



2016 – 2021
Transit Development
Plan

Adopted by the BFT Board of Directors
July 14th, 2016



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BFT operates its programs without regard to race, color and national origin. To receive additional information on BFT's discrimination obligations including our complaint procedures please contact us at (509) 734-5119.

TABLE OF CONTENTS

Section 1	Introduction.....	1
Section 2	Agency Overview	3
	Background.....	3
	Governance	4
	Organization.....	5
Section 3	Public Participation.....	7
	Title VI.....	7
	Public Involvement Processes.....	8
	General Public Comment Procedures	9
	Customer Comments.....	10
Section 4	Service Characteristics.....	11
	Fare Structure.....	14
Section 5	BFT Accomplishments & Objectives	15
	Washington Transportation Plan (WTP 2035)	15
	Ben Franklin Transit Strategic Plan.....	16
	2015 Accomplishments.....	17
Section 6	Budget & Plan Assumptions 2016 – 2021	19
Section 7	Service Plan	21
Section 8	Service Performance	22
	Projected Operating Data, 2016 – 2021 (in thousands)	24
	Proposed Service Changes, Vehicle Purchases & Facilities Improvements.....	25
Section 9	Financial Plan 2015 - 2021	26
Section 10	Program of Projects - Capital Projects 2016 - 2021	27
	Vehicle Procurement Projections 2016 - 2021	27
	Program of Projects 2016 - 2021	29
Appendix A	Facilities Overview & Park N Ride Data.....	32
Appendix B	List of Equipment	39

TABLE OF FIGURES

Figure 1: Ben Franklin Transit Organizational Chart 2016.....	5
Figure 2: Ben Franklin Public Transportation Benefit Area Boundaries*	6
Figure 3: Transit System Map.....	13
Figure 4: 2015 Unlinked Passenger Trips by Mode*	22
Figure 5: Unlinked Passenger Trips Comparison 2005 - 2015*.....	23
Figure 6: Benton - Franklin Park & Ride Lots	38

TABLE OF TABLES

Table 1: Force Account*.....	5
Table 2: Major Employers using BFT Vanpool	14
Table 3: Fare Structure*.....	14
Table 4: Service Types and Levels: Year End 2014 - 2015 calculations*	23
Table 5: Projected Operating Data 2016 – 2021*.....	24
Table 6: Proposed Service Changes, Vehicle Purchases and Facilities Improvements 2016 – 2021	25
Table 7: Financial Forecasting Model 2015 – 2021*	26
Table 8: Owned Facilities Inventory*.....	32
Table 9: Benton - Franklin Park & Ride Lots.....	37

Ben Franklin Transit's Transit Development Plan (TDP) provides a summary of information as well as projected changes over the next six-years. BFT is required to submit the six-year plan per RCW 35.58.2795 to the Washington State Department of Transportation (WSDOT) on an annual basis. The information contained herein will be used as part of WSDOT's annual report to the Washington State Legislature.

TRANSIT DEVELOPMENT PLAN (TDP) & PROGRAM OF PROJECTS (POP)

The TDP is a six-year transit plan required by the Washington State Legislature and Federal Transit Administration. The TDP is prepared by the independent transit properties and submitted to the State DOT for approval and final submittal to the Federal Transit Administration. The TDP includes a summary document which shows the size of the fleet, costs, revenue, service revenue hours, revenue miles, expenses, operating characteristics and capital expenditures. Public hearings and a thirty-day comment period are held to obtain input from the public on the TDP. The POP is a listing of planned capital expenditures including construction, vehicles, equipment and consulting support that are funded with FTA grants, state and local funding.

TRANSIT IMPROVEMENT PLAN (TIP)

The TIP is a planning document that identifies capital projects expected to be funded with federal and state grants. The TIP is prepared annually by Benton Franklin Council of Governments (BFCG) and includes BFT's TDP. All TIPs from local jurisdictions, counties and city agencies are compiled into a Regional TIP as required by the federal government. If a capital item BFT would like to pursue is not listed in the TIP, it cannot be funded with state or federal money. The TIP is only for capital projects and represents the Capital Plan section of the TDP. Although the TIP is a federal requirement, the document goes through approval by the region and the state. Public hearings are held to obtain comments from the public on the TIP and again as the projects become part of the State Transportation Improvement Plan.

PROCEDURES

In order to ensure the maximum opportunity for public input and involvement in the decision process regarding major service changes and fare increases, BFT adheres to the following procedures:

- Provide at least a 30 day advance notice of public hearings regarding major service changes or fare increases, in both Spanish and English.
- Customers, the public and the community will be informed of the proposed change, comment process and public hearings by way of: newspaper display ads, multimedia news releases, onboard fliers, and postings at BFT offices and on BFT's website, all in both Spanish and English.

- Proposals for major service changes and fare increases are also submitted to the BFT Citizens Advisory Committee (CAC) for review and comment. The CAC is a group of citizens that includes representatives of the disabled, low income, educational institutes, major employers and limited English proficiency (LEP) portions of our customer base. BFT staff facilitates the meetings and makes regular presentations to the group, seeking input and in-depth discussions.
- All input and comments including minutes of public hearings and CAC and BFT staff recommendations are provided to BFT’s Board of Directors (Board) prior to any decision regarding any program of projects, major service changes, fare changes and other policies as needed. Interpreters are present at public hearings to translate information and take comments.

ADOPTION TIME LINE & PUBLIC PROCESS

The six-year TDP is developed using staff input, information from BFT’s Board and public input. The draft plan includes a summary of the completion of the project goals reflecting agency core values. Public comment is sought through the Citizen Advisory Committee as well as a public hearing advertised thirty days prior to the hearing. The Board receives copies of all public comments and participates in discussions during committee meetings, Board retreats and regularly scheduled Board meetings. The meetings are open to the public and the dates and times are posted on our website (www.bft.org). The flow chart shown below depicts the TDP development and public process.

<i>Public Process: Transit Development Plan</i>		
<p>April and May: Staff develops TDP, presentation to board committees of Program of Projects, Assumptions and Accomplishments.</p>	<p>June: Staff presents Draft TDP to Board Committees and the CAC for public input release.</p>	<p>July: Hold Public Hearing</p>
<p>July/August Approval: Board of Directors</p>	<p>August: Joint BFCG and BFT open house, submit final TDP to BFCG</p>	<p>September: Submittal to WSDOT by BFCG</p>

MISSION

The mission of Ben Franklin Transit is to provide exceptional and cost-effective transportation services that consistently exceed customer expectations while promoting the principles and practices of livable communities and sustainable development.

BACKGROUND

Ben Franklin Transit (BFT) is a municipal corporation, which provides public transportation services in a 616 square mile area known as the Public Transportation Benefit Area (PTBA), serving an estimated population of 246,149 in 2014 (Washington State Financial Management, Forecasting and Research Division) Figure 2. BFT's Public Transportation Benefit Area covers portions of Benton and Franklin Counties including the jurisdictions of West Richland, Prosser, Benton City, Richland, Kennewick, Finley, and Pasco. BFT's headquarters and maintenance facility are located at 1000 Columbia Park Trail, Richland, Washington 99352. The Customer Service Office is located at the Three Rivers Transit Center, 7109 W Okanogan Pl, Kennewick, Washington 99337. For more detailed information on all BFT facilities, transit centers and park and rides, please refer to Appendix A.

BFT was formed May 11, 1981, when the voters in the service area voted to levy a 0.3 percent sales tax to support public transit with a 64% majority. The Dial-A-Ride system was started January 1, 1982, by contract with the Benton Franklin Developmental Center. BFT assumed the operation of the Dial-A-Ride system January 1, 1985. The Vanpool service was initiated in September of 1982, under a contract with the Benton-Franklin Council of Governments. BFT took over Vanpool operations on January 1, 1984.

On November 4, 1997, the voters of Benton City and Prosser elected to be annexed to the Benton Franklin Public Transportation Benefit Area (PTBA), with a 62% majority. Service was contracted with the City of Prosser to provide service to the communities of Prosser and Benton City using their Prosser Rural Transit system. In January 1999, BFT took over the Prosser and Benton City Operations. On May 15, 2001 an additional sales tax proposition of 0.3 percent was voted on. It was narrowly defeated by 169 votes. On March 12, 2002, the Voters of Benton and Franklin Counties approved the sales tax proposition of 0.3 percent. Voting statistics by county are as follows: Franklin County--53.5% and Benton County--56.28%. On April 26, 2005 the Voters of Finley elected to be annexed to the Benton Franklin PTBA with a 65.12% majority. Currently, the authorized taxing level is 0.6 percent total sales and use tax - 0.3 was approved in May 1981 and an additional 0.3 percent was approved in March 2002.

GOVERNANCE

BFT is a Public Transportation Benefit Area governed by a ten member board of directors. The Board consists of two Franklin County commissioners, one Benton County commissioner, a city council member from each of six cities: (Richland, Pasco, Kennewick, West Richland, Benton City, and Prosser) and one non-voting Collective Bargaining Representative. Our Board of Directors holds public meetings the second Thursday of each month at Ben Franklin Transit's Administration building located at 1000 Columbia Park Trail, Richland, 99352.

Board of Directors

Watkins, Matt, Chair – City of Pasco
Koch, Bob, Vice Chair – Franklin County
Becken, Steve – City of Prosser
Parish, Paul – City of Kennewick
Miller, Rick – Franklin County
Bloom, Richard, City of West Richland
Christensen, Terry – City of Richland
Delvin, Jerome – Benton County
Stade, Lisa – City of Benton City
Nelson, Norma – Non-Voting Union Rep, Teamsters Union

Alternate Board of Directors

Garrison, Mike – City of Pasco
Trumbo, John – City of Kennewick
Taylor, Randy – City of Prosser
Peck, Brad – Franklin County
Buel, Rich – City of West Richland
Thompson, Bob – City of Richland
Small, Shon – Benton County
Sandretto, David – City of Benton City
Lilyblade, Chris – Non-Voting Union Rep, Teamsters union

ORGANIZATION

BFT does not discriminate on the basis of race, color or national origin. BFT is an equal opportunity employer. BFT’s 2016 budget included the following number of positions listed by Department:

Table 1: Force Account*

Department	Current	Proposed
Operations	114.0	114.0
Dial-A-Ride	91.5	91.5
General Demand	8.5	8.5
Vanpool	5.0	5.0
Maintenance	32.0	32.0
Human Resources	4.5	4.5
Administration	12.5	12.5
Service Development	11.0	11.0
	279	279

