

July 20, 2026 Monthly CAN Meeting Agenda
Ben Franklin Transit Citizens Advisory Network - At the BFT Administration building

Meeting called to order:

A. Attendance:

CAN Members

CAN Guests:

BFT Staff:

B. Approval of the June 2026 Meeting Minutes:
See Attachment A:

C. Report of the July BFT Board Meeting: Dennis Kreuz

D. New Business:

a. BFT CEO Brian Lubanski – present the plan for CAN Members to test the RideCo Passenger App in August, prior to its rollout in mid-September.
See Attachment B:

b. BFT Planning Department Gabe Martin – present information regarding why BFT is eliminating the Downtown Pasco Transit Center in favor of revamping the 22nd Avenue Transit Center.
See Attachment C:

b. BF Board Chair Bauman has requested that the CAN present in the August Board Meeting the CAN's impression of the latest Vehicles.
CAN Discussion:

c. Discuss the Fare-free program instituted by Board for month of July and whether the CAN should provide input of pros and cons of Fare-free transit to BFT Board and/or BFT Staff.

E. Proposed Agenda Items for August CAN Meeting:

F. CAN Member to attend the BFT Board Meeting in August:

G. Next CAN Meeting August 17 at 6:00 pm, BFT Admin Bldg.

G. Meeting adjourned at:

Attachment A:

June 2026 Monthly Meeting Minutes

Ben Franklin Transit Citizens Advisory Network

Meeting called to order by Chair Dennis Kreutz at 6:00 P.M. on Monday June 15, 2026. At the BFT Administration building.

A. Attendance

Dennis Kreutz, Barndon Harbo, Frank Cuta, Bill Barlow, Bernie Vinther, Eric Watkins. Laurie Price was excused and Brooklyn Hufstader was absent.

CAN Guests: Ariel Houch, Jocelyn Flores, Nayeli Aranda Hernandez, and David Cortinas. They are all in the process of being approved by the BFT Transit Board as CAN members through December 2028.

Guests from the public were present: Angel and Heidi.

Heidi is a consultant and our guest speaker.

BFT Staff members in attendance included

Pauline Escalera – BFT Representative

Kevin Sliger – BFT Planning and Development Manager

Bill Barlow introduced our 4 prospective new members and explained the approval process. The CAN members also introduced themselves.

B. Minutes of our April and May meetings:

Bill Barlow moved the adoption of the April minutes and they were approved.

Frank Cuta moved the adoption of the May minutes and they were approved.

C. Draft Transit Development Plan Presentation – Kevin Sliger

Completion of this plan is required to receive our government grants. It covers operations and capital expenditure. It will cover the period 2026 through 2032. After hearing public comments, the final plan will go to the BFT Board for approval in July 2026.

BFT operating costs are about \$65 Million per year, and the projected capital improvement for the last 5 years was \$205 million. However, for the coming 5.5 years it is projected to be only about \$188 million.

BFT income breakdown is roughly 65% from local taxes 26% from federal grants and 9% from state resources.

D. Report on Community Service Transit Plan - Heidi

Heidi is the consultant on this plan. It is not just for transit it is required for all major federal funded services

E. Old Business

We continued the discussion of key performance indicators (KPI). Dennis pointed out that actual numbers can be viewed in the web application by hovering the mouse pointer over the percentages.

F. Report from the BFT Board meeting for June – Frank Cuta

Frank attended the meeting virtually. He was surprised to learn that the board had approved the month of July to be a "fare-free" experiment. There had been no discussion of this in May and unless you read the consent agenda it was hard to follow what had been decided.

Kevin Sliger reported on the draft transit development plan.

CEO Brian Lubanski covered many things in his report. There will be two wrapped buses celebrating America 250.

After the fare-free month they will survey our drivers to evaluate how well it worked.

BFT recently transferred two hand-me-down buses to local nonprofits. Next month this grant program will be expanded, and 15 more applications will be approved in August.

