



BOARD OF DIRECTORS REGULAR MEETING

Thursday, June 12, 2025, at 6 p.m.
Ben Franklin Transit Boardroom
1000 Columbia Park Trail, Richland, Washington

***Notice: Meeting attendance options include in-person and virtual via Zoom
Spanish language translation is available via Zoom***

Meeting Link:

[Join Meeting](#)

Phone: 253-215-8782 / Toll Free: 877-853-5247

Meeting ID: 989 6217 8731 / Password: 833979

If you'd like to share your thoughts with the Board in writing or speak during the Public Comment section of a Board meeting, please fill out and submit [this form](#). If you plan to speak at the meeting, you'll have up to **three minutes** to talk about items on the agenda or other topics that fall under the authority of the Ben Franklin Transit Board of Directors. To make sure written comments are received by the Board before the meeting, please send them at least **24 hours in advance**. The Public Comment section is usually limited to **30 minutes in total**, unless the Board decides to allow more time. **Priority is given to those who sign up ahead of time**

AGENDA

- | | |
|---|------------------|
| 1. Convening Board Meeting | Chair Will McKay |
| 2. Roll Call | Shea Walter |
| 3. Pledge of Allegiance | Chair McKay |
| 4. Public Comments | Chair McKay |
| 5. Approval of Agenda | Chair McKay |
| 6. Citizens Advisory Network (CAN) | Laurie Price |
| A. May 19, 2025, Meeting Report | |
| 7. Consent Agenda | |
| A. May 8, 2025, Regular Board Meeting Minutes | |
| B. May Voucher Summary | |

8. Consent Agenda (Continued)

- | | |
|--|---------------|
| C. Resolution 17-2025 A Resolution Authorizing the Chief Executive Officer to Award Contract # 1531 to ESF Development LLC for EV Bus Chargers | Kevin Sliger |
| D. Resolution 18-2025 A Resolution Authorizing the Chief Executive Officer to Award Contract #1552 to GILLIG LLC for the Purchase of Up to Seven (7) 35-Foot Fixed Route Coaches Utilizing Washington State Contract #06719-01, approving an Increase to Capital Project FLT0037 from \$4,994,920 to \$6,000,000; and Approving a Capital Budget Increase of \$1,005,080 | Terry DeJuan |
| E. Resolution 19-2025 A Resolution Authorizing the Chief Executive Officer to Extend Contracts #1016 & #1129 by Sole Source with Trapeze Software Group, Inc. D.B.A. as TripSpark Technologies for up to an Additional five (5) years for the Continued Software Maintenance and Hosting Services for Fixed Route Management Software System | Michael Brown |

9. Action Items

- | | |
|--|-----------|
| A. Resolution 20-2025 Revision of Procurement Policy & Procedures Manual (PPG#5000) Procurement Thresholds | Rob Orvis |
|--|-----------|

10. Informational Items

- | | |
|---|--------------------|
| A. Release Title VI Program & Language Assistance Plan for Public Comment | Kevin Sliger |
| B. Notification of Upcoming Bids and Requests for Proposals | Provided in Packet |
| C. Sales Tax Comparison | Provided in Packet |
| D. 2025 Treasurer's Report | Provided in Packet |

11. Staff Reports & Comments

- | | |
|-------------------------------------|------------------|
| A. Legal Report | Jeremy J. Bishop |
| B. Chief Executive Officer's Report | Thomas Drozt |

12. Board Member Comments

13. Executive Session

14. Other

15. Next Meeting

Regular Board Meeting – Thursday, July 17, 2025, at 6:00 p.m.

16. Adjournment



JUNTA DE DIRECTIVOS REUNIÓN PERIÓDICA

Jueves 12 de junio de 2025, a las 6:00 p. m.
Sala de juntas de Ben Franklin Transit
1000 Columbia Park Trail, Richland, Washington

***Aviso: las reuniones pueden ser presenciales o virtuales a través de Zoom.
Se ofrece traducción al español a través de Zoom.***

Enlace para la reunión:

[Unirse a la reunión](#)

Teléfono: 253-215-8782 /Línea gratuita: 877-853-5247

ID de la reunión: 989 6217 8731 /Contraseña: 833979

Si desea hacer comentarios por escrito a la Junta o intervenir durante la parte de comentarios públicos de una reunión de la Junta, envíe [este formulario](#). Si desea hacer comentarios públicos durante la reunión, las personas pueden hablar por un máximo de tres minutos sobre asuntos relacionados con los temas del orden del día solamente y otros asuntos directamente relacionados con la Autoridad de la Junta de Directivos de Ben Franklin Transit, o bajo la dirección de dicha autoridad. El envío de comentarios públicos por escrito, a más tardar con 24 horas de antelación, garantizará que se distribuyan a la Junta antes de la inminente reunión. La parte de la reunión dedicada a los comentarios públicos suele limitarse a un total de treinta minutos, a menos que la Junta de Directivos la extienda. Se dará prioridad a quienes se hayan inscrito previamente para hacer comentarios públicos.

ORDEN DEL DÍA

- | | |
|---|-----------------------|
| 1. Convocar reunión de la Junta | Presidente Will McKay |
| 2. Pasar lista | Shea Walter |
| 3. Juramento de lealtad | Presidente McKay |
| 4. Comentarios públicos | Presidente McKay |
| 5. Aprobación del orden del día | Presidente McKay |
| 6. Citizens Advisory Network (Red de Asesoramiento Ciudadano, CAN) | Laurie Price |
| A. Informe de la reunión del 19 de mayo de 2025 | |
| 8. Orden del día consensuado | |
| A. Actas de las reuniones periódicas de la Junta del 8 de mayo de 2025 | |
| B. Resumen de cupones de mayo | |

8. Orden del día consensuado (continuación)

- | | |
|---|---------------|
| C. Resolución 17-2025: resolución para autorizar al director ejecutivo a otorgar el contrato n.º 1531 a ESF Development LLC para los cargadores para autobuses eléctricos | Kevin Sliger |
| D. Resolución 18-2025: resolución para autorizar al director ejecutivo a otorgar el contrato n.º 1552 a GILLIG LLC para la compra de hasta siete (7) autobuses de ruta fija de 35 pies (10 metros) utilizando el contrato del estado de Washington n.º 06719-01; se aprueba un aumento en el capital para el proyecto FLT0037 de \$4,994,920 a \$6,000,000; y se aprueba un aumento en el presupuesto de capital de \$1,005,080 | Terry DeJuan |
| E. Resolución 19-2025: resolución para autorizar al director ejecutivo a otorgar los contratos n.º 1016 y n.º 1129 mediante Sole Source con Trapeze Software Group, Inc., razón social TripSpark Technologies, para un período adicional de hasta cinco (5) años en concepto de la prestación continua de servicios de mantenimiento de software y alojamiento para el sistema de software de gestión de rutas fijas | Michael Brown |

9. Elementos de acción

- | | |
|--|-----------|
| A. Revisión de la política de adquisiciones y el manual de procedimientos (PPG#5000) | Rob Orvis |
|--|-----------|

10. Apartados informativos

- | | |
|--|------------------------|
| A. Publicar el Programa del Título IV y el Plan de asistencia con el idioma para comentarios del público | Kevin Sliger |
| B. Notificación de próximas ofertas y solicitudes de propuestas | Incluido en el paquete |
| C. Comparación del impuesto sobre las ventas | Incluido en el paquete |
| D. Informe del tesorero de 2025 | Incluido en el paquete |

11. Informes y comentarios del personal

- | | |
|-----------------------------------|------------------|
| A. Informe legal | Jeremy J. Bishop |
| B. Informe del director ejecutivo | Thomas Drozt |

12. Comentarios de los miembros de la Junta

13. Sesión ejecutiva

14. Otro

15. Próxima reunión

Reunión periódica de la Junta: jueves 17 de julio de 2025, a las 6:00 p. m.

16. Se levanta la sesión



BEN FRANKLIN TRANSIT

BOARD OF DIRECTORS REGULAR MEETING

Thursday May 08, 2025, at 6 p.m.
Ben Franklin Transit Boardroom
1000 Columbia Park Trail, Richland, Washington

Notice: Meeting attendance options included in-person and virtual via Zoom

MINUTES

1. CONVENE BOARD MEETING

Chair Will McKay called the meeting to order at 6:00 p.m.

Clerk of the Board Shea Walter asked the Board of Directors to state their name after their jurisdiction had been called.

2. ROLL CALL

Representing	Attendee Name	Title	Status
City of Pasco	Charles Grimm	Director	Present
City of Kennewick	Brad Beauchamp	Vice Chair	Present
City of Richland	Kurt Maier	Director	Present
City of West Richland	Richard Bloom	Director	Present
Franklin County #2	Stephen Bauman	Director	Present
Franklin County #1	Clint Didier	Director	Present
Benton County	Will McKay	Chair	Present
City of Prosser	Steve Becken	Director	Absent
City of Benton City	David Sandretto	Director	Present
Teamsters Union 839	Traci Bronson	Union Representative	Present

Present: Shea Walter, Thomas Drozt, Jeremy J. Bishop, Kevin Sliger, Joshua Rosas, Alex Smith

Legal Counsel: Jeremy J. Bishop

Interpreters: Agenda translation provided

3. PLEDGE OF ALLEGIANCE

Chair McKay led the meeting participants in the Pledge of Allegiance.

4. PUBLIC COMMENTS

Chair McKay then opened the meeting to comments from the public.

Public Comments were made.

No Written Public Comments were received.

5. APPROVAL OF AGENDA

Chair McKay asked for a motion to approve the agenda.

Director Bauman moved to approve the agenda, this motion was seconded by Director Bloom and passed unanimously.

6. CITIZENS ADVISORY NETWORK (CAN)

Bill Barlow presented and highlighted items in the minutes from their April 21, 2025, Citizens Advisory Network meeting.

7. RECOGNITIONS

Michael Brown introduced Frank Moreno and highlighted a few key memories during Franks years of employment. He then presented Frank Moreno with a framed Retirement Certificate along with a BFT Lifetime Bus Pass.

Chair McKay asked for a motion to approve Resolution 12-2025 recognizing Ben Franklin Transit Employee Frank Moreno Years of Service.

Director Bauman moved to approve the agenda, this motion was seconded by Director Maier and passed unanimously.

8. CONSENT AGENDA

Chair McKay asked for a motion to approve Consent Agenda items A through C.

A. April 10, 2025, Regular Board Meeting Minutes

B. April Voucher Summary

C. Resolution 13-2025 A Resolution Authorizing the Chief Executive Officer to Declare Vehicles in Exhibit "A" as Surplus and Dispose of Per BFT Policy FIN-108

Director Bauman moved to approve Consent Agenda items A through C. This Motion was seconded by Director Bloom and passed unanimously.

9. ACTION ITEMS

- A. Resolution 14-2025 A Resolution Authorizing the Chief Executive Officer Authority to Award the Benton Franklin Fairground Project.

Director Bauman moved to approve Resolution 14-2025. This Motion was seconded by Director Bloom and passed unanimously.

- B. Resolution 15-2025 A Resolution Authorizing the Chief Executive Officer to Execute the Optional 2-Year Contract Extension and to Increase the not-to-exceed Amount of Contract #1354 with KPFF Consulting Engineers (KPFF)

Director Bauman moved to approve Resolution 15-2025. This Motion was seconded by Director Bloom and passed unanimously.

- C. Resolution 16-2025 Approve an Increase to Capitol Project FAC0002O Vehicle Wash from \$800,000 to \$1,000,000 and Authorize the Chief Executive Officer to Purchase a Vehicle Wash System Utilizing Washington State Contract #25923

Director Bauman moved to approve Resolution 16-2025. This Motion was seconded by Director Maier and passed unanimously

10. STAFF REPORTS & COMMENTS

A. Legal Report

BFT Legal Counsel Jeremy J. Bishop announced there will be Executive Session Under RCW 42.30.110(1)(i)

B. Chief Executive Officer's Report

Chief Executive Officer, Thomas Drozt, briefed directors on Earth Day, Townhall, Employee Workshops, Fixed Route Graduation, BFT's upcoming Golf Tournament, Community Outreach, BFT's new Website, the recent active shooter, AI Workshops, and Same Day Dial-A-Ride.

Mr. Drozt touched on the recent conferences he attended including the APTA TripSpark Conference and APTA Legislative Conference. He also provided an update on the Security Ambassador Program, BFT is actively working on the Veterans Project along with Meals-On-Wheels.

Mr. Drozt provided a live website walkthrough highlighting the changes made and the new layout.

12. BOARD MEMBER COMMENTS

Board member comments were made

13. EXECUTIVE SESSION

Executive Session was held under RCW 42.30.110 (1)(i)

14. OTHER

There were no other agenda items

15. NEXT MEETING

The next meeting will be held Thursday, June 12, 2025, at 6:00 p.m.

16. ADJOURNMENT

Chair McKay adjourned the meeting at 7:49 PM

Shea Walter, Clerk of the Board

Date



1000 Columbia Park Trail, Richland, WA 99352
509.735.4131 | 509.735.1800 fax | www.bft.org

Thursday, June 12, 2025

To: Ben Franklin Board of Directors

From: Julie Thompson, Director of Finance and Accounting

RE: Vouchers for May 2025

May 2025 vouchers totaled \$6,721,460.11. An analysis of the vouchers had the following significant vendor payment amounts:

Vendor	Description	Amount
INTERNAL REVENUE SERVICE	PAYROLL TAX SERVICES	\$ 1,012,041.06
CLARY LONGVIEW LLC	VEHICLES	\$ 656,306.00
N.W. ADMIN. TRANSFER	MEDICAL INS PAYABLE	\$ 473,606.90
DEPT OF RETIREMENT SYSTEMS	PERS PAYABLE	\$ 400,016.94
COLEMAN OIL COMPANY LLC	FUEL	\$ 318,194.55
AVAAP USA LLC	CONTRACTED SERVICES	\$ 300,000.00
RIVER NORTH TRANSIT LLC	CONTRACTED SERVICES	\$ 223,447.22
SCHETKY N.W. SALES INC.	PARTS, EQUIP., BUS A/C	\$ 174,312.26
CUMMINS INC	PARTS, EQUIP., BUS A/C	\$ 146,802.40
WESTERN CONFERENCE OF	TMSTR PENSION	\$ 131,150.50
STATE OF WASHINGTON	MED INS PAYABLE	\$ 126,920.14
US BANK CORPORATE PAYMENT SYSTEMS	PKG DELIVERY CHGS	\$ 120,971.34
EMPLOYMENT SECURITY DEPARTMENT	CONTRACTED SERVICES	\$ 109,126.04
BUD CLARY CHEVROLET INC.	PURCHASE VEHICLE	\$ 108,730.00
KPFF INC	CONSULTING	\$ 74,540.55
ROCKWALLA IT LLC	NETWORK SERVICES	\$ 63,651.55
GOODMAN AND MEHLENBACHER	CONSTRUCTION	\$ 53,830.85
WEX BANK	CONTRACTED SERVICES	\$ 44,414.00
BRIDGESTONE AMERICAS INC	BUS TIRE LEASE	\$ 31,658.07
CDW GOVERNMENT INC.	COMPUTER SUPPLY	\$ 31,518.50
WA STATE EMPLOYMENT SECURITY DEPT	SUPPLIES	\$ 29,187.65
CHRISTENSEN INC	DIESEL EXHAUST FLUID	\$ 27,869.96
KIRK'S AUTOMOTIVE INC	SUPPLIES	\$ 25,619.25
GILLIG LLC	PARTS, EQUIP., BUS A/C	\$ 23,842.95
EXPRESS SERVICES	SERVICES	\$ 19,562.74
GOSERCO INC	SOFTWARE LICENSE	\$ 17,495.43
ALSC ARCHITECTS PS	A & E SERVICES	\$ 16,906.48
TEAMSTERS UNION	UNION DUES	\$ 16,847.50
ANR GROUP INC	TEMPORARY STAFFING SERVICES	\$ 16,705.59
VERIZON WIRELESS	SERVICES	\$ 16,667.06
JASPER ENGINE EXCHANGE INC.	SUPPLIES	\$ 15,511.49
ALLIANT INSURANCE SERVICES INC	CONSULTING	\$ 15,000.00
SOMETHING UNLIMITED	CONSULTING	\$ 14,943.75
STACY A SHORT	CONSULTING	\$ 14,402.50
CITY OF RICHLAND	UTILITY	\$ 14,183.36
BUENAVISTA SERVICES INC	SERVICES	\$ 13,464.36
DEPT OF RETIREMENT SYSTEMS - DCP	EMP DEFERRED COMP	\$ 12,446.23
OPENGOV INC	SOFTWARE	\$ 10,326.50
ORION MEDIA GROUP LLC	ADVERTISING	\$ 10,000.00

Total Significant Vendors \$ 4,932,221.67

Payroll Total \$ 1,503,382.88

Total Non-Significant Vendors \$ 285,855.56

GRAND TOTAL \$ 6,721,460.11

I, the undersigned **CHAIRMAN/VICE-CHAIRMAN of BEN FRANKLIN TRANSIT**
Benton County, Washington, do hereby certify that the payroll related services, herein specified have been
received and that the following checks are approved for payment for the month of [May 2025](#)

PAYROLL				
Check Register Number	Check Number / Number		Date of Issue	In the Amount
509-25	ACH		5/2/2025	\$ 717,216.83 Payroll
511-25	ACH		5/30/2025	\$ 766,996.33 Payroll
511-25	80987	80987	5/30/2025	\$ 13,893.43 Payroll
530-25	ACH		5/8/2025	\$ 5,276.29 Payroll
			Total	\$ 1,503,382.88

AUTHORITY MEMBER
6/12/2025

I, the undersigned **CHAIRMAN/VICE-CHAIRMAN of BEN FRANKLIN TRANSIT**
 Benton County, Washington, do hereby certify that the merchandise or services herein specified have
 been received and that the following checks are approved for payment for the month of [May 2025](#).

ACCOUNTS PAYABLE

Check Register Number	Check Number / Number	Date of Issue	In the Amount
176-25	ACH ACH	4/28/2025	552.90 ACH
177-25	ACH ACH	4/29/2025	29,187.65 ACH
178-25	90721 90773	5/2/2025	543,264.60 MDSE
179-25	ACH ACH	5/2/2025	333,664.61 ACH
180-25	ACH ACH	4/1/2025	42,077.59 ACH
181-25	ACH ACH	4/20/2025	78,893.75 ACH
182-25	90774 90774	5/9/2025	5,814.21 MDSE
183-25	90775 90793	5/9/2025	587,942.31 MDSE
184-25	90794 90884	5/16/2025	508,292.45 MDSE
185-25	90885 90944	5/23/2025	467,855.48 MDSE
186-25	ACH ACH	5/21/2025	3,505.31 ACH
187-25	ACH ACH	5/9/2025	478,883.19 ACH
188-25	ACH ACH	5/16/2025	901,109.40 ACH
189-25	ACH ACH	5/20/2025	44,414.00 ACH
190-25	90945 91014	5/30/2025	901,302.53 MDSE
191-25	ACH ACH	5/19/2025	2,226.92 ACH
192-25	ACH ACH	5/28/2025	274,146.58 ACH
193-25	ACH ACH	5/30/2025	14,943.75 ACH
Total			\$ 5,218,077.23

AUTHORITY MEMBER
 6/12/2025

May 2025 vouchers audited and certified by Ben Franklin Transit's auditing officer as required by RCW 42.24.080, and those expense reimbursement claims certified as required by RCW 42.24.090, have been recorded on a listing which has been emailed to the Board members June 12, 2025.

ACTION: As of this date, June 12, 2025, I, _____
move that the following checks be approved for payment:

PAYROLL

Check Register Number	Check Number / Number	Date of Issue	In the Amount	
509-25	ACH	5/2/2025	\$ 717,216.83	Payroll
511-25	ACH	5/30/2025	\$ 766,996.33	Payroll
511-25	80987	5/30/2025	\$ 13,893.43	Payroll
530-25	ACH	5/8/2025	\$ 5,276.29	Payroll
Total			\$ 1,503,382.88	

ACCOUNTS PAYABLE

Check Register Number	Check Number / Number	Date of Issue	In the Amount	
176-25	ACH ACH	4/28/2025	552.90	ACH
177-25	ACH ACH	4/29/2025	29,187.65	ACH
178-25	90721 90773	5/2/2025	543,264.60	MDSE
179-25	ACH ACH	5/2/2025	333,664.61	ACH
180-25	ACH ACH	4/1/2025	42,077.59	ACH
181-25	ACH ACH	4/20/2025	78,893.75	ACH
182-25	90774 90774	5/9/2025	5,814.21	MDSE
183-25	90775 90793	5/9/2025	587,942.31	MDSE
184-25	90794 90884	5/16/2025	508,292.45	MDSE
185-25	90885 90944	5/23/2025	467,855.48	MDSE
186-25	ACH ACH	5/21/2025	3,505.31	ACH
187-25	ACH ACH	5/9/2025	478,883.19	ACH
188-25	ACH ACH	5/16/2025	901,109.40	ACH
189-25	ACH ACH	5/20/2025	44,414.00	ACH
190-25	90945 91014	5/30/2025	901,302.53	MDSE
191-25	ACH ACH	5/19/2025	2,226.92	ACH
192-25	ACH ACH	5/28/2025	274,146.58	ACH
193-25	ACH ACH	5/30/2025	14,943.75	ACH
Total			\$ 5,218,077.23	

Check Register Nos. 176-25 to 193-25 and 509-25, 511-25 and 530-25 in the total amount of: **\$ 6,721,460.11**

The motion was seconded by _____ and approved by a unanimous vote.

BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE

CHECK REGISTER NUMBER **176-25**

ACH WIRE TRANSFERS

DATE EFFECTIVE IN BANK **4/28/2025**

PURPOSE:

00414 ST WA EXCISE TAX	\$552.90
TOTAL	\$552.90

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson
Julie Thompson (May 2, 2025 08:46 PDT)

AUDITOR

May 2, 2025

DATE

BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE

CHECK REGISTER NUMBER **177-25**

ACH WIRE TRANSFERS

DATE EFFECTIVE IN BANK **4/29/2025**

PURPOSE:

02436 WA CARES	\$29,187.65
TOTAL	\$29,187.65

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson
Julie Thompson (May 9, 2025 4:30 PDT)

May 9, 2025

AUDITOR

DATE

BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE

CHECK REGISTER NUMBER 178-25

CHECK NUMBERS 90721 TO 90773

DATE 5/2/2025

PURPOSE APMAY25A VOUCHERS

AMOUNT \$543,264.60

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson
Julie Thompson (May 12, 2025 09:53 PDT)

AUDITOR

May 12, 2025

DATE

BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE

CHECK REGISTER NUMBER 179-25

ACH WIRE TRANSFERS

DATE EFFECTIVE IN BANK 5/2/2025

PURPOSE:

00532	DEPT OF RETIREMENT	\$5,799.63
01609	AW REHN	\$1,596.60
00430	IRS	\$249,723.44
00082	HRA VEBA	\$8,700.00
00441	MISSION SQUARE	\$2,656.26
00286	UNION DUES LCL 839	\$8,358.25
00286	WA CHILD SUPPORT	\$2,226.92
01887	PFML QRTLY	\$54,603.51
TOTAL		\$333,664.61

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson
Julie Thompson (May 12, 2025 12:44 PDT)

AUDITOR

May 12, 2025

DATE

BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE

CHECK REGISTER NUMBER 180-25

ACH WIRE TRANSFERS

DATE EFFECTIVE IN BANK 4/1/2025

PURPOSE:

00740	US BANK CC & PO's MARCH	\$42,077.59
TOTAL		\$42,077.59

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson
Julie Thompson (May 12, 2025 09:50 PDT)

May 12, 2025

AUDITOR

DATE

BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE

CHECK REGISTER NUMBER 181-25

ACH WIRE TRANSFERS

DATE EFFECTIVE IN BANK 4/20/2025

PURPOSE:

00740	US BANK CC & PO's APRIL	\$78,893.75
TOTAL		\$78,893.75

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson
Julie Thompson (May 12, 2025 09:49 PDT)

May 12, 2025

AUDITOR

DATE

BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE

CHECK REGISTER NUMBER 182-25

CHECK NUMBERS 90774 TO _____

DATE 5/9/2025

PURPOSE APMAY25B VOUCHERS

AMOUNT \$5,814.21

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson
Julie Thompson (May 20, 2025 06:48 PDT)

AUDITOR

May 20, 2025

DATE

BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE

CHECK REGISTER NUMBER 183-25

CHECK NUMBERS 90775 TO 90793

DATE 5/9/2025

PURPOSE APMAY25C VOUCHERS

AMOUNT \$587,942.31

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson
Julie Thompson (May 28, 2025 12:11 PDT)

AUDITOR

May 28, 2025

DATE

BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE

CHECK REGISTER NUMBER 184-25

CHECK NUMBERS 90794 TO 90884

DATE 5/16/2025

PURPOSE APMAY25D VOUCHERS

AMOUNT \$508,292.45

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson
Julie Thompson (May 28, 2025 10:12 PDT)

AUDITOR

May 28, 2025

DATE

BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE

CHECK REGISTER NUMBER 185-25

CHECK NUMBERS 90885 TO 90944

DATE 5/23/2025

PURPOSE APMAY25E VOUCHERS

AMOUNT \$467,855.48

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson
Julie Thompson (May 27, 2025 06:55 PDT)

AUDITOR

May 27, 2025

DATE

BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE

CHECK REGISTER NUMBER 186-25

ACH WIRE TRANSFERS

DATE EFFECTIVE IN BANK 5/21/2025

PURPOSE:

00432	DEPT OF RETIREMENT SYSTEMS	\$2,178.77
00414	STATE OF WA - EXCISE	\$1,326.54
TOTAL		\$3,505.31

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson
Julie Thompson (May 27, 2025 06:58 PDT)

AUDITOR

May 27, 2025

DATE

BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE

CHECK REGISTER NUMBER 187-25

ACH WIRE TRANSFERS

DATE EFFECTIVE IN BANK 5/9/2025

PURPOSE:

00430	INTERNAL REVENUE SERVICE	\$5,276.29
00014	N.W.ADMIN TRANSFER	\$473,606.90
TOTAL		\$478,883.19

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson
Julie Thompson (May 27, 2025 06:54 PDT)

AUDITOR

May 27, 2025

DATE

BEN FRANKLIN TRANSIT

CHECK REGISTER CERTIFICATION

ACCOUNTS PAYABLE

CHECK REGISTER NUMBER 188-25

ACH WIRE TRANSFERS

DATE EFFECTIVE IN BANK 5/16/2025

PURPOSE:

00286	TEAMSTERS UNION	\$8,489.25
00430	INTERNAL REVENUE SERVICE - TAX	\$482,894.75
00432	DEPT OF RETIREMENT - DRS	\$397,740.47
00441	ICMA RETIREMENT CORP	\$2,665.93
00532	DEPT OF RETIREMENT - DCP	\$6,646.60
01609	AW REHN & ASSOCIATES	\$1,596.60
02555	BOON ADMIN SERVICES	\$1,075.80
TOTAL		\$901,109.40

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson

Julie Thompson (May 27, 2025 06:57 PDT)

May 27, 2025

AUDITOR

DATE

BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE

CHECK REGISTER NUMBER 189-25

ACH WIRE TRANSFERS

DATE EFFECTIVE IN BANK 5/20/2025

PURPOSE:

02072 WEX	\$44,414.00
TOTAL	\$44,414.00

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson
Julie Thompson (May 28, 2025 10:16 PDT)

AUDITOR

May 28, 2025

DATE

BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE

CHECK REGISTER NUMBER 190-25

CHECK NUMBERS 90945 TO 91014

DATE 5/30/2025

PURPOSE APMAY25F VOUCHERS

AMOUNT \$901,302.53

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson
Julie Thompson (Jun 4, 2025 06:58 PDT)

AUDITOR

06/04/2025

DATE

BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE

CHECK REGISTER NUMBER 191-25

ACH WIRE TRANSFERS

DATE EFFECTIVE IN BANK 5/19/2025

PURPOSE:

00262	WA CHILD SUPPORT	\$2,226.92
TOTAL		\$2,226.92

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson
Julie Thompson (Jun 4, 2025 07:00 PDT)

AUDITOR

06/04/2025

DATE

BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE

CHECK REGISTER NUMBER 192-25

ACH WIRE TRANSFERS

DATE EFFECTIVE IN BANK 5/28/2025

PURPOSE:

00430 IRS	\$274,146.58
TOTAL	\$274,146.58

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson
Julie Thompson (Jun 4, 2025 07:11 PDT)

AUDITOR

06/04/2025

DATE

BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE

CHECK REGISTER NUMBER 193-25

ACH WIRE TRANSFERS

DATE EFFECTIVE IN BANK 5/30/2025

PURPOSE:

02518	SOMETHING UNLIMITED	\$14,943.75
TOTAL		\$14,943.75

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson
Julie Thompson (Jun 4, 2025 07:11 PDT)

AUDITOR

06/04/2025

DATE

CHECK REGISTER CERTIFICATION

PAYROLL

CHECK REGISTER NUMBER 509-25

CHECK NUMBER	\$ 0.00
ACH TRANSFER	<u>\$ 717,216.83</u>

PAYROLL DATE MAY 02, 2025

PURPOSE: PPE 04/26/2025 AMOUNT: \$ 717,216.83

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered, or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julie Thompson
AUDITOR

5/01/2025
DATE

CHECK REGISTER CERTIFICATION

PAYROLL

CHECK REGISTER NUMBER 511-25

CHECK NUMBER 80987

\$ 13,893.43

ACH TRANSFER

\$ 766,996.33

PAYROLL DATE

MAY 30, 2025

PURPOSE: PPE 05/24/2025

AMOUNT: \$ 780,889.76

“I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered, or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims.”

