

**BEN FRANKLIN TRANSIT
BOARD OF DIRECTORS SPECIAL MEETING MINUTES
Thursday, November 9, 2017 at 4:30 p.m.
1000 Columbia Park Trail, Richland WA**

1. Meeting called to order at 4:30 p.m., delayed roll call and convening until the regular meeting at 7 p.m.
2. In attendance: BOB KOCH (Vice-Chairman), STEVE BECKEN, RICHARD BLOOM, RICK MILLER and (Non-voting Union Representative) CHRIS LILLYBLADE

MATT WATKINS (Chairman), LISA STADE, TERRY CHRISTENSEN, STEVE YOUNG and SHON SMALL excused

Staff: Gloria Boyce, Jerry Otto, Tony Kalmbach, Kevin Hebdon, Wendi Warner, John Myers, Tom Turner, Rob Orvis, Julie Thompson, Bill Hale, Katherine Ostrom, Matthew Branson
Amanda Para

3. **2018 Ben Franklin Transit Proposed Operating and Capital Budget**

VICE-CHAIRMAN KOCH called upon General Manager, Gloria Boyce to present the single agenda item, a presentation of the 2018 Ben Franklin Transit Proposed Operating and Capital Budget.

Ms. Boyce reported that this evening, Staff is happy to present a balanced operating and capital budget. A brief review of the year was provided in addition to the status of the 2017 Goals and Initiatives. Major Accomplishments will be reported in detail, later in the presentation. 2018 Goals and Initiatives were developed from the Board approved Strategic Plan and will be presented by Kevin Hebdon, Director of Administrative Services in the summary as well as in each departmental presentation. Staff welcomes Board input in shaping the 2018 workplan as well as any public comment from members of the community submitted prior to December 7th, 2017, when staff will present a final budget for adoption.

Ms. Boyce presented Kevin Hebdon, Director of Administrative Services to present to the Board, the 2018 Ben Franklin Transit Proposed Operating and Capital Budget.

Kevin Hebdon, Director of Administrative Services informed the Board that the intention of the presentation is to equip the Board with the necessary information as Staff will be requesting Board approval to release Budget documents for public review and comment effective Friday, November 10th, through December 13th.

VICE-CHAIRMAN KOCH asked Mr. Hebdon how the staff intends to disseminate this information to the public.

Kevin Hebdon stated, historically, the documents are made available in electronic form on BFT.Org and in person at Three Rivers Transit Center, or at the Maintenance, Operations and

Administration Building reception desk. Notification is provided to local newspapers. Versions are available in both English and Spanish.

A. 2017 Operating Forecast

Mr. Hebdon reported that based on the services provided versus services consumed, BFT anticipates 3.5% decrease in revenue miles, no change in Revenue hours as budgeted in 2017, and 1.9% decrease in Boardings. Total Operating Revenues are projected to increase 4.5% over 2017 budget with Operating Expenditures anticipated to decrease 3.2% for approximately \$1.2 million in operating expenses.

In January 2015, the Board approved the BFT Strategic Plan with primary and secondary objectives consistent with BFT's Mission Statement and Core Values. The primary and secondary objectives are:

Primary

- Address Community Growth
- Maximize Community Outreach & Involvement
- Implement Succession Planning & Staff Development

Secondary

- Address Community Demographics
- Participate in Economic Development
- Plan for Para-Transit Demographic Shifts
- Integrate Technology
- Pursue Environmentally Friendly Buses

The measurement matrix, a quarterly scorecard report, will continue to be presented to the Board for information and direction.

These objectives serve as the core basis in developing our agency-wide 2018 goals and major initiatives which are further developed with measurable outcomes at the department and employee level:

- Safety First (Fleet / Service)
- Comprehensive Service Plan (Monitoring/Community Outreach)
- Facility Upgrades/Amenities Study Implementation
- Leadership and Staff Development
- Comprehensive Employee Program Review
- Transit Technology (Updates/Monitoring)

Mr. Hebdon provided a table demonstrating the relationship between annual goals and initiatives and how they are measured against the Strategic Plan.

B. 2018 Major Assumptions

Major Operating Assumptions:

Overall, the proposed FY 2018 Operating budget of \$40,369,711 and Capital budget of \$9,667,997 as presented are balanced with current year revenues.

