

**BEN FRANKLIN TRANSIT
BOARD OF DIRECTORS REGULAR MEETING MINUTES
Thursday, February 21, 2019 at 7:00 p.m.
1000 Columbia Park Trail, Richland WA**

1. CHAIRMAN WATKINS called the meeting to order at 7:00 p.m.
2. Roll Call: MATT WATKINS (Chairman), BOB KOCH (Vice-Chairman), RICHARD BLOOM, JOHN TRUMBO, LISA STADE, STEVE BECKEN, CLINT DIDEIR, and NORMA NELSON (Non-Voting Union Representative)

SHON SMALL excused
BOB THOMPSON absent

Staff:

Gloria Boyce, Jeremy Bishop – Legal Counsel, Jerry Otto, Matthew Branson, Keith Hall, Kelsey Schalock, Ken Hamm, Rob Orvis, Ali Madison, and Catherine Getic

3. **Pledge of Allegiance**

CHAIRMAN WATKINS lead all in attendance in the Pledge of Allegiance.

4. **Citizen’s Public Comment/Introduction of Visitors**

CHAIRMAN WATKINS opened the floor for public comments on any item not further down on the agenda to which there were none.

Ms. Gloria Boyce, General Manager, introduced the Interim Executive Assistant/Clerk to the Board, Catherine Getic.

CHAIRMAN WATKINS thanked Ms. Boyce for the introduction and opened the floor for any other comments or introductions to which there were none.

5. **Election of Officers – BFT Board of Directors Chair/Vice-Chair**

CHAIRMAN WATKINS opened nominations for 2019/2020 Ben Franklin Transit Chairman and Vice-Chair for the Board of Directors.

STEVE BECKEN nominated MATT WATKINS as Chair and BOB KOCH as Vice-Chair. MATT WATKINS accepted the nomination. BOB KOCH voiced no objection to the nomination.

LISA STADE nominated JOHN TRUMBO as Chair and BOB KOCH as Vice-Chair. JOHN TRUMBO voiced no objection to the nomination.

CHAIRMAN WATKINS made a second and third call for nominations to which there were none. CHAIRMAN WATKINS closed nominations and called for a roll call vote for Chair.

ROLL CALL VOTE:

FRANKLIN COUNTY #2 (CLINT DIDIER): TRUMBO

BENTON CITY (LISA STADE): TRUMBO

CITY OF PROSSER (STEVE BECKEN): WATKINS

FRANKLIN COUNTY #1 (BOB KOCH): WATKINS

CITY OF PASCO (MATT WATKINS): WATKINS

WEST RICHLAND (RICHARD BLOOM): WATKINS

BENTON COUNTY (SHON SMALL): excused

CITY OF KENNEWICK (JOHN TRUMBO): WATKINS

CITY OF RICHLAND (BOB THOMPSON): absent

By majority vote MATT WATKINS to serve as 2019/2020 Ben Franklin Transit Chairman of the Board of Directors. CHAIRMAN WATKINS accepted.

ACTION: CHAIRMAN WATKINS called for a vote to accept BOB KOCH as 2019-2020 Ben Franklin Transit Vice-Chairman of the Board of Directors. PASSED UNANIMOUSLY. VICE-CHAIRMAN KOCH accepted.

6. Approval of Agenda

CHAIRMAN WATKINS: I'm not aware of any changes to be made.

LISA STADE: I would like to offer three changes to be added for discussion, Items of new business. Exit interview items, exit interview items were received today, Gallup Q12 surveys there's some ambiguity about how to read them and just needed some guidance on that aspect about department verses individual survey information, I think that would be vital for all the Board members, and then contract for legal services in reference to appendix A, item D.

CHAIRMAN WATKINS: So, your suggestion would to put those under...?

JOHN TRUMBO: Point of order.

CHAIRMAN WATKINS: Before point of order, let me just ask what area you are wanting to put those in [DIRECOTR STADE].

LISA STADE: Yeah, Point of Order would be fine.

CHAIRMAN WATKINS: Mr. TRUMBO.

JOHN TRUMBO: I am curious why our agenda does not have a provision for new business?

CHARIMAN WATKINS: We have...I don't think I have an answer to that. Agendas are...some agendas do, and some don't. My suggestion would be to put it under section 12 on the agenda.

LISA STADE: I'm fine with that.

CHARIMAN WATKINS: Okay. So, your asking to have, and I want to be clear about this, your wanting to put three items in section 12. Can you summarize them again [LISA STADE]?

LISA STADE: Yes. Exit interview items from employees, Gallup Q12 survey information and contract for legal services.

CHAIRMAN WATKINS: Okay. You're making a motion to put those items in as D, E, and F?

LISA STADE: Yes.

CHAIRMAN WATKINS: Is there a second?

CLINT DIDIER: Second.

CHAIRMAN WATKINS: Second by Mr. DIDIER. Discussion? For it or against it. You're indicating Ms. STADE that you thought the Board would benefit?

LISA STADE: Yes. Definitely.

CHAIRMAN WATKINS: Any other thoughts? I am going to ask then, if there are no other thoughts, I am going to ask for a vote, do a roll call vote on this to add...whether or not to add sections D, E and F to the agenda. And Ms. Getic, I'm going to ask you to do the same vote as before [Board Chairman vote process].

JOHN TRUMBO: Excuse me Mr. Chairman.

CHAIRMAN WATKINS: Yes?

JOHN TRUMBO: Perhaps I need some instruction here? Do we have any procedure established be it Roberts Rules of Order or anything else that requires a council vote to add items under new business? I'm just unaware. Could someone please school me on that?

CHAIRMAN WATKINS: I don't know if there is such a thing. Mr. Bishop is our attorney he would know Roberts Rules of Order and process.

Jeremy Bishop: Well, we need a motion to either approve or alter the agenda. And so, we typically would have a motion to approve the agenda.

JOHN TRUMBO: Okay. I just wasn't clear on my thinking if this was a motion to approve the agenda as including the new business items under 12 or if it was just to add new business items under 12 and then have a second motion to approve the agenda. I was just unclear.

Jeremy Bishop: If I were to phrase the question, I would phrase the questions as this is a motion to amend the agenda after which it would still need to be approved.

JOHN TRUMBO: That's my question. Is that necessary by any established procedures or Roberts Rules of Order?

Jeremy Bishop: I'm not going to give you a firm answer on that, since I haven't looked at that. But that would be, as I would understand it, that would be the way I would go. Yes.

JOHN TRUMBO: I believe that the City Council of Kennewick, that when someone makes a request for an item to be discussed the Mayor simply says 'okay, we'll put it under [whatever the section is]' And then there is a motion to approve the agenda. Perhaps we're doing it wrong but that's how we do it. That's why I was confused.

CHAIRMAN WATKINS: Okay. Well let me make the suggestion, I would like the agenda as it exists to run, the one that we have in front of us and not the adding things one. So, what I want to do is make sure that this group has an opportunity for majority to decide what they want. I don't want to put my rule on it. So what I think is appropriate is we have, I believe, a motion for an amended agenda and just so I am clear on who wants which one, the existing one or the modified one, we'll do a roll call vote.

JOHN TRUMBO: I'm not suggesting otherwise. I just wanted to be clear on my understanding.

LISA STADE: And CHAIRMAN MATT WATKINS, you might... if I might say, the reason why I am bringing this up, at this point, is because I received some of the information today and I feel like it is relevant we, as a Board, as we are doing our next round of issues, that we should be aware of the exit interview information and have a discussion related to that, as well as, our next round of evaluations. That this is important information that we [Board members] have in a timely manner. And it would be prohibitive to delay it.

STEVE BECKEN: Did all of us receive this information?

LISA STADE: If you had... If the Board was to request this information, you can receive it.