*Data source BFT 2016 Budget

Figure 1: Ben Franklin Transit Organizational Chart 2016

BEN FRANKLIN TRANSIT ORGANIZATIONAL CHART

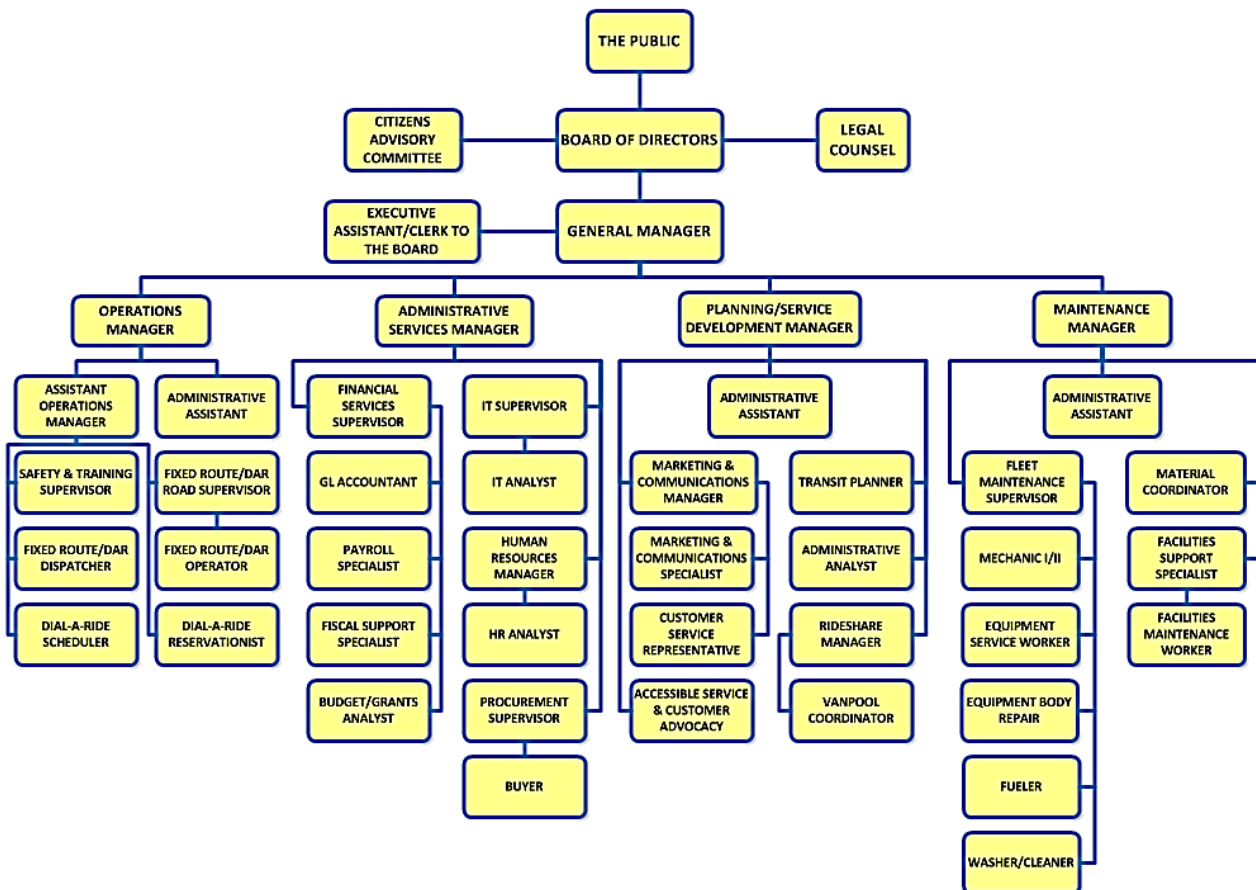
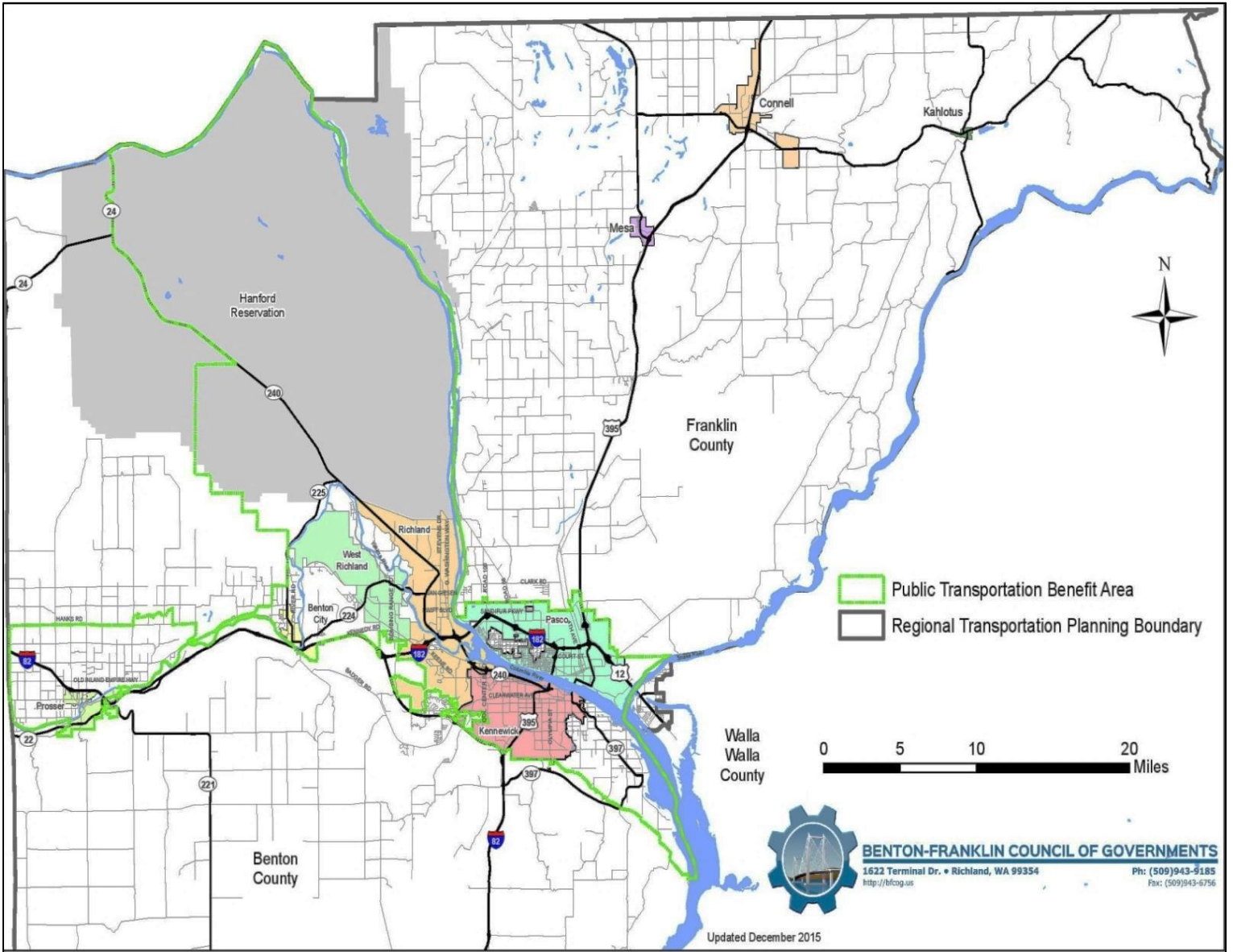


Figure 2: Ben Franklin Public Transportation Benefit Area Boundaries*



*Data Source BFCG

Board Meetings: The Board holds monthly meetings the 2nd Thursday of each month and the public is invited to attend.

Customer Comment Process: Citizens may call BFT's Customer Service Department to report a complaint, suggestion, or service request. All comments are input into a database and then distributed to the respective department to be addressed as needed.

General Awareness Surveys: BFT conducts surveys every to onboard riders, and a general awareness survey is conducted every 5-6 years. Both surveys are staggered so that a survey is performed every three years. In addition, there are route or service specific surveys taken as needed to help BFT make informed service changes. These are distributed in Spanish and English and are often coordinated with other agencies.

Bilingual Outreach: BFT provides an outreach program to Spanish-speaking customers to help them understand how to ride the bus through seminars and one-on-one assistance. BFT attends Hispanic tradeshows and delivers information on its Title VI and DBE programs. Spanish is the primary language for a significant portion of the people in our communities. BFT provides Spanish translations in all of our published schedules and public notices. Spanish speaking translators attend our public meetings and if a significant portion of the attendees speak Spanish, we translate the full presentation. In addition, a telephone translation service is available in customer service to aid communication for all languages. Additionally, BFT's website can be translated through Google Translate allowing for all information and trip information to be available in numerous languages.

TITLE VI

BFT does not discriminate on the basis of race, color or national origin.

- BFT is committed to ensuring that no person is excluded from participation in or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1.B. A complaint process is in place for anyone with concerns about discrimination.
- BFT is committed to breaking language barriers by implementing consistent standards of language assistance across its service area.
- There are pass and ticket outlets located throughout the area; in addition, these may be purchased on line at www.bft.org or by standard mail.

Community Outreach is a requirement of Title VI. As such, BFT seeks out and considers the viewpoints of minority and low-income populations in the course of conducting public outreach. BFT has wide latitude to determine what specific measures are most appropriate and makes this determination based on the composition of the affected population, the public involvement process, and its available resources. BFT consistently and continually engage the public in its planning and decision-making processes as well as its marketing and outreach activities.

It is the policy of BFT to encourage broad comment and input on proposed Program of Projects, Service Changes, Fare Changes and various policies. Title VI requires setting thresholds for this process to be implemented, as well as a complaint process. The Disproportionate Burden and/or Discriminatory Impact Policies are included in this document, as they state required public input and BFT's intention to resolve any concern regarding changes in the system.

Finally, BFT encourages broad comment on policies that may impact our customers, and frequently carries out surveys, public forums and open houses in addition to formal processes. The Customer Comment Records capture concerns or compliments received from the public; this process is detailed below.

PUBLIC INVOLVEMENT PROCESSES

Service Changes requiring a public process will include those changes defined in the BFT Title VI policies. Additional policies may be taken through a Public Input Process at the discretion of the General Manager. Public involvement will be undertaken for changes including but not limited to the following:

- A major service change is defined as any change in service on any individual route that would add or eliminate more than twenty percent (20%) of the route revenue miles or twenty percent of the route revenue hours. All major service changes will be subject to an equity analysis, which includes an analysis of adverse effects.
- A service change leading to an adverse effect is defined as a geographical or time-based reduction in service, which includes but is not limited to: span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.
- A service change that could lead to a disproportionate burden occurs when the low-income population adversely affected by a fare or service change is twenty percent (20%) more than the average low-income population of Ben Franklin Transit's service area.
- A disparate impact occurs when the minority population adversely affected by a fare or service change is twenty percent (20%) more than the average minority population of Ben Franklin Transit's service area.
- Changes to the Program of Projects (POP) as included in the Transit Development Plan (TDP), Transportation Improvement Program (TIP), or any Environmental Justice (EJ) analyses. These are described more fully below.
- Any fare changes.

GENERAL PUBLIC COMMENT PROCEDURES

The BFT Customer Comment Policy has been established to ensure that riders of all modes of the system, including bus, paratransit, vanpool and contracted services have an easy and accessible way to provide feedback to the agency. Ben Franklin Transit is open to hearing any customer feedback including complaints, comments, suggestions, or concerns.

To Provide Public Comments Contact Ben Franklin Transit by:

- **Postage-free Customer Comment Cards** are available on BFT and contractor vehicles and at Pass Outlets in Spanish and English. Included in Appendix “B” after the Title VI forms.
- **US Mail.**
- **Telephone:** Riders can contact Ben Franklin Transit Customer Service Department or use established public comment lines when available.
- **E-mail:** Riders can contact Ben Franklin Transit by e-mail.
- **Language Line:** For riders who speak a language other than English, Ben Franklin Transit will utilize the services of The Language Line to facilitate calls. BFT emphasizes bilingual staffing to assure communications with LEP customers.
- **In-person** at the Three Rivers Customer Service Center or the Administration Building.
- **Website:** Riders can offer feedback on the Ben Franklin Transit website (www.bft.org), by going to the “Contact Us” link. Google Translate is linked to our site and assists communication with LEP customers.

Feedback Review Process: All feedback from customers is valued. Anyone who submits a comment, complaint, or service suggestion to Ben Franklin Transit and requests a response will receive an initial response within fifteen (15) working days, provided they give legible contact information.

Complaints are recorded and investigated by staff. Suggestions and improvements for the system are made to address complaints if possible. Appropriate actions are taken to address complaints regarding staff, equipment or processes.

Information about Policy: Information about the Customer Comment Policy, including how to submit a complaint, is made available to riders in our schedule book, at all sales outlets and on our vehicles.

Reporting: Staff will compile an annual summary of customer comments for the board and employees for use in reviewing and evaluating service.

CUSTOMER COMMENTS

The categories listed below are broad with specific complaints placed in each using the best judgment of the staff person receiving the call:

- **Safety Issue:** includes any safety related issues including driving.
- **Discourteous:** includes any behavioral issues involving BFT staff.
- **Repeating Callers:** are members of the public that call on a regular basis with similar or varying complaints or comments.
- **Equipment Problems:** all types of mechanical issues.
- **Fares:** payment issues.
- **Bus Stop:** usually locations (additional, or removal).
- **Schedule Change:** timing issues.
- **Missed Connection:** people missing their bus.
- **Passed by Passengers:** bus did not stop and caller was at the stop.
- **Route Requests:** additional locations.

Table 2: 2015 Customer Comments*

	Total	Complaint		Commendation		Service Requests		Unknown	
		Count	%	Count	%	Count	%	Count	%
Bus Operations	434	331	76%	67	15%	35	8%	1	0%
Bus Stops	46	30	65%	1	2%	15	33%	0	0%
Contracted Services	73	59	81%	3	4%	11	15%	0	0%
Customer Service	4	3	75%	1	25%	0	0%	0	0%
Dial -a-Ride	121	73	60%	48	40%	0	0%	0	0%
Facilities / Maint	7	2	29%	3	43%	2	29%	0	0%
Other	5	5	100%	0	0%	0	0%	0	0%
Prosser / BC	0	0	0%	0	0%	0	0%	0	0%
Public Information	2	2	100%	0	0%	0	0%	0	0%
Vanpool	69	66	96%	2	3%	1	1%	0	0%
Total Records	761	571	75%	125	16%	64	8%	1	0%

*Data Source BFT CCR Database

WEEKDAY AND SATURDAY FIXED ROUTE BUS SERVICE

BFT has 23 routes serving Benton City, Kennewick, Pasco, Prosser, Richland, and West Richland. There are seven (7) Inter-City routes, routes providing service to multiple cities and 16 routes called locals, routes assigned to a specific city. During travel, a majority of riders make multiple transfers between routes to get to their final destination. Buses are scheduled to arrive at the transit centers at approximately the same time and leave at the same time so transferring from bus to bus is simple to do and easy to understand. Route and schedule information is available online at www.bft.org and in Google Transit.

