

**BEN FRANKLIN TRANSIT  
BOARD OF DIRECTORS MEETING MINUTES  
Thursday, October 8, 2015/7:00 p.m.  
1000 Columbia Park Trail, Richland, WA**

1. Meeting convened at 7:00 p.m.
2. Roll Call: MATT WATKINS (Chairman), BOB OLSON (Vice Chairman), BOB KOCH, RICK MILLER, TERRY CHRISTENSEN, RICHARD BUEL, STEVE BECKEN, LISA STADE, NORMA NELSON

Staff:

Jerry Otto, Barbara Hays, Jim Thoeke, Katherine Ostrom, Tony Kalmbach, Kevin Slider, Christine DeVere, Terry DeJuan, Tom Turner, Rob Orvis, Brandi Roske, Kevin Hebdon, Gloria Boyce, Patrick Roach, Michaela Dimas

**3. Pledge of Allegiance**

CHAIRMAN WATKINS invited those present to stand and join in the Pledge of Allegiance.

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

CHAIRMAN WATKINS invited public comment on any item that is not on the agenda.

No public comment was given.

**5. Approval of Agenda**

CHAIRMAN WATKINS stated that he is not aware of any changes to the agenda and called for a motion to approve the agenda.

ACTION: VICE CHAIRMAN OLSON made a motion to approve the agenda and STEVE BECKEN seconded. No discussion. MOTION PASSED UNANIMOUSLY.

**6. Board Committee Reports**

A. Planning & Marketing Committee (Cancelled)

No presentation due to committee meeting cancellation.

B. Operations & Maintenance Committee (Cancelled)

No presentation due to committee meeting cancellation.

C. Admin & Finance Committee

STEVE BECKEN stated that the Committee discussed FranklinCovey's *7 Habits of Highly Effective People*, which is on as an action item tonight and will be discussed further. They also discussed releasing

the 2016 Operating and Capital Budget, which is on the consent agenda tonight; upcoming bids, and tax reports. The meeting minutes in the Board packet includes more information.

**7. Consent Agenda**

- A. Board Meeting Minutes of September 10, 2015, Regular Board Meeting
- B. Payroll/Voucher Summary
- C. Resolution 45-2015 – Release of the 2016 Operating & Capital Budget

CHAIRMAN WATKINS read out loud the list of consent items from the agenda.

August 2015 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 September 4, 2015.

**Payroll**

Check Register Number	Check Number/ Number	Date of Issue	in the Amount	
577-15	77501      77543	9/4/2015	390,900.63	Payroll
578-15	77544      77544	9/8/2015	16,650.50	Payroll
579-15	77545      77583	9/18/2015	367,605.85	Payroll
			<b>Total</b>	<b>\$775,156.98</b>

**Non-Payroll Vouchers**

200-15	58616      58691	9/4/2015	542,879.34	Mdse
201-15	Electronic Payroll Taxes	9/4/2015	150,058.83	IRS
202-15	58692      58719	9/7/2015	126,721.71	Mdse
203-15	58720      58723	9/11/2015	59,366.62	Mdse
204-15	Electronic Payroll Taxes	9/14/2015	13,714.55	IRS
205-15	Electronic August Excise Tax	9/15/2015	545.01	WA ST
206-15	58724      58724	9/16/2015	16,678.05	Mdse
207-15	58725      58795	9/18/2015	108,181.09	Mdse
208-15	58796      58804	9/22/2015	72,830.84	Mdse
209-15	ACH Transactions	9/18/2015	242,062.44	ACH/Mdse
210-15	58805      58872	9/25/2015	389,854.08	Mdse
211-15	58873      58890	9/28/2015	96,570.84	Mdse
212-15	VOID      58842	9/30/2015	(2,603.00)	Mdse
			<b>Total</b>	<b>\$1,816,860.40</b>

Check Register Numbers 577-15 to 579-15 and 200-15 to 212-15  
 In the total amount of: **\$2,592,017.38**

**ACTION: BOB KOCH made a motion to approve the Consent Agenda, Items A–C, and VICE CHAIRMAN OLSON seconded. No discussion. MOTION CARRIED UNANIMOUSLY.**

