Create mobility partnerships with non-profit agencies to assist with transporting C-VAN eligible customers
- Match C-VAN services to a person's capabilities
- Maintain reasonable time tables for fare adjustments and incorporate incentives to use the fixed route bus system
- Use taxi services to cover excessive demand
- Educate the public regarding C-TRAN/C-VAN funding

Chair Jim Irish opened the public hearing and advised those who wished to speak they would be allotted three minutes to make their comments.

JANET FLORES, 10400 NE 72nd Avenue, #31, Vancouver, WA said she has concerns whether the C-TRAN phone system would be adequate to handle the volume of phone calls that can be expected if a switch to next day scheduling occurs. Ms. Flores advised she does not work regular hours and she is concerned the call center will not be open when she has the opportunity to call and make a reservation for a next day ride. King County Metro allows reservations to be made up to three days prior and urged the board to consider a three-day call window for C-TRAN.

BOB SELLERS, 8011 NE 101st Avenue, Vancouver, WA stated he is representing himself as well as the C-TRAN Citizens Advisory Committee. Mr. Sellers advised substantial input from the community was received regarding the task force recommendations. Mr. Sellers advised there will be exceptions to the next day scheduling requirements, and in response to concerns of increased call volume, the changes will actually make the system more efficient, with reduced cost.

HARRY KIICK, 713 SE 139th Avenue, #137, Vancouver, WA stated he is representing himself and the ADA Task Force. Mr. Kiick advised he served as Chair of the ADA Task Force and thanked the task force members for their hard work. He also thanked the C-TRAN Board of Directors for taking the work of the task force seriously, and the citizens for providing input on the recommendations.

JENNY BAKER, 812 SE 136 Avenue, Vancouver, WA said she has been a C-VAN customer for six years and the majority of her rides are in the evening hours. Ms. Baker said she has concerns with the proposed next day scheduling because currently, her standing ride reservations can be made 3 months in advance. Ms. Baker suggested C-TRAN considering implementing a Clark College shuttle, similar to what is being considered for the shopping shuttle.

LATICE HARRIS, 106 NE Brandt, Vancouver, WA urged the Board to consider those who currently have standing ride appointments, the issue with Fixed Route Operators not able to leave the coach to assist riders (i.e. C-VAN riders who ride fixed route), sight impaired customers, and those who may have unexpected ride needs occur.

NICOLA ROGGENKAMP, 130th Street, Vancouver, WA said she is very appreciative of the C-VAN drivers and complimented the customer service provided for the C-VAN services. Ms. Roggenkamp urged the Board to maintain the current C-VAN service.

REMINGTON ROSCOE, 6213 Louisiana Drive, Vancouver, WA urged the Board to retain the current C-VAN service.

DOROTHY TOMLONS, 6505 NE 74th Court, Vancouver, WA said there are several people who attend her church that have special needs and utilize C-VAN service. Ms. Tomlons said she has concerns with the scheduling of pickup times of C-VAN compared to appointment times and said she has been picked up at 7:30 a.m. for a 10:00 a.m. appointment. Ms. Tomlons asked for consideration of a special shuttle bus for church services.

MICHELLE LUNDBERG, 9706 NE 88th Avenue, Vancouver, WA said for adult family home residents, the C-VAN service is their only means of transportation and asked the service remain unchanged.

CHRIS KEPPLER, 3700 X Street, #11, Vancouver, WA said he has concerns with the proposal for next day scheduling and questions the effectiveness of the change. Mr. Keppler advised he concurs with Ms. Tomlons, that there are issues with the pickup times for C-VAN services versus the actual appointment times.

NORM THOMPSON, 4100 NE 51st Street, Vancouver, WA thanked the C-VAN drivers and staff for the fantastic care and service they provide. Mr. Thompson cautioned the Board the next day scheduling proposal will not work for those who use the service multiple times each day.

SUE BUCHHOLZ, 10100 NE 7th St., Vancouver, WA said her son is a C-VAN rider and he tried to use the fixed route system however, his wheelchair flipped off the lift. While using C-VAN service, he witnessed another rider flip over backwards because the tie downs were not secure. Ms. Buchholz suggested the drivers receive more frequent safety training. Ms. Buchholz said she has concerns if other services are contracted out, how the contractors would be trained, and how C-TRAN would ensure safety for the wheelchair users.

CARL BUCHHOLZ, 10100 NE 7th Street, Vancouver, WA said he is a frequent rider of CVAN and would like the service to be safer.