TAXI FEEDER ROUTES

Premium service that provides linked service from lower density areas to regular fixed route service. Customers contact BFT's contractor to schedule trips. Taxis pick up the customers at designated locations and then drop the customer off at the closest bus stop. Feeder service provides access to locations that would otherwise be too costly to serve with fixed route service.

DIAL-A-RIDE PARATRANSIT SERVICE

Ben Franklin Transit exceeds requirements set forth in the Americans with Disabilities Act (ADA) by providing Paratransit service within the PTBA. Service provided outside the ¾ mile of fixed routes requires a premium fare. Operating hours for Paratransit services are the same as fixed route. Trips include access to employment opportunities, medical appointments, and general access to the community. We provide reasonable modification to aid riders who utilize the services. BFT completed an "ADA Reasonable Modification Plan" in early 2013 that coordinated ADA processes and policies throughout the modes. This was taken out for public comment and approved by the Board of Directors in May and will be updated as needed.

TRANS+PLUS NIGHT AND SUNDAY SERVICE

Service that operates from 6:30 p.m. to 2:00 a.m. Monday thru Saturday and from 8:00 a.m. to 6:00 p.m. on Sundays, allowing customers access to transportation when regular services are not available. Reservation lines open at 2:00 p.m. daily and riders schedule trips as needed. Subscription trips may be booked for clients taking the same trips daily for weeks or months at a time; work related trips are a good example of subscription service. Tri-City Taxi currently provides this service.

DEMAND RESPONSE SERVICES

Demand response service provides trips as needed in low-density communities such as Prosser and Finley. Finley service is contracted by a local taxi company. Reservations are made the day prior to travel, or can be set up through a subscription. Designated stops have been established for pick-up by the taxi and BFT provides door-to-door service for Paratransit eligible riders. Prosser services are provided by Ben Franklin Transit. Reservations are made for the day prior to travel, or can be set up through a subscription. Designated stops have been established for pick-up and door-to-door service is available for Paratransit eligible riders.

VANPOOLS

BFT's Vanpool program is a ride share alternative for those with long commutes. Volunteer drivers and riders share the cost of fuel, maintenance, and insurance through a monthly fare to utilize BFT vans. Vanpool drivers are fellow commuters, responsible for collecting the monthly fee and fueling the vehicle. The monthly Vanpool fare is based upon miles travelled.

COMMUNITY VANS

BFT makes 12-passenger and mini vans available for use on specific pre-approved trips with volunteer drivers and coordinators for community non-profit or governmental groups. Pre-approved trips are usually low frequency trips such as special events. Community Vanpools pay the full cost of mileage.

CONNECTIONS

Transportation Partners & Ben Franklin Transit Passenger Connections

- Tri-Cities Airport
- Grapeline service of Walla Walla
- Fixed route service to most schools
- Battelle and other North Richland business locations
- Tri-City Trolley: Hermiston & Pendleton
- Pasco Amtrak and Greyhound Station
- People for People service to Yakima, Othello, Mesa, Basin City and Connell
- Connects to Columbia Basin College in Pasco
- WSU Tri-Cities
- 16 Park and Ride lots within BFT's service area

Figure 3: Transit System Map

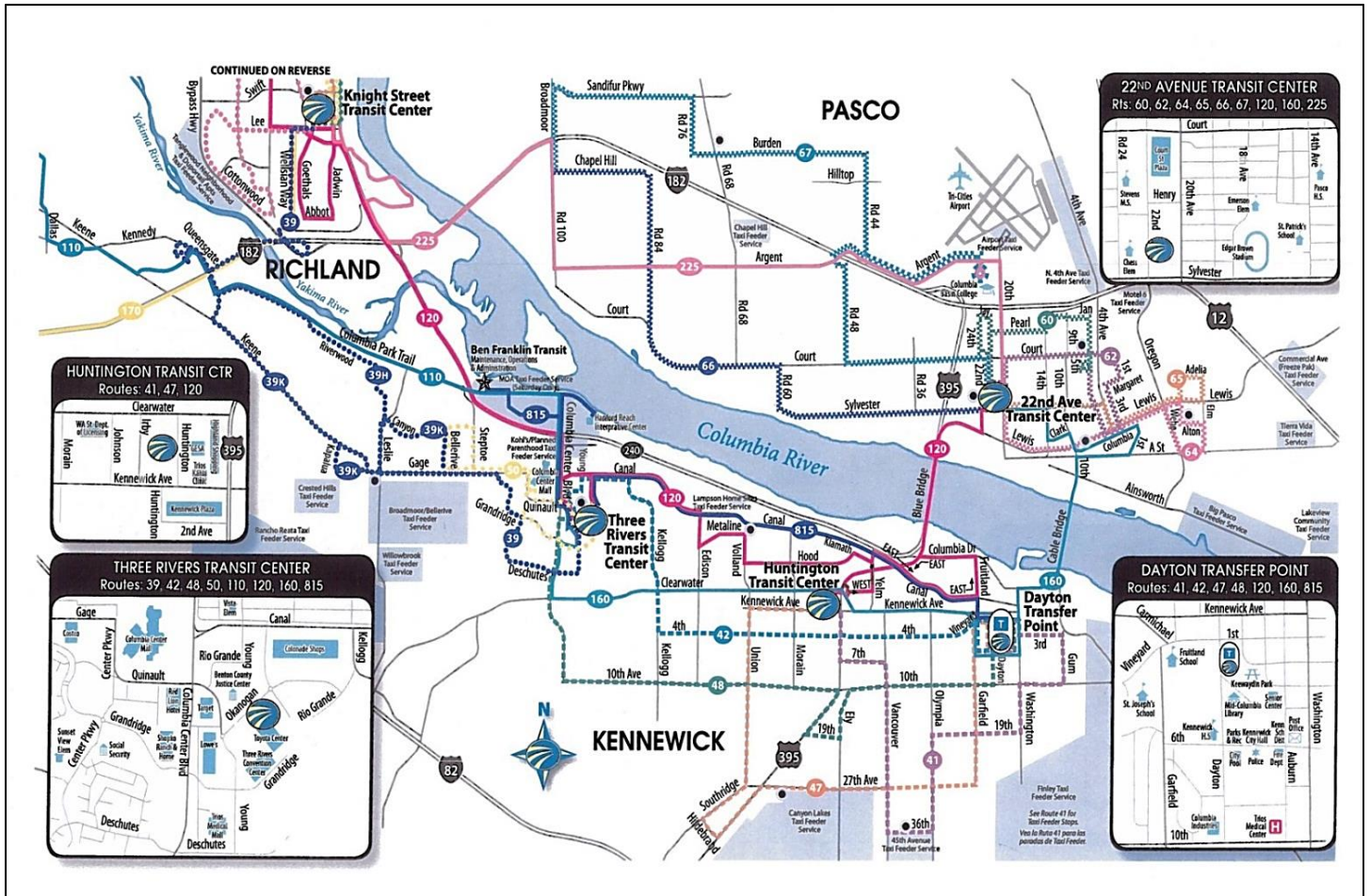
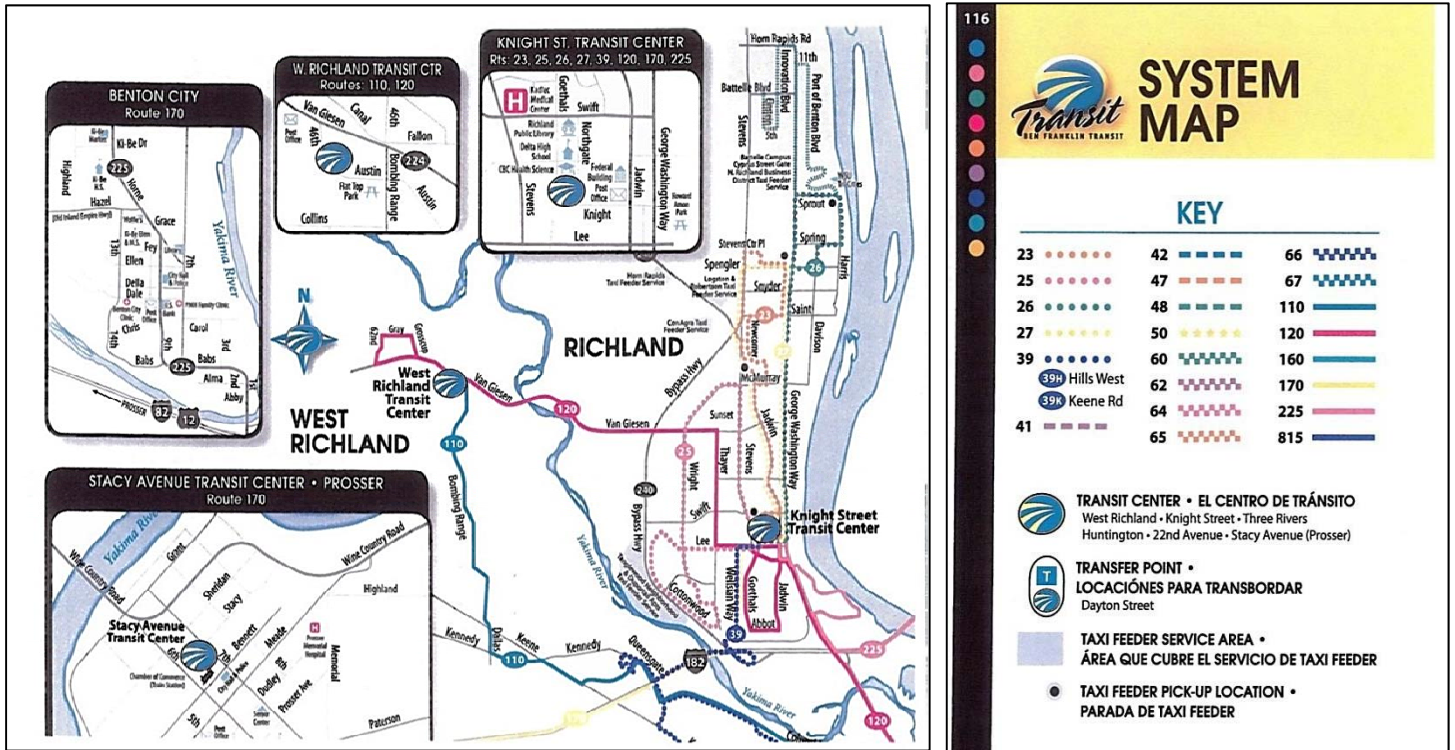


Table 2: Major Employers using BFT Vanpool

Major Employers Served by Vanpools

Bechtel	Facility	Wahluke Schools
Benton County	Energy Northwest	Walla Walla Penitentiary
Boise Cascade	Hanford Site	Washington Beef
Broetje Orchards	Kadlec Medical Center	Washington Closure Hanford
Canoe Ridge Winery	Mission Support Alliance	Washington River Protection Solutions
Cayuse Technologies	Portland Gas & Electric – Boardman	Washington State Penitentiary
CH2M Hill	Priest Rapids Dam	W M Bolthouse Farms
Columbia Crest Winery	St. Michelle Estate	
Connell Elementary	U.S. Army Corps of Engineers	
Coyote Ridge Correctional		

FARE STRUCTURE

The Board of Directors has asked staff to analyze fares every 3 years for any needed changes. BFT last restructured fares in June of 2012.

Table 3: Fare Structure*

Adult and Dial-A-Ride			Day Pass	All ages all fixed route	\$4.00
Cash		\$1.50	Trans +Plus	All ages all times and days	
10 Tickets		\$12.00	Cash		\$3.00
Monthly Pass		\$25.00	10 Premium Tickets		\$25.00
Premium Dial-A-Ride	Pick-ups and drops beyond ¾ mile of fixed routes	\$2.50	Freedom Pass	All hours & services	\$50.00
Youth	Age 6 through High School		Taxi Feeder/Finley	Less than 4 mile trip length	\$1.00
Cash		\$1.00	Premium Taxi Feeder: More than 4 mile trip length	Cash or Premium Tickets	\$3.00
10 Tickets		\$8.00	Special Events		
Monthly Pass		\$14.00	Cash per person		\$1.50
Summer Youth	2010 application	\$25.00	Family up to 5 People		\$4.00
Medicare or Disabled	Medicare card or DSHS certificate with approved codes.		Seniors, Reduced	With BFT Picture ID Card	\$0.75
Cash		\$0.75	College Stickers	Pricing set contractually	
10 Tickets		\$6.00	Senior Citizens	65 years and older Fixed Route	Free
Monthly Pass		\$12.50	Children	Age 5 and younger Fixed Route (up to five children with one adult)	Free

*Fare Structure adopted by the Board June 1st 2012.

