

Ben Franklin Transit Citizens Advisory Network Regular Meeting Minutes

Monday December 15, 2025 6:00 p.m. – 7:30 p.m.

BFT Administration Building – Room 304 1000 Columbia Park Trail, Richland, WA

[Join the meeting via Zoom](#)

Meeting ID: 881 6167 9988

1. Convene CAN Meeting: 6:00 PM

2. Attendance: 2 Min

AMBER WISSENBACH	NO
BERNIE VINTHER	YES
BILL BARLOW	YES
BRANDON HARBO	EXCUSED
BROOKLYN HUFSTADER	YES
DENNIS KREUTZ	YES
DORI LUZZO-GILMOUR	YES
ED FROST	YES
ERIK WATKINS	YES
FRANK CUTA	YES
LAURIE PRICE	YES
NAYELI ARANDA	NO
ULISES NAVARRO	NO

Representing Name

Position

BFT STAFF	PAULINE ESCALERA	CEO REPRESENTATIVE
BFT STAFF	GABE MARTIN	PLANNING AND DEVELOPMENT

3. Comments by Guests: 5 Min.

None

4. Previous CAN Meeting Minutes Approval (Attachment A): 2 Min.

Discussion: None

Motion to Approve the Minutes by: Ed Frost

Second to Approve the Minutes by: Bill Barlow

Minutes Approved Unanimously by a Voice Vote: YES

5. Old Business: 10 Min.

A. Follow-up on status of Brooklyn Hufstader being contacted by BFT Staff and providing them with a record of missed connections she has experienced on Fixed Routes the past three months. She stated that nobody from BFT has contacted her.

BFT – Gabe Martin committed that he would contact Brooklyn to get the information.

6. New Business: 40 Min.

A. Report of the December BFT Board Meeting – Dennis Kreutz

1. Public Comment regarding unsafe conditions on buses due to riders who do not pay.

a. This seems to be the perception of several board members.

CAN Discussion – It was voiced that is not something that has been witnessed by CAN riders. Dori-Luzzo Gilmour stated that she and her children ride daily and have not witnessed any drugs or security issues.

CAN Discussion: This perception of unsafe conditions should be addressed by checking BFT records regarding frequency of Supervisor's being called to address security issues on buses.

Facts need to be determined because Board has asked for a study to be presented regarding going to No-Fares, which probably would result in cost savings for BFT thus may be implemented.

b. It was mentioned later in the meeting by Chair McKay that Subcontracted Security was going to start immediately for the BFT Administration Building, one month later at Transit Centers, and a month after that on select buses.

CAN Discussion: Having security at BFT Admin seems unnecessary but as Brooklyn Hufstader voiced that security Transit Centers after dark would be welcome. Cameras, Code-Blue help notification system, and physical presence could be evaluated.

It was also voiced that it seemed unnecessary for two security guards be present in the conference room with the CAN Members.

c. It was also mentioned that metal detectors might be introduced to screen passengers.

CAN Discussion: This does not seem to be a feasible option, buses are not like an airport where you can check your bag for separate screening. This would cause major delays.

7. The Board rejected Resolution 50-2025, CAN Recommendation to allow public discussion after BFT Staff presentation to the Board on items not open to a Public Comment Period, prior the Board voting.

CAN Discussion: It seems likely that the Board did not understand that the Public Comments in question would be only for issues that had not been open for Public Comments prior to the Board Meeting, but when certain issues were presented in the Board Meeting by BFT Staff.

8. The Proposed 2026 Operating and Capital Budgets was approved.

1. Public Comment was made that the numbers didn't seem to make sense, and asking why 10 Operations personnel were being cut with so much overtime and drivers were working 7 days per week.

2. Director Bauman later stated that he didn't believe any drivers were working 7 days per week, but asked that BFT Staff check on that for him.

CAN Discussion: It was noted by CAN Members that DAR drivers often work 7 days each week and have worked up to 12 weeks straight and this has been happening for the past three years.