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

**8. Action Items**

- A. Resolution 46-2015 – Authorizing the Interim General Manager to enter into a contract with Mobility & Walkability Consulting for the Comprehensive Service Plan Study

Tony Kalmbach, Planning & Service Development Manager, stated that in June 2015, the Board approved the release of proposals for the comprehensive service plan study, which will seek to improve the efficiency and effectiveness of fixed route services. Staff received four proposals since then and went through a system of grading to narrow the selection down to two top eligible sub-contractors. Finally, after going through oral and written evaluations, Staff has selected Mobility & Walkability Consulting as the top choice of contractor. The CSPA will additionally look at impacts on road and land use, demographics of the Tri-Cities area, and anticipated growth to produce a 10-year outlook of the area as an included portion of the contract.

Rob Orvis, Procurement Supervisor, added that 21 request for proposals were originally sent out. After selecting the top two firms, the firms were asked to present their recommendations, and those presentations were evaluated in order to add to the base evaluations. This resulted in Mobility & Walkability Consulting coming out on top. The firm's pricing is in the middle compared to the other proposals, but there was a lot of feedback from Staff and the firms to assure the evaluators that all the answers to what we're looking for in the study would be identified.

Staff recommends that the Board grant authorization to the Interim General Manager to enter into a contract with Mobility and Walkability Consulting for an initial 2-year term with authorization to extend the contract for up to 3 years for an additional \$100K.

ACTION: BOB KOCH moved to approve Resolution 46-2015. VICE CHAIRMAN OLSON seconded. No discussion. MOTION PASSED UNANIMOUSLY.

CHAIRMAN WATKINS stated that the contract's duration surprised him since his experience with the city has typically consisted of 6-month projects, allowing for a few months of lead time for feasibility. He asked what the long-term nature of the project was in a nutshell. Tony Kalmbach replied that the study itself will incorporate everything that they look at in that 10-year period, so there will be immediate recommendations from the consultant. Staff then added in additional phases of rollout over the next few years in anticipation of the cities' growth. The cities will be releasing comprehensive plans that can be used to mold and make adjustments to BFT's services so that they continue to be effective and efficient for the entire Tri-City area.

CHAIRMAN WATKINS asked if the expectation is that the bulk of the work is done early on, and then the firm is retained to stay on as strategies are developed. Gloria Boyce commented that the bulk of the study is to be completed by early spring, but service changes take time to implement due to long lead time. CHAIRMAN WATKINS further clarified that the follow-up activities after the initial service change anticipated at the end of 2016 will occur in subsequent years.

- B. Resolution 47-2015 – Amended *FranklinCovey's 7 Habits of Highly Effective People* Contract #964

Brandi Roske, Buyer & HR Analyst, gave an overview of the FranklinCovey *7 Habits* program and the plans Staff has in mind for engaging all BFT employees in the training. The training would be delivered

in four phases to all employees, starting with the executive management team, senior and mid-level management, and then certifying four in-house trainers to train all of BFT's employees across departments. It will benefit both employees and BFT by creating a winning culture and improving productivity, communication, and staff relationships. The average investment per current employee is \$1,000, and the average investment per future employee is \$144. Professional development training efforts have historically not reached all BFT's employees, but providing this training will allow for a cognitive cultural change that will permeate the agency.

Staff's recommendation is to authorize the Interim General Manager to amend Contract #964 with Franklin Covey by increasing the contract amount by \$250,500 for a total not to exceed \$350,000 and to extend the contract term to April 9, 2019.

RICK MILLER asked how many work hours would the training take from the transit in order for employees to complete the FranklinCovey course. Brandi Roske answered that senior management has been broken into two groups of 10 people and their training will take 2 full days; the 4 in-house trainers will take 1 full day to become certified; and the rest of the 252 employees will be broken into groups of 10 to 15 people and their training will take 1 full day. The in-house trainers should finish their certification by the end of March, and about 18 groups of employees will then be trained by the end of 2016. After the current employees are trained, training will continue for new hires in online training. There will also be quarterly training after that for the next 2 to 3 years.

LISA STADE asked what days are needed and if training will be during the weekdays or on the weekend. Brandi Roske answered that for the in-house training, the goal currently is to do it during the week for a full day, from 8:30 to 4:30. After a brief discussion, it was further clarified that the groups will be phased and consist of a mix of people from different departments.