Security and safety measures are being optimized to put security staff primarily in locations where problems are most likely to occur.

More attention is being given to the transit app. There are currently about 2,000 active users. It can be used to see where all the buses are at any point in time. You can also sign up for notifications to alert you when service on a route has been interrupted.

He recognized a driver, Scott Olsen, for his attention to a matter that prevented a child pedestrian from being injured.

They are considering having an art competition for staff similar to the one for high school students.

G. Dennis Kreutz will attend the next BFT Board Meeting in July.

H. Meeting adjourned at 7:30 P.M.

Minutes submitted by:

Frank Cuta, secretary

Attachment B:

Link to RideCo App Website

[https://rideco.com/products/passenger-app?utm_term=public%20transit%20scheduling%20software&utm_campaign=WebTraffic+Search+\(non+branded\)&utm_source=adwords&utm_medium=ppc&hsa_acc=6726679933&hsa_cam=20795922364&hsa_grp=161523225968&hsa_ad=681625782433&hsa](https://rideco.com/products/passenger-app?utm_term=public%20transit%20scheduling%20software&utm_campaign=WebTraffic+Search+(non+branded)&utm_source=adwords&utm_medium=ppc&hsa_acc=6726679933&hsa_cam=20795922364&hsa_grp=161523225968&hsa_ad=681625782433&hsa)

[src=g&hsa_tgt=kwd-450105040682&hsa_kw=public%20transit%20scheduling%20software&hsa_mt=b&hsa_net=adwords&hsa_ver=3&gad_source=1&gad_campaignid=20795922364&gbraid=0AAAAqfpW5jb9xr_7ql6B3n91ehHwUVPD&gclid=Cj0KCQjwsMLSBhD9ARIsAlpUTDrUFc6u8zqMIH3i32c6-HRwPm-mrDWd_XghgP64HZwZkOKIfpzFROMaAnzaEALw_wcB](https://www.google.com/search?q=hsa_tgt=kwd-450105040682&hsa_kw=public%20transit%20scheduling%20software&hsa_mt=b&hsa_net=adwords&hsa_ver=3&gad_source=1&gad_campaignid=20795922364&gbraid=0AAAAqfpW5jb9xr_7ql6B3n91ehHwUVPD&gclid=Cj0KCQjwsMLSBhD9ARIsAlpUTDrUFc6u8zqMIH3i32c6-HRwPm-mrDWd_XghgP64HZwZkOKIfpzFROMaAnzaEALw_wcB)

Passenger App

Flexible Booking. On-Time Guarantee. Real-Time Tracking.

The Passenger App is a user-facing on-demand smartphone application, web portal, and concierge tool for trip reservation and management that provides a seamless rider experience.

Whether riders need an on-demand trip, plan to take multiple trips, or need to schedule recurring trips in advance, RideCo's Passenger App has transit software solution for everyone.

Using the Passenger App, riders can request on-demand trips or preschedule them in advance, book recurring rides, or schedule multiple trips at a time.

When booking, riders are provided with guaranteed pick-up and arrive-before times to ensure they get to their destinations or make their transit connections on time. Even with unforeseen delays on the road, RideCo's dynamic routing ensures these on-time guarantees are met. Across all services, RideCo achieves 98% on-time performance.

The Passenger App is available for download on Apple App Store (iOS), Google Play Store (Android), and via URL on any standard web browser (Safari, Chrome, Internet Explorer, Firefox, and Microsoft Edge).

RideCo's customer-centric platform offers multiple, convenient booking options through the user-facing [Passenger App](#) and web portal, empowering riders with independence and the ability to manage their own bookings, while at the same time reducing inbound call center volume, especially during times with high demand or when staffing and resources are limited.

[AI Agent](#), RideCo's automated, AI-powered reservation system, also supports reservationists and call center agents to decrease wait times and improve customer service levels. Using conversational tone and prompt responses, AI Agent manages routine bookings and cancellations, as well as general and "Where's my ride?" inquiries, freeing up live reservationists and agents to prioritize more complex calls. With AI Agent, agencies can efficiently scale call center capacity and extend availability to 24/7 without needing additional staff.