STEVE BECKEN: So, we're going to put something on the agenda that the rest of us [members of the Board] aren't privy to?

LISA STADE: I would like to have us discuss it and then you may say 'let's have full disclosure so that we can all [members of the Board] be privy to that.'

Jeremy Bishop: Chair Watkins, a brief concern, based on what limited information I have available to me, is how much of the exit interviews might be public information appropriate for discussion in an open meeting.

LISA STADE: I'm actually just asking how to read it, how to interpret it. Not anything specific as far as an employee or stated comments.

CHAIRMAN WATKINS: And if we end up modifying the agenda to include it, at that point we'll be careful to try to take care of that.

LISA STADE: Yes, definitely!

Jeremy Bishop: Perfect. Easier to address that now than later.

LISA STADE: Right, I agree.

CHAIRMAN WATKINS: So, question still is if we want to have the modified or the existing agenda? The modified agenda is on the table for consideration. If you're going to want that, you're going to say "I" or "yes". If don't want it and presumably the original agenda then you're going to say "nay" or "no". So, I'll ask the Clerk to do the role again.

Catherine Getic: DIRECTOR DIDIER?

CLINT DIDEIR: Yes

Catherine Getic: DIRECTOR STADE?

LISA STADE: Yes

Catherine Getic: DIRECTOR BECKEN?

STEVE BECKEN: Since we don't have that information, I'm going to say No.

Catherine Getic: VICE-CHAIR KOCH?

BOB KOCH: Also. Not having the information [shaking head to indicate "no"]

Catherine Getic: CHAIRMAN WATKINS?

CHAIRMAN WATKINS: No

Catherine Getic: DIRECTOR BLOOM?

RICHARD BLOOM: Yes

Catherine Getic: SHON SMALL is absent. DIRECTOR TRUMBO?

JOHN TRUMBO: Yes

CHARIMAN WATKINS: The modified agenda motion is carried. So, we're going to have a modified agenda. We're going to have sections 12D, E and F. When we get to 12D we'll work through that piece when we get there.

ACTION: By majority vote the motion is carried to amend the agenda to include Items 12D: Exit Interviews, 12E: Gallup Q12 Survey Results Review and 12F: Legal Services Contract (Appendix A, Item D).

7. Recognitions

A. Resolution 17-2019 Recognizing BFT Employee Dawn Donelson's Years of Service

Ken Hamm, Director of Transit Operations, Dawn Donelson began her career with Ben Franklin Transit on November 12, 1984, with Ben Franklin Transit and recently submitted her letter of retirement in December. Dawn Donelson has served BFT and our community well in the capacity of Coach Operator for thirty-four (34) years. Dawn was a 29-year recipient of the National Safety Council Safe Driver Award; which represents her driving the equivalent of 2.9 million miles for all those many years without having a preventable accident; well done Dawn.

NORMA NELSON added that she has known Dawn since 1990. She has one of the best personalities she has seen and presented Dawn Donelson with a bouquet of flowers from a group of operators.

ACTION: JOHN TRUMBO made, LISA STADE seconded a motion to approve Resolution 17-2019 Recognizing BFT Employee Dawn Donelson's Years of Service. MOTION CARRIED UNANIMOUSLY.

CHAIRMAN WATKINS presented Dawn Donelson with a Certificate of Commendation and a BFT Lifetime Pass.

8. Citizen's Advisory Network (CAN) Report

Ali Madison, Director of Marketing and Communications stated the Citizen's Advisory Network (CAN) held the first meeting of the year on January 15, 2019. At the meeting David Cortinas, agreed to serve as secretary recorder, all Officer positions are now filled. The meeting predominantly centered around the service restoration efforts. The group was particularly interested in the two (2) BFT Van programs available to non-profits in the community and they

made a variety of suggestions on how BFT could promote those and they look forward to the extended hours in March. Chair Moran commended BFT for excellent on-time service. They tentatively scheduled the next CAN meeting for March 18, 2019.

9. Board Committee Reports

CHAIRMAN WATKINS invited the committee chairs to report on their respective committee meetings.

A. Operations & Maintenance Committee, SHON SMALL

CHAIRMAN WATKINS called for a review of the Operations & Maintenance Committee meeting. None of the Committee Members who attended the meeting on February 6, 2019 were present this evening to provide overview. Minutes for the meeting were provided in the Board packet.

B. Planning & Marketing Committee, RICHARD BLOOM, Chair

RICHARD BLOOM gave an overview of the items discussed during the committee meeting. Primary discussions were held on the Service Update including the marketing and community outreach. Mr. BLOOM continued with overview of voiced concerns surrounding the terminology used to reference the staffing for the service restoration efforts, previous depictions lead him to understand the staffing to be temporary. Adjustment to the Service Restoration Update has been made by staff to reflect correct staffing expectations. Additional information was provided of the discussion held on the fare rates.

CHAIRMAN WATKINS asked for any questions to which there were none.

C. Administration & Finance Committee, STEVE BECKEN, Chair

STEVE BECKEN gave an overview of the items discussed during the Committee meeting. This included discussions on the Service Restoration efforts and the fare policy. Some of the items discussed are on tonight's agenda under both consent and action items.

LISA STADE asked what the rational for the forwarded consent item Resolution 13-2019. Gloria Boyce, General Manager, explained that these are only new positions or position descriptions not previously reviewed by the Board of Directors.

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

A. Approval of February 21, 2019 Regular Board Meeting Minutes

B. January Voucher Summary

January 2019 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 has been emailed to the Board members February 15, 2019

Payroll

| Check Register Number | Check Number/ Number | | Date of Issue | In the Amount | |
|-----------------------|----------------------|-------|---------------|---------------------|---------|
| 500-19 | 80144 | 80162 | 1/4/2019 | \$451,779.51 | Payroll |
| 501-19 | 80162 | 80180 | 1/18/2019 | \$468,953.31 | Payroll |
| Total | | | | \$920,732.82 | |

Non-Payroll Vouchers

| Check Register Number | Check Number/ Number | | Date of Issue | In the Amount | |
|-----------------------|----------------------|-------|---------------|-----------------------|-----------|
| 100-19 | 70172 | 70221 | 1/4/2019 | \$190,807.95 | MDSE |
| 101-19 | 70222 | 70275 | 1/11/2019 | \$206,801.89 | MDSE |
| 102-19 | ACH TRANS | | 1/11/2019 | \$498,105.20 | ACH TRANS |
| 103-19 | 70276 | 70363 | 1/18/2019 | \$351,495.81 | MDSE |
| 104-19 | ACH TRANS | | 1/18/2019 | \$453,558.78 | ACH TRANS |
| 105-19 | 70364 | 70424 | 1/25/2019 | \$1,310,150.92 | MDSE |
| 106-19 | 70425 | 70492 | 1/31/2019 | \$298,087.05 | MDSE |
| 107-19 | ACH TRANS | | 1/31/2019 | \$15,917.54 | ACH TRANS |
| Total: | | | | \$3,324,925.14 | |

Check register numbers 500-19 to 501-19 and 100-19 to 107-19;

In the total amount of: \$4,245,657.96

- C. Resolution 11-2019 Authorizing the General Manager to declare vehicles identified in Exhibit "A" as surplus and dispose per Resolution 59-2018
- D. Resolution 12-2019 Recommendation to Award the Supply and Delivery Bulk Fuel Contract to Associated Petroleum Products, Inc.
- E. Resolution 13-2019 Adopt Job Descriptions for Represented and Non-Represented Positions

CHAIRMAN WATKINS read aloud the items on the Consent Agenda. The floor was opened for comments and questions. CHAIRMAN WATKINS called for a motion on the CONSENT AGENDA as presented

ACTION: BOB KOCH made, STEVE BECKEN seconded a motion to approve the Consent Agenda as presented. MOTION CARRIED UNANIMOUSLY.

