



MINUTES
BOARD OF DIRECTORS REGULAR MEETING
January 06, 2020
7 p.m.
Ben Franklin Board Meeting Room
1000 Columbia Park Trail, Richland WA

1. CALL TO ORDER

VICE CHAIR KOCH called the meeting to order at 7 p.m. PST

2. ROLL CALL FOLLOWED BY PLEDGE OF ALLEGIANCE

Representing	Attendee Name	Title	Status	Arrived
Pasco	Ruben Alvarado	Alternate	Present	
Kennewick	Bill McKay	Director	Present	
Benton County	Shon Small	Director	Present	
Franklin County #1	Bob Koch	Director	Present	
Franklin County #2	Clint Didier	Director	Present	
Richland	Phillip Lemley	Director	Excused	
West Richland	Richard Bloom	Director	Present	
Prosser	Steve Becken	Director	Present	
Benton City	Lisa Stade	Director	Present	
The Union	Norma Nelson	Non-Voting Union Rep.	Present	

STAFF MEMBERS: Gloria Boyce, Jerry Otto, Pat Roach- Legal Counsel, Jerry Otto, Keith Hall, Rob Orvis, Wendi Warner, Ali Madison, Ken Hamm, Julie Thompson, Paul Holgate, Kelsey Schalock, Bill Hale, Pam Loa

3. PUBLIC COMMENT/INTRODUCTION OF VISITORS

VICE CHAIR KOCH opened the public comment section inviting anyone to speak on an item that isn't further along on the agenda.

- General Manager Gloria Boyce introduced the new Operations Director Ayodeji Arojo who is replacing current Operations Director, Ken Hamm. Mr. Hamm will be leaving at the end of February.
- Dial-A-Ride customer (no name provided). Has attended last few meetings. Shared her feedback from other passengers, drivers and health care providers regarding their

- concerns as they adjust to the new service changes.
- Bill Hoag, Finley resident, expressed appreciation to the extended service hours. He also encouraged the Board of Directors to ride the bus to board meetings as part of their role as board members.

There being no further comments, VICE CHAIR KOCH continued to the next item on the agenda.

4. APPROVAL OF AGENDA

General Manager Gloria Boyce requested to remove Item 11A, 4th Quarter Agency Performance, in consideration of the length of the agenda and move it to the February Board of Director’s meeting. Following brief discussion, VICE CHAIR KOCH approved the agenda.

ACTION: The 4th Quarter Agency Performance will be presented at the February Regular Board Meeting.

5. RECOGNITIONS – None

6. Citizen’s Advisory Network (CAN) Report – No Report

7. Board Committee Reports – Meeting Notes are included in the packet

- A. Operations & Maintenance Committee Report – Cancelled.** After review of agenda items, the Committee recommended items be placed on the January 6, 2020 Regular Board Meeting agenda.
- B. Planning & Marketing Committee Report – COMMITTEE CHAIR BLOOM** gave an overview of the items discussed during the Committee meeting. Notes were provided in the packet.
- C. Administration & Finance Committee – Cancelled**

VICE CHAIR KOCH asked if the Board had any questions. Hearing none, moved to the Consent Agenda Items.

9. Consent Agenda (Any item is open for discussion at the Board’s Request)

RESULT: APPROVED [Unanimously] as amended – Resolution numbers will begin at 01
MOVER: BLOOM
SECONDER: ALVARADO

- A. December 12, 2019 Regular Board Meeting Minutes
- B. December Voucher Summary

The December 2019 vouchers were audited and certified by Ben Franklin Transit’s auditing officer as required by RCW 42.24.080, and those expense reimbursement claims certified as required by RCW 42.24.090, have been recorded on a listing which was

emailed to the Board members January 03, 2020 and certified by the Board Vice Chair at the Regular Board Meeting of January 06, 2020.

