

# C-TRAN, Vancouver, WA

## OPERATIONS AND COMMUNICATIONS CENTER

One of C-TRAN's most pressing infrastructure concerns is our cramped, outdated Operations & Communications Center, which is located in a portable building on our campus. The portable, erected in 2006, was intended to be a 10-year structure. C-TRAN houses a number of functions in this portable including: fixed-route and paratransit dispatch centers, operator report areas, training, safety, paratransit administration, service planning, fixed-route management, travel training, IT support staff, customer service, risk management and field supervision.



In addition to the obvious challenge—a deficit of space—the larger issue is one of safety. Vancouver is located in the Cascadia Subduction Zone, and the operations building is placed on temporary pilings. The 12,000-square-foot portable could not withstand an earthquake, and we have no emergency backup for our dispatch centers.

Because C-TRAN shares many of the challenges facing smaller transit agencies throughout the United States, we would like to take this opportunity to highlight a few of their stories:



<b>Metro Transit District</b> Santa Cruz, CA	<b>Public Transit Association</b> Iowa			
<p>"We are struggling. We are preparing to ask our Board to eliminate 25 percent of our fixed-route service, stranding potentially hundreds of customers, and having to lay off more than 40 employees. Our average age of fleet is 12 years. If we were in a good state of repair, it would be 6.5 years."</p>	<p>"65.47 percent of Iowa's public transit vehicles are over their federal useful life. The estimated cost to replace them is \$149,818,000."</p>			
<b>OATS</b> Columbia, MO	<b>City Utilities</b> Springfield, MO	<p>"In rural Missouri, we serve far fewer people than those in urban areas. However, many of those that we do serve literally have no other transportation options, besides going into a nursing home."</p>	<p>"The only way we could afford to purchase seven buses last year was to buy remanufactured 2001-02 buses. They have proved to be unreliable, so in an effort to find a creative, locally funded solution, we have actually exacerbated our problem."</p>	<p><b>AMTRAN,</b>                      Altoona PA</p> <p>Our fleet includes six buses that are more than 40 years old.</p>