Julie Thompson
AUDITOR

6/02/2025
DATE

CHECK REGISTER CERTIFICATION

PAYROLL

CHECK REGISTER NUMBER 530-25

CHECK NUMBER	\$ 0.00
ACH TRANSFER	<u>\$ 5,276.29</u>

PAYROLL DATE MAY 08, 2025

PURPOSE: PPE 04/25/2025 AMOUNT: \$ 5,276.29

"I, the undersigned, do hereby certify under penalty of perjury that the materials have been furnished, the services rendered, or the labor performed as described herein and that the claims are just, due and unpaid obligations against Ben Franklin Transit, and that I am authorized to authenticate and certify said claims."

Julia Thompson
AUDITOR

5/09/2025
DATE

Memorandum

Date: June 12, 2025

To: Thomas Drozt, Chief Executive Officer

From: Kevin Sliger, Chief Planning & Development Officer

Re: A Resolution Authorizing the Chief Executive Officer to Award Contract # 1531 for Electric Vehicle (EV) Bus Chargers to ESF Development LLC

Background

The purpose of this project is to install the necessary infrastructure to charge, and therefore utilize, the two (2) Gillig Battery Electric Buses delivered to Ben Franklin Transit in Q1 of 2025. Currently, BFT is utilizing a mobile charging unit to maintain vehicle charge, but this unit is slow and incapable of supporting Battery Electric Buses in a full-service capacity. Washington public organizations, tribal governments, businesses, and non-profit organizations in Washington State can be eligible for a tax credit of up to 30% when purchasing and installing EV charging infrastructure. This credit, known as the Alternative Fuel Vehicle Refueling Property Credit (30C), covers up to \$100,000 per item (like a charging port).

ESF Development LLC in Walla Walla, WA provided the lowest responsive and responsible bid for completion of the work out of five (5) complete bids. BFT's A&E firm ALSC recommended acceptance of the bid.

Contractor	Bid Pricing
ESF Development LLC	\$ 147,220.00
Resound Energy	\$ 152,027.89
Neuman Electric Inc	\$ 180,674.12
Apex Mechanical	\$ 224,600.00
D.F Osborne Construction	\$ 224,900.00

Funding

Budgeted: \$210,000.00

Budget Source: Capital Budget (FAC0024)

Funding Source: Local

Recommendation

Authorize the Chief Executive Officer to award Contract #1531 to ESF Development LLC of Walla Walla, WA, for the purchase and installation of EV Bus Chargers in the amount of \$147,220.

Forward as presented:

Thomas Drozt, Chief Executive Officer

**BEN FRANKLIN TRANSIT
RESOLUTION 17-2025**

**A RESOLUTION AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO EXECUTE
CONTRACT #1531 TO ESF DEVELOPMENT LLC FOR ELECTRIC VEHICLE (EV)
BUS CHARGERS**

WHEREAS, Ben Franklin Transit (BFT) requires the installation of electric vehicle (EV) charging infrastructure to support its recently delivered battery electric bus fleet, and

WHEREAS, five (5) responsive and responsible bids were received, with an average bid amount of \$185,884.80; and

WHEREAS, ESF Development LLC in Walla Walla, WA, submitted the lowest responsive and responsible bid in the amount of \$147,220.00; and

WHEREAS, BFT's A & E Firm ALSC Architects and BFT staff recommend awarding the project to ESF Development LLC; and

WHEREAS, funding for this project has been approved in BFT's Capital Budget (FAC0024).

NOW, THEREFORE, BE IT RESOLVED BY THE BEN FRANKLIN TRANSIT BOARD OF DIRECTORS THAT:

1. The Chief Executive Officer is authorized to award Contract #1531 to ESF Development located in Walla Walla, WA, for the installation of EV Bus Chargers, in an amount not to exceed \$147,220.00 plus applicable sales tax. This authorization includes approval for change orders up to ten percent (10%) construction costs.

APPROVED AT A REGULAR BEN FRANKLIN TRANSIT BOARD OF DIRECTORS' MEETING held Thursday, June 12, 2025, at 1000 Columbia Park Trail, Richland, Washington.

ATTEST:

Shea Walter, Clerk of the Board

Will McKay, Chair

APPROVED AS TO FORM BY:

Jeremy J. Bishop, Legal Counsel

Memorandum

Date: June 12, 2025

To: Thomas Drozt, Chief Executive Officer

From: Terry DeJuan, Senior Manager of Fleet Maintenance

Re: A Resolution Authorizing the Chief Executive Officer to Award Contract #1552 to GILLIG LLC for the Purchase of Up to Seven (7) 35-Foot Fixed Route Coaches Utilizing Washington State Contract #06719-01; Approving an Increase to Capital Project FLT0037 from \$4,994,920 to \$6,000,000; and Approving a Capital Budget Increase of \$1,005,080 for Project FLT0037

Background

Ben Franklin Transit (BFT) intends to replace seven (7) 2013 fixed-route buses that have reached the end of their useful life. These vehicles currently average 606,000 miles and are 12 years old, exceeding the Federal Transit Administration (FTA) minimum threshold of 12 years or 500,000 miles. At the time production begins, anticipated in 18 to 20 months, the buses will be approximately 14 years old with an estimated 700,000 miles.

This replacement project was originally scheduled to begin in 2023 but was delayed reassessing funding and capital priorities. As a result of this delay, vehicle costs have increased beyond original estimates, necessitating a budget adjustment to the project.

BFT will utilize Washington State Contract #06719-01 for this procurement. Leveraging this contract enables BFT to benefit from the state's volume pricing and streamlined procurement process, reducing both time and administrative expenses compared to conducting an independent solicitation.

Funding

Budgeted: Yes

Project Number: FLT0037

Funding Source: Federal Funds – 85%: \$5,100,000

Budget Source: Local Match – 15%: \$900,000

Qty. of Vehicles	Total Not to Exceed Amount
Up To 7	Up to \$6,000,000

Total cost includes vehicle, order change authority, sales tax and make ready costs.

Recommendation

1. Amend the capital budget to include an additional \$1,005,080, setting project FLT0037's budget at \$6,000,000.
2. Authorize the Chief Executive Officer to award Contract #1552 to GILLIG LLC for the purchase of up to seven (7) 35-foot fixed-route coaches utilizing Washington State Contract #06719-01.

Forward as presented:

Thomas Drozt, Chief Executive Officer

**BEN FRANKLIN TRANSIT
RESOLUTION 18-2025**

A RESOLUTION AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO AWARD CONTRACT #1552 TO GILLIG LLC FOR THE PURCHASE OF UP TO SEVEN (7) THIRTY-FIVE (35) FOOT FIXED-ROUTE COACHES UTILIZING WASHINGTON STATE CONTRACT #06719-01; TO APPROVE AN INCREASE TO THE CAPITAL PROJECT FLT0037 FROM \$4,994,920 TO \$6,000,000; AND TO APPROVE AN INCREASE TO THE 2025 CAPITAL BUDGET BY \$1,005,080

WHEREAS, Ben Franklin Transit (BFT) needs seven (7) fixed route replacement buses that have exceeded their Federal Transit Administration's (FTA) defined useful life; and

WHEREAS, Washington State has a multiyear contract in place for fixed route buses, and BFT has in place with Washington State an interlocal agreement that allows BFT to utilize the state contracts; and

WHEREAS, the up to cost for each fixed route bus is \$857,143, which include vehicle make-ready costs, sales tax, and change order authority; and

WHEREAS, the seven (7) fixed route buses will be funded by Federal Transit Administration grants and local capital improvement funds; and

WHEREAS, an increase to Capital Project FLT0037 (2025) Bus with budget authority from \$4,994,920 to \$6,000,000 is requested; and

WHEREAS, a capital budget increase in the amount of \$1,005,080 is requested to provide additional budget for Project FLT0037.

NOW, THEREFORE, BE IT RESOLVED BY THE BEN FRANKLIN TRANSIT BOARD OF DIRECTORS THAT

1. Amend the capital budget to include an additional \$1,005,080, setting project FLT0037's budget at \$6,000,000.
2. The Chief Executive Officer is authorized to award Contract # 1552 to GILLIG LLC for the purchase of up to seven (7) thirty-five (35) foot fixed-route coaches, utilizing Washington State Contract #06719-01.

APPROVED AT A REGULAR BEN FRANKLIN TRANSIT BOARD OF DIRECTORS' MEETING held June 12, 2025, at 1000 Columbia Park Trail, Richland, Washington.

ATTEST:

Shea Walter, Clerk of the Board

Will McKay, Chair

APPROVED AS TO FORM BY:

Jeremy J. Bishop, Legal Counsel

Memorandum

Date: June 12, 2025

To: Thomas Drozt, Chief Executive Officer

From: Michael Brown, Director of Transit Operations

Re: A Resolution Authorizing the Chief Executive Officer to Extend Contracts #1016 & #1129 by Sole Source with Trapeze Software Group, Inc. D.B.A. as TripSpark Technologies for up to an Additional five (5) years for the Continued Software Maintenance and Hosting Services for Fixed Route Management Software System

Background

Ben Franklin Transit (BFT) Board of Directors approved the release of proposals for Onboard Integrated Technology System on July 14th, 2016. BFT Board of Directors approved Resolution #67-2016 awarding contract #1016 to Trapeze (TripSpark) for the installation of an Onboard Integrated Technology Software System. Then in October of 2022, the Board of Directors approved Resolution #59-2022 to extend contract #1016 for an additional three years. The current contract is set to end in September.

TripSpark Core Streets is a fixed route onboard integrated technology software system responsible for collecting ridership and fare data. It is the primary resource for reporting federal data to the National Transit Database (NTD). Real-time dispatching enables BFT to monitor driver actions, vehicle locations, and on-time performance, allowing for proactive adjustments. Computer-Aided Dispatch/Automatic Vehicle Location (CAD/AVL) systems provide live updates on vehicle locations, enabling precise monitoring and adjustments. The Detours module allows BFT to create, track, schedule, and communicate detours efficiently without modifying the regular service schedule.

Operators and riders receive real-time information about detoured routes and temporary stops. TripSpark's Mobile Data Terminals (MDTs), such as the Ranger, provide drivers with turn-by-turn navigation, electronic dispatching, and automated stop announcements.

TripSpark Core Streets Software, includes several critical tools for BFT, such as:

- TripSpark Mobile
- TripSpark XGate
- TripSpark XMobile Manager
- TripSpark Streets-CAD/AVL Client License
- TripSpark XGate Server License
- TripSpark XGate Mobile Manager Server License
- TripSprk Streets Transfer
- TripSpark Street Route Monitor
- TripSpark Streets Service Interruptions
- TripSpark T-Box Annunciator
- TripSpark Dynamic Passenger Information – MyRide & Headsign Integration

- TripSpark Streets GTFS Real Time

BFT staff is requesting to extend the contract by up to five (5) additional years to continue the software maintenance services and hosting services with TripSpark Technologies. The total cost for up to a five (5) year extension is \$1,251,311, which includes sales tax and changing order authority up to 5%.

This sole source extension will allow BFT to continue utilizing TripSpark's Fixed Route Software and benefit from ongoing software updates, maintenance, and necessary hosting services, without the initial capital cost outlay for implementing a new system that would exceed the cost of the continuation of the current contract by requiring new equipment & software, training BFT staff.

Funding

Budgeted: Yes

Budget Source: Operating

Funding Source: Local Funds

Recommendation

BFT staff recommends that the BFT Board of Directors approve the sole source extension of the contract with TripSpark Technologies for up to five (5) years for the continued software maintenance and hosting services of the Fixed Route Management Software System.

Forward as presented:

Thomas Drozt, Chief Executive Officer

**BEN FRANKLIN TRANSIT
RESOLUTION 19-2025**

A RESOLUTION AUTHORIZING THE CHIEF EXECUTIVE OFFICER (CEO) TO EXTEND CONTRACTS #1016 & #1129 BY WAY OF SOLE SOURCE WITH TRAPEZE SOFTWARE GROUP, INC. D.B.A. AS TRIPSPARK TECHNOLOGIES FOR UP TO AN ADDITIONAL FIVE (5) YEARS FOR THE CONTINUED SOFTWARE MAINTENANCE AND HOSTING SERVICES FOR THE FIXED ROUTE MANAGEMENT SOFTWARE SYSTEM

WHEREAS, the Board of Directors approved the release of proposals for the Integrated On-Board Software System for fixed route buses and awarded the contract for up to five (5) years to TripSpark Technologies by way of Resolution 67-2016 and extended the contract an additional three (3) years by way of Resolution 59-2022; and

WHEREAS, the fixed route software system is needed for the operation and support for BFT's daily operation and supports staff in complying with FTA reporting, and National Transit Database (NTD) tracking; and

WHEREAS, BFT staff is requesting to extend contracts #1016 & #1129 Fixed Route and Streets GTFS Real Time software up to five (5) additional years; and

WHEREAS, the cost for the up to five (5) year sole source contract extension is \$1,251,311, including sales tax & change order authority of 5.0%.

NOW, THEREFORE, BE IT RESOLVED BY THE BEN FRANKLIN TRANSIT BOARD OF DIRECTORS THAT:

1. The CEO is authorized to extend Contract #1016 & #1129 by way of sole source with TripSpark Technologies for up to five (5) years for Fixed Route Software Systems Maintenance and Hosting services, at a cost not to exceed \$1,251,311 that includes sales tax and 5% change order authority.

APPROVED AT A REGULAR BEN FRANKLIN TRANSIT BOARD OF DIRECTORS' meeting held Thursday, June 12, 2025, at 1000 Columbia Park Trail, Richland, Washington.

ATTEST:

Shea Walter, Clerk of the Board

Will McKay, Chair

APPROVED AS TO FORM BY:

Jeremy J. Bishop, Legal Counsel

Memorandum

Date: June 12, 2025

To: Thomas Drozt, Chief Executive Officer

From: Rob Orvis, Director of Contracts & Purchasing

Re: Revision of Procurement Policy & Procedures Manual (PPG #5000) Procurement Thresholds

Background

Staff are requesting to revise the current procurement policy threshold authorizations of the CEO's spending authority in three areas. Specifically, staff propose an increase in the increase the formal threshold for soliciting invitations for bids and request for proposals from \$75,000 to \$150,000. Request to increase the threshold spending limit of the CEO from \$100,000 to \$250,000. And authorize the CEO to award contracts that have been approved by the Board of Directors through the Capital Improvement Program (C.I.P.) up to \$1,000,000.

Rationale

The current threshold was established in 2014 under a different operational scale and strategic direction. Since then, our agency has grown in both size and complexity, and we are increasingly required to make timely decisions on strategic investments, contractor agreements, and operational expenditures. The proposed adjustment will:

- **Enable operational agility** by reducing approval bottlenecks
- **Improve efficiency** in executing strategic initiatives
- **Ensure competitiveness** in fast-moving business environments

This proposed change would still maintain robust oversight, as all expenditure above the new threshold would continue to require board review and approval, and all CEO-authorized expenditures will be documented and reported on a regular basis. Staff believe this change is necessary and appropriate given the evolving nature of transit as an agency and the need for agile leadership in decision-making.

Staff has reached out to other transit agencies (see table below) to compare where BFT is in comparison in the Chief Executive Officer/General Manager authority to award contracts. Staff believe the increase will create efficiencies and lower the costs of doing business while still providing fair & competitive processes and adherence to Federal and State procurement regulations. It should be noted that the Board approves these items through the annual adoption of BFT's operating and capital budgets and monthly approval of vouchers.

Ben Franklin Transit	CEO Threshold	CEO Authorized to Award Board Approved C.I.P.
Current Policy	Up to \$100,000	NA
Proposed Policy	Up to \$200,000	\$1,000,000
Other Transit Agencies	CEO Threshold	
Intercity Transit	Up to \$100,000	
Community Transit	Up to \$150,000	
Whatcom Transit	Up to \$150,000	
Pierce Transit	Up to \$200,000	
C-Tran Transit	Up to \$250,000	
Island Transit	Up to \$250,000	
Spokane Transit	Up to \$1,000,000	No Limit on C.I.P.'s on replacement equipment & Services

CEO - Chief Executive Officer

C.I.P. - Capital Improvement Program

Funding

Budgeted: NA

Budget Source: NA

Funding Source: NA

Recommendation

BFT staff recommends revising the Procurement Policy Procedures (PPG 5000) in the following ways:

- 1) Increase the Formal procurement threshold up to \$150,000
- 2) Increase the CEO's threshold to award contracts up to \$250,000
- 3) Authorize the CEO to award contracts that have been approved by the Board of Directors through the Capital Improvement Program (C.I.P.) up to \$1,000,000

Forward as presented:

Thomas Drozt, Chief Executive Officer

**BEN FRANKLIN TRANSIT
RESOLUTION 20-2025**

REVISION OF PROCUREMENT POLICIES & PROCEDURES (PPG #5000)

WHEREAS, the current Procurement Policy Procedures are in need of changes to improve efficiency and productivity.

NOW, THEREFORE, BE IT RESOLVED BY THE BEN FRANKLIN TRANSIT BOARD OF DIRECTORS THAT:

1. Threshold for Formal Procurements is increased to \$150,000; and
2. The Chief Executive Officer's authorization threshold shall be increased to \$250,000 per award provided the purchase is within the annual Budget as approved by the Board of Directors; and
3. Authorize the Chief Executive Officer to award contracts that have been approved by the Board of Directors through the Capital Improvement Program (C.I.P.) up to \$1,000,000.

APPROVED AT A REGULAR BEN FRANKLIN TRANSIT BOARD OF DIRECTORS' MEETING held Thursday, June 12, 2025, at 1000 Columbia Park Trail, Richland, Washington.

ATTEST:

Shea Walter, Clerk of the Board

Will McKay, Chair

APPROVED AS TO FORM BY:

Jeremy J. Bishop, Legal Counsel



BEN FRANKLIN
TRANSIT

Additional Information
June 2025

- A. 2025 Title VI Program Update & Language Assistance Program
Approval _Kevin Sliger
- B. Upcoming Bids and Requests for Proposals
- C. May 2025 Sales Tax Comparison
- D. May 2025 Treasurer's Report

Memorandum

Date: June 5, 2025

To: Thomas Drozt, Chief Executive Officer

From: Kevin Sliger, Chief Planning and Development Office

Re: Release 2025 Title VI Program Update & Language Assistance Plan for Public Comment

Background

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 and other applicable laws.

As outlined in FTA Circular 4702.1B, to demonstrate BFT's compliance with Title VI, a Title VI Program must be reviewed and updated on a triennial basis. Additionally, BFT is required to update the Agency's Language Assistance Plan every three years and conduct an analysis on the need and effectiveness of language assistance for Limited English Proficiency (LEP) populations. BFT's commitment to meeting Title VI and LEP requirements are reflected in the agency's planning, public involvement, and decision-making processes.

BFT updates the Title VI Program every three years and submits results from the service and fare equity analysis, internal service monitoring, and passenger surveys to the FTA for review. BFT's current Title VI Program will expire on July 31. An updated Title VI Program needs to be approved by the Board of Directors and submitted to FTA before this date. A draft version of the Title VI Program update was released for a 30-day public comment period on June 9.

Service Monitoring

Using census data, BFT gathered and analyzed data on race, national origin, language, and economic status for the entire Public Transit Benefit Area (PTBA). This information was used to update draft 2025 Title VI Program and Language Assistance Plan. Additionally, Planning staff analyzed the fixed route performance metrics to determine whether current transit service and amenities are distributed equitably across the service area.

Title VI requirements for service monitoring include:

- Vehicle load factor
- Vehicle headway
- On-time performance
- Distribution of service
- Distribution of amenities
- Distribution of vehicles
- Access to services
- Fare equity

Title VI Survey

As part of the Title VI Program Update, BFT staff conducted a rider survey during the month of April. This survey gathered demographic and usage information from riders. Roughly 2,100 responses were collected during the survey period. This total includes surveys collected online and on route. This survey data was incorporated into the Title VI Program and will also be considered for future planning processes.

Analysis

Per 2020 census data, minority populations account for 41.8% of BFT's service area population; 14.3% of the service area population is considered low income.

No equity issues in the existing distribution of services and amenities were found as part of the 2025 Title VI Program Update. Planning staff will continue to conduct a systemwide equity analysis as part of the Annual Service Change process.

Major Service Change Policies & Service Standard Updates

There have been no changes to these policies since the last update. BFT's Major Service Change Policy outlines that a major service change is defined as a reduction in service hours by 20% or more, a reduction in service frequency by 20% or more, or changes to routes that affect more than 20% of the passengers on a route. BFT's Service Standards include minimum levels of service, such as on-time performance, service reliability, and vehicle loading standards, in line with the National Transit Database (NTD) requirements.

BFT plans to revisit and update the Major Service Change Policies, Service Standards, and Public Participation Plan in 2026 to reflect community feedback and operational needs.

Public Outreach

As part of the 30-day public comment period, BFT will host two open house events and a public hearing to gather feedback on the agency's updated Title VI Program and Language Assistance Plan.

The first virtual open house will take place on Monday, June 17, 2025, from 12 p.m. – 1 p.m. via Microsoft Teams. A second open house will be held on Wednesday, June 19, 2025, from 5 p.m. – 6 p.m. at the Three Rivers Transit Center, located at 7109 W. Okanogan Pl., Kennewick, WA 99336, with a virtual option available via Microsoft Teams.

The public hearing will take place on Thursday, July 10, 2025, during the regularly scheduled BFT Board of Directors meeting beginning at 6 p.m. The meeting will be held both in person at 1000 Columbia Park Trail, Richland, WA 99352, and virtually via Microsoft Teams.

Members of the public are encouraged to attend and provide feedback to help ensure BFT continues to equitably serve the region's diverse and historically marginalized communities.

Comments can be submitted in writing to the Ben Franklin Transit Title VI Coordinator at 1000 Columbia Park Trail, Richland, WA 99352. Comments may also be submitted via email at TitleVICoordinator@bft.org or by calling the Title VI Customer Comment Line at 509-734-5107.

More information and materials related to the Title VI Program Update and Language Assistance Plan are available at www.bft.org and www.bft.org/civil-rights/title-vi.

Funding

Budgeted: No Budget Impact

Budget Source: No Budget Impact

Funding Source: No Budget Impact

Recommendation

Staff released the 2025 Title VI Program and Language Assistance released for public comment on June 9th and will bring the finalized documents to the Board of Directors for approval in July.

Forward as presented:

Thomas Drozt, Chief Executive Officer



BEN FRANKLIN
TRANSIT

2025 Title VI Program



PREPARED BY:
Planning & Service Development

Executive Staff

Chief Executive Officer
Chief Planning & Development Officer
Chief Operations Officer
Chief Finance Officer
Chief of Staff
Chief Experience Officer
Director of Rideshare & Microtransportation
Director of Safety & Training
Director of Transportation
Director of Customer Experience
Director of Finance & Accounting
Director of Human Resources & Labor Relations
Director of Contracts & Purchasing
Director of Facilities Maintenance & Special Projects

Thomas Drozt
Kevin Sliger
Joshua Rosas
Alex Smith
TBD
TBD
Michaela Dimas
Marcus McCready
Michael Brown
Brian Lubanski
Julie Thompson
Mackenzie Miller
Rob Orvis
Shane Anderson

Ben Franklin Transit
1000 Columbia Park Trail
Richland, WA 99352
(509) 735-5100

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 BFT's Title VI coordinator at (509) 734-5107.

If information is needed in another language, contact (509) 735-5100

***Spanish version available upon request**
***Versión en español disponible a solicitud**

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Introduction

Ben Franklin Transit (BFT) operates public transportation services across a 624 square-mile Public Transit

Benefit Area (PTBA) within Benton and Franklin counties in Washington State. The PTBA encompasses the cities of Kennewick, Pasco, Richland, West Richland, Benton City, Prosser, and several unincorporated areas in Benton and Franklin counties. BFT's operations are managed under a single enterprise fund, using the same accrual accounting method as private businesses. BFT does not have any subrecipients and does not pass Federal Transit Administration (FTA) funds to subrecipients.

As of 2024, the estimated population of BFT's PTBA is [287,689](#) (according to the Washington State Office of Financial Management), while Benton and Franklin counties together have an estimated population of [319,428](#) (based on population estimates per US Census). The PTBA and surrounding areas have a diverse population, with 43% identifying as minority groups and 12% considered low-income. To ensure equitable access to transit services for these communities, BFT has developed this Title VI Program and related documents in accordance with Title VI of the Civil Rights Act of 1964, Title 49, Chapter 53, Section 5332 of the United States Code, and the Federal Transit Administration's Circular 4702.1B, "Title VI Program Guidelines for Federal Transit Administration Recipients," effective October 1, 2012.

