



**BOARD OF DIRECTORS
REGULAR MEETING**

**Thursday, July 14, 2022, 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:

<https://zoom.us/j/98962178731?pwd=OGg1amhEQXA0RG5QRTdqNnFpRGN5dz09>

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

Meeting ID: 989 6217 8731 / Password: 833979

If you wish to provide written comments to the Board or speak during the Public Comments portion of a Board meeting, please submit [this form](#). Public comment during the meeting will be provided as indicated in the agenda below.

AGENDA

- | | |
|---------------------------------|------------------|
| 1. Convene Board Meeting | Chair Will McKay |
| 2. Roll Call | Janet Brett |
| 3. Pledge of Allegiance | Chair McKay |
| 4. Public Comments | Chair McKay |
| 5. Approval of Agenda | Chair McKay |
| 6. Recognitions | Ed Frost |

Employees of the Year:

- A.** Resolution 40-2022 Recognizing Operator of the Year Marc Lampton
- B.** Resolution 41-2022 Recognizing Support Employee of the Year Jason Haggerty
- C.** Resolution 42-2022 Recognizing Team of the Year, the Planning and Service Development Department: Keith Hall, Bill Barlow, Eric Freeman, Gabe Martin, Imelda Collop, Jean Pierre Munoz, Katie Wall, Kevin Sliger, Matt Ragsdale, and Rahul Ranade

7. Board Committee Reports

- A. Operations & Maintenance Committee Clint Didier
- B. Planning & Marketing Committee David Sandretto, Chair
- C. Administration & Finance Committee Steve Becken, Chair

8. Consent Agenda

- A. June 9, 2022, Regular Board Meeting Minutes
- B. June Voucher Summary
- C. Resolution 43-2022: Release a Request for Proposals for an On-Call Appraiser and Right-of-Way/Land Acquisition Consultant
- D. Resolution 44-2022: Authorize a WSU Student/Faculty/Staff Contract
- E. Accept the Washington State Auditor’s Office Report

9. Action Items

- A. Resolution 45-2022: Amend Resolution 46-2020, Final Design of Queensgate Transit Hub – Contract with KPFF Consulting Engineers Keith Hall
- B. Resolution 46-2022: Adoption of the 2022 Language Assistance Plan (LAP) and Associated Policy Kevin Sliger
- C. 2022 Title VI Program Update Kevin Sliger
 - i. Presentation
 - ii. Public Hearing
 - iii. Resolution 47-2022: Adoption of the 2022 Title VI Program Update
- D. Resolution 25-2022 Regarding Submission of a Proposition to the Voters to Reduce Sales and Use Tax for Public Transportation Chair McKay

10. Discussion & Informational Items

- A. Fare Study Update and Request for Guidance Keith Hall/Jeff Lubeck

11. Staff Reports & Comments

- A. Legal Report Jeremy Bishop
- B. Financial Report Jeff Lubeck
- C. Interim General Manager’s Report Ed Frost

12. Board Member Comments

13. Executive Session

14. Other

15. Next Meeting

Regular Board Meeting – Thursday, August 11, 2022, at 6 p.m.

16. Adjournment



**BEN FRANKLIN TRANSIT
RESOLUTION 40-2022**

**A RESOLUTION RECOGNIZING BFT'S EMPLOYEE OF THE YEAR – OPERATOR
CATEGORY: MARC LAMPTON, COACH OPERATOR**

WHEREAS, Ben Franklin Transit employees submitted nominations for BFT Employee of the Year stating what the person has done to make Ben Franklin Transit a better transit system and explaining how their activities and efforts have brought distinction and honor to Ben Franklin Transit; and

WHEREAS, BFT Resolution 44-2006 adopted November 9, 2006, established Employee Recognition Policy 1111; and

WHEREAS, The Employee of the Year Award winner in the Operator Category is Marc Lampton, Coach Operator.

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

1. Marc Lampton has been a 26-year Coach Operator. Marc received multiple nominations for being an outstanding driver. His passengers adore him, he is a real favorite with many of our bus customers and knows many of them on a first-name basis. He is a driver you can count on and also provides great customer service.
2. The Ben Franklin Transit Board of Directors affirms the General Manager's selection of the Operator Category Award winner: Marc Lampton, Coach Operator.
3. The Operator Category Award winner will receive a cash award of \$500.00.
4. The Operator Category Award winner will be honored at the 2022 Washington State Public Transportation Conference later this summer.

APPROVED AT A REGULAR BEN FRANKLIN TRANSIT BOARD OF DIRECTORS meeting held Thursday, July 14, 2022, at 1000 Columbia Park Trail, Richland, Washington.

ATTEST:

Janet Brett, Clerk of the Board

Will McKay, Chair

APPROVED AS TO FORM BY:

Jeremy J. Bishop, Legal Counsel



**BEN FRANKLIN TRANSIT
RESOLUTION 41-2022**

**A RESOLUTION RECOGNIZING BFT'S EMPLOYEE OF THE YEAR – SUPPORT
CATEGORY: JASON HAGGERTY, EQUIPMENT BODY REPAIRMAN**

WHEREAS, Ben Franklin Transit employees submitted nominations for BFT Employee of the Year stating what the person has done to make Ben Franklin Transit a better transit system and explaining how their activities and efforts have brought distinction and honor to Ben Franklin Transit; and

WHEREAS, BFT Resolution 44-2006 adopted November 9, 2006, established Employee Recognition Policy 1111; and

WHEREAS, The Employee of the Year Award winner in the Support Category is Jason Haggerty, Equipment Body Repairman.

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

1. In the seven years that he has been employed with Ben Franklin Transit, Jason Haggerty has demonstrated tremendous pride and dedication to every aspect of the work he performs. As BFT's sole Equipment Body Repairman, Jason is tasked with the monumental responsibility of keeping BFT's fleet consistent with BFT standards or better. He is described by his peers and managers as being innovative, knowledgeable, dedicated, and emitting a positive attitude in every interaction. These achievements led to his nomination and ultimate selection as BFT's 2021 Support Employee of the Year. To summarize nominations submitted on his behalf for the award, Jason is always working to improve, modernize and increase efficiency in his own work and within his department of the agency. He takes extreme care, pride, and responsibility in his work with never a corner cut.
2. The Ben Franklin Transit Board of Directors affirms the General Manager's selection of the Support Category Award winner: Jason Haggerty, Equipment Body Repairman.
3. The Support Category Award winner will receive a cash award of \$500.00.
4. The Support Category Award winner will be honored at the 2022 Washington State Public Transportation Conference later this summer.

APPROVED AT A REGULAR BEN FRANKLIN TRANSIT BOARD OF DIRECTORS meeting held Thursday, July 14, 2022, at 1000 Columbia Park Trail, Richland, Washington.

ATTEST:

Janet Brett, Clerk of the Board

Will McKay, Chair

APPROVED AS TO FORM BY:

Jeremy J. Bishop, Legal Counsel

**BEN FRANKLIN TRANSIT
RESOLUTION 42-2022**



A RESOLUTION RECOGNIZING BFT'S EMPLOYEES OF THE YEAR—TEAM CATEGORY: KEITH HALL, BILL BARLOW, ERIC FREEMAN, GAVE MARTIN, IMELDA COLLOP, JEAN PIERRE MUNOZ, KATIE WALL, KEVIN SLIGER, MATT RAGSDALE, AND RAHUL RANADE OF THE PLANNING & SERVICE DEVELOPMENT DEPARTMENT

WHEREAS, Ben Franklin Transit employees submitted nominations for BFT Employee of the Year stating what the person has done to make Ben Franklin Transit a better transit system and explaining how their activities and efforts have brought distinction and honor to Ben Franklin Transit; and

WHEREAS, BFT Resolution 44-2006 adopted November 9, 2006, established Employee Recognition Policy 1111; and

WHEREAS, The Employee of the Year Award winner in the Team Category is the Planning and Service Development Department.

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

1. The amount of work, support, and creativity shown by Planning & Service Development Department staff cannot be overstated or overemphasized. They have taken on large and diverse projects from planning of the new Operations building and the required temporary relocation of many BFT employees to the reconfiguration of bus service to increase frequency and shorten travel times. Through it all, they remain very approachable and display the knowledge and passion to lead BFT to the next level of excellence.
2. The Ben Franklin Transit Board of Directors affirms the General Manager's selection of the Employee of the Year Team Category Award winner: Keith Hall, Bill Barlow, Eric Freeman, Gabe Martin, Imelda Collop, Jean Pierre Munoz, Katie Wall, Kevin Sliger, Matt Ragsdale, and Rahul Ranade of the Planning & Service Development Department.
3. The Team Category winners will receive and split a cash award of \$1500.00.
4. The Team Category winner will be honored at the 2022 Washington State Public Transportation Conference later this summer.

APPROVED AT A REGULAR BEN FRANKLIN TRANSIT BOARD OF DIRECTORS meeting held Thursday, July 14, 2022, at 1000 Columbia Park Trail, Richland, Washington.

ATTEST:

Janet Brett, Clerk of the Board

Will McKay, Chair

APPROVED AS TO FORM BY:

Jeremy J. Bishop, Legal Counsel



**OPERATIONS & MAINTENANCE
COMMITTEE MEETING
Wednesday, June 1, 2022 – 12:30 p.m.
Virtual Meeting via Zoom**

MINUTES

Committee Member Present: Clint Didier

Committee Members Absent: Joseph Campos, Terry Christensen

BFT Staff: Ed Frost, Ayodeji Arojo, Janet Brett, Carina Cassel, Steve Davis, Terry DeJuan, Bill Hale, Keith Hall, Tony Kalmbach, Jeff Lubeck, Tom McCormick, Rob Orvis, Thad Pospical, Mike Roberts, Joshua Rosas, Wendi Warner

1. Convene Committee Meeting

The meeting convened at 12:31 p.m.

New Items

2. Fare Study Presentation and Discussion - Vanpool – Terry DeJuan, Rideshare & Vanpool Manager

Rideshare & Vanpool Manager Terry DeJuan presented an update on the fare study relative to Vanpool including the scope of the study, business priorities, and a Vanpool proposal for committee consideration. A fuel surcharge is also being considered due to rising gas prices.

3. Fare Study Update and Request for Guidance – Keith Hall, Director of Planning & Service Development

Director of Planning & Service Development Keith Hall reviewed the fare study options presented at the April 2022 committee meetings along with a new option, Option 4, Nominal Fare, and asked committee members for guidance.

4. **Resolution to Amend Resolution 46-2020, Final Design of Queensgate Transit Hub – Contract with KPFF Consulting Engineers – Keith Hall**

Mr. Hall presented a resolution to amend Resolution 46-2020 to increase the task order budget not-to-exceed amount from \$449,610 to \$717,924 on the final design of the Queensgate Transit Hub. The Committee moved the resolution to the Board agenda as an Action Item.

5. **Release an RFP for an On-Call Appraiser and Right-of-Way/Land Acquisition Consultant**

Mr. Hall asked committee members to authorize the release of a request for proposals for an on-call appraiser and right-of-way/land acquisition firm to support upcoming future capital projects. The committee moved this item to the Consent Agenda of the Board meeting.

Standing Items

6. **Notification of Upcoming Bids and Requests for Proposals – Rob Orvis, Procurement Manager**

Mr. Orvis presented the 90-Day Procurement Outlook to committee members.

• **In Progress**

- Procurement Stage – Evaluation Phase for Architecture & Engineering Services for Transits Hubs and Bus Stops
- Request for Qualifications for A & E Services for the Maintenance, Operations, and Administration Facility (MOA)
- Procurement Stage – Request for Qualifications for On-Call Construction Management Services
- Procurement Stage – Request for Proposals for Scheduling and Runcutting Software System

• **July**

- Authorize a WSU Student/Faculty/Staff Agreement
- Authorization to Release – Request for Proposals for Appraisal/Right-of-Way Acquisition Consultant
- Authorize Task Order #12 Queensgate Transit Hub Amendment #1

• **August**

- Authorization to Award – Architecture & Engineering Services for Transit Hubs and Bus Stops
- Authorization to Release – Invitation for Bids for Queensgate Transit Hub Construction
- Authorization to Award – Contract for Scheduling & Runcutting Software System
- Authorization to Award – On-Call Construction Management Services

• **September**

- Authorization to Release – Invitation for Bids for Operations Building Project
- Authorization to Release – Invitation for Bids for Paint Booth
- Authorization to Award – Contract for Queensgate Transit Hub Construction

7. **Other**

There were no other agenda items.

8. **Next Meeting**

The next BFT Operations & Maintenance Committee meeting will be held on Wednesday, August 3, 2022, at 12:30 p.m.

9. **Adjourn**

The meeting ended at 1:12 p.m.



**PLANNING & MARKETING
COMMITTEE MEETING
Wednesday, July 6, 2022 - 4 p.m.
Virtual Meeting via Zoom**

MINUTES

Committee Members Present: Rocky Mullen, David Sandretto

Committee Member Absent: Brad Beauchamp

BFT Staff: Ed Frost, Ayodeji Arojo, Janet Brett, Carina Cassel, Terry DeJuan, Keith Hall, Jeff Lubeck, Rob Orvis, Mike Roberts, Kevin Sliger, Wendi Warner

1. Convene Committee Meeting

Chair David Sandretto convened the meeting at 4:00 p.m.

New Items

2. Fare Study Presentation and Discussion – Vanpool – Terry DeJuan, Rideshare & Vanpool Manager

Rideshare & Vanpool Manager Terry DeJuan presented an update on the fare study relative to Vanpool including the scope of the study, business priorities, and a Vanpool proposal for committee consideration. A fuel surcharge is also being considered due to rising gas prices. Concerns were expressed about the potential loss of revenue that may result from the proposed approach.

3. Fare Study Update and Request for Guidance – Keith Hall, Director of Planning & Service Development

Director of Planning & Service Development Keith Hall reviewed the fare study options presented at the April 2022 committee meetings along with a new option, Option 4, Nominal Fare, and asked committee members for guidance. After questions and discussion, the committee members asked that this be moved to the Board meeting agenda as a discussion item.

4. Approval of Language Assistance Plan (LAP) – Kevin Sliger, Principal Planner – Capital Projects, Planning & Service Development

Principal Planner Kevin Sliger shared the 2022 Language Assistance Plan, which must be reviewed and updated every three years, to committee members. This matter was moved to the Board agenda as an Action Item.

5. Approval of Title VI Program Update – Kevin Sliger

Mr. Sliger presented the 2022 Title VI Program Update for committee consideration. This document must also be updated every three years, and a public hearing regarding its adoption is an additional requirement. Committee members moved it to the Board agenda as an Action Item.

6. Authorize a WSU Student/Faculty/Staff Contract – Keith Hall

Mr. Hall provided a memorandum and resolution creating a new college pass program contract with Washington State University Tri-Cities for committee consideration. This would establish a program similar to the one Ben Franklin Transit (BFT) has with Columbia Basin College. Committee members asked that this item be placed on the Board meeting Consent Agenda.

7. Informational: Release of Transit Development Plan for Public Comment – Keith Hall

Mr. Hall explained to committee members BFT is required to revise its Transit Development Plan (TDP) on an annual basis and release it for public review and comment. He presented the 2022-2027 TDP draft for information prior to its release.

Standing Items

8. Notification of Upcoming Bids and Requests for Proposals – Rob Orvis, Procurement Manager

Mr. Orvis presented the 90-Day Procurement Outlook to committee members.

• **In Progress**

- Procurement Stage – Evaluation Phase for Architecture & Engineering Services for Transits Hubs and Bus Stops
- Request for Qualifications for A & E Services for the Maintenance, Operations, and Administration Facility (MOA)
- Procurement Stage – Request for Qualifications for On-Call Construction Management Services
- Procurement Stage – Request for Proposals for Scheduling and Runcutting Software System

• **July**

- Authorize a WSU Student/Faculty/Staff Agreement
- Authorization to Release – Request for Proposals for Appraisal/Right-of-Way Acquisition Consultant
- Authorize Task Order #12 Queensgate Transit Hub Amendment #1

• **August**

- Authorization to Award – Architecture & Engineering Services for Transit Hubs and Bus Stops
- Authorization to Release – Invitation for Bids for Queensgate Transit Hub Construction
- Authorization to Award – Contract for Scheduling & Runcutting Software System
- Authorization to Award – On-Call Construction Management Services

- **September**

- Authorization to Release – Invitation for Bids for Operations Building Project
- Authorization to Release – Invitation for Bids for Paint Booth
- Authorization to Award – Contract for Queensgate Transit Hub Construction

9. **Other**

There were no other agenda items.

10. **Next Meeting**

The next BFT Planning & Marketing Committee meeting will be held Wednesday, August 3, 2022, at 4 p.m.

11. **Adjourn**

Chair Sandretto adjourned the meeting at 5:22 p.m.



**ADMINISTRATION & FINANCE
COMMITTEE MEETING
Thursday, July 7, 2022 – 4 p.m.
Virtual Meeting via Zoom**

MINUTES

Committee Members Present: Steve Becken, Richard Bloom

Committee Members Absent: Will McKay

Legal Counsel: Jeremy Bishop

BFT Staff: Ed Frost, Ayodeji Arojo, Jamie Bergstrom, Janet Brett, Jaslyn Campbell, Carina Cassel, Terry DeJuan, Keith Hall, Lisa Larson, Jeff Lubeck, Rob Orvis, Mike Roberts, Wendi Warner

1. Convene Committee Meeting

Chair Steve Becken convened the meeting at 4:04 p.m.

Standing Items

2. Notification of Upcoming Bids and Requests for Proposals – Rob Orvis, Procurement Manager

Mr. Orvis presented the 90-Day Procurement Outlook to committee members.

• **In Progress**

- Procurement Stage – Evaluation Phase for Architecture & Engineering Services for Transits Hubs and Bus Stops
- Request for Qualifications for A & E Services for the Maintenance, Operations, and Administration Facility (MOA)
- Procurement Stage – Request for Qualifications for On-Call Construction Management Services
- Procurement Stage – Request for Proposals for Scheduling and Runcutting Software System

• **July**

- Authorize a WSU Student/Faculty/Staff Agreement

- Authorization to Release – Request for Proposals for Appraisal/Right-of-Way Acquisition Consultant
- Authorize Task Order #12 Queensgate Transit Hub Amendment #1
- **August**
 - Authorization to Award – Architecture & Engineering Services for Transit Hubs and Bus Stops
 - Authorization to Release – Invitation for Bids for Queensgate Transit Hub Construction
 - Authorization to Award – Contract for Scheduling & Runcutting Software System
 - Authorization to Award – On-Call Construction Management Services
- **September**
 - Authorization to Release – Invitation for Bids for Operations Building Project
 - Authorization to Release – Invitation for Bids for Paint Booth
 - Authorization to Award – Contract for Queensgate Transit Hub Construction

3. Sales Tax Report – Jeff Lubeck, Administrative Services Director

Administrative Services Director Jeff Lubeck presented the BFT Sales Tax Comparison report for 2019 through April of 2022. Sales tax collection has slowed to a 1.4% increase in April 2022 over April 2021 and is 16% over the 2022 budget year to date.

New Items

4. Fare Study Presentation and Discussion - Vanpool – Terry DeJuan, Rideshare & Vanpool Manager

Rideshare & Vanpool Manager Terry DeJuan presented an update on the fare study relative to Vanpool including the scope of the study, business priorities, and a Vanpool proposal for committee consideration. Committee members suggested the daily mileage range for Tier 7 on the pricing approach chart be capped instead of left open; 200 miles was discussed as a possibility. They also asked what the fare box recovery would be under the new scenario.

5. Fare Study Update and Request for Guidance – Jeff Lubeck

Mr. Lubeck reviewed the fare study options presented at the April 2022 committee meetings along with a new option, Option 4, Nominal Fare, and asked committee members for guidance. Of the three remaining options, committee members preferred Option 4. Mr. Lubeck also advised them that the Planning & Marketing Committee asked that it be put on the Board agenda as a discussion item.

6. Accept the Washington State Auditor’s Office Report – Jeff Lubeck

Mr. Lubeck presented the Washington State Auditor’s Office Report, which the Board will be asked to accept, for committee consideration. Committee members asked that it be moved to the Consent Agenda.

7. Prosser Cost Report – Jeff Lubeck

Mr. Lubeck shared the Comparison Revenue & Expenditures to Budget report, which currently shows General Demand Prosser as a separate item. With the closing of the Prosser facilities, he asked committee members if they still wanted this information separated out, or if it could be combined with Fixed Route. Committee members agreed it could be rolled into the Fixed Route numbers.

8. Other

There were no other agenda items.

9. Next Meeting

The next BFT Administration & Finance Committee meeting will be held Thursday, August 4, 2022, at 4 p.m.

10. Adjourn

Chair Becken adjourned the meeting at 4:59 p.m.



**BOARD OF DIRECTORS
REGULAR MEETING
Thursday, June 9, 2022, at 6 p.m.
Ben Franklin Transit Boardroom
1000 Columbia Park Trail, Richland, Washington**

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 p.m.