TERRY CHRISTENSEN asked if Staff has extrapolated all of the employee hours by the labor rates to discover how much money is being spent. He also asked if the audience has been analyzed to make sure that all 252 employees would really benefit from the training. Gloria Boyce answered that Staff has not extrapolated the costs in that manner yet but has looked at hours and how to train people without disrupting operations. She added that management staff feels that every employee will benefit from the FranklinCovey training. There is a lack of a collaborative aspect within the company culture, and the mixed classes during training will help gain cohesiveness among employees in understanding BFT's objectives and how they are locked together across departments. Employees are BFT's number one asset, and Staff feels that the current employees deserve a one-day training, especially since many have not had any training opportunities other than safety to operate a vehicle. BFT should also be able to address some succession planning and professional development through the FranklinCovey training. TERRY CHRISTENSEN replied that it was obvious Staff has spent a lot of time looking at where BFT is going, but he would still like to know what the labor cost is to let the Board know what is being spent. After a brief discussion, it was determined that Staff could proceed with full support from the Board as long as that number is provided.

LISA STADE asked if the Board would be able to look more specifically at the FranklinCovey training online to see what the employees are learning. Gloria Boyce replied that Staff can certainly arrange for that.

CHAIRMAN WATKINS stated that although he wrestled with this request due to it being a large-ticket item, it was presented very eloquently this evening and is a worthwhile investment in the scheme of a \$37M operation per year. He recognized that the quarter-million dollar amount is a one-time investment. In regards to LISA STADE's question, he asserted that the Board would be interested for some follow-up

consideration through an opportunity to ground the Board in the FranklinCovey style in some way. He added that he could work with Gloria Boyce on perhaps creating an optional component or phase later on.

ACTION: TERRY CHRISTENSEN moved to approve Resolution 47-2015. LISA STADE seconded. No discussion. MOTION PASSED UNANIMOUSLY.

CHAIRMAN WATKINS thanked Staff for the excellent presentation.

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

## **9. Discussion/Information Items**

### A. CAC & CAC Dial-A-Ride Sub-Committee Meeting Minutes of August 10, 2015

CHAIRMAN WATKINS noted that JEROME DELVIN and VICE CHAIRMAN OLSON attended the last CAC meeting. No CAC representative was present to give a report.

### B. 2015 Poster Contest

David Parra, Customer Service Representative, presented a slideshow of BFT's annual poster contest for 2015. He stated that the theme of this year's contest is "connecting our community," which ties in with the radio advertisement that is currently running. The poster contest will run from Monday, October 12, to Friday, November 6, and students from 6<sup>th</sup> to 12<sup>th</sup> grades are eligible to participate. Similar to years past, there will be 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> prizes, with 13 honorable mentions to be featured in BFT's 16-month calendar. The teachers of the winners will be receiving a prize as well of gift certificates for art supplies in order to continue their school's art program. The grand prize winning artwork will be featured on the transit system guide cover, and the winning artwork pieces will again be featured on the side of a BFT bus. The winners will also be able to enjoy a visit from that bus so they have the option to take pictures of it with their media outlets there. They will also be recognized at a future Board meeting.

CHAIRMAN WATKINS mentioned that he is a fan of this program and that it is a good opportunity for outreach. VICE CHAIRMAN OLSON agreed.

David Parra mentioned that BFT has gotten 17 schools to participate this year, and hopefully more will join by the end of next week. He is hoping for at least 20 schools this year.

### C. Tulip Lane Park & Ride Construction Update

Jerry Otto, Maintenance & Special Projects Manager, gave a slide presentation with photos to provide the Board with an update on construction activities for the Tulip Lane Park & Ride. He stated that the project is 93% complete and working days are 94% done. The project is at 57% of the budget, and there have not been any construction change orders to date. He presented photos of what was accomplished during each week in September, including installing the landscaping wall, landscaping and drainage grading, installing the pedestrian bridge, and pouring concrete for the sidewalks and paving the site parking lot.

