

## **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 CEO Representative**

**Terry DeJuan 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.**