Clerk of the Board Janet Brett announced that the written public comments submitted on the Ben Franklin Transit website or emailed to the Executive Office had been distributed to Board members in advance of the meeting.

2. ROLL CALL

Representing	Attendee Name	Title	Status
City of Pasco	Joseph Campos	Director	Present
City of Kennewick	John Trumbo	Alternate	Present
City of Richland	Terry Christensen	Director	Present
City of West Richland	Richard Bloom	Vice Chair	Present
Franklin County #2	Rocky Mullen	Director	Present via Zoom
Franklin County #1	Clint Didier	Director	Present
Benton County	Will McKay	Chair	Present
City of Prosser	Steve Becken	Director	Present
City of Benton City	David Sandretto	Director	Present
Teamsters Union 839	Caleb Suttle	Union Representative	Present

BFT Staff: Hussam Abdurrahman, Ayodeji Arojo, Janet Brett, Carina Cassel, Chad Crouch, Kristopher Darby, Steve Davis, Terry DeJuan, Ed Frost, Keith Gomez, Jason Haggerty, Bill Hale, Keith Hall, Lisa Larson, Cristina Lebedevskiy, Michele LeClair, Christopher Lilyblade, Jeff Lubeck, Mindy Miley, Rob Orvis, Lynn Ramos-Braswell, Devin Roberts, Mike Roberts, Eric Rodriguez, Chris Slack, Jenny Stenkamp, Wendi Warner, Mike Wells

Legal Counsel: Jeremy Bishop

Interpreters: Ruth Medina, Ynez Vargas

3. PLEDGE OF ALLEGIANCE

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

4. APPROVAL OF AGENDA

Chair McKay asked for a motion to approve the agenda.

MOTION:	SANDRETTO
SECOND:	BLOOM
RESULT:	PASSED (Unanimously)

5. PUBLIC COMMENTS

Chair McKay opened the meeting to comments from the public. Public comments against reducing the sales tax were made by Solomon Torelli, Ginger Wireman, Frank Cuta, Katherine Torelli, Anna Zivarts, Matthew Sutherland, Britteni Holliman, Norma Nelson, Teresa Benges-Smoot, and Caleb Suttle.

6. BOARD COMMITTEE REPORTS

A. Operations & Maintenance Committee – Director Terry Christensen, who chaired this meeting in Director Joseph Campos’ absence, reported they discussed microphone preferences and two other items that are on the Consent Agenda.

B. Planning & Marketing Committee – Chair David Sandretto reported that this committee discussed microphone preferences and release of the Language Assistance Policy and Title VI Program Update for public review.

C. Administration & Finance Committee – Chair Steve Becken reported this group also discussed microphone preferences and awarding the contract for the EBS consultant, which is on tonight’s agenda as an Action Item. They also talked about the current pay-for-performance system and COLA for nonrepresented staff, also on the agenda as an Action Item. The Certificate of Achievement for Excellence in Financial Reporting from GFOA for 2020 Annual Financial Report was presented, which is on the Consent Agenda; also discussed was the impact of fuel prices on the operating budget.

7. CONSENT AGENDA

Chair McKay presented the consent items and invited a motion.

A. May 12, 2022, Regular Board Meeting Minutes

B. May Voucher Summary

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 2022.

PAYROLL

Check Register Number	Check Number / Number	Date of Issue	In the Amount
508-22	80890 80892	5/6/2022	641,434.57 Payroll
509-22	80893 80895	5/20/2022	608,040.73 Payroll

Total \$ 1,249,475.30

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 2022.

ACCOUNTS PAYABLE

Check Register Number	Check Number / Number	Date of Issue	In the Amount
136-22	81014 81063	5/3/2022	188,251.27 MDSE
137-22	81064 81150	5/10/2022	406,044.70 MDSE
138-22	ACH TRANS	5/13/2022	1,002,226.03 ACH TRANS
139-22	2899 2903	5/16/2022	517.50 TRAVEL
140-22	81151 81204	5/17/2022	373,653.02 MDSE
141-22	81205 81268	5/24/2022	216,977.01 MDSE
142-22	ACH TRANS	5/25/2022	395,004.51 ACH TRANS
143-22	81269 81269	5/31/2022	275.64 MDSE

Total \$ 2,582,949.68

- C. Resolution 37-2022: Authorization to Release a Request for Qualifications (RFQ) for Architecture and Engineering Services for Future Capital Projects**
- D. Accept the Washington State Transit Insurance Pool (WSTIP) 2021 Annual Report and Ben Franklin Transit Risk Profile**
- E. Accept the Certificate of Achievement for Excellence in Financial Reporting from GFOA for 2020 Annual Financial Report**

MOTION:	BECKEN
SECOND:	BLOOM
RESULT:	PASSED (Unanimously)

8. **ACTION ITEMS**

A. Resolution 38-2022: Recommendation to Award the Enterprise Business System (EBS) Consultant Contract to Plante & Moran, PLLC

Administrative Services Director Jeff Lubeck presented a memorandum and resolution recommending the EBS consultant contract be awarded to Plante & Moran, PLLC, for Board approval.

MOTION:	BLOOM
SECOND:	BECKEN
RESULT:	PASSED (Unanimously)

B. Resolution 39-2022 Authorizing the General Manager to Proceed with a 3% COLA Increase to Nonrepresented Wages

Director of Human Resources and Labor Relations Wendi Warner presented a resolution authorizing the General Manager to provide a Cost-of-Living Adjustment (COLA) to nonrepresented wages effective June 1, 2022. Board members discussed merit pay versus COLA and how each are applied.

MOTION:	SANDRETTO
SECOND:	BECKEN
RESULT:	FAILED 6-3

Roll call vote:
Campos – AYE
Trumbo – NO
Christensen – NO
Bloom – NO
Mullen – NO
Didier – NO
McKay – NO
Becken – AYE
Sandretto - AYE

C. General Manager Search

BFT Legal Counsel Jeremy Bishop announced that the interview committee has a recommendation that will be discussed in executive session.

D. Sales Tax Resolutions 24-2022 and 25-2022

Board members discussed the two tabled resolutions, 24-2022, which would temporarily reduce the sales tax via Board action, and 25-2022, which would put reduction of the sales tax on the ballot for a vote.

Vice Chair Bloom presented a spreadsheet showing the effects on the budget if the sales tax collection was reduced by 1/10th of 1 percent.

Mr. Bishop explained he had received a letter from the attorney general's office stating that they could not give the BFT Board an answer to their questions related to sales tax collection by August 2. Upon further research by Mr. Bishop, it appears that it takes 12 to 24 months to receive an attorney general opinion letter.

After discussion among Board members, Chair McKay asked for a motion on Resolution 24-2022. A motion was made to cancel the resolution.

MOTION:	DIDIER
SECOND:	BLOOM
RESULT:	PASSED (Unanimously)

Chair McKay then asked for a motion on Resolution 25-2022. A motion was made to postpone it indefinitely.

MOTION:	CAMPOS
SECOND:	BLOOM
RESULT:	PASSED (Unanimously)

9. STAFF REPORTS & COMMENTS

A. Legal Report

Mr. Bishop had nothing further to share.

B. Financial Report

Mr. Lubeck presented a financial report, highlighting materials contained in the Board packet. An additional chart was included at the request of the Board showing the impact of higher fuel prices on the operating budget.

C. Interim General Manager's Report

Mr. Frost reported that we are seeing modest gains in fixed route boardings and expect a bump from the free youth pass. There is increasing interest in Vanpool, with 104 vans on the road and an additional nine groups being formed. Dial-A-Ride had two consecutive 900+ days this week, only the second time since COVID.

Parents are very appreciative of the free youth passes, with 13,645 having been distributed thus far.

BFT has had four COVID cases throughout March and April, with four already being reported in June.

There are some great and convenient learning and networking opportunities coming up for Board members and staff later this year. The WSTA Conference will be held in Spokane at the end of August, and the APTA Conference will be held in Seattle in October. The clerk of the board will email conference information to Board members.

Mr. Frost reminded Board members that the BFT Bus Roadeo and Employee Appreciation Picnic will be held on Sunday, June 26.

10. BOARD MEMBER COMMENTS

Director Campos congratulated Mr. Frost on keeping the BFT Vanpool going strong, since Yakima Valley Transit has discontinued theirs.

Director Didier thanked Mr. Frost for his work as Interim General Manager. Chair McKay also expressed his appreciation for his efforts.

Director Suttle thanked his fellow Board members for their honest and open dialogue.

The Board recessed at 7:53 p.m. and returned to open session at 8:00 p.m.

11. EXECUTIVE SESSION

Mr. Bishop announced an executive session would be held under RCW 42.30.110(1)(g) to evaluate the qualifications of an applicant for the open General Manager position, anticipating action after the executive session. The Board went into executive session at 8:00 p.m. and returned to open session at 8:11 p.m., when Mr. Bishop stated the Board requested the executive session be extended by five minutes.

The Board returned to open session at 8:17 p.m. Vice Chair Bloom made a motion to authorize the Board Chair to work with BFT legal counsel to negotiate a contract with Rachelle Glazier for the position of General Manager of Ben Franklin Transit.

MOTION:	BLOOM
SECOND:	SANDRETTO
RESULT:	PASSED (Unanimously)

12. OTHER

There were no other agenda items.

13. NEXT MEETING

The next meeting will be held Thursday, July 14, 2022, at 6 p.m.

14. ADJOURNMENT

Chair McKay adjourned the meeting at 8:20 p.m.

Janet Brett, Clerk of the Board

Date



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

Written public comments submitted online in the order in which they were received:

June 4, 2022, 12:39 p.m.

I Want To...: Submit my Public Comments online First Name: Sam Last Name: Carterby City or County: City of Richland Email Address: carterby.s@gmail.com Phone Number: 5094385737
Public Comments:: Please continue to fund our bus programs, not everyone in our area has the means to drive. This is part of a healthy community.
Meeting Date: N/A

June 5, 2022, 10:43 a.m.

I Want To...: Submit my Public Comments online First Name: Dee Last Name: N/A City or County: Benton County Email Address: heart4holland@yahoo.com Phone Number: 5033747375
Public Comments:: As a local resident I feel it is important to continue providing the essential services of the current bus system. If funding is cut, many of our counties citizens will have a negative impact.
Meeting Date: N/A

June 6, 2022, 9:05 p.m.

I Want To...: Submit my Public Comments online First Name: Sandra Last Name: Vantine City or County: City of Kennewick Email Address: sandrapmurray@hotmail.com Phone Number: 5095281492
Public Comments:: I support expansion of BFT services to the community. I would like to see more park & ride locations and expand services between cities and towns. Our region is growing and BFT is essential to many.
Meeting Date: June 9, 2022 Regular Board of Directors Meeting

June 6, 2022, 9:11 p.m.

I Want To...: Submit my Public Comments online First Name: Laura Last Name: Hendrickson City or County: City of Richland Email Address: lauradots@aol.com Phone Number: 5093663229
Public Comments:: Please maintain or increase public transit routes! My adult son with autism depends on your services to live, shop, socialize, and worship. He is excited to attend church using transit now! Thanks.
Meeting Date: N/A

June 6, 2022, 9:14 p.m.

I Want To...: Submit my Public Comments online First Name: Lorraine Last Name: TuckerReid City or County: City of Richland Email Address: chonjimartialarts@gmail.com Phone Number: 5095542725
Public Comments:: Please increase public transportation. With gas prices at an all time high and the growth in our area. Public transportation is more important than ever.
Meeting Date: June 9, 2022 Regular Board of Directors Meeting

June 7, 2022, 1:12 a.m.

I Want To...: Submit my Public Comments online First Name: Rachel Last Name: Holland City or County: City of Kennewick Email Address: rholland89@hotmail.com Phone Number: 2533260029 Public Comments:: Rising gas prices and choosing a more sustainable option by using city busses there has never been a greater need for bft with more hours, night and swing shift workers deserve the same options too.
Meeting Date: June 9, 2022 Regular Board of Directors Meeting

June 7, 2022, 8:29 a.m.

I Want To...: Submit my Public Comments online First Name: Claudia Last Name: Johnson City or County: City of Richland Email Address: cjohnson@probono.net Phone Number: 5093967372 Public Comments:: It costs on average \$10,000+ to have a car. 1/3 of our residents don't drive,because of age,health conditions, and disability. You will disproportionaly impact protected groups, race, disability, etc Meeting Date: June 9, 2022 Regular Board of Directors Meeting

June 7, 2022, 8:33 a.m.

I Want To...: Submit my Public Comments online First Name: Claudia Last Name: Johnson City or County: City of Richland Email Address: c3j3johnson@gmail.com Phone Number: 5093967394 Public Comments:: You have not done outreach in other local languages. Your decision violates the due process opportunity to comment by those who speak other languages here. Not an inclusive process. Not legitimate.
Meeting Date: June 9, 2022 Regular Board of Directors Meeting

June 7, 2022, 1:30 p.m.

I Want To...: Submit my Public Comments online First Name: Lisa Last Name: Shelton City or County: City of West Richland Email Address: ldshelton1962@charter.net Phone Number: 5099673676 Public Comments:: Once again I urge you to reject irresponsible attempts to cut funding for BFT. Service cuts will harm riders and is a disservice to the community. We demand fully funded transit in the Tri-Cities.
Meeting Date: N/A

June 7, 2022, 5:15 p.m.

I Want To...: Submit my Public Comments online First Name: Richard Last Name: Reuther City or County: City of Kennewick Email Address: upstage.reuther@gmail.com Phone Number: 5093753531 Public Comments:: How many people is Amazon hiring? How many people is Darigold hiring? CUT transit funding when the workforce is INCREASING? The population of the area is growing. Cutting transit now makes no sense.
Meeting Date: N/A

June 7, 2022, 9:05 p.m.

I Want To...: Submit my Public Comments online First Name: Chris Last Name: L City or County: City of Richland Email Address: clindhartsen@gmail.com Phone Number: 5093667228 Public Comments:: As a regular rider of BFT, I am against the reduction in the tax collected. The longer

term possible impacts of this decision far outweigh any small short term upside this might have in our community.

Meeting Date: N/A

June 8, 2022, 2:26 p.m.

I Want To...: Submit my Public Comments online First Name: Naomi Last Name: Solomon Oblath City or County: City of Richland Email Address: hipponay@gmail.com Phone Number: 9177671303 Public Comments:: Please do NOT lower the portion of taxes that goes to BFT! We need to continue to invest in public transit and infrastructure to make our community less dependent on cars, safer & more walkable Meeting Date: N/A

June 9, 2022, 6:46 a.m.

I Want To...: Submit my Public Comments online First Name: Jonathan Last Name: Smith City or County: Franklin County Email Address: jcsmith98105@gmail.com Phone Number: 5092489685 Public Comments:: It is shameful that there is yet another racist, classist, ableist effort to gut transit service. Reject the resolution that would reduce the sales tax and [REDACTED] apologize for proposing it.

Meeting Date: June 9, 2022 Regular Board of Directors Meeting

June 9, 12:26 p.m.

To Whom it may concern,

You have my permission to send this email to the entire BFT Board and also you may read it at tonight's Transit Board meeting.

To: Ben Franklin Board and to anyone concerned,

Once again, I am writing this letter to voice my concern over the tabled April resolution to take away a portion of BFT sales tax money. We will remain vigilant and will constantly continue to oppose this resolution. This sales tax was voted in for transit services and was not intended for any other entity. I spend more on an inflated price of a candy bar, the \$1.66 savings it would give to any good paying citizen. I want you to know that I pay taxes too and I want my tax money to stay with the transit.

Thank you

Respectively submitted by,

Janice Squires
Dial A Ride patron of 32 years
2466 Whitworth Ave.
Richland, WA. 99352

June 9, 2022, 4:15 p.m.

I Want To...: Submit my Public Comments online First Name: Francesca Last Name: Maier City or County: City of Richland Email Address: francesca.maier@gmail.com Phone Number: 4432088386 Public Comments:: Members of this board have frequently & baselessly accused BFT of being inefficient. The packet proves this assumption as patently false. We need service expansion. Do not reduce tax, expand service.

Meeting Date: June 9, 2022 Regular Board of Directors Meeting

June 9, 2022, 5:01 p.m.

I Want To...: Submit my Public Comments online First Name: Laila Last Name: Krowiak City or County: City of Benton City Email Address: lailaheather@hotmail.com Phone Number: 5095549828 Public Comments:: As our region continues to lead the state in growth, our transportation networks must expand proportionately. Transit is a vital component of the network for 1/3 of the population.

Meeting Date: June 9, 2022 Regular Board of Directors Meeting

June 9, 2022, 5:19 p.m.

I Want To...: Submit my Public Comments online First Name: Kurt Last Name: Maier City or County: City of Richland Email Address: khm@sciops.net Phone Number: 4432088385 Public Comments:: The Transit board needs to retain local tax authority and stop playing financial games. People need this transit system and your actions affect their daily lives. Have a little dignity for a change.

Meeting Date: June 9, 2022 Regular Board of Directors Meeting

June 9, 2022, 5:50 p.m.

I Want To...: Submit my Public Comments online First Name: Ellen Last Name: Baer City or County: City of Richland Email Address: shebaer421@aol.com Phone Number: 5093750217 Public Comments:: Canceling the sales tax for our public transportation support at a time when more of us will be needing these services seems terribly short sighted to me. It will only make life more difficult for us.

Meeting Date: June 9, 2022 Regular Board of Directors Meeting

June 9, 2022, 6:48 p.m.

I Want To...: Submit my Public Comments online First Name: Cigdem Last Name: Capan City or County: City of Richland Email Address: capancigdem@gmail.com Phone Number: 5095786220 Public Comments:: I strongly oppose the sales tax cut proposal that will lead to a reduced bus service, will negatively impact the traffic and parking for both county residents, will unqualify us for state grants.

Meeting Date: June 9, 2022 Regular Board of Directors Meeting



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

Thursday, July 14, 2022

To: Ben Franklin Board of Directors
 From: Jeff Lubeck, Financial Services Director
 RE: Vouchers for June 2022

Jul 8, 2022

June 2022 vouchers totaled \$3,633,997.89. An analysis of the vouchers had the following significant vendor payment amounts:

Vendor	Description	Amount
IRS	Federal Income Tax on Wages	\$ 425,552.79
NW ADMIN TRANSFER	Insurance	\$ 396,942.80
DEPT OF RETIREMENT SYSTEMS	PERS	\$ 325,171.63
RIVER NORTH TRANSIT LLC	Contracted Services	\$ 154,413.94
STATE OF WASHINGTON	Insurance	\$ 135,111.65
AARON C GRIMM	Contracted Services	\$ 82,715.00
WESTERN CONFERENCE OF TEAMSTERS	Teamsters Pension	\$ 81,090.28
TCF ARCHITECTURE PLLC	Contracted Services	\$ 59,306.18
GILLIG	Vehicle Parts	\$ 43,240.27
CDW GOVERNMENT INC.	Computer Supplies	\$ 38,485.58
AMERICAN PUBLIC TRANSPORTATION ASSOC.	Membership	\$ 35,500.00
WEX BANK	Fuel	\$ 34,763.44
US BANKCARD	Travel/Merchandise	\$ 34,166.84
CASTLE HOSPITALITY INC	Catering	\$ 26,714.72
CHRISTENSEN INC	Lubricants	\$ 24,312.86
CUMMINS INC	Vehicle Parts	\$ 20,400.45
RACHELLE GLAZIER	Moving Expenses	\$ 18,000.00
MCCURLEY INTEGRITY DEALERSHIPS LLC	Parts	\$ 16,298.73
TEAMSTERS UNION	Payroll Deductions	\$ 16,106.50
VANTAGE TRANS AGENTS-457	EE Contributions	\$ 16,073.36
FGL LLC	Property Lease	\$ 14,492.33
BRIDGESTONE AMERICAS	Tire Lease	\$ 13,569.30
CITY OF RICHLAND	Utilities	\$ 13,044.05
ROACH LAW OFFICES LLP	Attorney Fees	\$ 13,032.00
COMMERCIAL TIRE	Tires & Repair	\$ 12,652.73
KPFF INC	Contracted Services	\$ 12,554.20
4IMPRINT INC	Contracted Services	\$ 10,968.81
SUMMIT LAW GROUP	Legal Services	\$ 10,750.50
PLANETERIA MEDIA LLC	Computer Supplies	\$ 10,400.00
BRUCE MECHANICAL INC	Contracted Services	\$ 10,357.19
OPENGOV INC	Computer Software	\$ 10,316.99
U S LINEN & UNIFORM	Contracted Services	\$ 10,134.58
DURASHINE	Janitorial Maintenance	\$ 10,125.00
Total Significant Vendors		\$ 2,136,764.70
Payroll Total		\$ 1,230,445.69
Total Non-Significant Vendors		\$ 266,787.50
GRAND TOTAL		\$ 3,633,997.89

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 June 2022.