WASHINGTON TRANSPORTATION PLAN (WTP 2035)

The Washington State Department of Transportation (WSDOT) requires that transit agencies report their progress towards accomplishing the state's six statutory transportation policy goals in RCW 47.04.280. These goals and related objectives are identified in the *Washington Transportation Plan 2035* (WTP 2035).

The Washington Transportation Plan (WTP 2035) is a comprehensive and balanced statewide transportation plan that establishes a 20-year vision for the development of the statewide transportation system, from state highways and ferries to sidewalks and bike paths, county roads, city streets, public transit, air and rail. WTP 2035 identifies significant statewide transportation issues, and recommends statewide transportation policies and strategies to the legislature and Governor (RCW 47.01.071(4)). By law, WTP 2035 is required to be consistent with state's growth management goals, reflect the priorities of government, and address regional needs, including multimodal transportation planning.

WTP 2035 is based on the following six transportation policy goals established by the Legislature:

1. **Preservation** - To maintain, preserve, and extend the life and utility of prior investments in transportation systems and services.
2. **Safety** - To provide for and improve the safety and security of transportation customers and the transportation system.
3. **Mobility** - To improve the predictable movement of goods and people throughout Washington State.
4. **Environment** - To enhance Washington's quality of life through transportation investments that promote energy conservation, enhance healthy communities, and protect the environment.
5. **Stewardship** - To continuously improve the quality, effectiveness, and efficiency of the transportation system.
6. **Economic Vitality** - To promote and develop transportation systems that support, stimulate, and enhance the movement of people and goods to ensure a prosperous economy.

BEN FRANKLIN TRANSIT STRATEGIC PLAN

The central theme of the BFT's Strategic Plan is maximizing outreach to the community and developing strategic partnerships within our region that will help us reach our objectives and provide maximum value to our community. By further developing our employees and organization and through coordination with other agencies, we will continue to address the community's changing needs.

Primary Objectives

- Address community growth, particularly on the urban fringes.
- Maximize coordination with other agencies and organizations, including the community's growing healthcare industry.
- Implement succession planning, staff development, and measures to address upcoming attrition.

Secondary Objectives

- Address the changing demographics of our community, including reaching out to our growing Hispanic population regarding employment and transportation needs.
- Participate in Economic Development. Assist in the planning, development, and service provision to the Downtown Entertainment Districts. Including tourism, special events, convention center, wineries, etc.
- Plan for paratransit demographic shifts. Manage increased demand by people with developmental disabilities, and changing senior needs.
- Continue to integrate technological communication with our customers.
- Continued pursuit of more environmentally friendly buses and alternative fuels.

2016 Goals and Major Initiatives

- Safety First (Fleet / Service)
- Comprehensive Service Plan Study
- Citizen's Advisory Committee Review
- Succession Planning and Staff Development Training
- Transit Technology Implementation
- Comprehensive Employee Program Review Facilities Upgrades

2015 ACCOMPLISHMENTS

Staff works to provide excellent transit service by selecting, working on and completing tasks that support the following core values of the organization. Recent accomplishments include:

Fixed Route Operations

1. More than tripled positive customer service calls over prior year; 131 vs 38
2. Improved relationship with union office as illustrated by a 20% reduction in grievances; 8 vs 10
3. In efforts to meet the diversity of our community and our customer's needs we were successful in hiring 3 bilingual operators and have 2 bi-lingual trainees
4. As a cost saving and efficiency measure, chose not to fill vacant Road Supervisor position allowing for an IT Analyst position in Administration
5. Completed a total of 5 passenger counts, four of the counts were a week long and one was a three-day summer count

Dial-A-Ride

1. Held annual refresher training for 100% of our 75 drivers with an emphasis on safety
2. Provided education and outreach to 15 residential care and rehabilitation facilities
3. Implemented an in-home accessibility assessment for 11 new passengers that reside in their own homes and use a wheelchair for mobility
4. Initiated a recertification process for DAR eligible passengers with 10% of the 6,342 customers recertified so far this year
5. An ADA Coordinator has been appointed and will become ADA Certified by the end of the year
6. Upgraded our system-wide software map used by scheduling, dispatch and drivers to improve on-time performance and route efficiencies
7. Completed first time installation of cameras on 40 vehicles in the Tri-Cities. We are currently tracking statistics on accidents, incidents and validating customer complaints

General Demand Prosser

1. 1 Held annual operator refresher training for 6 drivers out 7 with emphasis on safety
2. 2 Relocated Prosser office and parking lot
3. 3 Completed first time installation of cameras on 4 new vehicles. We are currently tracking statistics on accidents, incidents and validating customer complaints

Vanpool

1. Completed Winter Safe Driving Campaign
2. Replaced and trained 1 Vanpool Coordinator and 1 Vanpool Administrative Assistant due to transfers within the organization
3. Conducted over 38 driver workshops training over 163 new volunteer Vanpool drivers
4. Staff closed 35 Vanpool groups, started 14 new groups and swapped 32 groups to different vans. This has resulted in a 7.6% or a 21 van decrease in the number of vans in service since the first of the year

Maintenance

1. No safety related incidents for 2015
2. Completed Tulip Lane Park and Ride Lot
3. Maintained a "no grievance" working environment
4. Processed 44 new Dial-A-Ride vehicles and 11 Gillig coaches
5. Hosted WSTA Maintenance Forum in May of 2015

Human Resources

1. LNI claims filed were down from 22 in 2014 to 10 in 2015, a reduction of 54.5%
2. Decreased the number of workdays lost from 116 in 2014 to 88 in 2015, a decrease of 24%
3. Maloney O'Neill provided Affordable Care Act (ACA) training to 97 Coach Operators and 4 HR staff and Completed an ACA compliance audit on the company's benefit plans
4. Bargaining Power, a negotiation software tool, was purchased and installed. 5 Staff were trained on the software. Data has been entered into the software
5. Contracted with Vivid Learning System (VLS) for web-based safety and HR related training for 52 non-represented employees. In 2014, 28 participated

Administrative Services

1. Migrated banking services realizing cost savings of 56.8% or about \$42,000 and implemented
2. Fleet-Net Bank Reconciliation function
3. Received zero recommendations from WA State Federal and Financial Audits
4. Filed for and received \$584,000 diesel fuel tax refund
5. Commenced BFT Financial Policies review and update
6. Maintained core business practices/integrity throughout Executive Office transitions

Planning & Service Development

1. Completed Phase 1 of the Comprehensive Service Plan Study by selecting a firm
2. Cultivated partnerships and collaborated on projects throughout the community
3. Coordinated a Ground Breaking and a Ribbon Cutting Ceremony for Tulip Lane
4. Represented BFT at over 25 community events
5. Expanded Water Follies Service which included Additional Bus Service, Public Outreach to Area Hotels, and Implementation of the Volunteer Ambassador Program

1. **Population and Service Area** BFT's Public Transportation Benefit Area (PTBA) is a 616 square mile area located in Benton and Franklin Counties. The area includes all of the cities of Kennewick, Pasco, Richland, West Richland, Benton City, Prosser and certain unincorporated areas of Benton and Franklin County. The PTBA contains a population of approximately 246,149 in 2014 (Washington State Financial Management, Forecasting and Research Division).
2. **Sales Tax Revenue** is projected at \$30,183,712, a 0.47% increase from the 2015 forecast of \$30,042,971. The increase in sales tax revenue reflects consistent economic growth of 3.2% over the last four years. This is due in part to school bond approvals and regional economic growth forecasts. 2015 was a fuel rod change-out at the Columbia Generating Station (Energy Northwest). On average this contributes about \$500,000 to \$800,000 in additional sales tax revenues during the months of June and July. Such activity is not scheduled for 2016 thus reducing the expected amount of sales tax revenue for the year. Of total 2016 sales tax revenue, 87.4% or \$26,391,619 is programmed for the Operating budget and 4.0% or \$1,216,061 is programmed for the Capital budget and \$2,576,032 or 8.5% will add to reserves.
3. **Fares** were simplified and increased in June 1, 2012, increasing BFT's current farebox ratio to 11.7%. BFT's fare structure is reviewed annually. Fares are expected to remain relatively flat with no expected significant decrease or increase in 2016, subject to changes pending results of the Comprehensive Service Plan Study (CSPS).
4. **Federal Grants** are budgeted in the amount of \$7,064,242 and include 5307 and 5339 formula funding for Federal Fiscal Year 2015. \$2,200,000 will be used for Operating and \$4,864,242 will be used for Capital.
5. **State Grants** of \$568,030 from the Paratransit Special Needs Grant are budgeted for 2016 and will be used for Operating Expenses. There are no local match requirements for these funds.
6. **Bus Operations** increases 5.6% or \$609,316 over the FY 2015 budget due to slight increased costs of labor, expected parts usage for 6 diesel engine replacements, fuel, insurance, and fully allocating maintenance labor costs to the department. Revenue miles are budgeted at 2,150,876, revenue hours at 132,266 and boardings at 2,759,007.
7. **Dial-A-Ride** increases 6.2% or \$588,701 over the FY 2015 budget due to increased costs of labor and benefits, insurance, purchased transportation, and fully allocating maintenance labor costs to the department. Revenue miles are budgeted at 2,038,521, revenue hours at 119,363 and boardings at 364,395. Dial-A-Ride performs all eligibility application processing to determine service eligibility; roughly 85.0% of eligible applicants are new users of the service.
8. **General Demand (Prosser)** increases 27.7% or \$192,582 from the FY 2015 budget as a result of increases in labor and benefits, fuel, fully allocating maintenance labor costs, loss of Benton County maintenance contract and a new operations facility lease adding significant costs, and insurance. Revenue miles are budgeted at 182,138, revenue hours at 8,131 and boardings at 43,001.

9. ***Vanpool*** increases 10.2% or \$211,313 over the FY 2015 budget as a result of increased costs of labor and benefits, fully allocating maintenance labor costs to the department, fuel, and insurance costs. Revenue miles are budgeted at 3,984,400, revenue hours at 85,427 and boardings at 814,751.
10. ***Night Service*** is capped at \$1,750,000, a 13.3% or \$204,841 increase from the FY 2015 budget. The increase is due to demand for the services. Revenue miles are budgeted at 501,562, revenue hours at 22,792 and boardings at 81,655.
11. ***Sunday Service*** increases 5.9% or \$18,085 over the FY 2015 budget as a result of demand. Revenue miles are budgeted at 93,483, revenue hours at 4,126, and boardings at 17,167.
12. ***Finley Service*** is budgeted at \$115,000, a 2.9% or \$3,293 increase over the FY 2015 budget. Revenue miles are budgeted at 41,909, revenue hours at 1,415 and boardings at 9,516.
13. ***Taxi Feeder Service*** is budgeted at \$150,000, a 15.9% or \$20,538 increase over the FY 2015 budget, again due to demand for the services. Revenue miles are budgeted at 34,812, revenue hours at 1,570 and boarding at 13,130.

BFT is currently in the process of performing a Comprehensive Service Plan Study (CSPS) that will look at all modes of service provided by BFT. Considering the scope of the project and yet to be determined service changes to the system, there is an uncertain impact on the 2016 budgeted ridership, miles, and hours.

Facilities and Vehicles will be part of the BFT capital improvements listed in the Program of Projects (POP). These are timed over the next six years to proceed based upon projected funding availability and include:

- Facilities and all transit centers are slated for upgrades using FTA grant funding.
- Security throughout will be enhanced with 5307 FTA funding.
- Replacement of vehicles to modernize the existing bus, staff and paratransit fleets will be programmed with a consistent schedule of annual purchases to maintain a fleet with low maintenance costs.
- Securing property or constructing additional Park and Ride facilities throughout the area, as property is available and the need is established.
- Replacement of shelters, benches and other transit amenities where needed.

Technological Improvements and Passenger Amenities will include:

- Improved Communications within BFT.
- Improved information systems for BFT riders.
- Security enhancements such as cameras on buses and in transit centers.
- New bus benches, shelters and signage.
- Data collection systems to provide information for service improvements.

