

**BEN FRANKLIN TRANSIT  
BOARD OF DIRECTORS MEETING MINUTES  
Thursday, January 9, 2014/7:00 p.m.  
1000 Columbia Park Trail, Richland, WA**

1. Convene/Roll Call: MATT WATKINS, BOB OLSON, BOB KOCH, RICHARD BLOOM, STEVE BECKEN, LISA STADE, JIM BEAVER (for Jerome Delvin), TERRY CHRISTENSEN, RICK MILLER, NORMA NELSON

Staff: Ed Frost, Kathy McMullen, Terry DeJuan, Jerry Otto, Tony Kalmbach, Katherine Ostrom, Tom Turner, Barbara Hays, Rob Orvis, Gloria Boyce, Debra Hughes, Christy Watts, Jerred Gardner, David Parra, Dan Sandmeier, Susan Snowdy, Patrick T. Roach, Legal Counsel

2. Pledge of Allegiance

CHAIRMAN WATKINS called on Jim Beaver, Benton County Commissioner, to lead the Pledge of Allegiance.

3. Citizens Public Comment/Introduction of Visitors

Visitors: Chris Lillyblade, a number of visitors - students, parents, and teachers involved in BFT's Poster Art Contest were present for the recognition of the Poster Art Contest winners. The Grand Prize Winners were listed on tonight's Board Meeting agenda.

CHAIRMAN WATKINS invited public comment on any item that is not on the agenda. Please state name and address for the record. Please limit remarks to three minutes.

No public comment was given.

4. Approval of Agenda

CHAIRMAN WATKINS stated that he will add 5A to the agenda and formally recognize three members of the Citizens Advisory Committee (CAC) who have left the group after serving six years. He called for a motion to approve the Agenda as amended.

ACTION: BOB KOCH made and RICHARD BLOOM seconded a motion to approve the agenda as amended. MOTION CARRIED.

5. Recognitions  
Winning Poster Art

CHAIRMAN WATKINS stated that we have awards to hand out for the BFT Poster Art Contest. He called on Christy Watts, BFT Marketing/Customer Service Supervisor for remarks.

Christy Watts stated that BFT Board and Staff are aware of the Poster Art Contest with the schools throughout our PTBA. The contest started October 15, 2013 and closed on November 15, 2013. We had great participation from many schools. Christy Watts introduced David Parra and Jerred Gardner, BFT Customer Service Representatives and Travel Trainers, who orchestrated and handled the entire contest. Not only are these employees Travel Trainers, they are Customer Service Representatives. They actually put everything together.

David Parra stated that this year he and Jerred Gardner had the privilege of leading the 2013 Ben Franklin Transit Poster Art Contest. The goal was to provide the students in our service area a great opportunity to showcase their art. The theme of the contest was: I Walk, I Bike, and I Ride the Bus. Eighteen schools provided entries and over 1,000 participants from our area school districts and various private schools submitted art pieces for the contest.

Although we were able to pick only 3 Grand Prize Winners and 13 additional art pieces for BFT's 16-month calendar, all participants received Certificates of Appreciation. The teachers of the Grand Prize Winner students received gift cards from art suppliers of their choice to purchase art supplies for their classrooms. All poster entries were excellent and depicted great artistic creativity, which made the job for the judges extremely difficult.

David Parra asked Jerred Gardner to talk about the panel of judges.

Jerred Gardner stated that the panel consisted of 3 individuals who volunteered their time. Christy Watts coordinated having the judges use the Three Rivers Transit Center Conference Room where they spent most of an entire day judging all the posters. We certainly appreciate the time and efforts of the judges listed as follows:

- Bill Leahy, Leahy Graphic Design

Bill Leahy creates all the design work for BFT passes.

- Marc Showalter, PS Media

Marc Showalter does all the sales and graphic designs for bus signage on the exterior of BFT buses. PS Media will do the design and placement of the 3 winning posters which will appear on a couple BFT buses.

- Chris Beck, Artmil

Chris Beck does all the design for BFT Schedule Books, Maps, and other marketing materials. Chris Beck will design the 16-month calendar which will include the top 3 grand prize winning posters and 13 other poster art pieces.

Jerred Gardner again expressed his thanks to all the participating artists and judges for their time and efforts.

CHAIRMAN WATKINS noted that he now gets the privilege of being able to present the awards and show all these wonderful pictures. David Parra noted that the 3 Grand Prize Winning Posters will be displayed on BFT buses.