PAYROLL

Check Register Number	Check Number / Number		Date of Issue	In the Amount
510-22	80896	80898	6/3/2022	619,958.56 Payroll
511-22	80899	80901	6/17/2022	610,487.13 Payroll

Total \$ 1,230,445.69

AUTHORITY MEMBER
7/14/2022

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 June 2022.

ACCOUNTS PAYABLE

Check Register Number	Check Number / Number	Date of Issue	In the Amount
144-22	81270 81314	6/2/2022	104,316.10 MDSE
145-22	81315 81373	6/7/2022	254,748.74 MDSE
146-22	81374 81445	6/14/2022	246,416.91 MDSE
147-22	ACH TRANS	6/15/2022	656,141.72 ACH TRANS
148-22	81446 81522	6/21/2022	198,659.00 MDSE
149-22	81523 81588	6/28/2022	393,983.67 MDSE
152-22	ACH TRANS	6/30/2022	549,286.06 ACH TRANS

Total \$ 2,403,552.20

AUTHORITY MEMBER
7/14/2022

June 2022 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 July 8, 2022.

ACTION: As of this date, July 14, I, _____
 move that the following checks be approved for payment:

PAYROLL

Check Register Number	Check Number / Number	Date of Issue	In the Amount
510-22	80896	80898	619,958.56 Payroll
511-22	80899	80901	610,487.13 Payroll
Total			\$ 1,230,445.69

ACCOUNTS PAYABLE

Check Register Number	Check Number / Number	Date of Issue	In the Amount
144-22	81270	81314	104,316.10 MDSE
145-22	81315	81373	254,748.74 MDSE
146-22	81374	81445	246,416.91 MDSE
147-22	ACH TRANS		656,141.72 ACH TRANS
148-22	81446	81522	198,659.00 MDSE
149-22	81523	81588	393,983.67 MDSE
152-22	ACH TRANS		549,286.06 ACH TRANS
Total			\$ 2,403,552.20

Check Register Nos. 510-22 to 511-22 and 144-22 to 149-22 and 152-22 in the total amount of: **\$ 3,633,997.89**

The motion was seconded by _____

and approved by a unanimous vote.

CHECK REGISTER CERTIFICATION

PAYROLL

CHECK REGISTER NUMBER 510-22

CHECK NUMBERS	80896-80898	\$ 4,718.66
ACH TRANSFER		\$ 615,239.90

PAYROLL DATE JUNE 03, 2022

PURPOSE: PPE 05/28/2022 AMOUNT: \$619,958.56

"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."



AUDITOR

6/1/2022

DATE

CHECK REGISTER CERTIFICATION

PAYROLL

CHECK REGISTER NUMBER 511-22

CHECK NUMBERS	80899-80901	\$ 4,109.24
ACH TRANSFER		\$ 606,377.89

PAYROLL DATE JUNE 17, 2022

PURPOSE: PPE 06/11/2022 AMOUNT: \$610,487.13

"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."



AUDITOR

6/15/2022

DATE

**BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE**

CHECK REGISTER NUMBER 144-22

CHECK NUMBERS 81270 to 81314

DATE 08/02/2022

PURPOSE AP JUN22A VOUCHERS AMOUNT \$104,316.10

"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."



Jun 15, 2022

AUDITOR

DATE

**BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE**

CHECK REGISTER NUMBER 145-22

CHECK NUMBERS 81315 to 81373

DATE 06/07/2022

PURPOSE AP JUN22B VOUCHERS AMOUNT \$254,748.74

"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."



Jun 15, 2022

AUDITOR

DATE

**BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE**

CHECK REGISTER NUMBER 146-22

CHECK NUMBERS 81374 to 81445

DATE 06/14/2022

PURPOSE AP JUN22C VOUCHERS AMOUNT \$246,416.91

"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."



Jun 15, 2022

AUDITOR

DATE

**BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE**

CHECK REGISTER NUMBER: 147-22

ACH WIRE TRANSFERS

DATE: 06/15/2022

PURPOSE:

A W REHN & ASSOCIATES INC	\$1,177.07
DEPT OF RETIREMENT SYSTEMS - DCP	\$1,880.49
HRA VEBA	\$5,340.00
INTERNAL REVENUE SERVICE	\$213,324.88
NW ADMIN TRANSFER	\$396,942.80
US BANKCARD PAYMENT SYSTEM	\$34,166.84
WASHINGTON STATE SUPPORT	\$3,309.64
	<u>\$656,141.72</u>

"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."



AUDITOR

Jul 8, 2022

DATE

**BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE**

CHECK REGISTER NUMBER 148-22

CHECK NUMBERS 81446 to 81522

DATE 06/21/2022

PURPOSE AP JUN22D VOUCHERS AMOUNT \$198,659.00

"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."



Jul 6, 2022

AUDITOR

DATE

... ..

**BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE**

CHECK REGISTER NUMBER 149-22

CHECK NUMBERS 81523 to 81588

DATE 06/28/2022

PURPOSE AP JUN22E VOUCHERS AMOUNT \$393,983.67

"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."



Jul 6, 2022

AUDITOR

DATE

**BEN FRANKLIN TRANSIT
CHECK REGISTER CERTIFICATION
ACCOUNTS PAYABLE**

CHECK REGISTER NUMBER: 152-22

ACH WIRE TRANSFERS

DATE: 06/30/2022

PURPOSE:

A W REHN & ASSOCIATES INC	\$1,177.07
DEPT OF RETIREMENT SYSTEMS	\$325,171.63
DEPT OF RETIREMENT SYSTEMS - DCP	\$1,880.49
INTERNAL REVENUE SERVICE	\$212,227.91
STATE OF WASHINGTON EXCISE TAX	\$622.92
WASHINGTON STATE SUPPORT	\$3,263.48
WEX BANK	\$4,942.56
	<u>\$549,286.06</u>

"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."



AUDITOR

Jul 6, 2022

DATE

Memorandum

Date: July 14, 2022

To: Edwin G. Frost, Interim General Manager

From: Keith Hall, Director of Planning & Service Development

Re: Authorizing the Interim General Manager to Release a Request for Proposals for an On-Call Appraiser and Right-of-Way (ROW)/Land Acquisition Firm

Background

Ben Franklin Transit (BFT) requires professional on-call services for appraisals, review appraisals, land and right-of-way acquisitions, and bus stop negotiation agreements. The firm will support and create key processes within current and future transit passenger facilities, bus stop improvements, and other capital projects, as needed.

BFT expects that future capital project grant awards may be made for:

- Prosser Transit Hub (state funding)
- Benton City Transit Hub (state funding)
- Southridge Transit Hub in Kennewick (state funding)
- Maintenance and operating facilities, including a Facilities Maintenance Building and other federally funded grant projects
- Frequent Corridor Improvements: Bus Stop Amenities and Access to Transit

In addition, the consultant will assist BFT in improving its private use agreement process and in negotiating agreements.

Appraisals, Review Appraisals, and Land Acquisition

Under state and federal law, BFT must conduct an appraisal and review appraisal for each property acquired. The requirements for each appraisal vary by source of project funds. In general, appraisals, review appraisals, and appraisal waiver valuations are to be completed in accordance with the Uniform Relocation Assistance and Real Property Acquisition Act (URA) as defined in the Code of Federal Regulations (49 CFR) Part 24, applicable state and city laws, and Federal Transit Administration (FTA) Circular 5010.1d, all as amended from time to time, and additionally in accordance with the guidelines set by the Appraisal Foundation's Uniform Standards of Professional Appraisal Practice (USPAP). Review appraisal reports are to be prepared according to the requirements of Section 24.103 and Section 24.104 of the Uniform Act and the Uniform Appraisal Standards for Federal Land Acquisitions (USAFLA), as applicable. Appraisals will be required for land acquired for the projects listed above.

Bus Stop Improvements

In the majority of arterial corridors served by BFT, sidewalks and rights-of-way are too narrow for BFT to construct bus stops that are compliant with guidelines promulgated under the Americans with Disabilities Act (ADA). This requires that BFT negotiate with private landowners for a

temporary easement for the construction of bus stop pads and the placement of shelters and street furniture. BFT staff currently perform this task, and each agreement takes several weeks to several months to develop and approve. The pace of building and installing bus stops and street furniture is limited by speed in which we can negotiate enough private agreements to issue a construction work packet (typically between 5-15 bus stops each).

These use agreements with private property owners allow BFT to construct ADA-compliant bus stops that encroach on private property where landowners have voluntarily allowed BFT use of the property for that purpose. Nearly all private property owners allow BFT use of their property without charge; only rarely does BFT need to pay or reimburse for site-specific improvements—such as the relocation of a business sign, fence, landscaping, or other site improvement—to enable placement of the bus stop. Improving the process and having external support in increasing the speed of use agreement approvals will allow BFT to meet its bus stop construction schedule.

Procurement Process

BFT estimates a maximum contract value of \$460,000 for a 3-year contract with extensions up to 5 years. BFT will request bids from WSDOT-approved licensed appraisers and ROW/land acquisition firms. BFT will advertise in local and national publications and send out bids to interested firms. BFT estimates a recommendation for award at the September 8, 2022, Board of Directors meeting.

Funding

Budgeted: Yes, approved and anticipated grant funding for capital projects

Budget Source: Capital Budget

Funding Source: Federal, State and Local

Recommendation

Authorization to release a request for proposals for an on-call appraiser and right-of-way/land acquisition firm to support appraisals, review appraisals, ROW/land acquisitions, and private land use agreements for BFT constructed facilities.

Forwarded as presented:

Edwin G. Frost, Interim General Manager

**BEN FRANKLIN TRANSIT
RESOLUTION 43- 2022**



**A RESOLUTION AUTHORIZING THE INTERIM GENERAL MANAGER TO
RELEASE A REQUEST FOR PROPOSALS FOR AN ON-CALL APPRAISER AND
RIGHT-OF-WAY (ROW)/LAND ACQUISITION FIRM**

WHEREAS, Ben Franklin Transit (BFT) requires appraisal and right-of-way/land acquisition support for current and anticipated facilities and bus stops; and

WHEREAS, BFT staff will advertise locally and nationally for qualified and interested firms; and

WHEREAS, The total contract cost is estimated at a not-to-exceed amount of \$460,000 which includes appraisals, appraisal reviews, right-of-way/land acquisitions (not including the land itself), and support for private land use agreements used in bus stop construction; and

WHEREAS, BFT staff expects to present a recommendation for award to the Board of Directors at the regular September board meeting.

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

The Interim General Manager is authorized to release a request for proposals for an on-call appraiser and right-of-way (ROW)/land acquisition firm to support current and anticipated capital construction projects.

APPROVED AT A REGULAR BEN FRANKLIN TRANSIT BOARD OF DIRECTORS meeting held Thursday, July 14, 2022, at 1000 Columbia Park Trail, Richland, Washington.

ATTEST:

Janet Brett, Clerk of the Board

Will McKay, Chair

APPROVED AS TO FORM BY:

Jeremy J. Bishop, Legal Counsel

Memorandum

Date: July 14, 2022

To: Edwin G. Frost, Interim General Manager

From: Keith Hall, Director of Planning and Service Development

Re: New College Pass Program Contract with Washington State University Tri-Cities

Background

BFT's only College Pass Program to date is with Columbia Basin College (CBC), which was approved by the BFT Board of Directors in September of 2011. The current CBC contract serves as the foundation for the agreement negotiated between Washington State University Tri-Cities (WSU) and BFT. The WSU contract and legal departments have made minor edits to better match the WSU business model.

- A sticker placed on the student, faculty, and staff ID enables the ID to be used as a BFT fare card. The Fixed Route and CONNECT drivers record trips, and invoices are prepared quarterly. The Student Pass Sticker is not valid for paratransit services.
- WSU Campus Security is responsible for: production of a secure sticker, validating student registration, providing replacement stickers, and fare media handling.
- The pricing is set at \$0.40 a boarding and will be capped at \$20,000 per year.

Term of the agreement

This agreement will begin August 1, 2022, and shall remain in effect until terminated by one of the parties. BFT anticipates that its current fare study may result in the adoption of electronic fare media which would enhance the operation of this program but require minor modifications upon implementation of fare collection technology.

Considerations

The agreement is expected to be revenue neutral as each boarding will be counted utilizing the WSU Pass, whereas the BFT Monthly Pass students use today provides unlimited trips. The convenience of having access to public transit for every registered WSU student is also anticipated to increase boardings at a rate which will surpass any discounted trip rate.

Funding

Budgeted: Local (minor change in amount and method of fare collection, potentially offset by a increase in ridership).

Budget Source: N/A

Funding Source: N/A

Recommendation

Authorize the Interim General Manager to implement the Washington State University Tri-Cities Transportation Pass Agreement #1373.

Forwarded as presented:

Edwin G. Frost, Interim General Manager



**BEN FRANKLIN TRANSIT
RESOLUTION 44-2022**

**A RESOLUTION TO ADD WASHINGTON STATE UNIVERSITY TRI-CITIES (WSU)
TO THE BFT PASS PROGRAM**

WHEREAS, BFT Board of Directors wishes to assist with eliminating the barriers to education by making transportation more accessible for post-secondary educational institutions; and

WHEREAS, BFT Board of Directors wishes to promote trip reduction by making the choice to ride transit more convenient with tailored Pass Programs; and

WHEREAS, Offering a WSU Tri-Cities College Pass to current students, faculty, and staff will likely increase ridership; and

WHEREAS, Offering the WSU Tri-Cities College Pass to students seeking higher education expands BFT's ability to equitable inclusiveness of disadvantaged individuals who are trying to advance themselves.

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

The Interim General Manager is authorized to implement the Washington State University Tri-Cities Transportation Pass Agreement #1373.

APPROVED AT A REGULAR BEN FRANKLIN TRANSIT BOARD OF DIRECTORS meeting held Thursday, July 14, 2022, at 1000 Columbia Park Trail, Richland, Washington.

ATTEST:

Janet Brett, Clerk of the Board

Will McKay, Chair

APPROVED AS TO FORM BY:

Jeremy J. Bishop, Legal Counsel

Memorandum

Date: July 14, 2022

To: Edwin G. Frost, Interim General Manager

From: Jeff Lubeck, Director of Administrative Services and Jaslyn Campbell, Financial Services Manager

Re: Accept the Washington State Auditor's Office (WASAO) 2021 Financial Statement and Federal Single Audit Reports

Background

The Washington State Auditor's Office (WASAO) began the 2021 Financial Statement, Federal Single, and Accountability Audits at Ben Franklin Transit on February 7, 2022. In a Financial Statement Audit the WASAO performs audit procedures in accordance with Government Auditing Standards to obtain reasonable, not absolute, assurance whether our financial statements are free of material misstatements. They are also required to report any significant deficiencies and material weakness in internal controls, if noted. Finally, the WASAO is required to report noncompliance with provisions of laws, regulations, contracts, and grant agreements that could have a direct and material effect on the accuracy of the financial statements.

A Federal Single Audit or Grants Compliance Audit is prescribed by the Office of Management and Budget (OMB) Circular A-133. This audit is required when federal grant expenditures exceed \$750,000 in a fiscal year. This audit evaluates the effectiveness of internal controls and determines compliance with federal requirements for our Federal Transit Formula Grants.

An Accountability Audit is conducted under the authority of RCW 43.09.260, which requires the WASAO Auditor to examine the financial affairs of all local governments. Their audit involves obtaining evidence about the Transit's use of public resources, compliance with state laws and regulations and its own policies and procedures, and internal controls over such matters.

An Audit Entrance Conference was held on April 5, 2022. The WASAO has now completed their review, and an Audit Exit Conference was held on May 12, 2022, to discuss the audit results. Their Financial and Single Audit Report, Attachment A, notes no findings or other significant deficiencies, material weaknesses, noncompliance with laws, regulations, contracts, or grant agreements. The WASAO has determined current controls to be effective and that BFT is compliant with the Federal Transit Formula Grant requirements. Their Accountability Audit Report is included as Attachment B.

BFT's Annual Comprehensive Financial Report is included as Attachment C.

Recommendation

Staff recommends the Board accept the WASAO's Office 2021 Financial Statement and Federal Single Audit Reports.

Forwarded as presented:

Edwin G. Frost, Interim General Manager



Office of the Washington State Auditor
Pat McCarthy

Financial Statements and Federal Single Audit Report

Ben Franklin Transit

For the period January 1, 2020 through December 31, 2021

Published April 28, 2022

Report No. 1030384



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**Office of the Washington State Auditor
Pat McCarthy**

April 28, 2022

Board of Directors
Ben Franklin Transit
Richland, Washington

Report on Financial Statements and Federal Single Audit

Please find attached our report on the Ben Franklin Transit's financial statements and compliance with federal laws and regulations.

We are issuing this report in order to provide information on the Transit's financial condition.

Sincerely,

Pat McCarthy, State Auditor
Olympia, WA

Americans with Disabilities

In accordance with the Americans with Disabilities Act, we will make this document available in alternative formats. For more information, please contact our Office at (564) 999-0950, TDD Relay at (800) 833-6388, or email our webmaster at webmaster@sao.wa.gov.

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SCHEDULE OF FINDINGS AND QUESTIONED COSTS

Ben Franklin Transit January 1, 2021 through December 31, 2021

SECTION I – SUMMARY OF AUDITOR’S RESULTS

The results of our audit of the Ben Franklin Transit are summarized below in accordance with Title 2 *U.S. Code of Federal Regulations* (CFR) Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance).

Financial Statements

We issued an unmodified opinion on the fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America (GAAP).

Internal Control over Financial Reporting:

- *Significant Deficiencies:* We reported no deficiencies in the design or operation of internal control over financial reporting that we consider to be significant deficiencies.
- *Material Weaknesses:* We identified no deficiencies that we consider to be material weaknesses.

We noted no instances of noncompliance that were material to the financial statements of the Transit.

Federal Awards

Internal Control over Major Programs:

- *Significant Deficiencies:* We reported no deficiencies in the design or operation of internal control over major federal programs that we consider to be significant deficiencies.
- *Material Weaknesses:* We identified no deficiencies that we consider to be material weaknesses.

We issued an unmodified opinion on the Transit’s compliance with requirements applicable to its major federal program.

We reported no findings that are required to be disclosed in accordance with 2 CFR 200.516(a).

Identification of Major Federal Programs

The following program was selected as a major program in our audit of compliance in accordance with the Uniform Guidance.

<u>CFDA No.</u>	<u>Program or Cluster Title</u>
20.507	Federal Transit Cluster – COVID-19 – Federal Transit Formula Grants

The dollar threshold used to distinguish between Type A and Type B programs, as prescribed by the Uniform Guidance, was \$750,000.

The Transit qualified as a low-risk auditee under the Uniform Guidance.

SECTION II – FINANCIAL STATEMENT FINDINGS

None reported.

SECTION III – FEDERAL AWARD FINDINGS AND QUESTIONED COSTS

None reported.

INDEPENDENT AUDITOR'S REPORT

Report on Internal Control over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance with *Government Auditing Standards*

Ben Franklin Transit January 1, 2020 through December 31, 2021

Board of Directors
Ben Franklin Transit
Richland, Washington

We have audited, in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States, the financial statements of the Ben Franklin Transit, as of and for the years ended December 31, 2021 and 2020, and the related notes to the financial statements, which collectively comprise the Transit's basic financial statements, and have issued our report thereon dated April 28, 2022.

REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING

In planning and performing our audits of the financial statements, we considered the Transit's internal control over financial reporting (internal control) as a basis for designing audit procedures that are appropriate in the circumstances for the purpose of expressing our opinions on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the Transit's internal control. Accordingly, we do not express an opinion on the effectiveness of the Transit's internal control.

A deficiency in internal control exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. *A material weakness* is a deficiency, or a combination of deficiencies, in internal control such that there is a reasonable possibility that a material misstatement of the Transit's financial statements will not be prevented, or detected and corrected on a timely basis. *A significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described above and was not designed to identify all deficiencies in internal control that might be material weaknesses or

significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses or significant deficiencies may exist that were not identified.

REPORT ON COMPLIANCE AND OTHER MATTERS

As part of obtaining reasonable assurance about whether the Transit's financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements, noncompliance with which could have a direct and material effect on the financial statements. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion.

The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

PURPOSE OF THIS REPORT

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Transit's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Transit's internal control and compliance. Accordingly, this communication is not suitable for any other purpose. However, this report is a matter of public record and its distribution is not limited. It also serves to disseminate information to the public as a reporting tool to help citizens assess government operations.



Pat McCarthy, State Auditor

Olympia, WA

April 28, 2022

INDEPENDENT AUDITOR'S REPORT

Report on Compliance for Each Major Federal Program and Report on Internal Control over Compliance in Accordance with the Uniform Guidance

Ben Franklin Transit January 1, 2021 through December 31, 2021

Board of Directors
Ben Franklin Transit
Richland, Washington

REPORT ON COMPLIANCE FOR EACH MAJOR FEDERAL PROGRAM

Opinion on Each Major Federal Program

We have audited the compliance of the Ben Franklin Transit, with the types of compliance requirements identified as subject to audit in the U.S. *Office of Management and Budget (OMB) Compliance Supplement* that could have a direct and material effect on each of the Transit's major federal programs for the year ended December 31, 2021. The Transit's major federal programs are identified in the summary of auditor's results section of the accompanying Schedule of Findings and Questioned Costs.

