



## AGENDA

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### CITIZENS ADVISORY NETWORK REGULAR MEETING

Monday January 27, 2025 6:00 p.m.  
BFT Administration Bldg. GM Conference Room  
1000 Columbia Park Trail, Richland, WA

Join Zoom Meeting

<https://us06web.zoom.us/j/88161679988?pwd=fxrppdq7U7NCfNysoYymMxYiXmfUTu.1>

Meeting ID: 881 6167 9988 Passcode: 155544 Dial In: (253) 215 8782 or (888) 788 0099

CAN Meeting Agenda, Meeting Minutes and archived Zooms will be available at:  
[Citizens Advisory Network - Board Information | Ben Franklin Transit \(bft.org\)](#)

#### 1. CONVENE CAN MEETING

Chair, Dennis Kreutz

Convened at:

#### 2. ROLL CALL

Recording Secretary, Dennis Kreutz

Representing	Attendee Name	Title	Status
Citizen Advisory Network	Dennis Kreutz	Chair – Recording Secretary	
Citizen Advisory Network	Vanessa Pruitt	Vice Chair	
Citizen Advisory Network	Dori Luzzo-Gilmour	Recruitment Committee Chair	
Citizen Advisory Network	Ed Frost	Past Chair	
Citizen Advisory Network	Bernie Vinther	Member	
Citizen Advisory Network	Brooklyn Hufstader	Member	
Citizen Advisory Network	Frank Cuta	Recruitment Committee	
Citizen Advisory Network	Laurie Price	Member	
Citizen Advisory Network	Nayeli Aranda	Member	
Citizen Advisory Network	Ulises Navarro	Member	
BFT Staff	Tom Drozdt	CEO	
BFT Staff	Janet Brett	Manager of Communication	
BFT Staff	Kevin Sliger	Chief Planning / Development	

#### 3. COMMENTS BY GUESTS:

Chair, Dennis Kreutz

**4. DECEMBER 2024 MEETING MINUTES APPROVAL:** Chair, Dennis Kreutz

Discussion:

Motion to Approve the Minutes by:

Second to Approve the Minutes by:

Minutes Approved unanimously by a Voice Vote of the CAN Members: YES / NO

**5. OLD BUSINESS:**

Chair, Dennis Kreutz

**6. NEW BUSINESS:**

Chair, Dennis Kreutz

- A. Report of the January 9 BFT Board Meeting – Dennis Kreutz  
Inserted as Attachment A below:
- B. BFT – Kevin Sliger  
Presentation of the BFT 2025 Annual Budget
- C. BFT – Kevin Sliger  
Presentation of the BFT 2025 Annual Service Plan  
Inserted as Attachment B below:
- D. Assign CAN Member to attend February BFT Board Meeting:  
Assigned:

**7. BFT BOARD / BFT STAFF COMMENTS:**

BFT Manager of Communication: Janet Brett

**8. CAN MEMBER COMMENTS:**

Chair, Dennis Kreutz

**9. OTHER:**

Chair, Dennis Kreutz

**10. NEXT MEETING:**

Chair, Dennis Kreutz

Regular CAN Meeting Monday February 17, 2025 6:00 p.m.  
Ben Franklin Transit Admin Building, GM Conference Room  
1000 Columbia Park Trail, Richland WA

**11. ADJOURNMENT:**

Chair, Dennis Kreutz

- A. Meeting adjourned at:

# MINUTES

## CITIZENS ADVISORY NETWORK REGULAR MEETING

Thursday December 19, 2024 6:00 p.m.  
BFT Administration Bldg. GM Conference Room  
1000 Columbia Park Trail, Richland, WA

### Join Zoom Meeting

<https://us06web.zoom.us/j/88161679988?pwd=fxrppdq7U7NCfNysoYymMxYiXmfUTu.1>

Meeting ID: 881 6167 9988 Passcode: 155544 Dial In: (253) 215 8782 or (888) 788 0099

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### 1. CONVENE CAN MEETING

Vice-Chair, Dori Luzzo-Gilmour

Convened at:

### 2. ROLL CALL

Secretary / Recorder, Dennis Kreutz

Representing	Attendee Name	Title	Status
Citizen Advisory Network	Ed Frost	Chair	Zoom
Citizen Advisory Network	Dori Luzzo-Gilmour	Vice Chair / Recruitment Chair	Present
Citizen Advisory Network	Dennis Kreutz	Recording Secretary	Present
Citizen Advisory Network	Bernie Vinther	Member	Absent
Citizen Advisory Network	Brooklyn Hufstader	Member	Zoom
Citizen Advisory Network	Frank Cuta	Member	Present
Citizen Advisory Network	Laurie Price	Member	Zoom
Citizen Advisory Network	Nayeli Aranda	Member	Absent
Citizen Advisory Network	Ulises Navarro	Member	Zoom
Citizen Advisory Network	Vanessa Pruitt	Member	Absent
BFT Staff	Janet Brett	Manager of Communication	Present
BFT Staff	Tom Drozdt	CEO	Present
Guest	Nirbhuy Arun	Stars Technology Presenter	Present
Guest	Sai Ramanathan		Present
Guest	Dennis Walters	Stars Technology	Present
Guest	Unidentified		Present

### 3. COMMENTS BY GUESTS:

Vice-Chair, Dori Luzzo-Gilmour

None

### 4. NOVEMBER 2024 MEETING MINUTES APPROVAL: Vice-Chair, Dori Luzzo-Gilmour

Discussion: None

Motion to Approve the Minutes by: Dennis Kreutz

Second to Approve the Minutes by: Frank Cuta

Minutes Approved unanimously by a Voice Vote of the CAN Members: YES

**5. OLD BUSINESS:**

Vice-Chair, Dori Luzzo-Gilmour

None

**6. NEW BUSINESS:**

Vice-Chair, Dori Luzzo-Gilmour

E. Report of the December 12 BFT Board Meeting – Ed Frost

F. Presentation regarding Hydrogen Production for Clean Air Vehicles by:

Dennis Walters  
Chief of Staff  
STARS Technology Corporation

Nirbhuy Arun  
(Volunteer Intern at STARS Technology Corporation)

- a. Difference between Renewable Hydrogen and Steam- Methane production methods explained.
- b. Hydrogen powered vehicles greatly reduce particulate matter released into the atmosphere compared to carbon fuel powered vehicles.
- c. Hydrogen powered vehicles operate better in colder climates than electric vehicles.
- d. SunLine Transit Agency in Thousand Palms CA has a fleet of hydrogen powered buses and will share information with other agencies. It was noted that SunLine has struggled to maintain the fleet using their existing hydrogen fueling station built and maintained by Nel Hydrogen.
- e. It was stated that a good study to reference is:  
AC Transit's Zero Emission Transit Bus Technology Analysis by Stanford University.
- f. Hydrogen powered vehicles are advantageous when considering:  
Quick refueling vs Electric  
Driving longer distances vs Electric  
Lower emissions vs Carbon Fuel  
Cost of fuel is low when low-cost renewable energy is available.
- g. Hydrogen powered vehicles are at a disadvantage when considering:  
Availability of fuel source vs Electric and Carbon Fuel  
Safety vs Carbon Fuel

G. In the June and September CAN Meeting we discussed email sent to CAN in June 2024 by Transit Awareness TC

BFT ACTON: BFT Response to this email is deferred to a later meeting.

CAN ACTION: Dennis Kreutz will generate a list of the unanswered questions and send it to CAN Members to evaluate and generate specific questions for BFT CEO Tom Drozdt to answer.

CAN Members will send their questions to Dennis Kreutz who will compile a list of questions and send them to BFT.

**H. Nomination and Election of CAN Officers for 2025**

Ed Frost nominated Dennis Kreutz as Chair.  
Dori Luzzo-Gilmour nominated Vanessa Pruitt as Vice-Chair.  
Dori Luzzo-Gilmour nominated Dennis Kreutz as Secretary/Recorder.

The above nominations were seconded and unanimously approved.

**I. Nomination and Approval of CAN Recruitment Committee**

- a. Ed Frost nominated the following.
  - Chair – Dori Luzzo-Gilmour
  - Member – Frank Cuta
  - Member – Dennis Kreutz

The above nominations were seconded and unanimously approved.

**J. Discussion of recruitment of CAN Members**

- a. It was suggested by Janet Brett that BFT can post on BFT social media and local news outlets that CAN Member Applications are being accepted.  
This was approved by CAN Members.
- b. It was stressed by Dori Luzzo-Gilmour that the preference of the Recruitment Committee is that we find a high school student.

**K. Assign CAN Member to attend January BFT Board Meeting:**  
Assigned: Dennis Kreutz

**7. BFT BOARD / BFT STAFF COMMENTS:**

**8. CAN MEMBER COMMENTS:**

None

**9. OTHER:**

None

**10. NEXT MEETING:**

Regular CAN Meeting Monday January 27, 2025, 6:00 p.m.  
Ben Franklin Transit Admin Building, GM Conference Room  
1000 Columbia Park Trail, Richland WA

**11. ADJOURNMENT:**

Vice-Chair, Dori Luzzo-Gilmour

B. Meeting adjourned at: 7:40 PM

## ATTACHMENT A: REPORT OF THE JANUARY BFT BOARD MEETING

BOARD OF DIRECTORS REGULAR MEETING  
THURSDAY, JANUARY 09, 2025, AT 6 P.M.

1. Citizens Advisory Network (CAN) December Report by Dennis Kreutz
2. Resolution 01-2025 A Resolution Authorizing the Chief Executive Officer to Accept the Completion of the Operations Building Construction was approved.
3. 2025 Annual Service Plan & Release for Public Comment presented by Kevin Sliger.
4. Notice of Delay and Reassessment of Approved Fare Structure  
**Recommendation** Informational. BFT's Chief Executive Officer and staff will begin a reassessment of the proposed fare structure and bring more information to the Board in the coming months. This will lead to more public comment in the coming months.
5. Chief Executive Officer's report:
  - a. On Thursday, December 12, 2024, Ben Franklin Transit sent a bus to serve as a temporary warming shelter at the request of the Kennewick Fire Department. The bus offered a safe and warm space for displaced residents while the fire department managed the fire.
  - b. Ben Franklin Transit made a generous donation to the Tri Cities Food Bank in the form of unclaimed hams immediately following the Holiday Open House.
  - c. BFT delivered a 12-van to the Benton-Franklin Workforce Development Council as part of the BFT Van-Me-Down Program.
  - d. Graduation of a class of Three Fixed Route Drivers, and Three Mechanics.
6. Next Meeting  
Regular Board Meeting – Thursday, February 13, 2025, at 6:00 p.m.

## **ATTACHMENT B: 2025 ANNUAL SERVICE PLAN**



BEN FRANKLIN  
**TRANSIT**

2025

# Annual Service Plan



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## 2024 Annual Service Plan

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In January 2021, the Ben Franklin Transit (BFT) Board of Directors adopted the *Annual Service Plan (ASP) Policy*, establishing a framework to align service planning and delivery. This policy serves as a crucial tool in guiding budget decisions and managing annual labor requirements. The ASP is meticulously crafted through a collaborative effort incorporating input from both the community and

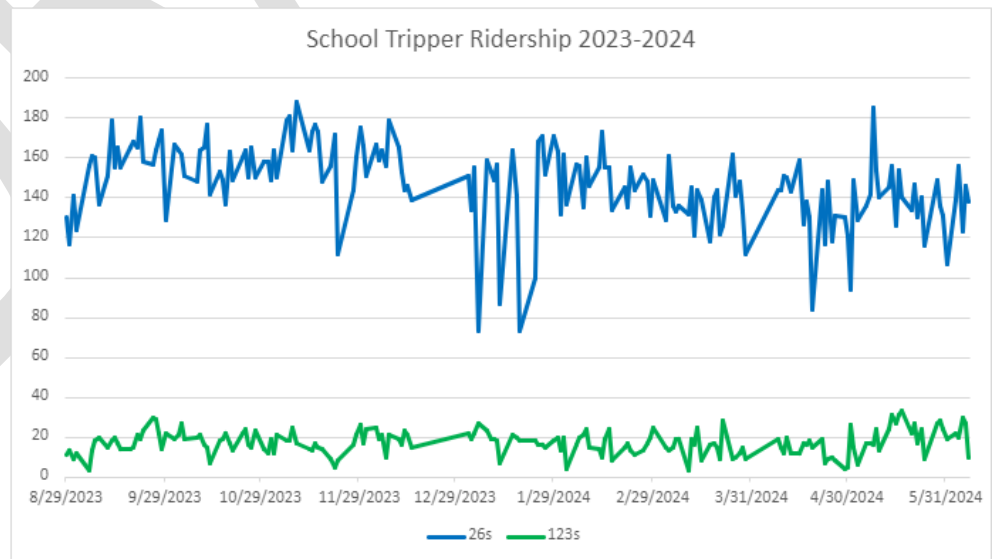
BFT staff. During the ASP process, BFT systematically examines service data to uncover avenues for enhancing services and improving operational efficiencies. This rigorous analysis ensures that our transit services remain responsive to the evolving needs of our ridership all while maximizing the allocation of resources.