On September 18, 2017 BFT launched the implementation of the CSPA which included additional service hours of operations, more direct routes and more frequencies for Fixed Route. This added nearly 28,000 hours of service on an annual basis. Dial-A-Ride hours of operations were adjusted to match those of Fixed Route. The 2018 budget reflects increases in salaries & wages, employee benefits, maintenance (professional services), fuel & lubricants, and materials & supplies to accommodate these service level increases. The 2018 Budget also contains contingency funding for demonstration services or modifications as staff continues to monitor the service changes and perform a comprehensive community outreach campaign.

DIRECTOR BLOOM asked if the increase in Revenue Hours will affect the cost per revenue hours, or are we to assume they will remain the same. Is there a benefit to the same overhead with more hours?

Kevin Hebdon stated post-implementation, we are currently in a monitoring phase. Current cost per revenue hour was provided.

Service is budgeted with slight increases as a result of the CSP implementation. BFT anticipates providing 382,225 revenue hours and 8,499,143 revenue miles across all modes in 2018. This is an increase of 2.9% and 2.2% respectively compared to 2017 forecasted year-end amounts.

Ridership is budgeted relatively flat in 2018. Boardings are projected to reach 3,473,425 for 2018. This is a 0.04% decrease compared to 2017 estimated year-end amounts.

Fares are expected decrease 1.4% as compared to the 2017 forecasted amount and 3.1% compared to the 2017 budgeted amount. The 2018 proposed budget amount is \$3.6M.

Farebox Recovery Ratio for combined modes is proposed at 11.7%. This reflects a decrease from the 2017 budgeted rate of 13.7% and a slight increase from the current August 31, 2017 actual ratio of 11.5%.

Sales Tax Revenue is projected at \$34,866,317, a 1.0% increase from the 2017 forecast of \$34,522,832. The increase in sales tax revenue reflects consistent economic growth over the last six years. 2018 will not be a refueling year out at Energy Northwest, which historically can contribute more than \$1M in additional sales tax revenue for BFT. Economic growth is due in part to continued construction and growth in the hotel, education, medical and housing markets and is in line with regional economic growth forecasts. Of the total 2018 sales tax revenue, 90.4% or \$31,519,686 is programmed for the Operating budget and 9.6% or \$3,346,631 is programmed for the Capital budget.

Federal Grants are budgeted in the amount of \$8,272,838 and include 5307 and 5339 formula funding for Federal Fiscal Years 2016 and 2017. This is up \$500,000 from 2017's budget.

State Grants are budgeted in the amount of \$1,505,712 and include portions of the 2017 – 2019 State biennium funding allocation. This is down \$500,000 from 2017's budget. A 5-year trend of all funding sources was reviewed.

Major Expense Assumptions:

Force Account/Head Count – After the passing of the 2017 Mid-year Budget Revision in July 2017 and prior to the CSP Launch in September 2017, 11 additional Fixed Route operators and three Dial-A-Ride drivers were approved by the General Manager. This was to meet the demands of the new service and service hours and to allow for adequate vacation, disability, FMLA, and other leave considerations. Those 14 positions are included in the 2018 budget. No other headcount has been added to the budget.

The implementation of the CSP, introduction of new technologies, and considerations for demonstration services are impacting current business processes. Staff is now evaluating and analyzing how these changes will impact the non-represented workforce. Staff aims to make recommendations for headcount increases in the second quarter of 2018.

Collective Bargaining Agreements (CBA's) – All three bargaining groups were settled in 2017 and impact the 2018 budget significantly as these contracts expired in May of 2016 and represented staff have not seen rate increases since then. The proposed budget accounts for normal step progression through the salary scale for all represented employees and increases each year in accordance with the recently signed CBAs. Specifically, operators receive increases of 2.5% at 6/1/16, 2.25% at 6/1/17, and 2.25% at 6/1/17. Mechanics received a one-time catchup increase of 2% 6/1/16, 3% at 6/1/16, 2.5% and 3% depending on position at 6/1/17, and 2.5% at 6/1/18 all positions.

Health insurance rates for all three CBAs for 2018 remained the same as 2017. Non-represented staff are now budgeted different than in prior years as the Board has approved a Percentage of Premium approach to providing health insurance benefits for non-represented employees. The Board has approved coverage for employees at 95% and dependents at 80%. This creates a partnership with employees in meeting the increasing costs of health care, promotes healthy life choices, and is financially sustainable in the long run. It is estimated that BFT will realize a reduction of \$140,000 for non-represented staff health care costs in 2018 as compared to 2017. For all employees, the mandated employer contribution rate for PERS is set at 12.70% of earnings for 2018, a slight increase from 2017's rate.