CHAIRMAN WATKINS announced the Third Place Grand Prize Winner as follows:

- 3<sup>rd</sup> – (Student) Boris Gusar - \$100 "Amazon" Gift Card  
Chiawana (Teacher) – Ken Merrick - \$250 "Amazon" Gift Card

Boris Gusar gave a brief overview of his poster art stating that he wanted it to portray the message that you can go anywhere you want to on the bus.

CHAIRMAN WATKINS stated that Boris Gusars' third place finish will net him a \$100 gift card to Amazon. CHAIRMAN WATKIN stated that Boris Gusars' teacher, Ken Merrick, wins a \$250 gift card to Amazon. A hearty round of applause was given to Boris Gusar and his teacher Ken Merrick.

CHAIRMAN WATKINS announced the Second Place Grand Prize Winner as follows:

- 2<sup>nd</sup> – Student) Kelly Hayes - \$100 "Hobby Lobby" Gift Card  
Enterprise (Teacher) – Betty Tsouklas - \$250 "Dick Blick" Gift Card

Kelly Hayes stated that she drew a poster depicting creative ways of getting to work or anywhere else you would want to go.

CHAIRMAN WATKINS stated that Kelly Hayes' second place finish will net her a \$100 gift card to Hobby Lobby. CHAIRMAN WATKINS stated that Kelly Hayes' teacher, Betty Tsouklas, wins a \$250 gift card to "Dick Blick". A hearty round of applause was given to Kelly Hayes and her teacher Betty Tsouklas.

CHAIRMAN WATKINS announced the First Place Grand Prize Winner as follows:

- 1<sup>st</sup> – (Student) Yulia Semenyuk – Bike  
Kennewick (Teacher) – Suzy Ardt - \$500 "Dick Blick" Gift Card

Yulia Semenyuk stated that she wanted her poster to depict a message about pollution and how it can be prevented. She noted that she did not believe she would get first place. Yulia Semenyuk stated that when she and her family moved to Kennewick they left their bikes behind. She noted that she really wants a bike.

CHAIRMAN WATKINS stated that Yulia Semenvuks' first place finish will net her a new bike (Bike was wheeled out by David Parra and Jerred Gardner). CHAIRMAN WATKINS stated that Yulia Semenvuks' teacher, Suzy Ardt, wins a \$500 gift card to "Dick Blick". A hearty round of applause was given to Yulia Semenvuk and her teacher Suzy Ardt.

Terry DeJuan, Vanpool Manager, took photos of each presentation and a group photo of the Grand Prize Winners and their posters.

Christy Watts stated that the Poster Art Contest will be an annual event so tell friends and family and get ready for next year's contest.

5A. Recognition of Citizen Advisory Committee (CAC) members  
(Item added under Approval of the Agenda)

CHAIRMAN WATKINS stated that he would like to recognize 3 members of the CAC who have completed 6 years of service on the CAC. He asked if there were any members of the CAC present this evening. Hearing none he proceeded to recognize the following:

- Mildred Walton
- Lora Merrow
- Kevin Wheelwright

These individuals received a Certificate of Appreciation from the CAC Committee. This group is comprised of volunteers. For the most part they are people who use BFT services. The CAC folks provide ideas and suggestions to Staff and Board members and are very helpful.

6. Board Committee Reports  
A. Planning & Marketing Committee/Bob Koch, Chair

BOB KOCH stated that the Committee meeting was canceled. No report.

B. Operations & Maintenance Committee/Rick Miller, Chair

RICK MILLER stated that the Committee meeting was canceled. No report.

C. Administration & Finance Committee/Steve Becken, Chair

STEVE BECKEN, Chair, stated that the Committee met on Thursday, January 2, 2014. The notes of the meeting were not available in the Board packet, but a copy was provided on the desk tonight. STEVE BECKEN provided a brief overview of the items discussed.

7. Consent Agenda  
**(Any item is open for discussion at Board or Public Request)**  
A. Minutes of December 12, 2013 Regular Board Meeting  
B. Minutes of December 19, 2013 Special Board Meeting  
C. Payroll/Voucher Summary

December 2013 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 January 3, 2013.