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

11. Action Items

A. Resolution 14-2019 Authorization to Release Request for Qualifications (RFQ) for an Architecture & Engineering firm for Transit Passenger Facilities

Keith Hall, Director of Planning & Service Development stated that Ben Franklin Transit requires professional services in the area of architecture and engineering services for designing approved transit capital projects. Transit Passenger Facility Projects may include new transit centers and park-and-ride lots, improvements to existing transit centers and park-and-ride lots, and major multimodal stops in high-frequency bus corridors. Board approved projects have been incorporated into previously-approved Transit Development Plans (TDPs) and the regional Transportation Improvement Program (TIP). This contract would incorporate existing and future projects that may be adopted by the Board of Directors in future BFT Capital Budgets, TDPs, TIPs, and other capital programs. Contract use would be for planning, environmental, and design but excluding real estate acquisition and project construction. Transit Passenger Facilities projects consist of the following:

- New Major Transit Centers and Park-and-Ride Lots
- Improvements to Existing Transit Centers and Park-and-Ride Lots
- Major Transit Stops in Corridors with Frequent Bus Service

BFT staff will request qualifications from architecture and engineering services firms. BFT will advertise in local and national publications and send out RFQs to interested firms. BFT estimates a recommendation for award at the July 2019 Board of Directors meeting.

NORMA NELSON asked if these plans include or could include the Frost Center stating that there were concerns over the status of the facility. Mr. Hall responded that this location was not part of these plans but that a further review of this facility location will be conducted now that the issue has been brought forward.

ACTION: RICHARD BLOOM made, BOB KOCH seconded a motion to approve Resolution 14-2019 Authorization to Release Request for Qualifications (RFQ) for an Architecture & Engineering firm for Transit Passenger Facilities. MOTION CARRIED UNANIMOUSLY.

B. Resolution 15-2019 Adopting the Memoranda of Agreement for all existing Collective Bargaining Agreements between BFT and Teamsters Local Union No. 839 for “Union Membership Matters and Employee Orientation”

Kelsey Schalock, Employment Manager, stated Janus v. American Federation of State, County and Municipal Employees (AFSCME), Docket No. 16-1466 was decided by the Supreme Court of the United States on June 27, 2018. This decision requires parties to modify the terms of their Collective Bargaining Agreement (CBA) for compliance.

The Janus v. AFSCME decision states that no public sector employee, having refused membership in a trade union, may be compelled to pay union dues to said union because of the benefits they may receive from their collective bargaining. "Fair share" agreements, when applied to public sector workers, violate the First Amendment protections of free association and freedom of speech.

The Memoranda of Agreement effectively replace the existing Union Membership and Conditions of Employment.

JOHN TRUMBO asked questions specific to the negotiation process. Ms. Boyce explained that the negotiations are “closed door” and stated all included members. Ms. Boyce will follow up with JOHN TRUMBO to discuss this process further.

A brief discussion was held clarifying the ultimate changes in representation provided for the Collective Bargaining Agreement covered employees.

ACTION: RICHARD BLOOM made, STEVE BECKEN seconded a motion to approve Resolution 15-2019 Adopting the Memoranda of Agreement for all existing Collective Bargaining Agreements between BFT and Teamsters Local Union No. 839 for “Union Membership Matters and Employee Orientation”. **MOTION CARRIED UNANIMOUSLY.**

- C. Resolution 16-2019 Authorizing the General Manager to increase the agreement amount with Archbright for consulting services in support of Human Resources and Agency initiatives

Matthew Branson, Interim Director of Administrative Services stated since June of 2018, Archbright has provided BFT with HR consulting services and has been pivotal in the execution of several key projects for the organization; developing Core Competencies as a foundational component of the Agency’s Succession Planning program, developing the Driven By Excellence culture initiative to reinforce Covey principles; providing support for the implementation and reporting of the Gallup Q12 workplace engagement survey; conducting the initial Gallup Q12 communication and feedback sessions, and other Human Resources process evaluations and initiatives.

In 2019 and 2020, BFT plans to develop and execute projects which will require the continued support of HR consulting services. Leveraging Archbright’s working knowledge of the Agency and the initiatives which are planned and in progress, BFT can ensure continued momentum of project execution and preserve the continuity of work product as well as established internal relationships.

BFT has subscribed to Archbright’s Silver Level of service through a membership arrangement; only Archbright members at this level are eligible for the type of onsite services currently provided to BFT. By subscribing to the Gold Level of membership, BFT would realize an overall reduction in the hourly bill rate for onsite services, which will result in a \$16,640 savings over the 12-month period in which Archbright would provide continued services to the Agency.

BFT would like to continue Archbright’s services and see assigned projects through to completion. The existing agreement with Archbright was executed in June of 2018. The General Manager will reach her authority limit of \$100,000 on this agreement by approximately February 18, 2019.

Staff is requesting to increase the dollar amount of this agreement for 2019 and 2020 by \$200,000 for a total agreement limit of \$300,000 to ensure sufficient coordination and support to effectively accomplish the objectives assigned to Archbright.

CHAIRMAN WATKINS asked for Ms. Boyce for the benefits of this additional \$200,000. Ms. Boyce responded that the work that Archbright has handled the assigned projects in an extremely professional manner and that as the original strategic plans comes to a close the request is placed to the Board of Directors to allow Archbright to continue those efforts in support of the Ben Franklin Transit staff. This specifically included the Q12 Gallup Survey.

JOHN TRUMBO made comments that following this total \$300,000 project measurable outcomes would be expected. Ms. Boyce responded that Archbright is assisting in interpreting the Gallup survey results into items that the employees want BFT to focus on.

ACTION: RICHARD BLOOM made, LISA STADE seconded a motion to approve Resolution 16-2019 Authorizing the General Manager to increase the agreement amount with Archbright for consulting services in support of Human Resources and Agency initiatives. MOTION CARRIED UNANIMOUSLY.

12. Discussion/Information Items

A. 2019 Drafts – BFT Board of Directors Roster, Board Committee Assignments, Board/Staff Activity Calendar (provided in packet)

Discussion was held on current committee assignments. Ms. Boyce requested a specific assignment for Chair to the Operations and Maintenance Committee. CLINT DIDIER declined this role, CHAIRMAN WATKINS appointed SHON SMALL as Chair. AdHoc Committee assignments were defined as below:

Administration and Finance Committee

Chair: Steve Becken
Matt Watkins
Bob Koch
(Legal Counsel)

Meeting Thursday prior to Board at 4:30 p.m.

Operations and Maintenance Committee

Chair: Shon Small
Clint Didier
Bob Thompson

Meeting Wednesday prior to Board at 12:30 p.m. (Lunch provided)

Planning and Marketing Committee

Chair: Richard Bloom
Lisa Stade
John Trumbo

Meeting Wednesday prior to Board at 4:00 p.m.

B. Service Restoration Update

Keith Hall, Director of Planning & Service Development stated that all calendar items to date are operating at this time with the exception of Fixed Route and Dial-A-Ride evening hours extension which is set to launch on March 11th, 2019. Mr. Hall commented that in combination with the service hours extension the Board of Directors will receive an update on that service as well as the Van-Me-Down program in March.

LISA STADE asked about the Van-Me-Down program status. Keith Hall indicated that we have applications for all available vans. No more vans to be added in the month of February but possibly in the next few months.

LISA STADE commented that the application rubric was laid out wonderfully, however the application window was very tight. Ms. STADE continued that she had requested that the application window be extended but was informed that applications needed to be closed. Terry DeJuan, Rideshare/Vanpool Manager, stated that we are expecting to have vans available in March, following federal processing however, all available vans had been assigned to applications received on time.