ALICE GLESSNER, 1603 NE 141st Avenue, Vancouver, WA said the C-TRAN drivers are exceptional; however, she has had issues with the C-TRAN dispatch staff, and the scheduling of rides. One instance, Ms. Glessner said she had to stand in the rain and wind for an hour and a half and was ill by the time she arrived home. The C-TRAN dispatcher would not allow her to go to the Carl Jr. Restaurant to wait for her ride out of the weather.

DARLA HELT, 12903 NE 86th Street, Vancouver, WA said she is representing the Clark County Parent Coalition (parents of children with special needs) and expressed concern with access and how limited access to the services will affect rider independence. Ms. Helt said she trusts C-TRAN staff, however individual levels of functioning must be considered.

SHARON LEICHNER, 5015 NE 66th Avenue, Vancouver, WA expressed concern with appointment times and urged the Board to direct staff to monitor the next day scheduling for a week before a final decision is made.

LISA RASMUSSEN, (No Address Provided) advised she has concerns with the third party provider, particularly with the stress to the riders.

The Public Hearing was closed at 6:20 p.m.

Manager Gordon advised staff and the ADA Task Force have been studying the next day scheduling approach for three years. When a customer calls and makes seven days worth of appointments, that call can take 30 minutes or more. Customers calling and making one appointment at a time will take substantially less call center time. Seventeen percent of all ride reservations never take place, which results in a loss of staff time. Next day scheduling would eliminate a substantial amount of wasted resources and it would result in an estimated \$60,000 annual savings to the agency. Pursuant to ADA regulations, a ride request cannot be refused and the next day scheduling would provide the same level of service that is currently provided.

Board Member Steve Stuart thanked the ADA Task Force for their work on the project. Board Member Stuart asked if three day advance scheduling would be an option. Manager Gordon responded there are customers who qualify to make standing appointments.

Board Member Steve Stuart asked if the ADA Task Force considered three day scheduling. Manager Gordon responded three day scheduling does not result in the efficiencies realized with next day scheduling. The ADA Task Force analyzed service that would provide the most efficiency and still provide the same integrity and quality of service.

Board Member Jeanne Harris asked how customers who work late and arrive home after the call center has closed would be able to make their appointments for the next day. Manager Gordon said staff would evaluate call center hours and make adjustments if necessary. Software that is scheduled to be implemented in the near future will also allow scheduling and canceling of appointments 24 hours a day, 7 days a week.

Director of Operations Halsey advised an implementation plan would be developed and staff will work with the C-TRAN Citizen Advisory Board on various issues prior to implementation of next day scheduling.

Board Member Jeanne Stewart said she is concerned if the current phone system has the capacity to handle the scheduling change.

Board Member Tim Leavitt said a C-VAN ride costs \$33 and the users only pay 4 percent of the cost of the trip.

Board Member Bill Ganley asked if a road supervisor is on call during C-VAN service hours. Director Halsey advised most issues are handled through dispatch; however, field supervisors for fixed route are cross-trained to respond to C-VAN operations issues.

Board Member Harris said she would support a report back to the Board at 3 and 6-month intervals on how the program is working. Director Halsey stated prior to implementation, substantial public outreach will occur and staff will return to the board with a proposed implementation plan and schedule, including a process for resolving issues and concerns.

Board Member Jeanne Stewart asked how the call volume would be handled. Director Halsey said staff will look at ways the new software and creative use of staff time and shift scheduling can best be used.

JEANNE HARRIS MOTIONED AND MARC BOLDT SECONDED TO ADOPT THE ADA TASK FORCE RECOMMENDATIONS AND DIRECT STAFF TO BEGIN IMPLEMENTATION.

Board Member Steve Stuart stated he could not support the motion because he has concerns with those who may need to schedule rides after hours.

STEVE STUART MOTIONED AND TIM LEAVITT SECONDED TO AMEND THE MAIN MOTION TO POSTPONE IMPLEMENTATION UNTIL THE INTERACTIVE VOICE RECOGNITION (IVR) SYSTEM IS IN PLACE.

THE AMENDMENT PASSED UNANIMOUSLY.

THE MAIN MOTION AS AMENDED PASSED UNANIMOUSLY.

Chair Irish called a recess at 7:03 p.m.

Chair Irish reconvened the meeting at 7:12 p.m.