The 2024 ASP focused primarily on service efficiency, effectiveness, and reliability. Service change recommendations included the following:

- ☑ Removal of Route 110 due to areas of low ridership
- ☑ Creation of Routes 10 and 50 to cover productive portions of former Route 110
- ☑ Extension of Route 67 to increase connectivity to Chiawana HS and McLoughlin MS
- ☑ Implementation of Queensgate Transit Center connecting:
  - ☐ Route 170 – 60-minute peak service. No longer connecting with Knight Street Transit Center
  - ☐ Route 10 – 30-minute peak service
  - ☐ Route 123 – Additional bus on Sundays to extend the route and help with on-time performance. (Excluded direct service to the mall except on Sundays)
- ☑ Route 25 adjusted to capture missed sections on Wellsian Way due to Route 170 at Queensgate
- ☑ Proposed elimination of 123s with recommendations to continue service to further evaluate

BFT Board of Directors requested further analysis of Route 123s and additional marketing outreach efforts. During the school year, an extra loop by the schools was incorporated into the route to enhance service, accompanied by a focused marketing campaign. Despite these efforts, Figure 1 illustrates that

an uptick in ridership. Additional changes were incorporated in Fall 2023 in response to Route 123 overcrowding. Ridership on Route 123s saw a significant increase (+81%), almost doubling compared to the Aug-Nov timeframe from the year prior (Figure 2). The tripper will continue to be evaluated to provide potential relief for Route 123 and may also see additional changes since much of the ridership

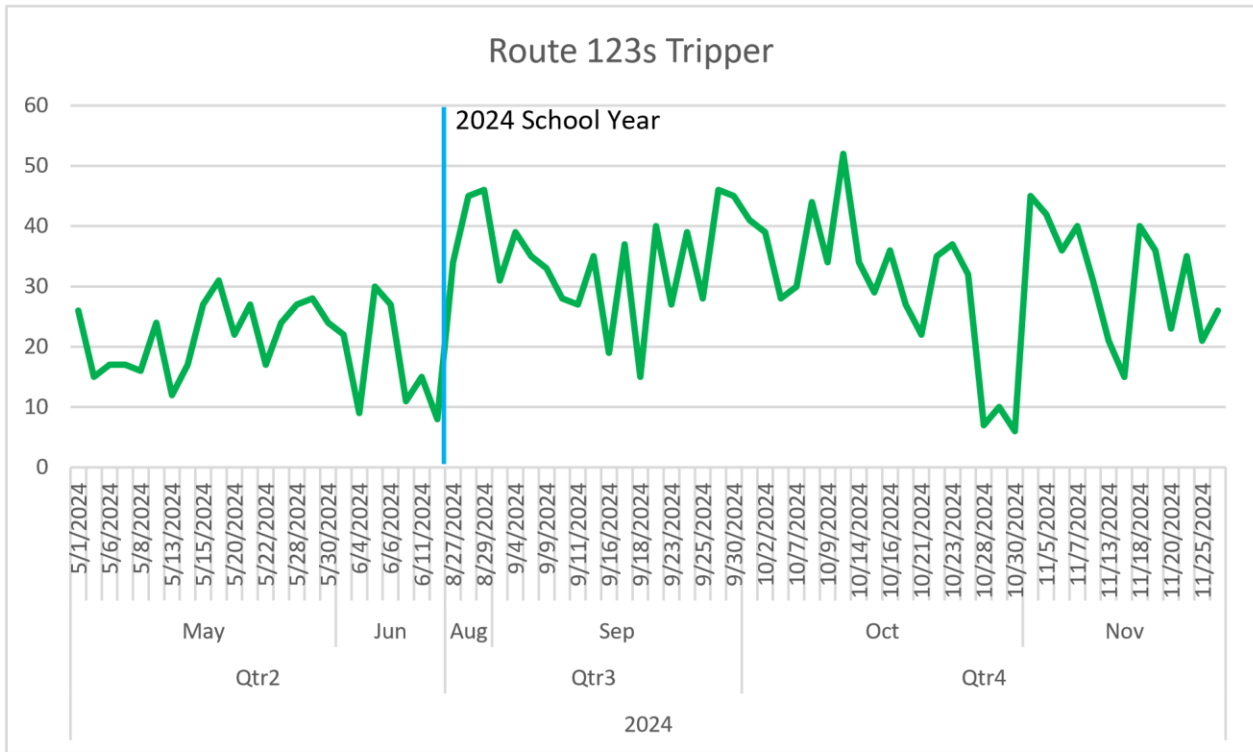


the route did not experience

Figure 1: School Tripper Ridership

generated was specific to Route 123 overflow versus the South Richland ridership that the tripper was originally intended.

Figure 2: Route 123s School Tripper Ridership



The rollout of the 2024 ASP was delayed until August 2024 due to construction delays at Queensgate Transit Center. Further requests for efficiency from the BFT Board of Directors ahead of potential funding constraints from a November 2024 ballot measure, Initiative 2117, resulted in additional reductions to the planned rollout.

- ☒ Route 50 – 30-minute service on Saturday versus 15-minute service.
- ☒ Route 10 – Elimination of 30-minute peak service. 60-minute service all day instead.
- ☒ Route 67 – No extension

Considering I-2117 did not pass, BFT staff has worked to put together service recommendations that would account for a minimal increase in resources and address the service gaps that were not addressed when ~60% of planned service outlined in the 2024 ASP was not implemented.

Similar to the 2024 ASP, 2025 ASP recommendations align with a continued emphasis on efficiency, aligning with the BFT Board of Directors' directive to enhance the cost-effectiveness of system-wide services. Reducing travel time by providing more limited-stop, cross-town trips is also an intended outcome of the 2025 ASP service recommendations.

BFT has been utilizing HASTUS scheduling software provided through CSched for the past few years, and recently, the BFT Board approved CSched to review fixed route schedules to enhance on-time performance, schedule efficiency, and transit center connections. Once CSched completes its evaluation, BFT staff will review the specific recommendations to ensure their practical applicability in the real world by implementing a slow rollout with a few routes starting in December 2024.

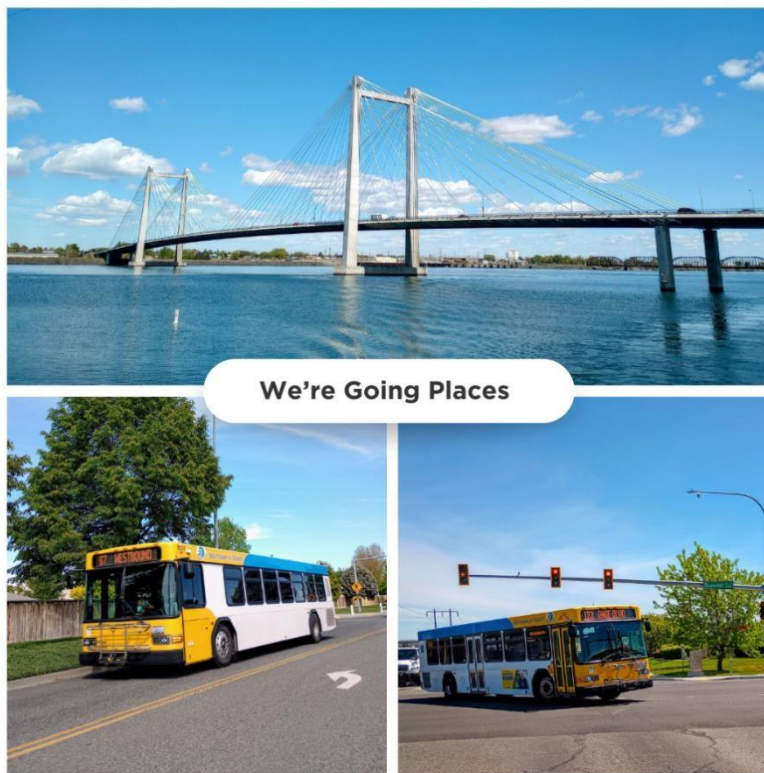
Additionally, all modes of service for BFT will be subject to a fare change in 2025. Plans are underway to implement a mobile ticketing solution as well. Mobile ticketing will provide a more expedited and techfriendly way of purchasing BFT transit passes. Currently, implementation of the new fare structure is being reassessed. BFT may need to make minor schedule adjustments to other routes and add, modify, or eliminate overload and tripper services based on demand.

### **Fixed Route**

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In the development of the 2025 ASP, BFT staff rigorously gathered and analyzed data concerning

ridership, demographics, and PTBA growth. Engaging both internal and external stakeholders was integral to ensure rider/operator perspectives guided route optimization efforts. The overarching goal goes beyond mere efficiency prioritizing equity. Additionally, staff conducted thorough cost-benefit analyses to uphold quality while remaining financially prudent. Accessibility and inclusivity remained focal points, with staff advocating for initiatives benefiting all passengers. These efforts culminate in transparent communication of findings, aiming for an enhanced transit system serving the community at large. As part of the 2025 plan, staff have identified and are proposing the following changes:



### Recommended Service Change Key

For 2025, the recommended service changes are identified in red, green, and gray (Figure 3) throughout tables in this document to reflect the decrease and increase in service.

