

**BEN FRANKLIN TRANSIT
BOARD OF DIRECTORS DRAFT MEETING MINUTES
Thursday, July 14, 2016-7:00 p.m.
1000 Columbia Park Trail, Richland, WA**

1. Meeting convened at 7:00 p.m.

2. Roll Call: MATT WATKINS (Chairman), BOB KOCH, RICK MILLER, STEVE YOUNG, LISA STADE, JEROME DELVIN, NORMA NELSON, STEVE BECKEN, RICK BLOOM

Staff: Celeste Langlo, Rose Livingston, Christy Watts, Kevin Sliger, Katherine Ostrom, Rob Orvis, Tom Turner, Julie Thompson, Tony Kalmbach, Gloria Boyce, Michaela Dimas, Traci Brown, Brooke Follett.

Visitors: Austin Neilson, CAC Representative

3. **Pledge of Allegiance**

CHAIRMAN WATKINS invited STEVE YOUNG to lead 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.

Michaela Dimas introduced Brooke Follett who will be covering the Executive office, while she is out on medical leave.

CHAIRMAN WATKINS introduced Mayor STEVE YOUNG.

Mayor STEVE YOUNG introduced himself to the Board, public and staff stating he will be replacing Director PAUL PARISH as representative of City of Kennewick on the BFT Board of Directors.

5. **Approval of Agenda**

CHAIRMAN WATKINS stated that item 11C has been pulled from the agenda.

ACTION: STEVE YOUNG made and BOB KOCH seconded a motion to approve the agenda.
No discussion. MOTION PASSED UNANIMOUSLY.

6. **Employee of the Year Recognition**

A. Resolution 35-2016 – Stanley Strand, BFT Operator of the Year, per approved Resolution 35-2016 dated June 9, 2016

Gloria Boyce, General Manager, stated Stanley Strand was unable to attend last month and we would like to publicly recognize his accomplishments. Ms. Boyce read from the Resolution stating Stanley Strand, Coach Operator/Trainer, has been with BFT for thirty-three (33) years, and is a twenty-seven (27) year recipient of the National Safe Driver award. He represents what BFT stands for by providing excellent customer service to all of his passengers. He is one of the most dependable and ethical employees, with an excellent work ethic and truly is a model of dependability. Stanley is a wonderful Trainer; he makes the

learning process fun and refreshing. It is clear that he is instilling the importance of great customer service and safety to all of his students. Stanley is an exemplary person, he is kind, courteous, helpful, and is generous with his time no only in-house, but also outside of work where he volunteers his time and resources. BFT would like to thank you for your many years of great service, safety, and loyalty. Congratulations!

7. Retirement Recognition

- A. Resolution 45-2016 – Celeste Langlo, Customer Service Representative
June 23, 1997 – June 17, 2016

Christy Watts, Customer Service Manager, read from the resolution and stated Celeste began her career at BFT on June 23, 1997 as a Customer Service Representative. The effective date of retirement was July 1, 2016. During those years, Celeste answered approximately 154, 000 customer calls to give nearly as many customers route and schedule information. She helped in many departments and went beyond to meet our customer's needs. Celeste was an exemplary employee and a privilege to have on our team. Celeste performed her duties with excellence, and always strived to do her job to the best of her ability. Celeste, we will miss you. Congratulations on your retirement!

Celeste Langlo was presented with a certificate, lifetime bus pass, and received both congratulations and a round of applause from those in attendance.

ACTION: BOB KOCH made a motion to approve Resolution 45-2016, Celeste Langlo Retirement, and RICHARD BLOOM seconded. No discussion. MOTION PASSED UNANIMOUSLY.

CHAIRMAN WATKINS stated the recognitions and retirements is a staple of transit and knows that we all appreciate the wonderful service you provide and years of service, you provide. Thank you all.

8. Board Committee Reports

- A. Planning & Marketing Committee

RICHARD BLOOM, Chair, stated PAUL PERISH did attend the meeting. He presented an overview of the items discussed. The notes of the meeting were included in the packet.

- B. Operations & Maintenance Committee

Meeting was cancelled, no report.

- C. Administration & Finance Committee

STEVE BECKEN presented an overview of items discussed, an RFP for the Integrated Onboard Technology System Project, the vision for the 2016 capital budget, award of Lobby Services to Gordon Thomas Honeywell, and report on the Citizens Advisory Committee review recommendations.