NORMA NELSON requested to know when a vehicle with wheelchair access would be coming available. Mr. DeJuan responded that with the extended service hours all Dial-A-Ride vehicles are in use and none are expected to be coming available at this time. Additional vans are being ordered and when that process is completed Dial-A-Ride vans may come available.

C. 2018 Art Contest Voting

Ali Madison, Director of Marketing stated that the 2018 BFT art contest was opened in November 2018. Invitations were given to middle and high School students from all the BFT service jurisdictions to submit original artwork depicting this years' theme "Transit Builds Community" and were provided with the supplies to get them started. BFT received 300 (62 middle school and 238 high school) entries from 16 schools. These were narrowed to the top 50 by the BFT Marketing Department which were hanging in the Board Room for viewing. These top 50 then were narrowed to the top 28 entries by the local art community predominantly the Richland Art Commission. The Board of Directors were then requested to narrow the list down to the top 16 whose artwork will be featured in BFT's 16-month calendar and inside the BFT Art Bus, each top 16 contestants will also receive a BFT Summer youth pass. Tonight, we request the Board of Directors to cast there vote for the 1st, 2nd and 3rd place winners. The winners will each receive a gift card for themselves and their art teachers, will have their submissions professionally framed, and will be featured on the exterior of the BFT Art Bus. The first-place winner will also receive a new bike for the "ultimate student multi-modal transportation experience". Results will be announced at the next Board Meeting.

A five-minute break was provided for voting, Board of Directors, Staff and visitors. CHAIRMAN WATKINS excused all for break at 8:04 p.m., meeting to resume at 8:09 p.m.

D. Exit Interviews

LISA STADE: I'm just going to ask either Kelsey or Gloria just a couple of questions regarding the exit interviews.

CHAIRMAN WATKINS: Hold on just a moment.

LISA STADE: I was just stating that so if she wanted to come up front...to be succinct.

CHAIRMAN WATKINS: We have three items; 12D, E and F. First item is related to Exit Interviews. I would also note that these two or three items, if there is any sensitivity from a legal perspective, Mr. Bishop, I am going to ask you to speak up as we go through this. What this group wants to talk about is a fundamental part of Board of Directors. I'm going to ask Ms. Stade, you want to talk about these items so, the Exit interviews.

LISA STADE: Yes, just to give a quick background, in the past we used to give employees, upon their exit, a exit checklist and then it just had five questions that didn't really delve in any substantial way into why...Why an employee [left]? What's a good point about working here? What they appreciate. What they enjoy. What they suggest for improvement. It was just more of a, like a checklist with just five questions.

So, I had requested and encouraged for more extensive information to kind of dig a little deeper, such as: What did you enjoy most about working here? Were you informed about changes effecting your work? Did you receive adequate training to perform your job? etc...Along with the checklist to kind of get a little bit more depth in that so we can kind of see, you know, any patterns or trends. Or take information, seek first to understand, so understand why employees are leaving for other employment, other reasons. So as of October 1st, the exit interview was changed from mainly just a checklist with four surface questions to 14 questions plus a grid.

So, I requested and I appreciate, Kelsey I think you were the lucky one to do this for me... I requested the exit interviews and surveys from March 2016 to now. I think there was approximately about 100 employees, so I wondered if you had a chance... So what I have here is this all of 2018?

Kelsey Schalock: Yes.

LISA STADE: Okay, all of 2018, and then, I don't know if you even had a chance to get 2017 or 2016?

Kelsey Schalock: They are currently at our bus wash, where we're are housing the documents that are getting ready... for records retention purposes it's where we house our documents. So, we have to go out and physically pull boxes for all of 2016 and 2017 personnel files.

LISA STADE: So, when employees exit, is this one of the things as part of their, their leaving departure. Like... I've turned in my badge, I've filled out the exit interview... is this one of the pieces that they're asked to do?

Kelsey Schalock: Yes, it is.

LISA STADE: Okay. Then the other thing, just in general, I was looking in particular for some names that were on another list that I have and I received. I saw two out of the twenty and the people left in 2018, so I was just wondered if maybe, there might be a few that were in another back room or other boxes in other locations?

Kelsey Schalock: Yes, to my knowledge we have captured all of 2018, but I certainly can speak with you about that further.

LISA STADE: Okay, we'll do that after the meeting cause that's a private nature.

Kelsey Schalock: Okay.

LISA STADE: That's all that I had.

JOHN TRUMBO: May I ask a follow up question on that?

LISA STADE: Sure.

CHAIRMAN WATKINS: Yes, Mr. TRUMBO.

JOHN TRUMBO: They are asked to participate in the exit interviews, this is not a requirement. Is that correct?

Kelsey Schalock: That is correct.

JOHN TRUMBO: And picking up on what Lisa said, referring to, what I am assuming, a list of 20 names representing employees that have left their appointment here [Ben Franklin Transit] for whatever reason but, there were only two exit interview forms that were discovered and that leaves 18 undiscovered. Would it be reasonable to assume that those individuals chose not to fill out an exit interview or is it possible that those exit interview forms do live somewhere else? I know folks but, did those 18 just choose not to participate?

Gloria Boyce: Well, if I may, I want to make sure that we are not asking questions on assumptions that we cannot validate. So, if your picking up on we're looking for 20 names, what the HR group submitted was those documents that we have in house. I'm not sure how many of those former employees we had in 2018, but all that we had, all of that list has been provided to DIRECTOR STADE

this morning. I don't know what 20 names she is referring to, so I couldn't tell you what year they terminated to give you some type of percentage that participate or did not participate.

JOHN TRUMBO: I am not asking about any particular employee who has left employment, I am not naming any names, nor LISA STADE has. But my assumptions, if they are correct, would lead me to believe that if I were to initiate contact with former employees who have... for whom there don't appear to be any exit interviews, they should be able to tell me they did not fill out an exit interview. That's where I'm going. Thank you.

Gloria Boyce: Certainly.

LISA STADE: Thank you, you know, just as I randomly looked there was two (2) that I saw that left in 2018. So, as I said, I just received it today so I'll look more extensively but I looked through all of the ones that I saw on the list, to cross compare, and I think that... When would I expect a timeline on the rest of those? You know more than I do, I'm just an outsider looking in.

Kelsey Schalock: I would say certainly we would be able to compile that information within the next week.

LISA STADE: Sounds excellent. Thank you so much for doing that, adding that to your list.

CHAIRMAN WATKINS: I guess I would just ask the question. The importance to share with the whole Board? What's the purpose for the whole Board being in on this? It sounds like an ongoing process that you're still working through.

LISA STADE: I went through all of them in the book, I'm being polite, that I received for 2018 and I didn't see... I was cross checking against other ones that I was aware of... employees that had left and I didn't see those in that manner. So, I was extensive with what I received.
So, what this would relate to the entire Board is that I, as a Board member, want to understand patterns of why people leave. At the school district, we find out why students left our district: Did they move? Did they have good relations as they left? Are they transferring to another school for different classes, different opportunities? And likewise, at our organization, I think it's important to determine if there's any patterns, so we can learn from it. There's some really key questions I don't even know that we're aware of, you know: What did you find... what excellent about working here? Would you recommend it? Those are all things that

are pertinent to our organization and as this position as a Board member.

CHAIRMAN WATKINS: Pertinent in what policy?

LISA STADE: We want to attract other people and we want to make this a place that is attractive. These are great things that people are saying about our organization [referring to what could be a completed exit interview with positive comments] and we want to continue in the vein of things that are working and work on areas that need improvement.

CHAIRMAN WATKINS: Ms. Boyce, you're the manager that we as a Board have hired and you're ultimately responsible for the various processes, including exit interviews. You're the person in charge of all the employees at Transit, you're the one employee that answers to us [Board of Directors]. Your approach on exit interviews? Your thoughts on that process?

