

**BEN FRANKLIN TRANSIT
BOARD OF DIRECTORS MEETING MINUTES
Thursday, April 13, 2017 at 7:00 p.m.
1000 Columbia Park Trail, Richland WA**

1. Meeting called to order at 7:00 p.m.
2. Roll Call: MATT WATKINS (Chairman), BOB KOCH (Vice-Chairman), RICK MILLER, RICHARD BLOOM, LISA STADE, TERRY CHRISTENSEN, LISA STADE and NORMA NELSON. SHON SMALL, STEVE YOUNG and STEVE BECKEN excused,

Staff:

Gloria Boyce, Tony Kalmbach, Terry DeJuan, Tom Turner, Christy Watts, Dr. John Myers, Wendi Warner, Rob Orvis, Kevin Hebdon, Paul Singer, Patrick Roach, Legal Counsel, Linda Avalos, Amanda Para

3. **Pledge of Allegiance**

CHAIRMAN WATKINS invited the Board to lead those present in the Pledge of Allegiance.

4. **Citizens Public Comment/Introduction of Visitors**

CHAIRMAN WATKINS invited introductions of guests or public comment on any item not on the agenda.

No public comments or introductions were given.

5. **Approval of Agenda**

CHAIRMAN WATKINS called for a motion to approve the Agenda as presented.

ACTION: TERRY CHRISTENSEN made and RICK MILLER seconded a motion to approve the agenda. MOTION CARRIED UNANIMOUSLY.

6. **“Imagination Drives Transit” Art Poster Contest Recognitions**

CHAIRMAN WATKINS invited Christy Watts to introduce the winners. Ms. Watts gave an overview of the submissions, selection process and prizes. Renderings of the bus design were passed for review. Top three winners received a round of applause and individuals, and schools were presented with their respective prizes. Presentation photos were taken of the honoree, teacher and CHAIRMAN WATKINS.

1. Grand Prize Winners

3rd Prize – \$100 Amazon gift card for art supplies

Margot Massey - Mid-Columbia Partnership

Teacher: Julie Pasma, received \$250 Amazon gift card for the school

2nd Prize – \$250 gift card for art supplies

Emma Shaffer - Southridge High School

Teacher: Corrine Lechelt \$250 gift card for the school

1st Prize – New bike
David Olvera - Kennewick High School
Teacher: Suzy Ard \$500 gift card for art supplies for the school

CHAIRMAN WATKINS invited Ms. Watts to inform all in attendance what will be done with the art submissions. Ms. Watts stated that Ms. Boyce will visit the school with the bus featuring their design, along with the calendars to hand out to the top 16 students and staff. Dates TBD. Ms. Watts then recognized all calendar winners:

2. Calendar Spot Winners

Tyger Jones - Enterprise MS	Jamie Hamilton - Three Rivers HS
Kaelee Marschke - Southridge HS	Drew Huff - Pasco HS
Adrian Valencia -New Horizons HS	Mathew Famer - Three Rivers HS
Kevin Tatunay - Southridge HS	Madeline Whiting - Prosser HS
Adi Aguirre - Pasco HS	Mikaila Bardessono - Prosser HS
Litzzy Rivera - Southridge HS	Ella Freeman - Southridge HS
Carina Mia Cardon - Pasco HS	

CHAIRMAN WATKINS stated on behalf of the Board, his thanks to all students for providing artwork for the competition and for Ben Franklin Transit to share with the great Tri-City region. An open invitation to depart was made for all those in attendance for the recognitions.

7. Retirement Recognitions

CHAIRMAN WATKINS called on Paul Singer, Senior Operations Supervisor, for introduction.

A. Resolution 14-2017 – Duane Ostlund, Coach Operator
April 25, 1994 – January 26, 2017

1. Paul Singer presented an overview of Duane Ostlund’s career at BFT. Duane Ostlund has served BFT and our community well in the capacity of Coach Operator for almost twenty-three (23) years. Duane was a twenty-one year recipient of the National Safe Driver Award; a remarkable accomplishment. Duane performed his duties with excellence, and tenacity always striving to do his job to the best of his ability. Duane, we will miss you, best wishes to you in your retirement!