ACTION: As of this date, January 9, 2014 I, \_\_\_\_\_  
Move that the following checks be approved for payment:

## Payroll

Check Register Number	Check Number/Number	Date of Issue	in the amount of
146-13	75027 75079	12/13/2013	341,882.51 Payroll
147-13	Electronic File Payroll Taxes	12/13/2013	132,362.93 Payroll
153-13	75080 75133	12/27/2013	358,740.83 Payroll
154-13	Electronic File Payroll Taxes	12/27/2013	141,730.06 Payroll

**Total \$ 974,716.33**

## Non-Payroll Vouchers

143-13	51998 52055	12/6/2013	\$ 429,423.80 Mdse
144-13	52034 52034	12/10/2013	(3,510.18) Mdse
145-13	52056 52056	12/10/2013	2,510.18 Mdse
148-13	52057 52138	12/13/2013	337,377.82 Mdse
149-13	50986 50986	12/17/2013	(787.74) Void
150-13	52139 52139	12/17/2013	787.74 Mdse
151-13	52140 52209	12/20/2013	194,960.23 Mdse
152-13	November Excise Tax	12/23/2013	2,102.79 Mdse
155-13	52210 52287	12/27/2013	309,676.25 Mdse
156-13	52288 52288	12/31/2013	1,068.00 Mdse

**Total \$1,273,608.89**

Check Register Numbers 143-13 to 156-13 in the total amount of **\$2,248,325.22**  
The motion was seconded by \_\_\_\_\_ and approved by a unanimous vote.

D. Resolution 1-2014 – Authorizing the General Manager to enter into a  
Contract with Garda Cash Logistics Northwest, Inc. for cash Vault Services

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

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

ACTION: BOB OLSON made and STEVE BECKEN seconded a motion to approve the Consent Agenda as presented. MOTION CARRIED.

#### 8. Action Items

Note: Since the Planning/Marketing and Operations/Maintenance Committee's did not meet in January, the items listed under Action were not formally recommended by Committee. However, items A & B were previously discussed

in Committee meetings. The Chairperson of both Committees were contacted and concurred to place ALL items listed under Action Items for consideration by the full Board of Directors tonight.

A. Resolution 2-2014 – Authorizing the General Manager to enter into a Contract with McCurley Integrity Chevrolet for a total of Thirty-Five (35) Vanpool Vans

CHAIRMAN WATKINS called on Ed Frost for comment. Edwin G. Frost, Interim General Manager, stated that he will defer comment to Staff, Terry DeJuan, Rideshare Manager, and Rob Orvis, Procurement Supervisor. Ed Frost added that he is glad to see that BFT is able to do business with a local company for the procurement of these vehicles.

Terry DeJuan stated that it is time to look at replacing Vanpool vehicles. Some of the vehicles are 13 years old. They do not have the electronic stability control systems either. It will be good to replace them with 12-passenger vans that have the stability controls. As Ed Frost mentioned the bid will be awarded to a local dealer, McCurley Integrity Chevrolet. We have grant funding to cover most of the costs.

CHAIRMAN WATKINS noted that this is the first time in a long while that we have encountered a significant expenditure for vanpool vans. We realize there is the need for some rotation of equipment.

ACTION: BOB KOCH made and RICK MILLER seconded a motion to approve Resolution 2-2014 as presented. MOTION CARRIED UNANIMOUSLY.

B. Resolution 3-2014 – Resolution Updating Policies, Fares and Fees for Ben Franklin Transit's Vanpool Program

CHAIRMAN WATKINS called on Staff for comment. Ed Frost deferred to Terry DeJuan or Kathy McMullen, Service Development Manager.

Terry DeJuan stated that Staff recently reviewed policies in Vanpool regarding reserving vans and late fees for fare collection. The Staff recommendations on these items:

- Reserving Vans came about due to the recent federal government shut down. Staff recommends that a suspended work policy be established allowing Vanpool groups to hold a van when they aren't working for a cost of \$50.00 a month for up to 3 months.
- Late Fee concerns came about due to the months of the year having different number of days. Staff recommends a change to the late fee policy changing it to state the first day of the following month instead of 30 and 60 days.

CHAIRMAN WATKINS called for a motion.

ACTION: RICHARD BLOOM made and BOB OLSON seconded a motion to approve Resolution 3-2014 as presented. Discussion.

CHAIRMAN WATKINS noted that he appreciates RICHARD BLOOM making the motion since he had concerns about the portion of the policy regarding the federal government shut down.