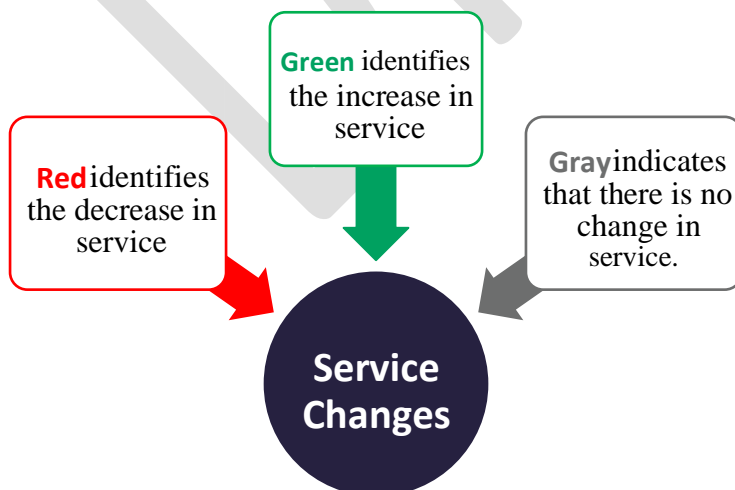


Figure 3: Service Change Key

### Express & Limited-Stop Service

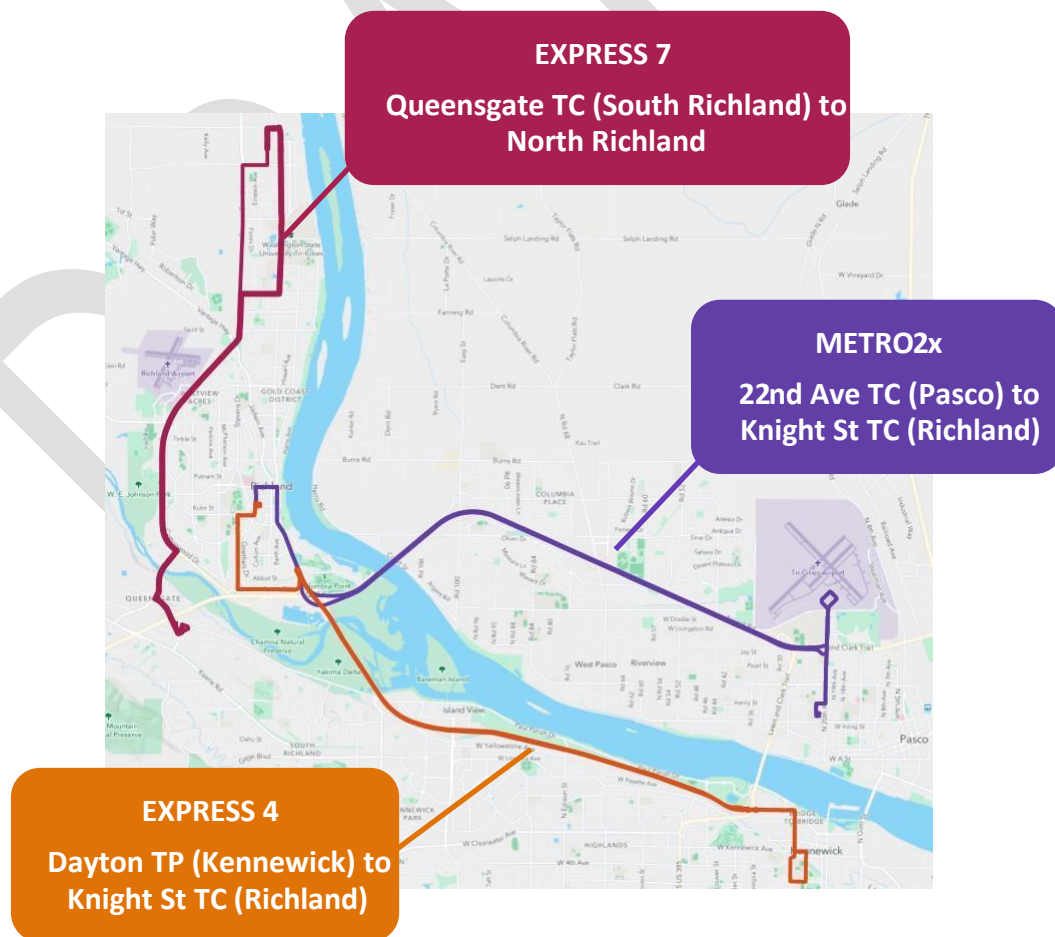
With the ongoing growth in the Tri-Cities area, the 2025 ASP focuses on improving METRO routes by introducing express service and establishing limited-stop routes to better connect cities and reduce travel time across the region. In March 2024, BFT applied for a grant through WSDOT's Regional Mobility Grant Program, which supports efforts to improve connectivity between counties, enhance access to regional population centers, and reduce transportation delays.



As part of these improvements, three new express routes will be introduced, with further details provided later in this document. Express service has been a long-standing request from the public. The grant and adjustments to other routes have allowed for these enhancements while maintaining a nearly

Please note the express route naming conventions may change prior to implementation. Additionally, Express Route 7 is contingent upon grant funding expected to be awarded in May, with implementation

Map 1: Proposed Express Routes



neutral impact on revenue hours.

planned for August 2025.

Limited-stop service, where an express bus follows the same route as a local bus but stops only at designated locations, will be implemented for the Express routes. Discussions are also underway to extend this feature to METRO routes. This service enhancement improves the user experience by significantly reducing travel times.



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## METRO 2x

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METRO 2x aims to provide a more direct connection between Richland and Pasco via the Knight Street Transit Center. It will include direct service to the Tri-Cities Airport and limited-stop service along the 20th Avenue corridor, serving key destinations such as Columbia Basin College and Safeway. The route's eastern terminus will be the 22nd Avenue Transit Center, offering 15-minute peak service on weekdays, with no service on Saturdays or Sundays. The name reflects its 15-minute METRO service and limitedstop express design.

METRO 2x will replace portions of Route 268, which will be discussed in detail later in this document. It will also maintain the current service levels between the Knight Street Transit Center and the 22nd

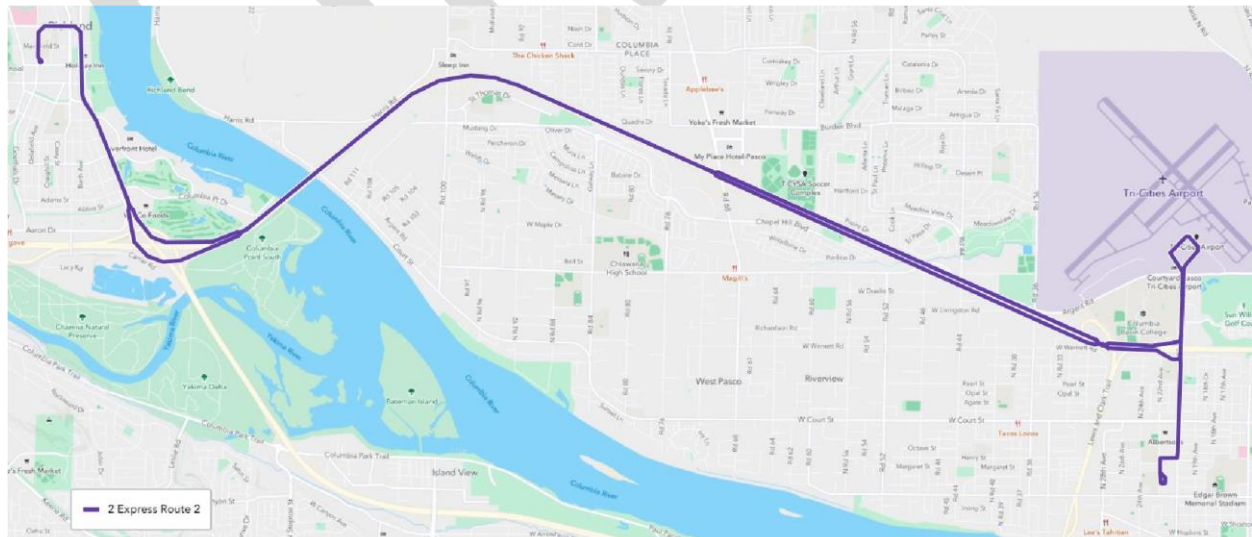
Although the elimination of Route 268 will reduce the Pasco-to-Richland connection to 30-minute frequency on Saturdays, METRO 1 will continue providing 20-minute service between Richland and Pasco via the Three Rivers Transit Center. Route 225 will also maintain 30-minute service on Saturdays, with the addition of direct service to the airport. This change replaces the previous routing through Saraceno Way at CBC.

#### Recommendations for METRO 2x:

- ☑ 15-minute peak service on weekdays
- ☑ Limited stop service connecting Knight Street Transit Center (Richland) to Columbia Basin College and 22<sup>nd</sup> Avenue Transit Center (Pasco).

Table 1: METRO 2x Proposed Service Change Data

Service Window	Operating Hours	Headway (min)	Vehicles	Annual Revenue Hours (Current)	Annual Revenue Hour Estimate (Proposed)
Weekday	6 AM-9 AM 2 PM-6 PM	15	4	0	7,378
Saturday	No Service	N/A	0	0	0
Sunday	No Service	N/A	0	0	0



Map 2: Proposed METRO 2x  
Avenue Transit Center on weekdays.

## EXPRESS 4

EXPRESS 4 seeks to significantly reduce travel time between Dayton Transfer Point in Downtown Kennewick and Knight Street Transit Center in Richland. With the proposed removal of Route 41 along Fruitland and Columbia Dr., EXPRESS 4 will continue service to these areas.

#### Recommendations for Express 4:

- ☑ 60-minute service Monday-Saturday

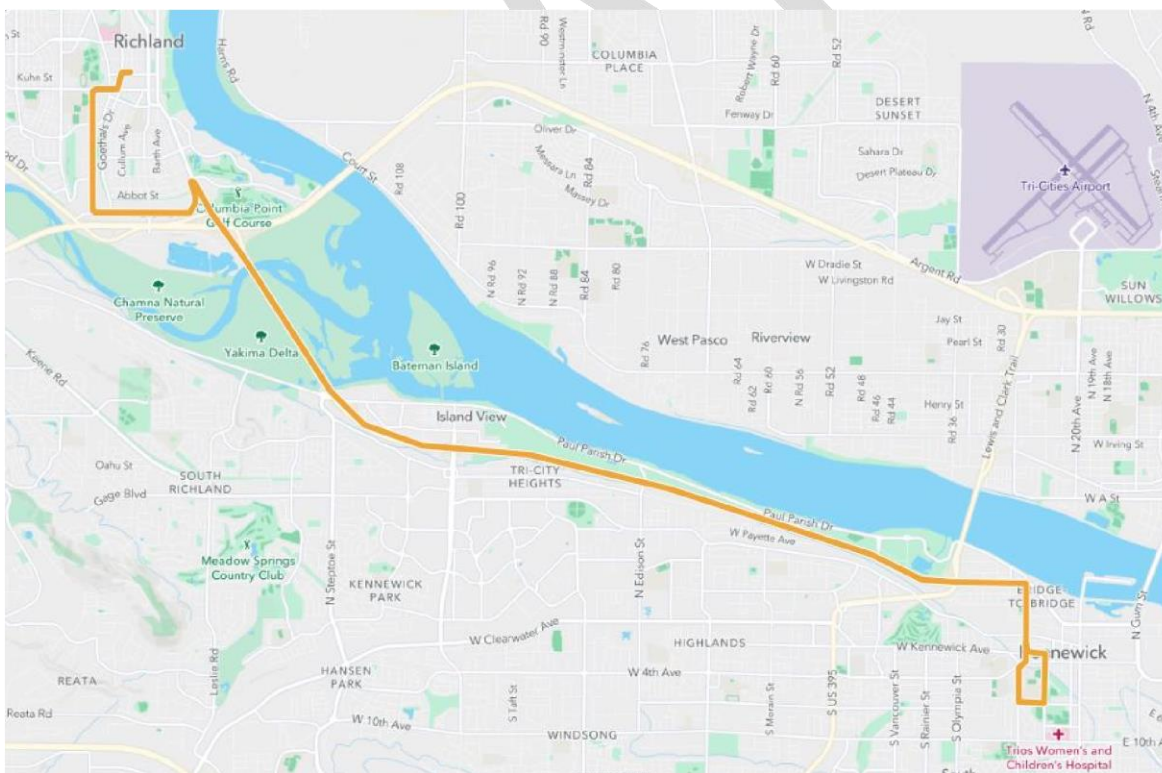
- ☑ Direct connection between Dayton Transfer Point and Knight Street Transit Center
- ☑ Maintain service along Fruitland St. and Columbia Dr. that would otherwise be left without

**Table 2: EXPRESS 4 Proposed Service Change Data**

Service Window	Operating Hours	Headway (min)	Vehicles	Annual Revenue Hours (Current)	Annual Revenue Hour Estimate (Proposed)
<b>Weekday</b>	6 AM-8 PM	60	1	0*	3,655
<b>Saturday</b>	7 AM-7 PM	60	1	0*	693
<b>Sunday</b>	No Service	N/A	0	0	0

\*Portion of route covered by current 41 Revenue Hours

**Map 3: Proposed Express 4**



service with proposed adjustments to Route 41.