Planning studies for inclusion in the next 6 years:

- Trolleys
- Park and Rides locations and capacity
- Continued Technology Upgrades

Ben Franklin Transit reported the following collision information to the National Transit Database (NTD) in 2015:

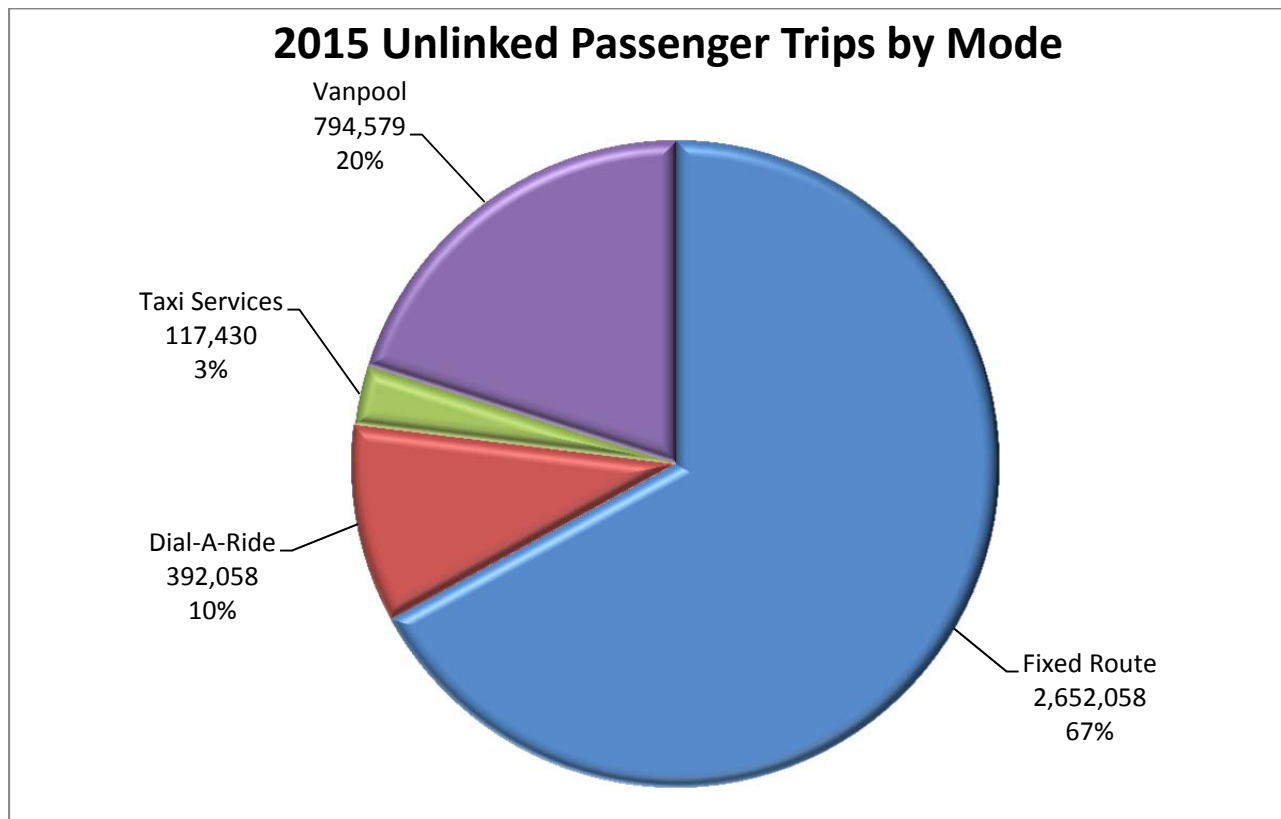
- Fixed Route had two bus accidents, involving two injuries in one of the two events, both classified as major
- Van Pool had one accident, involving one injury, classified as major
- Dial-A-Ride had one vehicle accident, involving one injury, classified as non-major
- No fatalities

BFT was recognized with the Safety Star Award in 2014 by Washington State Transit Insurance Pool as being consistently a good performer in terms of agency auto losses.

Ben Franklin Transit provided 3,956,125 unlinked passenger trips in 2015 for a total system ridership decrease of 4.6% over 2014. Vanpool and Fixed Route decreased by 4.1% and 6.1%, the reduction in ridership can be attributed to lower gas prices and better economic conditions. Unlinked passenger trips increased for both Dial-A-Ride and contracted taxi services in 2015. Dial-A-Ride increased by 2.2% and taxi service increased by 4.8%.

The graph below illustrates unlinked passenger trips by mode, and the percentage of total system unlinked passenger trips they represent. Taxi service is detailed in Table 4 on page 23.

Figure 4: 2015 Unlinked Passenger Trips by Mode*



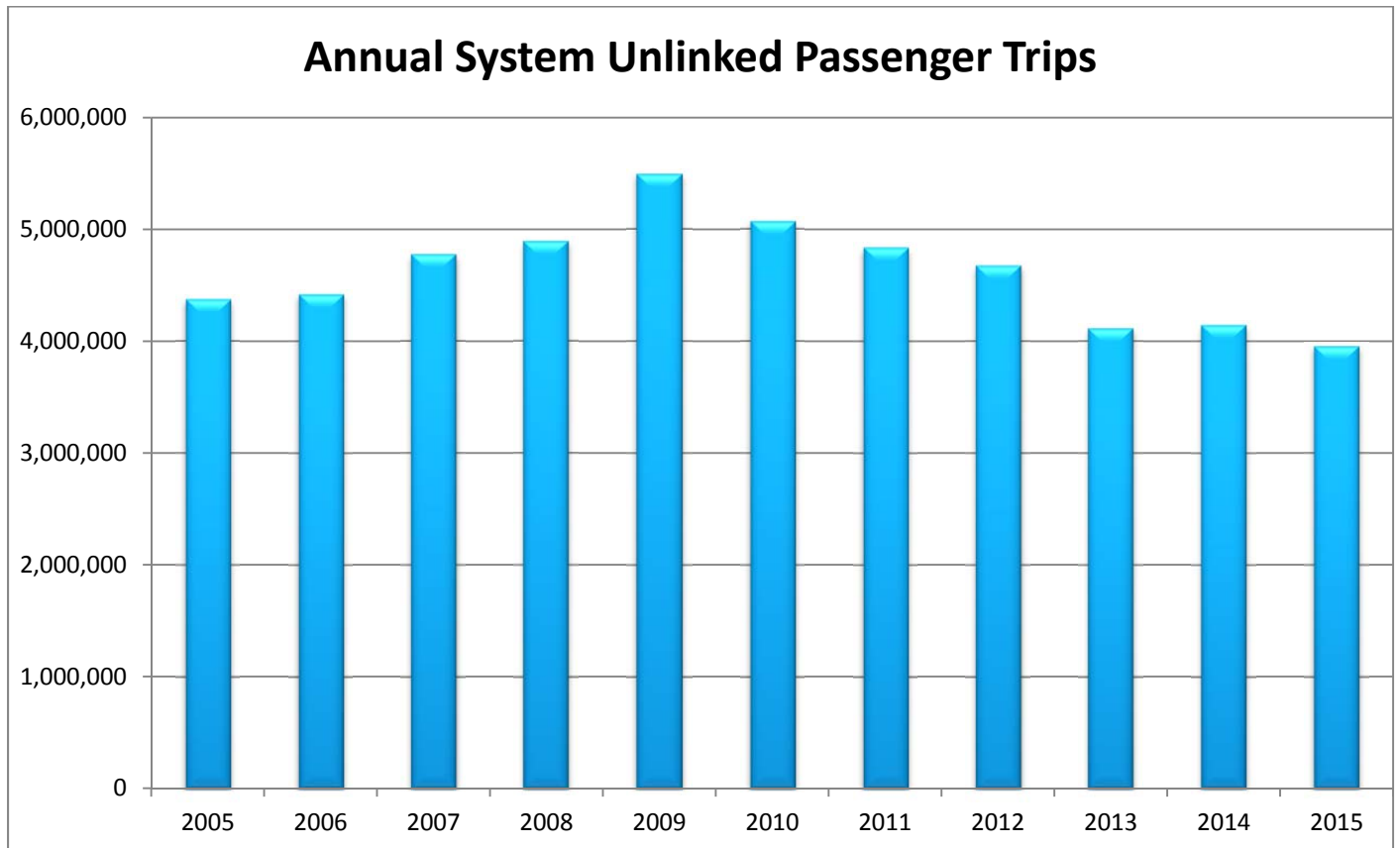
*Data source: BFT

Table 4: Service Types and Levels: Year End 2014 - 2015 calculations*

Service Type	Annual Revenue Miles 2014	Annual Revenue Miles 2015	Annual Revenue Hours 2014	Annual Revenue Hours 2015	Annual Diesel Usage	Annual Gas Usage	2014 Unlinked Passenger Trips	2015 Unlinked Passenger Trips
Bus	2,132,884	2,148,656	131,093	131,933	468,019	0	2,824,121	2,652,058
General Demand	188,895	171,627	8,234	7,733	2,461	23,971	43,046	39,555
Dial-A-Ride	1,871,118	1,956,574	109,768	116,399	1,373	317,436	340,744	352,503
Night Service	494,013	492,637	22,732	22,648			77,634	79,062
Taxi Feeder	30,276	34,065	1,375	1,517			9,699	11,789
Finley	32,845	37,389	1,151	1,287			9,403	9,931
Sunday	91,885	95,721	4,248	4,230			15,322	16,648
Vanpool	4,033,627	3,804,373	84,232	83,629	4	278,690	828,189	794,579
Total	8,875,543	8,720,960	362,833	366,985	471,857	620,097	4,148,158	3,956,125
Comparison of (2014 & 2015)		-1.5%		1.8%				-4.6%

*Data source BFT

Figure 5: Unlinked Passenger Trips Comparison 2005 - 2015*



*Data source BFT & National Transit Database

PROJECTED OPERATING DATA, 2016 – 2021 (IN THOUSANDS)

Table 5: Projected Operating Data 2016 – 2021*

Fixed Routes Services	2016	2017	2018	2019	2020	2021
Revenue vehicle hours	134	136	137	138	140	141
Total vehicle hours	140	142	143	145	146	148
Revenue vehicle miles	2,224	2,247	2,269	2,292	2,315	2,337
Total vehicle miles	2,424	2,448	2,473	2,498	2,523	2,549
Passenger trips	2,931	2,960	2,990	3,019	3,050	3,079
Fatalities	0	0	0	0	0	0
Reportable injuries	0	0	0	0	0	0
Collisions	0	0	0	0	0	0
Diesel fuel consumed (gal)	495	475	480	485	489	494
Gasoline consumed (gal)	0	0	0	0	0	0
Demand Response	2016	2017	2018	2019	2020	2021
Revenue vehicle hours	124	126	128	129	131	133
Total vehicle hours	144	146	148	151	153	155
Revenue vehicle miles	2,244	2,289	2,335	2,381	2,429	2,477
Total vehicle miles	2,550	2,601	2,653	2,706	2,760	2,815
Passenger trips	391	397	403	409	415	421
Fatalities	0	0	0	0	0	0
Reportable injuries	0	0	0	0	0	0
Collisions	0	0	0	0	0	0
Diesel fuel consumed (gal)	4	4	4	4	5	5
Gasoline consumed (gal)	355	350	355	361	366	371
Vanpooling Services	2016	2017	2018	2019	2020	2021
Revenue vehicle hours	92	93	94	95	96	97
Total vehicle hours	92	93	94	95	96	97
Revenue vehicle miles	4,343	4,386	4,430	4,475	4,519	4,564
Total vehicle miles	4,444	4,488	4,533	4,579	4,624	4,669
Passenger trips	90	91	92	93	94	95
Fatalities	0	0	0	0	0	0
Reportable injuries	0	0	0	0	0	0
Collisions	0	0	0	0	0	0
Diesel fuel consumed (gal)	10	0	0	0	0	0
Gasoline consumed (gal)	334	300	303	306	309	312

*Table 5 Forecast does not take into consideration the Comprehensive Service Plan Study BFT is currently conducting. Once the CSPS is complete, staff will have a better understanding of projected operating data in the 2017 Transit Development Plan.