CONSENT AGENDA

1. APPROVAL OF BOARD JUNE 9, 2009 MINUTES
2. TRANSMITTAL OF CLAIM VOUCHERS NUMBERED 80733 THROUGH 81071 AND PAYROLL FOR JUNE 2009 IN THE TOTAL AMOUNT OF \$3,364,666.39
3. CONTRACT AWARD: LEGAL SERVICES - PUBLIC LIABILITY CLAIMS, STAFF REPORT #09-042

C-TRAN's current contract for Legal Services for Public Liability Claims will expire in July

2009. After receiving approval from the C-TRAN Board of Directors, staff issued a Request for Proposals (RFP) on May 6, 2009. The RFP was advertised in *The Columbian* and *The Daily Journal of Commerce*. Sixteen RFP documents were sent to interested firms, and three proposals were received on June 3, 2009. After the initial evaluation, the committee interviewed all three proposing firms and their references were verified. The response of the firms' representatives to interview questions was evaluated and scored. After careful evaluation, the committee selected Law, Lyman, Daniel, Kamerrer & Bogdanovich, P.S. as a well-qualified law firm for providing legal services for public liability claims.

4. CONTRACT AWARD: CONSTRUCTION OF TWO FREESTANDING CANOPY STRUCTURES (ARRA FUNDS), STAFF REPORT #09-043

C-TRAN requested and received funding through the American Recovery and Reinvestment Act (ARRA) for the purchase and installation of two freestanding canopy structures to be used for the cleaning, servicing or detailing of C-TRAN vehicles. On May 11, 2009, C-TRAN issued an Invitation to Bid (ITB) for two (2) Free-Standing Canopy Structures. The ITB was advertised in *The Columbian* and *The Daily Journal of Commerce*, as well as published at various plan centers in the Portland/Vancouver area. C-TRAN sent fifteen ITB documents requested by area contractors and other interested vendors. Four bids were received by the date and time due. The lowest proposed cost was submitted by JH Kelly LLC, Longview, WA. JH Kelly is appropriately registered with the necessary governing agencies for contractors doing business in the State of Washington and has a history of reputable relationships and satisfied customers in Clark County.

5. CONTRACT AWARD: ADA COMPLIANT BUS STOP IMPROVEMENTS (ARRA FUNDS), STAFF REPORT #09-044

C-TRAN requested and received funding through the American Recovery and Reinvestment Act (ARRA) for necessary improvements, meeting ADA regulations, at various bus stop locations. ARRA funding, combined with funds designated from C-TRAN's 2009-2010 budget are sufficient to complete the necessary improvements. On May 29, 2009, C-TRAN issued an Invitation to Bid (ITB) for ADA Bus Stop Improvements. The ITB was advertised in *The Columbian* and *The Daily Journal of Commerce*, as well as published at various plan centers in the Portland/Vancouver area. C-TRAN sent forty-three ITB documents requested by area contractors and other interested vendors. Two bids were received by the date and time due. The lowest proposed cost was submitted by Spring Hill Construction, Woodland, WA. Spring Hill Construction is appropriately registered with the necessary governing agencies for contractors doing business in the state of Washington.

6. SETTLEMENT AGREEMENT AND MUTUAL RELEASE; COST SHARING FOR 7TH AVENUE, STAFF REPORT #09-045

NE 7th Avenue and the 99th Street Transit Center at Stockford Village received a Temporary Occupancy Permit and opened for operation in November 2007. On December 9, 2008, C-TRAN received the Final Occupancy Permit for the project from Clark County,

and on January 13, 2009, the Board certified construction completion and released the contractor's bond to Emerick Construction. C-TRAN and HDTC representatives have negotiated their differences concerning the direct and indirect costs associated with the design, engineering, construction and construction management of NE 7th Avenue. Staff believes the proposed \$745,000 payment and accompanying Settlement Agreement and Release is the most practicable resolution at this time to the dispute over these attributed costs.

STEVE STUART MOTIONED, BILL GANLEY SECONDED, AND MOTION CARRIED, TO APPROVE THE CONSENT AGENDA.

CITIZEN COMMUNICATIONS

DON BRIGHAM, 4903 Plomondon St., #15, Vancouver, WA said he would like to thank C-TRAN and the City of Vancouver for keeping the streets clean during the winter storm and apologized for past remarks relating to C-TRAN staff.

RON SWAREN, 1543 SE Umatilla St., Portland, OR submitted Exhibit A - "Bus of the Future; Engineer Designs More Efficient, Quieter Bus", and Exhibit B - "Freeway Loop Study", prepared by the City of Portland Office of Transportation. Mr. Swaren questioned the impact of the Columbia River Crossing (CRC) project on the freeway loop and if there is an impact, why has this information not been disclosed by the Oregon participants in the CRC project.