## EXPRESS 7

EXPRESS 7 seeks to provide a direct connection between Queensgate Transit Center in South Richland with North Richland education and employment areas, such as Battelle, Hanford High School, and WSU Tri-Cities. Alignment is subject to change before implementation based on feedback from the intended user base. Express 7 is contingent upon grant funding and availability of local funds.

### Recommendations for EXPRESS 7:

- ☑ 20-minute peak service on weekdays
- ☑ Limited-stop connection between Queensgate Transit Center and North Richland, servicing areas including Hanford High School, WSU Tri-Cities, and Battelle.

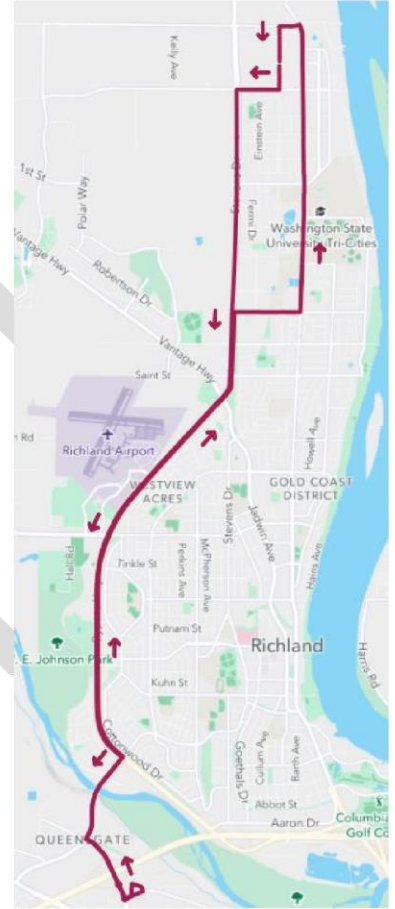


Table 3: EXPRESS 7 Proposed Service Change Data

Service Window	Operating Hours	Headway (min)	Vehicles	Annual Revenue Hours (Current)	Annual Revenue Hour Estimate (Proposed)
Weekday	6 AM-9 AM 2 PM-6 PM	20	2	0	3,842
Saturday	No Service	N/A	0	0	0
Sunday	No Service	N/A	0	0	0

## Route 41

Route 41 will be shortened to a 30-minute one-way clockwise loop to cover residential areas and maintain a connection to Horse Heaven Hills Middle School. With the implementation of EXPRESS 4, staff suggests removing Route 41 from Columbia Dr. and Fruitland St. Additional suggestions include removing service along Hood Ave. where riders can utilize frequent service along the Clearwater corridor. Redundant service also exists on Volland St. and Kennewick Ave. The Gum St. area will be

These changes are based on feedback from our long-range transit planning consultant, Transpo, and align with our ongoing planning efforts. The resources generated by reducing inefficient service on Route 41 will be reallocated to support the proposed EXPRESS 4.

### Recommendations for Route 41:

- ☒ Clockwise loop with 30-minute service
- ☒ Eliminate areas with redundant coverage and low ridership:
  - Canal Dr.
  - Columbia Dr.
  - Fruitland St.
  - Hood Ave.
  - Kennewick Ave.
  - Union St.
  - W 7<sup>th</sup> Ave.
  - W 45<sup>th</sup> Ave.

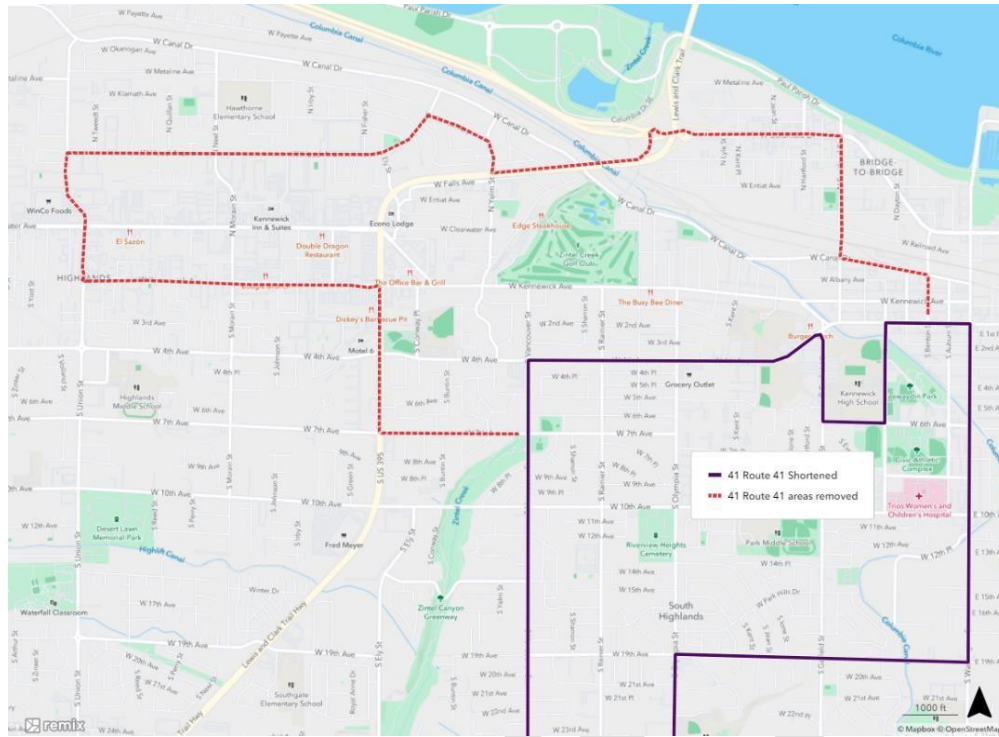
Table 4: Route 41 Proposed Service Change Data

Service Window	Operating Hours	Headway (min)	Vehicles	Annual Revenue Hours (Current)	Annual Revenue Hour Estimate (Proposed)
Weekday	No Change	No Change	-1	6,955	3,518 (-3,451)
Saturday	No Change	No Change	-2	1,320	0 (-1,437)
Sunday	No Change	No Change	No Change	0	0

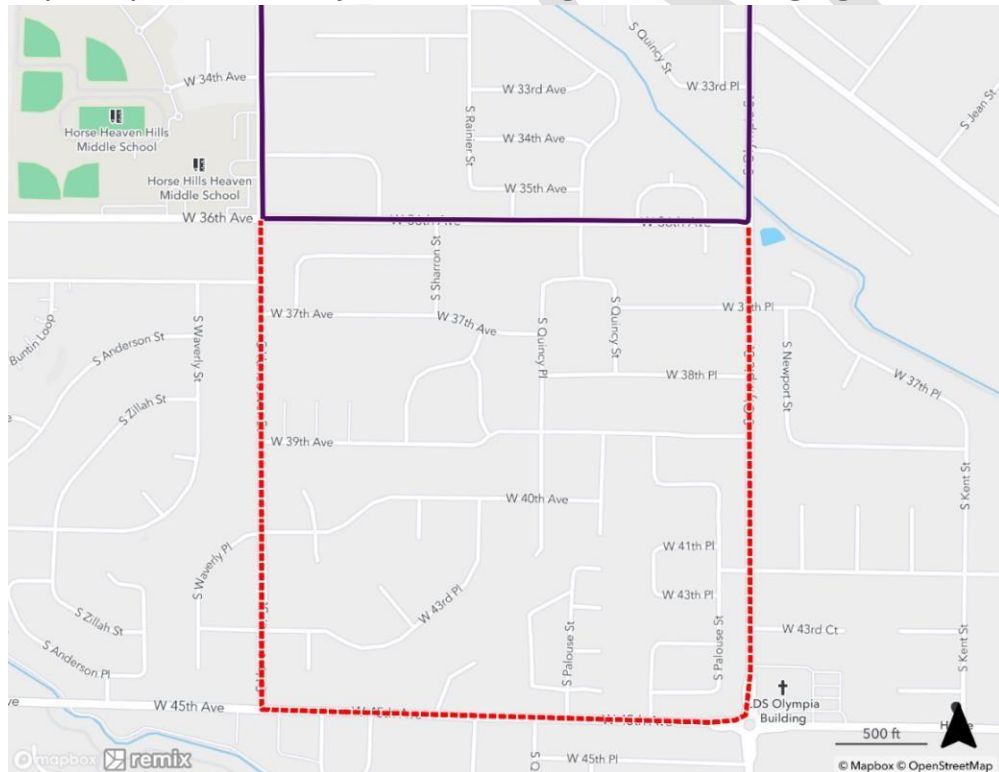
removed from Route 41 and replaced with Route 47 for more frequent service. Due to low productivity on 45<sup>th</sup> Ave., staff suggests Route 41 be realigned to serve 36<sup>th</sup> Ave. instead.



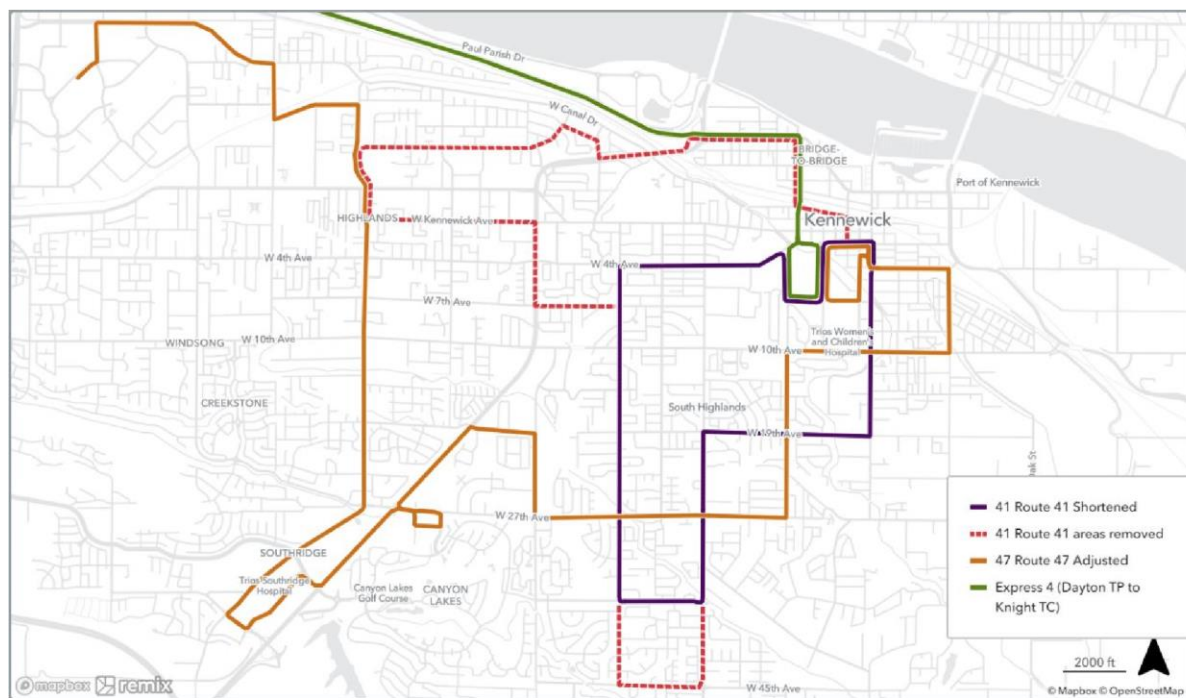
Map 5: Proposed Route 41 Adjustments



Map 6: Proposed Route 41 Adjustment – Removing 45th Ave. and realigning to 36th Ave.



## 7: Proposed Route 41 & 47 Adjustments



### Route 47

The route will no longer include under-utilized segments of Canyon Lakes Dr. In East Kennewick, Route 47 will be modified to include 10<sup>th</sup> Ave. and Gum St., providing more frequent service to areas no longer served by Route 41 with negligible changes to revenue hours. Bus stops on 28th Ave. near Walmart will be re-evaluated; however, there are currently no plans to alter the bi-directional service.

