

Meeting Notes

Tuesday, April 17, 2018

4:30 p.m. – 6:00 p.m.

Members Present: Marian Anderson, Ali Caley, Chuck Frayer, Amy Gross, Pat Janik, Marjorie Ledell, Temple Lentz, and Donna Roberge

Members Absent: Linda O’Leary

1. Welcome and Call to Order: Marjorie Ledell opened the meeting and roll call was completed.

Approval of Agenda: The agenda was unanimously approved by the commission.

Approval of February 27, 2018 Meeting Minutes: The February 27, 2018 meeting minutes were approved unanimously.

2. Proposal to Revise Bylaws: The bylaws were unanimously approved by the commission.

3. Proposal to write a letter of support regarding the county’s complete streets ordinance: The proposal was unanimously approved.

4. Aging in Place Summit: Supportive Services update: The event was in March and well attended. No comments were discussed.

5. Area Agency on Aging & Disabilities of Southwest Washington (AADSWA) update: Pat Janik attended the Mar 21, 2018 meeting. There was a review of the past state legislative session. The budget that passed is favorable to the agency’s programs. The other item that passed was regarding necessary training for respite workers doing less than 300 hours/year. The amount of training was reduced, which will make it easier to get volunteers. There was also a presentation on the Aging and Disabilities Services Care Coordination Program. This is a volunteer program and it is showing reduced costs and improved individual health outcomes. There was also a report on a pilot project, Caring Beyond Healthcare, which connects patients and their families to community resources as they leave the Legacy Salmon Creek Medical Center. The results are showing reduction in patient readmissions, reduction in healthcare utilization, and cost savings.

6. Public Health Advisory Committee update: Amy Gross shared that the group is working on finding places where the Public Health Advisory Committee priority areas coincide with the Commission on Aging priority areas. So far, healthy communities and other health issues seem like areas where there is an opportunity for collaboration.

7. Presentation: Alternatives to Driving – C-TRAN Services

Shawn Donaghy, Chief Executive Officer of C-TRAN, discussed the agency’s current services and programs, the challenges transit providers face, and highlighted possible ways to increase both the safety and mobility of older people who use their services. An outline of his presentation follows:

- C-VAN provides approximately 246,000 boardings every year. Fixed routes serve roughly 6 million rides per year.

- Pictures of the Vancouver Bus Company, the old transit district in Vancouver, and a C-TRAN stop today were shown. While the equipment has changed, the desire and wish is the same.
- C-TRAN Mission and Values
 - Mission Statement: “Provide safe, reliable, efficient mobility choices” (2001). C-TRAN is currently revisiting its mission statement.
 - Are we just a transportation provider? We are so much more than a transportation organization. Employees are providing amazing service to this community with a dedicated elected group.
 - Four benchmarks for a successful public transportation organization:
 - Economic Development / Economic Support
 - Jobs Creation / Access to Jobs
 - Access to Education
 - Quality of Life
 - If we cannot think of at least two of these for any route change, then we are not doing our job.
- Brand Image
 - What does brand image mean to us?
 - What does our brand represent?
 - Who is responsible for our brand, and how?
 - Who sees our brand? Just customers?
 - Our Community, Our Promise
- System Planning
 - Creation of “Quadrants”: Highway 99, Fourth Plain, Mill Plain, and the external cities. C-TRAN will be assessing all of the services within each quadrant.
 - High Capacity Transit Corridors – Bus Rapid Transit (BRT). C-TRAN has seen a 40% increase in ridership on the Fourth Plain corridor since The Vine launched.
 - Service Hours Increase – C-TRAN is not increasing service hours until they can assess the efficiency of existing services. They want to make sure that increased hours are targeting the right areas and places.
 - Streamline Current Service
 - Mobility-on-Demand. Certain portions of the county are not serviced by C-TRAN. How do we partner with Uber, Lyft, and other transportation providers? C-TRAN offers fixed route, paratransit, connector service, etc. and they want to create a one stop shop for customers.
 - Frequency Between External Cities. Ridgefield, Camas, Washougal, and Battle Ground are growing and need better services.
 - C-VAN and Network Connectivity.
- Strategic Priorities – every time C-TRAN engages in a project, it needs to tie back to a strategic priority.
 - Safety & Security
 - World-class service and ridership
 - Fiscal Duty
 - Community & Governmental Stewardship
 - Our Team
- Clark County stats, Washington State Office of Financial Management
 - A chart showing a Clark County forecast for ages 50-80+, 2005-2030, shows increases in population for all age categories over 50.
 - The expected rate of growth in Clark County between 2005 and 2030 is as follows:
 - Age 0-19 – 36% increase
 - Age 20-49 – 29% increase
 - Age 50-59 – 23% increase