9. Consent Agenda

- A. Approval of July 14, 2016 Board Meeting Minutes

9. Consent Agenda continued ...

- B. Payroll Voucher Summary
- C. Resolution 46-2016 Approval of the 2016-2021 Transit Development Plan (TDP) and Program of Projects
- D. Resolution 47-2016 – Authorize the General Manager to Release a Request for Proposal for the CSPS Implementation Services for Revised Bus Routes
- E. Resolution 48-2016 – Authorize the General Manager to enter into contract with Gordon Thomas Honeywell Governmental Affairs for Federal Lobbying Services

ACTION: BOB KOCH made a motion to approve Consent Agenda, items A-E and LISA STADE seconded. No discussion. **MOTION PASSED UNANIMOUSLY.**

June 2016 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 July 8, 2016.

Payroll

Check Register Number	Check Number/ Number	Date of Issue	in the Amount	
511-16	78255 78287	06/10/2016	394,399.93	Payroll
512-16	78288 78320	06/24/2016	376,980.31	Payroll
513-16	ACH TRANSFER	06/17/2016	289.90	Payroll
			Total	\$771,670.14

Non-Payroll Vouchers

168-16	61285 61325	06/03/2016	344,734.75	Mdse
169-16	61326 61332	06/09/2016	3,500.00	Mdse
170-16	61333 61334	06/09/2016	1,674.72	Mdse
171-16	ACH Transactions	06/10/2016	369,811.31	ACH TRANS
172-16	61335 61435	06/10/2016	338,004.63	Msde
173-16	61436 61437	06/15/2016	654.53	Mdse
174-16	VOID	06/20/2016	(41.29)	VOID
175-16	61438 61439	06/21/2016	20.20	Mdse
176-16	61440 61532	06/24/2016	258,692.82	Mdse
177-16	61533 61547	06/25/2016	79,821.45	Mdse
178-16	ACH Transactions	06/27/2016	153,530.84	ACH TRANS
179-16	61548 61597	06/30/2016	93,182.01	Mdse
			Total	\$1,643,768.97

Check Register Numbers 511-16 to 513-16 and 168-16 to 179-16
In the total amount of:

\$2,415,439.11

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

10. Action Items

A. Resolution 49-2016 – Authorize the General Manager to extend SunWest Sportswear Uniforms contract for up to three (3) years.

Katherine Ostrom, Interim Operations Manager presented and stated that SunWest has provided satisfactory service. Staff has recommended the contract by utilized up to three years with a minimal price increase due to consumer price index. New pricing would take effect September 1, 2016 and be in place through August 31, 2017. Pricing for years 4 and 5 would be evaluated by consumer price index at that time. The driver uniforms would be \$50,000 for one year and it is already in the budget.

ACTION: STEVE YOUNG made a motion to approve Resolution 49-2016, and STEVE BECKEN seconded. No discussion. **MOTION PASSED UNANIMOUSLY.**

B. Resolution 50-2016 – Approve on Onboard Integrated Technology System Project and Authorize the General Manager to Release a Request for Proposal (RFP) for an Onboard Integrated Technology System

Tom Turner, MIS/IT Supervisor, presented a Release a Request for Proposal (RFP) for an Onboard Integrated Technology System stating the project is aligned with Ben Franklin Transit's 2016 Strategic Plan. A secondary objective of the plan is to continue to integrate technology into BFT's organization. This secondary objective has been programmed in BFT's Goals and Initiatives for 2016. BFT staff seeks the installation of an Onboard Integrated Technology System on its current fleet of sixty (60) fixed route buses and to include such components in all future fixed route bus procurements.

To understand BFT's technological needs and how such technology could interface with current systems and technologies, BFT has been testing a pilot onboard system since May of 2016. This pilot system features equipment that provides live fixed-route dispatching, ADA compliant passenger amenities, and real-time reporting information for passengers and agency staff.

Benefits to customers: The most beneficial benefits are the automated voice announcement and LED signage. The signage will provide information about the transit centers, transfer points, major intersections, stops, and landmarks. This will keep BFT within ADA guidelines, requirements and best practices. This system will provide real-time bus location. We will be able to offer free Wi-Fi to customers. Bandwidth will be throttled which will provide top priority to operations and sending operating data over customers Wi-Fi usage. On time performance data, schedule adherence, and passenger counting. Data will help with any federal reporting that needs to be provided. Systems will be compatible with automated fare boxes for when BFT changes from manual ones.

With Board approval, BFT staff will release the RFP in the next month and advertise for interested vendors. Staff will notify the Board of the proposals submitted and will make a recommendation to award on October 13, 2016. The goal is to have this technology implemented shortly after revised bus routes from the Comprehensive Service Plan Study are fully operable and implemented in 2017. The estimated

cost of an Onboard Integrated Technology System is estimated at up to \$3,000,000. Mr. Turner mentioned the Regional Mobility grant might be a way to help offset the cost of the system.

