

February 2026 Monthly Meeting Minutes
Ben Franklin Transit Citizens Advisory Network

Meeting was called to order by chair Dennis Kreutz at 6:00 PM on February 16, 2026.
We met at the BFT Administration Building.

A. Attendance

Besides Dennis present and voting were Bill Barlow, Frank Cuta and Brandon Harbo.

Absent were Erik Watkins (excused), Bernie Vinther, Brooklyn Hufstader and Laurie Price

Staff members in attendance included
Pauline Escalera CEO Representative
Kevin Sliger, Planning

B. Minutes of our January meeting - Frank

Brandon made the motion that they be accepted as distributed and the motion passed.

C. Old and New Business:

Kevin was short of time, so we put him on first. The CAN has been very concerned about the reporting of misconnections that happen due to fixed route schedule irregularities.

Kevin explained that while 1-2% of trips experience missed connections, they decided not to include this metric in KPIs due to their inability to do the tracking.

NOTE: a report will be provided by BFT at the May CAN meeting showing Q1 data on missed connections.

We discussed how hard it must be to collect good data on fare collection and tracking misconnections. But we would like to see more actual numbers instead of only relative percentages. High percentages gloss over the problems. Keeping track at the door of the bus puts too much of a burden on the driver. Could we at least make an attempt to identify which buses and routes have the worst numbers?

Dennis discussed modifying the key performance indicators (KPI) so that they better represent the data during presentations.

The CEO, who presents the KPIs, needs to have the necessary context to explain the data effectively to the BFT Board.

With this in mind Dennis emphasized the need to balance the presentation of ridership data and KPIs at BFT board meetings. Staff agreed to work on providing a report with more detailed information and to explore ways to simplify the data

presentation without overwhelming the BFT board. Kevin Sli9ger will investigate preparing a smaller subset of data for a manageable presentation.

D. Dennis reported on the BFT Board meeting.

New officers were elected and contracts were approved.

The BFT board discussed safety concerns on buses and fare collection policies. There was debate about whether drivers should collect fares.

E. We reviewed the status of CAN member recruitment. We have received 3 applications.

one candidate has previous board experience. The selection committee will move forward with this one new member and continue evaluating the other candidates.

But it was recognized that no firm decision was possible without a quorum.

We discussed some of the current technical issues with Zoom recordings for BFT board meetings but BFT that we postpone any recommended changes until Tom returns.

F. Member comments

Bill reported on efforts to incorporate climate elements and alternative fuel plans into the long-range transit plan. It is important to first decide on the type of alternative fuel to focus on.

The group discussed transit planning and funding, with Bill emphasizing the need for a more robust long-range plan that addresses alternative fuels and greenhouse gas reduction. They discussed the importance of quarterly transit meetings with jurisdictions and the need for regional problem-solving.

Frank reported on his inability to utilize the Connect service. Apparently, he lives outside of the associated service area. The paratransit service area and the BFT connect service area are not congruent.

G. Closing

Ben agreed to represent the CAN at the BFRT Board meeting on March 12.

Minutes submitted by

Frank Cuta, secretary

Addendum from administration:

* Staff will Coordinate with CEO to ensure that when KPIs are presented to the board, the verbal presentation references the total numbers and their impact, in addition to percentages.

- * Gabe/Kevin: Provide a report on missed bus connections (number of buses, not individuals affected) for Q1 to the CAN committee, including historical data, if possible, by the May CAN meeting.
- * Bill and Frank: Contact Norma Nelson to encourage her to apply for CAN membership and ensure her information is sent for vetting as per bylaws.
- * Kevin: Work with Jamie to explore options for displaying both percentages and total numbers (e.g., in parentheses) in KPI visualizations and assess the effort required to implement this change.
- * Pauline will check the status of new furniture in meeting room 304 and confirm location details for the next CAN meeting.