B. Resolution 13-2017-Nick Ochoa, Coach Operator
January 20, 2007-March 18, 2017

1. Paul Singer presented an overview of Nick Ochoa’s career at BFT. Nick Ochoa has served BFT and our community well in the capacity of Coach Operator for the past ten (10) years. Mr. Ochoa was a seven-year recipient of the National Safe Driver Award; well done Nick. Nick served Ben Franklin Transit with dignity and honor, he was an excellent employee and a privilege to have on the Fixed Route team. Thank you for your service to Ben Franklin Transit and our community, it has been a pleasure having you on our team for the past 10 years, best wishes to you in your retirement!

C. Resolution 15-2017 – Michael Brashear, Coach Operator
January 20, 2007 – January 24, 2017

1. Paul Singer presented an overview of Michael Brashear’s career at BFT. Michael Brashear has served BFT and our community well in the capacity of Coach Operator for ten (10) years. Mike

was a six-year recipient of the National Safe Driver Award; well done Mike. Mike Brashear performed his duties with quiet excellence, never wanting to be the center of attention and always striving to do his job to the best of his ability. Mike, thank you for your service to Ben Franklin Transit and our community for the past 10 years, best wishes to you in your retirement!

Paul Singer stated all will receive a lifetime bus pass and certificate of commendation later as no retirees were in attendance. CHAIRMAN WATKINS called for a motion to approve Resolution 13-2017, 14-2017, and 15-2017

ACTION: RICK MILLER made and RICHARD BLOOM seconded a motion to approve Resolution 13-2017, 14-2017, 15-2017 as presented. MOTION CARRIED UNANIMOUSLY.

8. Board Committee Reports

A. Planning & Marketing Committee, RICHARD BLOOM, Chair

No report, meeting was cancelled.

B. Operations & Maintenance Committee, RICK MILLER, Chair

No report, meeting was cancelled.

C. Administration & Finance Committee, STEVE BECKEN, Chair

No report, meeting was cancelled.

9. Consent Agenda (Any item is open for discussion at Board or Public Request)

- A. Approval of March 9, 2017 Board Meeting Minutes
- B. April Voucher Summary

March 2017 vouchers audited and certified by Ben Franklin Transit’s auditing officer as required by RCW 42.24.080, and those expense reimbursement claims certified as required by RCW 42.24.090, have been recorded on a listing, which was emailed to the Board members on 4/6/2017.

Payroll

Check Register Number	Check Number/ Number	Date of Issue	In the Amount	
505-17	78906 78930	3/3/2017	359,059.18	Payroll
506-17	78931 78956	3/17/2017	368,758.80	Payroll
507-17	78957 78985	3/31/2017	387,548.08	Payroll

Total \$1,115,406.06

Non-Payroll Vouchers

Check Register Number	Check Number/ Number		Date of Issue	In the Amount	
124-17	63892	63942	3/3/2017	142,707.46	MDSE
125-17	63943	63943	3/3/2017	1,002.75	MDSE
126-17	63944	63948	3/6/2017	16,464.06	MDSE
127-17	63949	63954	3/6/2017	77,354.51	MDSE
128-17	VOID	61934	3/7/2017	(100.00)	VOID
129-17	63955	63955	3/9/2017	334.25	MDSE
130-17	VOID	63670	3/9/2017	(5,250.00)	VOID
131-17	63956	64035	3/10/2017	306,691.86	MDSE
132-17	ACH Transactions		3/10/2017	412,087.71	ACH TRANS
133-17	64036	64114	3/13/2017	1,187,506.56	MDSE
134-17	64115	64125	3/20/2017	29,007.26	MDSE
135-17	64126	64128	3/23/2017	95,613.48	MDSE
136-17	64129	64161	3/28/2017	174,907.24	MDSE
137-17	VOID	64117	3/20/2017	(358.58)	VOID
138-17	64162	64162	3/29/2017	99,540.84	MDSE
139-17	64163	64202	3/31/2017	31,315.97	MDSE
140-17	ACH Transactions		3/31/2017	476,516.93	MDSE

Total \$ 3,045,342.30

Check register numbers 505-17, 506-17, 507-17 and 124-17 to 140-17

In the total amount of:

\$4,160,748.36

CHAIRMAN WATKINS read aloud the items on the Consent Agenda. He called for a motion to approve the Consent Agenda as presented.