Wages and Benefits have been budgeted with considerations for normal step progression through the salary scale for both represented and non-represented employees, but do not include any other increases to wages. In keeping with last year's budget practice, wages and benefits have been budgeted factoring in a vacancy rate for 2018. Fixed Route and Dial-A-Ride Operators are proposed to be budgeted at 95% allowing for a 5% vacancy rate. As approved by the Board in 2017 both represented and non-represented staff received additional paid time off in keeping with market comparisons. Represented staff received three additional days and non-represented staff received five additional days, resulting in increased costs for paid time off.

Fuel costs are projected to increase 9.3% in 2018 from 2017 forecasted amounts as fuel prices are expected to increase per the U.S. Energy Information Administration. They report U.S. regular gasoline retail prices to average \$2.41 per gallon through the end of 2018 and diesel retail prices are expected to average \$2.79 per gallon. BFT realizes bulk savings and tax exemptions on fuel it purchases and anticipates paying on average \$2.35 per gallon of gasoline and \$2.37 per gallon of diesel. Additional miles from the CSP and slight increases to per gallon prices make up most of the 9.3% increase in fuel and lubricants. Tires & Tubes and Materials & Supplies will both experience an increase, reflected in departmental budgets.

Liability Insurance costs for 2018 are proposed at an 8.6% decrease from 2017. The base rate has increased by 7.0% to meet the strategic commitment of the WA State Transit Insurance Pool to reach \$5M in self-insured retention by 2023. BFT's experience mod factor rate is down 5.2%. This rate is adjusted each year based on claims from the prior year. CSP mileage is included in the insurance estimates for 2018.

Professional Services

- \$500k CSP Contingency
- \$250k Considerations for ADA Application Processing
- \$250k Stormwater Repair
- \$200k Facilities Condition Assessment (FCA)
- \$150k ITS Software Support / Internet Service

Maintenance Allocation

- Fixed Route – 53.80%
- Dial-A-Ride – 29.31%
- General Demand (Prosser) – 1.60%
- Contracted Paratransit – 2.37%
- Vanpool – 9.88%
- Non-Revenue – 3.04%

C. 2018 Departmental Reports

Fixed Route Operations

Dr. John Myers, Director of Transit Operations presented the 2017 major accomplishments:

1. 100% of Coach Operators received refresher training with an emphasis on Customer Service and Safety
2. Planned and prepared for Comprehensive Service Plan implementation successfully
3. 100% of administrative staff have been cross-trained in overall Operations support
4. Successfully completed union contract negotiations
5. With union contracts settled, Labor Management Meetings are scheduled to resume 4th Quarter 2017
6. 100% of Operations staff hired prior to June 2017 have been or will be Covey trained by the end of the year
7. Provided support and expertise during the implementation of CSP & the Onboard Integrated Technology System

Dr. Myers continued with Fixed Route 2018 Goals:

1. 100% of Coach Operators receive refresher training with an emphasis on safety and customer service
2. Maintain on-time performance at an average of 95.5%
3. Reduce absenteeism to an efficient operating level of three or less call-offs per day
4. Maintain a preventable accident level of .9 accidents per 100,000 miles

A review of the Fixed Route Operations budget was provided. Dr. Myers highlighted significant variances in Materials and Supplies, showing a 40.1% increase due to parts and supply needs.

Dial-A-Ride (DAR) Operations

Dr. John Myers, Director of Transit Operations presented the 2017 DAR major accomplishments:

1. 100% of DAR Drivers received refresher training with an emphasis on safety and customer service
2. Recertified 10% of DAR users in database and strengthened the certification process
3. 100% of existing rehab, care, and medical facilities received outreach and education on services provided
4. 100% of administrative staff were cross-trained in overall Operations support
5. 100% of Operations staff hired prior to June 2017 have been Covey trained, or will be, by the end of the year.
6. Provided support and expertise during the implementation of the Comprehensive Service Plan

Dr. Myers continued with DAR 2018 Goals:

1. 100% of DAR Drivers receive refresher training with an emphasis on safety and customer service
2. Update DAR Policies and Procedures Guide by August 2018
3. Ongoing training of administrative staff on all new technology and software
4. Review and update procedures to realize efficiencies in the ADA Application and Re-Certification process
5. Continue Community Outreach and Education

A review of the Dial-A-Ride Budget was provided. Dr. Myers highlighted significant variances in Materials & Supplies, reflecting a 27.4% increase which is due to increased demand on parts need, and increased cost of parts ordered.