Streamline Search and Booking Using a Unified Interface

Reservations teams work within a unified search and booking interface that synchronizes data between the Eligibility Management platform and [Profile Manager](#), the centralized rider information database, providing all the information needed to book riders into the appropriate service.

Eligibility and rider information, along with program rules, are inputted into [Solver](#), RideCo's patented optimization engine that analyzes fleet capacity, historical and real-time traffic conditions, and many other parameters, to offer optimized trip options. Search and booking through RideCo's platform allows reservationists to streamline the booking process without needing to switch between systems, reducing call handle times, booking errors, and inefficient scheduling.

First-Call Resolution Through Automated Trip Negotiation

When preferred times are unavailable, RideCo's platform automates the trip negotiation process, providing reservationists alternative trip windows that are optimized in real time against booked trips and match fleet capacity to ensure efficient scheduling and vehicle utilization. Automated trip negotiation not only improves operational efficiency, but supports first-call resolution to help riders get timely access to paratransit service.

Improve Service Reliability with Accurate Trip Timing

Leveraging [Solver](#), all trip options are calculated using dynamic route logic that analyzes fleet capacity, historical and real-time traffic conditions, and many other parameters, to deliver accurate trip timing. At the time of booking, reservationists provide riders with realistic pick-up and drop-off windows that help improve service reliability, build trust in the service, and reduce complaints related to early, late, or prolonged rides. Accurate trip timing also results in higher on-time performance through reducing generalized buffers and enabling tighter schedules to later support scheduling teams.

Enhance Rider Communication and Reduce Call Center Dependence

Automated trip notifications, such as booking reminders and details, pick-up windows, vehicle arrivals, and more, are set up based on program requirements and communicated through RideCo's [Passenger App](#), Short Message Service (SMS), or interactive voice response (IVR) systems. Enhanced rider communication through multiple channels reduces dependence on call centers for general and "Where's my ride?" inquiries, decreasing last-minute cancellations, no shows, and late boardings to improve overall service reliability.

Single Fleet

With Commingling, the same fleet can carry both microtransit and paratransit rides while retaining each of their respective service models. By utilizing this feature, microtransit riders can be picked up and dropped off at Flex Stops while paratransit riders are picked up and dropped off at doorsteps.

Leveraging multiple service models within a single fleet, riders can be offered different stop type, wait time, onboard time and many other service parameters based on seat types, known passenger lists, origin, destination, zones, or time or day of the week.

A pick-up or drop-off location that the microtransit rider selects. Authorized stops/locations are vetted and made available by the transit agency personnel. This is not applicable to fixed-route services or transfers.

Time Snapping

Our Time Snapping feature helps transit agencies and municipalities offer flexible trip options to popular locations and transit hubs. Based on demand, RideCo provides agencies with the ability to set trip frequency based on past and current demand, providing a reliable and convenient experience for riders.

By utilizing an on-demand service to existing fixed-route destinations and schedules, our Time Snapping feature helps agencies and cities enhance their intermodal transportation with real-time updates, ensuring smooth transfers.

Powered by Solver, Time Snapping intelligently prevents riders from arriving too early or too late for their connections. Instead, it only offers trip options that ensure passengers arrive on time for seamless transfers.

Trip Planning

RideCo has extensive experience building and bringing to market integrated solutions with our multi-modal (MaaS) partners. Agencies and their users already experience the benefits of an interconnected transit platform through RideCo's planning and deep link capabilities. Through RideCo's multi-year MaaS partnerships, involvement in Mobility Data's GOFS working group and Shared Use Mobility (SUMC), RideCo has a demonstrated commitment to the interoperability of microtransit and existing fixed-route transit infrastructure.

Trip Scheduling

With RideCo Instant Assign, trips are immediately added to schedules once booked. When a rider books a trip in advance, it is automatically assigned to a vehicle manifest. Our software begins assigning rides to vehicle itineraries as soon as any trip is booked and re-optimizes each itinerary as more rides are booked.