*Data source BFT

PROPOSED SERVICE CHANGES, VEHICLE PURCHASES & FACILITIES IMPROVEMENTS

Table 6: Proposed Service Changes, Vehicle Purchases and Facilities Improvements 2016 – 2021

2016	Preservation / Improvements
Services	Assess and modify services as necessary; Increase taxi feeder and add fixed routes as demand warrants.
Facilities	Maintain, improve, upgrade and expand per service level demands all bus stops, transit centers, park and rides and administration campuses including but not limited to paving and security. Operations Facility Energy Audit Upgrades will be implemented.
Vehicles	Replace or rebuild existing vehicles, up to 5 transit buses, up to 8 paratransit vehicles, up to 25 vanpool vehicles, and 1 non-revenue support vehicles.
2017	Preservation / Improvements
Services	Assess and modify services as necessary; Increase taxi feeder and add fixed routes as demand warrants.
Facilities	Maintain, improve, upgrade and expand per service level demands all bus stops, transit centers, park and rides and administration campuses including but not limited to paving and security. Operations Facility Energy Audit Upgrades will be implemented.
Vehicles	Replace or rebuild existing vehicles, up to 5 transit buses, up to 8 paratransit vehicles, up to 25 vanpool vehicles, and 1 non-revenue support vehicles.
2018	Preservation / Improvements
Services	Assess and modify services as necessary; Increase taxi feeder and add fixed routes as demand warrants.
Facilities	Maintain, improve, upgrade and expand per service level demands all bus stops, transit centers, park and rides and administration campuses including but not limited to paving and security.
Vehicles	Replace or rebuild existing vehicles, up to 5 transit buses, up to 8 paratransit vehicles, up to 31 vanpool vehicles, and 1 non-revenue support vehicles.
2019	Preservation / Improvements
Services	Assess and modify services as necessary; Increase taxi feeder and add fixed route as demand warrants.
Facilities	Maintain, improve, upgrade and expand per service level demands all bus stops, transit centers, park and rides and administration campuses including but not limited to paving and security.
Vehicles	Replace or rebuild existing vehicles, up to 5 transit buses, up to 8 paratransit vehicles, up to 31 vanpool vehicles, and 1 non-revenue support vehicles.
2020	Preservation / Improvements
Services	Assess and modify services as necessary; Increase taxi feeder and add fixed routes as demand warrants.
Facilities	Maintain, improve, upgrade and expand per service level demands all bus stops, transit centers, park and rides and administration campuses including but not limited to paving and security.
Vehicles	Replace or rebuild existing vehicles, up to 5 transit buses, up to 8 paratransit vehicles, up to 31 vanpool vehicles, and 1 non-revenue support vehicles.
2021	Preservation / Improvements
Services	Assess and modify services as necessary; Increase taxi feeder and add fixed routes as demand warrants.
Facilities	Maintain, improve, upgrade and expand per service level demands all bus stops, transit centers, park and rides and administration campuses including but not limited to paving and security.
Vehicles	Replace or rebuild existing vehicles, up to 5 transit buses, up to 8 paratransit vehicles, up to 31 vanpool vehicles, and 1 non-revenue support vehicles.

Table 7: Financial Forecasting Model 2015 – 2021*

Operating	2015	2016	2017	2018	2019	2020	2021	Total 2016-2021
Operating Revenues								
Total Sales Tax (Local)	\$ 30,792,205	\$ 30,183,712	\$ 30,938,305	\$ 31,557,071	\$ 32,345,998	\$ 32,992,918	\$ 33,817,741	\$ 191,835,744
Total 'Other' Local (Fares, Contracted Services, Misc)	\$ 5,360,395	\$ 4,492,069	\$ 4,514,395	\$ 4,536,838	\$ 4,578,953	\$ 4,660,980	\$ 4,744,606	\$ 27,527,842
Total State Operating	\$ 193,457	\$ 568,030	\$ 284,015	\$ 284,015	\$ 284,015	\$ 984,015	\$ 984,015	\$ 3,388,105
Total Federal Operating	\$ -	\$ 2,061,550	\$ 3,311,692	\$ 3,602,507	\$ 3,771,786	\$ 4,021,430	\$ 4,179,009	\$ 20,947,974
Total Operating Revenues (Before Capital Match)	\$ 36,346,057	\$ 37,305,361	\$ 39,048,407	\$ 39,980,431	\$ 40,980,752	\$ 42,659,343	\$ 43,725,372	\$ 243,699,665
Operating Expense								
Total Labor	\$ 21,090,564	\$ 22,835,835	\$ 23,552,061	\$ 24,321,777	\$ 25,138,479	\$ 25,951,754	\$ 26,792,535	\$ 148,592,441
Total Non-Labor	\$ 9,797,671	\$ 11,728,906	\$ 11,904,840	\$ 12,083,412	\$ 12,264,663	\$ 12,448,633	\$ 12,677,289	\$ 73,107,743
CSPS Implementation		\$ 650,000	\$ 2,500,000	\$ 2,537,500	\$ 2,575,563	\$ 3,239,196	\$ 3,287,784	\$ 14,790,042
Total Operating Expense	\$ 30,888,235	\$ 35,214,741	\$ 37,956,901	\$ 38,942,689	\$ 39,978,705	\$ 41,639,583	\$ 42,757,607	\$ 236,490,227
Operating Revenues Surplus/Deficit	\$ 5,457,822	\$ 2,090,620	\$ 1,091,506	\$ 1,037,742	\$ 1,002,047	\$ 1,019,759	\$ 967,764	\$ 7,209,438
Local Capital Match	\$ 2,372,983	\$ 1,280,061	\$ 1,071,333	\$ 1,016,721	\$ 992,670	\$ 948,705	\$ 927,937	\$ 6,237,427
Operating Surplus/(Deficit)	\$ 3,084,839	\$ 810,559	\$ 20,173	\$ 21,021	\$ 9,377	\$ 71,054	\$ 39,827	\$ 972,011
Capital	2015	2016	2017	2018	2019	2020	2021	Total 2016-2021
Capital Revenues	\$ 11,864,914	\$ 5,425,867	\$ 5,285,330	\$ 5,216,883	\$ 4,970,679	\$ 4,244,820	\$ 4,011,748	\$ 29,155,327
Local Capital Match	\$ 2,372,983	\$ 1,280,061	\$ 1,071,333	\$ 1,016,721	\$ 992,670	\$ 948,705	\$ 927,937	\$ 6,237,427
Total Capital Revenues	\$ 14,237,897	\$ 6,705,928	\$ 6,356,663	\$ 6,233,604	\$ 5,963,349	\$ 5,193,525	\$ 4,939,685	\$ 35,392,754
Total Capital Expenses	\$ 2,709,028	\$ 6,080,303	\$ 5,049,618	\$ 6,401,250	\$ 5,802,329	\$ 5,803,798	\$ 5,639,680	\$ 34,776,978
Capital Funds Surplus/(Deficit)	\$ 9,155,886	\$ 625,625	\$ 1,307,045	\$ (167,646)	\$ 161,020	\$ (610,273)	\$ (699,995)	\$ 615,776
Surplus/(Deficit)	\$ 12,240,725	\$ 1,436,184	\$ 1,327,218	\$ (146,625)	\$ 170,396	\$ (539,218)	\$ (660,168)	\$ 1,587,787
Reserves	2015	2016	2017	2018	2019	2020	2021	Total 2016-2021
Beginning Reserves	\$ 20,528,921	\$ 32,769,646	\$ 34,205,830	\$ 35,533,048	\$ 35,386,424	\$ 35,556,820	\$ 35,017,602	
Current Year Surplus/(Deficit)	\$ 12,240,725	\$ 1,436,184	\$ 1,327,218	\$ (146,625)	\$ 170,396	\$ (539,218)	\$ (660,168)	
Subtotal Reserves	\$ 32,769,646	\$ 34,205,830	\$ 35,533,048	\$ 35,386,424	\$ 35,556,820	\$ 35,017,602	\$ 34,357,433	
Restricted - 3 Month Op Reserve	\$ 7,722,059	\$ 8,803,685	\$ 9,489,225	\$ 9,735,672	\$ 9,994,676	\$ 10,409,896	\$ 10,689,402	
Total Surplus (Deficit) Funds	\$ 25,047,587	\$ 25,402,145	\$ 26,043,823	\$ 25,650,751	\$ 25,562,144	\$ 24,607,706	\$ 23,668,031	\$ 23,668,031

*Details of planned expenditures are included in the attached Program of Projects.

**SECTION 10 PROGRAM OF PROJECTS - CAPITAL PROJECTS
2016 - 2021**

The Projects will be coordinated with the Benton Franklin Council of Governments as they develop their long-range transportation plan. Planning includes park and rides with emphasis on refining locations and rate development.

Public involvement and time established for public review and comments on the Transit Development Plan process will satisfy the FTA’s Program of Projects requirements. 2017 portion of the Program of Projects below indicates the planned improvements and upgrades of facilities and equipment. The entire six year program is included as an attachment. Expenditures and Revenues must match as BFT maintains a minimum 3-month reserve and plans conservatively to assure a healthy financial picture. Grant funds not committed to capital programs and flexible under federal guidelines will be used for operating expenses to help improve BFT’s fixed route service.

Vehicles:

1. Replace vehicles on a regular basis to maintain equipment at an age and usage level recommended by FTA or as indicated by BFT Maintenance costs and information.
2. 14-year replacement on buses; 9-year replacement on paratransit; 9-year replacement on vanpool vehicles; 9-year replacement on non-revenue vehicles.

VEHICLE PROCUREMENT PROJECTIONS 2016 - 2021

	2016		2017		2018		2019		2020		2021	
Bus	Qty	Amount										
40ft	10	\$4,500,000	5	\$2,340,900	5	\$2,387,720	5	\$2,435,470	5	\$2,484,180	5	\$2,533,865
DAR/ARC												
Dial-A-Ride	0		8	751,440	8	758,954	8	766,544	8	774,209	8	781,951
Non-Revenue												
Vehicles	1	96,803	1	25,000	1	25,000	1	25,000	1	25,000	1	25,000
Vans												
Vanpool	25	737,500	25	701,250	31	886,941	31	907,680	31	922,774	31	941,229
Total	36	\$5,334,303	39	\$3,818,590	45	\$4,058,615	45	\$4,134,694	45	\$4,206,163	45	\$4,282,045

Vehicle Replacement Cycle: Bus - 14 years, Paratransit - 9 years, Vans - 8 years, Non-Revenue - 9 years

Facilities:

1. Upgrade transit centers that have not been renovated and are in need of repair.
 - a. The Maintenance facilities department has provided an onsite inspection and list of required repairs.
 - b. In addition, several have unpaved property attached; vacant land not owned could be purchased and then all could be paved to expand park and ride possibilities.
 - c. Kiosks, shelters and passenger amenities are missing or in need of replacement.
 - d. Energy Audit results indicate two times the energy consumption of the Operations facility, facility needs to be repaired.
2. Park and Rides are reaching capacity in several, but not all locations. Further development is increasing and land will become more costly in key locations. There are several locations suggested for land acquisition; acquisition for Park and Rides should be linked to vanpool increases, carpooling, needs and capacity over time.

Equipment:

1. Equipment needs are requested to complete several projects that will provide ongoing improved security and data collection. They will additionally lead to BFT's ability to provide on time bus information at stops.
 - a. Cameras, DVRs and Servers are being installed on buses and at transit centers for increased security.
 - b. Automatic Vehicle Locaters (AVLs) will be included in future bus purchases to provide GPS information as to the exact location of buses.
 - c. Automatic Passenger Counters (APCs) will be installed to provide accurate counts, these can be linked with the AVL so the exact locations where riders are entering or leaving the bus can be recorded and used for future route designing and National Transit Data reports compiled. NTD must include passenger miles travelled which requires this information.
 - d. Radios are also being transitioned from analog to digital to replace aging equipment and with radios having longer range of signal and increased accuracy to improve communication options.



PROGRAM OF PROJECTS 2016 - 2021

As noted in other areas of the TDP, the Comprehensive Service Plan Study (CSPS) will play a large factor in outlying years for vehicle, property, and facility acquisitions. The CSPS will also potentially change where BFT will focus improvements to facilities, equipment, and technology. As the comprehensive results of the study and their effects are unknown at this time, the projects listed below are based on the current forecasted needs.