Gloria Boyce: Certainly, DIRECTOR STADE has a point, there was no consistency. There was a check off form: Keys, badge, phone... right. So we really weren't asking the questions: Why are you leaving? What was good here? What was bad here? I believe HR was able to address the exit interviews, in fall of last year, I'm not sure of what month. The form changed, and we're now gathering that information. We are managing exiting employees in a way that we encourage exit interviews. Of course, if someone wants to leave or is terminated they're not absolutely going to fill-out one, but we need to record that. We need to record the instances around it because we do want to understand patterns, we do want to understand what we're doing right, what we could do better. And so, I'm right along in the same way with DIRECTOR STADE. My concern is that we have not yet had a chance, as staff, to bring you trends or to bring you analysis as a whole Board, correctly, as a whole Board. That is the direction that our Director, Wendi Warner, is taking the department we want to take that seriously, we've just started in October.

CHAIRMAN WATKINS: So then hearing that, here in the coming year or so it might be something that you'd want to share with [the Board] then?

Gloria Boyce: We could if the Board requests it. Then we could give quarterly or annual reports on employee attrition... attraction and attrition.

CHAIRMAN WATKINS: I'll make the suggestion that at least an initial report. If it's a point where it's not really been collected, and it is being collected and there's some lessons or utility in it, in the coming months, if you think there's an appropriate time, I think we would be interested in

seeing that. Then, I would suggest going from there and let's not set a specific timeline yet, let's see how the first one goes.

Gloria Boyce:

Okay.

LISA STADE:

And I appreciate you being open to relevant issues. Strengths and things that can be worked on both in learning from that, cause I think that we should be aware of those things and help encourage that, so thank you.

JOHN TRUMBO:

You asked how this could be relevant to the Board, I have a thought on that. The way I see it, we spent a hundred thousand bucks, ninety-nine thousand dollars to get our arms around the issue of productivity of employees, how happy/unhappy they are in part with the Gallup Q12 survey. As I mentioned specifically earlier, there is a significant difference, according to the survey results that not even close to even half of the employees of BFT participated, with those that are not fully engaged and those that are not giving it their all, apparently by their own admissions. And one is we want to get the best we can out of the employees that we have and this effort, I'd like to think, is going in that direction and one of the ways that we can match up the results of Gallup Q12 is to see exit interviews. To see if indeed they overlay and we're getting the same information and I appreciate that we have that opportunity as a Board to have that information. That's why it is relevant to the Board.

CHAIRMAN WATKINS:

Appreciate it.

JOHN TRUMBO:

The second question that I have which is unrelated but important is, our representative in the legal world might be able to answer this, exit interviews are forms that are voluntarily filled out by persons who, at least at the time that they filled them out, are not employees... they ceased to exist with BFT as an employee. So, would the exit interview document itself be a public record?

Jeremy Bishop:

I presume that the exit interview would be part of a personnel file.

JOHN TRUMBO:

And are the personnel file available as a public record?

Jeremy Bishop:

No.

JOHN TRUMBO:

Then it is not subject to a public records request but, its available to a Board member.

Gloria Boyce:

It's a very fine line in terms of what is protected, and by who and what the access the Board members have at BFT. And to that end, DIRECTOR TRUMBO, I would like to address those items with

the Board in early spring. Because we do not have policies, we do not have procedures, we do not have past motions on Board management and Board governance and I think that we all as a team, as an executive team, we all need to understand what we can do and what we can't do, what the law allows for and what it doesn't allow for. That's why I was very cautious in my delivery of the documents to Ms. STADE and had no idea that it was going to be talked about in a public meeting. And so, that's why we're really cautious.

LISA STADE: I'm saying, I'm keeping it to the format, the depth, the lessons learned. And the seeking to understand.

Jeremy Bishop: Just to that comment also, Mr. TRUMBO, the Board, I don't know if I want to say regularly, but does receive documents that are not public records at various times. Particularly in executive session.

JOHN TRUMBO: I would like to see chapter and verse that an exit interview, in the State of Washington, of a public employee is not a public record or qualifies for exception, I would like to see that. Cause I think that this is an area that is going to be very beneficial to this Board and I'm not waiting for months to go by, till late spring or early summer, to get an answer.

CHAIRMAN WATKINS: To your specific question, legal question, Mr. Bishop is taking notes and you'll [Jeremy Bishop] report back at the next meeting on that.

JOHN TRUMBO: That'd be great, thank you very much.

E. Gallup Q12 Survey

LISA STADE: So, I requested those to see what the questions contained, what they entailed. And I would like for us to look for, in the future, have there be an alternative for an employee to be able to submit their response in a non...just in a manner that there's not going to be any... I know Gallup strips all identifying information, but if the employee doesn't perceive that as anonymous then there may be that hesitancy to participate. As DIRECTOR TRUMBO said 135 out of 310 people participated and that's a good start and it sounds as we're planning on continuing the funding to follow up on this. And I'm not a member of the team that you're hiring, the consulting team, but if I was to look at trends, I just appreciate some of the questions. I'm just going to say three (3) out of the twelve (12) to make it succinct.

Q5: My supervisor or someone at work seems to care about me as a person.

Q7: At work my opinion seems to count.

Q11: In the last 6-months someone at work has talked to me about progress.

So I need, and I don't know if the Board wants the survey information but I need to understand. There's some ambiguity with the difference between current verses company overall. So, there's like a column for current and a column for company overall scores and I didn't know that distinction how to read it. So maybe just information on how to read the various scores.

Gloria Boyce: I'll take your question, I've written it down so that I'll be able to answer you correctly.

LISA STADE: Okay, and then I like, definitely, the questions and then I think that there is an overall place and then there's a place where it's divided up by department... by those that chose to participate. I think it's good information and just maybe a little note on how to interpret all of it.

NORMA NELSON: When we first, cause the employer did meet with all the employees, they had meetings, so there was concern from the bargaining unit employees, cause they were the least amount that did the survey, about having to sign on with our employee number that they didn't feel that they... that someone would be able to get the information... so they didn't feel that it was confidential. But we explained that and so they already had said that next time they would make specific department numbers you would sign into and not an employee number. So we came away with that thinking that now people, on the next time, would do it. Cause it was like, I don't know, 35 drivers out of over 200 that didn't do the survey cause that makes a difference. The whole point of it was the next time it goes 'round people would understand they wouldn't be signing on under their employee number, but a department number.

LISA STADE: And I appreciate that cause I like how that breaks that down. So your department [NORMA] is operations, operators, or operations Administration? So like, for instance, Marketing - zero out of one filled it out. But I love that Fleet Mechanics, 26 of 26! So you can kinda see by dept which ones participated more and then which ones less and then overall 135 of 310. And I mean just even the questions like: I feel like a team member. It seems like it overlays with Covey, it overlays with surveys and it overlays with just giving some tangibles for the BFT.

CHAIRMAN WATKINS: Ms. Boyce...

JOHN TRUMBO: Chairman...

CHAIRMAN WATKINS: First to Ms. Boyce and then to you, Mr. TRUMBO.

Ms. Boyce first time through, sounds like some potential improvements going through. How's this process going so far?

Gloria Boyce: What I would prefer to do is to, for the Board, is to get a report out on the results of the survey rather than just picking... taking pieces. I know that it was all given to you in January but we could circle around and really give you an nice presentation; tying all of these things in and explain the overall survey. That would be my preference.

CHAIRMAN WATKINS: It would be more efficient than answering questions individually.

Gloria Boyce: Yes.

CHAIRMAN WATKINS: Would you anticipate this at the next Board meeting or the Board meeting after that?

Gloria Boyce: You know what, I'm not sure where they are in HR. Can I answer you tomorrow?

CHAIRMAN WATKINS: Okay and I'll make the Board this suggestion; I would encourage here in the next couple of Board meetings if... What was the original... either I'm not remembering something... We haven't been presented this in a comprehensive fashion?