B. Discuss CAN Recommendation 2025-04 regarding BFT Staff initiating a Key Performance Indicator to track Fixed Route connections that are missed due to early pull outs, or late arrivals. (Attachment B)

Dennis Kreutz to draft a CAN Recommendation for next CAN Meeting discussion.

C. Discuss CAN Recommendation 2025-05 regarding BFT Staff modify Key Performance Indicators to show quantity of riders affected, not just percentage. (Attachment C)

Dennis Kreutz to draft a CAN Recommendation for next CAN Meeting discussion.

D. Bill Barlow and Frank Cuta will serve as the CAN Recruitment Committee.

E. Next CAN Meeting Proposed Agenda Items:

- a. BFT Sr. Manager of Fleet, Terry DeJuan, make a presentation regarding the new DAR vehicles and their amenities specification. Hopefully with an on-board tour. CAN has requested a standardized method for CAN and public to submit ideas and comments regarding desired features for consideration in future purchases.
- b. BFT Pauline Escalera will report back regarding fixing the BFT Board Meeting Zoom so that it displays a larger format image of the Board and identifies who is speaking, rather than predominantly displaying an image of the Board Agenda Package. Also if close captioning is available.

7. BFT Board / BFT Staff Comments: 5 Min.

BFT Pauline Escalera confirmed that BFT will be a partner at the April 18 Earth Day celebration at the REACH.

8. CAN Member Comments: 7 Min.

Dori-Luzzo Gilmour and Ed Frost are departing from the Citizen Advisory Network and their contributions will be missed.

Dennis Kreutz requested Pauline Escalera check to see if Public Comments submitted to the Board in writing are accessible to the public or should be included in the Board Meeting Minutes.

CAN discussed and agreed that best method to make CAN Members aware of opportunities to participate in BFT Events will be for Pauline Escalera to notify CAN Secretary/Recorder Frank Cuta directly.

9. Assign CAN Member to Attend next Board Meeting: 1 Min.

Board Meeting January 8, 2025 6:00 PM BFT Board Room
CAN Member Assigned: Dennis Kreutz

10. Next CAN Meeting: 1 Min.

Monday January 26, 2025 6:00 p.m. BFT Admin Room 304

11. ADJOURN:

A. Meeting adjourned at:

Attachment A:

Ben Franklin Transit Citizens Advisory Network Regular Meeting Minutes

Monday November 17, 2025 6:00 p.m. – 7:30 p.m.

BFT Administration Building – Room 304 1000 Columbia Park Trail, Richland, WA

[Join the meeting via Zoom](#)

Meeting ID: 881 6167 9988

1. Convene CAN Meeting: 6:03 PM

2. Attendance: 2 Min

CAN MEETING ATTENDANCE: P=PRESENT, A=ABSENT, E=EXCUSED
2025

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Amber Wissenbach	-	-	-	A	A	A	A	A	A	A	A	
Bernie Vinther	P	P	P	P	P	P	P	P	P	A	P	
Bill Barlow	-	-	-	P	P	A	A	P	P	P	A	
Brandon Harbo	-	-	-	-	-	P	P	P	P	P	P	
Brooklyn Hufstader	P	A	P	P	P	A	P	A	P	P	P	
Dennis Kreutz	P	P	P	P	P	P	P	P	P	P	P	
Dori Luzzo-Gilmour	P	A	P	P	E	P	P	P	P	P	A	
Ed Frost	P	P	P	P	P	P	P	P	P	P	P	
Erik Watkins	-	-	-	-	-	P	P	P	P	P	P	
Frank Cuta	P	P	P	P	P	A	P	E	P	P	P	
Laurie Price	P	R	P	P	P	A	E	P	P	P	P	
Nayeli Aranda	A	A	A	P	A	A	A	P	A	A	E	
Ulises Navarro	A	P	A	A	E	A	P	A	A	A	A	