General Demand (Prosser) Operations

Dr. John Myers, Director of Transit Operations presented the 2017 Prosser major accomplishments:

1. 100% of DAR Drivers received refresher training with an emphasis on Customer Service and Safety
2. Recertified 10% of DAR users in database and strengthen the certification process

3. 100% of existing rehab, care, and medical facilities received outreach and education on services provided
4. 100% of Operations staff hired prior to June 2017 have been or will be Covey trained by the end of the year.
5. Provided support and expertise during the implementation of the Comprehensive Service Plan

Dr. Myers continued with General Demand (Prosser) 2018 Goals:

1. 100% of DAR Drivers receive refresher training with an emphasis on safety and customer service
2. Review and update procedures to realize efficiencies in the ADA Application and Re-Certification process
3. Continue Community Outreach and Education
4. Achieve on-time performance of 95% by August 2018

DIRECTOR BLOOM asked, regarding Dial-A-Ride recertification, if you are to recertify 10% in 2018, what happens to the other 90%? How often are recertification's?

Dr. John Myers deferred to Katherine Ostrom, Assistant Director of Transit Operations. Ms. Ostrom stated that eligibility is decided on varying terms, three to six months, upward to two to three years. The process is determined by the individual's eligibility expiration.

A review of the General Demand (Prosser) Budget was provided. Dr. Myers highlighted significant variances in Utilities, reflecting an 805.4% increase which is due to a reallocation of costs for wireless internet, phone service and electric utilities.

CHRIS LILYBLADE inquired on both DAR and Prosser Salaries & Wages which both show a decrease. LILYBLADE stated that if we have increased the number of drivers, and their wages increased after the CBA was settled, how is that a decrease?

Gloria Boyce, General Manager, stated that the table reflects budget-to-budget perspective, and not 2017 forecast to 2018 budget.

Dr. John Myers thanked the Board and introduced Tony Kalmbach to present Vanpool and Planning & Service Development 2018 Goals & Initiatives and 2018 Budgets.

Vanpool

Tony Kalmbach, Director of Planning & Service Development, presented the Vanpool 2017 major accomplishments:

1. Participated in Community outreach events
2. Educated community members on the benefits of BFT's Vanpool program at CSP open houses
3. In lieu of promoting Rideshare Online, BFT purchased Vanpool Management software, with inclusive ride-matching capabilities
4. Facilitated 75 of the 125 (60%) Vanpool driver's refresher training

5. Collaborated with Finance to strengthen Vanpool accounts receivable processing

Mr. Kalmbach continued with Vanpool 2018 Goals:

1. Implement Vanpool Management Software
2. Implement Voyager Fuel Cards
3. Facilitate Driver Safety Training to 75 Vanpool groups
4. In support of the Comprehensive Community Outreach Campaign, Vanpool staff will attend 10 community outreach events

A review of the Vanpool Budget was provided. Kalmbach highlighted significant variances in Fuel & Lubricants and Materials & Supplies which increased 18.6% and 5.6% respectively due to rising costs and reallocation of costs.

Planning & Service Development

Tony Kalmbach, Director of Planning & Service Development, presented the Planning & Service Development 2017 major accomplishments:

1. Successfully implemented Comprehensive Service Plan Study (CSPS) recommended service changes on 9/18/17 Delayed only due to inclement weather earlier in the year
2. Attended approximately 68 partner agency meetings in 2017
3. Updated the Transit Development Plan (TDP) and Program of Projects (POP) as adopted by the Board in July 2017
4. Conducted the 2017 National Transit Database Sampling
5. Travel Training continues to expand, however staff was unable to implement ethic focused travel training
6. Completed the following in efforts to launch a Vanpool marketing campaign:
7. Participated in two Safety Expo's and met with four employers to discuss vanpooling options for their employees
8. Aired 500+ Vanpool commercials on radio and television
9. Updated and created new Vanpool marketing materials (posters, flyers, videos, brochures, etc.)
10. Participated in 27 outreach events
11. Recruited members for the Citizens Advisory Network, first meeting scheduled for November 13th, 2017

Mr. Kalmbach continued with Planning & Service Development 2018 Goals:

1. Monitor CSP changes and present results to the Board
2. Coordinate future growth and planning throughout the Tri-Cities
3. Conduct a Title VI Demographic Analysis
4. Implement Benchmarking Plan and Maintenance Plan for Automatic Passenger Counters (APC)
5. Finalize Amenities Study Plan and begin installation of amenities along major corridors
6. Comprehensive Community Outreach Campaign
7. Continue outreach to employers and popular destinations
8. Targeted community marketing