BFT's Title VI Program outlines how the agency meets the requirements set forth in FTA Circular 4702.1B and reaffirms its commitment to ensuring that no individual is denied access to transit services based on race, color, or national origin.

Figure 1 – General Requirements and Transit Provider Requirements

General Requirements
<ul style="list-style-type: none"> • Provide Title VI Assurance • Prepare and Submit Title VI Program • Notify Beneficiaries of Protection Under Title VI • Develop and Maintain Title VI Complaint Procedures & Complaint Form • Record and Report Transit-Related Title VI Investigation, Complaints, and Lawsuits • Promote Inclusive Public Participation • Provide Meaningful Access to LEP Persons • Report Minority Representation on Planning and Advisory Bodies • Provide Assistance to Subrecipients • Monitor Subrecipients • Determination of Site or Location of Facilities

Transit Provider Requirements
<ul style="list-style-type: none"> • Set System-Wide Service Standards and Policies <ul style="list-style-type: none"> • Load Factor • Vehicle Headway • On-Time Performances • Equitable Distribution of Service, Vehicles & Amenities • Collect and Report Demographic Data • Race/Ethnicity <ul style="list-style-type: none"> • Income • Limited English Proficiency • Monitor Transit Services & Report Results • Evaluate Major Service & All Fare Changes

1. TITLE VI PROGRAM GENERAL REQUIREMENTS

General Requirements
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Federal Transit Administration (FTA) fund recipients are required to demonstrate compliance with the U.S. Department of Transportation's (DOT) Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer every three years. To comply with Title VI of the Civil Rights Act of 1964,

Title 49, Chapter 53, Section 5332 of the United States Code, and FTA Circular 4702.1B, recipients must:

- Ensure meaningful access for Limited English Proficiency (LEP) populations.
- Ensure non-discriminatory selection of new facility sites.
- Establish and maintain a Title VI Complaint procedure.
- Notify the public of their Title VI protections.
- Promote inclusive participation through a structured public involvement process.
- Provide Title VI assurance.
- Record and report Title VI investigations, complaints, and lawsuits.
- Report on minority representation on advisory boards.
- Support and monitor subrecipients for Title VI compliance.

This section outlines how Ben Franklin Transit (BFT) meets these general requirements as set forth in FTA Circular 4702.1B.

In addition, BFT operates its programs and services in accordance with Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations," and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (LEP). BFT also adheres to guidance provided by the Federal Transit Administration (FTA) in managing financial assistance, ensuring compliance with both Title VI regulations and the principles of Environmental Justice and LEP. Although low-income and LEP individuals are not specifically identified as protected classes under Title VI, BFT remains committed to upholding Title VI while addressing the needs of marginalized communities. This commitment is reflected in BFT's planning, public outreach, and decision-making processes.

1.1 TITLE VI ASSURANCE

Title VI of the Civil Rights Act of 1964 section 601 states:

No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

BFT, a direct recipient of federal funds from the FTA, is required to operate its programs and services in a manner that does not discriminate based on race, color, or national origin, in accordance with Title VI and other relevant laws. To ensure compliance with Title VI, BFT must review and update its Title VI Program every three years, as specified in FTA Circular 4702.1B.

1.2 TITLE VI NOTICE TO THE PUBLIC- STATEMENT OF NON-DISCRIMINATION

BFT is committed to providing its programs and services without discrimination based on race, color, or national origin. To inform the public of this commitment and ensure that no individual is denied access to

transit services, BFT notifies the public of their Title VI protections with the following statement:

English

BFT operates its programs and service without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act of 1964 and other applicable laws. Persons who feel they have been subjected to discrimination because of their race, color, or national origin may file a complaint with BFT. A complaint must be filed in writing within 180 days of knowledge regarding a possible discriminatory act. Complaints should be addressed to BFT, Title VI Coordinator, 1000 Columbia Park Trail Richland, WA 99352. For additional information please contact BFT's Title VI Coordinator at (509) 734-5107 or email TitleVICoordinator@bft.org.

If you need information in another language, please call (509) 735-5100.

Spanish

BFT opera sus programas y servicios sin distinción de raza, color u origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964 y otras leyes aplicables. Las personas que sienten que han sido objeto de discriminación debido a su raza, color u origen nacional pueden presentar una queja ante BFT. Una queja debe presentarse por escrito dentro de los 180 días de conocimiento de un posible acto discriminatorio. Las quejas deben dirigirse a BFT, Coordinador de Título VI, 1000 Columbia Park Trail Richland, WA 99352. Para obtener información adicional, comuníquese con el Coordinador de Título VI de BFT al (509) 734-5107 o envíe un correo electrónico a TitleVICoordinator@bft.org.

Si necesita información en otro idioma, comuníquese al (509) 735-5100.

This non-discrimination statement is displayed in both English and Spanish in the foyers of the Administration Building, Operations Building, and Customer Service Center. BFT will take additional steps to increase the visibility of the Title VI Notice to the Public. These steps include evaluating the possibility of posting the statement at transit centers and other high-traffic areas where customers are most likely to see it.

An abbreviated version of BFT's Title VI Notice to the Public is also included in external planning documents, and other informational materials. This shortened version informs the public of their Title VI protections with the following statement:

English

BFT operates its programs without regard to race, color, or national origin. To receive additional information, please contact (509) 735-5100.

Spanish

BFT no discrimina por motivos de origen étnico, color ni procedencia. Para recibir información adicional comuníquese con nosotros al (509) 735-5100.

If BFT distributes federal funds to another government entity or subrecipient, it will include Title VI language in all written agreements and will monitor compliance accordingly.

Organizational Responsibilities

BFT's Chief Executive Officer (CEO) is responsible for ensuring compliance with the agency's nondiscrimination policy and applicable laws. The Chief Planning and Development Officer (CDPO) will oversee compliance with grants, programs, activities, and Title VI coordination while acting as the agency's Title VI Officer.

1.3 COMMENT & COMPLAINT PROCEDURES

General Public Comment Procedures

The BFT Customer Comment Policy is designed to provide all customers—whether using bus, paratransit, vanpool, or contracted services—an easy and accessible way to share feedback with the agency. BFT welcomes all forms of customer input, including comments, complaints, concerns, and suggestions.

BFT accepts public comments through the following channels:

- **Customer Comment Cards:** Available on BFT and contractor vehicles and at Pass Outlets, in both Spanish and English, with no postage required.
- **Email:** Riders can email BFT at contact@bft.org
- **In-person:** Comment cards are available at the Three Rivers Customer Service Center (7109 W. Okanogan Place, Kennewick, WA 99336) and the Administration Building (1000 Columbia Park Trail, Richland, WA 99352).
- **Language Line:** For riders who speak languages other than English, BFT utilizes Prisma International to facilitate communication. Additionally, bilingual staff are available to assist LEP (Limited English Proficiency) customers.
- **Telephone:** Riders can contact BFT's Customer Service Department at (509) 735-5100 or use designated public comment lines when available.
- **U.S. Mail:** Send comments to 1000 Columbia Park Trail, Richland, WA 99352.
- **Website:** Riders can provide feedback through the "CONTACT" link on the BFT website, www.bft.org Google Translate is also linked to assist communication with LEP customers.

Feedback Review Process BFT values all customer feedback. Anyone who submits a comment, complaint, or service suggestion and requests a response will receive an initial reply within 15 working days, if legible contact information is provided. Complaints are documented and investigated by staff, and suggestions are reviewed to improve services when possible. Appropriate actions are taken to address issues regarding staff, equipment, or processes.

Policy Information

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

Title VI Complaint Procedure

BFT is committed to ensuring that no individual is excluded from participation in or denied the benefits of its transit services based on race, color, or national origin, as protected under Title VI of the Civil Rights Act, in accordance with FTA Circular 4702.1B. BFT is also dedicated to preventing discrimination based on

age or economic status. To support this, BFT has established a formal complaint process to track and address any complaints or claims of discrimination on the grounds of race, color, or national origin.

Filing a Title VI Complaint Individuals may file a signed, written complaint within 180 days of the alleged discrimination. The complaint should include the following information:

- Name, mailing address, and how to contact the complainant (i.e. telephone number, email address, etc.).
- How, when, where, and why they believe they were discriminated against. Complaints should include the location, names, and contact information of any witnesses.
- Other information that they deem significant.

The complaint may be filed in writing or by contacting BFT at the following address or phone numbers:

**Ben Franklin Transit
Title VI Coordinator
1000 Columbia Park Trail
Richland, WA 99352-4851
By phone: (509) 734-5107
By email: TitleVICoordinator@bft.org
By fax: (509) 735-4392**

BFT encourages individuals to submit discrimination complaints in writing or electronically. All complaints must be signed by the complainant and submitted within 180 days of the incident that is the basis for the complaint under Title VI. The Title VI Coordinator will arrange reasonable accommodation as necessary.

Complaint Review Procedure All complaints alleging discrimination based on race, color, or national origin in services or benefits provided by BFT will be promptly addressed by the agency. BFT will also provide appropriate assistance to complainants, including individuals with disabilities or those who have limited English proficiency. Furthermore, BFT will make every effort to resolve all complaints in a timely and thorough manner.

If additional information is required to investigate a complaint, BFT will contact the complainant in writing, unless another method of communication is requested. Please be aware that failure to provide the requested information may result in the administrative closure of the complaint. Once BFT has received enough information to investigate the complaint, a draft written response will be prepared and reviewed by the transit's attorney. If deemed appropriate, the BFT attorney may administratively close the complaint. In such cases, BFT will notify the complainant of this action as soon as possible.

Notification of the outcome of a complaint BFT will send a final written response to the complainant, informing them of their right to:

- 1- Appeal the decision within seven (7) calendar days of receiving the final written response from BFT, and/or

- 2- File a complaint externally with the Department of Transportation (DOT) and/or the Federal Transit Administration (FTA).

BFT will make every effort to respond to Title VI Complaints within five (5) working days of receipt of such complaints, if not sooner. In addition to the complaint process described above, a complainant may file a Title VI Complaint with the following offices:

FTA Region 10 Office of Civil Rights
Suite 3142
915 Second Avenue, St 3142
Seattle, WA 98174
Phone: 206.220.7954 Fax: 206.220.7518

FTA Office of Civil Rights
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington DC 20590
Phone: 888.446.4511

Title VI Complaint Form

BFT's Title VI Complaint Form is available online in both English and Spanish. Physical copies of the form can be requested by complainants, and the form is also included in **Appendix A**.

Protection from Retribution

Customers of BFT have the right to submit complaints, provide feedback, or participate in the public involvement process without fear of retaliation. If a customer feels they have been treated unfairly as a result of their feedback, they should contact the BFT Office of the Chief of Planning & Development. BFT will take appropriate disciplinary action against any employee or contractor who retaliates against a customer.

1.4 LIST OF TITLE VI INVESTIGATIONS, COMPLAINTS, & LAWSUITS

Since the submission of BFT's last Title VI Program update in 2022, there have been no active investigations, complaints, or lawsuits against BFT alleging discrimination related to fares, routing, scheduling, or the quality of transportation services based on race, color, or national origin.

1.5 PUBLIC PARTICIPATION PLAN

Policy Statement and Purpose

BFT is committed to encouraging comments and feedback, including complaints, on its proposed Program of Projects (POP), service changes, fare changes, and other policies. In accordance with Title VI, BFT has established thresholds for this public comment process. The Disproportionate Burden and Discriminatory Impact Policies (section 2.4) are included in this document as part of the required public input, and BFT's commitment to addressing any concerns related to service and fare changes within the system.

Additionally, BFT actively encourages feedback on policies that may affect its customers. To gather input, BFT frequently conducts surveys, public forums, and open houses, alongside the formal comment process. The Customer Comment Record tracks concerns or feedback received from the public.

Public Involvement Processes

Changes that require a public process will align with BFT's Title VI policies. At the discretion of the Chief of Planning and Development, other policies may also undergo a Public Input Process.

Public involvement will be engaged for significant service changes, disparate impact analysis, capital projects, and fare changes.

A major service change is defined as one of the following:

- Any change to a route that eliminates more than 20% of the route's revenue hours. All major service changes will undergo an equity analysis, including an assessment of any adverse effects.
- Any change where the system-wide revenue hours allocated to minority areas fall below the share of the service area population residing in those minority areas.

Disparate Impact is defined as one of the following:

- A disparate impact occurs when 20% or more of the reduction in system revenue hours happens within minority or low-income areas.
- A service change causing a disproportionate burden when the low-income population negatively impacted by a fare or service change exceeds the average low-income population in BFT's service area by 20% or more.
- A service change resulting in an adverse effect, which may include reductions in service based on geographic area or time (e.g., changes in service span, frequency, route segment elimination, re-routing, or route elimination).
- Fare changes.
- Program of Projects (POP) as outlined in the Transit Development Plan (TDP), Transportation Improvement Program (TIP), and any Environmental Justice (EJ) Analysis.

Procedures To ensure maximum public input and involvement in decisions regarding major service changes and fare increases, BFT follows these procedures:

- All input and comments—including public hearing minutes, CAN recommendations, and BFT staff recommendations—will be provided to the BFT Board of Directors prior to any decisions regarding changes to the Program of Projects, major services, fares, or other policies. Interpreters will be present at all public hearings to assist with translation and to collect comments.
- BFT is committed to supporting the CAN to ensure a more resilient and effective network.
- Customers, the public, and the community will be informed of proposed changes, the comment process, and public hearings through a variety of channels, including newspaper ads, multimedia news releases, onboard flyers, postings at BFT offices, and the BFT website. All communications will be available in both Spanish and English.
- Proposals for major service changes and fare increases will be presented to the BFT Citizens Advisory Network (CAN) for discussion, review, and comment. The CAN includes representatives from diverse community groups, such as individuals with disabilities, educational institutions,

major employers, and LEP (Limited English Proficiency) communities.

- Provide at least 30 days' advance notice of public hearings related to major service changes or fare increases, in both Spanish and English.

Information Dissemination

BFT is dedicated to ensuring that all staff members are aware of Title VI requirements and best practices. Special emphasis is placed on training vehicle operators, ensuring they are well-versed in Title VI components, with a focus on effectively assisting Limited English Proficiency (LEP) customers. Additionally, BFT's Board of Directors is regularly updated on Title VI matters, receiving information from the Title VI officer regarding compliance requirements and agency policies. These efforts help ensure that Title VI information is disseminated to the public and throughout all levels of the organization, from operators to the Board of Directors.

1.6 LANGUAGE ASSISTANCE PLAN

BFT's Public Transportation Benefit Area (PTBA) serves a diverse population, including a significant number of individuals with limited or no English proficiency. These individuals are known as Limited English Proficiency (LEP) persons, defined as those for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. According to the U.S. Census, LEP persons are those who report speaking English "less than very well," "not well," or "not at all."

To address the needs of LEP populations, BFT has developed a Language Assistance Plan that outlines outreach strategies to ensure meaningful access to its programs and services. These strategies were developed based on a Four-Factor Analysis in accordance with the U.S. Department of Transportation's LEP guidance. BFT is also working on adopting a policy to guide how the Language Assistance Plan is updated and implemented. This plan will be overseen by the Marketing team, which also manages customer service, ensuring effective communication with the public and inclusivity for LEP persons.

1.7 MINORITY MEMBERSHIP OF NON-ELECTED COMMITTEES & COUNCILS

BFT has one non-elected advisory council: the Citizens Advisory Network (CAN). The CAN meets quarterly as needed.

As of May 19th, 2025, three of the eight CAN members self-identify as part of a minority population (Table 1). BFT actively recruits and engages with community groups to find additional diverse individuals to represent their organizations or interest groups on the CAN. Applications and information for the CAN are available in both English and Spanish on BFT's website.

BFT's CAN members have previously represented a diverse array of organizations and interest groups, including:

- | | |
|--|-----------------------------------|
| • Clean Air/Good Roads/Energy Advocate | • Commerce |
| • Chamber of Commerce and Economic Development | • Children Development |
| • Tri-Cities Hispanic Chamber of | • Human Services/Senior Providers |
| | • Law Enforcement |

- Mental Health Advocate
- Advocate for Individuals with Disabilities
- Major Employers
- Former Fixed-Route Operator
- Former Board of Directors Member
- Fixed-Route riders
- Dial-A-Ride riders
- Vanpool riders

Table 1 – Minority Membership of Non-Elected Committees & Councils

Race / Ethnicity	Citizens Advisory Network % (Individuals)	General Population %
African American / Black	0%	2.3%
American Indian & Alaska Native	0%	1.8%
Asian persons	0%	3%
Native Hawaiian & Other Pacific Islander	0%	0.4%
Other	0%	3.2%
Persons of Hispanic or Latino Origin	37.5% (3)	41%
Caucasian/White (not Hispanic)	62.5% (5)	51.7%
Minority %	37.5% (3)	48.3%

1.8 SUBRECIPIENT MONITORING

BFT does not have any subrecipients and does not allocate FTA funds to any subrecipients. Should BFT decide to begin funding a subrecipient in the future, it will take the necessary steps to ensure that the subrecipient operates its programs in full compliance with Title VI, without regard to race, color, or national origin.

In accordance with 49 CFR 21.9(b), BFT will provide the following to any subrecipient:

1. Sample notices to the public informing beneficiaries of their rights under DOT's Title VI regulations, instructions on how to file a Title VI complaint, and the subrecipient's Title VI Complaint Form.
2. Demographic information, including race and English proficiency data for the residents served by the subrecipient. This information will help the subrecipient assess the quality and level of service provided and evaluate the need for language assistance in its service area.
3. Procedures for tracking and investigating Title VI complaints filed with a subrecipient, along with a clear expectation of when the subrecipient must notify BFT of any complaints it receives.
4. Any other relevant data generated or obtained by BFT, such as travel patterns or survey results, that will assist the subrecipient in meeting Title VI requirements.

To ensure subrecipient compliance with DOT Title VI regulations, BFT will actively monitor their adherence

to the regulations. If a subrecipient fails to comply with Title VI requirements, BFT will also be considered out of compliance. To ensure both BFT and its subrecipients remain compliant with Title VI, the following procedures will be implemented:

1. Document the process is used to ensure that all subrecipients comply with the general reporting requirements of this circular, as well as any additional requirements based on the type of entity and the number of fixed-route vehicles it operates in peak service, if applicable.
2. Collect and review Title VI Programs submitted by subrecipients to ensure compliance.
3. Upon request from the FTA, in response to a discrimination complaint, or as otherwise deemed necessary by BFT, BFT will ask subrecipients who provide transportation services to verify that their services are provided equitably in compliance with FTA Circular 4702.1B, Chapter III-11. Subrecipients who are fixed-route transit providers are responsible for reporting as outlined in Chapter IV of this Circular.

1.9 EQUITY ANALYSIS FOR CONSTRUCTION OF NEW FACILITIES

BFT will work closely with the FTA to ensure that the environmental analysis for proposed capital projects aligns with the requirements of the National Environmental Policy Act (NEPA) and the Washington State Environmental Policy Act (SEPA). When a categorical exclusion, environmental assessment, or environmental impact statement is required, BFT will ensure that Environmental Justice analyses are incorporated, in accordance with Section IV-8 of FTA Circular 4702.1B. Moreover, as these projects are developed, BFT will implement a comprehensive public outreach and engagement program to provide the public with early and ongoing opportunities for involvement in the decision-making process.

Once the FTA has developed guidance on facility siting, BFT will adhere to said guidance. In the interim, BFT will take proper measures to mitigate any negative impacts or burdens that future capital projects will have on the low-income and minority populations within BFT's PTBA.

Notable Planned Projects

Projects from 2025 - 2031

- 22nd Avenue Transit Center Redevelopment
- West Pasco Transit Center
- Facilities Maintenance Building
- Frequent Corridor Project
- Bus Stop Concrete Construction and Amenity Installation (on-going)
- Bus Stop Signage Update
- Fairground Passenger Platform Improvements

1.10 BOARD APPROVAL IF TITLE VI PROGRAM

(Appendix G) Added to Final Document

2. TITLE VI PROGRAM TRANSIT PROVIDER REQUIREMENTS

In accordance with Title VI of the Civil Rights Act of 1964, Title 49, Chapter 53, Section 5332 of the United States Code, and Federal FTA Circular 4702.1B, the FTA mandates that all transit providers establish system-wide service standards and policies in the following areas:

- Load factor
- Vehicle headways
- On time performance
- Equitable distribution of services, vehicles, and amenities

Additionally, BFT is classified as a transit provider that operates 50 or more fixed-route vehicles during peak service and is located within a UZA (Urbanized Area) with a population of 200,000 or more. This classification imposes additional requirements on BFT, which include the following actions to be completed on a triennial basis:

- Collect and report demographic data related to service
- Evaluating major service changes and all fare changes.
- Monitoring and reporting on all fixed-route transit services to ensure alignment with service standards and policies

This section outlines how BFT meets the specific requirements for transit providers as outlined in FTA Circular 4702.1B.

2.1 SERVICE STANDARDS

Overview

BFT's service standards play a key role in guiding decisions related to service planning, including the system's structure, route alignments, stop locations, service hours, frequency, and the areas served by the community. The section below outlines the system-wide service standards that comply with Title VI requirements. According to Title VI, all fixed-route transit providers must establish quantitative standards for their operations in the following areas. The objectives outlined below are designed to ensure adherence to the service standards specified in Title VI Circular FTA C 4702.1B. These service standards were first adopted by the Board of Directors in 1982, with subsequent updates to the Title VI Program in 2016, 2019, and 2022.

Service Standard Objectives To ensure compliance with each mode and method, BFT monitors the following key metrics:

- Vehicle Load
- Vehicle Headway
- On-time Performance
- Service Availability

Vehicle Load Standard

BFT has established a load standard of 1.25 for its fixed-route service during peak operating hours, ensuring that vehicle capacity is not exceeded (refer to Table 2). A load factor of 1.25 means all seats are occupied, with no more than 25% of passengers standing. If a trip or route consistently reaches or exceeds a 1.25 load factor, corrective measures such as increasing service frequency or adding overload service will be taken to alleviate overcrowding.

Table 2 – Maximum Load Factor Standard Thresholds Vehicle

Vehicle Type	Capacity	Seated	Standing	Total	Load Factor
29' Bus	23	23	6	29	1.25
35' Bus	38	38	9	47	1.25
40' Bus	44	44	11	55	1.25

BFT staff have concluded that a vehicle load standard for its Demand Response services is unnecessary, as most paratransit trips accommodate only a single customer, with the average load typically being fewer than two (2) customers per vehicle.

Vehicle Headway Standard

BFT adjusts route headways based on ridership demand and market potential, considering load factors, productivity, and development growth in the planning process. Current vehicle headways range from 15 to 60 minutes, except for Route 170, which operates 60 minutes during peak and 120 minutes during off-peak times. Efforts were made in 2024 to increase the frequency of Route 170 from its prior 120-minute all-day service. In 2021, BFT introduced two high-frequency corridor routes (Routes 1 and 3), which run at fixed 15-minute frequency for the majority of a weekday. s for most of the weekday service. These routes provide high-frequency service between Knight St. Transit Center (Richland), Three Rivers Transit Center (Kennewick), and 22nd Ave. Transit Center (Pasco).

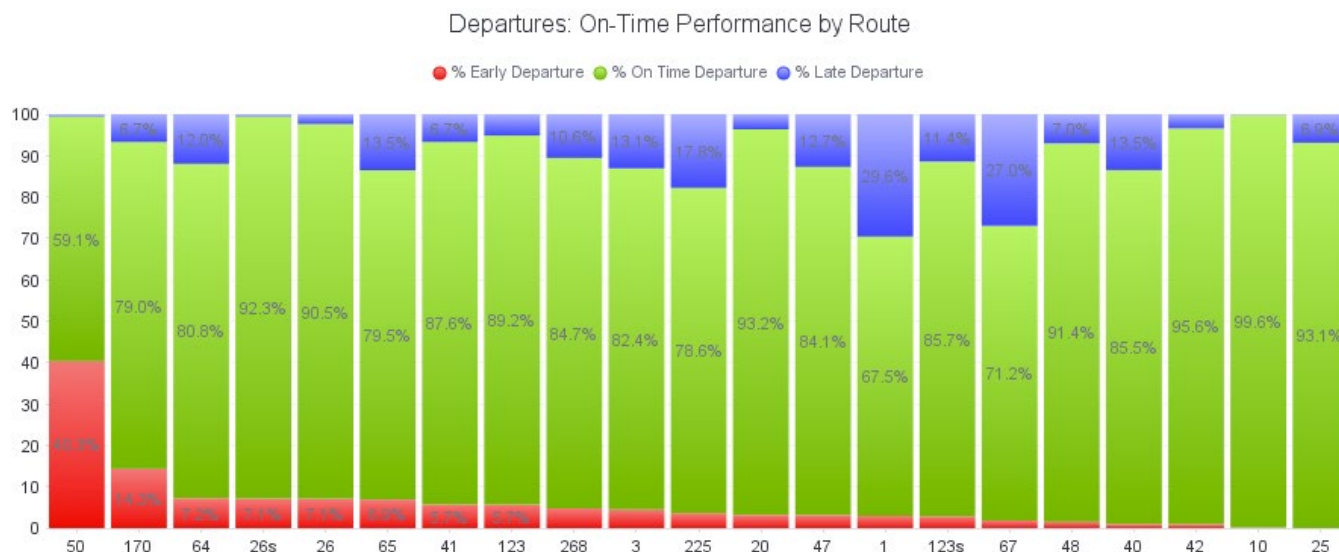
On-Time Performance Standard

On-time performance (OTP) standards vary by mode. For fixed-route services, a bus is considered early if it departs at a scheduled time point no more than 1 minute earlier and late if it arrives more than five (5) minutes after the scheduled time. For Demand Response services, a paratransit vehicle is considered late if it arrives more than 30 minutes after the scheduled time.

BFT has set an internal goal of 90% OTP for its fixed route bus operation, and 95% for its on-demand Dial-A-Ride service. For the data collection period, significant road construction was underway, drastically affecting Routes 1, 225, and 268. Overall, the fixed-route on-time performance was 82.8%, with 4.9% of

trips arriving early and 12.2% arriving late.

An OTP analysis conducted by a consultant in 2023 and 2024 led to targeted adjustments for peak periods, resulting in improved on-time performance. As of March 2025, OTP has increased to 89.4%, with early arrivals reduced by 50% to 2.3%. Ongoing monitoring and quicker response times to operational changes continue to support these improvements.



Service Availability Standard

BFT allocates fixed-route bus service primarily based on observed demand, population trends, and land use patterns. In 2020, BFT launched CONNECT, an on-demand option designed to expand transit access to areas where demand does not justify fixed-route service. Through CONNECT, BFT ensures that all residents within the PTBA have access to either fixed route or on-demand services. The demand response (DAR) paratransit service operates throughout the PTBA on an eligibility basis, with regular rates applying when the origin and destination are within $\frac{3}{4}$ of a mile of the service boundary, and premium rates applying when either the origin or destination is beyond $\frac{3}{4}$ of a mile from the boundary. BFT staff will work to update its Service Availability Standard and other standards and policies within its Title VI Program in 2026.