RICHARD BLOOM stated that his concern was for the disruption the work shut down had on BFT Staff – just in processing all the paperwork, etc. CHAIRMAN WATKINS noted that it sounds like the new Policies strike some balance for all concerned. RICHARD BLOOM agreed noting that he agrees with the policies.

CHAIRMAN WATKINS called the question and the motion carried unanimously.

C. Resolution 4-2014 – Authorizing the General Manager to Exercise a Contract Option with Casaday Bee-Line Service & Towing, LLC

CHAIRMAN WATKINS called on Ed Frost. Ed Frost deferred comment to Rob Orvis and Jerry Otto, Special Projects and Maintenance Manager. Jerry Otto stated that exercising the contract option with Casaday Bee-Line Service and Towing, LLC is a straightforward proposal. BFT has contracted towing services with Casaday Bee-Line for the past three years. They have provided excellent service. They know our equipment and have not raised their prices. They have good response time and we have a good working relationship. He recommends extending the contract for one more year. ROB ORVIS stated that Casaday Bee-Line pricing actually went down .8 percent. The previous year pricing was zero percent increase. Staff evaluated the contract 3 years ago over a 5-year period for evaluation factors, costs and everything. They have done a good job.

CHAIRMAN WATKINS called for a motion.

ACTION: BOB OLSON made and BOB KOCH seconded a motion to approve Resolution 4-2014 as presented. MOTION CARRIED UNANIMOUSLY.

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

9. Discussion/Information Items
  - A. Staffing Plan for General Manager

Ed Frost stated that with the help of Staff, particularly Debra Hughes, Human Resources Manager, we have put together a good plan. The plan has been submitted to the full Board of Directors in advance and the plan has been talked over with the Board/Staff Administration and Finance Committee.

Ed Frost stated that the plan includes: Advertising – The ad for the position of BFT General Manager will appear in the American Public Transportation Association (APTA) Passenger Transport, the industry newsletter, on Monday, January 13, 2014.

Gather the applications and resumes and go through to eliminate applicants who do not meet the minimum qualifications. This will probably be done by Debra Hughes and the HR Staff.

Next will be reading and reviewing the applications/resumes. From this total group of qualified applicants we would narrow the field down to somewhere between 8 and 12 applicants that look very promising. The plan calls for Skype interviews and if we have to phone interviews with a series of questions for each applicant in this group. The 8 to 12 group would be narrowed down to 3 to 5 applicants.

The 3 to 5 group we would first perform background checks, then check their references. We would bring them to town. We are suggesting a series of interviews for this group with the following:

- The full Board of Directors
- The Administration & Finance Committee (this is entirely up to the Board)
- Senior Management Team
- The general public, rank and file employees and customers. The idea being that we would have a day meeting and a night meeting to cover work schedules, etc. The ideal situation would be to get all candidates here at the same time. Regardless, he would like the public, employees and customers to have an opportunity to meet the candidates.

The public meetings would provide an opportunity for the candidates to introduce themselves, and take questions from the public. Ed Frost stated that he believes it is important, since BFT is a public agency that we provide an opportunity to the community we serve to at least have an idea of who these people are that have applied for the General Manager position.

Ed Frost stated that in this process there are a number of places where we would love to see deep Board Member involvement. One of the challenges of the General Manager position is that it is General. When we talk about the management positions in public transportation most of them are very specialized – Maintenance, Planning, Finance, you are looking in those positions for people who have expertise and experience in that area. General Managers get to be General Managers from being in Operations, Procurement, Planning, Human Resources, Paratransit – There are all kinds of experience that lead to the General Manager's office.

We would like to get an idea from the Board and from the Management Staff – what are some of the traits that you would like to see in the successful candidate? Staff would like to send you a Survey Monkey in which we will have somewhere between 10 to 20 different traits. We will ask you to identify the three most important traits that you want in the candidates. We will have this survey for the Board and for the BFT Staff. That information will be used by the people doing the reading and the interviewing.

We would love to have Board Members be part of the reading team. The requirement will be - in order to be fair - that you read ALL the applications. Then you would need to be willing to sit down and go through the applications. The idea is that there would be a combination of Board and Staff, do the reading and then we try to get the number down to 10 or 12 candidates. Then we arrange the Skype interviews and use a series of pre-selected questions and ask each of those 10 or 12 people the same questions and really



try to understand their answers. We want Board members involved in this process too. The requirement here is to be willing to listen to all 10 or 12 interviews. Everybody who is passing judgment on these people will have actually heard and talked to all of the candidates.