Representing Name

Position

BFT STAFF

PAULINE ESCALERA

CEO REPRESENTATIVE

BFT STAFF

KEVIN SLIGER

CHIEF PLANNING AND DEVELOPMENT

BFT STAFF

GABE MARTIN

MANAGER, TRANSIT PLANNING

3. Comments by Guests: 5 Min.

None

4. October 2025 Meeting Minutes Approval: 2 Min.

Discussion: Change CAN Comments by Erik Watkins to reflect Homecoming not Prom

Motion to Approve the Minutes (as Amended) by: Erik Watkins

Second to Approve the Minutes by: Ed Frost

Minutes Approved Unanimously by a Voice Vote: YES

5. Old Business: 1 Min.

None

6. New Business: 50 Min.

A. Report of the November BFT Board Meeting – Brandon Harbo

1. One member of the public made a Public Comment in support of allowing two non-elected members on the BFT Board.

2. CAN presented CAN Recommendation 2025-03 that recommends that the Board allow Public Comment on major issues, after the BFT Staff made a presentation to the Board but prior to the Board voting.

3. CAN presented CAN Recommendation 2025-02 that recommends that the Board vote to allow two non-elected, voting, members to be added to the Board.

3. Board voted to not allow any non-elected, voting, Board Members.

4. Board requested that BFT Staff prepare for them a report detailing the cost savings that might be realized if Free Fares were implemented in comparison to anticipated income for Fares collected at the current rate.

5. BFT Staff made a presentation of the 2026 Annual Service Plan.

B. Election of CAN Officers to assume positions January 1, 2026

Per Standing Rules Section 4.1.a the CAN Chair “Shall oversee a nomination in October for the CAN to select a slate of proposed officers for the following year”.

a. Nominees for Chair: Dennis Kreutz
Approval by vote: YES

C. BFT Presentation of the 2026 Annual Service Plan – Kevin Sliger

D. CAN Discussed recommending to BFT CEO Representative that they present a recommendation to the Board to remove CAN Members that have not been attending on a regular basis. Dennis Kreutz will provide those names to Hilary Carlton this week.

E. Next CAN Meeting Proposed Agenda Items:

- a.
- b.
- c.

7. BFT Board / BFT Staff Comments: 5 Min.

8. CAN Member Comments: 7 Min.

1. Brooklyn Hufstader – Concerned about gaps in service due to Fixed Rout bus schedules not allowing time to make connections.

Brooklyn pointed out that she had brought this issue up during the September CAN Meeting but never was contacted by BFT Staff.

She brought it up again in the October CAN Meeting but was never contacted by BFT Staff.

Brooklyn stated that she has been keeping an accurate record of the connection issues she has experienced and would like to share it with BFT Staff.

Kevin Sliger stated that he would address the issue.

2. Ed Frost – Brought another issue concerning Fixed Route connections.

When a connection is missed this often results in a 30-minute delay before the rider being able to get on the connecting route.

This is not only inconvenient in that appointments or work schedule are affected, but it can be extremely uncomfortable in adverse weather conditions.

After discussion the CAN Members requested that BFT initiate a Key Performance Indicator (KPI) for missed route connections.

It was pointed out that this should be available from the collected data currently available via the Ranger system.

This will be put into a CAN Recommendation.

3. Laurie Price – Voiced appreciation for the service BFT provides to students and BFT participating in the Richland School District Family Resources Fair where BFT will have a booth.

4. Dennis Kreutz – Requested that BFT either show, or additionally show, the KPI's in quantity of riders affected not just percentages.

An example would be the number of DAR late pick-ups, late delivery, and missed rides.

This will be put into a CAN Recommendation.

5. Pauline Escalara – Is there interest in moving the CAN Meeting times to occur during regular business hours.

After some discussion it was determined that the number of current and prospective CAN Members that would not be able to attend would preclude having the meeting during regular business hours.