In our opinion, the Transit complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended December 31, 2021.

Basis for Opinion on Each Major Federal Programs

We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States; and the audit requirements of Title 2 U.S. *Code of Federal Regulations* Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance)* are further described in the Auditor's Responsibilities for the Audit of Compliance section of our report.

We are required to be independent of the Transit and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion on compliance for each major federal program. Our audit does not provide a legal determination on the Transit's compliance with the compliance requirements referred to above.

Responsibilities of Management for Compliance

Management is responsible for compliance with the requirements referred to above and for the design, implementation, and maintenance of effective internal control over compliance with the requirements of laws, statutes, regulations, rules and provisions of contracts or grant agreements applicable to the Transit's federal programs.

Auditor's Responsibilities for the Audit of Compliance

Our objectives are to obtain reasonable assurance about whether material noncompliance with the compliance requirements referred to above occurred, whether due to fraud or error, and express an opinion on the Transit's compliance based on our audit. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS, *Government Auditing Standards* and the Uniform Guidance will always detect a material noncompliance when it exists. The risk of not detecting a material noncompliance resulting from fraud is higher than for that resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Noncompliance with the compliance requirements referred to above is considered material, if there is a substantial likelihood that, individually or in the aggregate, it would influence the judgement made by a reasonable user of the report on compliance about the Transit's compliance with the requirements of each major federal program as a whole.

Performing an audit in accordance with GAAS, *Government Auditing Standards* and the Uniform Guidance includes the following responsibilities:

- Exercise professional judgment and maintain professional skepticism throughout the audit;
- Identify and assess the risks of material noncompliance, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the Transit's compliance with the compliance requirements referred to above and performing such other procedures as we considered necessary in the circumstances;
- Obtain an understanding of the Transit's internal control over compliance relevant to the audit in order to design audit procedures that are appropriate in the circumstances and to test and report on internal control over compliance in accordance with the Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of the Transit's internal control over compliance. Accordingly, no such opinion is expressed; and

- We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and any significant deficiencies and material weaknesses in internal control over compliance that we identified during the audit.

REPORT ON INTERNAL CONTROL OVER COMPLIANCE

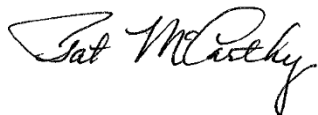
A deficiency in internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. *A material weakness in internal control over compliance* is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. *A significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the Auditor's Responsibilities for the Audit of Compliance section above and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies in internal control over compliance. Given these limitations, during our audit, we did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses, as defined above. However, material weaknesses or significant deficiencies in internal control over compliance may exist that have not been identified.

Our audit was not designed for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, no such opinion is expressed.

Purpose of this Report

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Uniform Guidance. Accordingly, this report is not suitable for any other purpose. However, this report is a matter of public record and its distribution is not limited. It also serves to disseminate information to the public as a reporting tool to help citizens assess government operations.



Pat McCarthy, State Auditor

Olympia, WA
April 28, 2022

INDEPENDENT AUDITOR'S REPORT

Report on the Financial Statements

Ben Franklin Transit January 1, 2020 through December 31, 2021

Board of Directors
Ben Franklin Transit
Richland, Washington

REPORT ON THE AUDIT OF THE FINANCIAL STATEMENTS

Opinions

We have audited the accompanying financial statements of the Ben Franklin Transit, as of and for the years ended December 31, 2021 and 2020, and the related notes to the financial statements, which collectively comprise the Transit's basic financial statements as listed in the table of contents.

In our opinion, the accompanying financial statements referred to above present fairly, in all material respects, the financial position of the Ben Franklin Transit, as of years ended December 31, 2021 and 2020 changes in financial position, and, where applicable, cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Basis For Opinions

We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Transit and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinions.

Matters of Emphasis

As discussed in Note 13 to the financial statements, the full extent of the COVID-19 pandemic's direct or indirect financial impact on the District is unknown. Management's plans in response to this matter are also described in Note 13. Our opinion is not modified with respect to this matter.

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Transit's ability to continue as a going concern for twelve months beyond the financial statement date, including any currently known information that may raise substantial doubt shortly thereafter.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinions. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS and *Government Auditing Standards* will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

Performing an audit in accordance with GAAS and *Government Auditing Standards* includes the following responsibilities:

- Exercise professional judgment and maintain professional skepticism throughout the audit;
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements;
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Transit's internal control. Accordingly, no such opinion is expressed;
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements;

- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Transit's ability to continue as a going concern for a reasonable period of time; and
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

Required Supplementary Information

Accounting principles generally accepted in the United States of America require that the management's discussion and analysis and required supplementary information as listed in the table of contents be presented to supplement the basic financial statements. Such information is the responsibility of management and, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. We have applied certain limited procedures to the required supplementary information in accordance with auditing standards generally accepted in the United States of America, which consisted of inquiries of management about the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We do not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance.

Supplementary Information

Our audits were conducted for the purpose of forming opinions on the financial statements that collectively comprise the Transit's basic financial statements. The Schedule of Expenditures of Federal Awards is presented for purposes of additional analysis as required by Title 2 *U.S. Code of Federal Regulations* (CFR) Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the basic financial statements. The information has been subjected to the auditing procedures applied in the audit of the basic financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the basic financial statements or to the basic financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, this information is fairly stated, in all material respects, in relation to the basic financial statements taken as a whole.

Other Information

The other information comprises statistical information but does not include the basic financial statements and our auditor's report thereon. Management is responsible for the other information included with the financial statements. Our opinions on the basic financial statements do not cover this other information, and, we do not express an opinion or provide any assurance thereon.

In connection with the audit of the basic financial statements, our responsibility is to read the other information and consider whether a material inconsistency exists between the other information and the basic financial statements, or the other information otherwise appears to be materially misstated. If, based on the work performed, we conclude that an uncorrected material misstatement of the other information exists, we are required to describe it in our report.

OTHER REPORTING REQUIRED BY GOVERNMENT AUDITING STANDARDS

In accordance with *Government Auditing Standards*, we have also issued our report dated April 28, 2022 on our consideration of the Transit's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Transit's internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Transit's internal control over financial reporting and compliance.

A handwritten signature in black ink that reads "Pat McCarthy". The signature is written in a cursive, flowing style.

Pat McCarthy, State Auditor

Olympia, WA

April 28, 2022

ABOUT THE STATE AUDITOR'S OFFICE

The State Auditor's Office is established in the Washington State Constitution and is part of the executive branch of state government. The State Auditor is elected by the people of Washington and serves four-year terms.

We work with state agencies, local governments and the public to achieve our vision of increasing trust in government by helping governments work better and deliver higher value.

In fulfilling our mission to provide citizens with independent and transparent examinations of how state and local governments use public funds, we hold ourselves to those same standards by continually improving our audit quality and operational efficiency, and by developing highly engaged and committed employees.

As an agency, the State Auditor's Office has the independence necessary to objectively perform audits, attestation engagements and investigations. Our work is designed to comply with professional standards as well as to satisfy the requirements of federal, state and local laws. The Office also has an extensive quality control program and undergoes regular external peer review to ensure our work meets the highest possible standards of accuracy, objectivity and clarity.

Our audits look at financial information and compliance with federal, state and local laws for all local governments, including schools, and all state agencies, including institutions of higher education. In addition, we conduct performance audits and cybersecurity audits of state agencies and local governments, as well as state whistleblower, fraud and citizen hotline investigations.

The results of our work are available to everyone through the more than 2,000 reports we publish each year on our website, www.sao.wa.gov. Additionally, we share regular news and other information via an email subscription service and social media channels.

We take our role as partners in accountability seriously. The Office provides training and technical assistance to governments both directly and through partnerships with other governmental support organizations.

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- Email:
webmaster@sao.wa.gov



Office of the Washington State Auditor
Pat McCarthy

Financial Statements and Federal Single Audit Report

Ben Franklin Transit

For the period January 1, 2020 through December 31, 2021

Published April 28, 2022

Report No. 1030384



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by scanning this code with
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**Office of the Washington State Auditor
Pat McCarthy**

April 28, 2022

Board of Directors
Ben Franklin Transit
Richland, Washington

Report on Financial Statements and Federal Single Audit

Please find attached our report on the Ben Franklin Transit's financial statements and compliance with federal laws and regulations.

We are issuing this report in order to provide information on the Transit's financial condition.

Sincerely,

Pat McCarthy, State Auditor
Olympia, WA

Americans with Disabilities

In accordance with the Americans with Disabilities Act, we will make this document available in alternative formats. For more information, please contact our Office at (564) 999-0950, TDD Relay at (800) 833-6388, or email our webmaster at webmaster@sao.wa.gov.

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SCHEDULE OF FINDINGS AND QUESTIONED COSTS

Ben Franklin Transit January 1, 2021 through December 31, 2021

SECTION I – SUMMARY OF AUDITOR’S RESULTS

The results of our audit of the Ben Franklin Transit are summarized below in accordance with Title 2 *U.S. Code of Federal Regulations* (CFR) Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance).

Financial Statements

We issued an unmodified opinion on the fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America (GAAP).

Internal Control over Financial Reporting:

- *Significant Deficiencies:* We reported no deficiencies in the design or operation of internal control over financial reporting that we consider to be significant deficiencies.
- *Material Weaknesses:* We identified no deficiencies that we consider to be material weaknesses.

We noted no instances of noncompliance that were material to the financial statements of the Transit.

Federal Awards

Internal Control over Major Programs:

- *Significant Deficiencies:* We reported no deficiencies in the design or operation of internal control over major federal programs that we consider to be significant deficiencies.
- *Material Weaknesses:* We identified no deficiencies that we consider to be material weaknesses.

We issued an unmodified opinion on the Transit’s compliance with requirements applicable to its major federal program.

We reported no findings that are required to be disclosed in accordance with 2 CFR 200.516(a).

Identification of Major Federal Programs

The following program was selected as a major program in our audit of compliance in accordance with the Uniform Guidance.

<u>CFDA No.</u>	<u>Program or Cluster Title</u>
20.507	Federal Transit Cluster – COVID-19 – Federal Transit Formula Grants

The dollar threshold used to distinguish between Type A and Type B programs, as prescribed by the Uniform Guidance, was \$750,000.

The Transit qualified as a low-risk auditee under the Uniform Guidance.

SECTION II – FINANCIAL STATEMENT FINDINGS

None reported.

SECTION III – FEDERAL AWARD FINDINGS AND QUESTIONED COSTS

None reported.

INDEPENDENT AUDITOR'S REPORT

Report on Internal Control over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance with *Government Auditing Standards*

Ben Franklin Transit January 1, 2020 through December 31, 2021

Board of Directors
Ben Franklin Transit
Richland, Washington

We have audited, in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States, the financial statements of the Ben Franklin Transit, as of and for the years ended December 31, 2021 and 2020, and the related notes to the financial statements, which collectively comprise the Transit's basic financial statements, and have issued our report thereon dated April 28, 2022.

REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING

In planning and performing our audits of the financial statements, we considered the Transit's internal control over financial reporting (internal control) as a basis for designing audit procedures that are appropriate in the circumstances for the purpose of expressing our opinions on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the Transit's internal control. Accordingly, we do not express an opinion on the effectiveness of the Transit's internal control.

A deficiency in internal control exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. *A material weakness* is a deficiency, or a combination of deficiencies, in internal control such that there is a reasonable possibility that a material misstatement of the Transit's financial statements will not be prevented, or detected and corrected on a timely basis. *A significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described above and was not designed to identify all deficiencies in internal control that might be material weaknesses or

significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses or significant deficiencies may exist that were not identified.

REPORT ON COMPLIANCE AND OTHER MATTERS

As part of obtaining reasonable assurance about whether the Transit's financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements, noncompliance with which could have a direct and material effect on the financial statements. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion.

The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

PURPOSE OF THIS REPORT

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Transit's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Transit's internal control and compliance. Accordingly, this communication is not suitable for any other purpose. However, this report is a matter of public record and its distribution is not limited. It also serves to disseminate information to the public as a reporting tool to help citizens assess government operations.



Pat McCarthy, State Auditor

Olympia, WA

April 28, 2022

INDEPENDENT AUDITOR'S REPORT

Report on Compliance for Each Major Federal Program and Report on Internal Control over Compliance in Accordance with the Uniform Guidance

Ben Franklin Transit January 1, 2021 through December 31, 2021

Board of Directors
Ben Franklin Transit
Richland, Washington

REPORT ON COMPLIANCE FOR EACH MAJOR FEDERAL PROGRAM

Opinion on Each Major Federal Program

We have audited the compliance of the Ben Franklin Transit, with the types of compliance requirements identified as subject to audit in the U.S. *Office of Management and Budget (OMB) Compliance Supplement* that could have a direct and material effect on each of the Transit's major federal programs for the year ended December 31, 2021. The Transit's major federal programs are identified in the summary of auditor's results section of the accompanying Schedule of Findings and Questioned Costs.

In our opinion, the Transit complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended December 31, 2021.

Basis for Opinion on Each Major Federal Programs

We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States; and the audit requirements of Title 2 U.S. *Code of Federal Regulations* Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance)* are further described in the Auditor's Responsibilities for the Audit of Compliance section of our report.

We are required to be independent of the Transit and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion on compliance for each major federal program. Our audit does not provide a legal determination on the Transit's compliance with the compliance requirements referred to above.

Responsibilities of Management for Compliance

Management is responsible for compliance with the requirements referred to above and for the design, implementation, and maintenance of effective internal control over compliance with the requirements of laws, statutes, regulations, rules and provisions of contracts or grant agreements applicable to the Transit's federal programs.

Auditor's Responsibilities for the Audit of Compliance

Our objectives are to obtain reasonable assurance about whether material noncompliance with the compliance requirements referred to above occurred, whether due to fraud or error, and express an opinion on the Transit's compliance based on our audit. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS, *Government Auditing Standards* and the Uniform Guidance will always detect a material noncompliance when it exists. The risk of not detecting a material noncompliance resulting from fraud is higher than for that resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Noncompliance with the compliance requirements referred to above is considered material, if there is a substantial likelihood that, individually or in the aggregate, it would influence the judgement made by a reasonable user of the report on compliance about the Transit's compliance with the requirements of each major federal program as a whole.

Performing an audit in accordance with GAAS, *Government Auditing Standards* and the Uniform Guidance includes the following responsibilities:

- Exercise professional judgment and maintain professional skepticism throughout the audit;
- Identify and assess the risks of material noncompliance, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the Transit's compliance with the compliance requirements referred to above and performing such other procedures as we considered necessary in the circumstances;
- Obtain an understanding of the Transit's internal control over compliance relevant to the audit in order to design audit procedures that are appropriate in the circumstances and to test and report on internal control over compliance in accordance with the Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of the Transit's internal control over compliance. Accordingly, no such opinion is expressed; and

- We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and any significant deficiencies and material weaknesses in internal control over compliance that we identified during the audit.

REPORT ON INTERNAL CONTROL OVER COMPLIANCE

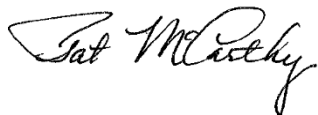
A deficiency in internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. *A material weakness in internal control over compliance* is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. *A significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the Auditor's Responsibilities for the Audit of Compliance section above and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies in internal control over compliance. Given these limitations, during our audit, we did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses, as defined above. However, material weaknesses or significant deficiencies in internal control over compliance may exist that have not been identified.

Our audit was not designed for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, no such opinion is expressed.

Purpose of this Report

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Uniform Guidance. Accordingly, this report is not suitable for any other purpose. However, this report is a matter of public record and its distribution is not limited. It also serves to disseminate information to the public as a reporting tool to help citizens assess government operations.



Pat McCarthy, State Auditor

Olympia, WA
April 28, 2022

INDEPENDENT AUDITOR'S REPORT

Report on the Financial Statements

Ben Franklin Transit January 1, 2020 through December 31, 2021

Board of Directors
Ben Franklin Transit
Richland, Washington

REPORT ON THE AUDIT OF THE FINANCIAL STATEMENTS

Opinions

We have audited the accompanying financial statements of the Ben Franklin Transit, as of and for the years ended December 31, 2021 and 2020, and the related notes to the financial statements, which collectively comprise the Transit's basic financial statements as listed in the table of contents.

In our opinion, the accompanying financial statements referred to above present fairly, in all material respects, the financial position of the Ben Franklin Transit, as of years ended December 31, 2021 and 2020 changes in financial position, and, where applicable, cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Basis For Opinions

We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Transit and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinions.

Matters of Emphasis

As discussed in Note 13 to the financial statements, the full extent of the COVID-19 pandemic's direct or indirect financial impact on the District is unknown. Management's plans in response to this matter are also described in Note 13. Our opinion is not modified with respect to this matter.

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Transit's ability to continue as a going concern for twelve months beyond the financial statement date, including any currently known information that may raise substantial doubt shortly thereafter.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinions. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS and *Government Auditing Standards* will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

Performing an audit in accordance with GAAS and *Government Auditing Standards* includes the following responsibilities:

- Exercise professional judgment and maintain professional skepticism throughout the audit;
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements;
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Transit's internal control. Accordingly, no such opinion is expressed;
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements;

- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Transit's ability to continue as a going concern for a reasonable period of time; and
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

Required Supplementary Information

Accounting principles generally accepted in the United States of America require that the management's discussion and analysis and required supplementary information as listed in the table of contents be presented to supplement the basic financial statements. Such information is the responsibility of management and, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. We have applied certain limited procedures to the required supplementary information in accordance with auditing standards generally accepted in the United States of America, which consisted of inquiries of management about the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We do not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance.

Supplementary Information

Our audits were conducted for the purpose of forming opinions on the financial statements that collectively comprise the Transit's basic financial statements. The Schedule of Expenditures of Federal Awards is presented for purposes of additional analysis as required by Title 2 *U.S. Code of Federal Regulations* (CFR) Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the basic financial statements. The information has been subjected to the auditing procedures applied in the audit of the basic financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the basic financial statements or to the basic financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, this information is fairly stated, in all material respects, in relation to the basic financial statements taken as a whole.

Other Information

The other information comprises statistical information but does not include the basic financial statements and our auditor's report thereon. Management is responsible for the other information included with the financial statements. Our opinions on the basic financial statements do not cover this other information, and, we do not express an opinion or provide any assurance thereon.

In connection with the audit of the basic financial statements, our responsibility is to read the other information and consider whether a material inconsistency exists between the other information and the basic financial statements, or the other information otherwise appears to be materially misstated. If, based on the work performed, we conclude that an uncorrected material misstatement of the other information exists, we are required to describe it in our report.

OTHER REPORTING REQUIRED BY GOVERNMENT AUDITING STANDARDS

In accordance with *Government Auditing Standards*, we have also issued our report dated April 28, 2022 on our consideration of the Transit's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Transit's internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Transit's internal control over financial reporting and compliance.



Pat McCarthy, State Auditor

Olympia, WA

April 28, 2022

ABOUT THE STATE AUDITOR'S OFFICE

The State Auditor's Office is established in the Washington State Constitution and is part of the executive branch of state government. The State Auditor is elected by the people of Washington and serves four-year terms.

We work with state agencies, local governments and the public to achieve our vision of increasing trust in government by helping governments work better and deliver higher value.

In fulfilling our mission to provide citizens with independent and transparent examinations of how state and local governments use public funds, we hold ourselves to those same standards by continually improving our audit quality and operational efficiency, and by developing highly engaged and committed employees.

As an agency, the State Auditor's Office has the independence necessary to objectively perform audits, attestation engagements and investigations. Our work is designed to comply with professional standards as well as to satisfy the requirements of federal, state and local laws. The Office also has an extensive quality control program and undergoes regular external peer review to ensure our work meets the highest possible standards of accuracy, objectivity and clarity.

Our audits look at financial information and compliance with federal, state and local laws for all local governments, including schools, and all state agencies, including institutions of higher education. In addition, we conduct performance audits and cybersecurity audits of state agencies and local governments, as well as state whistleblower, fraud and citizen hotline investigations.

The results of our work are available to everyone through the more than 2,000 reports we publish each year on our website, www.sao.wa.gov. Additionally, we share regular news and other information via an email subscription service and social media channels.

We take our role as partners in accountability seriously. The Office provides training and technical assistance to governments both directly and through partnerships with other governmental support organizations.

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Office of the Washington State Auditor
Pat McCarthy

Accountability Audit Report

Ben Franklin Transit

For the period January 1, 2021 through December 31, 2021

Published May 19, 2022

Report No. 1030422



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**Office of the Washington State Auditor
Pat McCarthy**

May 19, 2022

Board of Directors
Ben Franklin Transit
Richland, Washington

Report on Accountability

Thank you for the opportunity to work with you to promote accountability, integrity and openness in government. The Office of the Washington State Auditor takes seriously our role of providing state and local governments with assurance and accountability as the independent auditor of public accounts. In this way, we strive to help government work better, cost less, deliver higher value and earn greater public trust.