ACTION: TERRY CHRISTENSEN made and RICHARD BLOOM seconded a motion to approve the Consent Agenda as presented. MOTION CARRIED UNANIMOUSLY.

(BFT Board Standing Committees Recommended Approval of Consent Items to the Full Board of Directors)

10. Action Items

A. Resolution 16-2017 – Vanpool “Spring into Summer” Promotion

Terry DeJuan, Rideshare Manager, presented Resolution 16-2017 and provided a brief background on the Vanpool “Spring into Summer” Promotion. In May 2016, the Ben Franklin Transit (BFT) Rideshare Program introduced the Vanpool “Spring into Summer” promotion to increase Vanpool participation. The promotion gave a 50% discount on the Vanpool groups fares for the first three months of operation. Groups had to be new starts and made up of at least 50% new users to the BFT Vanpool program. This program was approved by the Board at the April 14, 2016 BFT Board of Directors meeting. The 2016 “Spring into Summer” promotion saw twelve new groups start with seventy-seven new users. New users were defined as someone that hadn’t participated in the Vanpool program six months prior to joining a new group. Nine

of the new groups remain in service today and forty-three of the seventy-seven new users continue using vanpool. Twenty-four of the users currently no longer using vanpool were part of two closed vans traveling to agriculture related work at a specific worksite. The promotion was successful as 75% of the vans started and 56% of the new users were retained as of March 2017. Vanpool staff believes once a user participates in the program, they quickly learn the benefits and continue to use it. The “Spring into Summer” promotion allows new users and groups to try the program with a reduced financial risk.

Additionally, it is staff’s recommendation for the BFT Board to approve the “Vanpool Spring into Summer” promotion and authorize the General Manager to offer the promotion annually at her discretion.

CHAIRMAN WATKINS asked what the anticipated discounted fares are.

Terry DeJuan referred to the memo, stating Vanpool staff believes offering the promotion for two months instead of three will have the same positive result but reduces the amount of discounted revenue. In 2016 it is estimated that \$10,687.50 in fares were discounted. Reducing the promotion to two months using the same estimated numbers, the agency would have discounted fares by \$7,125.00, a difference of \$3,562.50.

CHAIRMAN WATKINS opened the floor for additional questions, or discussion.

RICHARD BLOOM asked if this promotion will be presented at the Hanford Fair and Expo.

Terry DeJuan stated with the Board’s approval, all resources are in place to present to the public immediately, including the Hanford Expo.

CHAIRMAN WATKINS called for a motion to the resolution.

ACTION: RICHARD BLOOM made and TERRY CHRISTENSEN seconded a motion to approve Resolution 16-2017 – A resolution establishing the Vanpool “Spring into Summer” Promotion. MOTION CARRIED UNANIMOUSLY.

(BFT Board Standing Committees recommended approval of Action Items to the Full Board of Directors)

11. Discussion/Information Items

A. Citizens Advisory Network (CAN) Update- *No report*

CHAIRMAN WATKINS asked whether applications have been received. Christy Watts, Customer Service and Marketing Manager, stated the applications have been sent to the General Manager for review, but that they were hoping to receive a few more key role applications, such as members from sustainable living groups, as well as a student. Upon GM approval, applications will advance to Admin and Finance Committee meeting, followed by approval vote at Board meeting. The CAN will not meet until 9 members have been confirmed and approved.

CHAIRMAN WATKINS asked Ms. Watts if she anticipated this to advance by the next Admin and Finance Committee meeting, she stated this would be up the Ms. Boyce, BFT GM.

B. Leadership 360 Covey Training

Brandi Roske, HR Analyst stated in February 2014 the Board of Directors adopted the Strategic Plan. One of the three primary objectives: Implement Succession Planning, Leadership Development, and Measures

to Address Upcoming Attrition. In October 2015, the Board of Directors approved FranklinCovey's *7 Habits of Highly Effective People* program. Historically, professional development training efforts have reached less than 6% of staff. Upon program completion, professional development training will increase from 6% to 100%.

The *7 Habits* program has been delivered to the agency in a phased approach.

Phase 1: Focused on the Executive Management Team. Training began on April 13, 2015. Training was provided by Andy Cindrich, one of FranklinCovey's Senior Leadership Consultants. EMT staff had multiple one-on-one coaching sessions with Andy and they completed the coursework on April 1, 2016

Phase 2: Focused on Senior & Mid-Level Management. Training began on September 17, 2015. The training was also provided by Andy Cindrich and they also had multiple one-on-one coaching sessions with Andy. They completed the coursework on September 2, 2016.