5. After discussion a motion was made by Dennis Kreutz to have the BFT CEO CAN Representative present to the Board to remove several members that have not attended CAN Meetings on a regular basis. This motion was approved unanimously.

BFT Hilary Carlson said she will put on the next Board Consent Agenda after receiving the information from Dennis Kreutz.

6. Ed Frost – Recommended that BFT make available to the public the information that CAN is recruiting new members and advise the Recruitment Committee to prepare to vet prospective new CAN Members.

BFT stated that they will take care of getting the information out.

9. Assign CAN Member to Attend next Board Meeting: 1 Min.

Board Meeting December 11, 2025

6:00 PM

BFT Board Room

CAN Member Assigned: Dennis Kreutz

10. Next CAN Meeting: 1 Min.

Monday December 15, 2025

6:00 p.m.

BFT Admin Room 304

11. ADJOURN:

B. Meeting adjourned at: 7:30 PM

Attachment B:

The BFT Citizen Advisory Network (CAN) is tasked in CAN Standing Rules – Section 1.1.a to assist BFT by serving as an advisory body to BFT Management and to the BFT Board of Directors. In that capacity the following recommendation is offered.

CAN Recommendation 2025-04 December 19, 2025
Initiate a Key Performance Indicator (KPI) that shows missed Fixed Route connections

Response Requested: CAN Requests a written response from BFT Staff within ten (10) working days after the date (December 19, 2025) that CAN Recommendation 2025-04 has been submitted to BFT CAN CEO Representative.

Issue:

There are numerous incidents being reported by BFT Riders of Fixed-Route Buses arriving at Transit Centers too late to allow for riders to make their connections.

Recommendation:

To determine the magnitude of this issue it would be beneficial to initiate a Key Performance Indicator (KPI) that shows the number of riders affected by this occurring.

The Citizens Advisory Network recommends that BFT Staff explore the feasibility of initiating a KPI to track the number of riders affected by missed connections.

Attachment C:

The BFT Citizen Advisory Network (CAN) is tasked in CAN Standing Rules – Section 1.1.a to assist BFT by serving as an advisory body to BFT Management and to the BFT Board of Directors. In that capacity the following recommendation is offered.

CAN Recommendation 2025-05 December 15, 2025
Modify Key Performance Indicators (KPI) to show quantity of incidents not just percentages

Response Requested: CAN Requests a written response from BFT Staff within ten (10) working days after the date (December 19, 2025) that CAN Recommendation 2025-04 has been submitted to BFT CAN CEO Representative.

Issue:

Currently Key Performance Indicators (KPIs) for Fixed Route and DAR show percentages instead of quantity of incidences.

Recommendation:

Since Ben Franklin Transit is a service industry for the customers (riders) it would be more meaningful and impactful if the KPIs showed quantities as well as percentages.

Example 1:

Fixed Route – KPI 1 On-Time Performance (OTP) indicates a monthly Goal of equal to/greater than 90.0%.

CAN Recommendation is that additionally quantities of Bus Stops that met that goal, and also the quantity that did not meet OTP.

Assumption – 1,000 fixed stops total, buses run on average one roundtrip per hour.
438,600 possible stop locations per month for entire system.

October 2025 was 86% OTP

Additional data line – OTP Stops = 377,196
Additional data line – Non-OTP Stops = 61,404

Example 2:

DAR – KPI 1 On-Time Performance (OTP) indicates a September 2025 monthly Goal of equal to/greater than 96.0%.

CAN Recommendation is that additionally quantities of riders that month and quantity of riders that received OTP be shown.

Additional data line – (for September 2025) total ridership = 27,236.
Additional data line – (for September 2025) OTP Ridership = 26,146

DAR – KPI 2 Late Trips indicates a September 2025 monthly Goal of equal to/less than 4.0%.

CAN Recommendation is that additionally quantities of riders that month and quantity of riders that received Late Trips be shown.

Additional data line – (for September 2025) total ridership	= 27,236.
Additional data line – Late Trips	= 1,090

DRAFT