Independent audits provide essential accountability and transparency for Transit operations. This information is valuable to management, the governing body and public stakeholders when assessing the government's stewardship of public resources.

Attached is our independent audit report on the Transit's compliance with applicable requirements and safeguarding of public resources for the areas we examined. We appreciate the opportunity to work with your staff and value your cooperation during the audit.

Sincerely,

Pat McCarthy, State Auditor
Olympia, WA

Americans with Disabilities

In accordance with the Americans with Disabilities Act, we will make this document available in alternative formats. For more information, please contact our Office at (564) 999-0950, TDD Relay at (800) 833-6388, or email our webmaster at webmaster@sao.wa.gov.

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AUDIT RESULTS

Results in brief

This report describes the overall results and conclusions for the areas we examined. In those selected areas, Transit operations complied, in all material respects, with applicable state laws, regulations, and its own policies, and provided adequate controls over the safeguarding of public resources.

In keeping with general auditing practices, we do not examine every transaction, activity, policy, internal control, or area. As a result, no information is provided on the areas that were not examined.

About the audit

This report contains the results of our independent accountability audit of the Ben Franklin Transit from January 1, 2021 through December 31, 2021.

Management is responsible for ensuring compliance and adequate safeguarding of public resources from fraud, loss or abuse. This includes the design, implementation and maintenance of internal controls relevant to these objectives.

This audit was conducted under the authority of RCW 43.09.260, which requires the Office of the Washington State Auditor to examine the financial affairs of all local governments. Our audit involved obtaining evidence about the Transit's use of public resources, compliance with state laws and regulations and its own policies and procedures, and internal controls over such matters. The procedures performed were based on our assessment of risks in the areas we examined.

Based on our risk assessment for the year ended December 31, 2021, the areas examined were those representing the highest risk of fraud, loss, abuse, or noncompliance. We examined the following areas during this audit period:

- Payroll – gross wages and leave cash outs
- Accounts payable – credit cards, general disbursements, and electronic funds transfers
- Open public meetings – compliance with minutes, meetings and executive session requirements
- Financial condition – reviewing for indications of financial distress

RELATED REPORTS

Financial

Our opinion on the Transit's financial statements and compliance with federal grant program requirements is provided in a separate report, which includes the Transit's financial statements. That report is available on our website, <http://portal.sao.wa.gov/ReportSearch>.

Federal grant programs

We evaluated internal controls and tested compliance with the federal program requirements, as applicable, for the Transit's major federal program, which are listed in the Schedule of Findings and Questioned Costs section of the separate financial statement and single audit report. That report is available on our website, <http://portal.sao.wa.gov/ReportSearch>.

INFORMATION ABOUT THE TRANSIT

Ben Franklin Transit was formed on May 11, 1981, to provide public transportation services in a 616 square-mile area in Benton and Franklin counties. This area includes the cities of Kennewick, Pasco, Richland, West Richland, Prosser and Benton City and unincorporated areas in both counties, and serves about 308,000 residents.

An appointed, nine-member Board of Directors governs the Transit with an additional non-voting board member to represent labor unions. The Board appoints a General Manager to oversee the Transit's daily operations and about 400 employees. For fiscal year 2021, the Transit reported total revenues and expenditures of \$59.9 million and \$41.6 million, respectively.

Contact information related to this report

Address:	Ben Franklin Transit 1000 Columbia Park Trail Richland, WA 99352
Contact:	Jeff Lubeck, Administrative Services Director
Telephone:	(509) 734-5517
Website:	www.bft.org

Information current as of report publish date.

Audit history

You can find current and past audit reports for the Ben Franklin Transit at <http://portal.sao.wa.gov/ReportSearch>.

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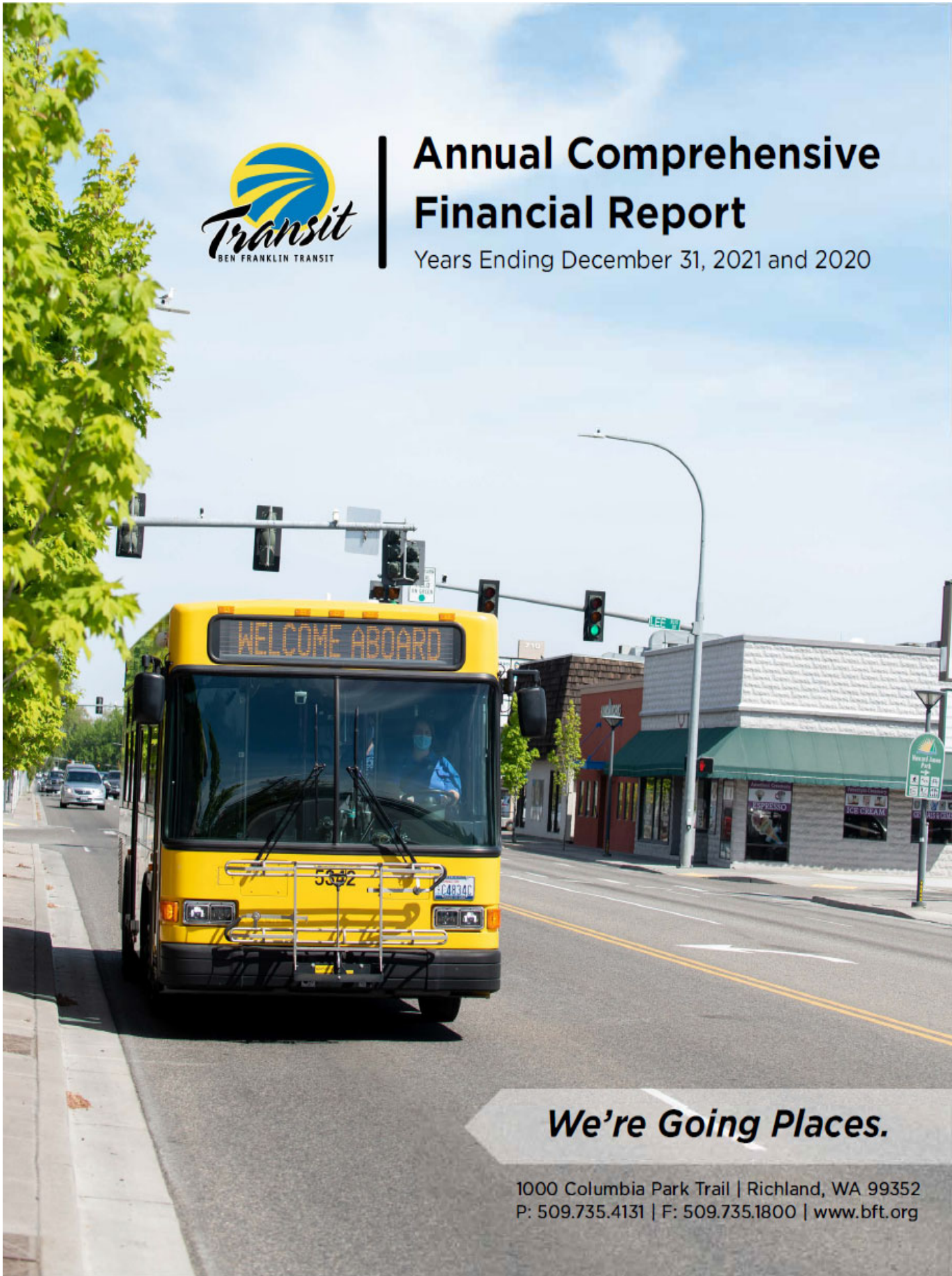
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Annual Comprehensive Financial Report

Years Ending December 31, 2021 and 2020



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Annual Comprehensive Financial Report

Year Ended December 31, 2021 and 2020



**Prepared by the Administrative Services Department
Richland, Washington**

Ben Franklin Transit
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Introductory Section





1000 Columbia Park Trail | Richland, WA 99352-4851
509.735.4131 | 509.735.1800 fax | www.bft.org

June 30, 2022

To the Board of Directors and Citizens Served in the Benton Franklin Public Transportation Benefit Area:

I. TRANSMITTAL OF BEN FRANKLIN TRANSIT'S ANNUAL COMPREHENSIVE FINANCIAL REPORT FOR THE YEARS ENDED DECEMBER 31, 2021 AND 2020.

Ben Franklin Transit's (BFT's) Public Transportation Benefit Area (PTBA) Annual Comprehensive Financial Report for the years ended December 31, 2021 and 2020 is hereby submitted. Responsibility for both accuracy of the data, and the completeness and fairness of the presentation, including all disclosures, rests with Management. To the best of our knowledge and belief, the enclosed data is accurate in all material respects and is reported in a manner designed to present fairly the financial position and results of operations of BFT. All disclosures necessary to enable the reader to gain an understanding of the PTBA's financial activities have been included.

Management assumes full responsibility for the completeness and reliability of the information contained in this report, based upon a comprehensive framework of internal controls that has been established for this purpose.

BFT's financial statements have been audited by the Office of the State Auditor of the State of Washington. The independent auditor's report has been included on pages 15 through 18. This report expresses an unmodified opinion as to the fair presentation of the financial statements noted on page 15.

The Management's Discussion & Analysis (MD&A) provides a narrative introduction, overview, and analysis to accompany the basic financial statements. This letter of transmittal is designed to complement the MD&A and should be read in conjunction with it. The MD&A is found immediately following the independent auditor's report in the financial section.

We believe the data, including management's discussion and analysis, the financial statements, supporting schedules, required supplemental information, and statistical tables, as presented, is accurate in all material aspects and that adequate internal controls are in place to ensure that it presents fairly the financial position and results of the operations of BFT. All disclosures necessary to enable the reader to gain the maximum understanding of BFT's business have been included.

I. TRANSMITTAL OF BEN FRANKLIN TRANSIT'S ANNUAL COMPREHENSIVE FINANCIAL REPORT FOR THE YEARS ENDED DECEMBER 31, 2021 AND 2020. (continued)

BFT's operation is accounted for under a single enterprise fund, which uses the same accrual accounting method as private enterprise. Under revenue recognition and matching principles of the accrual accounting method, revenues are recorded when earned, and expenses are recorded as soon as they result in liabilities for the benefits provided. Note 1 to the financial statements provides further details of BFT's accounting policies.

Internal Controls

BFT's management is responsible for establishing and maintaining an internal control structure designed to ensure that adequate accounting data is compiled to allow for the preparation of financial statements in conformity with GAAP. Because the cost of internal controls should not outweigh their benefits, BFT's comprehensive framework of internal controls has been designed to provide reasonable rather than absolute assurance that its financial statements will be free from material misstatement.

II. PROFILE OF THE AGENCY

BFT is a Public Transportation Benefit Area (PTBA) authorized by Washington State Law Chapter 36.57A RCW. It is located in Benton and Franklin counties in Washington State. The Benton Franklin PTBA, referred to as "Ben Franklin Transit," was formed on May 11, 1981 when voters passed a 0.3% sales tax to fund public transportation. By authorizing this taxing authority, a municipal corporation (BFT), was formed. Vanpool service was initiated in September 1982 under a contract with the Benton-Franklin Council of Governments.

BFT took over vanpool operations on January 1, 1984. BFT assumed the operation of the PTBA's Dial-A-Ride system January 1, 1985. In 1997, Benton City and the City of Prosser annexed into the PTBA; BFT contracted with the City of Prosser to provide service to the communities of Prosser and Benton City using their Prosser Rural Transit system. In January 1999, BFT assumed these operations. In May 2001, an additional 0.3% sales tax proposition was defeated but then approved in March 2002 increasing the direct PTBA sales tax to its current rate of 0.6%. In April 2005, the unincorporated area of Finley (11.5 square miles in Benton County) approved in a vote to be annexed into the PTBA.

Today, BFT provides fixed route, demand response including paratransit, and vanpool services in a 616-square-mile area located in Benton and Franklin Counties. The service area includes the entire cities of Kennewick, Pasco, Richland, West Richland, Benton City, Prosser and certain unincorporated areas of Benton and Franklin Counties with a combined population of approximately 308,000 residents. In 2021, combined ridership for all modes of service totaled 1,798,953.

BFT is governed by an appointed nine-member Board of Directors. The Board consists of two Franklin County commissioners, one Benton County commissioner, and a city council member from each of six cities all within BFT's service area: Kennewick, Pasco, Richland, West Richland, Benton City, and Prosser. In 2010, a non-voting board member was added to represent the labor unions of BFT. The Board appoints a General Manager to implement policies authorized by the

II. PROFILE OF THE AGENCY (continued)

Board and oversee BFT's daily operations as well as its approximately 400 employees. The overall management of BFT is divided into five departments: Transit Operations, Fleet, Facilities and Capital Projects; Planning & Service Development; Marketing & Communications; Human Resources and Labor Relations; and Administrative Services.

BFT operates nineteen (19) fixed routes serving Benton City, Kennewick, Pasco, Prosser, Richland, and West Richland. There are two (2) "METRO" routes that operate every 15 minutes most days and times, sixteen (16) "LOCAL" operating 30-60 minute service, and one (1) EXPRESS route serving the Prosser/Benton City corridor. BFT also operates an on-demand service linking transit hubs to lower density areas. Fixed route services make primary connections at four (4) transit centers. BFT also has eleven (11) park and ride lots serving bus and Vanpools passengers, and service is also provided to the Tri-Cities Airport, Pasco Amtrak and Greyhound Stations. In addition, the fixed route system serves both Columbia Basin College and Washington State University – Tri-Cities, most area schools, and major local employers such as Battelle and the North Richland area business hub. In 2021, fixed route services carried 1,416,631 passengers.

BFT's demand response mode includes all non-fixed route services including feeder routes in low-density areas and a specialized ADA paratransit service, Dial-A-Ride. Dial-A-Ride provides transportation to individuals in the community, who, due to a disability, are unable to use fixed route bus services. Dial-A-Ride is provided directly by BFT and through contracts with local transportation providers. In 2021, total demand response ridership was 227,186.

Since its inception in 1984, BFT's Vanpool program had expanded to approximately 300 vans and over 2,100 riders. Due to the COVID pandemic, the program decreased in size to 100 vans in operation and approximately 750 riders. The program provides commuter transportation to work sites at the Hanford Nuclear Reservation, and neighboring cities such as Walla Walla, Connell, Paterson, Hermiston, and Yakima.

As a community partner, BFT provides approximately 28,000 rides each year to special events such as the annual International Hydroplane Races and Air Show, Benton-Franklin Fair & Rodeo, Cable Bridge Run, and Art in the Park.

Service Changes

In response to COVID-19, BFT adjusted service levels throughout 2020, with service being fully restored in March 2021.

In June 2021, BFT added Frequent Corridor Service (FCS) to three routes which improved the frequency of service to 15 minutes for these primary routes.

In August 2021, BFT added Sunday Service for Fixed Route, Dial-A-Ride, and Connect services. These Sunday routes now operate 8:00am – 6:30pm.

II. PROFILE OF THE AGENCY (continued)

In December 2019, BFT signed a contract with River North Transportation Co., LLC, dba Via, to provide on-demand connections to BFT's fixed-route network. The service, named "BFT CONNECT" allows users to request a ride from anywhere in a zone to a designated connection point or from a designated connection point to anywhere in the zone. BFT's goal is for passengers to wait no more than 15 minutes for a CONNECT ride. This service was scheduled to fully launch in April 2020. However, due to COVID-19, this service was started on a much smaller scale than originally planned with service levels gradually being added throughout 2020.

Long-Term Financial Planning and Outlook

For long-term operating and capital financial planning purposes, BFT has developed and annually updates its six-year Transit Development Plan (TDP). The current TDP is approved through 2026 and is sustainable at 2019 year-end service levels, which reflects pre-COVID-19 service levels.

In response to the COVID-19 pandemic and the impact it had on ridership and Operating Expenses, the Federal Transit Authority issued supplemental grants to transits. These grants were funded by the CARES, CRRSAA, and ARP Acts and provided additional flexibility on how transits could use these funds. Funding from these grants will be used for Operations and Capital for 2020 – 2023.

Local sales tax represents the single largest revenue source for BFT. Local sales tax continues to demonstrate resiliency to the ongoing pandemic with sales tax revenues increasing 0.4% in 2020 over 2019 and increasing 22.3% in 2021 over 2020.

Major Goals and Initiatives

Initiatives established for 2020 were planned in accordance with BFT's Strategic Plan. Each initiative and/or project was carefully reviewed before implementation to ensure sustainability and adherence to BFT's strategic priorities. The major initiatives identified for 2020 were:

1. Safety First (Fleet / Service)
2. Ridership Growth
3. Strategic Planning
4. Implementation of Operational Technology
5. Agency Modernization
6. Alternative Fuels
7. Labor Relations

Progress on Major Goals and Initiatives

Safety First: Our focus in 2021 was to continue our safety response to the COVID-19 pandemic. We committed our resources and energy to our employees and public safety through increased cleaning and sanitization efforts. There were process changes to ensure social distancing, platforms and facilities cleanings. We were able to achieve 95% average On Time Performance and made all pull outs. Majority of our Operators and Drivers were able to earn their National Safety Council Safe Driver Award. An impressive 193 combined operators received this award. This is an indication of highly skilled professionals who work at BFT providing safe, efficient, effective and affordable transportation service to our community.

II. PROFILE OF THE AGENCY (continued)

Ridership Growth: As the COVID-19 pandemic progressed throughout 2020, ridership levels dropped significantly as businesses closed, social distancing was mandated, and many employees began working from home. BFT changed its emphasis in 2020 from ridership growth to simply providing service in a clean and safe environment. As the economy opened back up in 2021 and riders begin to return to public transportation, BFT saw a gradual return of ridership. Ridership grew by 11.5% in 2021 over 2020, and BFT resumed planning for improved services in 2023 to support regional growth and ridership recovery. BFT also began work on a comprehensive Fare Study to examine pricing, fare levels, pass programs, and technology improvements with the goal of continuing to increase ridership. This specific initiative will be completed by the second half of 2022.

Strategic Planning: BFT's focused response to maintaining operational service throughout the COVID-19 pandemic resulted in the temporary pause on work on several strategic initiatives. Progress was made on development of the long-range transit implementation plan with work continuing in 2021. Substantial progress was made on the organizational infrastructure initiative with work continuing throughout 2021.

Implementation of Operational Technology: During 2020, BFT engaged in an ongoing search for Operational Software that would provide a wider range of functionality than what is currently used. This included attending multiple software conferences highlighting current product capabilities and future projections. A software consultant has been hired to assist in the overall process of securing the best possible option for BFT, with hopes of implementing this multi-year project before the end of 2021.

Agency Modernization: In 2020, BFT continued its multi-year System Amenities Project, completed the Knight Street Transit Center renovation, and continued early design of three new grant-funded transit hubs. The System Amenities Project focuses on improving higher ridership stops with ADA-compliant bus stop waiting areas and access, and the installation of modern shelters, benches, lean rails, solar-powered lighting, and trash receptacles. BFT completed its first construction contract in 2021, increasing BFT's accessible bus stops from 13% to 16% of its 1,000 stops. By the end of 2021, BFT had completed 95% design for a new Queensgate Transit Hub that will be located adjacent to a new mixed-use development. BFT also identified a preferred site for a new Downtown (East) Pasco Transit Hub and initiated land acquisition for the project.