2.2 SERVICE POLICIES

Overview

The following section outlines system-wide service policies that fulfill Title VI requirements. Title VI mandates that all fixed-route transit providers establish standards for all fixed-route modes of operation. The required indicators under Title VI Circular FTA C 4702.1B include the following:

Service Policies Objective The following objectives ensure compliance with Title VI and monitor key aspects of BFT's operations:

- Monitor distribution of Transit Amenities

- Monitor Vehicle Assignment

Transit Amenities Distribution

Distribution BFT's distribution and investment in transit amenities are based on several factors, with ridership demand being the most important. This demand is influenced by both current and projected development in the communities BFT serves.

Originally, amenity distribution was guided by productivity standards established in the BFT Stop Guidelines and Amenities Policy, adopted by the Board of Directors in May 2018. BFT is currently revising these standards to incorporate lessons learned from the first round of improvements. This updated policy will reflect the new standards. BFT uses a scoring system based on ridership and frequency to determine the types of amenities provided at each stop, as well as the expected development in the area served by the stop. The availability of right-of-way (ROW) space determines the priority of improvements, which are then assigned a timeline based on the stop's priority group. Stops are assigned labels based on a score calculated by dividing the number of boardings by the route frequency, which helps define the minimum amenities required at each fixed-route stop.

The labels are categorized as follows:

- Basic: Less than five (5) average weekday boardings.
- Enhanced: five (5) to 15 average weekday boardings.
- Shelter: More than 15 average weekday boardings.

The average weekday boarding thresholds for amenity placement are based on the best practices outlined in TCRP Report 19, which have been adapted and modified for BFT (see Table 3). Additional factors influencing amenity placement include whether the stop is located on a Metro Route and if there are any constraints that could prevent BFT from installing the recommended amenities, such as: right-of-way limitations, property owner objections, jurisdictional disapproval, etc.

BFT's service area spans multiple jurisdictions, including six cities across two counties. Each jurisdiction has its own procedures, development patterns, standards, and differing approaches to right-of-way (ROW) permitting, other permits, and the processes BFT must follow to perform work within the ROW. Due to inconsistent development along BFT's fixed routes, policies for distributing transit amenities cannot always be applied uniformly across the service area. Nevertheless, BFT is committed to ensuring the equitable distribution of transit amenities to the best of its ability.

Table 3– Amenities Distribution by Stop (Average Weekday Boardings)

Amenity	Basic <5 daily boardings	Enhanced 5-15 daily boardings	Shelter >15 daily boardings
No Parking Restriction	<i>Recommended at all stops</i>		
ADA 5' x 8' Landing Pad & 3' x 5' Clear Floor Space	<i>Required at all stops, unless reasonably justified</i>		
Bus Stop Sign on Separate Pole	<i>Recommended at all stops</i>		

Lean Rail	Optional	Optional	Optional
Bench	Optional	Recommended	Provide
Shelter	Optional	Optional	Recommended
Display Case	Optional	Optional	Optional
Lighting	Optional	Optional	Recommended
Trash Can	Optional	Recommended	Provide
Rider Information Panel	Optional	Recommended	Provide
Bicycle Rack*	Optional	Optional	Optional
Bicycle Repair Station*	Optional	Optional	Optional

***Bicycle Infrastructure recommended in locations near multi-use/bike trails**

Once the assigned amenities are determined and reviewed against BFT's Bus Stop Design Standards, each stop is categorized into priority groups. These priority groups dictate how and when each stop is addressed, based on an assessment of the right-of-way (ROW) at the location or proposed location, which is accessed through the corresponding county assessor's website.

- **Group 1:** Stops that are ready for installation.
- **Group 2:** Stops that are ready to be built, including both amenities and necessary ADA compliance improvements.
- **Group 3:** Stops located outside the ROW, requiring an agreement with the property owner to perform work.
- **Group 4:** Stops that require a site-specific or custom design (e.g., the need for a retaining wall).

Transit Access

BFT's fixed-route service averages one stop every ¼ mile on most routes and provides flag stops where customers can signal the bus if safety standards are met. Flag stops are locations without a physical pole, allowing riders to flag down the bus as it arrives. BFT is gradually phasing out flag stops by replacing them with physical stop signs or eliminating them altogether if the stop is poorly located and experiences minimal ridership. BFT also strives to accommodate stop-location requests from the public. For service planning and evaluation, BFT assumes that the maximum distance customers will walk to access local urban fixed-route service is ½ mile.

Vehicle Assignments

Vehicle Assignments for fixed routes are based on operational requirements such as vehicle size, route capacity, and turning radius. Dispatch assigns buses to specific operational blocks each month. Buses that are out for maintenance or other reasons are replaced daily with vehicles from the spare fleet. Drivers receive their assigned bus number upon checking in with Dispatch. Buses are assigned to routes based on ridership capacity and the anticipated need for additional capacity. BFT uses buses of the same size

interchangeably for daily assignments, ensuring that both newer and older vehicles are used in minority and non-minority neighborhoods alike. The age of the fleet is also considered when assigning vehicles to different routes or blocks.

2.3 DEMOGRAPHIC & SERVICE AREA PROFILE

Overview

In accordance with Title 49 CFR 21.9(b), which requires recipients of Federal financial assistance to provide access to racial and ethnic data reflecting the beneficiaries of their programs, BFT collects and analyzes demographic data, including race, economic status, spoken languages, and transit service participation. The analysis shows that approximately 43% of the population in BFT's PTBA and surrounding areas are minority groups, while 12% of households have incomes at or below the federal poverty line. Additionally, 12% of residents are classified as Limited English Proficiency (LEP) persons.

To create geographic visual representations of these demographics, BFT used U.S. Census data, including the 2019-2023 American Community Survey 5-Year Estimates, and 2020 Census Results. Geographic Information Systems (GIS) software and the third-party mapping tool Remix were employed to produce these visual maps (see Tables 4 and 5).

The following steps were taken to ensure the analysis adhered to FTA Circular 4702.1B:

- Established minority percentages for both the total service area and within ¼ mile of a fixed route.
- Established the overall minority percentage for the total service area and surrounding areas.
- Identified census tracts with minority populations equal to or greater than the service area's minority percentage.
- Measured the percentage of the minority population in all census tracts.

Table 4 – BFT Minority & Low-Income Routes by Population %

Service Area Minority Average	Service Area Low-Income Average
43%	12%

Source: American Community Survey, 2019-2023 ACS 5-Year Estimates

Table 5 – Minority and Low-Income Distribution by Route

Route	Percent Minority (1/4 Mile)	Percent Low Income (1/4 Mile)	Minority Route
1	56%	23%	YES
3	78%	28%	YES
10	24%	4%	
20	25%	11%	
25	27%	15%	

26	30%	14%	
40	54%	25%	YES
41	47%	14%	YES
42	52%	20%	YES
47	43%	13%	YES
48	45%	19%	YES
50	24%	5%	
64	87%	20%	YES
65	91%	21%	YES
67	62%	11%	YES
123	27%	10%	
170	43%	21%	YES
225	54%	11%	YES
268	54%	15%	YES

Source: American Community Survey 5-year; 2019-2023

Race & Ethnicity

Race and ethnicity are analyzed by identifying minority populations residing within or near BFT's service area. Minority populations are classified as distinct groups of individuals who share similar racial or ethnic characteristics and live in close proximity to one another. The following groups are considered minority populations:

- **American Indian and Alaska Native:** Individuals with origins in any of the original peoples of North, South, or Central America, who maintain tribal affiliation or community ties.
- **Asian:** Individuals with origins in the Far East, Southeast Asia, or the Indian subcontinent, including but not limited to Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippines, Thailand, and Vietnam.
- **Black or African American:** Individuals with origins in any of the Black racial groups of Africa.
- **Hispanic or Latino:** Individuals of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish cultures or origins, regardless of race.
- **Native Hawaiian or Other Pacific Islander:** Individuals with origins in Hawaii, Guam, Samoa, or other Pacific Islands.
- **Two or More Races/ Some Other Race:** Individuals who identify with more than one race or with a race not specifically listed above.

A **predominantly minority area** refers to a geographic area (such as a neighborhood, Census tract, block group, or traffic analysis zone) where the percentage of minority residents exceeds the average proportion of minority residents in the overall service area.

Based on further analysis, it has been determined that 43% of the population in BFT's PTBA is considered part of a minority group (see Table 6).

Table 6 – Population Percentages by Race/Ethnicity for Benton and Franklin County

Race / Ethnicity	Benton County	Franklin County	Weighed Combined
African American/Black	1.9%	2.8%	2.2%
American Indian & Alaska Native	1.6%	2.0%	1.7%
Asian	3.5%	2.6%	3.2%
Native Hawaiian & Other Pacific Islander	0.3%	0.5%	0.3%
Persons reporting two or more races	3.6%	2.9%	3.4%
Persons of Hispanic or Latino Origin	26.4%	55.6%	35.7%
White persons not Hispanic	65.4%	38.0%	56.7%
Minority Population	37.3%	66.4%	46.5%

Source: U.S. Census Bureau, 2020 Census Results

U.S. Census Bureau QuickFacts: Benton County, Washington; Franklin County, Washington

Economic Status

Economic status is analyzed by identifying low-income populations residing within or near BFT's service area. A **low-income person** is defined as an individual whose median household income is at or below the poverty guidelines established by the U.S. Department of Health and Human Services. Recipients are encouraged to use a locally developed threshold, such as the definition found in 49 U.S.C. 5302. For the purposes of this demographic analysis, low-income individuals are those whose family income falls at or below the federal poverty line. These low-income populations are classified as identifiable groups that live near one another.

While low-income populations are not a protected class under Title VI, BFT is committed to understanding the needs of low-income transit riders and adapting services to better serve these communities. According to the analysis, 12% of the population in BFT's PTBA lives at or below the federal poverty line (see Table 7).

Table 7 – Population Percentages by Income for Benton and Franklin County

Pop. Percentage by Income (U.S. Census)	Benton County	Franklin County	Total
Total Households	78,748	30,733	109,481
Less than \$10,000	4.9%	5.5%	5,549
\$10,000 to \$14,999	2.5%	1.0%	2,276
\$15,000 to \$24,999	5.5%	4.5%	5,714
\$25,000 to \$34,999	6.1%	7.6%	7,140
\$35,000 to \$49,999	8.9%	11.7%	10,605
\$50,000 to \$74,999	16.6%	12.8%	17,006
\$75,000 to \$99,999	14.5%	18.5%	17,104

\$100,000 to \$149,999	19.9%	18.5%	21,357
\$150,000 to \$199,999	9.4%	9.0%	10,168
\$200,000 or more	11.7%	10.8%	12,533
Total Low-Income	12.9%	11.0%	11.9%
Median family income (dollars)	\$82,304	\$84,366	
Mean family income (dollars)	\$110,034	\$101,084	

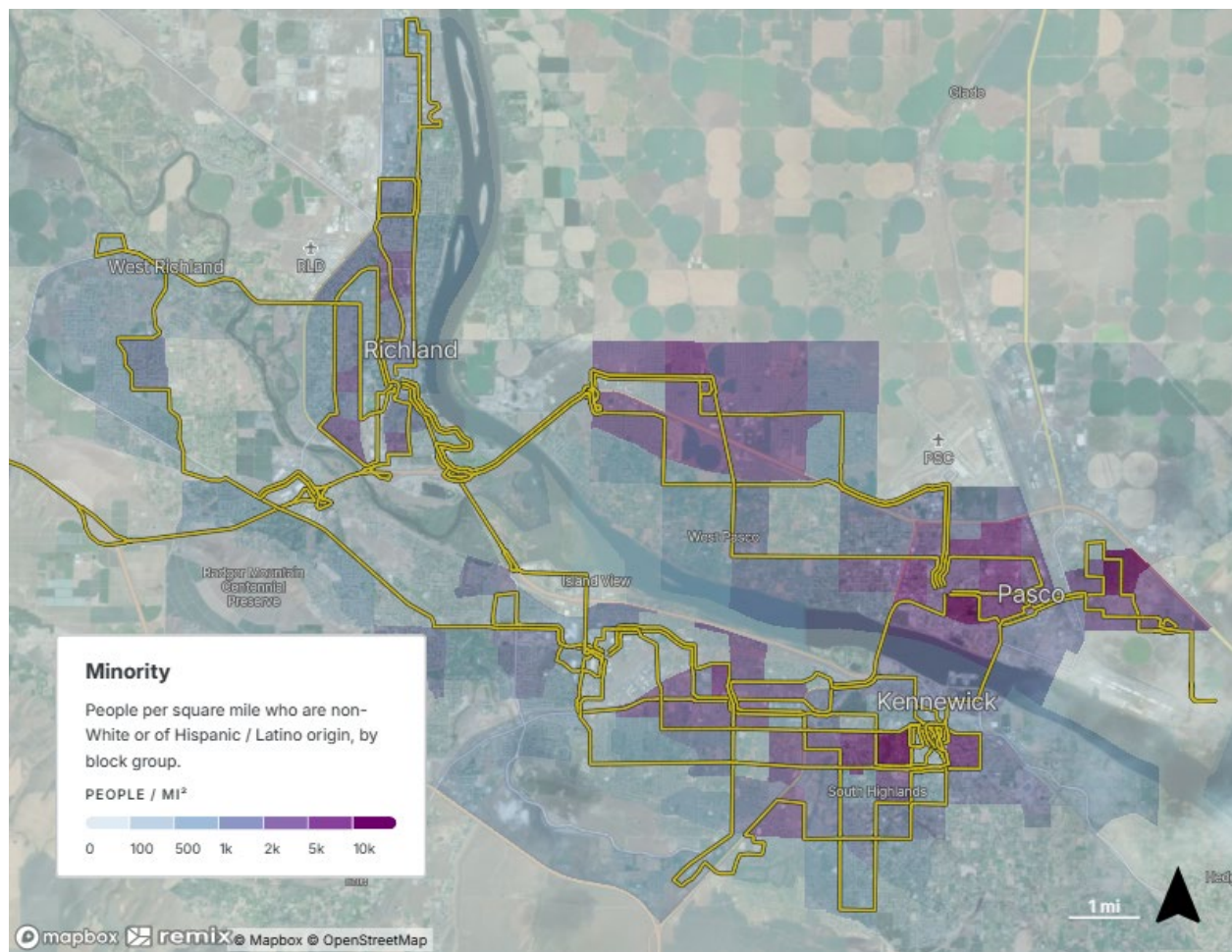
Source: U.S. Census Bureau, S1901 – Income in the Past 12 Months

Table 8 – Onboard Rider Survey Total Income Results

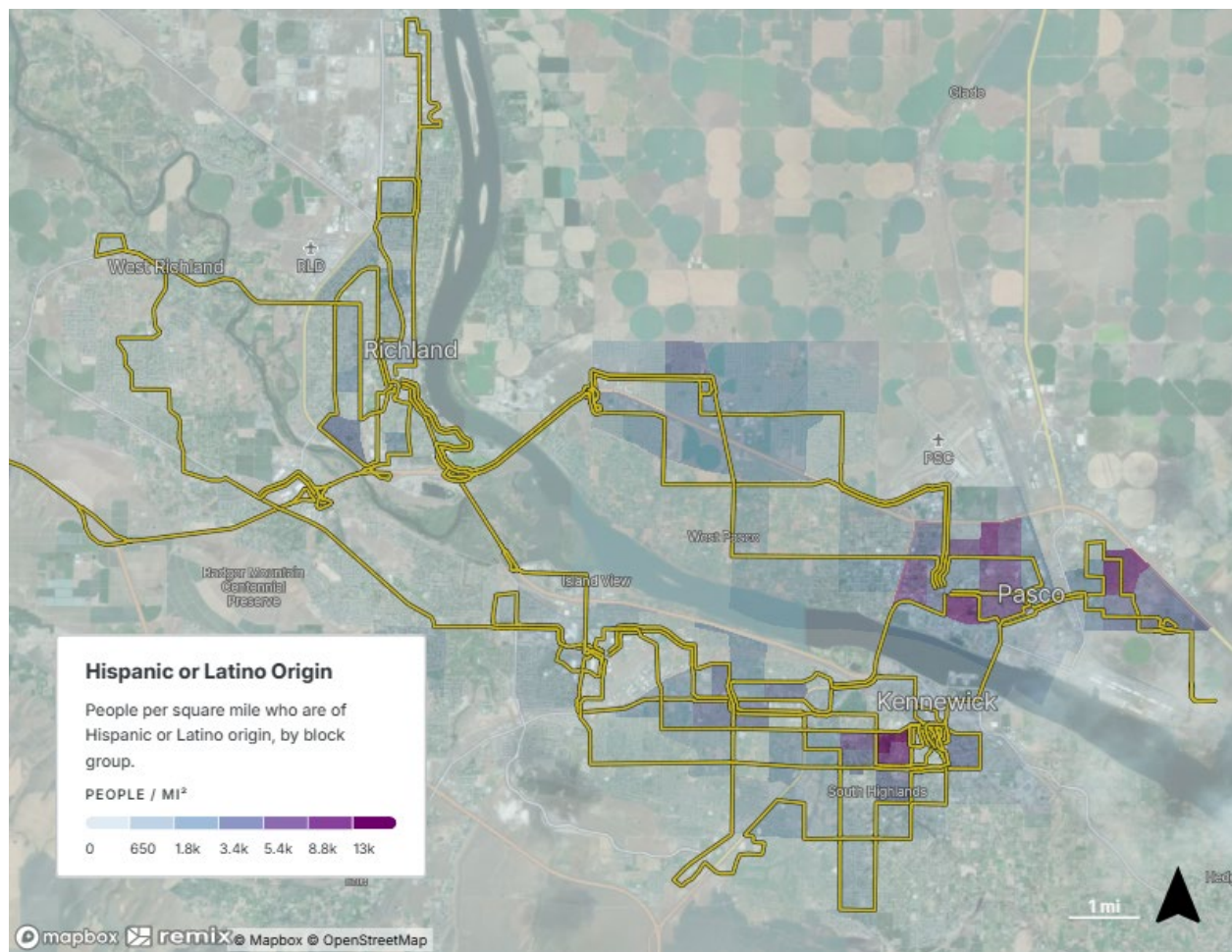
Total Income Results	Total Percentage
Total Households	744
Less than \$15,000	37%
\$15,651 to \$26,650	24%
\$26,651 to \$54,150	28%
\$54,151 to \$76,150	5%
\$76,151 to \$103,650	4%
\$103,650 and above	2%
Total Low-Income	59%

Source: Onboard Rider Survey Results- April 2025

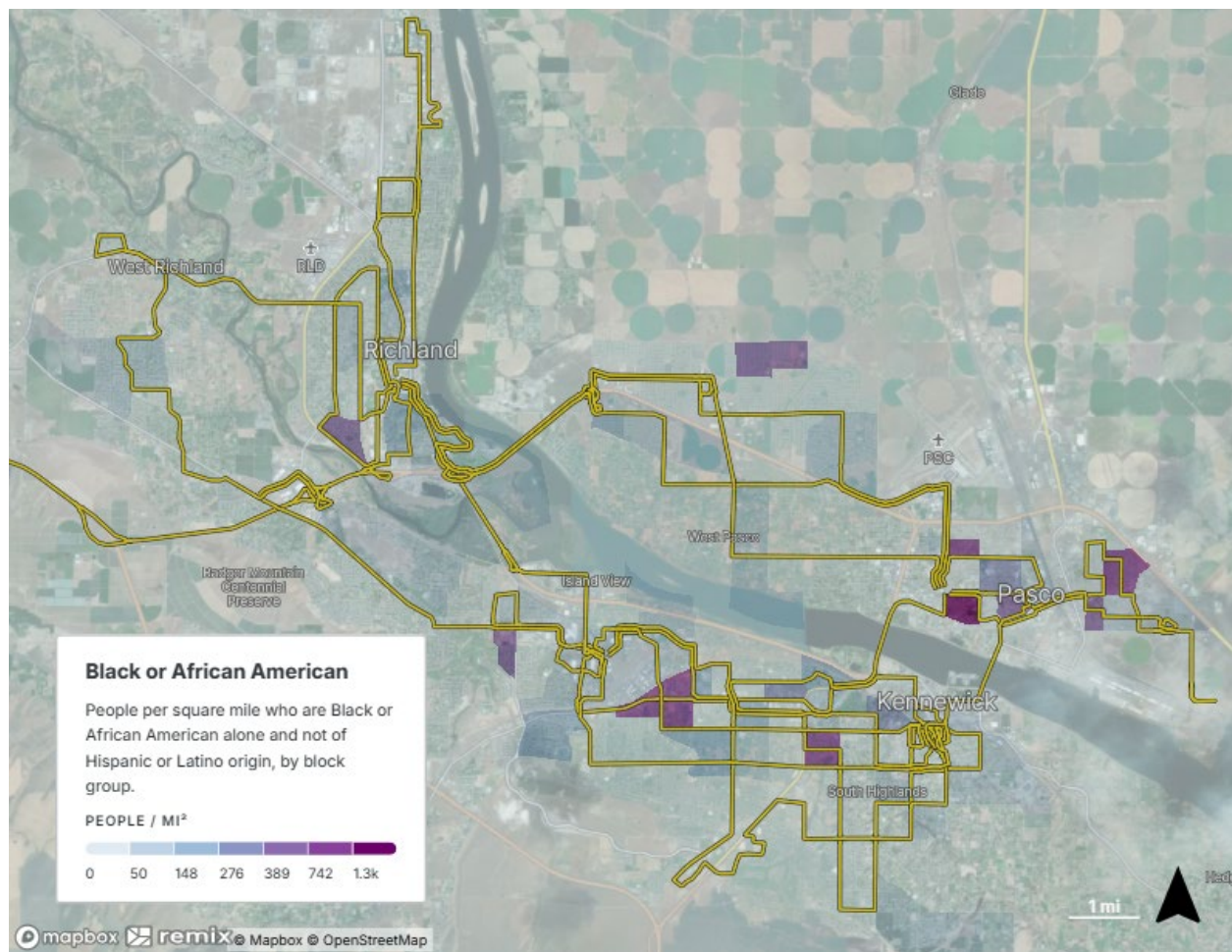
Map 1 – BFT PTBA Minority Population Percentage by Block



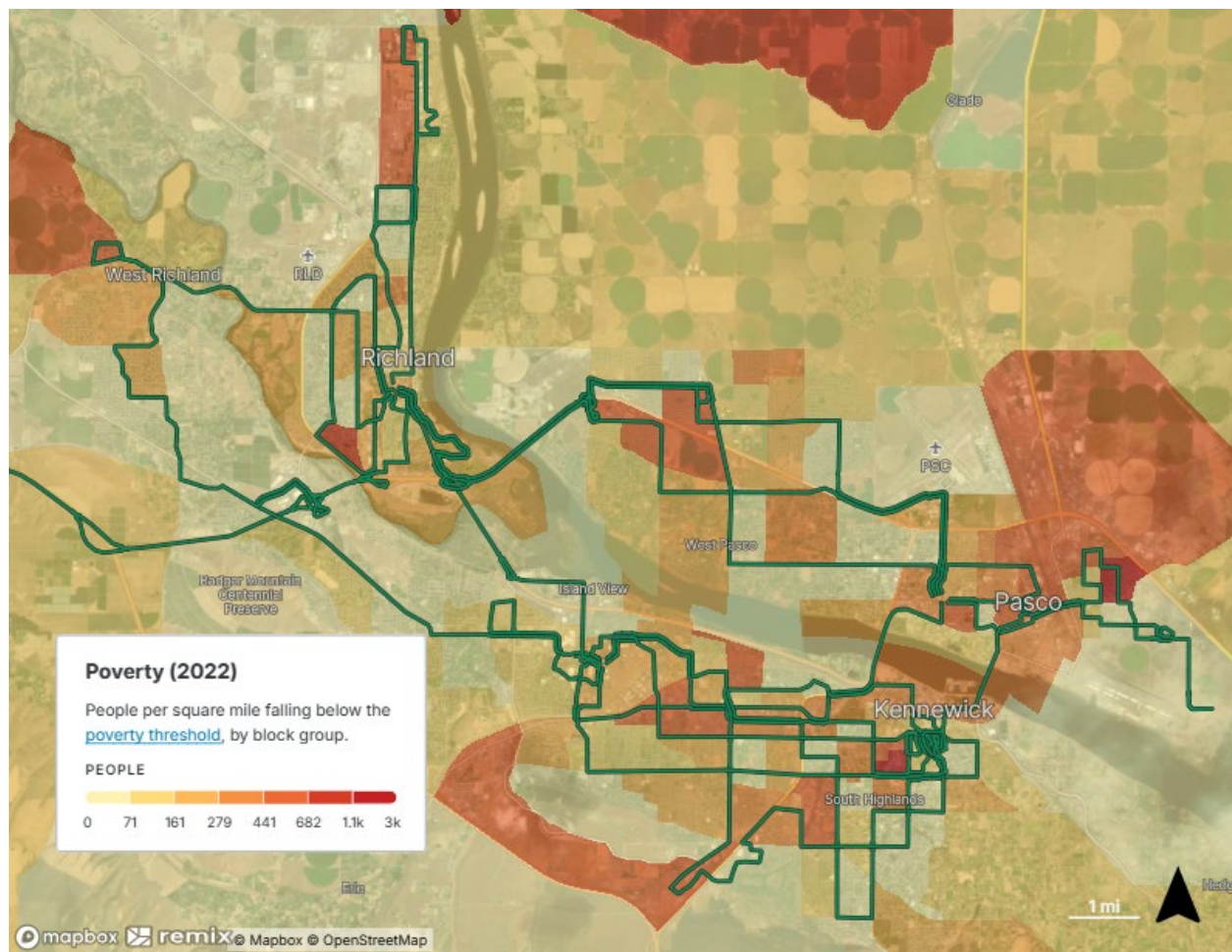
Map 2 – BFT PTBA Hispanic or Latino Population Percentage by Block Group

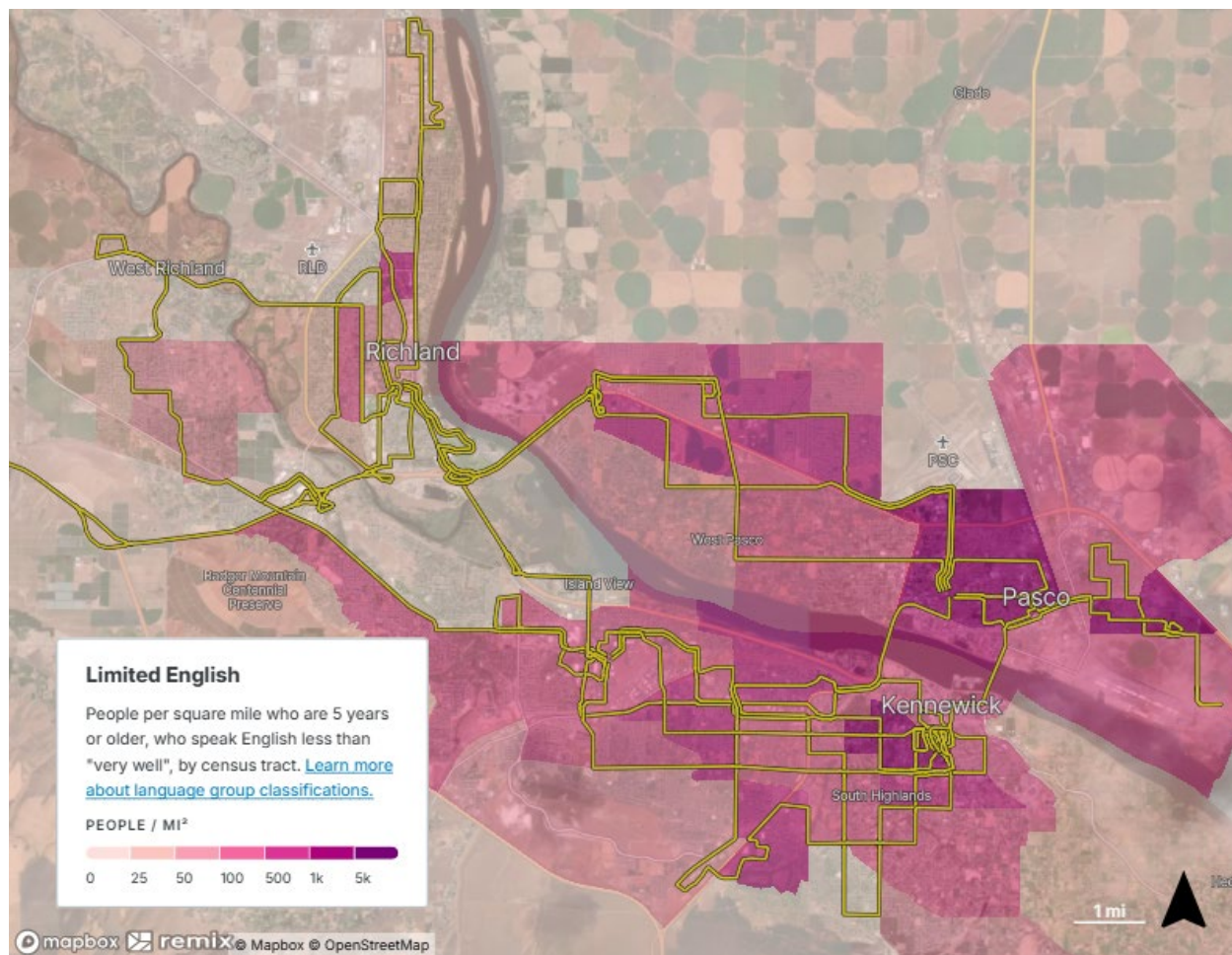


Map 3 – BFT PTBA Black or African American Population Percentage by Block Group



Map 4 – BFT PTBA Low-Income Population Percentage by Block Group





Demographic Fare & Travel Pattern Breakdown

In April 2025, BFT conducted a comprehensive onboard survey to gain a better understanding of riders' demographic backgrounds, economic status, and travel patterns. The survey was administered over a two-week period, from April 14th to April 27th, at transit centers, transfer points, and onboard fixed-route buses. Additionally, the survey was made available online throughout the entire month of April via the BFT website and a scannable QR code that allowed riders to access the survey on their smartphones.