Phase 3: Focused on selecting three in-house employees to become certified and trained on the *7 Habits Foundation* program.

These three in-house employees are Nic Armstrong, Mechanic, Neal Dizmang, Coach Operator and myself. We started the certification process in February 2016 and became officially certified in April 2016.

We partook in the *7 habits* program coursework along with the Senior & Mid-Level Management.

We began training employees on the *7 Habits Foundations* on May 5, 2016. We have had a total of 12 classes. Each class consists of 12-16 employees cross-mixed from all departments to break down the silo's in the departments. As of today, we have trained 165 employees leaving 65 employees left to train by the end of the year.

Phase 4: Will focus on providing further development courses such as FranklinCovey's *4 Disciplines of Execution* and *Leading at the Speed of Trust* and can be attended by all BFT employees. These courses are designed to reinforce Covey principles and enhance personal and professional leadership skills and accountability. These courses will take place in 2018 and carry through to 2019.

Besides training, the implementation of the *7 Habits Ongoing Program* includes:

1. A Covey Feedback Forum where employees can email, write or share feedback, improvement and recognition
2. Every month or two Gloria sends Monthly Newsletter with a section that focuses on Covey
3. Weekly Covey Quotes are emailed to staff & posted on the reader boards in each of the buildings
4. Covey Principles have been integrated into Annual Performance Goals
5. Every Friday, Admin Staff has a 15-minute huddle that specifically focuses on Covey
6. Covey is integrated into all phases of planning, implementing and finalizing large projects such as the new service plan and installing the integrated technology on buses
7. At the Monthly Manager's meetings, the In-House Covey Facilitators keep the team focused by working on the suggested improvement's and by giving the managers monthly goals. March's goal was to work on Habit 1, specifically "focusing on your circle of influence"

Ms. Roske invited the Board to participate in the one-day Covey training and asked the Board if they had any questions.

Discussion was held briefly discussing implementation, follow-up and completion rate.

CHAIRMAN WATKINS stated he would like to attend a training day and reiterated his support of the program, and thanked HR for their efforts citing the noticeable positive changes he has seen.

C. 2017 Quarter 1 Operations Report

Tony Kalmbach mentioned the 2016-2017 extreme inclement weather as he reviewed ridership for Fixed Route, Dial-A-Ride, Taxi Service, and Vanpool. Community events and Outreach events were discussed:

Community Events and Outreach

- Jan 17 – Polar Bear Plunge
- Feb 15 – Lakeview Community Outreach
- Mar 22 – Tierra Vida Community Outreach
- Mar 28 - Division of Vocational Rehabilitation Transition Conference
- Mar 29 – Work Source Spring Employment Fair

Winter weather survey comments, media coverage and social media recognition for efficient winter service and troubleshooting were noted:

Media Coverage

- Jan 4, 2017 – KEPR: Ben Franklin Transit Runs Around the Storm
- Jan 11, 2017 – KNDU: Ben Franklin Transit Provides a Special Kind of Backup for Police and Fire Crews
- Jan 11, 2017 – KNDU: Winter Challenges for Ben Franklin Transit
- Jan 17, 2017 – KVEW: Ben Franklin Transit prepares for Freezing Rain
- Mar 17, 2017 – KVEW: Ben Franklin Transit Celebrates Driver Appreciation Day

12. Staff Reports & Comments

A. Legal Report

Patrick Roach, Legal Counsel, stated there are no new legal matters to bring to the Board's attention. However, an Executive Session will be held pursuant to RCW is 42.30.110 sub-section (1) sub-section (g).

B. Financial Report

Kevin Hebdon, Administrative Service Manager, stated operating revenues through February are on track, operating expenditures are under budget, and capital funds remain strong. Other PTBA information is not currently available on the Department of Revenue's website. Financial were included in the Board packet, and were discussed in detail at the Admin and Finance committee meeting.

CHAIRMAN WATKINS asked what the current is the interest rate for BFT's investments. Mr. Hebdon stated the LGIP is currently earning 70 base points.