Gloria Boyce: We haven't, no. We just received the... We took the survey, we received the information, the consultant explained the information to us, we developed an action plan moving forward and then, in early January we spent the time bringing all the employees together: explaining the results, explaining the survey, explaining the results, explaining our methodology going further... forward excuse me. So, that's basically where we are. Just trying to get all the pieces together and ready to move forward at the end of January.

LISA STADE: And I know everyone on the Board is quite busy and has other functions and other meetings, some more than others and I've found the employee engagement survey comments where they said 'What does BFT do well?' I mean that's really important to focus on celebrations and things that are going well and then 'what could we do differently?' to have specifics, where people take the time to write in specifics. Those are some lessons learned that we could look at. And so if you were just going to try to summarize from the whole, look at the overall and then look at those two comment areas: what we do well, what we [could] do differently, I think that's a suggested place to start to make it succinct.

Gloria Boyce: We are on that path. What I do want to let the Board know, beginning I believe it's the middle of March, the departments will have their employee listening sessions and so when we give the presentation to the Board, we want to give our staff recommendations which comes from our employees. Its all about creating that engaging workforce and then really see that, if that, aligns with what the Boards recommendations are to us as well. So either/or, I can give a base report in the next... if not the next month but the month after or I think if we waited until April I think it would be a cohesive report but certainly I'll take your direction.

CHAIRMAN WATKINS: So what I'm hearing you say is that actually this Gallup Q12 is but one part of a larger process, there's more to it than just this?

Gloria Boyce: Yes, we're into action at the moment.

CHAIRMAN WATKINS: But we're not quite done yet?

Gloria Boyce: Yes.

CHAIRMAN WATKINS: Okay, that helps me and I appreciate Ms. STADE looking through all these. I just think as a whole group, let's get on the same page and let staff present this in a formal fashion, and they haven't done that yet.

LISA STADE: Right, and so it's good to hear that there's a time line because this is the only forum that I would be able to know what other Board members want, and also be able to hear that there's a timeline for it and such. I didn't know if it was going to be presented to us or that that was part of the plan, so it sounds like it is.

CHAIRMAN WATKINS: Mr. TRUMBO.

JOHN TRUMBO: Thank you. I apologize if I didn't hear everything that you said. But it would seem to me that it would be a good idea that we do have a presentation to the Board on that binder that we got. We received a binder...

Gloria Boyce: Yes.

JOHN TRUMBO: That summarized, well basically gave the report, but there was a lack of understanding on my part as to what some of the terminology meant. Lisa's already addressed that, and I believe that you guys understand that there is a need for that. I mean we're spending a fair amount of money on this kind of information, so I would like, forgive me if I'm saying what you've already agreed to, but I would really like to see a PowerPoint on this up on the wall. And I would

like for us to have that so that we can look at it as a group, understand it as a group and if necessary ask questions as a group.

Gloria Boyce: That was our plan.

JOHN TRUMBO: Thank you.

CHAIRMAN WATKINS: Other discussion?

CLINT DIDIER: Mr. Chairman, I'd like to say something here. I don't think we're going to get a really accurate analysis of this cause we didn't have the participation that we need to have out of it. Because we put their employee numbers with it, people opted out and not participate. I'd like to see a new survey done where they just put their categories of where they work, and they can't be pinpointed as who says what. I think this is important that we get people to participate and that we have a more thorough analysis of the people working here.

JOHN TRUMBO: Mr. Chairman...

CHAIRMAN WATKINS: Hold on, I want to stick with his point for just a second here. Ms. Boyce your thoughts because this is the first time we've been through this.

Gloria Boyce: It is.

CHAIRMAN WATKINS: And this is cutting a little bit to the end and probably some of the material here you would probably present on this. But the notion of not... of the turnout?

Gloria Boyce: The turn out actually is/was, I think, just a couple of ticks higher than then national average for a corporation or agency that takes the Gallup survey for the first time. So, we did have 135 out of approximately, just under 300 folks complete the survey which is with the national, just a couple, like I said above the national average. So we are well down that path with what we have, we've explained it to all the employees, we've explained the way we produced the material to the employees, we explained that it is confidential, that we don't have that information. Gallup is a reputable firm, they don't give us that information. So, listening to our employees, those listening sessions then, says would we be able to use another number next time, just for trust issues. So that is a lesson that we did learn so my recommendation is that we have spent a lot of time, we have spent a lot of effort, we're almost to the end of what we want to present to the Board and that we move forward and that we would hope to see, at the end of this year when all the employees take it again, that it would be a higher participation rate and that we would see a couple of notches up on some of our areas

of weakness that we're going to focus on. Now, because employees didn't participate in the survey, that doesn't disqualify them from participating in our listening sessions, and in our programs, giving us ideas on our programs on areas that we want to work in in any way, right. They'll be full employee participation as they wish, in helping us find some of our areas of opportunities to create a better, engaging work environment.

CHAIRMAN WATKINS: Mr. DIDIER, your thoughts or reactions to that point?

CLINT DIDIER: Well when I was part of the NFLPA, I know we were very worrisome about speaking out too harshly about our organization because we could get fired. So we were not very vocal, I would have liked to have been. I wish I could have gone back and done some things differently now, but I didn't because I was young, and I wanted to stay employed.

CHAIRMAN WATKINS: May I make the suggestion that we take Ms. Boyce suggestion. Take the report and if were ready to follow up in shorter fashion, maybe that's one of the things that we encourage.

LISA STADE: And they left comments in here. The employees put comments specifically in here that were written.

CHAIRMAN WATKINS: Mr. TRUMBO did you need the floor?

JOHN TRUMBO: Just briefly, I appreciate you mentioning CLINT DIDIER's concern, and I'd like to see the numbers higher too. But for whatever it's worth, it's higher than most voter turnouts. But, here's the point that I wanted to make is that if we do go on the screen a PowerPoint and word gets around the "plant" if you will, then I think there would be a high level of interest by the employees and a greater confidence and greater participation in rounds two and three. I'm not predicting but feel that that's the way to go.

LISA STADE: I think so.

CHAIRMAN WATKINS: Mr. BLOOM

RICHARD BLOOM: I contradict everyone because I've been involved in way too many surveys over the years. It's the Heisenberg Uncertainty Principle that comes into play. You can either know where things are or where things are going but if you keep testing it will just scatter to the wind. We need to be very careful about surveying or over surveying. Looking at the results of the survey, it's a valid survey. I don't care about the other 200 people, the first 135 did a good job, they identified issues.

What I would challenge to management is do you understand the comments? Do you understand the issues? Because I remember the first survey... the survey was put on my desk two days after I hired on at Hanford. I had been there two days, 'here's a survey.' And the one question/comment that bugged management more than anything else, they didn't understand, is there was a very low score on whether people were given the tools to do their job? And management 'what the hell does that mean, am I not giving you a pencil?' And so sometimes there will be a question or something that comes in that you really don't understand where it's coming from. But I agree with what LISA had said, that it is in the wording of the generic comment that, that is where the meat comes in and I think you should apply a yellow sticky methodology to those. See where the employees are coming from.

Gloria Boyce: That is part of our project yes. And more importantly, we can't decide as management, DIRECTOR BLOOM, it's the employee that have to tell us, right? And so that is what is in process and play now is listening sessions: You tell us what you mean by lack of communication, what does that mean to you? What does that mean to your department? What does that mean, you don't have the tools? So that's where we are in the project.

RICHARD BLOOM: I mean having gone through 3,700 comments generated during a Hanford tank farms stand down. With a yellow sticky process but it was the employees doing the yellow sticky process not the management.

Gloria Boyce: Exactly.