#### Recommendations for Route 47:

- ☒ Removal of service on Canyon Lakes Dr. due to low productivity.
- ☒ More frequent coverage of 10<sup>th</sup> Ave., Gum St., and 3<sup>rd</sup> Ave. previously on Route 41.

Table 5: Route 47 Proposed Service Change Data

Service Window	Operating Hours	Headway (min)	Vehicles	Annual Revenue Hours (Current)	Annual Revenue Hour Estimate (Proposed)
Weekday	No Change	No Change	No Change	0	0
Saturday	No Change	No Change	No Change	0	0
Sunday	No Change	No Change	No Change	0	0

### Map 8: Proposed Route 41 & 47 Adjustments



### Recommendations for Route 65:

- ☒ Adjust routing to better serve Pasco High School along 14<sup>th</sup> Ave.
- ☒ Provide bus stops as near as possible to Orion High School.

Service Window	Operating Hours	Headway (min)	Vehicles	Annual	Annual Revenue Hour Estimate (Proposed)
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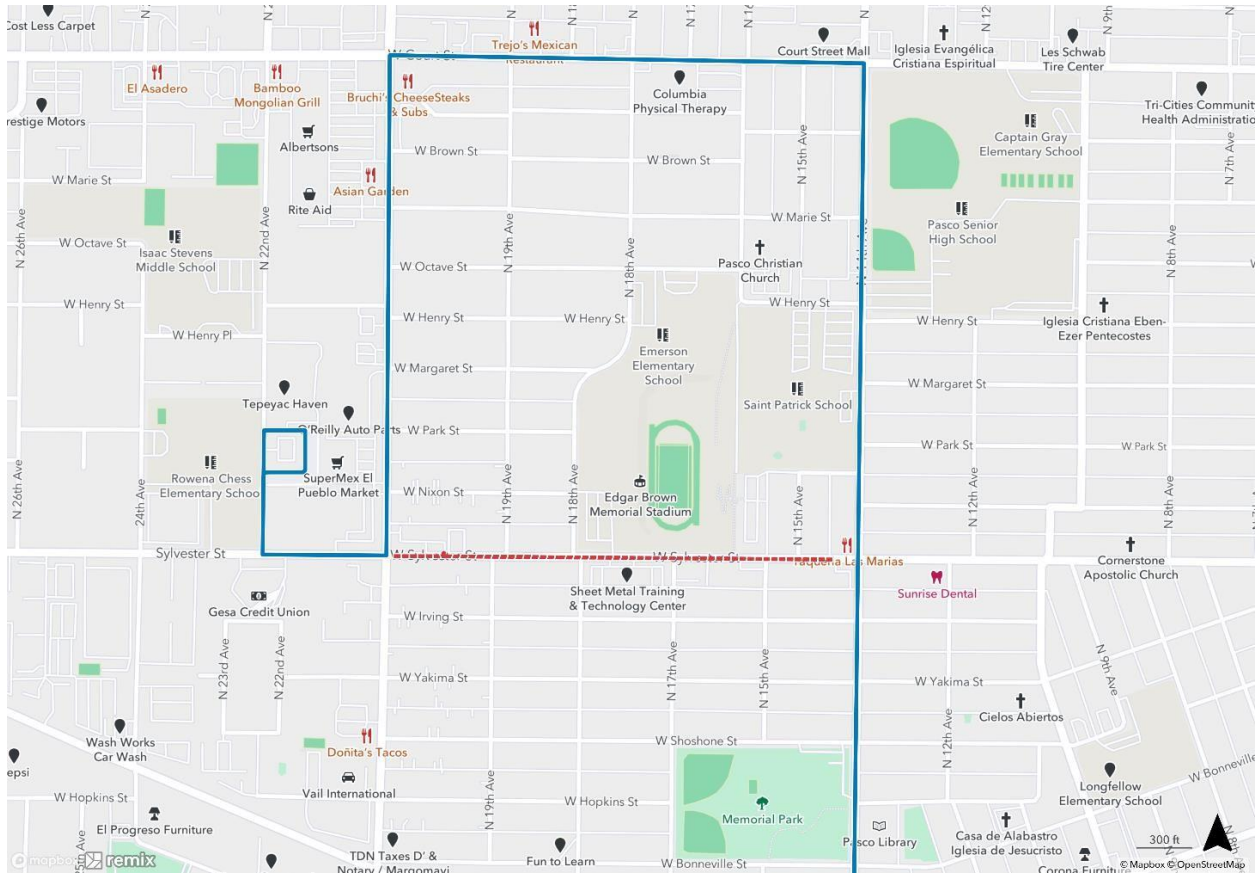


Map

				Revenue Hours (Current)	
<b>Weekday</b>	No Change	No Change	No Change	0	0
<b>Saturday</b>	7 AM to 7 PM	No Change	No Change	1529	1225 (-304)
<b>Sunday</b>	No Change	No Change	No Change	0	0

9: Proposed Route 65

## Map



## West Pasco - Routes 67/68/268

With the implementation of METRO 2x, adjustments to West Pasco's bus routes are planned. Staff proposes extending Route 67 (Map 11) to better serve West Pasco by including portions of Burns Road, Broadmoor, Chapel Hill, and Road 84. Route 268 will be eliminated and replaced with Route 68 (Map 10), which will cover the Pasco portion of Route 268. Routes 67 and 68 will operate in a figure-8 pattern with bidirectional service at 30-minute frequencies on weekdays. After 8 PM on weekdays and all day on Saturdays, the Route 67 extension will operate in place of Route 68.

These route alignments will be further modified to integrate with the new West Pasco Transit Center.

### Recommended changes to West Pasco:

- ☑ Extending Route 67
  - Interlining mid-route with new Route 68.
- ☑ The Route 67/68 interline will operate until 8 PM on weekdays, after which the extended Route 67 will provide late evening service on weekdays and Saturdays.
- ☑ Removal of Route 268. Express 2 will help maintain the current Pasco-Richland connection frequency, in addition to Route 225 and METRO 1.
- ☑ Route 67 extension will require an additional bus that will in turn alleviate current on-time performance issues.

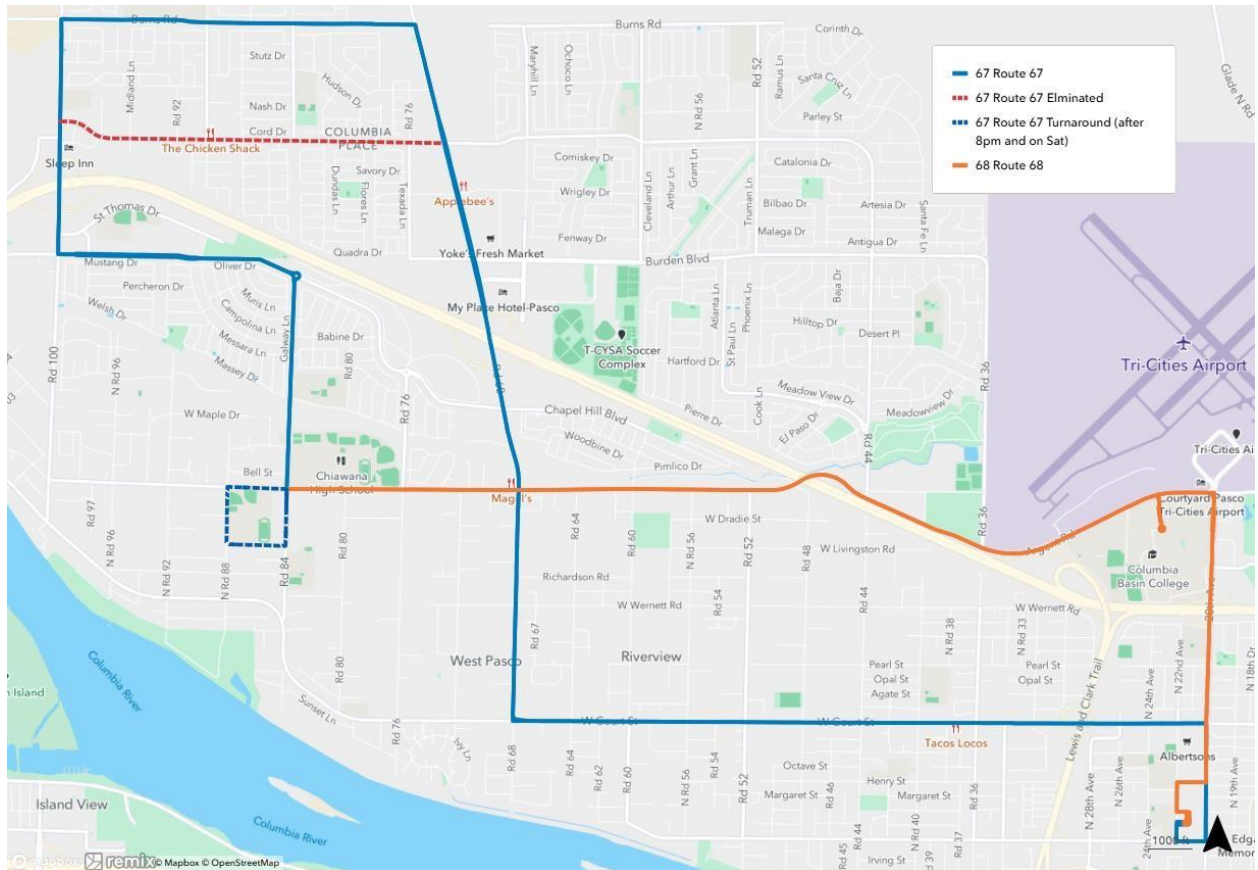
Table 7: Route 67/68 Proposed Service Change Data

Service Window	Operating Hours	Headway (min)	Vehicles	Annual Revenue Hours (Current Rt 67 & 268)	Annual Revenue Hour Estimate (Proposed Rt 67 & 68)
Weekday	6 AM-10 PM (8 PM-10 PM Rt 67 only)	30	4 (3 for Rt. 67 only)	18,526	15,300 (-3,226)
Saturday	7 AM-10 PM (Rt 67 only)	30	3	3,518	1,797 (-1,721)
Sunday	No Service				