To ensure accessibility for Limited English Proficiency (LEP) populations, the survey was offered in both English and Spanish. Survey collection began at 5:45 a.m. each day, with efforts concluding between 6 p.m. and 10 p.m. depending on the day. More than 2,000 surveys were collected during the survey period.

The results of BFT's 2025 Onboard Survey revealed that, on average, 55% of riders self-identified as a minority (see Table 9). Additionally, 37% of respondents reported an annual income of less than \$15,650, indicating that a significant portion of BFT riders are near or below the poverty line (see Table 8).

Table 9 – Onboard Rider Survey Race/Ethnicity Results

Race / Ethnicity	Rider Result %
Arabic/Middle Eastern	0.5%
African American/Black	4.2%
American Indian & Alaska Native	1.1%
Asian	1.3%
Native Hawaiian & Other Pacific Islander	0.4%
People reporting two or more races	4.2%
Other races	1.1%
Persons of Hispanic or Latino Origin	42.2%
White persons not Hispanic	45.0%
Minority Population	55.0%

Source: Onboard Rider Survey Results- April 2025

Fare Usage, Trip Purpose & Travel Patterns Minority and low-income riders reported using a pass 31.1% and 25.5% of the time, respectively (see Table 10). Both groups were more likely to use cash for fare payment compared to the general population. Excluding the Youth Pass, the Adult Pass was the most common payment method among minority and low-income riders, followed closely by cash—reversing the 2022 trend where cash was most prevalent. Additionally, Youth and College Passes were used by a higher percentage of minority riders.

Figure 2 – Fare Payment Method by Ridership Group

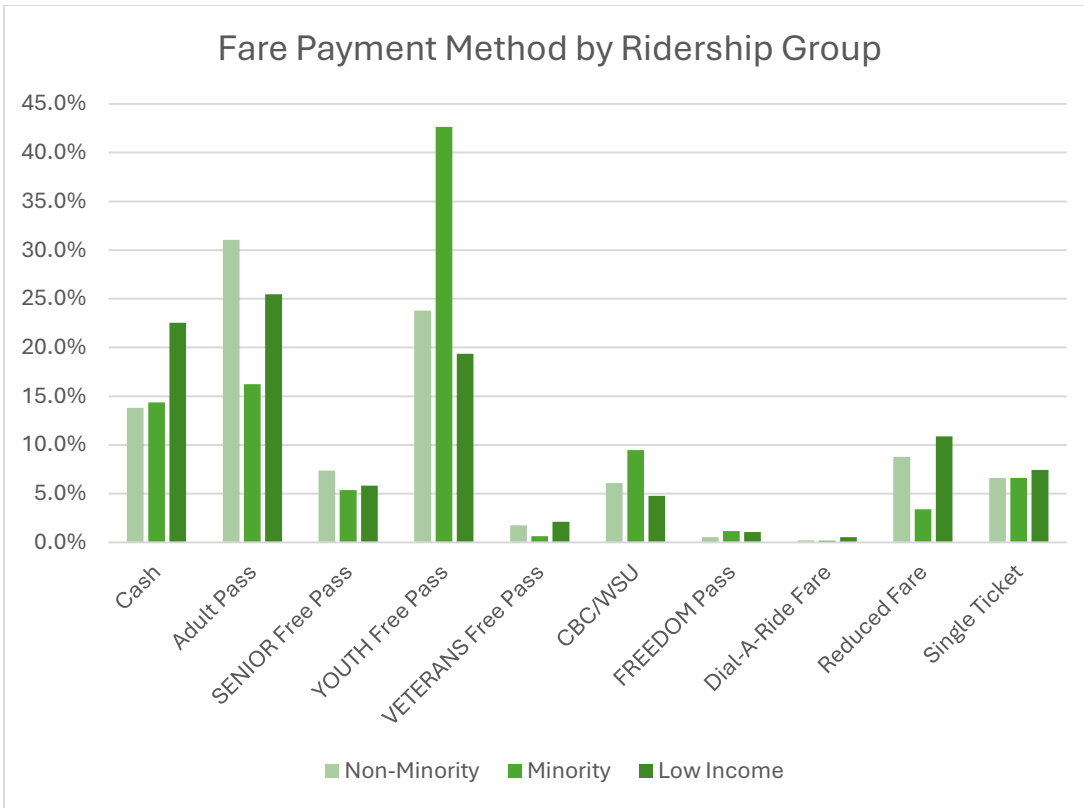
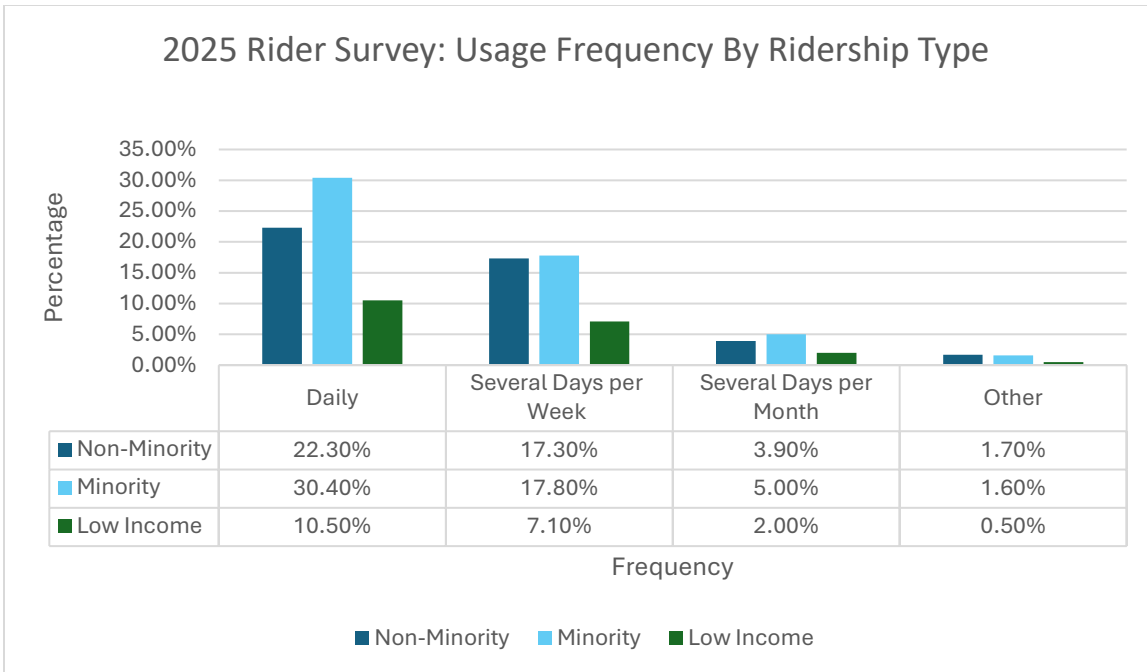


Table 10 – Fare Payment Type

Payment Type	Non-minority	Minority	Low Income
Paid Cash	13.8%	14.4%	22.5%
Adult Pass	31.1%	16.2%	25.5%
Senior Pass	7.4%	5.4%	5.8%
Youth Pass	23.8%	42.6%	19.4%
Veteran Pass	1.7%	0.6%	2.1%
CBC/WSU Pass	6.1%	9.5%	4.8%
Freedom Pass	0.5%	1.2%	1.1%
Dial-A-Ride Fare	0.2%	0.2%	0.5%
Reduced Fare	8.8%	3.4%	10.9%
Single Ticket	6.6%	6.6%	7.4%

Source: 2025 BFT Rider Survey

Figure 3 – Usage Frequency by Ridership Type



2.4 TITLE VI MAJOR SERVICE & FARE CHANGE POLICIES

Overview

In accordance with the requirements set forth in FTA Circular 4702.1B §4, Chap. 4-10, BFT will conduct a Title VI analysis for all major service and fare changes, as applicable, following current FTA guidelines. This analysis will be documented and submitted to the FTA, and a copy will be maintained on file at BFT. The analysis will assess the potential impacts of proposed changes on minority and low-income populations within the BFT service area. It will also include a discussion of outreach efforts and public involvement strategies used to engage and inform minority, low-income, and Limited English Proficiency (LEP) populations throughout the decision-making process.

Equity analyses for service and fare changes will be conducted when the proposed changes exceed the quantitative thresholds outlined in BFT’s Major Service Change, Disproportionate Burden, and Discriminatory Impact Policy, which was adopted by the BFT Board of Directors through Resolution 15-2013 (see Appendix B). Further revisions to this policy were made with the adoption of Resolution 26-2014 (see Appendix C). BFT will be reviewing and updating these policies in 2026.

Major Service Change, Disproportionate Burden & Discriminatory Impact Policies

The requirement for this policy is based on FTA Circular 4702.1B, “Title VI Requirements and Guidelines for Federal Transit Administration Recipients,” which became effective on October 1, 2012. The Circular mandates that any FTA recipient operating 50 or more fixed-route vehicles in peak service and serving a population of 200,000 or more must evaluate any fare changes and major service changes during the planning and programming stages to assess whether they may have a discriminatory or disproportionate impact. As of 2025, BFT operates 51 fixed-route vehicles in annual maximum service within a service area exceeding a population of 200,000. However, this number will increase to 53 fixed-route vehicles starting

June 2025.

BFT Major Service Change Policy

A **major service change** is defined as any change on an individual route that results in the elimination of more than 20% of the route's revenue miles or revenue hours. Additionally, an equity analysis will be conducted when the systemwide revenue hours allocated to minority areas fall below the average share of service hours for the entire service area.

All major service changes will undergo an equity analysis, which will include an evaluation of any adverse effects. An **adverse effect** is defined as a reduction in service based on geographic or time-based factors. This can include, but is not limited to, changes in the span of service, frequency changes, elimination of route segments, re-routing, or complete route elimination.

BFT Disproportionate Burden Policy This policy establishes a threshold to identify when the adverse effects of a major service or fare change disproportionately affect low-income populations. If a proposed major service or fare change results in a low-income population receiving benefits 20% less or bearing adverse effects 20% more than non-low-income populations, it will be considered a **disproportionate burden**.

For routes with changes in the span of service or frequency, disproportionate burden will be evaluated by analyzing all affected routes together. For routes with segment elimination, re-routing, or route elimination, disproportionate burden will be assessed on a route-by-route basis.

BFT Disparate Impact Policy This policy sets a threshold to identify when the adverse effects of a major service or fare change disproportionately affect individuals based on race, color, or national origin.

If a proposed service or fare change results in a minority population receiving benefits 20% less or bearing adverse effects 20% more than non-minority populations, it will be considered a **disparate impact**.

If BFT identifies a potential disparate impact or disproportionate burden, the agency will take steps to avoid, minimize, or mitigate these effects. Following any modifications to the service plan, BFT will reanalyze the changes to ensure that the impacts are addressed. If BFT decides not to modify the proposed changes, the agency may proceed with the service or fare change only if there is a substantial legitimate justification and no viable alternatives that would have less impact on the minority population, while still meeting the agency's program goals.

3. 2024-2025 SERVICE MONITORING REVIEW

Every three years, BFT conducts a comprehensive review to ensure compliance with Title VI of the Civil Rights Act, as outlined in FTA Circular 4702.1B. This review evaluates the implementation of system-wide service standards and policies to ensure equitable transit services for minority and low-income populations. This section presents the analysis of BFT's fixed-route network to determine whether the adopted standards and policies have been consistently applied and met.

To conduct a meaningful assessment, BFT selects a representative sample of both minority and non-minority routes, focusing on areas primarily served by each. The review includes all fixed routes, excluding demonstration and overload/tripper services. Minority and non-minority routes are compared to identify

any disparities in how system-wide service standards and policies are applied.

The FTA defines a minority route as one in which at least one-third of its total revenue mileage operates through Census blocks, block groups, or traffic analysis zones where the minority population exceeds the average for the transit service area. BFT refines this by identifying a route as a minority route if the population within a ¼-mile buffer of the route exceeds the average minority population of the service area. Based on this definition, 13 of BFT's 20 fixed routes qualify as minority routes.

To ensure compliance with the service monitoring requirements outlined in FTA Circular 4702.1B, BFT followed these key steps:

- Analyzed each route to identify any potential disproportionate impacts across the evaluated criteria.
- Calculated system-wide averages for service levels, vehicle assignments, and amenity distribution.
- Classified each fixed route as either a minority or non-minority route.
- Conducted an inventory of service characteristics and amenities for all routes, distinguishing between minority and non-minority routes.
- Recorded any required corrective actions based on the findings of the analysis.

3.1 SERVICE STANDARDS MONITORING REVIEW

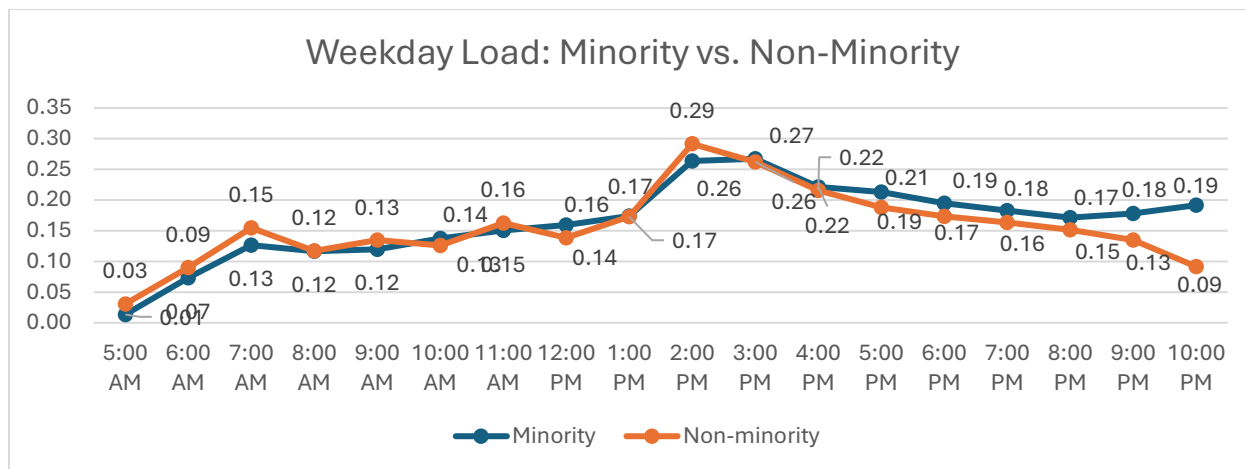
BFT is required to monitor the application and adherence to adopted system-wide service policies on a triennial basis. The data, tables, figures, and maps provided in this section exemplify how BFT assesses service standards as they pertain to groups identified by race, color, or national origin. Data used in this service monitoring review was collected during October 2024, BFT's highest ridership month.

Vehicle Load

Fixed-Route Service Standard BFT has adopted a load standard of 1.25 for its fixed-route service during the peak operating period and should not exceed the vehicles' achievable capacities. A 1.25 load factor indicates that all seats are taken and no more than 25% of riders are standing. If it is observed that a trip or route is consistently reaching or exceeding a 1.25 load standard, steps will be taken to add frequency or an overload service to minimize overcrowding.

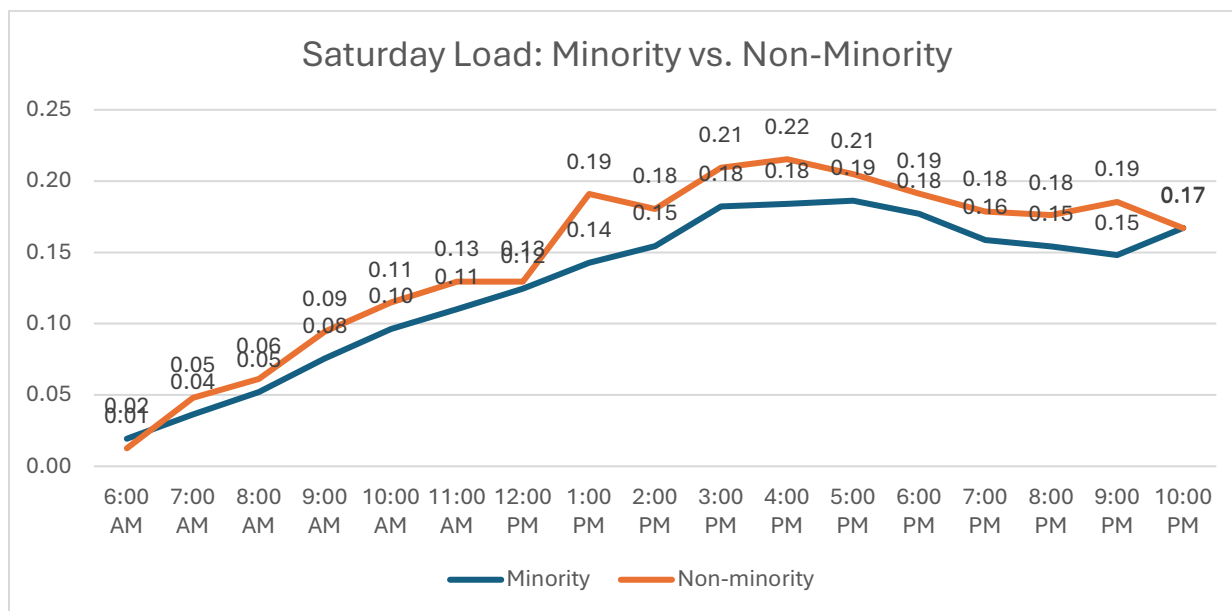
Analysis The average load on weekday trips on all routes occurring in October 2024 did not consistently exceed a 1.25 load factor at any point during a given service day. Minority and non-minority routes are busiest during the PM peak (2 p.m. to 5 p.m.), with both having an average load factor of 0.24 during this span (Figure 4) All routes operated without exceeding a 1.25 load factor on a consistent basis and it was concluded that no apparent or intentional disparity exists between minority and non-minority routes in terms of BFT's load factor standard.

Figure 4– Average Weekday Load on Minority & Non-minority Routes by Time of Day



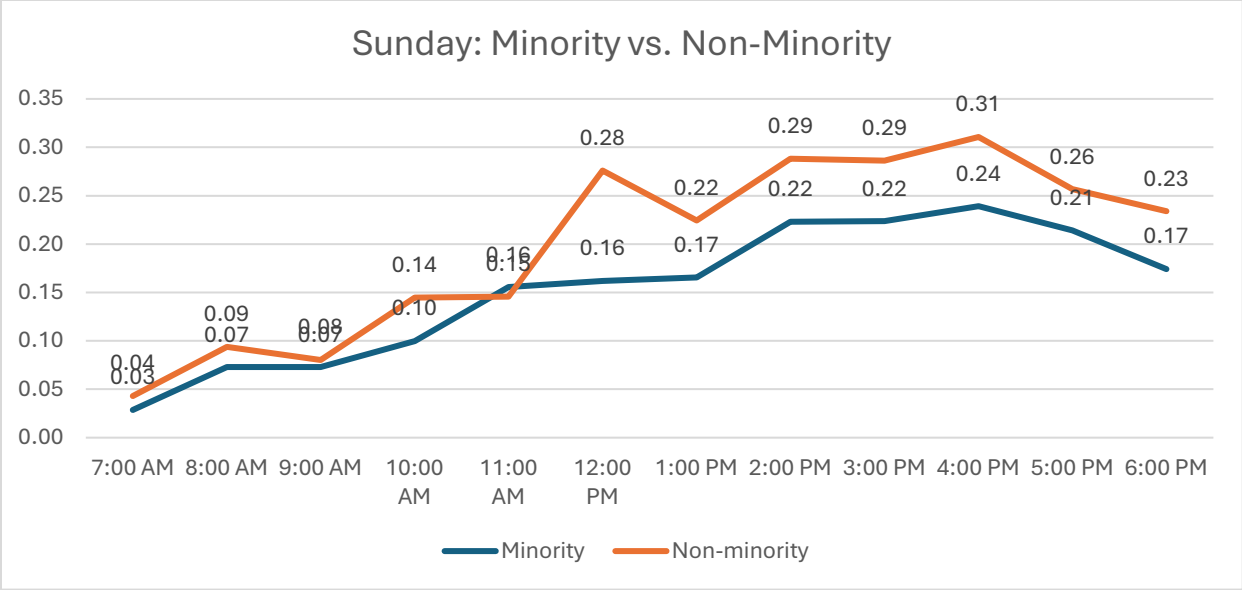
Saturday trips were observed to have a lower average load, with minority and non-minority routes experiencing an average PM peak load factor of 0.18 and 0.21 respectively (Figure 5). The PM peak ranged from 3:00 p.m. to 6:00 p.m. on Saturdays.

Figure 5 – Average Saturday Load on Minority & Non-minority Routes by Time of Day



Sunday trips saw minority and non-minority routes experiencing an average PM peak load factor of 0.20 and 0.27 respectively (Figure 6), with the PM peak ranging from 12:00 p.m. to 6 p.m.

Figure 6 – Average Sunday Load on Minority & Non-minority Routes by Time of Day



Load factor will continue to be monitored to determine if more fixed-route resources are needed on certain routes at certain times of the day.

Vehicle Headway

Fixed-Route Service Standard BFT adjusts route headways based on ridership demand and market potential, using factors such as load levels, route productivity, and area development trends to guide service planning. Most vehicle headways currently range from 15 to 60 minutes, with the exception of Route 170, which operates every 60 minutes during peak hours and every 120 minutes during off-peak times. High-demand commercial corridors—such as Court Street in Pasco and Clearwater Avenue in Kennewick—are served by Metro Routes 1 and 3, which provide 15-minute all-day frequency. These routes were introduced in June 2021 to support areas with consistently high transit activity.

Analysis No apparent or intentional disparity between average headways for minority and non-minority routes was determined. On weekdays, minority and non-minority routes have an average headway of 36 and 34 minutes, respectively (Table 12). On Saturdays, minority and non-minority routes have an average headway of 40 and 34 minutes, respectively (Table 14). Minority service ends an average of 16 minutes later weekdays. On Sundays, all routes run at a headway of 30 minutes (Table 16). Schedules used to determine average headways are from December 2024.