From that process comes the selection of the finalist candidates. We go through the face to face interviews, background checks, reference checks, and the Board makes the final selection.

We have advertised the position being open until it is filled. We have also noted that we are going to start the selection process on March 1, 2014. We will begin the reading considerably before that because we should have applications fairly soon. Ed Frost noted that he has already fielded a call from a retired General Manager who said he knows other General Manager's really interested in this position. The word is out already. BFT is a really terrific company and this is a great opportunity for a General Manager. He believes we will see really good candidates and he believes the Board is going to have a real tough decision to make. The supporting material that Debra Hughes and her Team put together is on the desk tonight.

CHAIRMAN WATKINS stated that was an excellent presentation with broad strokes. He has a couple of questions:

- In the casting of a broad net are there particular stakeholders that we could extend an invitation to attend the public meeting portion of the process?

Ed Frost stated that this is an excellent idea and Staff can certainly prepare a mailing list.

- Ed Frost is extending opportunities to the Board Members to become part of the narrowing down of the candidate field to name the short list or finalist candidates. He is going to leave this open to those Board Members who would like to be involved and would commit to the process. It is ultimately this Board who will make the final decision.

Ed Frost asked the Board to give it some thought and let Staff know what their preferences are. He has no idea how many applicants we will have.

LISA STADE asked about the timeline of the traits survey. Will the traits be determined prior to the screenings? Ed Frost stated yes. He expects the survey to be done within the next week.

RICHARD BLOOM asked if it would be possible to review the first round of applicants that come in before March 1<sup>st</sup> – to be one chunk – could be 100 resumes. If we have adequate selection out of that group could we move forward expeditiously with that deadline in mind. We may miss out on a really good candidate later on, but it would move this process forward. Ed Frost noted that he completely agrees and that would be his recommendation. Staff left the advertisement statement - open until filled - just in case we need to continue to take applications.

CHAIRMAN WATKINS stated that Staff has laid out an excellent process. He expressed his thanks to Ed Frost and Staff for hitting the ground running so soon after the holidays. Thanks for your diligence in making this happen.

B. CAC Meeting Notes December 9, 2013

CHAIRMAN WATKINS stated that the meeting notes were included in the Board packet. There are no representatives from the CAC group present tonight.

C. APTA Legislative Conference, March 9-11, 2014 Washington, DC

CHAIRMAN WATKINS stated that two BFT Board members Jerome Delvin and Lisa Stade plan to attend. He asked Ed Frost if anyone from BFT Staff plans to attend the Legislative Conference? Ed Frost noted that Staff attendance is being discussed and someone will be identified in the near future.

D. DRAFTS – 2014 BFT Board of Directors Roster, Committee Assignments,  
And Activity Calendar

CHAIRMAN WATKINS stated that the drafts of the 2014 Board Member Roster, Standing Committee assignments and Board/Staff Activity Calendar were included in the Board packet for reference.

CHAIRMAN WATKINS further stated that this is a good opportunity to mention to all Board Members that their respective cities and counties should notify BFT of their primary and alternate member appointments to the BFT Board for 2014. Susan Snowdy, Clerk of the Board, stated that she has notices from Benton and Franklin Counties, but has not yet heard from the cities. CHAIRMAN WATKINS stated that he would hope by next month's Board meeting that all jurisdictions will have sent their official notice of who will represent them on the BFT Board of Directors.

CHAIRMAN WATKINS stated a reminder that the election of BFT Board of Directors Chair and Vice Chair will be conducted at the February 13, 2014 Board meeting.

10. Staff Reports & Comments  
A. Legal Report

Patrick T. Roach, Legal Counsel, stated that he will be attending the APTA Legal Affairs Conference February 22-25, 2014 in southern California. When he returns he will give a report. CHAIRMAN WATKINS asked if there is a need for an Executive Session this evening? Pat Roach, stated no.

B. Boardings and Quarterly Performance Report

Tony Kalmbach, Transit Planner, stated that the Boardings report was included in the Board packet. He stated that Dial-A-Ride, Vanpool and Demand Response reflects similar ridership that we have seen in previous months. We did see a drop in Fixed

Route ridership and we are currently analyzing the ridership data. We will be prepared to share those results with you at next month's Committee meetings when we present the end of the year Ridership Performance Report.