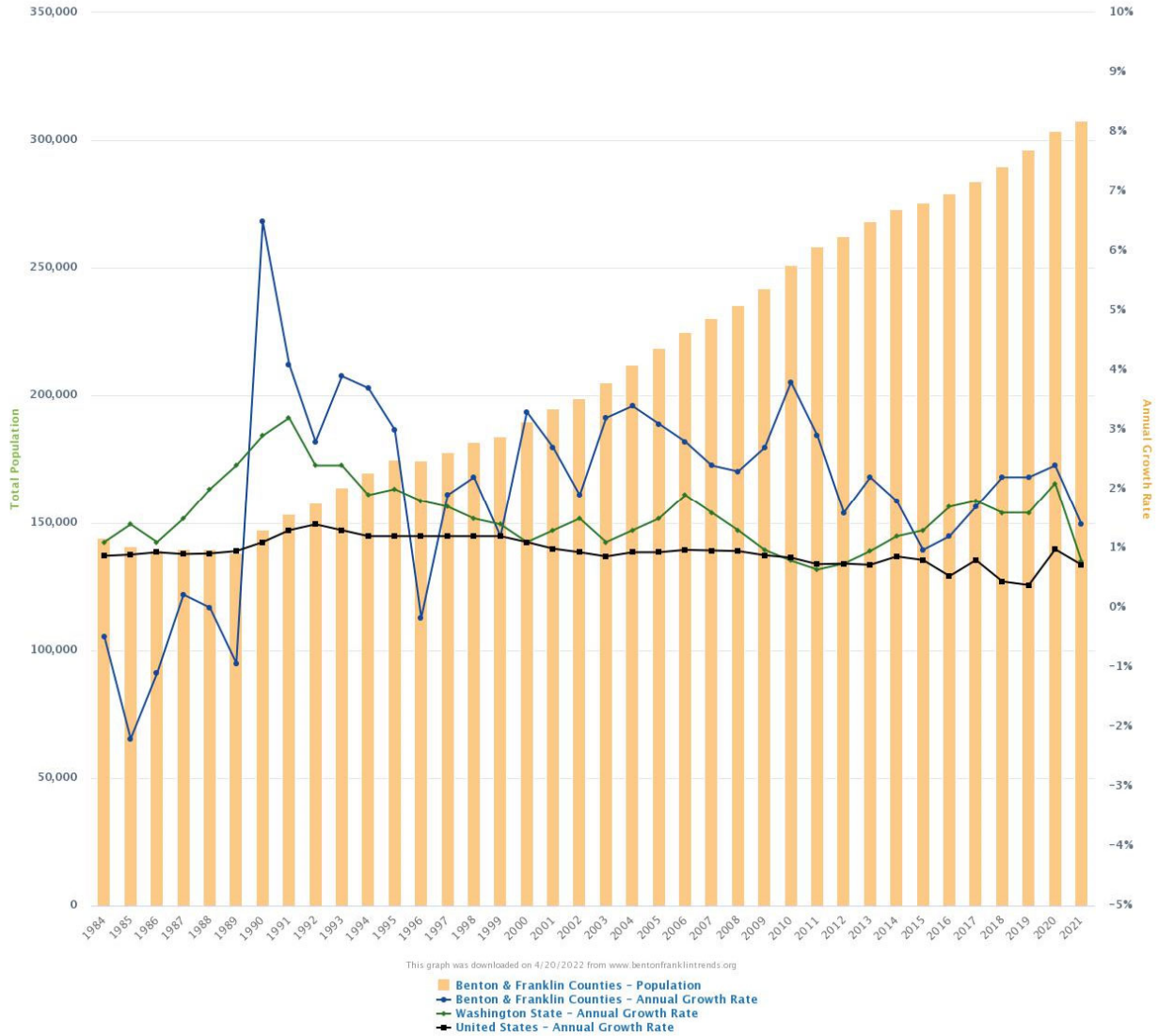
BFT launched "Operation TRANScend" in late 2020 with the goal of updating, modernizing, and integrating many of BFT's IT hardware and software applications throughout the entire agency. Work continued in this area throughout 2021 with an emphasis on network and cybersecurity, data management and backups and also began work to replace the entire agency phone system which had exceeded the manufacturers end of life.

Alternative Fuels: BFT signed a contract with Stantec to advise and recommend on our transition to Zero Emission Buses as required by FTA. The study is currently ongoing and the final report is expected before the end of 2022.

Labor Relations: In 2021, BFT completed negotiations for three collective bargaining agreements (CBA) as well as a wage only opener. These three CBA's were successfully ratified as follows: Fleet and Maintenance wage opener only on May 11, 2021; Administrative Assistants on July 8, 2021; Dial-a-Ride Drivers and Reservationist Clerks on October 14, 2021; and Coach Operators on October 14, 2021.

III. ECONOMIC CONDITION AND OUTLOOK

As the following chart illustrates, the Tri-City region continues to grow in overall population. Although the annual growth rate for the region decreased from 2.4% in 2020 to 1.4% in 2021, the 2021 growth rate was still double the average growth rate of 0.78% for the entire State of Washington.



According to the Washington Employment Security Department (ESD), job growth has averaged 2.6% per year from 2009 – 2019 and ESD is forecasting continued growth averaging 0.14% per year from 2019 – 2029.

III. ECONOMIC CONDITION AND OUTLOOK (continued)

Per Washington Employment Security Department (ESD) non-seasonally adjusted data, the 2021 Tri-Cities economy grew by 4,763 jobs - an increase of 3.4 percent compared to 2020. ESD reported an unemployment rate of 4.5 percent in December of 2021, which is a decrease of 2.5 percent compared to the December 2020 unemployment rate of 6.9 percent.

BFT's main source of revenue is sales tax, which also serves as an economic barometer. Retail sales and construction are the primary drivers of tax revenues for 2021, representing 65% of total tax revenues with Food & Lodging and Wholesale Trade representing an additional 14% to total tax revenues.

The regional economy of Benton-Franklin Counties has shown continued growth in 2021 and completed its 9th year of economic expansion since 2012. Sales tax revenue reach \$48.3M in 2021, and increased by 22.5% over the COVID-19 impacted 2020. Annual sales tax revenues have grown an average of 6.2% per year over the past 10 years.

Median home prices in Benton-Franklin counties reached \$400,000 in 2021, up 20% from the 2020 median home price of \$332,000.

Federal and State funding continue to remain an integral revenue source for BFT. Federal and State funds are used to subsidize operations and to procure certain capital assets. BFT is optimistic in its position with these grantors and the ongoing availability of its significant funding sources.

I-976 originally passed in 2019 and would have affected the State of Washington's ability to fund certain mobility projects throughout the state. The initiative was declared unconstitutional on October 15, 2020 by the Washington State Supreme Court.

BFT's Board of Directors continue to believe that transit is an essential service for seniors, the disabled and for people who rely on BFT for mobility throughout the community. BFT is committed to reducing operating costs where applicable and to uphold the highest levels of services possible. These objectives assist BFT in meeting its mission of connecting communities with safe, reliable, customer-friendly, and sustainable transit options.

IV. CERTIFICATE OF ACHIEVEMENT & ACKNOWLEDGEMENTS

The Government Finance Officers Association of the United States and Canada (GFOA) awarded a Certificate of Achievement for Excellence in Financial Reporting to BFT for its Annual Comprehensive Financial Report for the fiscal year ended December 31, 2020. This was the ninth consecutive year that BFT has achieved this prestigious award. In order to be awarded a Certificate of Achievement, a government must publish an easily readable and efficiently organized Annual Comprehensive Financial Report. This report must satisfy both generally accepted accounting principles and applicable legal requirements.

A Certificate of Achievement is valid for a period of one year only. We believe that our current Annual Comprehensive Financial Report continues to meet the Certificate of Achievement Program's requirements and we are submitting it to the GFOA to determine its eligibility for another certificate.

IV. CERTIFICATE OF ACHIEVEMENT & ACKNOWLEDGEMENTS (continued)

The preparation of this report would not have been possible without the dedicated services of several departments and the tireless efforts of the Administrative Services staff. We would like to express our appreciation to all that assisted and contributed to the preparation of this report. Special thanks are also extended to the Washington State Auditor's Office, which provided a timely audit and opinion so that ACFR could be submitted to the GFOA for its review and evaluation in accordance with that organization's program.

Finally, we thank the taxpayers of the BFT PTBA who have entrusted the Agency with the responsibility to provide improved transportation systems throughout Benton and Franklin Counties.



Ed Frost
Interim General Manager



Jeff Lubeck
Administrative Service Director



Government Finance Officers Association

Certificate of
Achievement
for Excellence
in Financial
Reporting

Presented to

**Ben Franklin Transit
Washington**

For its Annual Comprehensive
Financial Report
For the Fiscal Year Ended

December 31, 2020

Christopher P. Morill

Executive Director/CEO

December 31, 2021

Board of Directors

Bloom, Richard, Chair – *Council Member, City of West Richland*
Stade, Lisa, Vice Chair – *Council Member, City of Benton City*
Becken, Steve – *Council Member, City of Prosser*
McKay, Will – *Commissioner, Benton County*
Millbauer, Jim – *Council Member, City of Kennewick*
Lemley, Phillip – *Council Member, City of Richland*
Mullen, Rocky – *Commissioner, Franklin County*
Alvarado, Ruben – *Council Member, City of Pasco*
Didier, Clint – *Commissioner, Franklin County*
Suttle, Caleb – *Non-Voting Rep, Teamsters Union*

Board of Directors Alternates

No Alternate – *Council Member, City of Pasco*
Peck, Brad – *Commissioner, Franklin County*
Taylor, Randy – *Council Member, City of Prosser*
Buel, Rich – *Council Member, City of West Richland*
Small, Shon – *Commissioner, Benton County*
No Alternate – *Council Member, City of Benton City*
Christensen, Terry – *Council Member, City of Richland*
Torelli, Chuck – *Council Member, City of Kennewick*
Welle, Wayne – *Non-Voting Rep, Teamsters Union*

BFT Management Team

General Manager

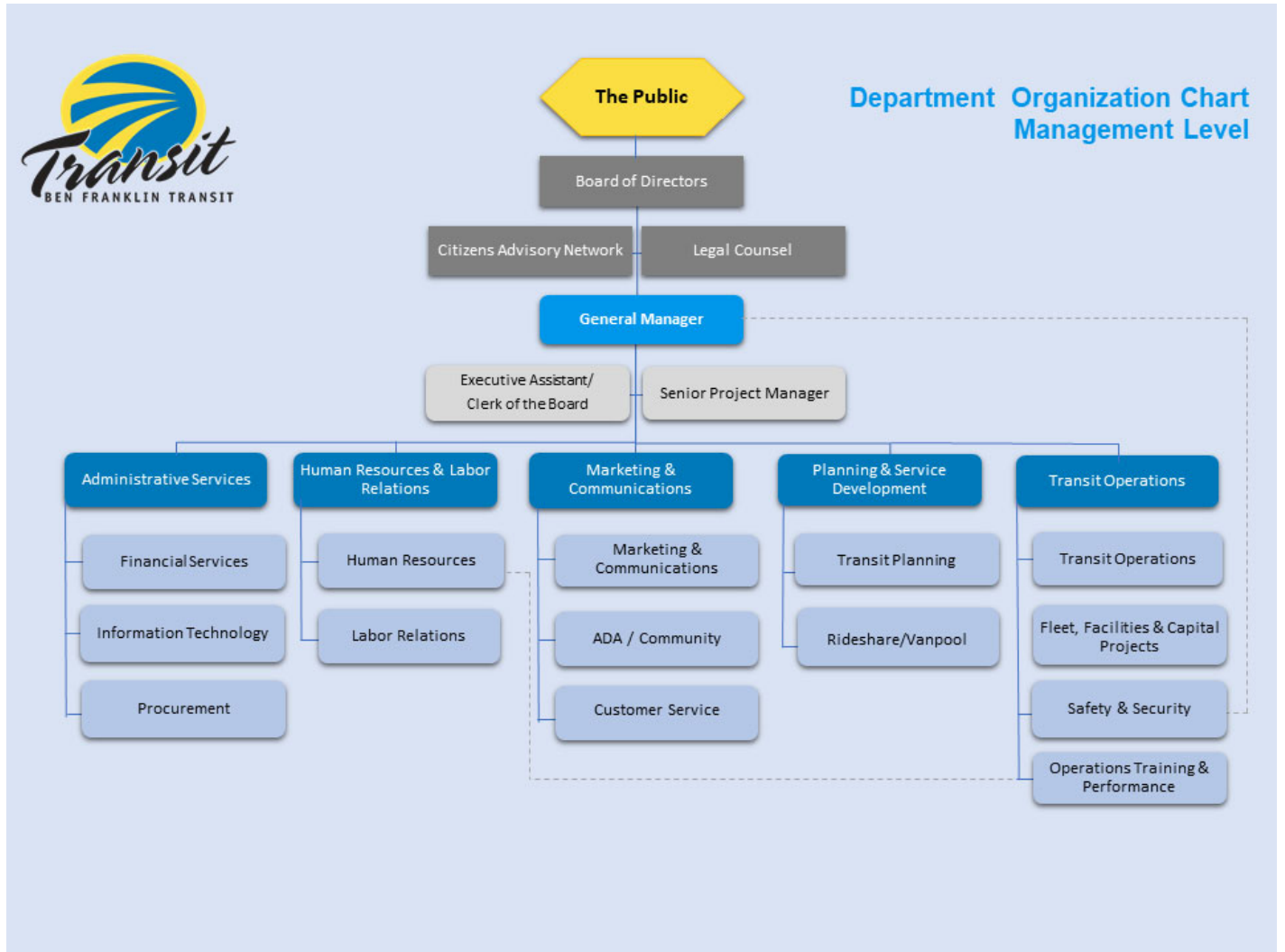
Gloria Boyce

Executive Management Team

Ayodeji Arojo – *Director of Transit Operations*
Wendi Warner – *Director of Human Resources & Labor Relations*
Keith Hall – *Director of Planning & Service Development*
Marie Cummins – *Interim Director of Marketing & Communications*
Jeff Lubeck – *Director of Administrative Services*

Ben Franklin Transit
Organization Chart

BFT Organizational Chart





Financial Section



**Office of the Washington State Auditor
Pat McCarthy**

INDEPENDENT AUDITOR'S REPORT ON THE FINANCIAL STATEMENTS

Board of Directors
Ben Franklin Transit
Richland, Washington

REPORT ON THE AUDIT OF THE FINANCIAL STATEMENTS

Opinions

We have audited the accompanying financial statements of the Ben Franklin Transit, as of and for the years ended December 31, 2021 and 2020, and the related notes to the financial statements, which collectively comprise the Transit's basic financial statements as listed in the table of contents.

In our opinions, the accompanying financial statements referred to above present fairly, in all material respects, the financial position of the Ben Franklin Transit, as of December 31, 2021 and 2020, and the changes in financial position and, where applicable, cash flows thereof for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Basis For Opinions

We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Transit and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinions.

Matters of Emphasis

As discussed in Note 13 to the financial statements, the full extent of the COVID-19 pandemic's direct or indirect financial impact on the District is unknown. Management's plans in response to this matter are also described in Note 13. Our opinion is not modified with respect to this matter.

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Transit's ability to continue as a going concern for twelve months beyond the financial statement date, including any currently known information that may raise substantial doubt shortly thereafter.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinions. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with GAAS and *Government Auditing Standards* will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

Performing an audit in accordance with GAAS and *Government Auditing Standards* includes the following responsibilities:

- Exercise professional judgment and maintain professional skepticism throughout the audit;
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements;
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Transit's internal control. Accordingly, no such opinion is expressed;
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements;

- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Transit's ability to continue as a going concern for a reasonable period of time; and
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

Required Supplementary Information

Accounting principles generally accepted in the United States of America require that the management's discussion and analysis and required supplementary information as listed in the table of contents be presented to supplement the basic financial statements. Such information, is the responsibility of management and, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. We have applied certain limited procedures to the required supplementary information in accordance with auditing standards generally accepted in the United States of America, which consisted of inquiries of management about the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We do not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance.

Supplementary Information

Our audits were conducted for the purpose of forming opinions on the financial statements that collectively comprise the Transit's basic financial statements. The Schedule of Expenditures of Federal Awards is presented for purposes of additional analysis and are not a required part of the basic financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the basic financial statements. This information has been subjected to auditing procedures applied in the audit of the basic financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the basic financial statements or to the basic financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated, in all material respects, in relation to the basic financial statements taken as a whole.

Other Information

The other information comprises the introductory and statistical sections but does not include the basic financial statements and our auditor's report thereon. Management is responsible for the other information included in the financial statements. Our opinions on the basic financial statements do not cover the other information, and, we do not express an opinion or provide any assurance thereon.

In connection with the audit of the basic financial statements, our responsibility is to read the other information and consider whether a material inconsistency exists between the other information and the financial statements, or the other information otherwise appears to be materially misstated. If, based on the work performed, we conclude that an uncorrected material misstatement of the other information exists, we are required to describe it in our report.

OTHER REPORTING REQUIRED BY GOVERNMENT AUDITING STANDARDS

In accordance with *Government Auditing Standards*, we will also issue our report dated April 25, 2022 on our consideration of the Transit's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements and other matters. That report will be issued under separate cover in the Transit's Single Audit Report. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Transit's internal control over financial reporting and compliance.

Sincerely,

A handwritten signature in black ink that reads "Pat McCarthy". The signature is written in a cursive style with a large initial "P" and "M".

Pat McCarthy, State Auditor

Olympia, WA

April 28, 2022

Management's Discussion and Analysis

The Management's Discussion and Analysis of BFT's Annual Comprehensive Financial Report provides a narrative overview and analysis of BFT's financial performance for the fiscal years ended December 31, 2021 and 2020. To obtain a complete understanding of BFT's financial condition, this document should be read in conjunction with the financial statements and accompanying notes.

Financial Highlights

- The COVID-19 pandemic continued to have an impact on BFT's revenues, expenses, operations, and activities in 2021. Some of the more significant impacts are highlighted in the following bullet points:
 - In March 2020, the agency stopped collecting fares for Fixed Route (FR) and Dial-A-Ride (DAR) services. The agency continued to operate fare free until October 31, 2021. Fare collection resumed on November 1, 2021.
 - Ridership was also severely reduced as a result of the pandemic. Although service levels were initially adjusted, no service was ever suspended, and full service was restored in March 2021. Ridership levels have been showing month-over-month growth returning throughout the year with BFT returning to fully recovery in October 2021.
 - Despite the ongoing COVID-19 pandemic, sales tax revenue exceeded budgeted amounts and was over 20% higher in 2021 compared to 2020. This is a result of the strong economic activity in Benton and Franklin counties.
 - Costs did increase as a result of COVID-19. These were primarily related to additional cleaning supplies and labor to provide more robust and frequent cleaning of vehicles and facilities along with personal protection equipment.
 - Costs also increased in 2021 as a result of additional service expansions launched in 2021. First, high-frequency corridor service was started in June 2021 followed by the introduction of Sunday Service that began in August 2021.
- The assets and deferred outflows of resources of BFT exceeded its liabilities and deferred inflows of resources (net position) at December 31, 2021 by \$106.8 million compared to \$88.1 million in 2020 and \$79.6 million in 2019. Of these amounts, \$36.4 million, \$36.5 million and \$36.0 million were invested in net capital assets and \$66.4 million, \$51.5 million and \$43.6 million were in unrestricted net position in 2021, 2020 and 2019 respectively. Unrestricted net position will be used to support ongoing operations and capital investments per BFT's six-year Transit Development Plan (TDP).
- BFT's total net position increased for the year ended December 31, 2021, by 21.3 percent or \$18.7 million compared to the year ended December 31, 2020. The increase in net position was largely a result of record sales tax revenue in 2021. Sales tax in 2021 exceeded 2020 collections by roughly \$8.8 million. Another large driver of the increase in Net Position is pensions. PERS 2/3 are fully funded for the first time and are now reflected as an asset in 2021 instead of a liability. This compares to an increase of 10.7 percent or \$8.5 million when comparing December 31, 2020, to December 31, 2019, primarily driven by the impacts of COVID-19 which had the effect of significantly reducing many operating expenses while revenues remained relatively stable.

Ben Franklin Transit
Management's Discussion and Analysis

- BFT's total liabilities decreased for the year ended December 31, 2021, by \$4.8 million compared to the year ended December 31, 2020. This is a result in PERS 2/3 being fully funded in 2021 and no longer being recorded as a Net Pension Liability. This compares to an increase for the year ended December 31, 2020, by \$1.8 million compared to the year ended December 31, 2019 mainly due to an increase in OPEB Liability and Compensated Absences.
- BFT saw a decrease of \$0.3 million or 28.3 percent in fare revenue in 2021 compared to a decrease of \$2.2 million or 68.2 percent in fare revenue in 2020 compared to 2019. In response to the COVID-19 pandemic, BFT became fare-free in March 2020 and did not collect any fare revenues for Fixed Route or Dial-A-Ride services until November 1, 2021. Even with fare resumption in 2021, ridership levels are still below pre-COVID levels. Revenues associated with the Vanpool program were also substantially reduced as the number of vans in service was significantly reduced due to the pandemic as well and continues to be reduced in 2021. Ridership levels are seeing month-to-month improvements.
- BFT experienced an increase of \$8.8 million in sales tax revenue to \$48.3 million or 22.3 percent in 2021 over 2020. Sales tax revenues in 2020 saw an increase of \$0.2 million in to \$39.5 million or 0.4 percent over 2019. Even though businesses were impacted by the COVID-19 pandemic, BFT's tax base stayed consistent through essential retail business. Benton and Franklin counties continue to have strong economic growth and 2021 sales tax revenues were at an all-time high.
- Operating expenses for 2021, excluding depreciation, totaled \$36.8 million, a decrease of \$3.2 million or 7.9 percent compared to 2020. Although there were increases to headcount in 2021, the impacts of this were more than offset due to the state pension being fully funded in 2021 resulting in an overall decrease in operating expenses. This compares to a total of \$40.0 million, an increase of \$1.7 million or 4.5 percent for 2020 over 2019, the result of continued growth in BFT.
- Federal and State Operating Grants increased by \$1.3 million in 2021 as compared to 2020 due to full utilization of CARES Act funding. Federal, State and Local Capital Contributions decreased by \$3.0 million over the same period. This is due to no large vehicle procurements or construction phases of transit centers or operations building projects taking place during 2021. In 2020 Federal and State Operating Grants increased by \$3.9 million as compared to 2019 and Federal, State and Local Capital Contributions increased by \$1.9 million over the same period. This was due to the award of CARES Act funding through the Federal Transit Authority (FTA). The agency received CARES grant funding totaling \$18.9 million, which will be used over multiple years.