January Voucher Summary

PAYROLL

Check Register Number	Check Number / Number	Check Number	Date of Issue	In the Amount	
524-19	80510	80521	12/6/2019	489,455.50	Payroll
525-19	80522	80533	12/20/2019	498,597.70	Payroll
				Total	\$ 988,053.20

ACCOUNTS PAYABLE

Check Register Number	Check Number / Number	Check Number	Date of Issue	In the Amount	
222-19	73286	73329	12/6/2019	212,517.34	MDSE
223-19	73330	73402	12/13/2019	1,000,763.01	MDSE
224-19	VOID	71921	12/16/2019	(243.22)	VOID
225-19	ACH TRANS		12/16/2019	839,725.16	ACHTRANS
226-19	73403	73480	12/20/2019	387,662.25	MDSE
227-19	ACH TRANS		12/26/2019	220,686.49	ACHTRANS
228-19	73481	73538	12/27/2019	218,199.95	MDSE
				Total	\$ 2,879,310.98

C. Resolution 01-2020: Authorize the Award of the Hydraulic Lift Replacement Project.

D. Resolution 02-2020: Authorize Release of the March Service Changes for Public Comment.

10. Action Items

A. Resolution 03-2020: Authorize the Purchase of 10 Replacement Supervisor Vehicles.

RESULT: APPROVED [Unanimously] following brief discussion
MOVER: BLOOM
SECONDER: BECKEN

As a future reference, DIRECTOR BLOOM suggested staff consider trading vehicles in rather than surplus. He provided an example of the process the Mosquito Control district follows.

11. Discussion & Informational Items

A. Directors were given the 2020 Legislative Priorities by Ms. Boyce for their use.

B. 2019 Art Contest Vote – Ali Madison, Marketing Director

Ten schools participated in the 2019 art contest themed, Transit Reimagined. Two hundred and thirty-seven entries were received, and then narrowed down to the top 50 entries which were on display around the board room, the top 16 displayed behind them. Board members were given a ballot and asked to select three out of the 16. After a brief break to vote, the ballots were picked up by staff and VICE CHAIR KOCH resumed the meeting, and moving to the next agenda item.

ACTION: Staff will announce the winners at a future regular board meeting, to be determined.

B. Paratransit Presentation – Ken Hamm, Director of Transit Operations

A revised copy of the presentation was distributed to the Board members prior to the presentation. As instructed by Ms. Boyce, Mr. Hamm put together a comprehensive presentation for the Board to educate what paratransit is about and as a response to the questions that have come up by attendees at the last few board meetings. Mr. Hamm mentioned he presented the information to the January 6 Planning and Marketing Committee. The Americans Disability Act law mandates paratransit service for transit systems. Paratransit is defined as a comparable transportation service, as related to our fixed route, and is not a taxi service. Ben Franklin Transit's paratransit service is called Dial-A-Ride (DAR). Mr. Hamm broke down the presentation into the following sections of information.

- A. How does DAR work - Application process, customer reservations, scheduling, dispatch service and driver responsibilities
- B. DAR Operations – Staffing and what an average day in DAR looks like
- C. Program and Policy Changes – Pick-up window, Will-Calls, early returns, travel time, mass certification compliance, eligibility standards, No-Show policy, staff communication, customer communication
- D. Initial Results – Average daily shift, average length of combined daily breaks, average number of daily breaks, 2019 vs 2018 slack time or when drivers are in operation but not carrying a passenger, 2019 vs 2018 overtime, 2019 vs 2018 on-time performance, 2019 vs 2018 late trip summary, 2019 vs 2018 average trip time, 2019 vs 2018 No-Shows and monthly DAR ridership YTD
- E. Customer Comment Records (CCRs) – 2019 comparison, 2019 DAR CCR type

Mr. Hamm commented that improvements are always being discussed and he currently addresses drivers concerns on an individual basis in addition to having further discussion at the quarterly listening session.

ACTION: DIRECTOR BLOOM requested to view Year-to-Date data of DAR peak time ridership over the last 10 years.

12. Staff Reports & Comments

A. Legal Report – Pat Roach, Attorney, Roach and Bishop - Nothing to report.

B. Financial Report – Julie Thompson, Senior Budget & Grants Analyst

Ms. Thompson reported that year-to-date as of November 30, 2019, BFT reported \$40.3 million in operating revenues, which is \$1.4 million under prior year-to-date. Operating expenditures are \$37 million which is just shy of \$1.9 million above prior year-to-date. Fares and boardings are in line with what we expected. The Treasurer's Report as of December 31, deposits are secure with over \$8.2 million remaining in undesignated reserve funds. For sales tax revenue it increased 8.1% in December for October 2019 business as compared to October of 2019. Receipts in December for October sales were \$3.3 million. Ms. Thomson then opened for questions. She clarified that a decrease in fares is due to the loss of the taxi service and that riders are purchasing passes that cost less.

With no further questions for Ms. Thompson, VICE CHAIR KOCH moved to the General Manager's Report.