Our algorithm, Solver, optimizes for high vehicle utilization, maximizing the number of shared rides, while staying true to the arrive-before time provided to the passenger at the time of booking. This ensures the maximum number of rides can be serviced with the available resources.

Once a passenger books a ride with specific requirements, Solver continuously optimizes against all possible seat configurations within the fleet to rearrange passengers dynamically and autonomously.

By rearranging passenger configurations in real-time, Configuration Optimizer ensures agencies are serving as many passengers as possible in the most efficient way.

Based on demand, our Frequency Variation feature optimizes ride availability in low-demand peripheral areas to different service frequencies than higher demand parts of a particular zone, using a single fleet.

By continuously adjusting service frequency, transit agencies and municipalities are able to offer passengers with a reliable and consistent transit solution. This feature is continuously improving ride sharing rates, increasing vehicle occupancies, and improving overall system capacity and efficiency.

RideCo's Frequency Variation feature is continuously improving ride sharing rates, increasing vehicle occupancies, and improving overall system capacity and efficiency across transit agencies.

Attachment C:

BFT Link: [22nd Avenue Transit Center - Ben Franklin Transit](#)

PASCO 22nd AVENUE TRANSIT CENTER IMPROVEMENTS PROJECT

The 22nd Avenue Transit Center Improvements Project is an investment in making transit easier, safer, and more comfortable for the people who use it every day. The project focuses on improving how riders access transit, how buses operate, and how the transit center fits into the surrounding neighborhood and serves its community.

Because the transit center is a major hub for multiple bus routes, these upgrades will help people transfer between routes more smoothly, reduce delays, and create a place that is accessible and welcoming to everyone. The improvements are designed to better connect riders to nearby destinations while supporting reliable service and a stronger sense of community.

POTENTIAL PROJECT COMPONENTS

The project includes a range of improvements and new features designed to enhance functionality, passenger comfort, and community engagement:

Park & Ride:

Convenient parking options to support commuters and reduce reliance on single-occupancy vehicles.

Updated Passenger Bus Boarding Platform:

A redesigned, ADA-accessible bus boarding platform with improved lighting, signage, and shelter for safer and more comfortable boarding.

Customer Service and Security Presence:

On-site personnel and/or kiosks to assist riders with trip planning, fares, and real-time service updates.

Programmable Community Space:

A flexible, open area with infrastructure to accommodate a variety of events, creating a welcoming space that reflects the local character.

Operator Comfort Building:

A dedicated, modern space for operators that supports rest, wellness, and improved working conditions.

Community Priorities

Over 100 community members responded to our July 2025 survey. The top priorities for this improved transit facility are:

A safe environment

Weather protection

Connections to multiple bus routes

Customer service

Better access for bikes and pedestrians

And the top five amenities prioritized by the community are:

Public restrooms

Shade/weather protection

Coffee stand

Enhanced bus shelters

Digital schedule information

We have been working closely with a Project Advisory Committee (PAC) made up of local community representatives, including nearby businesses, business associations, the Pasco School District, the City of Pasco, chambers of commerce, Visit Tri-Cities, and the Washington State Department of Transportation (WSDOT). Through regular meetings, these partners have actively participated in the process and provided valuable feedback that has helped shape and refine the project's design concepts.

PRELIMINAR PREFERRED CONCEPT

With input from the community and the PAC, we have developed a preliminary preferred design for the transit center. The concept includes a central bus area where buses circulate in one direction, making it easier and safer for riders to find their bus and move through the site. Surrounding this area are park-and-ride spaces, a customer service and security building, and a flexible community space for a variety of activities.

The design also improves access to the transit center, with direct connections to the nearby shopping center to the east, safe crosswalks, and on-site bicycle facilities. In addition, there is space on Ben Franklin Transit's property along Sylvester Street that could accommodate future development.