Map

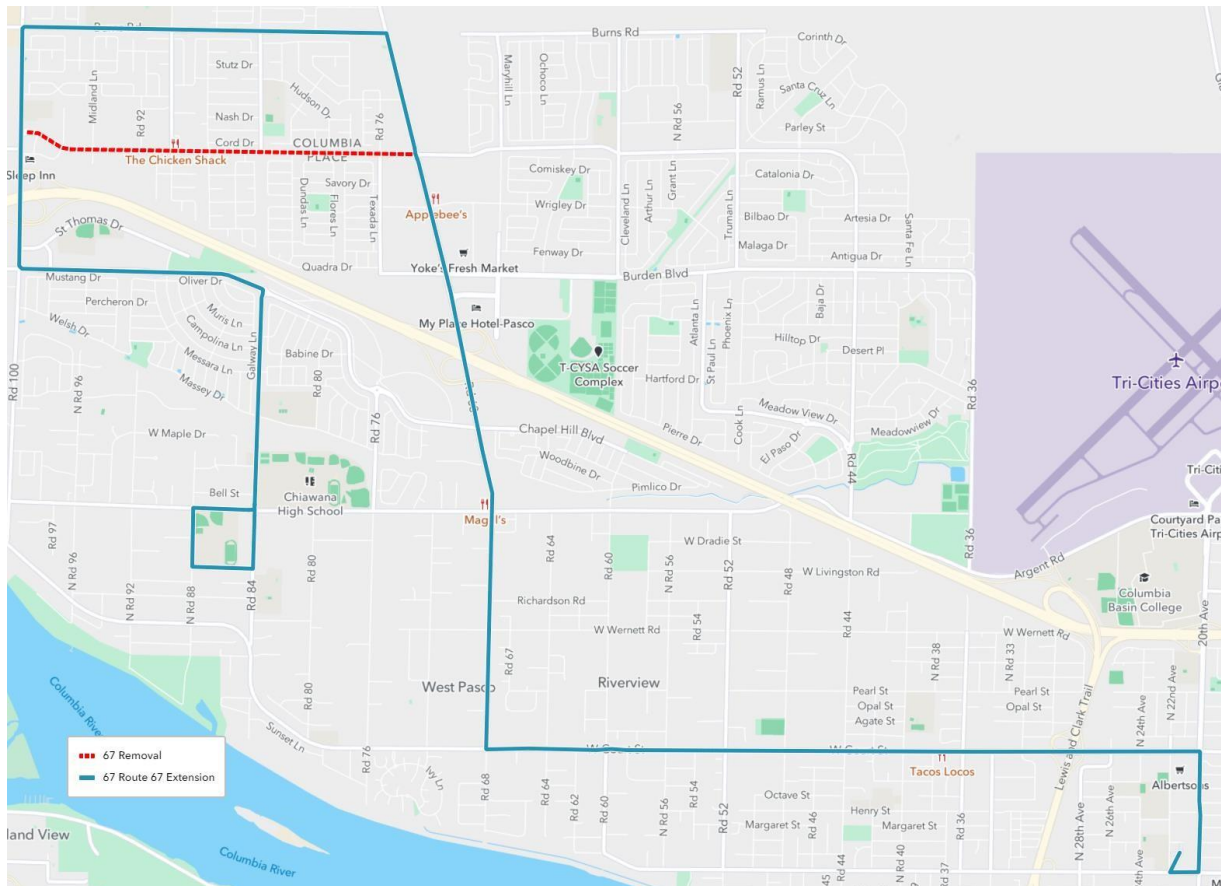
## 10: Proposed Route 67/68 Service Changes

# Map



## Map

**Map 11: Proposed Route 67 Service Changes (Weekday routing after 8 PM and all-day Saturdays) areas**



### Route 225

BFT staff propose extending Route 225 to serve the new Sageview High School and nearby areas. The extension would operate on weekdays until 8 PM, after which the route would revert to its current configuration. On Saturdays and Sunday the route will also follow its existing alignment with the addition of direct service to the airport. This change replaces the previous routing through Saraceno Way at CBC.

Both eastbound and westbound trips will serve Sageview High School on the north side of Burns Road, traveling in a counterclockwise loop. The extension is designed to accommodate the growing residential development on the east side of Road 68 and ensure convenient access to the new school.

## Map

The added service to Sageview High School will support students by providing access to employment opportunities, before- and after-school activities (including breakfast options), and Columbia Basin College's Running Start program.



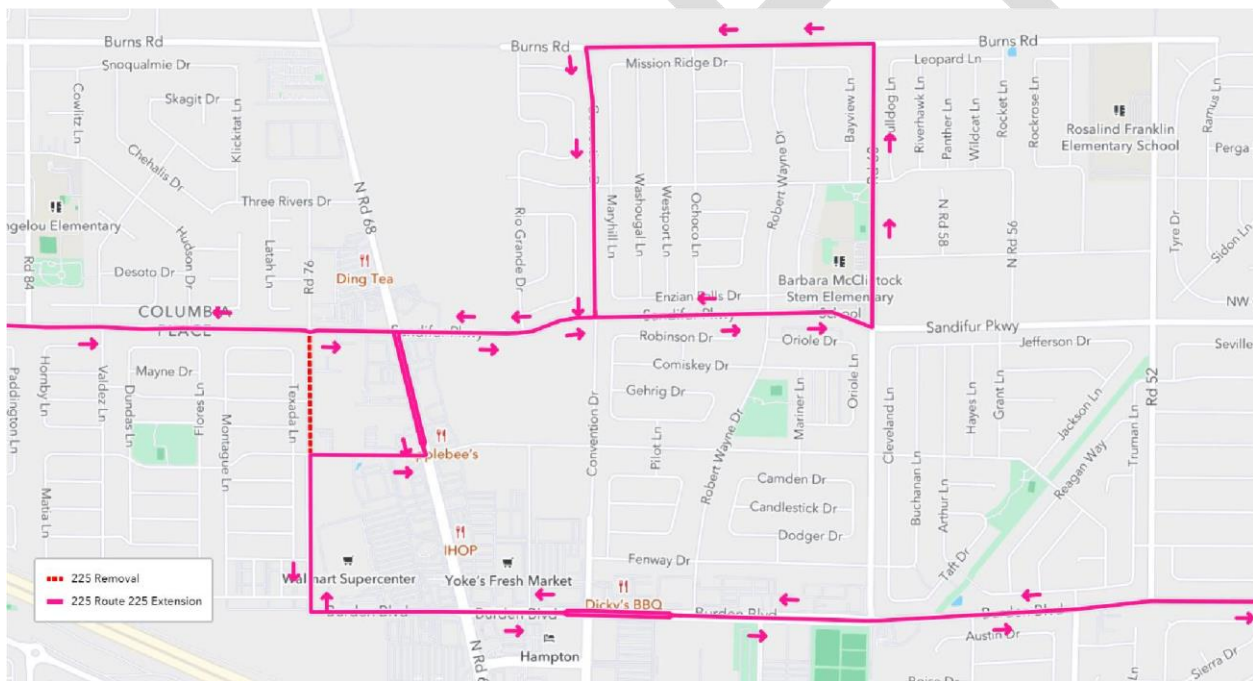
### Recommendations for Route 225 Extension:

- ☑ Route 225 extension to serve Burns Rd by Sageview High School and Barbara McClintock STEM Elementary.
- ☑ The extension will operate on weekdays until 8 PM. Current routing will resume after 8 PM on weekdays and all-day Saturdays and Sundays.

Table 8: Route 225 Proposed Service Change Data

Service Window	Operating Hours	Headway (min)	Vehicles	Annual Revenue Hours (Current)	Annual Revenue Hour Estimate (Proposed)
Weekday	6 AM - 9 PM	30	3	12,300	15,997 (3,697)
Saturday	7 AM - 9 PM	30	3	2,352	2,352
Sunday	8 AM – 6 PM	30	3	1,611	1,611

Map 12: Proposed Route 225 Service Changes





### **Routes 10 and 20 Interline**

By interlining Routes 10 and 20, Route 10's frequency could increase from hourly to every 30 minutes without requiring additional resources. This adjustment would enhance connections at the Queensgate Transit Center and improve access along the route. Weekday end times for both routes would remain unchanged. As part of the Saturday evening changes, Route 20's frequency would be reduced to hourly on Saturdays after 7 PM.

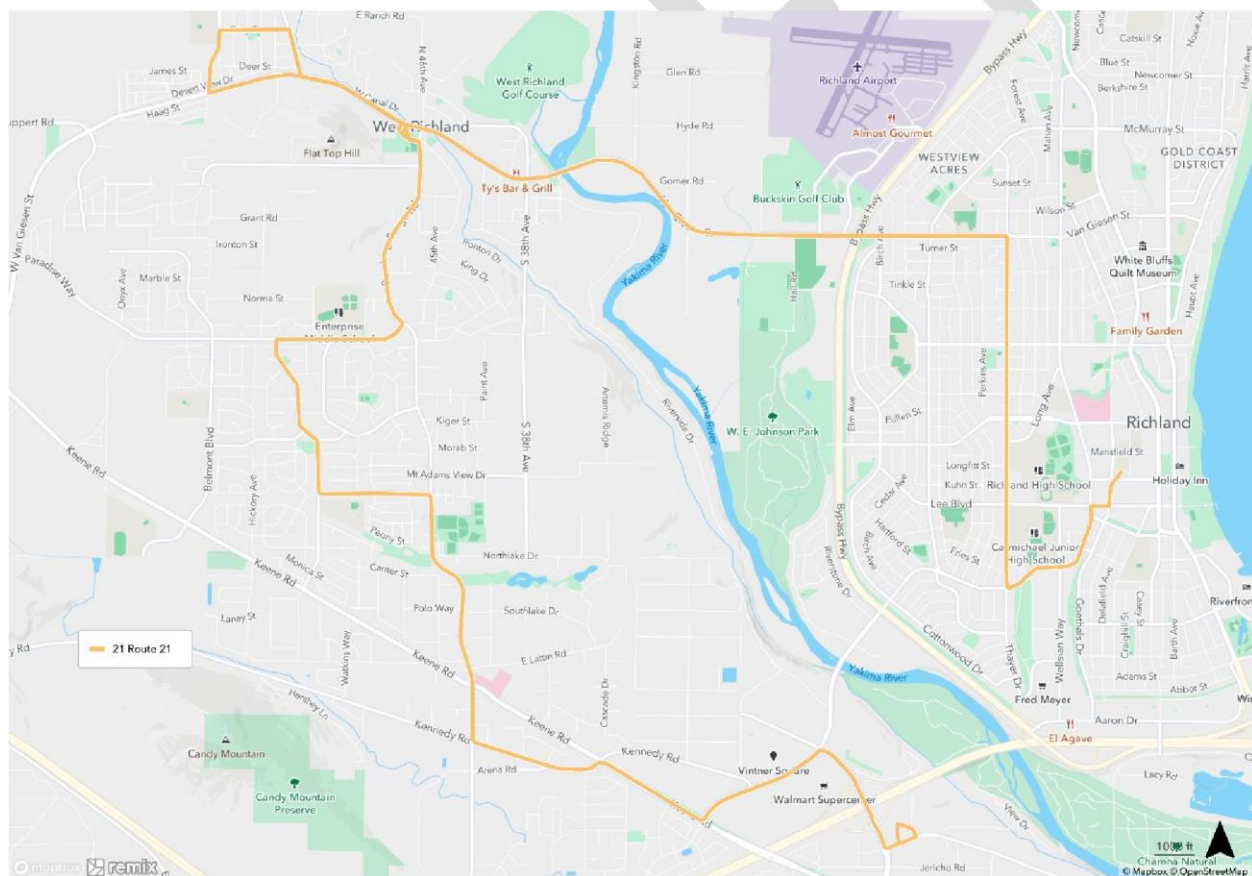
#### **Recommended changes:**

- ☒ Utilize existing resources to increase frequency in current Route 10 areas.
- ☒ Provide better connections at Queensgate Transit Center.

Table 9: Routes 10 & 20 Proposed Service Change Data

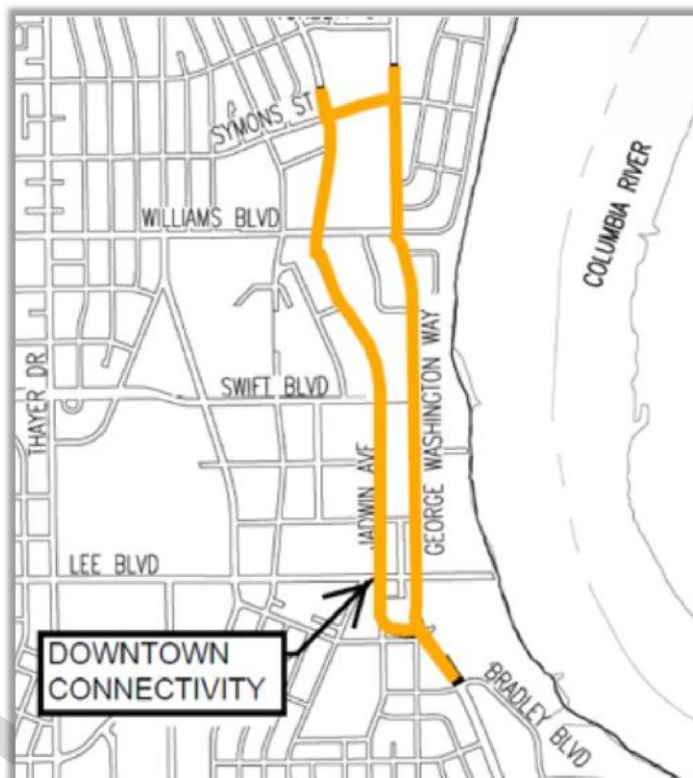
Service Window	Operating Hours	Headway (min)	Vehicles	Annual Revenue Hours (Current)	Annual Revenue Hour Estimate (Proposed)
Weekday	No Change	30	No Change	0	0
Saturday	No Change	Rt 10 & 20 @ 30 – Rt 20 only 60 after 7 PM	No Change	0	0
Sunday	No Change	No Change	No Change	0	0

Map 13: Proposed Routes 10 & 20 Service Changes



## Routes 26 & 123 – Rerouting for Richland’s Downtown Couplet

Richland’s Downtown Connectivity Improvements project (Map 14) is planned to start construction in late spring 2025 with substantial elements completed in the late fall of 2026. This project will reconfigure a portion of Jadwin Ave. and George Washington Way into one-way streets, creating significant updates to Routes 26 and 123 with additional adjustments to routes approaching Knight Street Transit Center. With unknown timelines for implementation, the following are tentative plans and will be fully realized in the 2026 ASP. Detours during construction are to be expected and routing will be re-evaluated as needed.