- Age 60+ - 158% increase.
 - From a planning perspective, system maps from 20 years ago to today are not that different, but the county is changing a lot and we need to do a better job managing service in line with the data.
 - For instance, one of the maps in the Age Readiness Plan shows transit accessibility for the aging population.
- Community Assistance
 - C-TRAN to Connect Senior Services (Community Transit Services)
 - In-Home Care.
 - Family Caregiver Support. How does C-TRAN help them get where they need to be?
 - Connectivity to Health Service Providers in the Area. The health field continues to grow throughout the county and riders need to have access to healthcare providers throughout the network.
 - Complete Streets – Stop and Travel Safety. Travel safety is a big issue. C-TRAN coordinates closely with county and cities and is aware it is an uphill run to fix existing issues.
- C-TRAN Service Area
- C-TRAN Services
 - Fixed Route Network Service. Backbone of C-TRAN services. There have been efforts to better connect C-VAN users to the fixed route system.
 - Commuter Service – primarily in/out of Portland.
 - Connector Service – takes place in Ridgefield, La Center, Camas and a little bit in Battle Ground. This is essentially a dial-a-ride service and needs to be better integrated into the system.
 - C-VAN Service. Many use the fixed route network.
 - Curb Service
 - Door-to-Door
 - C-VAN operators are amazing and develop a personal connection with their customers.
 - Shopping Shuttle. These shuttles run the 1st and 3rd Tuesday of the month and C-TRAN receives feedback that they need to run more frequently.
 - Travel Ambassadors and Travel Training Programs
 - Travel Training Program Helps Community Members:
 - Plan your trip
 - Pay your fare
 - Read and understand schedules
 - How to ride and recognize buses and stops
 - Transfer within the system
 - C-TRAN is currently looking to add travel trainers
 - Travel Ambassadors:
 - A great asset to our training program! Thank you!
 - Community advocates for C-VAN, fixed route network on behalf of the agency
 - Provide very specific feedback
- Service Improvements
 - How does someone get from their home to the nearest C-TRAN bus stop if it is too far to walk?
 - We are working on this through our mobility on demand project. We need to work at the areas we cannot get into right now and we need to

figure out how to get people to the fixed route network. Scott Patterson in the C-TRAN planning department is working on this.

- What are C-TRAN's programs that assist with senior mobility?
 - Travel trainers, the travel ambassador program, C-VAN, and the shopping shuttle all can assist with senior mobility. The goal is to have a one call/one click program and C-TRAN is constantly looking for opportunities to expand its network.
- What initiatives may C-TRAN want to take that would benefit the older county population that the commission could advocate for to the county council?
 - Universal design of all retail development. C-TRAN wants to be involved in economic development plans for cities to make sure our customers are taken care of. The most irresponsible public transit comes in after the fact. If we are at the table, we can have an impact on decision-making for riders and address concerns before the building happens. This ties into complete streets and sidewalks. These can be expensive and we want to share resources where possible and partner with anyone we can.
- We are starting to see new development along C-TRAN's bus rapid transit line (The Vine) and are aware planning is underway for its expansion along Mill Plain. Is C-TRAN expecting to see larger numbers of riders on The Vine because of the new construction? Is the same expected on Mill Plain?
 - Yes. Ridership is up due to the frequency of the bus service. There is a lot of economic development occurring along Mill Plain. Fisher's Landing is a good termination point for now, but it won't be the termination point longer-term. For instance, we need to address riders coming from Battle Ground area and east side of the county. Highway 99 is planned as the next BRT route after Mill Plain.
- How do people who live in rural areas, over a mile from the nearest C-TRAN stop, access transit?
 - Mobility on demand will be key. We are currently siloed into connector service, commuter service, fixed route and C-VAN. We just want to provide service. We need to make the network larger, more efficient, and faster. Things are moving fast. Technologically we are behind other transit systems. We want people to be able to pick up a phone or use an app to make this easier, provide real time info, one-stop shop, etc. Hop fast pass is here. There were a few bugs, but the interconnectivity between systems (C-TRAN, Tri-Met and the Portland Streetcar) has been good. In 2019, it will become available for C-VAN.

Questions/Comments from the commission with speaker's responses:

- **Could you provide examples of public-private projects?** Fisher's landing: C-TRAN is currently soliciting for a proposal for public-private development. C-TRAN would like to build in walkability and quality of life items into public transit. **Do public-private partnerships extend to Lyft, Uber, and organizations like that?** They can and we are working on that now.
- **I live off 192nd Street and C-TRAN stops at 164th. The development near 192nd will be huge when it is complete and we need public transportation assistance. What are C-TRAN's plans for that area?** Our goal is for the Mill Plain BRT to extend to 192nd or beyond. We are also looking at how far out we can extend the Fourth Plain BRT.
- **Many of the streets feeding onto Fourth Plain are in the low income districts that do not have adequate, safe sidewalks to get people to the nice, safe Vine bus stops. I would hope**

with Mill Plain, that that is part of the discussion. I am also concerned regarding school bus stops and safety in that area. I agree with that. When we look at stops, we are conscious of the focus on complete streets, especially by the I-205 interchange. That entire area is good for bus rapid transit, but not in its current condition. Mill Plain as a whole is concerning for the reasons mentioned. Regarding school children, there has been quite a big increase in student ridership because of the Opportunity Pass. 200,000 school rides since the last school year, which is higher than previously. **When talking about accessibility ten years ago, we were not thinking about seniors. We have made leaps and bounds in great ways. Getting our neighborhoods into these corridors is a big problem.**