CHAIRMAN WATKINS: One unifying message...We're looking forward to hearing the results of that, appreciate that. Any other comments on E?

F. Legal Contract Obligations

LISA STADE: Yes. When it [legal contract] came up for renewal in the past, I requested that we look at timely response and that was addressed. In response, I have a question. Is it your firm that's under contract or is it one particular attorney at your firm that's under contract with Ben Franklin Transit?

Jeremy Bishop: The contract's with our firm.

LISA STADE: So when I, on several occasions, have requested information... and with the new contract the timely response was addressed, and I appreciate that and it was a two day window. And I request in writing by the 20th a response with nine days' notice and I get a response on the 20th at 5:40 that says 'Unable to respond to your

request, going out of town for the next couple weeks, get back to you.’ That is not the first time and I could go on with three other instances and the information has been prepared for me from a year ago. But it’s not just addressing that one issue. There have been three different issues that I requested information about that did not receive a timely response and I was hopeful that with the contract language change that that would change.

I do not want it to be based on one individual attorney, who may or may not be present, or may be out of town. I want information to be passed on, or there’s an electronic age where you can answer from a computer, or say ‘I’m working on it’, or say ‘your valid’ or say ‘I cannot address that because of the nature of your question’. But I want a response.

Jeremy Bishop: Okay.

LISA STADE: And I want a response regarding the requests. So, I will email again, actually I won’t email again. Nine days ago I requested information that had already been prepared last year, I’m expecting to receive it. And if not please tell me why.

Jeremy Bishop: Okay so, I can only address your specific... I know of only one specific item.
So, I disagree with a couple of aspects of your comments because I don’t think that they’re quite accurate as to the question but, I can discuss those with you directly. Tonight, if you’d like cause what you just asked for, I don’t believe that I can provide for you. And so I don’t want to leave here saying ‘yes, sure thing’ and not be able to follow through on that. So, if you’d like to discuss that separately at the end I’d be happy to do that.

LISA STADE: And last January, you said you’d follow up on that particular request and that you’d get back to me.

Jeremy Bishop: I did actually, I responded to you three times...

LISA STADE: So and I know I belated in asking for it.

Jeremy Bishop: I responded to you three times on that item, you asked for an item that’s over a year old. You also sent me an email on the 12th...

LISA STADE: February 12th.

Jeremy Bishop: At 3:10. I think I responded to you at 3:25 and you did not respond to my email.

LISA STADE: I will check because I received a response on the 20th from another attorney at your office.

The two-day window was put in there, in place for such things as this because it's been problematic in the past.

Jeremy Bishop: And all I'm saying is I responded to you within 15 minutes...

LISA STADE: Okay, I'll look.

Jeremy Bishop: Asking a question because you forwarded an email...

LISA STADE: To both.

Jeremy Bishop: Without any explanatory content so I asked for clarification, which I didn't receive.

LISA STADE: Okay. And you know why I sent that to both of you? Because the other individual is out of town quite frequently. In fact, at one of our Board meetings, you know 'out of town'. And that, being absent, is not a justification for not responding. And it's not around one person, the contract is with the entire firm.

Jeremy Bishop: Right, I agree. However, when you're asking for information from one specific person because your question was specific to information that he had, in your [DIRECTOR STADE] mind, prepared. I don't think that's an accurate assessment. That makes it doubly challenging because if it was prepared, I could go get it. I think there were much bigger problems with the initial question which I thought we had addressed a year ago.

LISA STADE: And then there was two other instances I'll talk to you about specifically, regarding that.

Jeremy Bishop: Which you did not copy me on those so I have no idea.

LISA STADE: Right, in fact the general manager said, 'have you not heard from [this individual]?' And I said 'no I have not.' And she said 'I thought he was going to call, I'll follow up.' So there's been more than one occasion. And it makes me feel like what I say is not valid, it does not matter, and that, not only that but there was a 5% raise with that contract change. So, I'm just finally having a forum to say something that's been going on for a year and a half to me, but I will look on my computer as we discuss together after this to see about the response time. But 'out of town' is no longer a valid reason.

CHAIRMAN WATKINS: We have a contract, just because you decide something...the contract with the law firm is with Ben Franklin Transit, not you individually. So I'd request that you don't make assumptions and if you have some expectations, I appreciate you articulating them, but remember too that the legal services is for BFT as an organization.

LISA STADE: Which is one of the things I asked. I requested what information can be exchanged from attorney to Board, so I could have clarification. And that in fact, ironically, took a really long time to receive. Which is what I'd requested because I wanted further clarification because I know it's not with me and the attorneys, it's the attorney's office. But I do think there could be better information dissemination or hey, pass the baton, because it shouldn't be a double edge sword that I am not able to accommodate your request because I'm 'out of town' but yet I should wait for weeks for a response from that one individual. I think it just needs to be addressed.

CHAIRMAN WATKINS: Okay, I would just caution us, that they also do charge. So every time you do request something does cost money so, please think about it in terms of the utility of the whole Board. And the value to the folks that are paying the bill, the taxpayers.

LISA STADE: Point taken, yes, point taken.

CHAIRMAN WATKINS: I also suggest that there are some things that you follow up individually with the attorney, and afterwards if you want to talk maybe, Chair, yourself, attorney and also, I think Ms. Boyce too. We need to, you as a Board member [DIRECTOR STADE] need all the information to help make policy decisions related to Ben Franklin Transit, we just want to make sure that it's in interest to the whole organization.

LISA STADE: And if there's items that would be public record then those should be available and given to me.

CHAIRMAN WATKINS: Anything else on the Legal Contract?

LISA STADE: Nope that is all.

JOHN TRUMBO: I have a question. It's fine the way it appears that Mr. Bishop has come to an understanding of how to respond to DIRECTOR STADE's request. But what troubles me at this point is that perception that there is some kind of wall between the legal contract, the team we've contracted as the legal team, and the Directors... No there isn't. This contract exists because the Board authorized it by vote. It's not a personal attorney for any member of BFT. It is by virtue of sanctioned agreement of this Board that that exists. So, if a Board member has a request, a legitimate, business related request, I'm okay with funneling that through the general manager, but the general manager and the attorney have to recognize that a response is due in a timely manner to the Board member. And that's the way I see it.

CHAIRMAN WATKINS: Mr. Bishop, your thoughts on that? It sounds plausible to me. What's the best relationship... what's the best way for you to be able to serve the Board and BFT efficiently?

Jeremy Bishop: Well, I don't disagree with anything DIRECTOR TRUMBO just said. When I said I somewhat disagree about the terms of the contract because it says a 'reasonable time' which would generally be two days, there are some things that most certainly cannot be accomplished with-in two days. So, I think that allows for that. I think that provides for us to that in a reasonable time frame. Certainly, I've got a list of five or so questions that arose tonight, obviously those come up through the course of the meeting. Sometimes they sound like they've perhaps been given some advanced thought, and advanced request. Relative to the exit interviews, for example, and their status as a public record, if that was anything else I probably could have been more prepared to answer that question with more confidence. So sometimes as good as we may be answering every question on the fly, I'd much rather tell you 'I'm not sure' than give you the wrong answer. So that would certainly help in that context. I think we will probably will continue to have some questions from time to time, if there's a question as to what information...number one: sometimes information we do not have, so comments about producing a public record... I don't have access to every public record at BFT, so asking me for that doesn't accomplish a whole lot and certainly not the most efficient way for us to do that. So some understanding that sometimes there's a delay because it might be... and I will say this gets to the question from a year ago, because in my mind we did answer that question for you a year ago and that's what I wanted to talk to you about...

LISA STADE: Okay, fair enough.

Jeremy Bishop: Sometimes there is a degree of information that is not maybe cleared to be shared. I would certainly invite the Board not to take any hesitation on disclosure of certain information to be a personal affront but making sure that we are in the right boundaries.