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

Gloria Boyce, Administrative Services Manager, stated that Operating Revenue through November is up approximately 6 percent above budgeted amount; Expenses are approximately 5 percent below budgeted amount. We are just now beginning to close out 2013 year numbers and processes. We hope to have some finalized numbers for the Board within the next sixty days. Through November the fare box recovery comes in at 13.5 percent from a budgeted 12.3 percent. The lower than expected ridership is increasing our allocated cost per boarding and decreases our fare per boarding.

Treasurer's Report – As of December 31, 2013 our balance is just over \$23 million. The Board has restricted just over \$8 million for Operating reserves, about \$1.9 million for approved capital programs, leaving about \$14.9 million surplus fund balance.

Sales Tax – Revenue through October 2013 is down 2.8 percent from October of 2012, up 6 percent year-to-date from 2012 and just over 6 percent on our 2013 monthly budget. Sales tax reports from other PTBA's and local jurisdictions are presented on the desk tonight.

#### D. General Managers Report

Edwin G. Frost, Interim General Manager, noted a couple of thank you letters of BFT support that were included in the Board packet from the 2013 Bike Challenge and Tri-Cities Visitor and Convention Bureau.

A copy of the Dear Colleague letter from Chairman Watkins having to do with Personnel changes at BFT was also included in the Board packet.

FTA Triennial Review Report - Ed Frost called attention to a letter on the desk tonight from the Federal Transit Administration regarding their recently completed Triennial Review at BFT. Kathy McMullen mentioned the review at the December Board meeting. The report from FTA is really important and significant for BFT. The Triennial Review is an in-depth analysis of the inter workings and all aspects of BFT's Operations. The process of a Triennial Review is very thorough and demanding. No deficiencies were found with the FTA requirements in any of the eighteen areas reviewed. Ed Frost expressed his thanks to Kathy McMullen, who pulled the materials together for presentation to the FTA folks. The end result of the Triennial Review is truly a reflection on the operation of the entire company. The FTA report is a very good and positive thing for BFT.

Labor Negotiations - Ed Frost stated that BFT has been in labor negotiations with the Teamsters for quite a while. We went through traditional negotiations, mediation and a filing for Arbitration has been made. He is pleased to report that labor negotiations between BFT and the Teamsters are back on the calendar for the near future. Ed Frost

stated that he and Staff are going to sit down at the table with the Teamsters and see if they work out a good labor contract that will be beneficial to BFT and its employees. It would be good to have a solid multi-year contract in place prior to the arrival of a new General Manager.

Tulip Lane Park & Ride Lot – Kathy McMullen was instrumental in getting a grant with the State of Washington for the construction of the park and ride. It is a partnership with the Washington State Department of Transportation, BFT and the City of Richland. We hope to get some of the private sector businesses to participate in the project. The park and ride will be Jerry Otto's first special project assignment. Jerry and Kathy will be the BFT lead team. Staff will keep the Board briefed as we move forward.

Low Ridership Weekday Service – Five of these days are on the calendar each year. Service on these days begins at 8:00 a.m. A reduced schedule is operated which is basically BFT's Saturday schedule. This change occurred as part of a cost savings plan. In addition we closed the offices of Vanpool and Customer Service on these five days. He has been working with Terry DeJuan, Kathy McMullen, and Christy Watts, and we are going to be able to provide customer service now on those low ridership days. The Vanpool office will also be open since most vanpools operate on the low ridership days. We will be able to provide better and more complete service to both our passengers in Vanpool, and our passengers in bus and Dial-A-Ride service. The customer service will start on Monday, January 20, 2014, Martin Luther King Day.

Decreased Ridership – We are certainly concerned about the dip in ridership. Staff is looking at whether we have a data collection problem or a genuine ridership problem. The solution is different if we have an accounting problem as opposed to a marketing challenge. We are digging in and will get to the bottom of why ridership has been on the decline and come up with an action plan to address whatever that cause is.

#### 11. Board Member Comments

JIM BEAVER – Apparently fellow Commissioner Jerome Delvin plans to travel with other BFT Board and Staff to Washington, DC; the County is working right along keeping people in jail and trying to lower the cost. He stated that he believes it would be appropriate for the Board to give all the Poster Art Contest Winners another round of applause.