9. Develop a group Travel Training Program

A review of the Planning & Service Development Budget was provided. Kalmbach highlighted significant variances in Professional Services, reflecting a 75.1% increase due to the ongoing Comprehensive Service Plan Demonstration Services Contingency Fund and Potential Eligibility Consultation Services. Materials & Supplies sees an 81.4% increase. Tires & Tubes increased by 62.5%. Kalmbach reminded the Board that Planning & Service Development carries the budget for all contracted services. Purchased Transportation experienced a 14.9% decrease as a result of the Night Service cap implemented earlier this year. Rentals realized a 66.7% increase due to tents, audio and miscellaneous rentals for the service change implementation.

DIRECTOR BLOOM inquired on the 75.1% increase in Professional Services, this includes the CSP Contingency Fund, correct?

Tony Kalmbach confirmed, yes.

Mr. Kalmbach thanked the Board and invited Bill Hale, Fleet Maintenance Supervisor, to present the Maintenance Department.

Maintenance

Bill Hale, Fleet Maintenance Supervisor, presented the 2017 Maintenance Major Accomplishments:

1. No safety related accidents
2. Completed cosmetic refresh of 22nd Ave and Knight St transit centers
3. Completed curb and parking lines painting at main campus
4. Demonstrated four alternative fuel vehicles
5. Participated in the WSTA Transit Asset Management (TAM) Committee and completed preliminary assessment of vehicles
6. Developed a training committee and initiated ongoing employee advancement training
7. Focused bi-weekly payday meetings on synergy and other Covey habits
8. Ensured vehicles were prepared and available for CSP implementation
9. Revised the mechanic work schedule to meet the additional preventative maintenance needs due to CSP implementation
10. Received and placed into service 44 vanpool vehicles
11. Successfully completed union contract negotiations

Mr. Hale continued with the Maintenance 2018 Goals:

1. Zero safety related accidents in 2018
2. Facilities rehabilitation and upgrades
3. Test alternative fuel vehicles
4. Implement required FTA Transit Asset Management (TAM) Plan
5. Continue to promote and practice Covey habits

DIRECTOR BLOOM inquired on the TAM plan, is this to resolve the Fixed Asset Management and asset control?

Bill Hale stated that from the fleet perspective, yes. Washington State Transit Association committee worked to set boiler plates to survey their vehicles to maintain compliance and state of good repair.

Gloria Boyce, General Manager, added that the Transit Asset Management Plan is a federal requirement and must be in compliance by October 2018. The software which will be purchased will be all-encompassing of all Ben Franklin Transit Asset groups.

RICHARD BLOOM clarified, is this a state program for a federal requirement?

Gloria Boyce stated that it is a Federal Requirement, which the State agencies are assisting with.

A review of the Maintenance budget was provided. Mr. Hale highlighted significant variances in Fuel & Lubricants, a 33.1% decrease due to a correction of allocated costs. Tires & Tubes will decrease by 42.9% as we receive new DAR and Vanpool vehicles which will not require service in that area for at least the first year of revenue service. Rentals show a 353.3% increase which is a result of cost allocation corrections for Xerox machines and water coolers. 206.7% increase in Miscellaneous accounts for the Transit Asset Management Plan, Facilities Condition Assessment, Storm water Diversion, Training and Contingency Funds.

Bill Hale opened for questions, to which there were none. Mr. Hale thanked the Board and introduced Wendi Warner, Director of Human Resources & Labor Relations to present the HR Department.

Human Resources

Wendi Warner, Director of Human Resources & Labor Relations presented the 2017 HR Major Accomplishments:

1. Implemented market-based salary structure and compensation strategy
2. Reviewed and updated BFT's job descriptions
3. Implemented "Percentage of Premium" structure for non-represented employee group insurance
4. Developed HR mission statement and implemented Covey habits at department meetings
5. Settled and implemented three collective bargaining agreements
6. Reviewed 2,500 applications filling 29 Coach Operators, 14 DAR Drivers, 10 support, 5 maintenance, and 2 management positions.
7. Launched BFT LinkedIn company page
8. Launched online Learning Management System (LMS) for compliance training of administrative staff
9. Implemented pre-employment competency testing

Mrs. Warner continued with the HR 2018 Goals:

1. Implement succession planning program for non-represented employees
2. Review and update personnel policies and procedures
3. Develop Employee Handbook

4. Implement online, competency-based Performance Appraisal System for non-represented employees
5. Implement web-based employee onboarding system
6. Implement leadership development training

RICHARD BLOOM asked if the performance evaluation will be online, and electronic?