Map 14: Richland’s Proposed Downtown Couplet

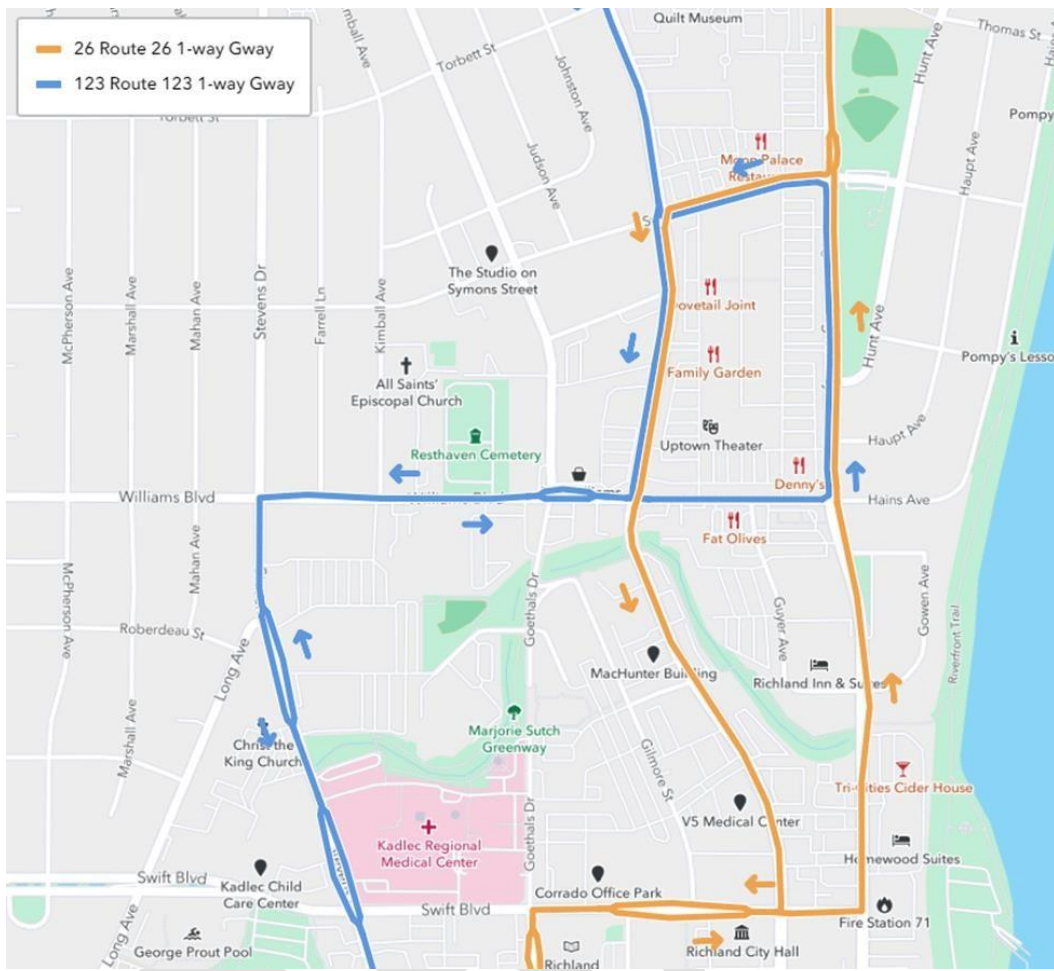
### Recommendations for Routes 26 and 123:

- ☒ Adjust Routes 26 and 123 to utilize George Washington Way when heading northbound and Jadwin Ave when heading southbound as indicated in Map 15.

Table 10: Routes 26 & 123 Proposed Service Change Data

Service Window	Operating Hours	Headway (min)	Vehicles	Annual Revenue Hours (Current)	Annual Revenue Hour Estimate (Proposed)
Weekday	No Change	No Change	No Change	0	0
Saturday	No Change	No Change	No Change	0	0
Sunday	No Change	No Change	No Change	0	0

Map 15: Proposed Routes 26 & 123 Service Changes



## End of Day Adjustments

BFT staff evaluated routes with low ridership during evening hours and identified the final hour of service on many Saturday routes as an opportunity to reduce service due to low demand. The following are proposed changes to the Saturday evening service.

☒ Saturday evening changes:

- Route 20 reduced to 60-minute frequency after 7

- ☐ This route has been identified as having high demand, necessitating expanded evening service to maintain coverage in areas where Routes 42 and 48 will see reduced evening service

## Timetables & On-Time Performance

BFT staff will continue to evaluate timetables and on-time performance throughout the year to adjust as necessary for improved passenger experience and to maximize efficiency.

BFT contracted with CSched to review all time points throughout the day to match peak traffic periods. Implementation will be a slow rollout to test accuracy. Routes 65 and 26 will start in December of 2024. Other routes will be adjusted if those prove to be successful.

- PM ○ Routes 10, 25, 26, 42, 48, 65, 67, and 170 end at 7 PM
- Route 40 extended to 10 PM

## 2025 Fixed Route Service Change Summary

Route	Recommendations	Est. Vehicle Change	2025 ASP Est. Annual Rev Hour Change
METRO 2x	METRO route with limited-stop express service between Richland and Pasco	4	7,378
Route 4x	Limited-stop express service between Richland and Kennewick	1	4,348
Route 7x	Limited-stop express service between Queensgate and N Richland	2	3,842
Route 10	30-min. service (Rt. 20 interline). End at 7 PM on Saturdays.	0	1,419*
Route 20	Interline for increased frequency on Route 10. 60-min after 7 PM on Saturdays.	0	-1,639*
Route 26	End at 7 PM on Saturday	0	-226
Route 40	Extend to 10 PM on Saturday	0	104
Route 41	Route shortened to a 30-min one-way clockwise loop running weekday only	-1	-4,771
Route 42	End at 7 PM on Saturday	0	-208
Route 47	Route realignment to remove low ridership areas and provide more frequent service to some areas no longer covered by Rt. 41	0	84
Route 48	End at 7 PM on Saturday	0	-206
Route 50	End at 7 PM on Saturday	0	-104
Route 65	Route realignment to better serve Pasco High School. End route at 7 PM on Saturday.	0	-261
Route 67	30-min. mid-route interline with new Route 68 6 AM-8 PM weekdays. 2024 ASP extension after 8 PM weekdays and Saturdays. End at 7 PM on Saturdays.	1	2,240
Route 68	Mid-route interline with Route 67 every 30-min. 6 AM-8 PM weekdays only.	1	5,597
Route 170	End at 7 PM on Saturdays.	0	-104
Route 225	Extend to serve new Sageview High School 6 AM-8 PM weekdays. Current routing after 8 PM weekdays and all-day Sat. and Sun.	1	3,698
Route 268	Route eliminated.	-3	-12,784
Total		6	8,406

\*Combined total revenue hours from interline: -220.



## **Other Changes**

### **Dial-A-Ride**

BFT will continue to provide reliable and accessible paratransit service throughout Benton and Franklin County within the PTBA. As BFT looks ahead to 2025, the primary focus remains on maintaining the high standards of service riders depend on. While there are no significant changes planned for the upcoming year, BFT recognizes the importance of addressing staffing challenges to uphold the quality of operations.

One of the key objectives for 2025 is to improve Dial-A-Ride (DAR) staffing levels. BFT understands that the dedication and expertise of staff directly impact the experience of riders. To achieve this goal, BFT will be implementing strategic measures to attract and retain qualified personnel, ensuring that there are a sufficient number of trained professionals to meet the demands of the paratransit service.

In instances where staffing shortages may temporarily affect the agency's ability to deliver seamless service, Via will be utilized to provide overflow services. The Operations team is empowered to assess the situation; and, if necessary, collaborate with Via for assistance. This approach will be utilized as needed and only as deemed essential to maintain service reliability and meet the needs of riders.

BFT trainers are actively engaged in refining the skills of drivers, providing them with tools to educate riders, and ensuring a consistent and positive experience for everyone. Through ongoing training initiatives, BFT aims to enhance communication, safety, and customer service standards. By investing in the continuous development of staff, the agency will be committed to ensuring that DAR remains a trusted and invaluable resource for the communities BFT serves.

### **BFT CONNECT**

As a pivotal component of BFT's transportation system, the BFT CONNECT service is designed to offer tailored solutions for riders by filling gaps in the existing transit network and provide flexible and ondemand transportation. The BFT CONNECT service is utilized to complement existing transit services and ensure that the community has reliable transportation options, especially in areas where fixed routes may not be available. The utilization of CONNECT is often based on various factors, including the passenger's starting point or destination, the time of travel, and the availability of fixed routes.

BFT's CONNECT service made significant strides in 2024 to enhance accessibility and convenience for riders. These improvements include the introduction of a new BFT CONNECT app designed to streamline the booking process and provide users with real-time information about their ride.

Additionally, the integration of fare types was added to simplify the interface and accommodate various passes, ensuring a seamless experience for riders. In response to feedback and evolving community needs, additional points of interest were incorporated, allowing for greater coverage and flexibility in transportation options where transit is not normally available within the PTBA.

Looking ahead to 2025, BFT is committed to building upon these achievements and further improving the CONNECT service while ensuring that the fixed route is a primary source of transportation. In the coming year, BFT will explore opportunities for area growth to meet the increasing demand from riders.

Under the guidance of the BFT Board of Directors, potential expansions and enhancements will be carefully considered to ensure that CONNECT continues to serve riders who don't have access to fixed



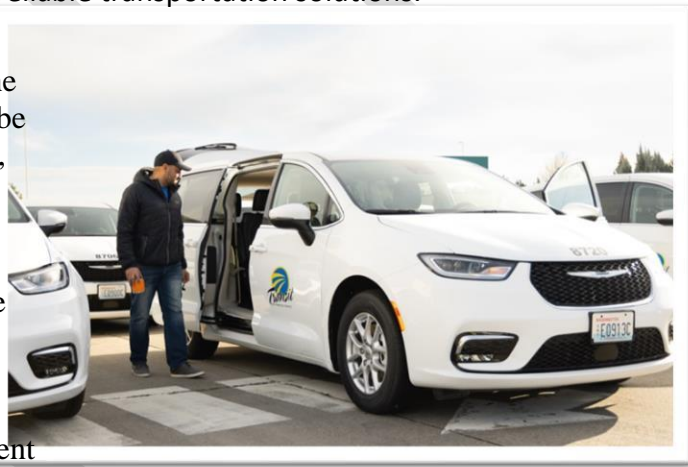
routes or when the service is unavailable. To gain valuable insights into customer satisfaction and preferences, a biannual customer survey will be rolled out via the app, allowing BFT to gather feedback and make data-driven decisions for service improvement. Additionally, there is a possibility of adding new points of interest based on community growth and need, particularly in areas where fixed-route options are limited or unavailable.