Overview of the Financial Statements

The financial statements provide information about BFT's use of accounting methods similar to those used by private sector companies. Under this method, revenues are recorded when earned and expenses are recorded as soon as they result in liabilities for benefits received.

Ben Franklin Transit
Management's Discussion and Analysis

The Statement of Net Position presents information on all BFT assets and deferred outflows of resources as well as its liabilities and deferred inflows of resources, with the difference between the two reported as net position. Over time, increases and decreases in net position may serve as a useful indicator of whether the financial position of BFT is improving or deteriorating.

The Statement of Revenues, Expenses, and Changes in Net Position presents information showing how BFT's net position changed during the current year. All changes to net position are reported as soon as the underlying event giving rise to the change occurs, regardless of the timing of related cash flows. Thus, revenues and expenses are reported for some items that will only result in cash flows in future fiscal periods (e.g., sales tax collected by merchants but not yet remitted to BFT and earned, and unused vacation leave).

The Statement of Cash Flows presents information on BFT's cash receipts, cash payments, and net changes in cash and cash equivalents for the year. Generally accepted accounting principles require that cash flows be classified into one of four categories:

- Cash flows from operating activities
- Cash flows from non-capital financing activities
- Cash flows from capital and related financing activities
- Cash flows from investing activities

The Notes to the Financial Statements provide additional information that is essential to a full understanding of the data provided within the financial statements.

The Required Supplementary Information contains other information the Governmental Accounting Standards Board deems necessary. BFT's RSI contains additional information related to GASB 68, Accounting and Financial Reporting for Pensions, and GASB 75, Defined Benefit Other Postemployment Benefit (OPEB) Plans.

Financial Statement Analysis

Net Position

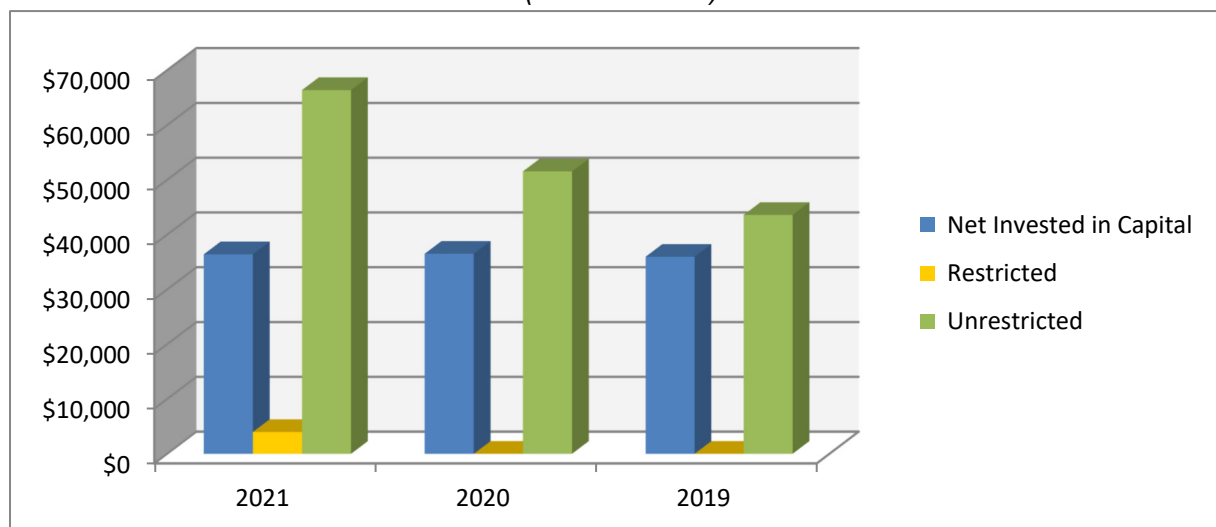
BFT's total net position(s) as of December 31, 2021, 2020 and 2019 reflect \$36.4 million, \$36.5 million and \$36.0 million, respectively, in net investment in capital assets such as revenue vehicles, passenger facilities, and shop equipment. BFT uses these capital assets to provide transportation service to the community. Therefore, this portion of the net position balance is not available for future spending. Beginning in 2021, BFT's total net position(s) also includes a restricted net position of \$4.0 million. This is largely a result of the Net Pension Asset. The remaining portion(s) of total net positions, excluding net investment in capital assets and restricted net position, were \$66.4 million, \$51.5 million and \$43.6 million were unrestricted and available to support future obligations for transportation operations.

Ben Franklin Transit
Management's Discussion and Analysis

Summary Statement of Net Position
As of December 31, 2021, 2020 and 2019
(in Thousands)

	2021	2020	Increase (Decrease)	% Change	2019
Assets:					
Current Assets	\$ 78,056	\$ 66,155	\$ 11,901	18.0%	\$ 58,672
Other Noncurrent Assets	17,512	-	17,512	n/a	-
Capital Assets (net)	37,196	37,134	62	0.2%	36,380
Total Assets	132,764	103,289	29,475	28.5%	95,052
Deferred Outflows of Resources:					
Deferred Outflows	2,476	2,516	(40)	(1.6%)	2,224
Total Deferred Outflows	2,476	2,516	(40)	(1.6%)	2,224
Liabilities:					
Current Liabilities	3,910	3,363	547	16.3%	3,209
Noncurrent Liabilities	7,185	12,567	(5,382)	(42.8%)	10,879
Total Liabilities	11,095	15,930	(4,835)	(30.4%)	14,088
Deferred Inflows of Resources:					
Deferred Inflows	17,358	1,815	15,543	856.4%	3,633
Total Deferred Inflows	17,358	1,815	15,543	856.4%	3,633
Net Position:					
Net Investment in Capital Assets	36,413	36,516	(103)	(0.3%)	35,964
Restricted for:					
Capital Assets	601	-	601	n/a	-
PERS Pension	3,381	-	3,381	n/a	-
Unrestricted Net Position	66,392	51,544	14,848	28.8%	43,591
Total Net Position	\$ 106,787	\$ 88,060	\$ 18,727	21.3%	\$ 79,555

Net Position by Type
(in Thousands)

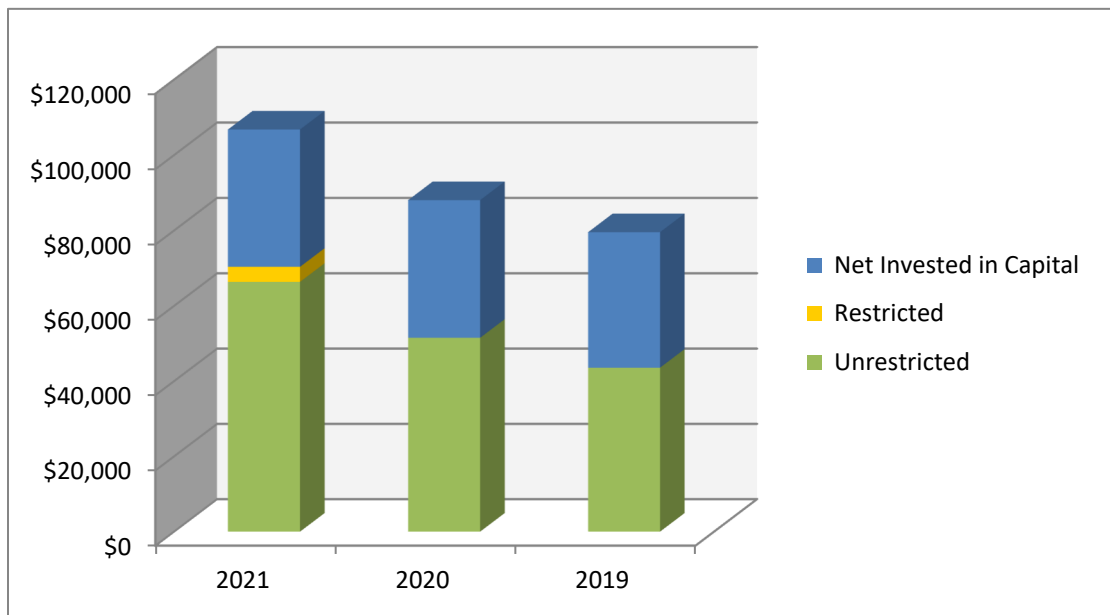


Ben Franklin Transit
Management's Discussion and Analysis

Net position may serve as a useful indicator of BFT's financial position over time. Total net position exceeded liabilities by \$95.7 million, \$72.1 million and \$65.5 million at December 31, 2021, 2020 and 2019 respectively.

The following chart also reflects an improvement in BFT's 2021 financial condition over 2020 as well as BFT's improvement in 2020 financial condition over 2019. In 2021, BFT continued to experience the impacts of COVID-19, however, sales tax revenues were at records levels at 20.1 percent over budget. Operating expenses did decrease in 2021 compared to 2020 thereby increasing the overall financial condition. In 2020 BFT experienced various impacts of COVID-19, however, revenues were higher than both the 2019 and the 2020 budget. Despite being fare-free for the majority of the year, BFT saw continued strength in local sales tax revenues and benefited from CARES Act funding awarded through the FTA grant program. Expenses did increase in 2020 compared to 2019 but were still lower than budgeted for 2020, thereby increasing the overall financial condition. In 2019 the main contributors to its improved condition were increases in sales tax revenue and efficient operations.

2021 – 2019 Trend of Net Position
(in Thousands)



Ben Franklin Transit
Management's Discussion and Analysis

Summary of Revenues, Expenses, and Changes in Net Position
For the years ended December 31, 2021, 2020 and 2019
(in Thousands)

	2021	2020	Increase (Decrease)	% Change	2019
Operating Revenues	\$ 1,076	\$ 1,179	\$ (103)	(8.7%)	\$ 3,595
Operating Subsidies	58,518	48,402	10,116	20.9%	44,382
Nonoperating Revenues	259	393	(134)	(34.1%)	738
Total Revenues	59,853	49,974	9,879	19.8%	48,716
Operating Expenses	(36,869)	(40,023)	3,154	(7.9%)	(38,310)
Depreciation Expenses	(4,713)	(4,763)	50	(1.0%)	(4,665)
Total Expenses	(41,582)	(44,786)	3,204	(7.2%)	(42,975)
Excess (Deficiency) Before Contributions	18,271	5,188	13,083	252.2%	5,741
Capital Contributions	457	3,474	(3,017)	(86.8%)	1,544
Total Contributions	457	3,474	(3,017)	(86.8%)	1,544
Change in Net Position	18,728	8,662	10,066	116.2%	7,285
Total Net Position - Beginning	88,060	79,556	8,504	10.7%	72,271
Prior Period Adjustment	-	(158)	158	(100.0%)	-
Total Net Position - Ending	\$ 106,787	\$ 88,060	18,727	21.3%	\$ 79,556

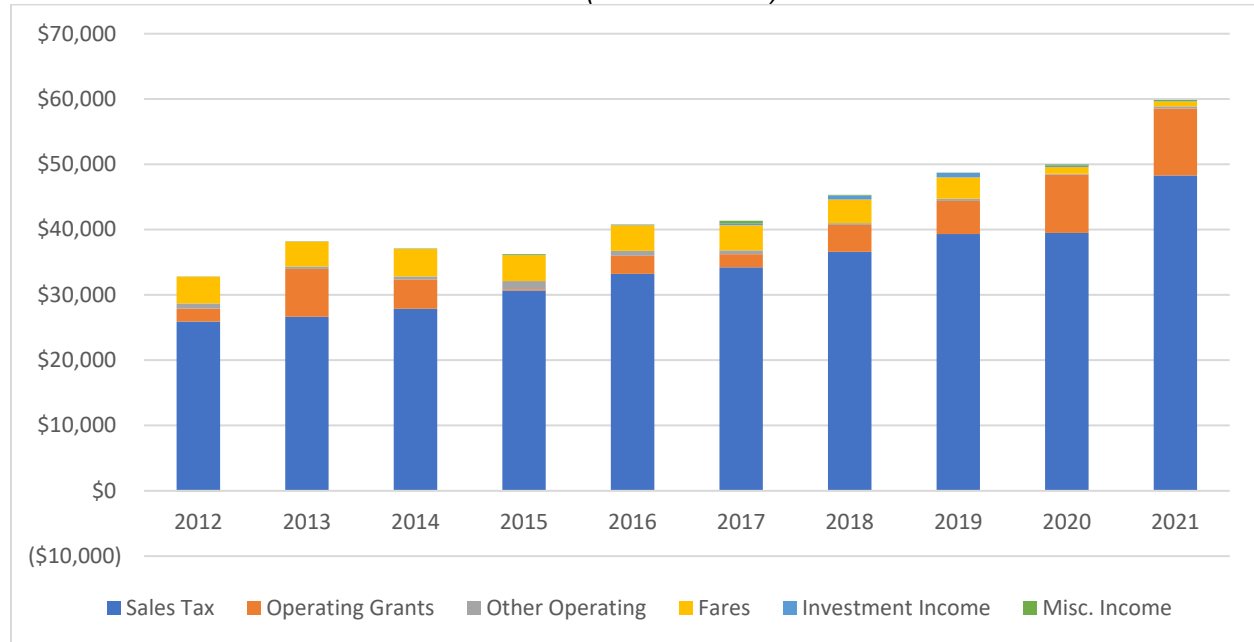
Revenues

BFT's primary source of revenue has been from local sales tax revenues, averaging 79.6% of revenues over the past 10 years. Historically, grants and fares have provided roughly the same amount of revenues with grants providing an average of 11.0% of revenues and fares providing an average of 7.6% of revenues over this period.

Ben Franklin Transit
Management's Discussion and Analysis

The following chart shows the breakdown of annual revenues over the past ten years.

2012 – 2021 Annual Revenue
(in Thousands)



Operating Revenues
(in Thousands)

	2021	2020	Increase (Decrease)	% Change	2019
Operating Revenues					
Passenger Fares	\$ 738	\$ 1,029	(291)	(28.3%)	\$ 3,239
Other Operating Revenues	338	150	188	125.3%	356
Total Operating Revenues	1,076	1,179	(103)	(8.7%)	3,595

Nonoperating Revenues

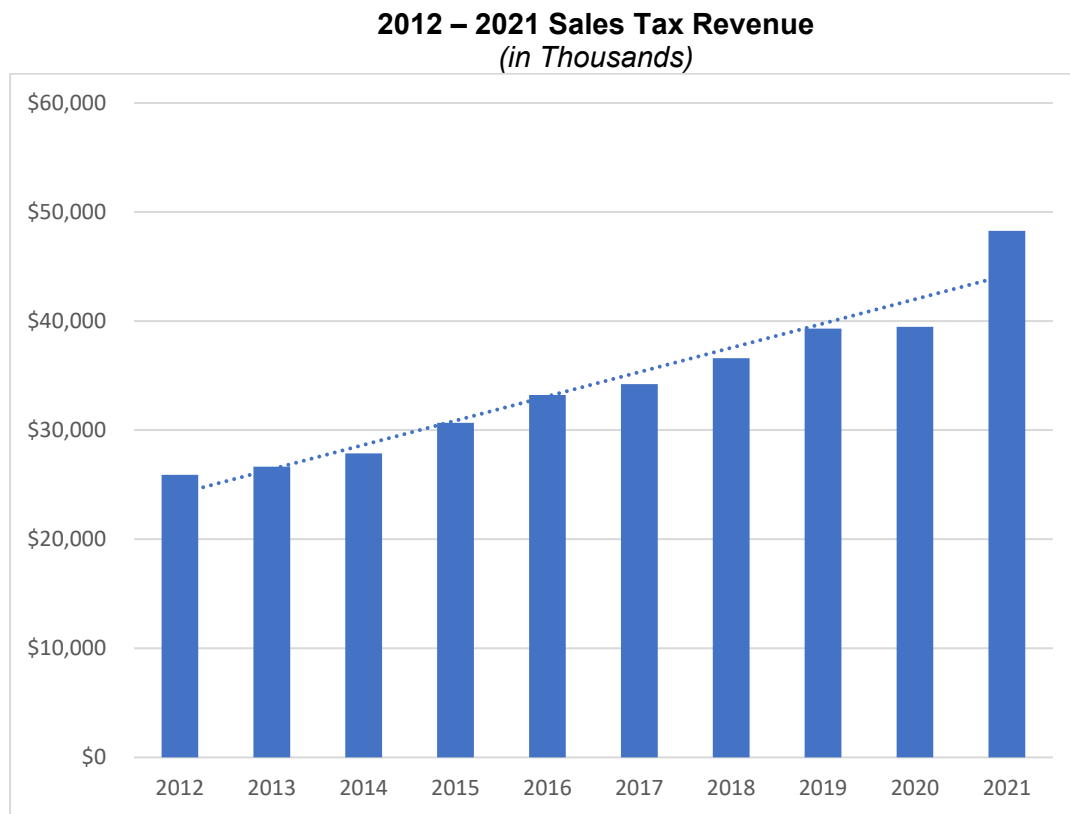
Operating Subsidies					
Sales Tax	48,272	39,474	8,798	22.3%	39,312
Operating Grants	10,246	8,928	1,318	14.8%	5,070
Other Nonoperating Revenues					
Investment Income	55	236	(181)	(76.7%)	707
Miscellaneous Income	204	157	47	29.9%	31
Total Nonoperating Revenues	58,777	48,795	9,982	20.5%	45,121
Total Revenues	\$ 59,853	\$ 49,974	9,879	19.8%	\$ 48,716

Ben Franklin Transit
Management's Discussion and Analysis

BFT relies on sales tax revenues as its primary source of revenue. A large increase in sales tax revenues was seen in 2021 despite the ongoing COVID-19 pandemic. Tax revenues were generated in four major sectors in 2021: the first was retail trade (49%), the second was construction (16%), the third was food and lodging (8%) and the fourth was wholesale trade (6%).

The local economy continues to grow and expand, resulting in strong growth in sales tax revenues. Sales tax revenues continue at all-time highs. Since 2012, BFT's portion of sales tax revenues have a cumulative growth of 86.4% or 7.1% compounded annually. Over the past 5 year, the cumulative growth has been 45.3%, or 7.7% annually.

The following chart shows the annual sales tax revenues over the past 10 years.



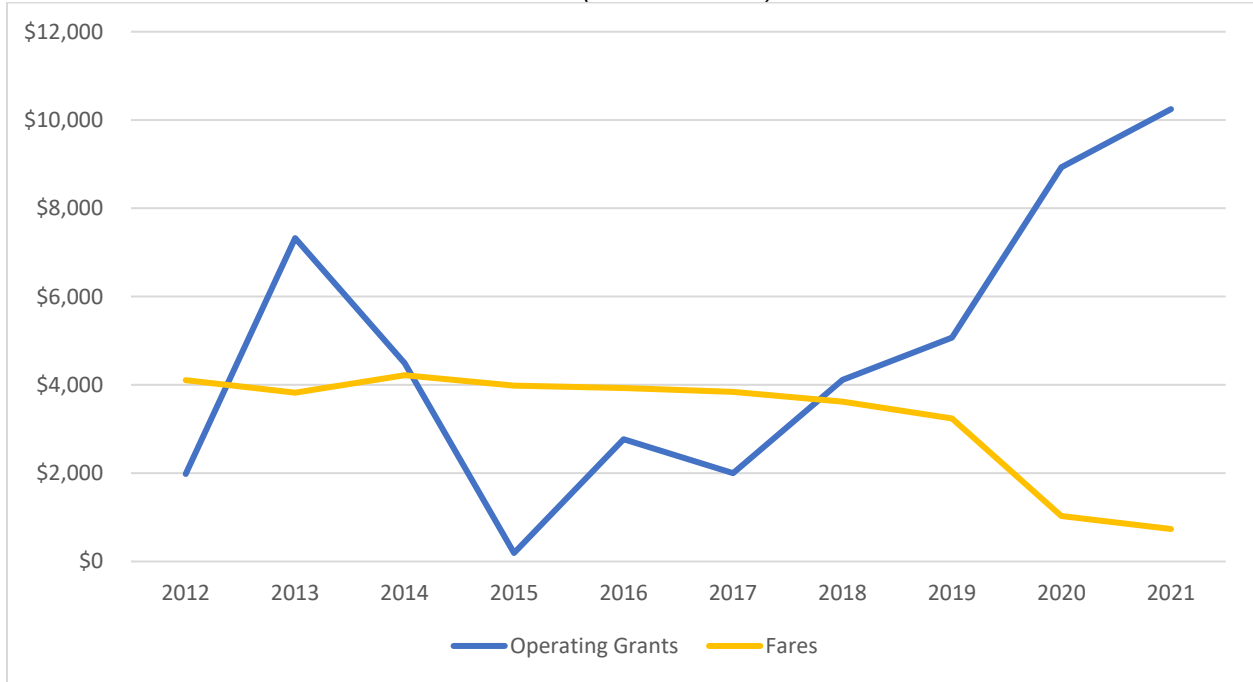
BFT's passenger fares consist of revenue from the sale of passes and tickets as well as cash fares collected on-board revenue vehicles. Passenger fares also include fares paid by vanpool customers. In response to the COVID-19 pandemic, BFT stopped collecting fares for both Fixed Route services as well as Dial-A-Ride services. Fare collection resumed on November 1, 2021.