2016					
Type of Expenditure	Quantity	Local	State	Federal	Total
Fleet Program					
Fixed Route	10	\$900,000		\$3,600,000	\$4,500,000
Vanpool	25	\$147,500		\$590,000	\$737,500
Non-Revenue Support Vehicles	4	\$19,361		\$77,442	\$96,803
Facilities Program					
Passenger Amenities - Benches/Shelters/Art		\$19,000		\$76,000	\$95,000
Property Acquisition		\$25,000		\$100,000	\$125,000
Equipment Program					
Maintenance Facility Upgrades - Hoist, Misc.		\$80,000		\$80,000	\$160,000
Misc. Support Equipment		\$38,200		\$72,800	\$111,000
Data Collection - MDTs APC, GPS, Fare Collection Enhancements		\$20,000		\$80,000	\$100,000
Safety & Security Program					
MOA Security		\$6,000		\$24,000	\$30,000
Planning Program					
Passenger Amenities Study		\$25,000		\$100,000	\$125,000
Other					
ERMS Needs Analysis/Project Scoping		\$0		\$0	\$0
	Subtotal	\$1,280,061	\$0	\$4,800,242	\$6,080,303
Contingency		\$56,281	\$0	\$225,112	\$281,393
	Total	\$1,336,342	\$0	\$5,025,354	\$6,361,696

2017					
Type of Expenditure	Quantity	Local	State	Federal	Total
Fleet Program					
Fixed Route	5	\$468,180		\$1,872,720	\$2,340,900
Dial A Ride	8	\$150,288		\$601,152	\$751,440
Vanpool	25	\$140,250		\$561,000	\$701,250
Non-Revenue Support Vehicles	1	\$5,000		\$20,000	\$25,000
Facilities Program					
Three Rivers Transit Center		\$65,000		\$260,000	\$325,000
Passenger Amenities - Benches/Shelters/Art		\$19,527		\$78,108	\$97,635
Equipment Program					
Fluid Dispensing Monitor		\$20,000		\$80,000	\$100,000
Data Collection - MDTs APC, GPS, Fare Collection Enhancements		\$39,400		\$157,600	\$197,000
Safety & Security Program					
MOA Security		\$6,000		\$24,000	\$30,000
Planning Program					
Passenger Amenities Study		\$25,000		\$100,000	\$125,000
Other					
ERMS Needs Analysis/Project Scoping		\$15,000		\$60,000	\$75,000
	Subtotal	\$953,645	\$0	\$3,814,580	\$4,768,225
Contingency		\$56,281	\$0	\$225,112	\$281,393
	Total	\$1,009,926	\$0	\$4,039,692	\$5,049,618

2018					
Type of Expenditure	Quantity	Local	State	Federal	Total
Fleet Program					
Fixed Route	5	\$477,544		\$1,910,176	\$2,387,720
Dial A Ride	8	\$151,791		\$607,163	\$758,954
Vanpool	31	\$177,388		\$709,553	\$886,941
Non-Revenue Support Vehicles	1	\$5,000		\$20,000	\$25,000
Facilities Program					
Park and Ride Property Acquisition		\$180,000		\$720,000	\$900,000
Facilities Maintenance Building		\$18,000		\$72,000	\$90,000
Passenger Amenities - Benches/Shelters/Communications		\$19,527		\$78,108	\$97,635
Equipment Program					
Data Collection - MDTs APC, GPS, Fare Collection Enhancements		\$40,000		\$160,000	\$200,000
Safety & Security Program					
Systemwide Security Improvements		\$6,000		\$24,000	\$30,000
Planning Program					
Planning Study		\$25,000		\$100,000	\$125,000
Other					
ERMS Project Scoping/Implementation		\$180,000		\$720,000	\$900,000
Total		\$1,280,250	\$0	\$5,121,000	\$6,401,250

2019					
Type of Expenditure	Quantity	Local	State	Federal	Total
Fleet Program					
Fixed Route	5	\$487,094		\$1,948,376	\$2,435,470
Dial A Ride	8	\$153,309		\$613,235	\$766,544
Vanpool	31	\$181,536		\$726,144	\$907,680
Non-Revenue Support Vehicles	1	\$5,000		\$20,000	\$25,000
Facilities Program					
Transit Center Rehab		\$80,000		\$320,000	\$400,000
Passenger Amenities - Benches/Shelters/Communications		\$19,527		\$78,108	\$97,635
Equipment Program					
Data Collection - MDTs APC, GPS, Fare Collection Enhancements		\$40,000		\$160,000	\$200,000
Safety & Security Program					
Systemwide Security Improvements		\$6,000		\$24,000	\$30,000
Planning Program					
Project Planning		\$8,000		\$32,000	\$40,000
Other					
ERMS Project Scoping/Implementation		\$180,000		\$720,000	\$900,000
Total		\$1,160,466	\$0	\$4,641,863	\$5,802,329

2020					
Type of Expenditure	Quantity	Local	State	Federal	Total
Fleet Program					
Fixed Route	5	\$496,836		\$1,987,344	\$2,484,180
Dial A Ride	8	\$154,842		\$619,367	\$774,209
Vanpool	31	\$184,555		\$738,219	\$922,774
Non-Revenue Support Vehicles	1	\$5,000		\$20,000	\$25,000
Facilities Program					
Park and Ride Upgrades & Improvements		\$98,000		\$392,000	\$490,000
Passenger Amenities		\$19,527		\$78,108	\$97,635
Equipment Program					
Safety & Security Program					
Systemwide Security Improvements		\$6,000		\$24,000	\$30,000
Planning Program					
Project Planning		\$16,000		\$64,000	\$80,000
Other					
ERMS Project Scoping/Implementation		\$180,000		\$720,000	\$900,000
	Total	\$1,160,760	\$0	\$4,643,038	\$5,803,798

2021					
Type of Expenditure	Quantity	Local	State	Federal	Total
Fleet Program					
Fixed Route	5	\$506,773		\$2,027,092	\$2,533,865
Dial A Ride	8	\$156,390		\$625,561	\$781,951
Vanpool	31	\$188,246		\$752,983	\$941,229
Non-Revenue Support Vehicles	1	\$5,000		\$20,000	\$25,000
Facilities Program					
Park and Ride Upgrades & Improvements		\$110,000		\$440,000	\$550,000
Park and Ride Property Acquisition		\$80,000		\$320,000	\$400,000
Passenger Amenities		\$19,527		\$78,108	\$97,635
Equipment Program					
Data Collection - MDTs APC, GPS, Fare Collection Enhancements		\$40,000		\$160,000	\$200,000
Safety & Security Program					
Systemwide Security Improvements		\$6,000		\$24,000	\$30,000
Planning Program					
Project Planning		\$16,000		\$64,000	\$80,000
	Total	\$1,127,936	\$0	\$4,511,744	\$5,639,680

APPENDIX A FACILITIES OVERVIEW & PARK N RIDE DATA

Owned Facilities Inventory

Name of Transit System: Ben Franklin Transit Date: 2/10/2016

Table 8: Owned Facilities Inventory*

Facility Code	Facility Name	Condition (points)	Age (years)	Remaining Useful Life (years)	Replacement Cost (\$)
10	MOA - New Administration Building	100	5	25	\$4,987,500
10	MOA - Remolded Administration Building	80	4	26	\$2,625,000
11	MOA - Maintenance Building	70	29	1	\$5,775,000
21	Fuel Island	90	10	20	\$1,312,500
21	Bus Wash Facility	90	10	20	\$1,050,000
6	Transit Center - 3 Rivers	80	11	19	\$2,362,000
6	Transit Center - 22nd Street/Pasco	60	29	1	\$787,500
6	Transit Center - Ed Frost/Huntington	60	29	1	\$787,500
6	Transit Center - Knight Street	60	17	13	\$787,500
Equipment Code	Equipment Description	Condition (points)	Age (years)	Remaining Useful Life (years)	Replacement Cost (\$)
16	Telephone System	80	5	5	\$131,250.00

*Public Transportation Management System Report

Summary of Facilities Needs and Descriptions (also see the Program of Projects)

Description: Maintenance, Operations and Administration Center: 1000 Columbia Park Trail, Richland, WA 99352. 10.5 total acres, 1058 Columbia Park Trail 3.4-acres, 1060 Columbia Park Trail 1-½ acres, 1066 Columbia Park Trail 1-¾ acres and the balance in parking for employees and visitors. There are 219 parking spaces with transit adjacent to the site.

1. Maintenance Facility - This facility was renovated in 2011 with technical refinements continuing into 2012.

- Heating, ventilation, and air conditioning systems (HVAC): **Heating very inefficient.**
- Roof: **20 years old, may need replacing if heating unit replacement required, HVAC in the roof.**
- Structure (walls, floors, windows, and foundation): **Good**
- Electrical/lighting: **Good**
- Parking/driving surfaces: **Pavement is in good condition.**
- Pedestrian access: **At grade sidewalks and doorway throughout as well as striping and designated pedestrian walkways at all crossings**
- Water/sewer: **Excellent drainage system (bio swales), inadequate restroom and staff lock space.**
- Functional capacity (does the current use exceed design capacity): **Good**
- Safety (alarms, detector, security, sprinkler, extinguishers, etc.): **The facilities are to code.**
- Communications (including signage): **Signage is in place.**
- Accessibility (ADA): **This is a fully accessible facility.**
- Mechanical (fixed or built-in) (examples might include vehicle hoists, elevators, cranes, fuel island): **Hoists replace in 2012. Fuel Island new in 2006.**
- Fuel, fluid, or chemical storage: **Vehicle wash has capacity for small and large vehicles. Recycling of water is excellent. Storage for chemicals is also excellent. Added an automated Diesel Exhaust Fluid (DEF) dispenser in 2014.**

Needs: New hot water heater, renovation of kitchens and bathrooms facilities, new HVAC and roof.

2. Administration Building - An additional Administration Building was constructed in 2010. It is LEED Certified.

- Heating, ventilation, and air conditioning systems (HVAC): **HVAC LEED Certified.**
- Roof: **New**
- Structure (walls, floors, windows, and foundation): **New**
- Electrical/lighting: **New**
- Parking/driving surfaces: **Good**
- Water/sewer: **All new**
- Functional capacity (does the current use exceed design capacity): **All adequate looking to future office configurations to house growth.**

- Safety (alarms, detector, security, sprinkler, extinguishers, etc.): **There is no surveillance equipment. Doors are locked but the same building serves Vanpool driver, human resources and finance. Surveillance in money handling areas needed.**
 - Communications (including signage): **New facility with older equipment mixed with new as needed.**
 - Accessibility (ADA): **The building is fully accessible.**
 - Mechanical (fixed or built-in) Passenger Elevator: **New**
 - Fuel, fluid, or chemical storage: **N/A**
- Needs -Cameras and enhanced security.**

3. Operations Building - The Operations Building was renovated in 2011 including staff kitchen, lockers, lounge areas and office space. Dispatch and information centers established for drivers.

- Heating, ventilation, and air conditioning systems: **HVAC LEED Certified. An energy audit was conducted and Operations was found to be using twice the energy due to leaking windows, doors and old construction (built in 1985).**
- Roof: **leaks needs to be resealed.**
- Structure (walls, floors, windows, and foundation): **Renovated**
- Electrical/lighting: **New**
- Parking/driving surfaces: **Good, New**
- Water/sewer: **All new**
- Functional capacity (does the current use exceed design capacity): **All adequate, no growth space available**
- Safety (alarms, detector, security, sprinkler, extinguishers, etc.): **There is no surveillance equipment**
- Communications (including signage): **new facility with older equipment mixed with new as needed**
- Accessibility (ADA): **The building is fully accessible.**
- Mechanical (fixed or built-in): **HVAC new in 2011**

4. Ed Frost (Huntington) Transit Center - 17 N. Huntington, Kennewick, WA, 2.86 Acres, parking for 130 cars, 10 bus bays, service island of 6,600 square feet.

- Heating, ventilation, and air conditioning systems (HVAC): **No A/C, heat only**
- Roof: **The roof is over 10 years old**
- Structure (walls, floors, windows, and foundation): **In good repair**
- Electrical/lighting: **Poorly lit, needs up-grading including the electrical system**
- Parking/driving surfaces (includes track system in rail yard): **Needs repaving and striping**
- Pedestrian access: **Good**
- Water/sewer: **Good**
- Functional capacity (does the current use exceed design capacity): **Good**
- Safety (alarms, detector, security, sprinkler, extinguishers, etc.): **Needs security cameras.**
- Communications (including signage): **New signage is needed**

- Accessibility (ADA): **Not ADA compliant.**
- Mechanical (fixed or built-in) (examples might include vehicle hoists, elevators, cranes, delivery systems for fuel island): **N/A**
- Fuel, fluid, or chemical storage: **N/A**

Needs paving, striping, and increased security

5. Knight Street Transit Center - 1010 Knight Street, Richland, WA, 1.61 Acres with parking for 47 cars, 10 bus bays, and a service island of 8,160 square feet.

- Heating, ventilation, and air conditioning systems (HVAC): **Heat only need upgraded.**
- Roof: **The roof is over 10 years old.**
- Structure (walls, floors, windows, and foundation): **In good repair.**
- Electrical/lighting: **Poorly lit, needs up-grading including the electrical system.**
- Parking/driving surfaces (includes track system in rail yard): **Needs repaving and striping.**
- Pedestrian access: **Good**
- Water/sewer: **Good**
- Functional capacity (does the current use exceed design capacity): **Good**
- Safety (alarms, detector, security, sprinkler, extinguishers, etc.): **Needs security cameras.**
- Communications (including signage): **New signage is needed**
- Accessibility (ADA): **Not ADA Compliant.**
- Mechanical (fixed or built-in): **N/A**
- Fuel, fluid, or chemical storage: **N/A**

Needs paving, striping, and increased security

6. Pasco Transit Center - 719 N 22nd Street, Pasco, WA, has 1.86 Acres with parking for 50 cars, 11 bus bays and a service island of 7,760 square feet.