Efforts will also be made to enhance the user experience by improving app functionality across different platforms, ensuring consistency and reliability for both Android and iPhone users. Furthermore, BFT remains committed to closely monitoring driver partners, ensuring the contracted service provides drivers with comprehensive training and the necessary tools to deliver exceptional service consistently. Through these initiatives and ongoing commitment to innovation and customer satisfaction, BFT's CONNECT service will continue to evolve and adapt to meet the dynamic transportation needs of the community, providing convenient, reliable, and accessible mobility solutions.

## Rideshare

BFT's Rideshare service, formerly known as Vanpool, underwent significant improvements in 2024 aimed at ensuring the continued comfort, safety, and efficiency of passengers' commutes. New vehicles were introduced to replace aging ones and to replenish the fleet after the sale of some vehicles during the challenges posed by the COVID-19 pandemic. These updates not only modernized the fleet but also reaffirmed BFT's commitment to providing reliable transportation solutions.

In anticipation of 2025, BFT is dedicated to further expanding the reach and impact of the Rideshare program. The primary focus will be on fostering the growth of Rideshare groups, nurturing a sense of community among commuters while alleviating traffic congestion and reducing environmental impact. By encouraging more individuals to join Rideshare groups, BFT aims to enhance transportation options and promote sustainable commuting practices across the service area. A review of the current fare structure will also take place.



In addition to growing Rideshare groups and refining fare structures, BFT will also embark on an initiative to create educational videos. These videos will serve as valuable resources, providing guidance and simplifying the process for new Rideshare groups and participants. By offering comprehensive educational materials, staff aim to empower passengers with the knowledge and tools they need to make informed decisions and maximize the benefits of shared rides.

## Looking into the Future

As the Tri-Cities region continues to experience rapid growth, particularly in West Richland, the demand for expanded public transportation services is becoming increasingly evident. West Richland's ongoing residential and commercial development underscores the need for additional bus routes to serve these emerging areas. Enhanced service in this region would improve accessibility, connect residents to key destinations, and support the area's growth by providing a reliable alternative to driving.

Additionally, the need for new transfer centers in strategic locations is critical to improving regional connectivity and efficiency. In South Kennewick's Southridge area, a transfer center near Trios Southridge Hospital would better serve this growing community while enhancing access to healthcare, retail, and residential areas. Similarly, transfer centers in Benton City and Prosser would strengthen transit connections along the I-82 corridor, allowing for faster, more streamlined service between these communities and the rest of the Tri-Cities.

Pasco is also experiencing rapid growth, particularly in West Pasco, highlighting the need for a dedicated West Pasco Transit Center. Such a facility would serve as a vital hub for connecting residents to key destinations within the city and beyond. As the King City area and East Pasco's industrial and residential developments continue to expand, additional routes will be required to meet the growing demand for public transportation. Furthermore, there have been requests to extend service to Burbank and industrial sites in Wallula, creating new connections and enhancing regional mobility. Expansion of service area will be further evaluated in BFT's ongoing Long-Range Transit Plan, which is tentatively planned to be brought to the Board of Directors for approval in Q4 2025.

The Aerospace, Innovation, and Manufacturing (AIM) Center, a transformative project spearheaded by the Port of Pasco, represents a significant opportunity for transit expansion. Spanning 450 acres near the Tri-Cities Airport, the AIM Center will become a hub for innovation, community engagement, and economic development over the next two decades. Reliable transit service to this location will be essential to support the workforce and visitors it will attract. In addition, Pasco's residential growth, particularly in its northern neighborhoods, continues to drive the need for expanded bus services.

BFT plans to further define the PTBA expansion process in 2025 and identify areas currently outside of the PTBA that could potentially become part of our service area in the future such as Badger Canyon. These investments in public transportation infrastructure will not only address current needs but also position the region to accommodate future growth while reducing traffic congestion and improving mobility for residents across the area.

BFT looks forward to identifying the best ways to serve the many growing needs of our region as staff continue collaborating with Transpo and jurisdictional partners on BFT's long-range transit plan. The final document is expected to be completed in the fall of 2025.

#### **Title VI Service Equity Analysis**

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As a direct recipient of federal funds via the Federal Transit Administration (FTA), Ben Franklin Transit (BFT) is obligated to operate its programs and services without regard to race, color, and national origin in accordance with Title VI of The Civil Rights Act of 1964 and other applicable laws. To ensure compliance with federal policy, BFT is required to perform a Title VI analysis whenever any changes are made to the fixed route network which would be classified as a major service change. BFT defines a major service change as any change in service on any individual route that would add or eliminate more than 20% of the route revenue miles or route revenue hours. BFT considers a potential for a disproportionate burden or disparate impact when recommended changes for low-income and/or

minority populations would result in said populations receiving the benefits of a change 20% less than or bearing the adverse effects 20% more than the area average.

It has been determined that some of the service changes outlined in the 2025 ASP are considered a major service change per BFT's Major Service Change Policy, thus a Title VI Service Equity Analysis was required. BFT staff conducted a Title VI Service Equity Analysis, and it was concluded that none of the recommended changes would result in a disparate impact on minority populations. In fact, minority populations are expected to substantially benefit from specific changes such as the Route 65 realignment that will provide direct service between East Pasco, the Court St commercial corridor, Pasco High School, and 22<sup>nd</sup> Ave Transit Center.

Discontinuation of Route 268 and the substantial decrease in coverage of Route 41 are major changes whose implementation could have adverse effects despite not exceeding the 20% threshold of BFT's Disparate Impact and Disproportionate Burden policies (see table/figure). In the case of Route 268, impacts of change will be mitigated by the implementation of Routes 68 and METRO 2x. Route 41's coverage area will be significantly reduced, but the route will now operate on half-hour headways, doubling frequencies for the majority of the day. Overall, the 2025 ASP service recommendations result in minority populations born the change 6.8% less than the service area average of 41.2%. Low-income populations

For additional information, please refer to the 2025 ASP Title VI Service Equity Analysis appendix.

Title VI Service Equity Analysis Results Summary		
	Low Income	Minority
Change Borne By	17.7%	34.4%
Area Average	11.4%	41.2%
Delta	6.3%	-6.8%

### Revenue

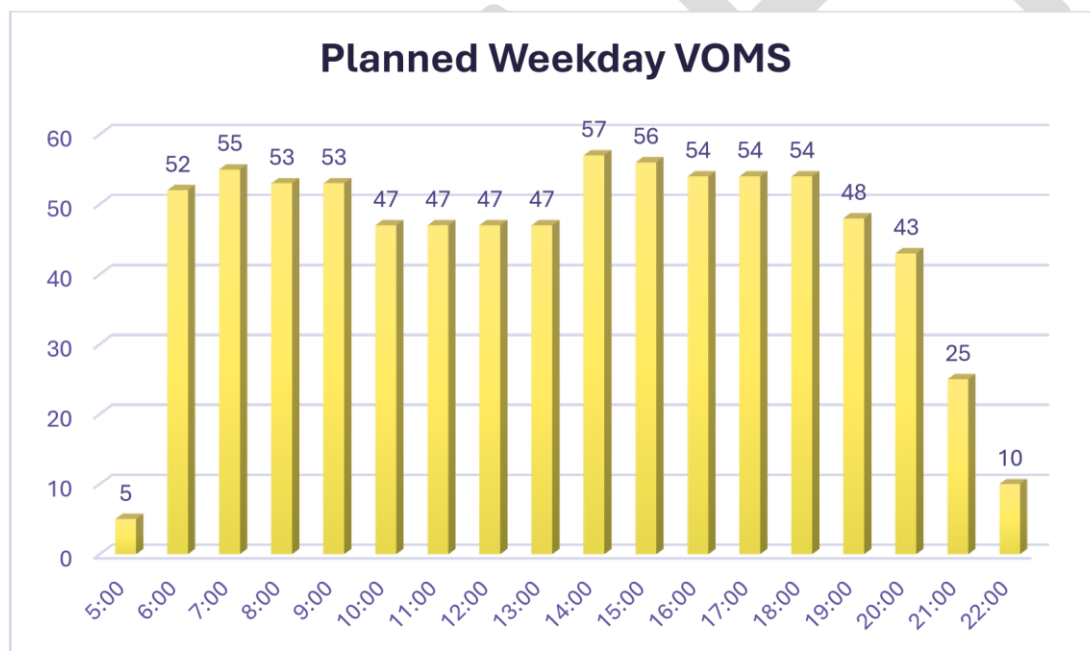
The 2025 ASP is anticipated to increase annual revenue hours by approximately 8,400. This equates to an approximate addition of \$1.25 Million to the annual budget given the current average cost per revenue hour of \$150.61. Service recommendations will be implemented in June and August, so prorated revenue hours are expected to increase by approximately 1,575 in 2025, with a budget increase of approximately \$250,000.

## Labor

Implementation of the 2025 ASP is estimated to require seven (7) additional operators for fixed route service in 2025. However, reaching the currently approved headcount of 172 would suffice. Operations and Training staff will continue a hiring effort to address current labor shortages and work towards reaching the approved fixed route operator headcount.

## Vehicle Utilization

Fixed Route Vehicles Operated in Maximum Service (VOMS) are expected to grow from 51 to 57 on weekdays. The reason for this significant increase is the focus on providing more service during peak hours of the day. This expansion will be possible with BFT's current fleet size and will also help BFT reach Federal requirements around vehicle spare ratio, which should be no more than 20%.



## Public Outreach

### Outreach Initiatives

The 2025 ASP was open for an informal public comment period during the month of October 2024. Staff provided three opportunities for the community to provide feedback. Sessions were available in person and online. Planning staff also provided two internal open houses during the informal comment period to collect feedback from BFT staff.

The 2025 ASP was open for public comment from January 5, 2025, to February 13, 2025. Staff provided four opportunities for the community to provide feedback. Sessions were available in person and online.\*

- † Open houses ○ **January 7, 2025, at 6 p.m.** Pasco Mid-Columbia Library Location: 1320 W Hopkins St., Pasco, WA 99301 ○ **January 14, 2025, at 6 p.m.** Three Rivers Transit Center Location: 7109 W Okanogan Pl., Kennewick, WA 99336 ○ **January 15, 2025, at 12 p.m.** Virtual session only on Zoom\*

**Zoom link:**

<https://us06web.zoom.us/j/85431965448?pwd=0as0Nv5y4Wz0pB6bND5BX1QrLigNSa.1>

**Meeting: 854 3196 5448**

**Passcode: 593265**

By phone: 253-205-0468 or (Toll Free) 877-853-5247

- † Public hearing ○ **February 13 at 6 p.m.** during the Board Meeting

Location: Ben Franklin Transit Board Room located at 1000 Columbia Park Trail, Richland, WA 99352.

**Zoom Link:**

<https://zoom.us/j/98962178731?pwd=OGg1amhEQXA0RG5QRTdqNnFpRGN5dz09> Meeting:

**989 6217 8731**

**Passcode: 833979**

By phone: 253-215-8782 or (Toll Free) 877-853-5247

- † **Feedback was also available in the following ways:** ☐

Email input to [CustomerComment@bft.org](mailto:CustomerComment@bft.org)

☐ Call **Customer Service** at **509.735.5100**

Translation services were made available in Spanish. Outreach initiatives will be updated after the public comment period. In an effort to expand and modernize outreach to the community, BFT offered an interactive mapping system as a visual tool to gain customer feedback on the proposed route changes. The [interactive map](#) was available during the public comment period. User-friendly video instructions were available in English and in Spanish to help familiarize riders with utilizing the new tool.

## Public Feedback

**COMMENTS WILL BE ADDED AFTER THE PUBLIC OUTREACH PROCESS IS COMPLETE**