C. General Manager's Report

Federal: Gloria Boyce reported that she, DIRECTOR BLOOM, DIRECTOR STADE, and Jerry Otto attended the APTA Legislative Conference in Washington D.C. following last month's meeting. Along with Lobbyist Dale and Paul, they visited with Senator Murray and her staff as well as the Washington State Transportation Association's Delegation. Additionally, the group met with Senator Cantwell's and Representative Newhouse's staff. Board members received a copy of the Legislative brochures. The message was to restore bus and bus facilities' monies. With the recent change in administration, strategic planning focused on how to fund the \$9 billion deficit for transportation projects and was discussed at all levels during the conference. Upon return home, it was announced that \$2.3 billion had been cut from the Capital Improvement Grant program. BFT is not affected by this currently, however, 7 WA agencies are. In other news at the state level, the allowable bike rack length will be extended this month.

Operations: This month included 5 accidents, but no major injuries. One VanPool vehicle hit an elk on 4/12. Ms. Boyce reminded the Board that safety is our main priority. We are operating safely and are on high alert for anything that can further help our operators be alert and prepared.

March 17th was Operator Appreciation Day. Plaques were placed in all buses.

Moving forward, June 21st will be the final WSTIP Claim Jumper Golf Tournament here in Richland.

In the community, we have been busy reviewing the masterplan for Kennewick, and worked with WSDOT on the corridor initiatives for 395, 240 and 224.

We will be attending the Hanford Expo to advertise the Vanpool program and Fixed Route tech changes, and we will participate in the senior trade show. Ms. Boyce then opened for questions.

DIRECTOR BLOOM asked if the Rear-End accidents were all en route to Hanford. Terry DeJuan, Rideshare Manager, stated one happened on Aaron Drive/ George Washington Way, one on N. Stevens Drive, and yesterday's (4/12) was the elk crossing North of the Wye Barricade.

13. Board Member Comments

A. NORMA NELSON

- i. No mediation meeting on 3/23, should meet on 4/20
- ii. Congratulations Christy! Happy travels and Happy retirement.
- iii. Please excuse on 5/13

B. LISA STADE

- i. Debating on Land to buy or not.
- ii. Congratulations to Christy. DIRECTOR STADE invited Christy Watts to make remarks considering her impending retirement (4/14).
 - Christy Watts, Customer Service and Marketing Manager, shared her vision for her retirement, including potential run at city council, starting a small business and lots of fishing and travel.

C. BOB KOCH

- i. Congratulations to Christy on your retirement.

D. CHAIRMAN WATKINS

- i. Great media report on potholes, and commended the trolley in the background shot.

E. RICK MILLER

- i. Congratulations Christy on your retirement.

F. RICHARD BLOOM

- i. APTA conference was insightful, heavily populated by democratic legislatures who feel it will be hard on their pet projects. Rail is likely most affected. No specific hits to WA.

G. TERRY CHRISTENSEN

- i. There is a lot of work to do on infrastructure with no funding in place.
- ii. Congratulations Christy!

CHAIRMAN WATKINS opened for public comments, to which there were none.

14. Next Meeting – Thursday, April 13, 2016 at 7:00 p.m.

1000 Columbia Park Trail, Richland WA

15. Executive Session

CHAIRMAN WATKINS announced at 8:50 p.m. that the regular meeting would recess into Executive Session for thirty (30) minutes following a five (5) minute break.

CHAIRMAN WATKINS announced at 9:25 p.m. that the Executive Session would extend for an additional thirty (30) minutes.

CHAIRMAN WATKINS announced at 9:55 p.m. that the Executive Session would need an additional fifteen (15) minutes.

CHAIRMAN WATKINS reconvened the regular BFT Board of Directors Meeting into Open Session at 10:13 p.m. He thanked everyone for their patience in waiting for the additional time extensions needed to complete the Executive Session.

- A. ACTION: RICHARD BLOOM made and LISA STADE seconded a motion to approve Resolution 17-2017 – a resolution adopting the Collective Bargaining Agreement between Ben Franklin Transit (BFT) and Teamsters Local 839 representing mechanics and maintenance workers. MOTION CARRIED UNANIMOUSLY.

16. Adjournment

CHAIRMAN WATKINS adjourned the BFT Board of Directors meeting at 10:16 p.m.

Meeting recorded by:
Amanda Para, Executive Assistant, Interim Clerk of the Board
April 13, 2017