C. General Manager's Report – Gloria Boyce

Federal:

The APTA Legislative Conference is scheduled for March 15 through the 17 this year. After discussion with peers and Association members, Ms. Boyce does not feel it would be beneficial for transit to attend and asked the Board to contact her for discussion should anyone have an interest to attend.

State:

- Ms. Boyce will attend the WSTA Legislative Conference on February 5 and 6 in Olympia. The 2020 Legislative Priorities flyer is before them.

Operations:

- Operations met all scheduled pullouts this month.
- We've stopped further delivery of our 24 replacement DAR vehicles due to mechanical issues and continue to work with vehicle engineers for resolution. At this time, we have accepted three of the 24 vehicles.
- Our Maintenance, Facilities and Operations shops are working behind the scenes to prepare for inclement weather. BFT has our own supply of Ice Melt.
- On the Administrative front, this first quarter, we are working on four Federal Audits and Reviews; Completing our Triennial Review that needs to be submitted in February. The Federal Government will be here in February for our Drug and Alcohol Program Audit, as well as a DBE and Safety reporting.
- One community event this month:
 - Providing shuttles for the Special Olympics Polar Plunge January 25.

Ms. Boyce opened for questions.

ACTION: Ms. Boyce will send APTA conference information to the Board.
DIRECTOR STADE requested staff send her electronically the notification for Public Comment that is being posted.

There being no further questions, VICE CHAIR KOCH moved on to Board Comments.

Board Member Comments

- A. NORMA NELSON, Union Member –
- Announced Lisa Stewart will be her alternate.
 - The Teamsters will be in Olympia for Legislative days on January 26.
 - Commented that recently doctors have moved into office parks that offer no turn around for DAR buses, mostly in Kennewick. Asked staff for assistance. After further discussion, Mr. Hamm and DIRECTOR MCKAY offered to follow up.
- B. CLINT DIDIER, Franklin County – Nothing to report.
- C. LISA STADE, Benton City – Nothing to report.
- D. STEVE BECKEN, City of Prosser – Nothing to report.
- E. BOB KOCH, Franklin County – Nothing to report.
- F. ALTERNATE RUBEN ALVARAD, City of Pasco – Announced Pasco has a new Mayor. The BFT Board appointments will be made by the next board meeting.
- G. RICHARD BLOOM, City of West Richland – Provided an update of the Bombing Range Road bridge replacement. The project is estimated to begin in March and he will keep us updated on any schedule changes.
- H. BILL MCKAY, City of Kennewick – ACTION: Requested the Board schedule a discussion or motion to consider open negotiations for labor negotiations, to discuss the items that have been talked about the last two meetings.
- I. PHIL LEMLEY, City of Richland – Excused absence.
- J. SHON SMALL – Benton County – Nothing to report.

14. Executive Session – **None**

15. Other

VICE CHAIR KOCH continued the discussion from the last board meeting regarding Ms. Boyce's annual performance evaluation. He referenced the sample evaluation form Mr. Roach emailed to the Board members prior to the meeting. It was CHAIR WATKINS request that the Board have a process in place by February. The Board agreed to use the received format for the evaluation. Mr. Roach suggested any of the committees review the Goals and Objectives provided by Ms. Boyce and make changes, etc. and from there it will go before the full Board. VICE CHAIR does not

want to wait until the next board meeting to discuss the evaluation form. After further discussion the listed actions items were assigned.


- P Roach's office will collect Board input regarding the form and consolidate it to have a finished product by the February Board Meeting. Deadline for Board Members to submit to Mr. Roach is January 31.
- Ms. Boyce will send the Board the 2019 evaluation report containing the organizational goals and General Managers professional goals.
- Ms. Boyce will work with Mr. Roach on the evaluation process.
- DIRECTOR STADE wanted to ensure the additional 2019 goals referenced in the facilitator's summary were addressed in the 2020 evaluation.
- Ms. Boyce's performance evaluation will be conducted in Executive Session at the February 13 Regular Board Meeting.

16. Next Meeting

Regular Board Meeting – Thursday, February 13, 2020 at 7 p.m. at 1000 Columbia Park Trail, Richland, WA 99352

17. Adjournment

With no other items in front of the board, VICE CHAIR KOCH adjourned the meeting at 8:35 p.m.



Pam Loa, Clerk of the Board

February 07, 2020

Date

2-13-20

Date Approved