Table 11 – Weekday Headway by Route

Weekday By Route							
Route	Service Begins	AM Peak Headway	Midday Headway	PM Peak Headway	Late	Service Ends	Approx. Operating Hours

1	6:00 AM	15	15	15	30	10:23 PM	16.4
3	5:45 AM	15	15	15	30	9:50 PM	16.1
10	6:15 AM	60	60	60	60	8:02 PM	13.8
20	6:15 AM	30	30	30	30	10:07 PM	15.9
25	5:45 AM	30	30	30	30	8:04 PM	14.3
26	6:00 AM	20	20	20	30	9:53 PM	15.9
40	6:15 AM	30	30	30	30	8:07 PM	13.9
41	6:00 AM	60	60	60	60	8:11 PM	14.2
42	6:00 AM	30	30	30	60	9:46 PM	15.8
47	6:00 AM	30	30	30	60	9:41 PM	15.7
48	6:00 AM	30	30	30	60	9:51 PM	15.9
50	8:00 AM	30	30	30	30	8:52 PM	12.9
64	6:00 AM	30	30	30	30	10:05 PM	16.1
65	6:00 AM	30	30	30	30	10:11 PM	16.2
67	6:00 AM	30	30	30	30	9:45 PM	15.8
123	5:45 AM	30	30	30	30	10:17 PM	16.5
170	5:17 AM	60	120	60	60	8:50 PM	15.6
225	5:45 AM	30	30	30	30	10:19 PM	16.6
268	5:45 AM	30	30	30	30	8:18 PM	14.6

*Minority
Routes

Table 12 – Average Vehicle Headway by Route

	AM Peak Headway	Midday Headway	PM Peak Headway	Late	Service Ends	Approx. Operating Hours
System Average	33	36	33	39	9:23 PM	15.4
Minority Route Average	32	37	32	42	9:29 PM	15.6
Non-Minority Route Average	33	33	33	35	9:12 PM	14.9

Figure 7 – Average Weekday Headway by Minority & Non-minority Routes

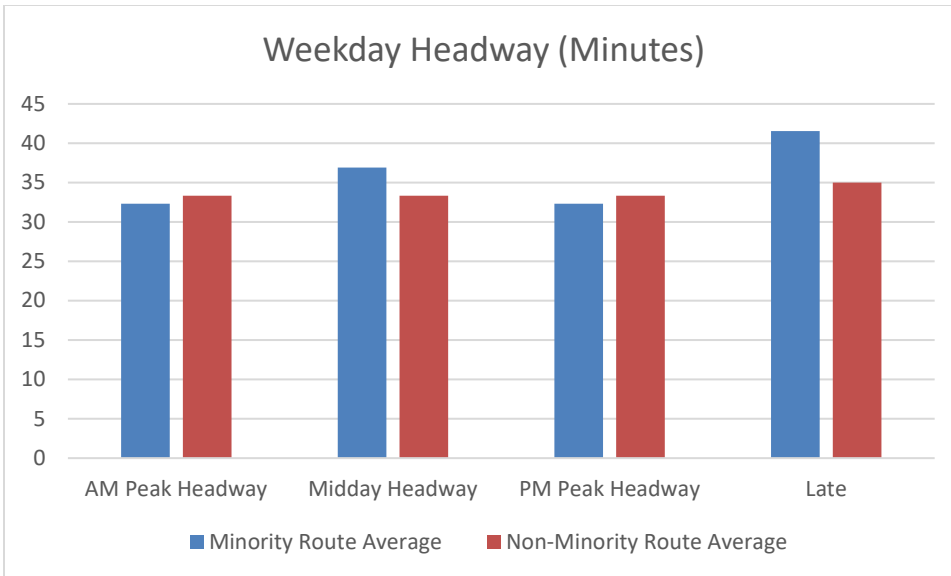


Table 13 – Saturday Vehicle Headway by Route

Saturday By Route							
Route	Service Begins	AM Peak Headway	Midday Headway	PM Peak Headway	Late	Service Ends	Approx. Operating Hours
1	6:50 AM	20	20	20	30	10:24 PM	15.6
3	7:00 AM	15	15	15	30	9:50 PM	14.8
10	7:15 AM	60	60	60	60	8:02 PM	12.8
20	7:15 AM	30	30	30	30	10:07 PM	14.9
25	6:45 AM	30	30	30	30	7:04 PM	12.3
26	7:00 AM	20	20	20	30	9:53 PM	14.9
40	7:15 AM	30	30	30	30	8:06 PM	12.9
41	7:00 AM	60	60	60	60	8:11 PM	13.2
42	7:00 AM	30	30	30	60	9:49 PM	14.8
47	7:00 AM	30	30	30	60	9:41 PM	14.7
48	7:00 AM	30	30	30	60	9:52 PM	14.9
50	8:00 AM	30	30	30	30	8:52 PM	12.9
64	7:00 AM	30	30	30	30	10:05 PM	15.1
65	7:00 AM	30	30	30	30	10:13 PM	15.2
67	7:00 AM	30	30	30	30	9:43 PM	14.7
123	6:45 AM	30	30	30	30	10:17 PM	15.5
170	7:05 AM	120	120	120	120	8:50 PM	13.8
225	6:45 AM	30	30	30	30	10:19 PM	15.6
268	6:45 AM	30	30	30	30	8:18 PM	13.6

*Minority Routes

Table 14 – Saturday Average Vehicle Headway

	AM Peak Headway	Midday Headway	PM Peak Headway	Late	Service Ends	Approx. Operating Hours
System Average	36	36	36	43	9:20 PM	14.3
Minority Route Average	37	37	37	46	9:29 PM	14.5
Non-Minority Route Average	33	33	33	35	9:02 PM	13.9

Figure 8 – Average Saturday Headway by Minority & Non-minority Routes

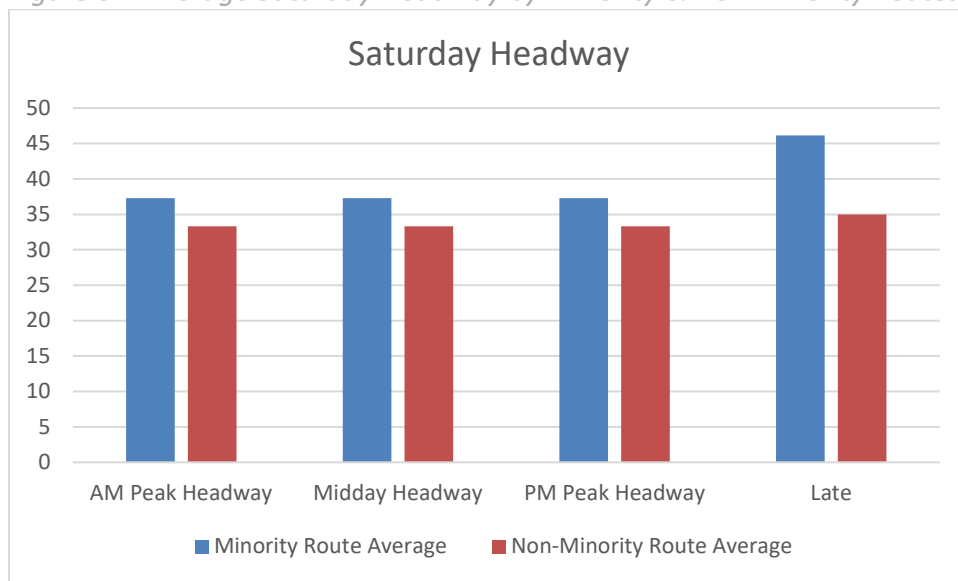


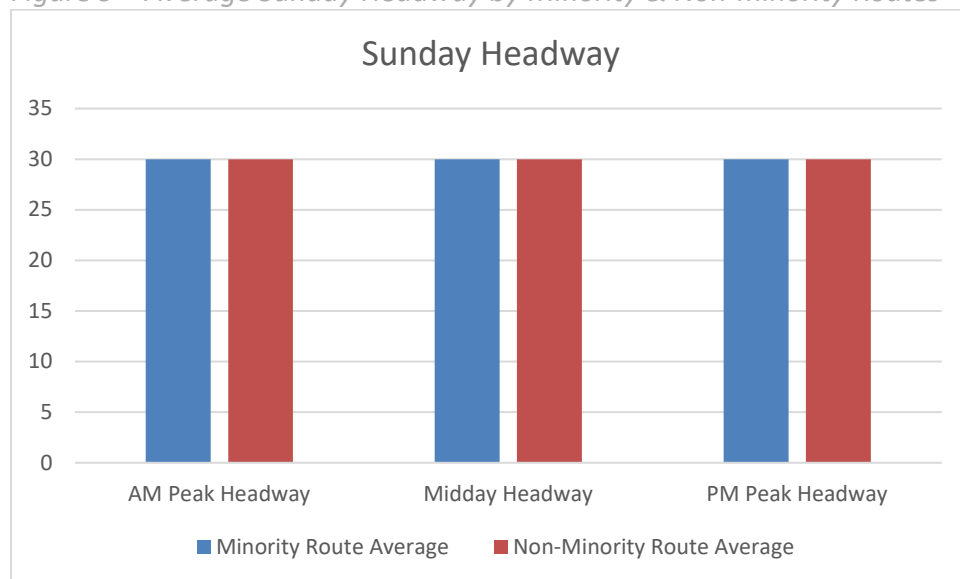
Table 15 – Sunday Vehicle Headway by Route

Sunday By Route						
Route	Service Begins	AM Peak Headway	Midday Headway	PM Peak Headway	Service Ends	Approx. Operating Hours
1	8:00 AM	30	30	30	6:35 PM	10.6
3	8:00 AM	30	30	30	6:21 PM	10.4
40	8:00 AM	30	30	30	6:23 PM	10.4
47	8:00 AM	30	30	30	6:41 PM	10.7
64	8:00 AM	30	30	30	6:18 PM	10.3
123	8:00 AM	30	30	30	6:45 PM	10.8
225	8:00 AM	30	30	30	6:49 PM	10.8
*Minority Routes						

Table 16 – Sunday Average Vehicle Headway

Routes	AM Peak Headway	Midday Headway	PM Peak Headway	Late	Service Ends	Approx. Operating Hours
System Average	30	30	30	30	6:33 PM	10.6
Minority Route Average	30	30	30	30	6:31 PM	10.5
Non-Minority Route Average	30	30	30	30	6:45 PM	10.8

Figure 9 – Average Sunday Headway by Minority & Non-minority Routes



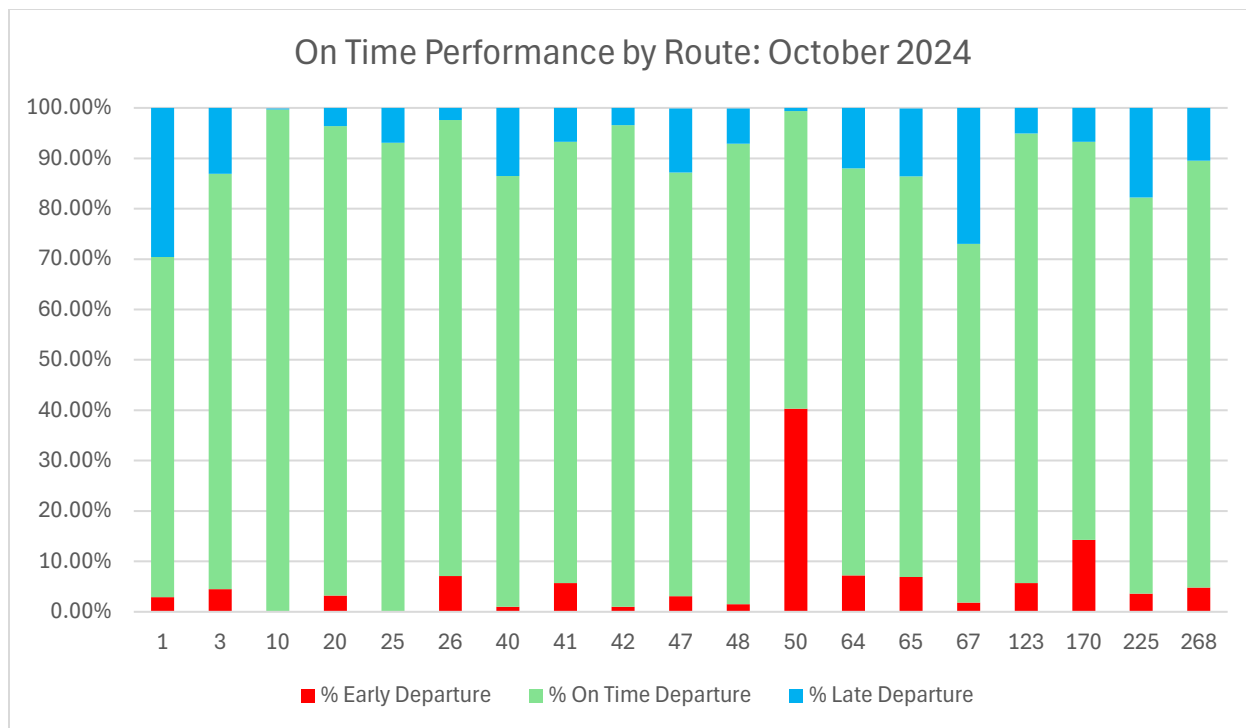
On-Time Performance

Fixed-Route Service Standard On-time performance standards for fixed-route service vary by mode. Currently, a fixed-route bus is considered late if it departs more than five (5) minutes after its scheduled time or early if it departs more than 59 seconds prior to its scheduled departure.

Analysis An analysis of BFT’s fixed route on-time performance for October 2024 revealed that 82.8% of all sampled trips departed from scheduled timepoints on time. Of the remaining trips, 4.9% departed early and 12.3% departed late.

When disaggregated by route classification, minority routes reported an on-time performance rate of 80.6%, while non-minority routes achieved a higher rate of 89.2%. The lower performance among minority routes was directly linked to ongoing construction activities on Broadmoor Boulevard in Pasco and the Pioneer Memorial Bridge on Highway 395 during the reporting period.

Figure 10 – On-time Performance by Route – October 2024



A follow-up review of data collected in March 2025 (Figure 11)—after the conclusion of the construction—indicates a significant performance improvement. On-time performance for minority routes increased by 7.6 percentage points to 88.3%, while non-minority routes improved to 93.0%. Despite the continued higher performance of non-minority routes, it is important to note that they comprise only 24% of the total data points. Minority routes represent the remaining 76%, with METRO Routes 1 and 3—two of the system’s busiest and most operationally dynamic routes—accounting for 30.9% of minority route data points. Route 50, which experienced a 40.3% rate of early trips, is a newly implemented route whose schedules have been adjusted to improve OTP.

Figure 11 – On-time Performance by Route – March 2025

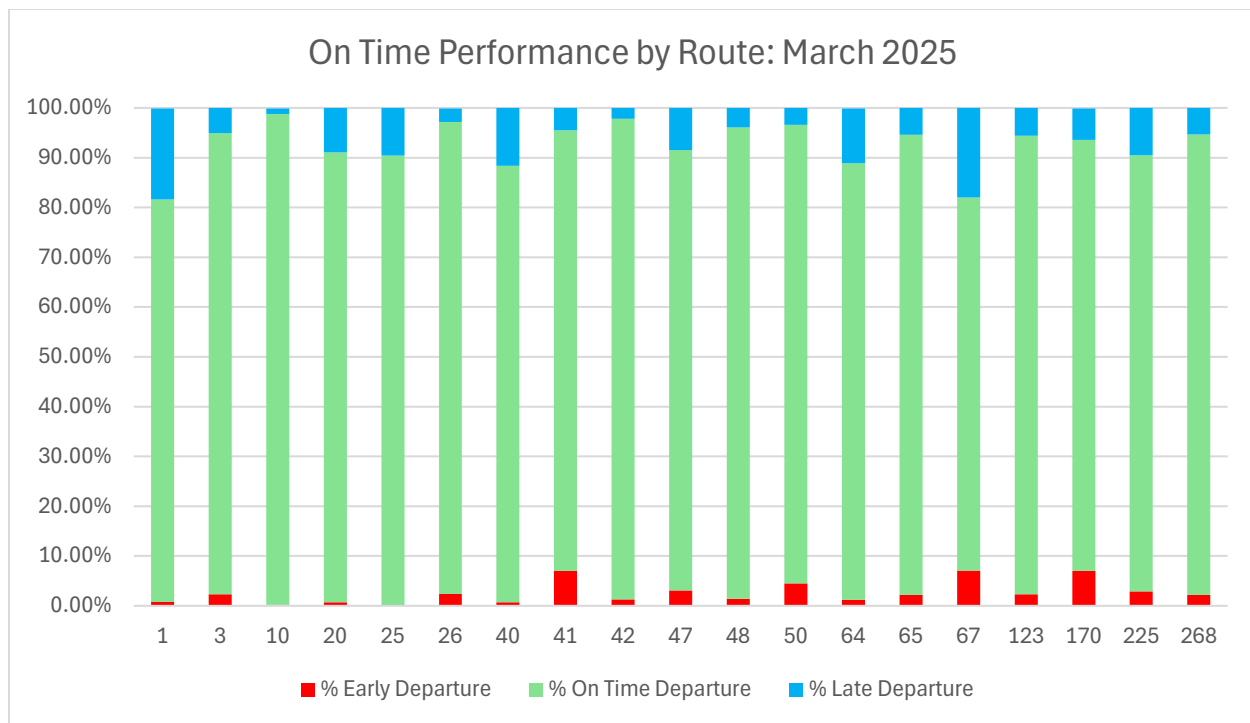


Table 17 – On-time Performance by Minority & Non-minority Routes – October 2024

October 2024			
Routes	% On time	% Early	% Late
System Average	82.8%	4.9%	12.3%
Minority Route Average	80.6%	4.2%	15.1%
Non-minority Route Average	89.3%	7.0%	3.7%

Table 18 – On-time Performance by Minority & Non-minority Routes – March 2025

March 2025			
Routes	% On time	% Early	% Late
System Average	89.40%	2.30%	8.30%
Minority Route Average	88.30%	2.50%	9.20%
Non-minority Route Average	93.00%	1.90%	5.10%

To further enhance reliability, BFT has initiated efforts to revise scheduled time points to reflect actual operating conditions throughout the day. Historically, fixed route schedules maintained static running times, regardless of peak or off-peak demand. In response, BFT partnered with CSched to utilize the HASTUS ATP module to conduct an in-depth analysis of timepoint adherence during peak periods. Based on this analysis, timepoint adjustments are being

implemented to better align with observed travel patterns. Additionally, scheduling staff are streamlining internal processes to support more responsive and efficient schedule updates moving forward.

The following tables indicate OTP levels for low and not-low-income routes. Again, with a comparison of October 2024 and March 2025, the on-time percentage improved by 6.3% with a reduction in both early and late arrivals by 2.1% and 4.9% respectively.

Table 19 – On-time Performance by Low & Not Low-Income Routes – October 2024

October 2024			
Routes	% On time	% Early	% Late
System Average	82.82%	4.92%	12.26%
Low-Income Route Average	81.98%	4.42%	13.60%
Not Low-Income Route Average	85.52%	6.56%	7.92%

Table 20 – On-time Performance by Low & Not Low-Income Routes – March 2025

March 2025			
Routes	% On time	% Early	% Late
System Average	89.40%	2.34%	8.26%
Low-Income Route Average	88.32%	2.35%	8.65%
Not Low-Income Route Average	93.15%	2.31%	6.92%

Service Availability

Fixed-Route Service Policy Statement BFT allocates transit service according to observed ridership demand, population patterns, and land use characteristics. The agency is committed to ensuring that all residents within the Public Transportation Benefit Area (PTBA) have access to transit, either through scheduled fixed-route service or the CONNECT On-Demand service.

Table 21 – Population within ½ a Mile of Fixed-Route Service

Name	Total Population within 1/2 Mile of Transit 2025	Total Population	Percent Total Population 2025	% Total Population within 1/2 Mile of Transit 2018	Minority Population within 1/2 miles of Transit 2025	% Minority population within 1/2 miles of Transit 2025
Pop. within ½ Mile of Transit	208,305	275,388	75.60%	72%	79,553	79%

**Source: Washington State Office of Financial Management, SAEP*

Analysis Using Washington State Office of Financial Management 2020 population data, it was concluded

that an estimated 72% of the total population of BFT's PTBA is located within ½ a mile of a fixed route. Minority populations experience slightly better service availability in that 79% of the minority population lives within ½ a mile of a fixed route (Table 21). Based on this information, it was concluded that no apparent or intentional disparity exists between minority and non-minority routes in terms of service availability.

Distribution of Transit Amenities

Service Policy Statement Transit amenities, including facilities, are placed where current or anticipated demand justifies the investment. Prior to 2020, amenity placement was guided by productivity standards outlined in BFT's Stop Guidelines and Amenities Policy. Currently, each stop is categorized primarily based on average weekday ridership, which determines the minimum recommended amenities according to daily boarding figures. Additional factors considered include whether the stop is served by a Metro (high-frequency) route, whether passengers typically experience longer wait times at the location, and any physical or regulatory constraints—such as right-of-way limitations, property owner objections, or jurisdictional restrictions—that may prevent the installation of designated amenities.

Transit amenities are assigned based on groups and frequency of use as follows:

- **Basic:** Fewer than five (5) average weekday boardings
- **Enhanced:** Five (5) to fifteen (15) average weekday boardings
- **Shelter:** More than fifteen (15) average weekday boardings

BFT's service area spans multiple jurisdictions, including six cities across two counties. Each jurisdiction has its own procedures, development patterns, and standards, as well as varying approaches to right-of-way (ROW) permitting and other regulatory processes required for BFT to perform work within these areas. Due to inconsistent development along fixed routes, policies for distributing transit amenities cannot always be applied uniformly across the service area. Nonetheless, BFT is committed to ensuring an equitable distribution of transit amenities to the best of its ability (see Table 22).

Table 22 – Amenities Distribution by Stop Ridership (Average Weekday Boardings)

Amenity	Basic <5 daily boardings	Enhanced 5-15 daily boardings	Shelter >15 daily boardings
No Parking Restriction	Recommended at all stops		
ADA 5' x 8' Landing Pad & 3' x 5' Clear Floor Space	Required at all stops, unless reasonably justified		
Bus Stop Sign on Separate Pole	Recommended at all stops		
Lean Rail	Optional	Optional	Optional
Bench	Optional	Recommended	Provide
Shelter	Optional	Optional	Recommended
Display Case	Optional	Optional	Optional
Lighting	Optional	Optional	Recommended
Trash Can	Optional	Recommended	Provide
Rider Information Panel	Optional	Recommended	Provide
Bicycle Rack*	Optional	Optional	Optional

Bicycle Repair Station*	Optional	Optional	Optional
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* Bicycle Infrastructure recommended in locations near multi-use/bike trails

Distribution of Fixed-Route Transit Amenities Analysis As of May 7, 2025, BFT’s fixed-route system consists of 915 stops—879 are posted stops, while 36 are designated as flag stops. Among these, 81 stops feature shelters (each with a bench), 78 have benches without shelters, and 2 locations include two-seater benches equipped with built-in lighting. Additionally, 162 stops are equipped with garbage cans, 38 of which offer no other amenities. Flag stops are locations without a posted sign where riders can signal a bus to stop. BFT is actively phasing out flag stops by either installing permanent signage or removing the stop if it is in an impractical location with low ridership. Table 23 outlines amenities by route; please note that amenities may be counted more than once if multiple routes serve the same stop, and the totals include transit centers and transfer points.

Upon further analysis of current amenity locations, it was concluded that no apparent or intentional disparity exists between minority and non-minority routes relative to BFT’s distribution of transit amenities.

Table 23 – Amenities by Route

Route	Total Stops*	Posted Stops	Flag Stops	Shelters	Benches (includes shelter benches)	Two-Seater Bench	Garbage Cans	Length of Route (mi.)	Average Stop Spacing (ft.)
1	62	62	0	10	22	1	21	28.7	2567.4
3	46	43	3	11	11	0	23	11.6	1332.4
10	39	38	1	3	4	0	5	13.8	1863.5
20	47	47	0	6	12	0	15	13.8	1587.2
25	29	29	0	2	2	0	2	7.0	1280.4
26	48	45	3	10	15	0	11	11.9	1312.9
40	50	50	0	12	18	0	18	14.3	1510.2
41	125	119	6	8	10	0	13	29.3	1179.3
42	61	60	1	9	13	0	14	14.1	1218.3
47	97	93	4	12	23	0	24	27.5	1495.3
48	57	55	2	4	9	0	11	16.1	1491.1
50	20	20	0	3	3	0	5	6.2	1632.7
64	39	38	1	3	6	0	6	11.5	1450.0
65	49	48	1	5	10	0	9	13.4	1442.9
67	51	50	1	8	14	0	12	28.7	2567.4
123	101	94	7	9	21	1	17	11.6	1332.4
170	39	31	8	5	5	0	5	13.8	1863.5
225	72	70	2	10	15	0	15	13.8	1587.2
268	62	60	2	7	11	0	11	7.0	1280.4

Note: Numbers do not reflect transit centers

*Stops serving multiple routes are double counted, total stops are higher than actual total stop count

Table 24 – Amenity Distribution by Minority & Non-minority Routes

Routes	Total Stops*	Shelters*	Benches*	Garbage Cans*	Average Bus Stop Spacing (ft.) **
System	1,162	85	146	153	1831.4
Minority Routes	704	54	87	95	1660.6
Non-minority Routes	458	31	59	58	2124.1

*Stops serving multiple routes are double counted, total stops are higher than actual total stop count.

** Route 170 excluded

Distribution of Transit Amenities (Transit Centers/Park & Rides) Analysis Major transit centers and park-and-ride facilities are strategically located throughout BFT's service area, based on the planning considerations made during their construction phases. These centers and park-and-rides are equipped with a fair distribution of amenities. Considering the varying modes of service, safety and operational requirements, and ridership levels, amenities such as benches, shelters, and lighting are provided based on specific needs. Select facilities also offer bike racks and lockers, although bike lockers are being gradually phased out. Due to the COVID-19 pandemic, public restrooms at facilities where BFT Customer Service staff operate were temporarily closed and remain unavailable as of May 2025. A detailed breakdown of the amenities provided at transit centers and park-and-ride facilities can be found in Tables 25 and 26.

Table 25 – Transit Center Amenities

Transit Center	Passenger Services	Security	Public Restroom	Bicycle Locker/ Rack	Minority Group Designation
Three Rivers Transit Center	Yes	No	No	Yes	Non-minority
Knight St Transit Center	No	No	No	Yes	Non- minority
22 nd Street Transit Center	No	No	No	Yes	Minority
Columbia Park Trail MOA	Yes	Yes	Yes	Yes	Non- minority
West Richland Transit Center	No	No	Yes	No	Non- minority
Dayton Transfer Point	No	No	No	Yes	Minority
Queensgate Transit Center	No	Yes	No	Yes	Non-minority
Stacy Avenue Transit Center	No	No	No	Yes	Minority

Ed Frost Transit Center	Defunct	Minority
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Table 26 – BFT Owned or Leased Park & Rides Within Service Area (Amenities)

Park & Ride	Location	Lot Capacity	Shelter	Public Restroom	Bicycle Locker/Rack	Minority Group Designation
Ed Frost Transit Center (Defunct)	Kennewick	96	Yes	No	Yes	Minority
Tulip Lane Park & Ride	Richland	139	Yes	No	Yes	Non-minority
22nd Ave Transit Center	Pasco	50	Yes	No	Yes	Minority
Knight Street Transit Center	Richland	50	Yes	No	Yes	Non-minority
Stacy Avenue Transit Center	Prosser	20	Yes	No	Yes	Minority
Richland Wye Park & Ride	Richland	250	No	No	Yes	Non-minority
HAPO Center Park and Ride	Pasco	180	No	No	No	Minority
Port of Benton	Richland	350	No	No	No	Non-minority
West Richland Transit Center	West Richland	154	Yes	Yes	No	Non-minority

Vehicle Assignment

Service Policy Statement Fixed route vehicles are assigned based on operational requirements of the route such as height/size, route capacity, and turning radius. Dispatch completes bus assignments monthly and assigns specific buses to specific blocks. Any buses held down for maintenance or other reasons are replaced daily with buses from the spare list. Drivers are given a bus number when they check in with Dispatch. Vehicles will be assigned to routes based on ridership capacity and anticipated need for capacity. Same-size vehicles are used interchangeably when daily route assignments are made. Thus, newer vehicles circulate in minority and non-minority neighborhoods alike. Age of fleet is also taken into consideration when assigning vehicles to different routes/blocks.

Analysis Fixed route vehicle assignment data from October 2024 concluded no disparity in how vehicles are assigned to routes. Vehicles are assigned to operational blocks, which means most vehicles will be used on multiple routes during a service day. Blocks that serve at least one minority route were designated as a minority block. Minority blocks were assigned vehicles built in 2021 on average, with a typical length of 40 ft. and a seating capacity of 37 seats. Non-minority blocks were assigned vehicles built in 2017 on average, with a typical length of 35 ft. and a seating capacity of 35 seats (Table 27).

