



**MINUTES**  
**BOARD OF DIRECTORS REGULAR MEETING**  
**February 13, 2020**  
**7 p.m.**  
**Ben Franklin Board Meeting Room**  
**1000 Columbia Park Trail, Richland WA**

**1. CALL TO ORDER**

Chair Koch called the meeting to order at 7 p.m. PST

**2. ROLL CALL**

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

**BFT Staff:** Gloria Boyce, Pam Loa, Pat Roach, Jerry Otto, Keith Hall, Rob Orvis, Jeff Lubeck, Joanna Morse (for Ali Madison), Ayodeji Arojo, Paul Holgate, Julie Thompson, Kelsey Schalock, Phil Hanks

**3. FLAG SALUTE** – Chair Koch asked attendees to stand and join in for the Pledge of Allegiance.

**4. ELECTION OF OFFICERS**

VICE CHAIRMAN KOCH opened nominations for 2020/2021 Ben Franklin Transit Chairman and Vice-Chair for the Board of Directors.

LISA STADE nominated RICHARD BLOOM as Chair and STEVE BECKEN nominated BOB KOCH as Chair. BOB KOCH and RICHARD BLOOM accepted the nomination. SHON SMALL seconded the nominations. VICE CHAIRMAN KOCH made a second call for nominations, for which there were none.

Pat Roach, Legal Council asked for a vote by raise of hands for BOB KOCH. Five Directors raised

their hand.

Pat Roach, Legal Council asked for a vote by raise of hands for RICHARD BLOOM. Two Directors raised their hand.

By majority vote, BOB KOCH is to serve as 2020/2021 Ben Franklin Transit Chairman of the Board of Directors. BOB KOCH accepted.

CHAIRMAN KOCH opened nominations for 2020/2021 Ben Franklin Transit Vice Chairman for the Board of Directors.

STEVE BECKEN nominated SHON SMALL as Vice Chair and was seconded by PHILIP LEMLEY.

LISA STADE nominated RICHARD BLOOM as Vice Chairman and was seconded by JOHN TRUMBO. SHON SMALL and RICHARD BLOOM had no objection to the nomination.

CHAIRMAN KOCH made a second call for nominations, to which there were none. CHAIRMAN KOCH closed nominations and called for a vote by show of hands.

Pat Roach, Legal Council asked for a vote by raise of hands for SHONE SMALL. Five Directors raised their hand.

Pat Roach, Legal Council asked for a vote by raise of hands for RICHARD BLOOM. Two Directors raised their hand.

By majority vote, SHON SMALL is to serve as 2020/2021 Ben Franklin Transit Vice Chairman of the Board of Directors. SHON SMALL accepted.

## **5. PUBLIC COMMENT/INTRODUCTION OF VISITORS**

Chair Koch asked the audience if there was anyone that wanted to speak on an item that wasn't on the agenda or make an introduction.

- Matthew Bishop, former member of the Citizen Advisory Council. Announced passing of Myron Traeger, a transit rider and former member of the Citizen Advisory Council.
- Jeff Lahti, BFT Coach Operator. Regarding previously submitted Vote of No Confidence regarding Gloria Boyce, Wendi Warner and Ken Hamm.
- Crystal BFT DAR Driver. Regarding bathroom breaks. Presented Board with a copy of the January Ops News flyer, with the Knight Street Bathrooms topic highlighted.
- Melissa Rosado Coach Operator. Echoed the Vote of No Confidence and is opposed to open labor negotiations as previously suggested by a Board director at the January BFT Regular Board Meeting.
- Nona Coach Operator. Vote of No Confidence and continued safety concerns after parking lot incident at the November Board Meeting.
- David Campbell, President of WEA Southeast. In support of the Teamsters and equitable negotiations.
- Norma Nelson, Teamster Union President. Regarding negotiations.
- Roberta, DAR Passenger. Will-Call concerns and advocate for drivers.

Being no further public comment, CHAIR KOCH moved to Item six on the agenda.

## 6. APPROVAL OF AGENDA

The agenda was approved as presented.

<b>RESULT:</b>	<b>APPROVED [Unanimously]</b>
<b>MOVER:</b>	<b>LEMLEY</b>
<b>SECONDER:</b>	<b>BLOOM</b>

## 7. RECOGNITIONS

A. Resolution 04-2020: Recognizing BFT Employee Mona Miller's Years of Service.

<b>RESULT:</b>	<b>APPROVED [Unanimously]</b>
<b>MOVER:</b>	<b>BLOOM</b>
<b>SECONDER:</b>	<b>MCKAY</b>

Transit Operations Director Ayodeji Arojo spoke to BFT Dial-A-Ride Driver Mona Miller's years of service. In Mona's absence, BFT Director Norma Nelson accepted the Lifetime Pass and Certificate of Commendation on her behalf.