SHARON NASSET, 1113 N. Baldwin, Portland, OR advised there is no record of decision available on how the CRC project study area became the CRC project area. Ms. Nasset said 70 percent of C-TRAN riders are outside of the bridge influence area and advised that light rail and bus rapid transit are not a requirement of the CRC project. Ms. Nasset said a supplemental DEIS for the CRC project is necessary.

MARGARET PHELAN, ATTORNEY AT LAW, 502 E. McLoughlin Blvd., Vancouver, WA said she has objections to the proposal for light rail on McLoughlin Boulevard. Ms. Phelan said on-street parking on McLoughlin would be eliminated resulting in negative impacts to numerous businesses. Patrons of businesses on McLoughlin would be forced to park in front of residential homes, affecting the homeowners. The proposed 17th Street alignment would retain more on-street parking as that alignment does not have to accommodate bike lanes and bus traffic. The 17th Street alignment would require fewer right-of-way takings, and cost less (McLoughlin right-of-way costs: \$4.4 million; 17th Street right-of-way costs: \$1.8 million). Ms. Phelan said the Vancouver Working Group voted to support the McLoughlin alignment (by one vote only) before they were provided information that all on-street parking on McLoughlin would be eliminated.

KAREN FEULNER, 4901 E. McLoughlin, Vancouver, WA said she is concerned the 17th Street alignment was not given adequate consideration and asked the C-TRAN Board to keep an open mind when the Vancouver Working Groups recommendation is heard. Ms. Feulner said the lack of parking would affect business on McLoughlin and affect the ability of property owners to rent properties on McLoughlin. Ms. Feulner said the concerns of the McLoughlin business owners and neighborhood residents have not been addressed.

JIM KARLOCK, 3311 NE 35th Ave., Portland, .OR submitted Exhibit C addressing the cost of the CRC project and tolls, and the cost per passenger mile on C-TRAN express bus service.

REY CABRAL, 2003 Todd Rd., #4, Vancouver, WA said he has concerns with the proposed placement of the terminus and the potential impact to the Veterans Administration if trees are removed. Mr. Cabral also noted bus drivers are not lowering buses to accommodate those who need assistance and urged additional driver training.

PRESENTATIONS

1. 20-YEAR TRANSIT DEVELOPMENT PLAN

a. 50 Year Vision Statement for C-TRAN

BILL GANLEY MOTIONED, JEANNE HARRIS SECONDED, AND MOTION CARRIED TO POSTPONE THE DISCUSSION TO A FUTURE MEETING.

b. Bus Rapid Transit Simulation

Director of Development and Public Affairs Scott Patterson presented a stimulation of bus rapid transit. Director Patterson advised the simulation was funded by RTC.

c. DRAFT 20-Year Plan with Preferred Alternative

Senior Manager of Development and Public Affairs Jim Quintana and Consultant Thomas Whittmann gave the staff report, as outlined in the PowerPoint presentation attached to these minutes as Exhibit D. Manager Quintana also submitted Exhibit E - System Map and Exhibit F - 20 Year Transit Development Plan Draft Recommendations and Implementation Schedule.

Board Member Steve Stuart asked if the new park and rides would have street level or structure parking. Mr. Whittmann said the proposal is for surface parking.

Board Member Tom Mielke left the meeting at 8:03 p.m.

Chair Irish asked if an expansion to bus rapid transit could be completed prior to the CRC project. Executive Director/CEO Hamm said funds dedicated to CRC could be allocated to another BRT corridor.

Board Member Bill Ganley advised he does not feel the economy is going to improve and C-TRAN needs to prepare for the worst. The plan should separate out the CRC funding.

Board Member Steve Stuart asked what public outreach process will be used. Manager Quintana responded the plan would be presented to community members in many forums, including open houses. Staff is recommending a November 2009 adoption.

Board Member Jeanne Harris said staff needs to be clear that due to the economy it may or may not happen in the proposed timeframe.

Chair Irish said a plan needs to be in place in the event there is a turn around in the economy. After public involvement, there could be changes to the plan and if so, the plan would need to go back out for further public involvement. The process should be:

- Take the plan to the public for input
- Modify the plan based on public comment
- Take the modified plan back to the public for further comment, confirming the public comments has been adequately address

Board Member Jeanne Stewart said she does not feel the voters will support a plan that includes high capacity transit (HCT).

Board Member Steve Stuart said the C-TRAN Board has promised the voters will have the opportunity to decide whether or not to support HCT and the C-TRAN Board should not take the right to vote on the issue away from the voters.

Board Member Bill Ganley said he was under the impression CRC would be a separate vote.

Executive Director/CEO Hamm said the 20 Year Plan is the first step in achieving the 50 Year Vision and the Board needs to discuss what the agency will look like in 20 years.