- **Take us through your process when you find out there is going to be a huge new development coming. What is your process for getting started with that?** We approach it from a few angles. We want to know about the development ahead of time to better prepare for transportation needs. We have done a pretty good job but not to the level it can be. When we talk about where to put service, we are bound by the 2005 urban growth boundary area. There have been concerned citizens that say I'm in Vancouver why is there no C-TRAN service? It is because they're not in the urban growth area (UGA). We are getting to a point where we need to review our service from a UGA perspective. We can provide fixed route service in some areas, but if we do not know where that development is happening, then that's a challenge. We would like to be able to say that would be a good spot for a bus stop or a transit district to cluster some stops.
- **When talking about wanting to be at the table. What are some of the things that are or are not happening that we can help be aware of in development/planning that make things not transit friendly?** When we get involved late, then it just becomes a bus stop. If we are involved sooner and understand the layout and permitting, we would be in a better position to talk about cutouts in streets for safety and to look at other questions such as: is it safe to get to the stop? Is it a place you would be willing to wait for a bus?
- **I am interested in your comments about being involved in the front end of the planning process. Do you send staff to pre-application conferences with the city or county?** The jurisdictions do a good job giving us a heads-up on big projects. We can provide feedback on street design and how far the buildings are from the bus stop.
- **One of the concepts I learned early on is that people want to be able to wait with dignity. In my neighborhood, I see need for shelter. Walmart was mentioned, would they participate in building a bus shelter or is it all on C-TRAN?** This is new territory for C-TRAN. We have even considered if they should pull into the Walmart lot because of the amount of traffic. C-TRAN plans to add 130 new shelters in the system and there are things we think about such as: if I go east there is a nice shelter, but if I go west there is not. C-TRAN employees do quality assurance checks. They write down issues like good spots for shelters. We can't have shelters everywhere but we can be strategic about where they go.
- **I understand you have a way to punch in a stop number and find out when the bus is coming, what is the name of that app?** Ride Reminder is the name of the app and it gives you the scheduled bus time. We are working to get a real-time app build, that's in development.

Questions/Comments from the audience with speaker's responses:

- **I worked on The Vine and wanted to note a couple of things about planning with development: there are some developments where there are planned stations by future development. For instance, there is a Walmart that is planned to be a transit-oriented development. 78th avenue will be a mixed use complex and developers worked directly with the engineers on The Vine station to align with front door of the complex. I encourage the Mill Plain corridor Vine project to look for future opportunities to provide**

direct access and design into the system. Also, you had a slide from the Aging Readiness Plan. It doesn't show the barriers of getting to the stations. We had to make decisions like: either you don't put a stop where there are no sidewalks or you build the stop and try to work with the City on a future plan for sidewalk access. I believe there is a community development block grant program that can help fund some sidewalk projects.

- I was going by and stopped in and stayed for an hour because the presentation was fascinating and interesting, even after sitting on the C-TRAN board. I find the leadership you are presenting outstanding and I appreciate it and I know the entire community does. I heard a comment about larger developments in outer areas which are now urban. The intent is to have the larger densities within areas where you have other public services, but the need and demand have expanded past those boundaries and haven't quite caught up. We need land use planning with services for seniors in more combined senior housing with partial or full care. We're going to get in sync with all of this, so that the majority of multifamily living is within the boundaries because there are financial limitations of where C-TRAN can expand services.
- **Many buses are late, especially on the first of the month.** We see delays at peak time in the mornings and afternoons, for instance, there is a bottleneck at I-205. We are not sure how to adjust the schedule. We think the Mill Plain BRT will solve some of that, but not all of it. We are starting to see more traffic out there. When cars get off of I-5 and cause a back-up, we skip some Vine trips. We are working with traffic engineers to address these concerns.
- **Might you have larger font for seniors with vision problems?** Yes, we have our booklet under review and font size has been raised before. It is a good time to re-evaluate things like this to align with September service changes.
- **Is C-TRAN making aging in place a priority?** Yes, we prioritize every customer. We know there are specific issues impacting this group and we know it's growing.

8. New Business, Updates and Announcements:

- a. Clark County complete streets ordinance
- b. May 15, 2018 Commission on Aging Alternatives to Driving, Part II: Community Transit. Speakers will be Colleen Kuhn, Human Services Council and Kevin Chambers, Full Path Transit Technology.

9. Adjournment: Meeting adjourned at 5:40 pm

The Clark County Commission on Aging provides leadership and creates community engagement in addressing the needs and opportunities of aging.