## 8. Citizen's Advisory Network (CAN) Report

Being there was no meeting of the CAN committee, Chair Koch continued to the next agenda item.

## 9. Board Committee Reports – Meeting Notes included in the Board Packet

- A. Operations & Maintenance Committee Report 2/5/20 – **The meeting was cancelled**
- B. Planning & Marketing Committee Report 2/5/20 - RICHARD BLOOM, Committee Chair
- C. Administration & Finance Committee 2/6/20 – STEVE BECKEN, Committee Chair

## 10. Consent Agenda

CHAIR KOCH listed the items on Consent and asked for a motion.

<b>RESULT:</b>	<b>APPROVED [Unanimously]</b>
<b>MOVER:</b>	<b>LEMLEY moved to approve Consent Items A through D</b>
<b>SECONDER:</b>	<b>SMALL</b>

- A. February 13, 2020 Regular Board Meeting Minutes
- B. February Voucher Summary

The February 2020 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 on February 7, 2020 and certified by the Board Chair at the Regular Board Meeting of February 13, 2020.

## February Voucher Summary

<b>PAYROLL</b>				
Check Register Number	Check Number / Number		Date of Issue	In the Amount
503-20	80570	80581	2/14/2020	495,643.01 Payroll
504-20	VOID	80571	2/14/2020	0.00 Payroll
505-20	80582	80592	2/28/2020	501,213.68 Payroll
<b>Total</b>				<b>\$ 996,856.69</b>
<b>ACCOUNTS PAYABLE</b>				
Check Register Number	Check Number / Number		Date of Issue	In the Amount
113-20	73850	73894	2/7/2020	104,430.56 MDSE
114-20	VOID	72851	2/12/2020	(1,955.00) VOID
115-20	73895	73961	2/13/2020	326,309.04 MDSE
116-20	73962	73966	2/14/2020	1,706.74 MDSE
117-20	2865	2870	2/19/2020	1,591.00 MDSE
118-20	ACH TRANS		2/20/2020	870,023.99 ACH TRANS
119-20	73967	74039	2/20/2020	961,153.52 MDSE
120-20	74040	74111	2/28/2020	415,009.06 MDSE
121-20	ACH TRANS		2/29/2020	212,928.78 ACH TRANS
<b>Total</b>				<b>\$2,891,197.69</b>

- C. Resolution 05-2020: Approve to Surplus Vehicles
- D. Resolution 06-2020: Adopt the Amended Non-Represented Employee Compensation Policy and Comprehensive Benefits Policy

### 11. Action Items

- A. **Resolution 07-2020: Approve the March 2020 Service Changes and Acknowledge Title VI Service Equity Analysis.**

<b>RESULT:</b>	<b>APPROVED [Unanimously] after brief discussion.</b>
<b>MOVER:</b>	<b>SMALL</b>
<b>SECONDER:</b>	<b>BECKEN</b>

Keith Hall, Planning and Services Director provided a summary of the surface changes that will take effect in early March, including improvement to the Saturday service and service to some residential areas.

**B. Resolution 08-2020: Authorize a Third Year (2022) Operating budget to River North Transportation LLC, dba Via**

<b>RESULT:</b>	<b>APPROVED [Unanimously] after brief discussion.</b>
<b>MOVER:</b>	<b>BLOOM</b>
<b>SECONDER:</b>	<b>LEMLEY</b>

**C. Resolution 09-2020: Approve the Amended On-Demand Service Plan with River North Transportation LLC, dba Via**

<b>RESULT:</b>	<b>APPROVED [Unanimously] after brief discussion.</b>
<b>MOVER:</b>	<b>BLOOM</b>
<b>SECONDER:</b>	<b>STADE</b>

Keith Hall, Planning and Services Director provided a summary of the On-Demand service, clarifying the service is for fixed route passengers, which some of the vehicles will be wheelchair accessible to accommodate riders that are disabled, however don't qualify for the Dial-A-Ride service.

**D. Resolution 10-2020: To Authorize the Lease of Supplemental Office Space**

<b>RESULT:</b>	<b>APPROVED [Unanimously] after brief discussion.</b>
<b>MOVER:</b>	<b>BLOOM</b>
<b>SECONDER:</b>	<b>BECKEN</b>

**12. Discussion & Informational Items**

**A. 2020 Drafts - BFT BOD Roster, Board Committee Assignments, Board/Staff Activity Calendar**

The roster was reviewed by the Directors and changes given to the Clerk of the Board.