LISA STADE suggested that BFT advertises free WIFI on the side of the bus. Gloria Boyce, stated the Onboard System offers the highest values to be able to provide the ridership, the routes, and the on time performance.

LISA STADE asked if this was budgeted for BFT. Gloria Boyce, responded by stating the RFP is not in the 2016 Budget. However, it will be addressed in the 2017 Budget and possibly be presented to the Board in two stages. STEVE YOUNG suggested not going cheap and researching the best options and stated BFT will need an individual on the IT side.

ACTION: STEVE YOUNG made a motion to approve Resolution 50-2016, and STEVE BECKEN seconded. No discussion. MOTION PASSED UNANIMOUSLY.

C. Resolution 51-2016 Approval of the Revised 2016 Capital Budget

Julie Thompson, Budget Analyst stated that a resolution to increase capital budget of \$2, 266,783. The Capital Budget increases is due to the grant funding that is available and final planning and programming of the grant funds that have been finalized for fiscal year 2016. The additional funding will be divided into the following areas: Fleet Changes increase of \$2,022, 297, Revised to future years with a decrease of \$537,395, and Additional Funding to existing projects of an increase totaling \$781, 881. This increase is for enhanced upgrades to the design of the facilities to include longer range improvements and additional passenger amenities.

ACTION: STEVE YOUNG made a motion to approve Resolution 51-2016, and STEVE BECKEN seconded. No discussion. MOTION PASSED UNANIMOUSLY.

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

11. Discussion/Information Items

A. Citizens Advisory Committee Report

Austin Neilson, CAC Representative, thanked the Board for continued support and ensuring that the CAC is an effective resource for you and the BFT staff. The staff continues to review any recommendations of how we can accomplish that mission and to be more effective in the future. We look forward to doing so. We have had temporary officers since January of this year and I know that I can speak for all of the committee and that we are eager to serve in any new capacity that the Board and staff recommend. I wanted to thank you all for you do for our community and all of the great staff we have at BFT that provide a great resource for the region.

B. 2016 Quarter 2 Performance Reports

Kevin Slinger, Transit Planner, stated as a whole system ridership is down 7.1% from last year in the second quarter. The second quarter of 2016 compared to the second quarter of 2015 we have dropped 9.8%. Fixed route has dropped 8.5% in addition to boardings per hour and boardings per revenue mile. There has been little to no change in taxi service. Dial-A-Ride has only dropped .4% however; BFT has dropped 17% in Prosser compared to 2015. The total overall boardings have dropped by 2.4%.

Katherine Ostrom, Interim Operations Manager, stated BFT received 803 applications for Dial-a-Ride in the second quarter with a minimal increase compared to same quarter of 2015. The eligibility data was approved for long term equals out to 36.2% up to 3 years. The Dial-a-Ride applications 33.7% were approved on a temporary basis, which can range from 3 months to 2 years. The number of recertification received was 18.2%. A small number (.4%) were approved on a conditional basis. The percentage of applications that were denied or incomplete was 11.4%. Forty four percent of the applications received had verifications went off to their physicians prior to a decision being rendered. On time performance was great for second quarter with a quarter average of 95.52% in Tri-Cities and 97% in Prosser. Quarter 2 has shown a decrease by .14% in no-shows in Tri-Cities compared to Prosser with an increase in 1.64% of no shows from 2015 data. Reservations are busy by answering 47, 248 calls within an average of 48 seconds.

CHAIRMAN WATKINS asked Katherine Ostrom if she has seen any long term trends for possible changes in Dial-A-Ride or does it seem stable? Katherine stated that trends are very steady.

STEVE BECKEN asked what the attributing factor is regarding the 17% decrease in Prosser. Kevin Slinger, Transit Planner stated that the reason for the decrease of 17% is based on school children not using the general demand type transit due to school being out for the summer.

Gloria Boyce, General Manager, states that this is a good segway to what we will be presenting to the Board in August on the Comprehensive Service Plan Study. We are duplicating service in Prosser. There are several issues in Prosser that we would like to address with the Board. We are looking at providing accessibility in the most efficient way.

Terry DeJuan, Rideshare Manager, stated Vanpool ridership reports a 5.8% lower number of riders in the first half of 2016 compared to the first half of 2015. However, the number of vans in service is down 5.9%. Recent vanpool outreach programs are the Health and Safety Expo, Tyson Foods Safety Expo, Tri-City Regional Chamber, Mariachi Festival, and Hogs and Dogs. These events are not only promoting vanpool but the agency as a whole.