Board Member Leavitt said the public feedback from reviewing the 20 Year Plan may give the Board direction.

Chair Irish said he would like the public outreach meetings to be held in different areas of Clark County to ensure comprehensive citizen feedback.

Board Member Jeanne Stewart said C-TRAN needs to be careful our actions do not cause the public to lose confidence in C-TRAN or feel they are being undermined.

Board Member Steve Stuart suggested the phases of the plan be broader. Board Members Bill Ganley and Jeanne Harris concurred and Board Member Jeanne Harris added the plan needs to be flexible to change as necessary.

Executive Director/CEO Hamm asked the Board if the plan meets their vision.

Board Member Steve Stuart said yes and added he supports the direction given by Chair Irish for public involvement, providing two general phases without specific dates.

Board Member Jeanne Stewart said she feels it is premature to include CRC so early in the plan.

Board Member Marc Boldt said C-TRAN's number one mission is to provide bus service and he would like the agency to firm up bus service before moving forward with HCT. The plan should only address enhanced bus service through 2011.

Board Member Ganley said he would like to see other agencies 20 year plans, would like HCT to be addressed separately, and concurs with the Chair's public outreach plan.

Board Member Linda Dietzman said she concurs the plan should be taken out to the community for feedback.

Board Member Jeanne Stewart asked if the plan addressed boundary expansion or if that is the natural goal with 20 years. Executive Director/CEO Hamm said the formulation of the 20 Year Plan does not contemplate expansion beyond annexations.

2. COLUMBIA RIVER CROSSING HIGH CAPACITY TRANSIT (HCT) ALIGNMENT,
HCT Project Manager Leslie Klusmire and Consultant John White gave the update.

Board Member Ganley asked if C-TRAN would have input into the final approval of the alignment. Executive Director/CEO Hamm said C-TRAN, along with the City of Vancouver, will have final approval.

Board Member Steve Stuart asked when the Vancouver Working Group (VWG) minority reports on the alignment decision will be available. Manager Klusmire said the minority reports will be posted sometime after July 23.

Executive Director/CEO Hamm said staff will provide the Board an e-mail with dates of upcoming VWG meetings and information on VWG composition.

3. 2009/2010 BUDGET DISCUSSION, Executive Director/CEO Hamm and Controller Diane Coey gave the staff report and submitted Exhibit G - Actual Financial Information thru May 2009 and Checkbook; and Exhibit H - Proposed 2010 Fixed Route Service Reductions.

Board Member Steve Stuart said he will not support severely impacting routes and will not support service reductions when there are adequate reserves. If sales tax continues to drop, the Board can re-examine service cuts.

Controller Diane Coey advised some of the proposed service changes will result increase route productivity. Board Member Steve Stuart said previous productivity adjustments have ruined routes.

Senior Manager of Development and Public Affairs Jim Quintana went over the proposed fixed route service reductions.

Board Member Jeanne Stewart said she needs to see details (in writing) on the proposal, including assessment of the routes and why the changes are proposed.

Board Member Tim Leavitt said this is a chance to improve the public image of the agency and show we are continuing to be efficient; however, we do not want to trim service to the point we sacrifice ridership.

Board Member Marc Boldt left the meeting at 9:55 p.m.

Board Member Bill Ganley suggested a special meeting be called to address the budget and service adjustments. Board Member Jeanne Harris concurred and added staff feedback on cost saving measures should also be included as information for the special meeting.

Board Member Linda Dietzman concurred with convening a special meeting.

BILL GANLEY MOTIONED, JEANNE HARRIS SECONDED, AND MOTION CARRIED TO CONVENE A SPECIAL C-TRAN BOARD OF DIRECTORS MEETING ON WEDNESDAY, JULY 29, 2009 AT 5:30 P.M.

Executive Director/CEO Hamm reiterated staff will provide detailed information on the proposed service reductions by route, staff feedback, and analysis for 2011/2012 biennium budget analysis.

Board Member Linda Dietzman left the meeting at 10:13 p.m.

ITEMS FROM THE CONSENT AGENDA

No items were pulled from the Consent Agenda for individual consideration.

COMMUNICATIONS

From The Executive Director/CEO

Executive Director/CEO Hamm advised the amphitheater service for the Coldplay concert transported approximately 1,800 riders.

ADJOURNMENT

JEANNE HARRIS MOTIONED, JEANNE STEWART SECONDED, AND MOTION CARRIED TO ADJOURN THE MEETING.

The meeting was adjourned at 10:15 p.m.

Prepared By: Debbie Jermann