- Heating, ventilation, and air conditioning systems (HVAC): **N/A**
- Roof: **over 10 years old.**
- Structure (walls, floors, windows, and foundation): **In good repair.**
- Electrical/lighting: **Poorly lit, needs upgrading including the electrical system.**
- Parking/driving surfaces (includes track system in rail yard): **Needs repaving and striping**
- Pedestrian access: **Not ADA Compliant**
- Water/sewer: **Good**
- Functional capacity (does the current use exceed design capacity): **Good**
- Safety (alarms, detector, security, sprinkler, extinguishers, etc.): **Need security cameras.**
- Communications (including signage): **New signage is needed.**
- Accessibility (ADA): **Not ADA Compliant**
- Mechanical (fixed or built-in): **N/A**
- Fuel, fluid, or chemical storage: **N/A**

Needs paving, striping, and increased security

7. **Richland Wye Park and Ride** - The Park and Ride has 3.3 acres with 250 parking spaces; no bus service within, but adjacent.
- Heating, ventilation, and air conditioning systems (HVAC): NA
 - Roof: NA
 - Structure (walls, floors, windows, and foundation): NA
 - Electrical/lighting: **Well lit**
 - Parking/driving surfaces: **Good**
 - Pedestrian access: **Good**
 - Water/sewer: Bio Swale, **no plumbing**
 - Functional capacity (does the current use exceed design capacity): **80% full on weekdays**
 - Safety (alarms, detector, security, sprinkler, extinguishers, etc.): NA
 - Communications (including signage): N/A
 - Accessibility (ADA): **Compliant**
 - Mechanical (fixed or built-in): N/A
 - Fuel, fluid, or chemical storage: N/A
8. **3 Rivers Transit Center** - 7109 W. Okanogan Place, Kennewick, WA, has 2.8 Acres with parking for 20 cars, 10 bus bays, a 7,700 square foot service island and a 3,000 square foot Customer Service Center.
- Heating, ventilation, and air conditioning systems (HVAC): **Good**
 - Roof: **Good**
 - Structure (walls, floors, windows, and foundation): **Needs paint, exterior columns oxides**
 - **Interior customer service: paint, raise counter and replace throughout, new carpet, new furniture in break room and customer lobby**
 - Electrical/lighting: **Good**
 - Parking/driving surfaces (includes track system in rail yard): **Repaving needed and striping**
 - Pedestrian access: **Good**
 - Water/sewer: **Good**
 - Functional capacity (does the current use exceed design capacity): **Good**
 - Safety (alarms, detector, security, sprinkler, extinguishers, etc.): **Cameras, increased security and cash registers needed**
 - Communications (including signage): **Good**
 - Accessibility (ADA): **Need push button openers on all doors**
 - Mechanical (fixed or built-in): N/A
 - Fuel, fluid, or chemical storage: **NA**
- Needs: Cameras, increased security and cash registers; push button openers on all doors; raise counter and replace throughout, new carpet, new furniture in break room and customer lobby, interior paint; repaving needed and striping paint, exterior paint with bus island columns now oxidized.**

Table 9: Benton - Franklin Park & Ride Lots

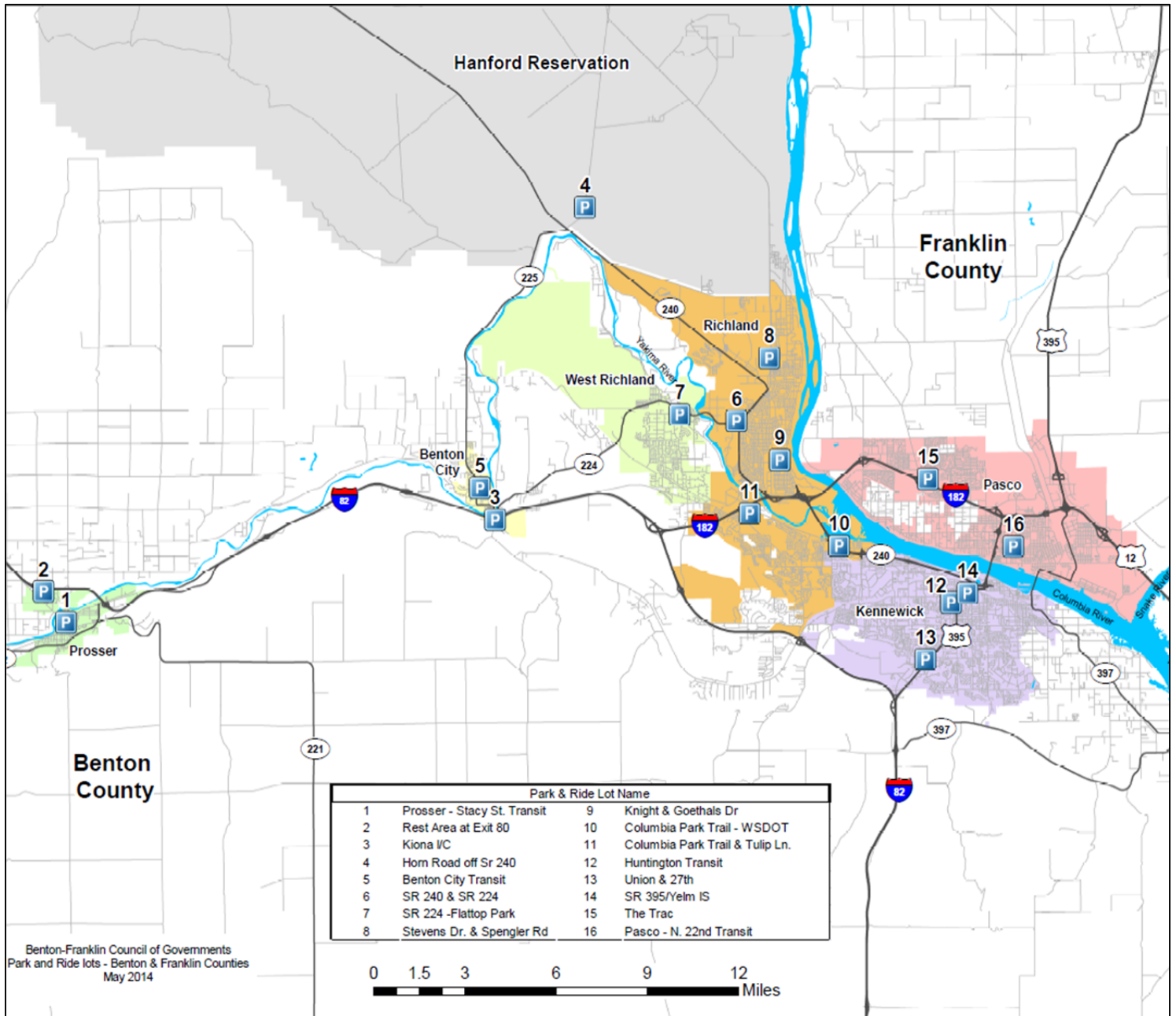
<i>2015 Benton - Franklin Park & Ride Lots*</i>						
Lot Name	Capacity	Mar.	June	Sept.	Dec.	2015 Average
Prosser - Stacy St. Transit	20	12	13	13	11	12
Rest Area at Exit 80	36	13	10	13	7	11
Kiona I/C	30	26	27	29	24	27
Horn Road off Sr 240	18	3	2	2	1	2
Benton City Transit	37	24	24	18	20	22
SR 240 & SR 224	89	40	32	28	28	32
SR 224 -Flattop Park	154	75	74	73	61	71
Stevens Dr. & Spengler Rd	686	89	101	94	87	93
Knight & Goethals Dr	33	7	1	3	1	3
Columbia Park Trail - WSDOT	249	173	168	167	171	170
Columbia Park Trail & Tulip Lane*	139	1	7	0	2	3
Huntington Transit	135	55	59	56	54	56
Union & 27th	50	31	28	32	24	29
SR 395/Yelm IS	39	15	12	18	16	15
The Trac	150	55	29	45	37	40
Pasco - N. 22nd Transit	50	24	17	23	14	20
Total Usage	1915	643	604	569	558	

*Data source Benton Franklin Council of Governments.

**Tulip Lane was under construction from July 2015 to October 2015.



Figure 6: Benton - Franklin Park & Ride Lots



APPENDIX B LIST OF EQUIPMENT

Fixed Route Vehicle Listing

RVI ID	Total Veh.	Active Veh.	Vehicle Type	Mfc.	Model	Mfc. Year
17688	3	3	BU	OTC	OPTUMUS	2004
17689	5	5	BU	GIL	PHAMTOM	2005
23357	3	3	BU	GIL	PHAMTON	2006
28664	5	5	BU	GIL	PHANTOM	2007
36964	9	9	BU	GIL	PHANTOM	2009
43373	3	2	BU	GIL	PHANTOM	1995
43374	1	0	BU	GIL	PHANTOM	1995
46961	7	4	BU	GIL	PHANTOM	1999
53972	11	7	BU	GIL	PHANTOM	1999
59212	4	4	BU	GIL	LOWFLOOR	2013
59492	1	1	BU	GIL	LOWFLOOR	2013
337400	5	3	BU	ZZZ	OPUS 29 LOW	2003
337401	4	4	BU	GIL	40 Low Floor	2013
337402	2	2	BU	GIL	40 Low floor	2014
343274	2	2	BU	GIL	40 Low Floor	2014
343275	9	9	BU	GIL	40 Low Floor	2015

Demand Response Vehicle Listing

RVI ID	Total Veh.	Active Veh.	Vehicle Type	Mfc.	Model	Mfc. Year
17725	2	2	CU	EDN	AEROTECH	2003
17726	3	3	CU	EDN	AEROTECH	2005
17731	5	5	CU	EDN	AEROTECH	2005
23356	10	10	CU	ELK	AEROTECH	2006
36967	18	18	CU	EDN	AEROTECH	2009
43372	1	1	CU	EDN	AEROTECH	2010
53845	9	9	CU	EDN	Aerotech	2005
53846	4	4	CU	EDN	Aerotech16	2007
59493	2	0	CU	EDN	ELDORHAWK	1999
337405	24	24	CU	EDN	Aerotech	2014
337406	4	4	CU	EDN	Aerotech	2014
343272	6	6	CU	EDN	Aerotech	2014
343273	2	2	CU	EDN	AEROTECH	2014

Arc Vehicle Listing

RVI ID	Total Veh.	Active Veh.	Vehicle Type	Mfc.	Model	Mfc. Year
17905	5	5	CU	EDN	AEROTECH	2005
53858	1	1	CU	EDN	NATIONAL	2003
53859	2	2	VN	FRD	VARTANIAN	2005
59498	1	1	VN	DTD	CARAVAN	2006
59499	2	2	VN	EDN	HAWK	1999
337411	1	1	CU	EDN	Aerotech	2014
337412	7	7	BU	EDN	Aerotech	2014
343276	1	1	VN	CMD	EXPRESS	2008

Vanpool Vehicle Listing

RVI ID	Total Veh.	Active Veh.	Vehicle Type	Mfc.	Model	Mfc. Year
17747	13	13	VN	FRD	E350	2003
17749	6	5	VN	DTD	CARVAN	2005
17750	34	26	VN	CMD	EXPRESS	2004
17752	22	21	VN	FRD	E350	2006
29617	9	8	VN	CMD	UPLANDER	2007
29618	22	22	VN	CMD	EXPRESS	2007
33063	24	23	VN	CMD	EXPRESS	2008
41959	15	15	VN	DTD	CARVAN	2010
41960	20	20	VN	CMD	EXPRESS	2010
53848	16	16	VN	CMD	EXPRESS	2009
53849	5	5	VN	TOY	SIENNA	2009
53850	1	1	VN	DTD	CARVAN	2006
53852	1	1	VN	DTD	RAM	1997
53854	2	2	VN	CMD	EXPRESS	1999
53856	1	1	VN	DTD	RAM	1999
54310	1	1	BU	EDN	AEROTECH	2010
54311	76	76	VN	CMD	EXPRESS	2008
54312	2	2	VN	DTD	RAM	2000
54313	2	2	VN	DTD	RAM	2002
54334	2	2	VN	FRD	E350	2006
59463	15	15	VN	DTD	CARAVAN	2013
59464	1	1	VN	CMD	EXPRESS15	2013
337407	15	15	VN	CMD	Express	2014
337408	20	20	VN	CMD	Express	2014
337409	30	30	VN	DTD	Caravan	2014
338038	3	3	VN	FRD	Freestar	2007