



GENERAL MANAGER

\$132,385 - \$198,578

Plus Excellent Benefits
Relocation Packet Negotiable

Apply by
April 3, 2022
(First Review, Open Until Filled)

PROTHMAN



WHY APPLY?



Located among the Columbia, Yakima, and Snake Rivers in south-eastern Washington, Ben Franklin Transit provides public transportation for people who live and work in both Benton and Franklin County. The area averages 300 days of sunshine a year, allowing residents and visitors to enjoy a multitude of outdoor activities, from water sports to golf to wine touring to outdoor theater.

Ben Franklin Transit (BFT) is a highly regarded agency and enjoys a great workplace culture and environment that is built on trust, pride, and teamwork. The agency has been recognized as one of the “Most Improved Transit Systems in the United States” by Metro Magazine. The recruitment is replacing the General Manager who has recently retired. She had been the General Manager since 2015 and had been with BFT since 2012.

BFT offers the right candidate an excellent career opportunity while leading a dedicated team to provide excellent customer service and vision to a vibrant community with a bright future!

THE REGION

Embedded in the heart of wine country and a rich agriculture community, Richland is located at the confluence of the Snake, Yakima, and Columbia Rivers and its sister cities of Kennewick, Pasco, and West Richland make up the Tri-Cities (population 283,000), fourth largest metropolitan area in Washington State.



Because of the mild climate and an abundance of warm, clear sunny days each year, Tri-City residents can enjoy a variety of outdoor recreation activities including hiking the trails of Badger Mountain, water-skiing or kayaking on the Columbia River, hitting the links at one of the ten beautiful golf courses, or horseback riding through Red Mountain wine country. The Tri-Cities is also a sports-minded community, providing many public athletic facilities and two professional sports teams: Tri-City Americans WHL Ice Hockey and Tri-City Dust Devils, a professional Single A affiliate of the San Diego Padres. The region has its share of fine sports venues in the mix, boasting state-of-the-art softball fields and many soccer and baseball fields. Residents enjoy the Tri-Cities’ unique local flavor, excellent school system, low crime rate, diverse recreational opportunities, and regional attractions. Richland is just a few hours’ drive from the major urban centers of Seattle, Spokane and Portland, and the Tri-Cities Airport has direct flights to Seattle, Denver, Salt Lake City, Las Vegas, Minneapolis, Los Angeles, Phoenix and San Francisco.

For more information about the Tri-Cities area, visit:

- www.visittri-cities.com
- www.tricityregionalchamber.com
- www.tridec.org

THE ORGANIZATION

Ben Franklin Transit is a municipal corporation, which provides public transportation services in a 616 square mile area located in Benton and Franklin Counties. The area includes the cities of Kennewick, Pasco, Richland, West Richland, Benton City, Prosser and certain unincorporated areas of Benton and Franklin County. The service area contains a population of approximately 283,000 residents.

Ben Franklin Transit was formed May 11, 1981, when the voters in the service area voted to levy a 0.3% sales tax to support public transit. In 2002, BFT received an additional 0.3% increase, and in 2012, Ben Franklin Transit was classified as a Large Urban Transit. BFT has a 2022 operating budget of \$58.8M and a current capital budget of \$83.6M which is balanced with 2022 Operating Revenues, Federal/State Awards and Reserves. BFT employs 374 full and part-time employees, both union and non-union. BFT offers innovative choices when it comes to public transportation.



In September 2017, BFT launched a comprehensive fixed-route service change which established 17 fixed routes and added 28,000 hours of service. This service expansion was accompanied by technology upgrades including mobile data terminals for Operators, GPS activated visual and audible announcements, automated passenger counters, performance data tracking and reporting software for NTD reporting and Wi-Fi modems for an enhanced customer experience. BFT also provides paratransit (Dial-A-Ride) services to the Public Transit Benefit Area (PTBA), Night and Sunday Service, and Demand Response services, as well as connector services for outside of BFT’s PTBA.

In 2019 combined ridership for all modes of service totaled 3,126,689. In 2020, the agency had 5,459,091 revenue miles and 293,648 revenue hours.

Current active projects within BFT’s 6-year capital plan total \$153.3M; 48% of this investment will come from local funds, demonstrating the financial strength of the organization. \$8 million has been set aside for amenities upgrades over the next five years.

BFT has had several achievements including the City of Richland’s “Green Business of the Year” award and the Governor’s Award for Pollution Prevention and Sustainability. In 2008, Ben Franklin Transit set all-time ridership records with just over 5.5 million passenger boardings.

BFT is governed by an appointed ten-member Board of Directors. The Board consists of two Franklin County commissioners, one Benton County commissioner, and a city council member from each of six cities within BFT’s service area, and one non-voting Union Representative. The overall management of BFT is divided into five departments including Fleet and Facilities, Human Resources and Labor Relations, Marketing and Communications, Planning and Service Development, and Administrative Services. The department directors make up a strong leadership culture at BFT. As a community partner, BFT provides over 34,800 rides each year to special events such as the annual Columbia Cup Unlimited Hydroplane Race and Air Show, Benton County Fair, Cable Bridge Run, and Art in the Park.