CHAIR KOCH opened the discussion of Committee Assignments. There was discussion regarding Board Assignments in regard to members rotating among the committees, the number of Directors required to sit on a committee and verifying if the Chair and Vice Chair are to sit the Administrative and Finance Committee. There was question whether it was standard practice or in the Bylaws. Director Alvarado requested to be placed on the Operations & Maintenance Committee due to his work schedule.

Upon further discussion, it was agreed to move the start time of the Administrative & Finance Committee from 4:30 p.m. to 4 p.m. It was recommended by Pat Roach, Legal Counsel to postpone further discussion to conduct research on the questioned areas and resume at the March Board Meeting. Current committee assignments will remain as noted on the Committee Assignment Sheet until the Regular March Board Meeting.

## B. Fourth Quarter Performance of the Organization Report

Keith Hall, Planning & Services Director provided the 4<sup>th</sup> Quarter Summary in Ali Madison's absence.

### 4<sup>th</sup> QUARTER RIDERSHIP (compared to Q4 2018)

- System ridership:
  - 2.2% increase in October
  - 0.2% decrease in November
  - 6.2% increase in December
- Fixed route ridership was up 4.5% for the quarter, with increases of 3.6% in October, 2.4% in November, and 8.4% in December
- Dial-A-Ride ridership was down 3.7% for the quarter
- Vanpool ridership remained flat

### TOTAL 2019 RIDERSHIP (compared to 2018)

- Overall system ridership was up 0.12%
- Fixed route ridership was up every month other than Jan-March, with record low ridership in February
- Despite this, fixed route ridership was up 3.1% over 2018 totals, or about 64,000 boardings, the first year-over-year increase recorded going back as far as 2008 (we don't have data from earlier years)

### FIXED ROUTE PERFORMANCE

In Q4, BFT saw decreases in Benton City and Prosser, both served by Route 170, which we've been seeing steady decreases on during weekdays since CSP implementation in 2017. Our Planning team believes this may be due to the timing of the route's last departure from Tri-Cities at 5:25pm not being late enough for working professionals and students with later classes or after-school activities. Adding a 7:15 PM trip is included in our March service changes based on this assessment and numerous requests from the public.

On-time performance (OTP) continues to be an issue in Pasco, especially in the area of West Pasco where congestion impacts on-time performance during peak hours. Congestion at Road 68, 20th Ave and around Chiawana make it difficult for operators to stay on time. Staff have been working to alleviate some of this, and we expect our March route changes to further improve this, once implemented.

Planning is going to take a much closer look at how to best serve BFT's outlying communities, using on-demand service and/or adjustments to fixed route service in the area. That said, ridership that originates in Benton City and Prosser is a very small percentage of overall fixed route ridership (less than 1%).

Also in Q4, we saw increased ridership in Kennewick, Pasco, Richland, and West Richland—we'll need to continue focusing on how to improve mobility in the more rural areas of our PTBA.

### SEASONAL SERVICE PERFORMANCE

BFT once again provided shuttle service for the Cable Bridge Run event held just before Christmas, in coordination with the City of Pasco.

- The shuttle saw its highest Cable Bridge Run ridership ever at 2957 Boardings
- Ridership growth is about 40% since the start of our shuttle service to this event in 2013

- Note:* 2016 numbers were low due to weather conditions
- Note:* No hard numbers provided, but Cable Bridge Run organizers have stated the event is growing each year

BFT extended service on Christmas Eve by six hours from previous years, running until 7pm instead of 1pm this year. Ridership was up 160%, with similar boardings per revenue hour, which confirms demand for later service on this day.

## MARKETING & OUTREACH

### **Twitter**

38,953 impressions / 14 new followers (total 507)

### **Facebook**

29,530 total reach / 21 new page Likes / 18 new followers → total on Dec 31 = 2,169

### **Website Analytics**

32,600 users / 73,000 total sessions / 197,405 page views

For the most part, these numbers relate closely to whether and to what extent we have digital and social campaigns running. As mentioned, 4<sup>th</sup> quarter was quieter from a campaign standpoint than over the spring and summer, so it's expected to see that reflected in lower totals than in the previous quarter.

BFT participated in a number of outreach opportunities in the 4<sup>th</sup> quarter. One to highlight is a group travel training we held at Three Rivers for a group of Pasco High students with visual impairments in November. Staff met ahead of time with a Pasco High School representative to provide PowerPoint slides for the class so they could be translated into braille. The small group and their chaperones received a presentation detailing how to ride the bus at Three Rivers Transit Center, followed by a bus ride on the 126 to Knight Street Transit Center and a transfer to 120 back to Three Rivers.