Wendi Warner confirmed, yes. This will primarily affect the routing of approvals.

A review of the HR Budget was provided. Warner highlighted significant variances in Salaries & Wages of 29.4% due to Headcount increase and Wage increases. Professional Services realized a 19.2% decrease due to the reduction of legal service use. Materials & Supplies increased by 49.7% due to increased headcount and subsequent training, staff development and the servicing of four (4) Automated External Defibrillator (AED) machines. Miscellaneous reflects a 10.4% increase due to additional safety equipment needed for the hosting of the 2018 Washington State Transit Association's Rodeo and additional expenses related to the Wellness Program.

Mrs. Warner opened for questions, to which there were none. Wendi thanked the Board and Invited Kevin Hebdon to resume his presentation.

Administrative Services

Kevin Hebdon, Director of Administrative Services, presented the Administrative Services Budget, which includes Finance, Information Technology and Procurement. The 2017 Accomplishments are:

1. Timely Financial Statement, Federal Grants, and NTD Audits as well as clean Federal Grants and NTD Audits
2. Successfully managed a major bus technology implementation project from start to finish
3. Launched a successful and seamless website update/upgrade on 9/18/17
4. Upgraded network switching system to a Cisco certified network in compliance with security best practices
5. Implemented Cert and Ripple Software Modules in Dial-a-Ride
6. Implemented on-line contractor registration and notification software system
7. Provided over 120 ambassador hours at transit center platforms during CSP launch week
8. Participated in a DBE public outreach "Meet the Buyer" event on April 6, 2017
9. Set up 60 new employees in payroll system
10. Developed Reserve Fund Policy adopted by the Board in July 2017
11. Trained 123 employees on *The 7 Habits of Highly Effective People (Covey)*
12. Consistently holding Covey moments every Friday

Mr. Hebdon continued with the 2018 Administrative Services Goals:

1. Clean and timely Audits
2. Address technology needs throughout BFT
3. Continued system-wide software efficiencies
4. Support major initiatives
5. Meet BFT's annual DBE participation goal

6. Continue to promote and practice Covey habits

A review of the Administrative Services budget was provided. Mr. Hebdon highlighted significant variances in 44.0% increase in Materials & Supplies due to revised lifecycle of computers. Miscellaneous reflects a 59.1% increase as a result of the addition of the assistant General Manager position and related training as well as various training and development.

RICHARD BLOOM inquired on the DBE public outreach, is this a partnered event or is it ours?

Kevin Hebdon stated this is a partnership. Gloria Boyce, General Manager, stated this is a TriDec endeavor.

D. 2017 Capital Forecast / Project Update and 2018 Capital Budget / Project Details

Kevin Hebdon, Director of Administrative Services presented an overview of the Proposed 2018 Capital Program which totals \$9,667,997 and includes \$6.04M for fleet replacement - 8 Fixed-Route vehicles, 12 Dial-A-Ride vehicles, and one non-revenue service vehicle; \$3.37M for facility projects; \$0.25M in Equipment and Transit Technologies. A Capital Project Document and funding sources were reviewed in detail.

A brief discussion was held on the status of various projects.

E. Next Steps in Budget Process

1. Implement Board Recommendations
2. Release for Public Comment & Review
3. December 7th Admin & Finance Committee
4. December 14th Board Review & Proposed Adoption

Kevin Hebdon opened the floor for questions or comments, to which there were none. Mr. Hebdon thanked the Board for their time and presented Gloria Boyce, General Manager for closing comments.

Gloria Boyce, General Manager, thanked the Board for their time and asked if there were any additional questions or comments, to which there were none. Ms. Boyce made final remarks reiterating the agencies commitment and focus on ongoing projects to include monitoring of the Comprehensive Service Change, Core Competency testing, Technology improvements and Amenities Study.

RICHARD BLOOM stated for point of clarification, the document provided to the community will be the memo form?

Gloria Boyce stated, yes, the memo form will be provided to the public for comment.

VICE-CHAIRMAN KOCH thanked staff for their time and presentations. Meeting was recessed at 5:57 p.m. until Regular Meeting convenes at 7 p.m.