The project has been a challenge with a lot of effort put into it by everyone involved, but it has transitioned very smoothly. The contractor and A&E Services have both done a wonderful job. The luminaires will not arrive before completion and the ribbon-cutting ceremony but will arrive sometime in mid-November. The ribbon-cutting ceremony will be on October 30<sup>th</sup> at 10:00 am.

CHAIRMAN WATKINS stated that he is looking forward to that and complimented the efficient design of the park & ride. It is important to build park & rides as BFT keeps expanding. The next park & ride, which will be installed next year or the year after, is something to look forward to.

Gloria Boyce mentioned that Staff will get the ribbon-cutting ceremony information out to all the Board members and invitees within the next week or two.

## **10. Staff Reports & Comments**

### **A. Legal Report**

Patrick Roach, Legal Counsel, stated that there is no new mitigation or claims of any importance to bring to the Board's attention. He moved on to speaking about the executive search for the permanent General Manager. The process of reviewing all the proposals made in response to BFT's request was completed, and after narrowing the selections down to a final two firms, the proposals were further reviewed by all the Board members. The Board had the opportunity to give Staff their opinions, and the proposal by Prothman was selected almost unanimously. The next step is to negotiate with the firm and specify some returns. One of the items Staff hopes to negotiate is a longer warranty period for search services should the person who was placed leave BFT within the warranty period; Prothman offers a 1-year warranty, but other firms offered 2-year warranty periods. Another desired provision is no recruiting from BFT's staff. In other words, if Prothman places a full time General Manager at BFT, the firm cannot turn around and recruit that manager for somewhere else at some point in the foreseeable future. BFT may want to enlarge that to cover the senior management staff as well.

The Board should consider which members to involve in the General Manager selection process, as it is not feasible for the entire Board to be involved in every aspect in dealing with Prothman. It should be determined whether the Board wants to designate the Admin & Finance Committee or perhaps create a new group for this purpose. Patrick Roach added that the Board may also want to include some additional BFT Staff members in the contact group in dealing with Prothman besides Kevin Hebdon and himself.

Staff also wants to discuss with Prothman an expanded service that the firm could possibly provide as there are 3 or 4 members of senior staff who are approaching retirement age. There is a need for future senior staff recruitment services for this reason, so that should be included in the contract provisions.

CHAIRMAN WATKINS asked the Board members if they wanted to designate the Admin & Finance Committee to take care of the selection or to create an ad hoc committee for the purposes of working with Prothman in the General Manager selection process. Discussion among the Board followed, and the Board created an ad hoc committee consisting of CHAIRMAN WATKINS, TERRY CHRISTENSEN, JEROME DELVIN, and LISA STADE, with RICHARD BLOOM as an alternate.

Patrick Roach clarified that the Board had previously authorized Staff to enter into contracts under a certain dollar amount without Board approval, but because the General Manager is the Board's only employee, Staff wanted to include the Board in the process. Staff is authorized, then, to hire Prothman, negotiate a contract, enter into agreement, and move forward without any further Board action.

CHAIRMAN WATKINS added that this was discussed at the last Board meeting, and the Board consensus was to have the Admin & Finance Committee review the top two proposals and bring it back to the Board if the decision was split. Upon review, the Admin & Finance Committee was overwhelmingly for the selection of Prothman. He asked the Board if anyone has an issue with the selection, and there was no comment.

CHAIRMAN WATKINS thanked Patrick Roach and Kevin Hebdon for taking charge of this and stated that the Board is looking forward to being involved in the process.

#### B. Boarding Report

Tony Kalmbach, Planning & Service Development Manager, highlighted important points from the August 2015 Boardings Report, included in the packet handed to the Board. Numbers were unfortunately down considerably for fixed route services in August, but some contributing factors were identified: firstly, school began in the last week of August in 2014 while in 2015, it didn't begin until September, so the system lost out on a full week of student ridership. Student ridership is about one-third of BFT's overall ridership, contributing about 12,000 boardings lost with that one week of service. Secondly, fair ridership was down this year, resulting in a loss of about 4,000 riders. Those two factors contributed to the downturn in ridership. There are some additional economic factors in reducing ridership as well.

Tony Kalmbach mentioned that he and Staff are working on a presentation for next month to analyze ridership trends around the state in order to see if other agencies are experiencing similar trends as BFT.