Table 27 – Vehicle Assignment by Route

October 2024				
Block	Most Frequent Assignment (Bus#)	Year	Length	Seating
1-1	5372	2023	40 ft	37
1-2	5327	2018	35 ft	30
1-3	5371	2023	40 ft	37
1-4	5375	2023	35 ft	33
1-5	5366	2023	40 ft	37
1-6	5374	2023	40 ft	37
1-7	5328	2018	35 ft	30
3-1	5323	2015	40 ft	37
3-2	5314	2014	40 ft	37
3-3	5311	2013	40 ft	37
3-4	5356	2022	40 ft	37
10-1	5337	2018	29 ft	23
123-1	5307	2013	40 ft	37
123-2	5326	2015	40 ft	37
123-3	5310	2013	40 ft	37
123-4	5309	2013	40 ft	37
123s1A	5328	2018	35 ft	30
123s1P	5333	2018	35 ft	30
170-1	5355	2022	40 ft	37
170-2	5357	2022	40 ft	37
170-3	5357	2022	40 ft	37
20-1	5001	2016	35 ft	30
225-1	5331	2018	35 ft	30
225-2	5376	2023	35 ft	33
225-3	5332	2018	35 ft	30
225-4	5361	2023	40 ft	37
225-5	5324	2015	40 ft	37
225-6	5373	2023	40 ft	37
25-1	5345	2018	35 ft	30
25-2	5377	2023	35 ft	33
26-1	5367	2023	40 ft	37
26-2	5343	2018	35 ft	30
268-1	5361	2023	40 ft	37
268-2	5324	2015	40 ft	37
268-3	5373	2023	40 ft	37
26s1A	5321	2015	40 ft	37
26s1P	5321	2015	40 ft	37

26s2A	5316	2014	40 ft	37
26s2P	5316	2014	40 ft	37
40-1	5365	2023	40 ft	37
40-2	5335	2018	35 ft	30
41-1	5359	2022	40 ft	37
42-1	5362	2023	40 ft	37
42-2	5306	2013	40 ft	37
42-3	5370	2023	40 ft	37
47-1	5378	2023	35 ft	33
47-2	5329	2018	35 ft	30
47-3	5379	2023	35 ft	33
47-4	5358	2022	40 ft	37
48-1	5312	2013	40 ft	37
48-2	5369	2023	40 ft	37
48-3	5358	2022	40 ft	37
50-1	5342	2018	29 ft	23
64-1	5364	2023	40 ft	37
64-2	5353	2022	40 ft	37
64-3	5360	2022	40 ft	37
64-4	5352	2022	40 ft	37
65-1	5363	2023	40 ft	37
65-2	5368	2023	40 ft	37

*Minority
Route

Table 28 – Vehicle Assignments by Minority & Non-minority Blocks

Route	Direction	AM Peak	Midday	PM Peak	Late
Metro Route 1	E	0.10	0.21	0.28	0.24
	W	0.11	0.21	0.24	0.20
Metro Route 3	N	0.16	0.17	0.27	0.20
	S	0.09	0.22	0.35	0.24
Route 10	E	0.08	0.12	0.10	0.03
	W	0.09	0.08	0.07	0.04
Route 20	E	0.22	0.17	0.15	0.15
	W	0.08	0.13	0.28	0.17
Route 25	CW	0.09	0.14	0.20	0.19
Route 26	N	0.11	0.14	0.19	0.16
	S	0.08	0.12	0.27	0.15
Route 40	E	0.09	0.16	0.29	0.19
	W	0.12	0.22	0.28	0.18

Route 41	CCW	0.09	0.08	0.20	0.10
	CW	0.04	0.09	0.18	0.08
Route 42	E	0.09	0.12	0.20	0.19
	W	0.11	0.18	0.21	0.17
Route 47	E	0.08	0.20	0.28	0.28
	W	0.09	0.19	0.28	0.16
Route 48	E	0.05	0.11	0.23	0.21
	W	0.07	0.14	0.26	0.18
Route 50	IB	0.07	0.15	0.15	0.12
	OB	0.04	0.13	0.14	0.10
Route 64	E	0.04	0.10	0.20	0.15
	W	0.18	0.09	0.12	0.10
Route 65	E	0.06	0.12	0.27	0.17
	W	0.18	0.10	0.23	0.14
Route 67	E	0.06	0.10	0.14	0.11
	W	0.06	0.11	0.19	0.11
Route 123	N	0.13	0.21	0.26	0.15
	S	0.14	0.19	0.27	0.13
Route 170	E	0.04	0.07	0.04	0.01
	W	0.03	0.05	0.06	0.03
Route 225	E	0.16	0.22	0.28	0.24
	W	0.10	0.19	0.23	0.22
Route 268	E	0.10	0.25	0.35	0.14
	W	0.19	0.22	0.25	0.33
					*Minority Route

3.2 2022-2024 EQUITY ANALYSIS REVIEW

Service & Fare Changes

BFT defines a major service change as one that "impacts at least 20% of a route's daily service hours or geographic coverage." Every three years, BFT prepares and submits equity analyses from the prior service monitoring period to the FTA as part of its Title VI Program documents. Upon review, BFT implemented major service changes in 2022 and 2024, with no fare changes since 2022.

BFT conducts a Title VI analysis for both fare and major service changes in accordance with FTA guidance. Moving forward, BFT will continue to assess service in alignment with Title VI.

FARE CHANGES IMPLEMENTED (2023-2025)

BFT has not made any fare policy changes since the 2022 Title VI update. Since summer 2022, BFT has implemented a fare-free program for children 18 and under, veterans, and seniors 65 and over. BFT went through a fare study that resulted in the approval of a new fare structure. A Title VI Fare Equity Analysis

was conducted, but ultimately implementation of said fare structure was delayed due to funding uncertainties at the state level. BFT will reevaluate its fare structure and look to implement a new structure in late 2025 or 2026, if approved by BFT’s Board of Directors.

3.3 MAJOR SERVICE CHANGES IMPLEMENTED (2022-2024)

In 2022, The service equity analysis of the proposed changes—Route 64 extension, Route 66 elimination, and Route 67 frequency increase and extension—found no disparate impact or disproportionate burden on minority or low-income populations. Instead, the 2022 Annual Service Plan changes resulted in a net gain in service for these groups.

Residents in non-minority areas along W Sylvester St, W Court St, and the south end of Rd 84—where Route 66 did not overlap with Routes 67 or 268—lost direct fixed-route service. In total, 32 low-ridership bus stops were removed, with most averaging fewer than one boarding per day. This change reflected Route 66’s low productivity and allowed BFT to reallocate resources to Route 67, resulting in greater benefits for Title VI communities.

To mitigate potential disruptions, BFT implemented several measures: continued service on Route 268 through the most productive segments of former Route 66, extended Route 67 to cover stops near Rd 100 and Chapel Hill Blvd, expanded the CONNECT on-demand rideshare service in West Pasco, reduced CONNECT fares to match fixed-route pricing, and provided additional buses during peak times along Route 268 when needed. These efforts helped ensure that the service changes did not result in inequities for minority or low-income populations.

The 2023 service changes did not meet the threshold outlined in BFT’s major service change policy and therefore did not require a service equity analysis. The service equity analysis for 2024 updates concluded that the implemented changes did not result in a disparate impact. Although there was potential for a disproportionate burden due to changes on Route 25, the discontinued stops had low ridership. Overall, the changes led to a net gain in service for low-income and minority populations.

As part of the implementation process, BFT conducted a route-by-route Title VI service equity analysis to assess the potential impact of the planned fixed-route service changes on low-income and minority populations (see Table 29).

Table 29 –2022-2024 Major Service Change Overview

Route	Major Service Change		Year	Notes
	Route Alignment	Revenue Hours		
Route 66	X	-	2022	Route eliminated
Route 64	X	+	2022	Route realigned and extended
Route 67	X	+	2022	Route extended to cover small portion of Route 66
Metro 1		-	2023	Reduced evening frequency, realignment at CCB/Quinault, and stop consolidation
Metro 3		-	2023	Reduced evening frequency and stop consolidation

Route 40		+	2023	Service added on Sunday
Route 42		-	2023	Service removed on Sunday
Route 47		+	2023	Frequency increased on Sunday
Route 48		+	2023	Frequency increased on Saturday
Route 268		+	2023	Service added on Saturday
Route 10/50/110	X	=	2024	Route 110 split into Route 10 and 50. Service eliminated in Hills West area. Frequency increased in area now covered by Route 50.
Route 25	X	=	2024	Service removed from Cottonwood St area
Route 123	X	+	2024	Route realigned to service Queensgate Transit Center. Small increase in revenue hours.
Route 170	X	+	2024	Route realigned and increased peak hour frequency

CONCLUSION

An analysis of BFT services indicates that there is no significant disparate impact or disproportionate burden in the distribution of service or amenities within the PTBA. Furthermore, recent service changes have led to improvements in service to minority and low-income areas. BFT will continue to prioritize the needs of these communities in future service planning

APPENDIX B

BEN FRANKLIN TRANSIT RESOLUTION 15-2013

RESOLUTION Establishing a Title VI policy to be used for service changes and all fare increases

WHEREAS, Ben Franklin Transit remains current on public policies in keeping with federal guidelines and;

WHEREAS, Title VI requirements from FTA call for a Title VI policy for guiding all fare and significant service changes and;

WHEREAS, Ben Franklin Transit as reviewed past service changes and fare increases, and

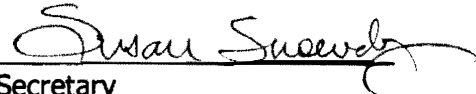
WHEREAS, THE PLANNING/MARKETING COMMITTEE OF THE BOARD has reviewed the proposed attached Schedule (A) – Title VI Policy Regarding Service Changes and Fare Increases. Public hearings were held on March 11, 2013 and comments were taken for over 30 days.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF BEN FRANKLIN TRANSIT THAT:

1. A Policy Statement for Policy Regarding Title VI Service Changes and Fare Increase (which is attached to this Resolution as "Schedule A" and incorporated herein by reference) is hereby adopted by Ben Franklin Transit as an official policy.

ADOPTED AT A REGULAR BEN FRANKLIN TRANSIT BOARD OF DIRECTORS meeting held Thursday, March 14, 2013, 1000 Columbia Park Trail, Richland, Washington.

ATTEST:


Secretary

APPROVED AS TO FORM BY:


Matt Watkins, Chairman


Patrick T. Roach, Legal Counsel

Ben Franklin Transit Policy 1-2013

Schedule "A"

Title VI policy regarding: Major Service Changes, Fare Changes and possible Discriminatory or Disproportionate Impacts

The requirement for this policy comes from Federal Transit Administration (FTA) Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients" which became effective October 1, 2012. The Circular requires any FTA recipient that operates 50 or more fixed route vehicles in peak service and serving a population of 200,000 or greater to evaluate any fare change and any major service change at the planning and programming stages to determine whether those changes have a discriminatory impact and or Disproportionate Impact. BFT has more than 50 vehicles in fixed service and we are serving an area that exceeds 200,000 in population. Therefore the following policy will be followed:

A major service change is defined as any change in service that would add or eliminate more than twenty percent of the revenue miles or twenty percent of the revenue hours. All major service changes will be subject to an equity analysis which includes an analysis of adverse effects. 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, service segment elimination, re-routing, or service elimination.

Ben Franklin Transit Disproportionate Burden Policy

The purpose of this policy is to establish a threshold which identifies when the adverse effects of a major service change or any fare change are borne disproportionately by low-income, any nationality or ethnic populations.

A disproportionate burden occurs when any low-income, particular nationality or ethnic population would be adversely affected by a fare or service change and this group represents five percent more than the average population of Ben Franklin Transit's service area.

Disproportionate burden on services with either span of service changes and/or frequency changes will be determined by analyzing all services with such changes together.

Disproportionate burden on services with segment elimination, re-routing, or service elimination will be determined on a route by route basis.

Ben Franklin Transit Disparate Impact Policy

The purpose of this policy is to establish a threshold which identifies when adverse effects of a major service change or any fare change are borne disproportionately by minority populations.

A disparate impact occurs when the minority population adversely affected by a fare or service change is ten percent more than the average minority population of Ben Franklin Transit's service area.

Disparate impacts on services with either span of service changes and/or frequency changes will be determined by analyzing all services with such changes together. Disparate impacts on services with segment elimination, rerouting, or service elimination will be determined on a route by route and/or service by service basis.

If Ben Franklin Transit finds a potential disparate impact or disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts then reanalyze the modified service plan to determine whether the impacts were removed. If Ben Franklin Transit chooses not to alter the proposed changes, the agency may implement the service or fare change if there is substantial legitimate justification for the change AND the agency can show that there are no alternatives that would have less of an impact on the minority population and would still accomplish the agency's legitimate program goals.

Policy 1-2013 adopted by Resolution 15-2013 at the March 14, 2013 Board of Directors Meeting.

APPENDIX C

BEN FRANKLIN TRANSIT RESOLUTION 26/2014

RESOLUTION: TO ESTABLISH AN UPDATED PUBLIC INVOLVEMENT PROCESS, ESTABLISH A COMMENT AND COMPLAINT PROCESS AND RESCIND RESOLUTIONS 64-2013, 2-2013, 15-2013.

WHEREAS, Ben Franklin Transit remains current on public policies in keeping with federal guidelines and;

WHEREAS, Ben Franklin Transit has reviewed prior procedures and has determined the need to update a policy regarding public involvement, comment and complaints

WHEREAS, THE PLANNING/MARKETING COMMITTEE OF THE BOARD has reviewed the attached Schedule (A) – Policy "Public Involvement, Comments and Complaints." Public hearings were held on 4/8/14 and comments were taken for over 30 days.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF BEN FRANKLIN TRANSIT THAT:

1. A Policy Statement for Policy Regarding Public Involvement, Comments and Complaints (which is attached to this Resolution as "Schedule A" and incorporated herein by reference) is hereby adopted by Ben Franklin Transit as an official policy.

ADOPTED AT A REGULAR BEN FRANKLIN TRANSIT BOARD OF DIRECTORS meeting held Thursday, March 13, 2013, 1000 Columbia Park Trail, Richland, Washington.

ATTEST:


Secretary


Matthew Watkins, Chairman Board of Directors

APPROVED AS TO FORM BY:


Patrick T. Roach, Legal Counsel



Date: April 28, 2014

To: Edwin Frost, Interim General Manager
From: Kathy McMullen, Manager Service Development

Subject: Public Involvement Process, Customer Comments and Complaints

Background

BFT's Title VI responsibilities have increased with our area's increased population. In keeping with this effort staff has developed a policy to define public involvement processes, comments and complaints. After review by the Federal Transit Administration and further development of MAP 21 there have been revisions to this document. For clarification three previous resolutions have combined into one set of processes and definitions.

Analysis

The attached policy includes the requirements in current federal guidelines for compliance with Title VI regulations. The policies are proposed to be taken out for public comments with the terms and changes outlined. The major changes summarized are:

- A formal public involvement process will be conducted for all major service changes or fare changes. These are outlined in the Title VI plan listing percentages of minority populations being addressed.
- At the General Managers discretion other policies or procedures may be presented to the Board for possible public involvement processes.
- A full complaint Title VI process is presented including an extended initial complaint period of 180 days after knowledge of the event.
- Percentage change in Disproportionate Policy from 5% to 20% and Disparate Impact policy from 10% to 20%.
- Inclusion of Program of Projects in the public process possible, including needed Environment Justice Analysis.
- Finally a Title VI complaint process is outlined.

Staff Recommendation:

The Planning Marketing Committee directed staff to take the attached documents out for public comment and hearing. This public process included a legal notice, notification on our webpage, a 30 day comment period, notification on all transit vehicles, BFT Administration building and Three Rivers Transit Center. Interim General Manager Ed Frost requested changes including: Requiring Display ads in newspapers for all major service and any fare changes. This will involve Spanish and English ads in all papers listed in the Title VI plan. Further he asked that we add Multimedia to the listing. These changes can be seen on page

3 under Procedures item 2. These changes are included in the attached "Public Involvement Process, Comments and Complaints".

No substantive comments had been received to date. The hearing was held on April 8th with no attendees. Mr. Frost's suggested changes were made after the hearing and regarded as minor so not requiring further hearings. At this time the staff recommends adoption of the attached resolution and approval of the Title VI Plan also attached will all changes in blue.

Forward as presented:


Edwin Frost, Interim General Manager



BEN FRANKLIN TRANSIT



2025 Language Assistance Plan

PREPARED BY:
Planning & Service Development

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*Spanish version available upon request

*Versión en español disponible a solicitud

Introduction

Ben Franklin Transit (BFT) provides fixed-route, paratransit, and rideshare services within the Public Transportation Benefit Area (PTBA), established under Chapter 36.57A of the Revised Code of Washington (RCW). The PTBA spans 617 square miles across Benton and Franklin counties in southeastern Washington, serving cities including Kennewick, Pasco, Richland, West Richland, Benton City, Prosser, and parts of surrounding unincorporated areas.

The PTBA encompasses a diverse population, including a significant number of individuals with Limited English Proficiency (LEP)—those who do not speak English as their primary language and have limited ability to read, write, speak, or understand it. This includes individuals who reported to the U.S. Census that they speak English "less than very well," "not well," or "not at all."

To address language barriers and ensure equitable access, BFT is committed to implementing consistent language assistance practices across all its services. With guidance from its governing board, BFT proactively works to make transit services accessible to all community members, particularly LEP individuals.

Figure 1 – BFT’s Commitment to Breaking Down Barriers



This two-part document outlines BFT’s efforts to support LEP populations and its compliance with **Executive Order 13166**, “*Improving Access to Services for Persons with Limited English Proficiency*.” This executive order requires federally funded organizations to take reasonable steps to ensure LEP individuals have meaningful access to services.

- **Part 1** presents BFT’s **Four-Factor Analysis**, conducted in accordance with Title VI of the Civil Rights Act of 1964 and FTA Circular 4702.1B.
 - **Part 2** outlines BFT’s **Language Assistance Plan**, detailing how the findings of the analysis will be implemented to improve service accessibility through both written and verbal support.
-

Four-Factor Analysis

As recommended by the U.S. Department of Transportation (USDOT), the Four-Factor Analysis helps transit agencies assess the need for language services. The four factors are:

1. **Demographics** – The number or proportion of LEP individuals likely to use BFT services.
2. **Frequency of Contact** – How often BFT interacts with LEP individuals.
3. **Importance of Services** – The significance of BFT’s services in the daily lives of LEP individuals.
4. **Resources Available** – The financial and staff resources available to provide language support, and the cost of doing so.

BFT conducted this analysis to better understand the needs of LEP populations and to determine which language groups should receive translated vital documents, as guided by the Department of Justice’s (DOJ) Safe Harbor Provision.

Figure 2 – Four Factor Analysis



Factor 1: Number or Proportion of LEP Persons

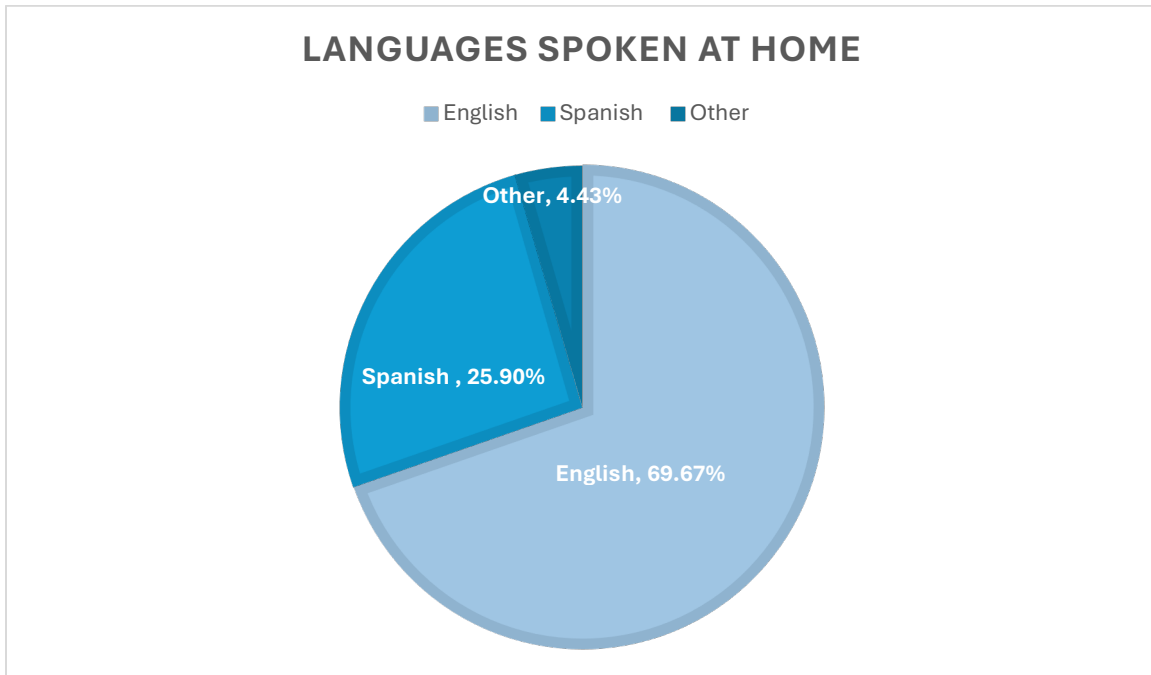
BFT used 2019-2023 American Community Survey (ACS) data to evaluate LEP demographics within the PTBA and nearby areas. The service area includes major population centers in Benton and Franklin counties such as Pasco, Kennewick, Richland, and more.

Key findings:

- **69.67%** of residents speak English at home.
- **30.33%** speak a language other than English, with **Spanish** being the most prevalent.
- **Spanish speakers** represent **25.90%** of the total population.
- An estimated **12.49%** of the service area population is considered LEP.

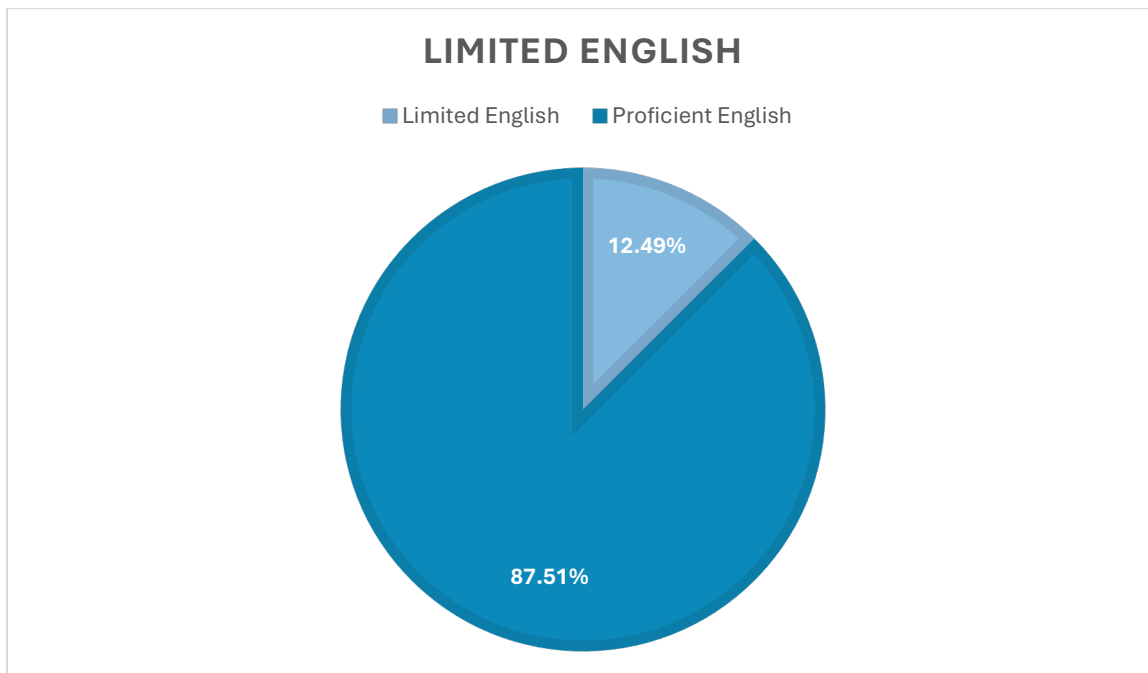
- **Spanish-speaking LEP individuals** make up **10.91%** of the total population.

Figure 3 – Service Area Language Profile



Source: U.S. Census Bureau, 2019-2023 American Community Survey 5-Year Estimates

Figure 4 – Service Area Limited English Proficiency Profile



Source: U.S. Census Bureau, 2019-2023 American Community Survey 5-Year Estimates

This exceeds the DOJ’s Safe Harbor threshold, which requires translated materials for any LEP group that makes up at least 5% or 1,000 individuals of the population. Currently, Spanish is the only language in BFT’s service area that meets this threshold.

For more detailed data on LEP populations and their proximity to BFT facilities and services, refer to **Table 1** and **Map 1**.

Table 1 – Language Spoken at Home - Benton & Franklin County

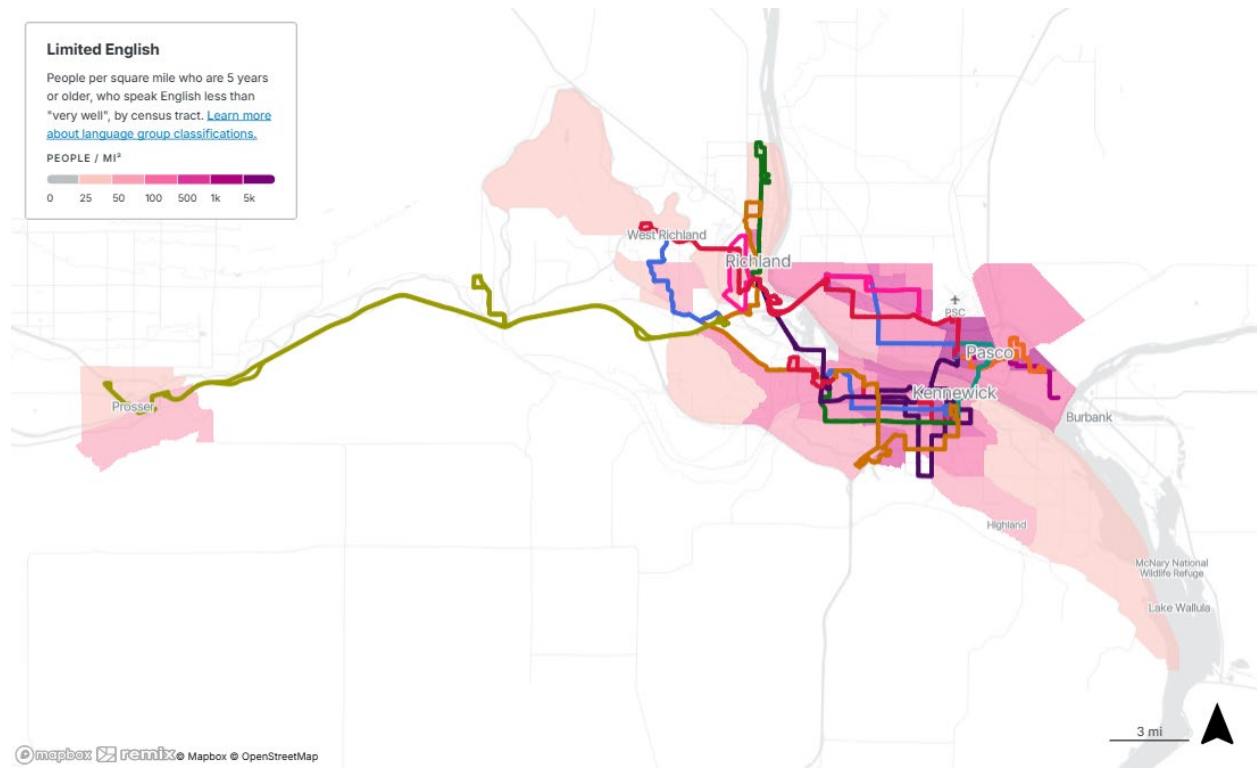
Language	Benton	Franklin	Combined	Population
	County	County		
Population 5 Years and Older	196,594	89,592	286,186	100%
Speak only English	154,683	44,712	199,395	69.67%
Spanish or Spanish Creole	32,866	41,257	74,123	25.90%
French (incl. Patois, Cajun)	199	48	247	0.09%
Russian	1,560	1,839	3,399	1.19%
Vietnamese	629	387	1,016	0.35%
German or West Germanic	475	283	758	0.26%
Chinese	799	124	923	0.32%
Tagalog (Incl. Filipino)	561	144	705	0.25%
Arabic	998	111	1,109	0.39%
Korean	563	83	646	0.23%
Other and unspecified	3,261	604	3,865	1.35%

Source: U.S. Census Bureau, 2023 Language Spoken at Home for the Population 5 Years and Over [c16001 - Census Bureau Tables](#)

Factor 2: The Frequency at which LEP individuals’ access or use BFT services

BFT’s Public Transportation Benefit Area (PTBA) encompasses Benton County—where English is the predominant language—and Franklin County, which has a large Spanish-speaking population. Individuals with Limited English Proficiency (LEP) rely on a range of BFT services, including fixed-route buses, Dial-A-Ride (DAR), General Demand Response, CONNECT, and Vanpool programs. LEP individuals also access information through various channels such as BFT’s customer service, fare outlets, Transit app, MyRide app, social media and the official BFT website. Additionally, BFT engages in community outreach to raise awareness about its services and programs, as well as to communicate proposed service changes through public hearings.