CHAIRMAN WATKINS: Good, keep working on this... Mr. Branson?

Matthew Branson: Forgive me, are there public records requests that are bypassing the Public Records Officer?

Jeremy Bishop: I was responding to the specific comment about providing public records. Which I think was perhaps a point in general as opposed to a public records request.

GLORIA BOYCE: If I may CHAIR WATKINS?

CHAIRMAN WATKINS: Ms. Boyce

GLORIA BOYCE: We have been working towards Board management/Board governance. So, of the conversations this evening, certainly we all want to work together as a team, we want Ms. STADE's request for information to be answered, we want her questions, her input and her concerns to be validated and so how do we do that? We don't want to come to a meeting such as this. I mean how do we really work together to facilitate all of our needs? Because at the end, we are moving Ben Franklin forward. And so, I see some red flags here this evening, and that really falls into what we've been working on over the past year on professional development. And some of that professional development is strengthening the relationship between executive staff and the Board. And how we manage and how we govern and our concern for our third-party vendors and so I would just... In the conversation with our Board Chair about bringing a gentleman in starting in April that I think really can speak to a lot of our current problems, as well as begin to answer questions such as DIRECTOR TRUMBO's of: Hey, how is negotiations? What is a public request? So, I think if we can work together to bring this all to the table, that we will be a stronger unit going forward for our community. I would like to do it in a manner, suggest that we all do it in a manner, that's more effective and efficient rather than just picking at them as they come up on the fly in public meetings. So I offer you that solution as a beginning retreat in April.

LISA STADE: I would appreciate a different forum, because attorney might say 'Well I don't know what the rest of the Board wants. You want that but I don't know if they do.' There's no ethical or legal forum to ask other Board members: Are the surveys of significance to you? Do the exit interviews matter? What about the survey's? Have you taken a look? What do you think? There's no forum for that so frankly I'm not nit picking as we go cause this is the first opportunity I feel like, in kind of a year and a half, 18 months to come forth and say: What does the Board want? And, does the same thing that matters to me about employee feedback and learning and strengths and areas of improvement, is that the same priorities for others? Or do they see them in different ways?

CHAIRMAN WATKINS: In seeing the secondary agenda, I think we've covered the contract renewal?

LISA STADE: Yes, we have

CHAIRMAN WATKINS: Let's keep moving forward, we've got more on the agenda here. We've got some follow-up from that and I appreciate Ms. Boyce's

comments about red flags and I've got some thoughts on that that I'll share here in a minute.

Let's go to staff reports. Legal reports other than stuff we just talked about Mr. Bishop.

13. Staff Reports & Comments

A. Legal Report

Jeremy Bishop, Legal Counsel, stated that Pat Roach is attending the APTA Legal Affairs Conventions. Ms. Boyce clarified for new Board member that APTA is the American Public Transportation Association.

B. Financial Report

Matthew Branson, Interim Director of Administrative Services stated that 2018 is nearly \$5.5 million ahead of budget over 2017, expenditures are under budget and under 2017 expenditures. A brief dialogue was held to provide clarity of details provided. Treasure's report included January information: deposits are secure, undesignated reserve funds totaling nearly \$5 million. Sales Tax revenue increased 5.9% in Jan 2019 for Nov 2018 business as compared to Nov 2017. BFT notes a YTD increase of 7.1% as compared to the same periods in 2017. Receipts in Jan for Nov sales were \$2.93M. Preparing for the CAFR and audit scheduled in March. Additional financials were provided in the Board packet.

JOHN TRUMBO asked for clarification on the similarities between Ben Franklin Transit total sales tax and the city and county sales tax revenue. Per Mr. Branson there often is a close parallel.

RICHARD BLOOM asked that with the expansion of service will there be a budget amendment? Ms. Boyce responded that we will have a mid-year budget amendment.

CHAIRMAN WATKINS opened the floor for questions and comments, to which there were none.

C. General Manager's Report

Gloria Boyce, General Manager, provided the Board with a review of this month's notable topics:

Government Affairs Update

- Federal:
 - We are glad we have a federal budget and are awaiting final appropriation amounts from the FTA.
- State:

- Keeping abreast of the status of several transportation bills due out of committee this week and next. Next week Ms. Boyce will be attending the WSTA Legislature Conference.
- Operations:
 - We have been managing inclement weather the last couple of weeks which shut down all service Saturday, February 9, and DAR & Demand Response the following Mon & Tue. As of today, all but a couple of locations are being served.
 - Ms. Boyce publicly acknowledged and thanked all BFT staff whose dedication, commitment and tireless efforts kept our service rolling; operators, drivers, maintenance, public information, reservations/customer service, dispatchers and back-end support. To witness the human spirit in action was a wonderful experience.
 - Thanks expressed to the leadership and staff of each jurisdiction for the monumental task of clearing streets and roads. The level of communication between us is a great improvement over the 2016/2017 snow event.
 - As before, we will conduct a 360 to see what worked, what didn't and how we can manage better next time.
 - On Feb 4, the day before the first snow, we kicked off our Tri Cities Demand Response service. Due to the weather and closures, reservations have been de minimis.
 - We are on track for the Monday, Mar 11 kick-off of our extended service hours. The snow delayed our current training class a couple of days; however the current class is scheduled to graduate next week.
 - The roll out of our service extension will have staff members at the platforms as well as advertisements on the platforms to assist customers with the understanding of the services.

Ms. Boyce opened for questions. RICHARD BLOOM asked if any significant feedback relating to confusion surrounding the reduced services due to the weather? Ken Hamm, Director of Operations responded that through the electronic notification system all the Dial-A-Ride customers would receive an electronic notification of any changes to their routes. Some of the operators did go out to see the status of the routes. What was seen was a reduction in the number of calls to the Dial-A-Ride. The fixed route seemed to be reduced but customer response was positive.

A discussion was held on the status of the roads, access to the stops and the possibility of BFT taking any action to assist in making the stops more accessible to the riders. Neither cities nor BFT are equipped to manage the snow banks that are now causing limited to no access the stops.

CHAIRMAN WATKINS opened the floor for any additional questions or comments to which there were none.

14. Board Member Comments

- A. JOHN TRUMBO – No Report
- B. RICHARD BLOOM – Trying to dig out of the snow. Recommends the APTA Leadership Conference to the new Board Members. West Richland was able to get a plow or front loader through every street the day after the heavy snow, making sure emergency access for citizens was available.

- C. CHAIRMAN MATT WATKINS – Recommends looking at any adjustments in June rather than in the middle of the emergency. Been thinking about the changes in the size of the BFT agency and its growing importance in the community. Looking forward to 2019.
- D. BOB KOCH – No Report
- E. STEVE BECKEN – No Report
- F. LISA STADE – Enjoyed the Artwork presented. Benton City is looking at building another storage facility to house more sand and reduce trips for trucks. The crew received high praise from the citizens.
- G. CLINT DIDIER – Thinks that we should prepare for this type of weather more often than we are. Employees need more interactions and would like to see more participation in the surveys.
- H. NORMA NELSON – Hardest part was not having service for two days for the first time in her 29 years of service at BFT. More difficult for the Dial-A-Ride drivers as they are more one on one with the riders and hit them a bit harder having regular customers who didn't get where they need to go.

14. Next Meeting:

Regular Board Meeting – Thursday, March 14, 2019 at 7:00 p.m.
BFT MOA Board Room, 1000 Columbia Park Trail, Richland WA

15. Executive Session

Jeremy Bishop, Legal Counsel, stated there is no need for an executive session.

16. Adjournment

CHAIRMAN WATKINS adjourned the BFT Board of Directors meeting at 9:26 p.m.

Meeting recorded by:
Catherine Getic, Interim Clerk of the Board
February 21, 2019