CHAIRMAN WATKINS noted in that regard that tonight our guests have sat through an entire Board meeting and have witnessed one of your government agencies in action – he thinks that too calls for applause.

TERRY CHRISTENSEN – The City of Richland has a new Mayor, Dave Rose. Gregory Jones was elected to fill the open position. Phil Lemley will serve as Mayor Pro Tem. The City of Richland will soon begin review of its assignments and the letters should be coming out in February identifying appointments to the BFT Board. He is on the Council assignment Committee so you can probably expect him to come back.

RICHARD BLOOM – Stated that he was very impressed by the art work. He looks forward to another great presentation of winners next year. The City of West Richland has a new Mayor, Brent Gerry. Mr. Gerry has served on the West Richland City Council for the past four years 2010-2013. Rich Buel will serve as Mayor Pro Tem. The Council has an open position for City Council because the voters voted someone in who does not wish to serve. He extended an invitation to any West Richland residents who would like to serve noting that an application is available on the City Website.

RICK MILLER – Stated that he is really proud to say that not a lot is going on right now. Things are going pretty smoothly. The County approved its Budget and they are ready to go.

BOB KOCH – Stated that he and Commissioner Miller have been reappointed to serve on the BFT Board of Directors representing Franklin County for 2014. He is looking forward to seeing the art work on the BFT vehicles. Congratulations to all the Artist participants and winners. Congratulations to BFT Staff on the Triennial Review. It is nothing less than wonderful and fantastic. It is a lot of work to comply with 18 items or areas of review. Good job!

NORMA NELSON – Stated good evening to everyone. Thanks to all the guests for staying for the meeting. It provides an opportunity to see what goes on in the community. She expressed her congratulations to all the Poster Art contestants noting that she can see the pride in the faces of the students. It is really great to see the teachers get involved too. NORMA NELSON stated that it makes her proud to be in the Tri-Cities and this kind of project shows there is pride in our community. She drives for Dial-A-Ride and they don't typically get much advertising on their vehicles, but she hopes they can get some of this winning art on their vehicles.

NORMA NELSON stated that it will be good to get back to labor negotiations.

LISA STADE – Expressed her thanks to Ed Frost for jumping right in and keeping the agency moving. She noted that Ed Frost has been very clear about the direction of BFT and open to ideas and input. She expressed her thanks to the Poster Art contestants. As a teacher she was very impressed by the teacher's involvement in the project. As a BFT Board member she was impressed that BFT not only gave an award to the student for the art work, but also to the student's teacher. LISA STADE stated that next year she will be more involved and help Benton City be more on the forefront of participation in this excellent program. LISA STADE mentioned to the teachers and parents that if they want to get involved in the city council you can make a difference. She noted that she is enjoying her service on the city council. It is a great experience. She will request to stay on the BFT Board at the council's next meeting.

STEVE BECKEN – Stated that the City of Prosser recently welcomed two new members to the city council. They found out right at the get-go that not everybody loves the council.

BOB OLSON – Expressed his thanks to everybody who participated in the Poster Art Contest – 1,000 entries is just unreal. When he went to school they didn't even have a

1,000 people who could write their names. In all seriousness – great job! The art is fantastic. Thank you!

MATT WATKINS – Stated that a little birdie told him that it is Debra Hughes’ birthday today. He is assuming that it is a “29<sup>th</sup>” Birthday – Congratulations!

Stated he wants to comment that clearly we have gone through a significant change here in the past month with a manager resigning and appointing a new manager. This Board hires one person that sits in that seat over there pointing to the (GM’s) seat. All other positions are handled with BFT Policies and Procedures. To be candid anyone who thinks this Board is thinking about changing a bunch of positions, please do not believe that. The Board wants to make sure they have a General Manager that is going to work the best for transit. That is what they are most interested in. Then how that person runs BFT is by using BFT Policies and Procedures. We will all be involved in the process to select the new General Manager. He appreciates everything BFT Staff has done.

12. Next Meeting – Thursday, February 13, 2014 – 7:00 p.m.  
BFT Administration Building Board Room, 1000 Columbia Park Trail,  
Richland, WA
13. Executive Session – None.
14. Adjourn: The Regular BFT Board of Directors Meeting adjourned at 7:57 p.m.

Respectfully Submitted by:  
Susan Snowdy, CMC / Exec. Assistant, Clerk of the Board  
February 13, 2014

