

Ben Franklin Transit Citizens Advisory Network Regular Meeting Agenda

Monday February 16, 2026 6:00 p.m. – 7:30 p.m.

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

Join Zoom Meeting

<https://us02web.zoom.us/j/87249618688>

Meeting ID: 872 4961 8688

1. Convene CAN Meeting:

2. Attendance: 2 Min

BERNIE VINTHER
BILL BARLOW
BRANDON HARBO
BROOKLYN HUFSTADER
DENNIS KREUTZ
ERIK WATKINS
FRANK CUTA
LAURIE PRICE

| Representing | Name | Position |
|--------------|------------------|--------------------|
| BFT STAFF | PAULINE ESCALERA | CEO REPRESENTATIVE |

3. Comments by Guests: 5 Min.

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

Attachment A:

Discussion:

Motion to Approve the Minutes by:

Second to Approve the Minutes by:

Minutes Approved Unanimously by a Voice Vote: YES / NO

5. Old Business: 10 Min.

6. New Business: 40 Min.

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

B. Presentation by BFT Staff of the BFT 2026-2045 Long Range Transit Plan

C. Dennis Kreutz report on the status of the two CAN Recommendations that were forwarded to BFT Staff after last CAN Meeting

1. CAN Recommendation 2026-01 regarding BFT Staff initiating a Key Performance Indicator to track Fixed Route connections that are missed due to early pull outs, or late arrivals. Attachment B:

2. CAN Recommendation 2026-02 regarding BFT Staff modify Key Performance Indicators to show quantity of riders affected, not just percentage.

- D. BFT Pauline Escalera report regarding the recommendation by Guest Ed Frost in the January CAN Meeting to fix the BFT Board Meeting Zoom so that it displays a larger format image of the Board and identifies who is speaking, rather than predominantly displaying an image of the Board Agenda Package.
- E. Presentation by CAN Member Bill Barlow regarding BFT's efforts to incorporate Climate Element and Alternative Fuels Plan into their Long Range Transit Plan.
- F. Presentation by CAN Recruitment Committee – Bill Barlow / Frank Cuta
 - 1. Status of finding new CAN Members
- G. Next CAN Meeting Proposed Agenda Items:

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

8. CAN Member Comments: 7 Min.

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

Board Meeting March 12, 2026 6:00 PM BFT Board Room
 CAN Member Assigned:

10. Next CAN Meeting: 1 Min.

Monday March 16, 2026 6:00 p.m. BFT Admin Room 304

11. ADJOURN:

Meeting adjourned at:

Attachment A:

Ben Franklin Transit Citizens Advisory Network Regular Meeting Minutes

Monday January 19, 2025 6:00 p.m. – 7:30 p.m.

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

[Join the meeting via Zoom](#)

Meeting ID: 881 6167 9988

The meeting was called to order by chair Dennis Kreutz at 6:00 PM on January 26, 2026. We met at the BFT Administration Building.

A. Attendance

Besides Dennis present and voting were Bill Barlow, Frank Cuta, Erik Watkins, Brooklyn Hufstader and Laurie Price

Absent but excused were Bernie Vinther and Brandon Harbo.

Attending as a guest was Ed Frost

Staff members in attendance included

**Pauline Escalera
Terry DeJuan**

**CEO Representative
Sr. Manager of Fleet**

Dennis immediately recessed the meeting and we all went outside to take a look at one of the new paratransit vehicles.

We returned and the meeting resumed at 6:25 PM.

Terry answered all of our questions regarding the vehicle. It is 26 feet long. It is based around a Ford E450 product on a Ford chassis. This has a more industrial engine than what had previously been purchased, and the ride may be a bit rougher. The seats have less padding but there have also been some improvements to the suspension so we will need to wait until we can ride in one to evaluate the ride. We liked the adjustable wheelchair restraints and were impressed by the inclusion of on spot tire chain systems.

Overall, the group was impressed and thanked Terry for his efforts on this project. However, it would be nice to have the addition of on board Wi-Fi someday.

The CAN has requested a standardized method for CAN and public to submit ideas and comments regarding desired features for consideration in future purchases.

B. Minutes

Frank made a motion that the minutes of the December CAN meeting be approved as distributed. The motion was seconded and passed.

C. Public comments:

Ed Frost reported that virtual attendees were continuing to find it difficult to follow the proceedings of the BFT Board meeting.

Too much camera time is devoted to the text of the agenda and not enough of the actions of the board members.

This issue has been raised in the past and Ed has not noticed any recent improvement. Pauline reported that this is something that she can personally control and barring resistance from higher authority she would attempt to produce a more balanced coverage in the future.

D. Old Business

1. Follow-up on status of Brooklyn Hufstader's report that nothing seems to be happening regarding repeated documented reports from her of missed connections she has experienced on Fixed Routes over the past three months. She stated that as of our December meeting nobody from BFT has contacted her. Gabe Martin had committed that he would contact Brooklyn to get the information. Pauline reported that the tracking issue is being addressed.

2. Dennis commented that a lot of funds are being applied to new construction and perhaps some of it might be better invested on bringing down the poor key performance indicator (KPI) statistics.

E. New Business

1. Report of the January BFT Board Meeting - Dennis Kreutz

At this board meeting Kevin's 2026 Survey plan was approved and a video was run showing off the highlights of 2024. .

2. We discussed the pros and cons of utilizing meeting transcripts generated by AI assistants.

3. CAN Recommendation 2026-01 January 26, 2026

It was moved by Frank and seconded that

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

At a minimum there should be a KPI that shows by Route and Time of Day the quantity of buses with missed connections at Transit Centers. The information should show the quantity of buses, not just a percentage.

CAN Requests a written response from BFT Staff within ten (10) working days after the date (January 27, 2026) that CAN Recommendation 2026-01 has been submitted to BFT CAN CEO Representative.

Motion passed.

4. CAN Recommendation 2026-02 January 26, 2026

Eric moved and the motion was seconded that:

The Can recommends that staff Modify all fixed route and DAR performance reports that use general Key Performance Indicators (KPI) so that they show quantity of incidents not just percentages.

Of particular interest are quantities of riders that month and quantity of riders that received Late Trips are shown.

Response Requested: CAN Requests a written response from BFT Staff within ten (10) working days after the date (January 27, 2025) that CAN Recommendation 2026-02 has been submitted to BFT CAN CEO Representative.

The motion was passed

F. CAN member comments

1. Bill expressed a concern that BFT should be taking part in the regional coordination associated with clean energy considerations and climate studies that are currently underway. This could be an important part of long-range plans.

2. we discussed the possibility of augmenting the online documents related to board and can meetings with minutes and/or recordings. Pauline will see what she can do.

G. Other Staff Comments

No responses yet but our announcement of open positions on the CAN has been posted on most of the major social services.

H. Assign CAN Member to Attend next Board Meeting

Bill will do it with Dennis supporting.

**Next BFT Board Meeting February 12, 2026
BFT Board Room**

6:00 PM

**Next CAN meeting Monday February 16, 2026
BFT Admin Room 304**

6:00 p.m.

Meeting Adjourned: 7:44 PM.

Attachment B:

**CAN Recommendation 2026-01 January 26, 2026
Initiate a Key Performance Indicator (KPI) that shows missed Fixed Route connections**

Response Requested: CAN Requests a written response from BFT Staff within ten (10) working days after the date (January 27, 2026) that CAN Recommendation 2026-01 has been submitted to BFT CAN CEO Representative.

Issue:

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

Recommendation:

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

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