Christy Watts, Customer Service & Marketing Manager, stated that the goals and initiatives for 2016 are doing well. A couple of items have been pushed to the right for completion: public and staff involvement was pushed back a month to May of 2016. The final recommendations and adoption & implementation under the Citizen's Advisory Committee Review have been pushed back to September and December of 2016, respectively. Franklin Covey Leadership Training and Cross Training with DAR and Fixed Route Operations have been pushed out to December 2016 completion under Succession Planning and Staff Development. Under Transit Technology Implementation the passenger amenities and BFT.ORG website update will be pushed back to July and December, respectively. The Comprehensive Employee Program Review Handbook and Job Descriptions Audit and analysis will be pushed back to a completion date of October and August 2016, respectively. The MOA upgrade was changed from October of 2017 to December 2017 for completion. BFT marketing was involved in several events in May: Cinco de Mayo Festival, Health and Safety Expo, Parent Engagement Night at Finley and Stevens Middle Schools, Travel Training Presentation at senior companion program at Pasco Senior Center and the season "Spring" Reach Museum. In June, Dump the Pump, Hogs and Dogs, and Mariachi Festival.

C. Benton Franklin County Fair & Rodeo Update

Tony Kalmbach, Planning and Services Manager, stated BFT has been coordinating with Lori Lancaster, Kennewick Police Department, County Public works staff, and Kennewick public works staff to ensure safety due to BFT buses moving to a different location at the fair. Safety is of the utmost concern. Operations and facilities have been working hard behind the scenes to make sure fair is a success. BFT is

preparing hand washing stations, lighting, shelters, benches, portable restrooms and involved with the planning and marketing. Great opportunity to collaborate with the community and local agencies.

12. Staff Reports & Comments

A. Legal Report

Patrick T. Roach, Legal Counsel, was excused. No alternate was present.

B. Treasurer's/Budget/Sales Tax Report

Julie Thompson, Budget Analyst, stated total operating revenues for May 2016 are trending higher than expected at \$518,000 over YTD budget mainly due to increase in sales tax.

Sales tax for June activity, BFT received 7.2% more in June for April business compared to June 2015. 2016 total sales tax revenues are 9.5% above the annual budgeted amount and 8.3% over 2015 total sales tax revenue.

C. General Manager's Report

Gloria Boyce, General Manager, reported on the following:

Government Affairs Update:

Federal Level: In June, BFT submitted a \$6.5 million Bus Capital Grant for 13 buses. We anticipate a decision early September or October. Of the \$213 million available funding, the FTA received requests totaling \$1.674 billion dollars. For the No-Low Grants, \$55 million available, requests totaled \$416 million. The TIGER grant program has received 585 applications from across the country totaling \$9.3 billion in requested funding, over 18 more times more than the \$500 million that will be awarded.

State Level: No public transit related information at a state level submitted. However, we have submitted a Preproposal Concept Letter requesting \$3 million in Regional Mobility Funds for the Integrated Technology Project. WSDOT will begin accepting grants later this month and close in September.

Operations:

All transit operations continue to run smooth over the last month. However, I would like to note that we are very short-staffed in operations. We have two operator training classes running concurrently to expedite the hiring process. We want to thank all of our operators who are currently working overtime week after week to ensure success.

The Operations building air conditioning went out three weeks ago. Jerry Otto and maintenance staff have worked expeditiously to get it fixed. We expect air conditioning to be back in the building tomorrow morning. Kudos to maintenance department.

We held our annual BFT Roadeo was held Sunday, June 26th. Daniel Schmidt, our 5 time national winner was honored for his many years of dedicated outstanding bus roadeo participation and success. Earlier this year Dan accepted a Road Supervisor position, which makes him ineligible to compete. Military taps were played and we had seven coach operators and seven buses blast their bus horns on cue, 3 times simulating the 7-gun salute in honor of his achievements. This year's winners which now move on to State competition in Wenatchee in September are Loraine Waters in the Para Transit division and Neal Dizmang in the 40th Coach division.

13. Board Member Comments

NORMA NELSON no report.

LISA STADE no report.

STEVE BECKEN no report.

RICHARD BLOOM no report.

BOB KOCH mentioned that mother-in-law used Dial-A-Ride and was very happy with service received.

JEROME DELVIN no report.

RICK MILLER no report.

STEVE YOUNG great meeting.

CHAIRMAN WATKINS very happy with the way meeting was carried. The Board members were very involved. Excellent meeting.

14. Next Meeting – Thursday, August 11, 2016 at 7:00 p.m. 1000 Columbia Park Trail, Richland WA

15. Executive Session

No Executive Session held.

16. Adjournment

CHAIRMAN WATKINS promptly adjourned the Regular Board of Directors meeting at 8:27 p.m.

Meeting recorded by:
Michaela Dimas, Clerk of the Board

Scribed by:
Brooke Follett, Interim Clerk of the Board
July 14, 2016