THE POSITION

Under the direction of the Board of Directors, Ben Franklin Transit’s General Manager plans, directs, and administers all functions of the Agency, develops strategic objectives and initiatives to present to the Board of Directors (BOD), and executes decisions for the Board. The General Manager has oversight and responsibility for capital development programs including expansion of bus services, transit facilities, and other related projects. The individual in this position will interface with national, state, and local political constituencies for transit-related matters, and ensure compliance with State and Federal regulations regarding transit operations, Equal Employment Opportunity (EEO), Affirmative Action, and Americans with Disabilities Act (ADA).

For a full job description and to view all responsibilities, please view the attachment found [here](#).



OPPORTUNITIES AND CHALLENGES

- The new General Manager will research and implement the transit services needed to meet the growth and demographics of the region.
- It is imperative that the General Manager lead the way in managing and transitioning services through the COVID pandemic and beyond as policies morph and change.
- Ben Franklin Transit has had a number of long-term leadership staff and operators leave the agency over the past few years. The incoming General Manager will work to stabilize and meet staffing needs.
- There are a number of capital projects planned and funded for the near future that include ongoing fleet replacement, technology updates, replacement of the operations building, three new transit hubs, and passenger amenity improvement. It will be the responsibility of the General Manager to ensure these projects are implemented and stay on track and within budget.
- Of nine voting Board members, three are new as of this year. The General Manager will continually communicate and educate the Board regarding operations of the agency, allowing the Board to have the necessary information to set policy.
- The agency has solid funding, a clear transit plan, a quality fleet, and willing staff to move the agency forward.
- The agency has one of the largest Vanpool programs in the nation, with 80 vans currently in operation. Pre-Covid, BFT had nearly 250 Vanpool vans in operation and had the 17th largest Vanpool program in the nation. Currently, this program also serves the Hanford and industrial areas of the counties.

ACCOMPLISHMENTS

In 2020, BFT implemented its CONNECT on-demand services operated by Via, a service that allows transit users to access key destinations and major bus stops. BFT was creative in using CONNECT to solve specialized challenges during the pandemic, including service to supermarkets during senior hours, providing direct service to testing and vaccination sites, and leveraging the new service to lay the groundwork for BFT's frequent service corridors. In June 2021, BFT launched two of its new METRO routes, services that will operate every 15 minutes throughout most of the day on weekdays and Saturdays.

The new METRO routes will provide convenient and frequent regional connections to local fixed-route and CONNECT services. The new METRO services are key to BFT's ridership recovery and rebuilding program in the aftermath of the pandemic. Over the next few years, BFT will expand EXPRESS services, continue its focus on rebuilding ridership across all modes, and focus on core capital projects that include a new operations building and three new transit centers.



IDEAL CANDIDATE

Education and Experience:

A bachelor's degree in business administration, transportation, public administration, or related field from an accredited institution and five (5) years of increasingly responsible senior-level management experience; or an equivalent combination of experience and education is required. Candidates must possess and maintain a valid driver's license. A master's degree from an accredited institution and/or ten (10) years of experience in a senior-level management position, with at least five (5) years in a senior transit management position is preferred. While experience in a transportation agency is preferred, a candidate who demonstrates strong executive leadership experience and skills will be highly considered.

The ideal candidate will be a servant leader who demonstrates strong interpersonal skills, seeks to interact with staff at all levels of the agency, and is willing to get into the field to observe operations and interact with staff and customers. This person will be an extrovert who is personable, open, honest, and empathetic. The ideal candidate will be organized, display strong time management skills, and be an innovator who thinks outside of the box and is solution oriented.

Necessary Knowledge, Skills, and Abilities:

- Experience managing large capital projects to guide the many projects slated in the near future.
- A demonstrated record of developing innovative ideas, which can be applied as the transit industry adapts to Covid recovery and different transportation needs.
- The ability to provide the necessary information and recommended options with pros and cons so the Board can make well thought out decisions regarding policy and operations.
- A demonstrated ability to build trust with policymakers, staff, and regional government agencies and businesses.
- Strong written and oral communication skills.
- A commitment to keeping the Board engaged and apprised of agency operations, both orally and in writing, beyond the regular Board meetings.
- Strong executive leadership skills and the ability to motivate, develop, and mentor staff.
- Strong budget and finance knowledge and experience relating to operations and capital funds.
- Knowledge and experience as an executive leader in a government or quasi-government agency.
- The ability to review information and ask the right questions, yet and be decisive as needed.
- Demonstrated project management skills including the ability to develop effective teams.
- The selected candidate will be a good steward of public funds.

COMPENSATION & BENEFITS

- **\$132,385 - \$198,578 DOQ**
- Medical & Vision
- Dental
- Life and AD&D
- Short and Long-Term Disability
- Employee Assistance Program
- BFT Funded Health Reimbursement Account
- Flexible Spending Account
- Competitive Paid Leave Program
- Public Employees’ Retirement System (PERS)
- Optional Deferred Compensation / 457 Plans
- Optional Supplemental Insurance
- 6 Holidays & 2 Floating Holidays

For more information on Ben Franklin Transit, please visit:

www.bft.org



Ben Franklin Transit is an Equal Opportunity Employer. All qualified candidates are strongly encouraged to apply by **April 3, 2022** (first review, open until filled). Applications, supplemental questions, resumes and cover letters will only be accepted electronically. To **apply online**, go to www.prothman.com and click on "Open Recruitments", select "Ben Franklin Transit, WA – General Manager", and click "Apply Now", or click [here](#). Resumes, cover letters and supplemental questions can be uploaded once you have logged in.



www.prothman.com

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