We loved being able to offer that, and will look for more such opportunities with student and other rider groups in the coming year.

## **18 Staff Reports & Comments**

### **A. Legal Report – Pat Roach, Legal Counsel**

Mr. Roach will provide a report at the Executive Session.

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

Ms. Thompson presented the Financial Summary. The Year-To-Date Cost Report as of December 31, 2019, BFT reported \$14.4 million in operating revenues, which is \$3 million over prior Year-To-Date. Operating expenditures are \$40 million, which is just shy of \$3.2 million above prior Year-To-Date.

On the Treasurer's Report, as of January 31, deposits are secure with over \$6.1 million remaining in a designated reserve funds.

Sales Tax revenue increased 22.5% in January 2020 for November 2019 business as compared to November 2018. BFT notes a YTD increase of 7.5% as compared to the same periods in 2018. Receipts in January for November sales were \$3.6M.

After no further discussion, CHAIR KOCH moved on to the General Manager's Report.

### C. General Manager's Report

Ms. Boyce introduced BFT's new Financial Services Director Jeff Lubeck.

- Government Affairs Update

**Federal:**

- Some budgets were released and in the works.

**State:**

- I attended the WSTA Legislative Conference last week in Olympia. Good meeting with DOT Sec, Chairs of Transportation, looking to work together for a solution. Notice yesterday that except for two provisions, I-976 stands. (1976 - Projects: \$6 M for three new transit centers (Regional Mobility), \$2.5 M for 120 replacement vans (VP Investment Program)).

**Operations**

- Operations met all scheduled pullouts this month.
- Accepted 7 of our 24 vans. We've stopped further delivery of our 24 replacement DAR vehicles due to mechanical issues (engine belt noise) and continue to work with vehicle engineers for resolution. We have a couple of Maintenance staff flying to Salinas, KS to inspect the production.
- Completed our DBE reporting and Triennial Response went out the door today to Region 10. On the Administrative front we are working on four Federal Audits and Reviews; Completing our Triennial Review, our Drug/Alcohol Program Audit, and our DBE and Safety reporting.
- No community events this month:

Ms. Boyce opened for questions, to which there were none.

### 19 Board Member Comments

A. SHON SMALL –

1. Acknowledged Norma's comments and affirmed they do not set on deaf ears.
2. Wants the bathroom break issue fixed, regardless if it's part of the contract.
3. Verified that negotiations have lawyers at the table; it's become part of the process.
4. To Keith: Continue updating and improving implemented changes to the routes
5. BFT provides a customer service working with roads, busses and people.

B. PHIL LEMLEY – Nothing to report.

C. JOHN TRUMBO – Nothing to report.

D. RICHARD BLOOM –

1. Announced Bombing Range Road construction starts February 27 so be prepared for traffic issues.
2. Spent three weeks in Africa

E. CHAIR KOCH – Commented on the redistricting that has been proposed.

F. RUBEN ALVARADO – Happy to be a part of the board, representing Pasco. Wanted to extend gratitude for the route in East Pasco that occurred a couple of years ago.

G. STEVE BECKEN – Nothing to report.



- H. CLINT DIDIER – Nothing to report.
- I. LISA STADE – Nothing to report.
- J. NORMA NELSON – Commented on that the new busses battery pack located on the bottom of the bus are getting torn up. Supervisors will look into.

**20 Next Meeting**

CHAIR KOCH announced that the next Regular Board Meeting will be on Thursday, March 12, 2020 at 7:00 p.m. at 1000 Columbia Park Trail, Richland, WA 99352

**21 Executive Session**

Mr. Roach recommended reversing the order of items to be addressed, so Item B will be discussed first. He stated the Session in its entirety should only last 30 minutes.

CHAIR KOCH adjourned the Regular Meeting at 8:36 p.m. There will be a five-minute break prior to Executive Session.

Executive Session convened at 8:41 p.m.

Mr. Roach entered the lobby at 8:45 p.m. to announce the conclusion of Item B and the start of the Item A discussion.

- A. Review Performance of Public Employee, per RCW 42.30.110(1)(g)
- B. Current or Potential Litigation, per RCW 42.30.110(1)(i)

Mr. Roach entered the lobby to announce the conclusion of Executive Session.

CHAIR KOCH reconvened the Regular Board Meeting at 10:04 p.m.

Mr. Roach mentioned that Executive Session, Item A, will continue at the next Regular Board Meeting in March, in executive session. The Board requested the Q12 document with the comments included.

**22 Adjournment**

With no other items in front of the board, CHAIR KOCH adjourned the meeting at 10:05 p.m.

  
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Pam Loa, Clerk of the Board

3/12/20

Date Approved