Map 1 – BFT PTBA Limited English Proficiency Population Percentage by Block Group



Source: U.S. Census Bureau, American Community Survey Estimates 5-year 2019-2023

According to BFT’s 2025 Fixed Route On-Board Rider Survey, approximately 24.7% of the roughly 2,000 respondents reported speaking Spanish, though some also indicated that English is spoken in their homes. In the 2018 Dial-A-Ride (DAR) On-Board Rider Survey, about 7.7% of the 300 respondents said they spoke Spanish, while 1.7% reported speaking a language other than English or Spanish.

Table 2 – 2025 Fixed Route On-Board Rider Survey Languages Spoken at Home

Language	English	Spanish	Russian	Arabic	Vietnamese	Other
Percentage	73.41%	24.73%	0.10%	0.53%	0.20%	1.05%
Total	1,538	518	2	11	4	22

Table 3 – 2018 DAR On-Board Rider Survey Languages Spoken at Home

Language	English	Spanish	Russian	Chinese	Vietnamese	Other
Percentage	98.9%	7.7%	0.0%	0.0%	0.0%	1.7%
Total	290	21	0	0	0	5

Factor 3: The Nature and Importance of the Service, Programs, and Activities to people's lives

BFT's 2025 On-Board Rider Survey found that 25% of riders were traveling to work, 36% to school, another 18% for recreation, and 21% for medical appointments or other purposes. Spanish-speaking riders reported using BFT services for a range of needs, including personal errands, commuting to work, school or college, medical visits, and shopping.

In addition, about 8% of the working LEP population in Benton and Franklin counties depend on public transit for their daily commutes, underscoring the vital role BFT services play in supporting this community.

Table 4 – Means of Transportation to Work

Means of Transportation to Work	Total	LEP Pop.	% of Total	Spanish LEP Pop.	% of Total
Workers 16 and over	136,426	16,902	13%	14,355	11%
<i>Car, truck, or van - drove alone</i>	102,979	12,739	12%	11,041	10%
<i>Car, truck, or van - carpooled</i>	15,503	4,176	27%	3,549	24%
<i>Public transportation</i>	1,139	89	10%	63	8%

Factor 4: Resources Available to Recipients and the Cost

Currently, 10% of BFT's staff are bilingual in Spanish and English. These employees play a key role in assisting LEP individuals by providing interpretation and helping them access BFT's programs, services, and activities as needed.

Ben Franklin Transit is dedicated to communicating effectively with the community through a wide range of channels. Information is shared via the BFT website, transfer centers, community centers, staff interactions, and various media outlets, including: *Tri-City Herald*, *KNDU*, *KVEW*, *KEPR*, *Univision*, *KONA/KZHR*, *KFLD (Townsquare Media)*, *NWPR*, *SMG Northwest*, *Tri-Cities Area Journal of Business/Senior Times*, *Tú Decides*, *Bustos Media*, and *Eagle Media*.

Table 5 –Staff Fluent in Spanish & Other Languages

Department	Staff	Spanish-speaking	Other Languages	Percentage of Staff
Rideshare				
Fixed Route				
Demand Response				
Customer Service	6	4	0	67%
Planning Staff	10	1	0	10%
Total			0	

BFT understands the importance of providing language assistance beyond Spanish and has offered over-the-phone interpretation services through Prisma International Corporation® since April 2024. While this service has been a valuable tool, BFT is currently evaluating alternative providers as the existing contract approaches its end.

As part of its outreach efforts, BFT is looking to hire a bilingual (Spanish/English) Travel Trainer to help customers navigate the bus system through group workshops and one-on-one support. Additional community outreach events are planned for Summer and Fall 2025, allowing time to expand bilingual staffing.

To ensure accessibility, BFT publishes informational materials in both English and Spanish. These resources are available in both print and digital formats.

Prisma usage statistics from January 2023 to April 2025 are presented in Tables 6 through 8.

Table 6 – Prisma Statistic for 2025

2025	Other Language Calls	Spanish Language Calls	# of times we used Prisma?	Lang. Line Percentage
January	1	95	96	9.52%
February	4	90	94	16.67%
March	3	97	100	23.68%
April	1	85	86	30.23%
	9	367	376	30.26%

Table 7 – Prisma Statistic for 2024

2024	Other Language Calls	Spanish Language Calls	# of times we used Prisma?	Lang. Line Percentage
January	1	43	44	9.52%
February	2	58	60	16.67%
March	1	44	45	23.68%
April	1	48	49	30.23%
May	1	52	53	30.00%
June	0	54	54	32.50%
July	5	57	62	
August	1	45	46	24.49%
September	3	69	72	35.29%
October	2	78	80	46.43%
November	0	65	65	36.11%
December	0	49	49	22.50%
	17	662	679	30.26%

Table 8 – Prisma Statistic for 2023

2023	Other Language Calls	Spanish Language Calls	Number of times we used Prisma?
January	2	49	51
February	3	32	35
March	5	30	35
April	1	33	34
May	3	32	35
June	2	48	50
July	2	54	56
August	1	44	45
September	0	72	72
October	2	73	75
November	2	39	41
December	2	30	32
	25	536	561

Language Assistance Plan Implementation

Findings from BFT’s Four-Factor Analysis show that Spanish-speaking LEP individuals make up the largest LEP group within the service area and are the most likely to use BFT programs and services. LEP individuals represent approximately 12.25% of the total population, with 11.6% identifying Spanish as their primary language. No other language group in the area meets or exceeds the Department of Justice’s Safe Harbor Provision threshold of 5% or 1,000 individuals. However, BFT remains committed to supporting all LEP populations and will continue to monitor demographic trends and assess language assistance needs as they evolve.

Because the Spanish-speaking LEP population exceeds the Safe Harbor threshold, BFT is required to provide key documents in both Spanish and English. These vital documents include, but are not limited to ADA paratransit eligibility applications, customer feedback forms, Title VI complaint forms, and public notices. These materials are already available in Spanish to ensure accessibility.

Additionally, BFT is in the process of translating the following ADA-related documents into Spanish:

- DAR Notice of Appeal
- DAR No Show Policy
- DAR Policies
- DAR Appeal Guidelines (currently under development)

BFT recognizes that translating documents is only one part of ensuring meaningful access for LEP individuals. Broader efforts are required to reduce language barriers and support inclusive transit services.

To foster a culture of inclusivity, BFT has identified a series of ongoing actions and strategies that will be regularly reviewed and implemented.

Task #1: Improve and Maintain Language Assistance Services & Outreach Efforts

As outlined in previous sections, BFT has established effective measures to ensure that LEP individuals can access its services. Table 9 provides a summary of BFT’s language assistance resources, their locations, recommended actions identified through the Four-Factor Analysis, and the anticipated timeline for implementation.

Table 9 – Language Assistance Services

Item	Where Available	Recommended Action	Projected Timeline
Prisma/Translation Services	LEP person calls in to Customer Service where a representative contacts Prisma and requests the language needed.	Continue using Prisma/Translation Services and tracking call usage until end of contract. We are actively seeking other available translation service options and will continue to use this type of service.	Ongoing
Translated Media Releases	Ben Franklin Transit has always ensured dissemination of information through multiple media outlets and translations at Tri-City Herald, KNDU, KVEW, KEPR, Univision, KONA/KZHR, KFLD (Townsquare Media), NWPR, SMG Northwest, Tri-Cities Area Journal of Business/Senior Times, Tú Decides, Bustos Media, Eagle Media.	Continue ensuring that media releases are translated and disseminated accordingly to LEP persons.	Ongoing
“Travel Training” Training for LEP persons	Ben Franklin Transit Travel Trainers provide training on a regular basis and have a full-time Spanish-speaking Travel Trainer to ensure that large portion of Spanish speaking LEP persons are being served.	Continue these services and ensure that staff levels allow the travel training program to have a Spanish-speaking employee.	Ongoing- on hiatus but actively looking for a Travel Trainer
Interpreter at Board meetings and public hearings	Ben Franklin Transit provides interpreters at all public hearings to ensure that Spanish-speaking LEP persons can come and engage our staff.	Continue these services.	Ongoing

Transit System Trifold	Ben Franklin Transit has available trifolds that contain a map, schedules, and all services available in Spanish. The detailed guide is available in digital format through BFT's website.	BFT continues to print and update these trifolds to ensure that information is readily available to the public.	Ongoing
Passenger Surveys in Spanish	Ben Franklin Transit conducts ridership surveys as needed and makes surveys available in Spanish.	Continue conducting surveys with Spanish-translated questions.	Ongoing
Comment/Complaint Cards	Comment/complaint cards are located on all Ben Franklin Transit buses and at transit centers, including in Spanish.	Ben Franklin Transit makes customer comment/complaint cards available in Spanish at any location the English version is available.	Ongoing
Translated Agency Website	Ben Franklin Transit's website can be translated to over 100 different languages via Google Translate.	Continue utilizing Google Translate on updated versions of website.	Ongoing
Prisma Flyer	Ben Franklin Transit fixed route buses.	Distribute flyers that give LEP individuals information about BFT's translation services.	Ongoing
Facebook & Instagram	Ben Franklin Transit has established Instagram and Facebook accounts and monitors public comments and messages regularly. Staff use embedded translation services in these platforms, or other tools, to communicate with Spanish-speaking customers.	Continue to monitor and respond to customer comments via social media. Make efforts to communicate with LEP persons via social media.	Ongoing
Voicemail/ Message Machine – Spanish Option	Spanish translation request can be made when customers call in.	Establish an agency phone menu with a Spanish information option for after-hours calls.	Ongoing
Spanish ADA announcements	Fixed-route vehicles	Continue making announcements in both English and Spanish.	Ongoing
Optional Handheld Translation Device for forward-facing staff	Forward-facing Customer Service staff at Three Rivers Transit Center	Continue the utilization of translation devices.	Ongoing
Spanish Mobile Ticketing	Mobile devices with data capabilities	Implement mobile ticketing with translation feature.	Spring 2026
Targeted Outreach to LEP Populations	BFT seeks out and actively engages in community outreach activities	Continue to proactively identify a variety of outreach	Ongoing

	tailored to the Spanish-speaking public.	opportunities that allow BFT staff to provide information about services to the Spanish-speaking community.	
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Task #2: Providing Notice about Language Assistance to LEP Persons

Ben Franklin Transit uses a range of communication methods to reach customers and the public. These include signage on vehicles, at transit centers, and park-and-ride locations, as well as customer service outlets, headquarters reception, the BFT website, and social media platforms like Facebook and Instagram. Information is also shared through news releases, advertisements, community meetings, presentations, and flyers distributed via various media channels.

In 2016, BFT introduced Translation Services flyers on all fixed-route buses. These flyers feature simple, recognizable symbols along with the phone number for BFT's Prisma translation service. They are designed to help coach operators assist individuals who appear to need help but face a language barrier.

Figure 5 – Summary of Language Assistance to LEP Persons

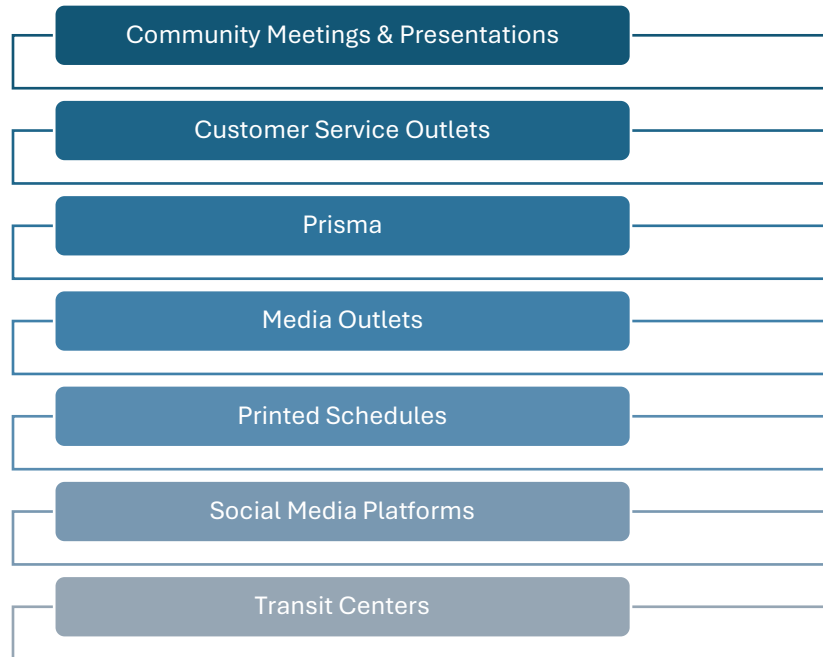


Figure 6 – Prisma Translation Services Flyer



Prisma flyers offer a quick and efficient way for customers and operators to overcome language barriers and access translation services.

Task #3: Providing Notice of Available Language Services

BFT staff recognize the importance of supporting the community and are trained in guiding individuals to language assistance resources, such as Prisma, bilingual staff, or the BFT website, which offers content in

over 100 languages. Additionally, whenever public input is needed, BFT ensures timely communication about significant service or fare changes. To reach the public effectively, BFT uses a variety of methods, including: media releases in both English and Spanish to the Tri-City Herald and local TV and radio stations, direct letters to vanpool drivers, updates on the BFT website and social media platforms, flyers on all fixed-route buses, emails to human service providers, mailers sent to schools and agencies like DSHS and Meals on Wheels, flyers on Dial-A-Ride buses, posted flyers at Transit Center shelters, and notifications at public hearings. To ensure LEP populations are informed, BFT also collaborates with local Spanish-language media outlets such as *Tú Decides*, and *Bustos Media* to share information about language services and service or fare changes.

Task #4: Employee Training

BFT provides staff training to help reduce barriers when assisting individuals with Limited English Proficiency. The training includes role-playing various scenarios and techniques to help drivers better understand how to support LEP customers. Periodic training refreshers are also offered to ensure staff members are equipped with the knowledge to effectively interact with individuals who have limited English skills. Additionally, BFT is developing a Spanish-language handbook to assist staff in their daily interactions with the public. This handbook will include:

- Language assistance options available through BFT
- Procedures for handling customer complaints

The following excerpts below were taken from BFT's Operator Training Manual:

3.3.4 LIMITED ENGLISH PROFICIENCY CUSTOMERS

- As BFT operators, it is important to be mindful that not all customers speak English. Situations may arise where non-English speakers may need assistance in understanding how to utilize our various modes of transportation services. In a case where you come in to contact with a customer that needs assistance, but a language barrier exists, please direct them to BFT Customer Service. Customer service staff will either translate information to the customer directly or connect them to a translation service via BFT's Prisma. "Prisma" handouts are located within reach of operators and are meant to be handed to customers when language barriers exist. This handout includes easily recognizable symbols that will be able to direct customers to Customer Service and our Prisma service.
 - Providing assistance to non-English speakers is crucial in a service area such as BFT's, because there is a large Spanish-speaking community that utilizes our transit services on a daily basis. Operators are given a Spanish handbook that has simple phrases to help staff interact Spanish-speaking customers. If possible, please use this book to try and communicate with the customer in question. Also, BFT has several Spanish-speaking Customer Service representatives in each department that are valuable resources.
 - Please remember to be respectful and patient with all customers, especially those who do not speak English.
-

Task #5: Monitoring and Updating the LEP Plan

The U.S. Department of Transportation (DOT) LEP Guidance recommends that agencies regularly monitor their systems to evaluate the effectiveness of language assistance measures and staff training programs. BFT actively collaborates with multilingual staff, community members, and LEP individuals to assess whether staff are appropriately responding to language assistance needs. To support this effort, BFT may utilize available resources such as bilingual staff and rider surveys to implement the guidance effectively.

BFT updates its Four-Factor Analysis and Language Assistance Plan every three years. This update includes:

- Assessing how the needs of LEP individuals have been addressed
- Evaluating whether the demand for services has changed
- Determining if current language services are effective and adequate
- Identifying any changes in the LEP population or service areas
- Recording annual usage of interpretation services
- Reviewing any complaints related to unmet language assistance needs
- Tracking the number of documented LEP interactions annually when feasible

This ongoing evaluation helps ensure that BFT's language access efforts remain responsive and effective.

Task #6: Targeted Outreach to LEP Populations

The first step in effectively reaching LEP populations is understanding where these communities are geographically concentrated within BFT's service area. BFT has identified locations with significant LEP populations and is committed to ensuring that clear, accessible information is provided, especially when service changes are proposed in those areas.

Conclusion

BFT remains proactive and responsive in ensuring that LEP and non-English-speaking individuals have meaningful opportunities to be heard and engaged. The agency is committed to promptly identifying and addressing any issues that may arise and will continue expanding its outreach efforts to keep the community informed about upcoming programs and services. BFT also seeks out educational opportunities to enhance staff training and improve support for LEP individuals.

The **Language Assistance Plan** was made available for public review on **June 9th**, with opportunities for public input provided through two public meetings. Only one member of the public attended and recommended that BFT coordinate with local school districts for its Title VI and Language Assistance survey efforts. No additional comments have been received to date; however, BFT will continue accepting public feedback until **July 9**. A final public hearing is scheduled during the **BFT Board of Directors meeting on July 10**.

As of: 5/16/2025	Budget	Estimated Cost	Contract Term	Type IFB/RFP	Estimated Release Date	Estimated Award Date	Executive Board Committee
In Progress							
Color Code: Yellow - In Process							
Mobile Ticketing Services	Operating	\$195,000	Up to 5 Years	RFP	6/15/2025	9/30/2025	X
On-Demand Paratransit Route Scheduling & Management Software	Capital	\$500,000	Up to 5 Years	RFP	5/12/2025	8/10/2025	X
Benton County Fair Improvement Project	Operating	\$300,000	2 Months	IFB	6/1/2025	7/1/2025	X

June							
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Color Code: Green - Recommendation for Award							
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Authorization to Award Contract: Purchase 7 Gillig Diesel 35' Fixed Route Buses	Capital	\$6,000,000	18 Months	WA State Contract	NA	6/12/2025	X
Authorization to Extend Contract: Trapeze (TripSpark) Fixed Route Software	Operating	\$1,251,311	Up to 5 Years	Sole Source	NA	6/12/2025	X
Authorization to Award: Electric Vehicle Charging System Installation	Capital	\$147,222	3 Months	IFB	3/28/2025	6/12/2025	X

July							
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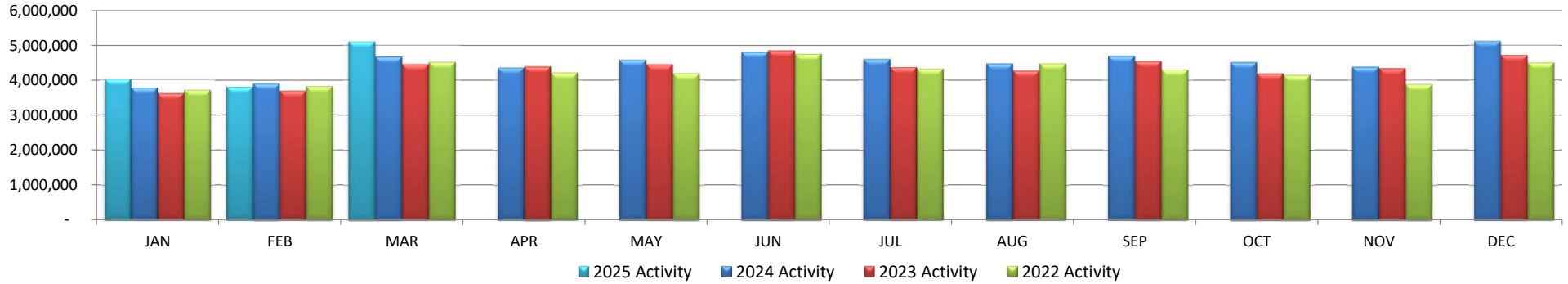
Color Code: Grey - Future Procurement Awards

Acceptance of Capital Project: Administration Building HVAC Project	Capital	\$116,045	20 Months	IFB	NA	NA	X

August							



BFT Sales Tax Comparison 2022 to YTD 2025



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	YTD
2025 Activity	4,028,139	3,801,594	5,109,334										12,939,067	\$ 12,939,067
2024 Activity	3,779,941	3,890,902	4,676,729	4,364,050	4,587,567	4,803,116	4,610,109	4,470,339	4,705,860	4,510,224	4,388,830	5,121,953	53,909,620	\$ 12,347,572
2023 Activity	3,621,393	3,685,398	4,462,542	4,404,165	4,461,692	4,845,735	4,376,047	4,276,040	4,559,657	4,191,167	4,349,920	4,724,583	51,958,339	
2022 Activity	3,718,461	3,818,560	4,527,951	4,220,707	4,199,919	4,741,316	4,335,247	4,477,763	4,315,048	4,142,860	3,892,338	4,504,698	50,894,868	
Chg 25 to 24	248,198	(89,308)	432,605	-	-	-	-	-	-	-	-	-	591,495	
Chg 24 to 23	158,549	205,504	214,187	(40,116)	125,875	(42,619)	234,062	194,299	146,203	319,057	38,909	397,370	1,951,280	
Chg 23 to 22	(97,068)	(133,162)	(65,409)	183,458	261,773	104,419	40,800	(201,724)	244,609	48,307	457,583	219,885	1,063,471	
Chg 22 to 21	500,991	738,291	274,103	58,223	72,428	307,145	340,156	569,799	178,872	42,300	(237,388)	(221,564)	2,623,356	
% Chg 25 to 24	6.6%	-2.3%	9.3%										4.8%	
% Chg 24 to 23	4.4%	5.6%	4.8%	-0.9%	2.8%	-0.9%	5.3%	4.5%	3.2%	7.6%	0.9%	8.4%	3.8%	
% Chg 23 to 22	-2.6%	-3.5%	-1.4%	4.3%	6.2%	2.2%	0.9%	-4.5%	5.7%	1.2%	11.8%	4.9%	2.1%	
% Chg 22 to 21	15.6%	24.0%	6.4%	1.4%	1.8%	6.9%	8.5%	14.6%	4.3%	1.0%	-5.7%	-4.7%	5.4%	
2025 Budget	3,738,700	3,748,300	4,690,300	4,528,500	4,529,100	4,965,400	4,499,800	4,484,000	4,607,600	4,403,500	4,381,400	4,942,200	53,518,800	\$ 12,177,300
2024 Budget	3,717,000	3,783,000	4,584,000	4,514,000	4,573,000	4,967,000	4,485,000	4,383,000	4,675,000	4,296,000	4,459,000	4,728,000	53,164,000	\$ 12,084,000
2023 Budget	3,680,707	3,513,039	4,384,049	4,227,086	4,601,849	5,074,020	4,571,488	4,468,766	4,739,106	4,447,024	4,513,023	5,179,843	53,400,000	
2022 Budget	3,339,912	3,196,447	3,822,127	3,685,386	4,188,859	4,468,726	4,219,761	4,071,741	4,363,599	4,029,370	4,099,852	4,641,719	48,127,500	
Vs. 2025 Budget	289,439	53,294	419,034										761,767	6.3%
Vs. 2024 Budget	62,941	107,902	92,729	(149,950)	14,567	(163,884)	125,109	87,339	30,860	214,224	(70,170)	393,953	745,620	2.2%
Vs. 2023 Budget	(59,315)	172,359	78,493	177,079	(140,157)	(228,285)	(195,440)	(192,726)	(179,449)	(255,857)	(163,103)	(455,260)	(1,441,661)	-2.7%
Vs. 2022 Budget	378,549	622,113	705,824	535,321	11,060	272,590	115,486	406,023	(48,551)	113,489	(207,515)	(137,021)	2,767,368	5.8%



Ben Franklin Transit Treasurer's Report

Date: June 12, 2025
To: Ben Franklin Transit Board of Directors
From: Finance Department
Subject: Treasurer's Report - As of May 31, 2025

The Investment Position of Ben Franklin Transit as of the Close of Business on May 31, 2025 is as follows:

ITEM	RATE	MATURITY	COST	% OF TOTAL
WA State Government Investment Pool	4.3784%	Open	\$ 85,426,586	85.4%
US Bank Commercial Paper Sweep Acct	0.0000%	Open	-	0.0%
Subtotal Investments			85,426,586	85.4%
Check Book Balance, Petty Cash, & Travel Account			14,626,293	14.6%
				100.0%
Total Cash and Equivalents on Hand			\$ 100,052,879	
Less Reserve Funds				
Operating Reserves			(32,667,000)	
Fuel Reserves			(2,357,000)	
Fleet Replacement Reserves			(8,450,000)	
Non-Fleet Capital Reserves			(6,750,000)	
Total Reserves			(50,224,000)	
Subtotal Funds Available			49,828,879	
Local Funds Obligated for Capital Projects (2024 - 2030)	Local Funds Approved Remaining Budget Authority	12 Month Estimated Outflows	(26,595,028)	
Fleet Vehicles	(10,837,638)	(6,592,721)		
Facilities - Transit Centers & Amenities	(40,119,096)	(11,294,814)		
Equipment	(1,407,982)	(1,347,981)		
Facilities - MOA Campus	(11,202,782)	(2,260,088)		
Technology	(8,141,086)	(2,414,206)		
Other	(3,710,495)	(2,685,218)		
	(75,419,079)	(26,595,028)		
Net Funds Available			\$ 23,233,851	

Total Cash & Investments (in thousands) as of May 31, 2025