#### C. Treasurer's/Budget/Sales Tax Reports

Kevin Hebdon, Interim Administrative Services Manager, spoke while referencing charts provided in the Board packet. The cash balance is \$27M for the month of September. 8.6% of that is considered restricted by the Board for 3 months of operating expenses and \$2.5M is approved for capital expenses, leaving about \$15.9M in surplus funds. Staff recorded revenues and expenses on a month lag because of ridership and the Board's approval of the budget amendment, and these are trending well for August. Comparing budget to actual, BFT is currently \$2.6M over budget on revenues and \$4M under budget for expenses agency-wide. Farebox recovery is up 13.9% compared the 11.9% budgeted amount due to a significant cost reduction in fuel.

Sales Tax revenue increased 17.7% in September for July business as compared to September 2014. This is a 13.8% YTD increase compared to 2014's YTD, and BFT is 14% ahead of schedule on revenues compared to the monthly budgeted amount. In sales tax for PTBAs and local jurisdictions, there is no real consistency and it is hard to predict what is going on with those PTBAs and local jurisdictions. In the local jurisdiction report for the month of September, there is an average of all the local cities and counties in our local area which is an increase of 13.4% YTD over last year.

#### D. General Manager's Report

Gloria Boyce, Interim General Manager, spoke on governmental affairs on the federal level and stated that BFT has a continuing resolution that provides funding through December 11 of this year. The House Transportation and Infrastructure Committee could have a mock-up of a new transportation bill out for review, and this would be the long-term solution. At the state level, there are two pots of monies that are yet to be determined, the first of which is a \$6.2M pot of regional mobility funds. The state has given two choices on how to distribute that revenue, through either an existing project list or a new call for projects. BFT does not have any projects on the contingency list, so BFT will be supporting a new list. The other pot of state money is about \$1M in the van reinvestment program, and the state has yet to determine how it will be spent. Staff will keep the Board abreast of any additional funding we might receive for those efforts.

Geri Beardsley has been the Executive Director of the WSTA for the last 6 years and has grown it into a respectable agency and built many legislative relationships, but she has given her resignation and will move to the community transit level. This is a huge loss for BFT at the state level, but Staff wishes her well.

Yesterday, Coach 505 was involved in an accident due to being hit on the side by an erratic driver. The bus operator was not seriously injured, but it did take out the bus, a 2003 30-foot Opus coach which was scheduled for surplus later this year. Maintenance staff will pull the recently rebuilt engine out of the coach to put into another bus and maintain the fleet that way.

Gloria Boyce asked the Board to please mark their calendars and plan to join BFT for the Tulip Lane Park & Ride ribbon-cutting ceremony on Friday, October 30<sup>th</sup> at 10:00 a.m. As previously mentioned, the Board members will be receiving an invitation from Christy Watts within the next couple of weeks.

Lastly, the Board should note that the Citizen's Advisory Committee scheduled for Monday night has been cancelled.

#### **11. Board Member Comments**

TERRY CHRISTENSEN stated that he appreciated all the work that went into the budget by everyone present. He emphasized that it was a very good, well thought-out report, and that it was nice to have everyone involved in the preparation of the budget actually speak their part.

RICHARD BUEL no comment

RICK MILLER thanked Staff for the work done on the budget and stated that he could understand it very well. He also mentioned that there is a new manager for Franklin County and encouraged everyone to meet him if there is a chance at any of the functions Staff or the Board participates in.

BOB KOCH thanked Staff and stated that the budget report was one of the easiest ones to read in his opinion.

VICE CHAIRMAN OLSON complimented Kevin Hebdon on further improvement and the rest of Staff for a job well done.

STEVE BECKEN no comment

LISA STATE no comment

NORMA NELSON no comment

CHAIRMAN WATKINS no comment

**12. Next Meeting – Thursday, November 12, 2015 at 7:00 p.m.  
1000 Columbia Park Trail, Richland WA**

**13. Executive Session**

No executive session was held.

**14. Adjournment**

CHAIRMAN WATKINS adjourned the Regular BFT Board of Directors meeting at 7:59 p.m.

Meeting recorded by:  
Michaela Dimas, Executive Assistant & Clerk of the Board  
October 8, 2015