BFT receives grant awards from both state and Federal agencies. As previously mentioned, BFT received additional grant funding through the FTA through CARES, CRRSAA, and ARP Acts. These grants will be available for operating expenses in future years.

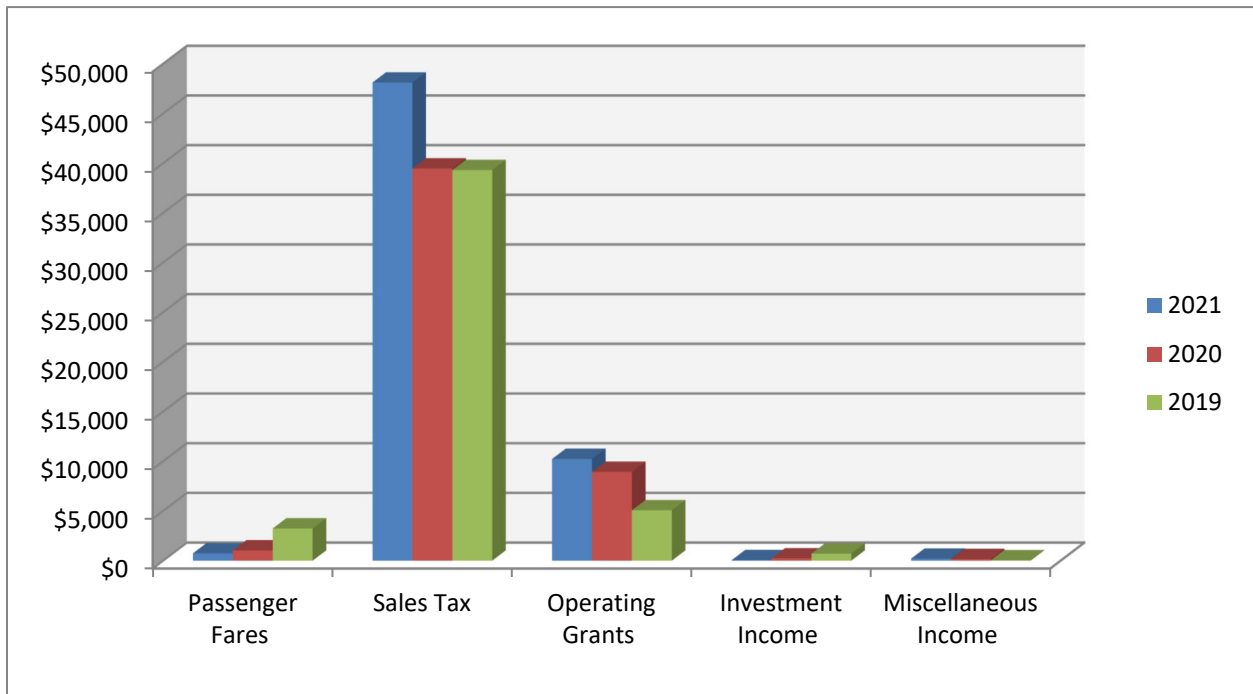
Ben Franklin Transit
Management's Discussion and Analysis

The following chart shows the 10-year trends for revenues from fares and grants.

2012 – 2021 Fare and Grant Revenue
(in Thousands)



Revenues by Type
(in Thousands)



Ben Franklin Transit
Management's Discussion and Analysis

Expenses

The table below provides variances between 2021 and 2020 for each expense type. Refer to the table for dollar and percentage changes.

Wages and benefits expense decreased from 2020 to 2021. The decrease in 2021 was a result of the GASB 68 adjustment. PERS 2/3 is fully funded in 2021 and resulted in a negative pension expense of \$6.2 million thereby decreasing wages and benefits compared to 2020. The decrease in pension related expenses outweighed the impacts of BFT's continued growth in headcount. The 2020 increase was a result of continued growth in BFT, with headcount increasing to support the overall agency growth progression. Extended service hours result in additional service mile related costs.

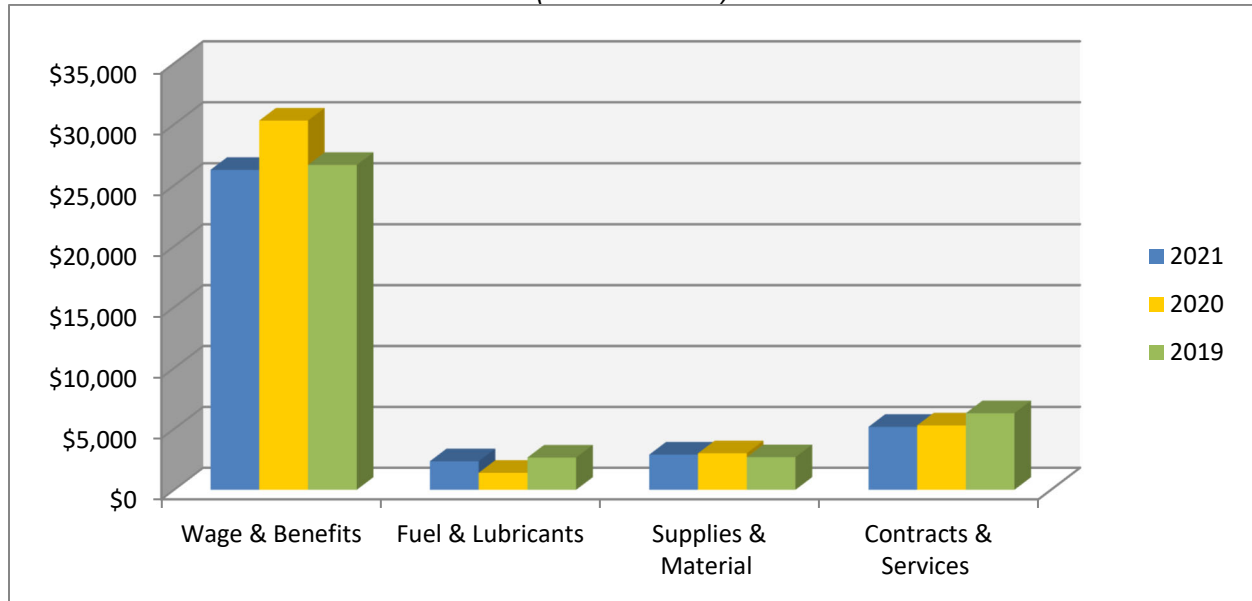
Fuels and lubricants saw a large increase in cost in 2021 due to the ongoing impacts of the pandemic as well as service expansions implemented in 2021. On the other hand, supplies and materials decreased because of easing COVID-19 restrictions. In 2020 fuel and lubricants decreased by 47.4 percent under 2019 due to the COVID-19 related decrease in service; whereas supplies and materials, which include repair and maintenance costs, increased by 12.1 percent over 2019. This was primarily driven by an increase in cleaning and sanitizing of vehicles and facilities in response to COVID-19.

Contracts and services for 2021 decreased as a result of continued impacts of the pandemic. Fare collection remained suspended until October 31, 2021. As a result, cash collection services were reduced. The pandemic also resulted in a large change in WSTIP's estimated insurance costs for 2020 which impacted 2021. Contracts and services for 2020 of \$5.3 million decreased 15.9 percent under 2019. This was mainly due to the COVID-19 pandemic which had an adverse effect on services provided. Due to the halt of fare collection, our cash collection services were greatly reduced. Also, one of our largest contracts with The ARC of Tri-Cities was suspended resulting in a substantial decrease. BFT's contracted service provider for general public paratransit, night (taxi), fixed route-feeder and Sunday services closed its business at the end of October 2018. Those services were suspended pending a solicitation for a new service provider which took place in 2019 with new services to begin in 2020.

Expenses <i>(in Thousands)</i>					
	2021	2020	Increase (Decrease)	% Change	2019
Operating Expenses					
Wage & Benefits	\$ 26,339	\$ 30,317	\$ (3,978)	(13.1%)	\$ 26,676
Fuel & Lubricants	2,334	1,395	939	67.3%	2,650
Supplies & Material	2,894	3,002	(108)	(3.6%)	2,678
Contracts & Services	5,274	5,292	(18)	(0.3%)	6,293
Depreciation & Amortization	4,713	4,763	(50)	(1.0%)	4,665
Total Operating Expenses	41,554	44,769	(3,215)	(7.2%)	42,962
Nonoperating Expenses					
Lease Interest	23	17	6	35.3%	13
Administrative Expense	5	-	5	n/a	
Prior Period Adjustments	-	(158)	158	(100.0%)	-
Total Non-Operating Expenses	28	(141)	169	(119.9%)	13
Total Expenses	\$ 41,582	\$ 44,628	(3,046)	(6.8%)	\$ 42,975

Ben Franklin Transit
Management's Discussion and Analysis

Operating Expenses by Type
(in Thousands)



Operating Grants

In 2021, BFT utilized the remaining \$10.1 in CARES Act grant funding and \$0.1M in state operating assistance funding. In the continued response to COVID-19, the FTA awarded \$8.5M in CRRSSA Act funding and \$20.9M in ARP Act funding. This is in addition to the \$18.9M of CARES Act grant funding that was awarded to BFT in 2020. These funding sources are multi-year grants that could be used for operating and capital expenditures. BFT used these operating grants to pay for a portion of the wages of its fixed route coach operators and Dial-A-Ride drivers. For 2022, BFT budgeted to receive \$8.5 million in CRRSSAA Act grant funding and \$10.4 million in ARP Act funding through the FTA to be used for eligible operating expenses. In 2021 and 2020 BFT had budgeted to receive \$8.2 million and \$4.5 million respectively. Operating grant funds fluctuate based on need and BFT's choice to use funding for capital or operating needs.

Operating Grants
(in Thousands)

2021	2020	Increase (Decrease)	% Change	2019
\$ 10,246	\$ 8,928	1,318	14.8%	\$ 5,070

Capital Grants

BFT received Federal and State capital grants to assist with the procurement of revenue vehicles and other capital projects. Investments in capital assets have decreased in recent years. In 2021, BFT received \$0.5 million in capital contributions for the three transit center projects that are to be completed by mid-2023. In 2020, BFT received \$3.5 million in capital contributions with the majority of the funds being used towards the purchase of replacement cutaways, the completion of the Knight Street Transit Center renovations, and replacement of the hydraulic lift system utilized by the fleet-maintenance team. In 2019 BFT received \$1.5 million as focus shifted to normal fleet replacement. BFT has budgeted for \$7.3 million in federal and state capital grant contributions in 2022 as compared to the \$3.4 million budget for 2021 as it geared up for transit center technological updates and site improvements.

For more detailed information, please see Note 8 of the Notes to the Financial Statements.

Capital Assets

BFT's investment in capital assets as of December 31, 2021 amounted to \$37.2 million, net of accumulated depreciation/amortization. As of December 31, 2020, and 2019 the investment in capital assets net of accumulated depreciation/amortization equaled \$37.1 million and \$36.4 million respectively. Capital assets consist of transit coaches and other vehicles, buildings, equipment, software, transit centers, and park and ride lots.

Capital assets subject to depreciation and amortization increased by 2.0 percent in 2021 and by 5.4 percent in 2020. In 2021, the increase included \$3.7 million of additions and \$1.6 million of retirements, which compares to the \$6.4 million of additions and \$2.5 million of retirements that occurred in 2020. In addition, depreciation/amortization expense was recorded at \$4.7 million in 2021 and \$4.8 million in 2020. \$1.4 million in accumulated depreciation/amortization was removed for assets disposed of in 2021, \$2.4 million for assets disposed of in 2020 and \$0.7 million for assets disposed of in 2019.

In 2021, 2020 and 2019 major capital asset acquisitions (value over \$50,000) included the following:

Vehicles

- In 2021 major vehicles included a compactor truck (\$0.1 million)
- In 2020 major vehicles included 34 Dial-a-Ride vehicles (\$3.2 million), 10 light duty pickups (\$0.4 million)
- In 2019 major vehicles included 8 vans for the van pool program (\$0.2 million) and 3 paratransit vehicles (\$0.8 million)

Equipment & Furnishings

- In 2021 major equipment included maintenance equipment and replacements (\$69 thousand) and technology upgrades/replacements (\$0.4 million).
- In 2020 major equipment in included maintenance equipment replacements (\$0.4 million) and technology upgrades/improvements (\$22 thousand).
- In 2019 major equipment in included maintenance equipment replacements (\$75 thousand) and technology upgrades/improvements (\$0.5 million).

Ben Franklin Transit
Management's Discussion and Analysis

Intangible Software

- In 2021 major intangible software acquisitions included planning software and data server improvements (\$60 thousand).
- In 2020 an Intangible Software Asset account was created. All existing software assets were reclassified to this account from Equipment and Furnishings.
- There were no major intangible software acquisitions in 2020.

Building and Structures

- In 2021 there were passenger amenities improvements to bus stops and shelters (\$1.6M)
- In 2020 there were no major acquisitions.
- In 2019 there were facility improvements (\$0.1 million).

Land Improvements

- In 2021 there were no major acquisitions.
- In 2020 there were no major acquisitions.
- In 2019 there were no major acquisitions.

Land

- In 2021 land was purchased in Queensgate for a new transit center (\$1.0 million).
- In 2020 there were no major acquisitions.
- In 2019 there were no major acquisitions.

For more detailed information, please see Note 4 of the Notes to the Financial Statements.

Financial Outlook

BFT recognizes that its heavy reliance on sales tax revenues makes it susceptible to economic fluctuations. To prepare, BFT has in place a reserve policy to insulate it from short-term revenue downturns and unanticipated expenditures. The following table describes the Board-approved reserve funds and the current funding levels (*in Thousands*):

Reserve Fund	BFT Approve Range	Current
Operating	2 to 6 months operating expenses	\$14,522
Fuel	3 to 6 months average total fuel costs	1,776
Fleet	20% to 40% of forecasted replacement costs; pro-rated over the life of the vehicle	6,860
Non-Fleet Capital	50% to 100% of estimated cost of non-fleet capital needs as determined by Facilities Condition Assessment every 5 years.	5,211
	Totals	\$28,369

Ben Franklin Transit
Management's Discussion and Analysis

Sales tax revenues for 2021 totaled \$48.3 million exceeding the budgeted amount of \$40.2 million. In 2020 sales tax revenues totaled \$39.5 million exceeding the budgeted amount of \$38.0 million. Through the 2022 and 2021 budget processes, BFT budgeted \$48.1 million and \$40.2 million, respectively, in sales tax revenues. Increases in sales tax revenues in recent years continue to contribute to the overall improved financial position of BFT and help the agency meet operating, fleet, fuel, and non-fleet capital reserve needs as well as future service, restoration of prior services and expansion.

BFT closely monitors revenues when determining service levels and capital expansion as stated in its six-year TDP. Capital investments will focus on modest vehicle replacements as funds allow and maintaining a state of good repair of existing assets for safe and reliable transit operations. With current reserves and a conservative approach in uncertain economic conditions, BFT has a positive financial outlook.

Request for Information

This financial report is designed to provide a general overview of BFT's finances. Questions concerning any of the information presented in this report or requests for additional information should be addressed to Ben Franklin Transit, Attention: Director of Administrative Services, 1000 Columbia Park Trail, Richland, WA 99352 or by calling 509.735.4131.



Basic Financial Statements

Ben Franklin Transit
Comparative Statement of Net Position
As of December 31, 2021 and 2020
(in Thousands)

	2021	2020
Assets		
Current Assets		
Cash and Cash Equivalents	\$ 66,280	\$ 38,015
Accounts Receivables	2,025	20,083
Sales Tax Receivables	8,859	7,290
Inventories	564	391
Prepayments	328	376
Total Current Assets	<u>78,056</u>	<u>66,155</u>
Noncurrent Assets		
Capital Assets Not Being Depreciated/Amortized		
Land	3,176	2,209
Construction in Progress	2,832	1,947
Capital Assets Being Depreciated/Amortized		
Buildings & Structures	23,974	22,286
Vehicles	45,651	46,760
Equipment & Furnishings	4,421	3,895
Intangibles	1,097	1,037
Leases - Buildings & Structures	1,023	721
Leases - Equipment	195	167
Less: Accumulated Depreciation & Amortization	<u>(45,173)</u>	<u>(41,888)</u>
Total Capital Assets (Net)	<u>37,196</u>	<u>37,134</u>
Other Noncurrent Assets		
Restricted Cash	601	-
Net Pension Asset	16,911	-
Total Noncurrent Assets	<u>54,708</u>	<u>37,134</u>
Total Assets	<u>\$ 132,764</u>	<u>\$ 103,289</u>
Deferred Outflows of Resources		
Deferred Outflows - PERS Pension	\$ 2,456	\$ 2,493
Deferred Outflows - OPEB	20	23
Total Deferred Outflows	<u>\$ 2,476</u>	<u>\$ 2,516</u>
Liabilities		
Current Liabilities		
Accounts Payable	\$ 2,623	\$ 1,507
Accrued Expenses	651	1,255
Contracts Payable	-	4
Compensated Absences	391	342
Total OPEB Liability	41	47
Lease Liability	204	208
Total Current Liabilities	<u>3,910</u>	<u>3,363</u>
Noncurrent Liabilities		
Net Pension Liability	1,612	6,471
Total OPEB Liability	3,734	4,596
Compensated Absences	1,260	1,090
Lease Liability	579	410
Total Noncurrent Liabilities	<u>7,185</u>	<u>12,567</u>
Total Liabilities	<u>\$ 11,095</u>	<u>\$ 15,930</u>
Deferred Inflows of Resources		
Deferred Inflows - PERS Pension	\$ 17,358	\$ 1,815
Total Deferred Inflows of Resources	<u>\$ 17,358</u>	<u>\$ 1,815</u>
Net Position		
Net Investment in Capital Assets	\$ 36,413	\$ 36,516
Restricted for:		
Capital Assets Reinvestment	601	-
PERS Pension	3,381	-
Unrestricted	66,392	51,544
Total Net Position	<u>\$ 106,787</u>	<u>\$ 88,060</u>

The accompanying notes are an integral part of this statement.

Ben Franklin Transit
Comparative Statement of Revenues, Expenses, and Changes in Net Position
As of December 31, 2021 and 2020
(in Thousands)

	2021	2020
Operating Revenues		
Passenger Fares	\$ 738	\$ 1,029
Other Operating Revenues	338	150
Total Operating Revenues	<u>1,076</u>	<u>1,179</u>
Operating Expenses		
Operations	22,684	24,076
Maintenance	5,689	5,548
Administrative Expenses	8,468	10,382
Depreciation & Amortization	4,713	4,763
Total Operating Expenses	<u>41,554</u>	<u>44,769</u>
Operating Income (Loss)	<u>(40,478)</u>	<u>(43,590)</u>
Nonoperating Revenues (Expenses)		
Sales Tax	48,272	39,474
Investment Income	55	236
Lease Interest	(23)	(17)
Administrative Expenses	(5)	-
Operating Grants	10,246	8,928
Gains/(Losses) on Capital Asset Disposition	204	157
Total Nonoperating Revenues (Expenses)	<u>58,749</u>	<u>48,778</u>
Income (Loss) Before Contributions	18,271	5,188
Capital Contributions	457	3,474
Change in Net Position	<u>18,728</u>	<u>8,662</u>
Total Net Position - Beginning of Period	88,060	79,556
Prior Period Adjustment	-	(158)
Total Net Position - End of Period	<u>\$ 106,787</u>	<u>\$ 88,060</u>

The accompanying notes are an integral part of this statement.

Ben Franklin Transit
Comparative Statement of Cash Flows
For the Years Ended December 31, 2021 and 2020
(in Thousands)

	2021	2020
Cash Flows from Operating Activities		
Receipts From Customers	\$ 670	\$ 1,303
Other Receipts	151	183
Payments to Employees	(15,626)	(13,517)
Payments to Suppliers	(27,670)	(26,965)
Net Cash Provided (Used) by Operating Activities	<u>(42,475)</u>	<u>(38,996)</u>
Cash Flows from Noncapital Financing Activities		
Sales Tax Received	46,700	39,530
Operating Grants Received	23,845	10
Net Cash Provided (Used) by Noncapital Financing Activities	<u>70,545</u>	<u>39,540</u>
Cash Flows from Capital and Related Financing Activities		
Capital Contributions	5,169	923
Net proceeds from the Disposition of Capital Assets	204	157
Debt Service Leases	(189)	(196)
Acquisition and Construction of Capital Assets	(4,446)	(5,136)
Net Cash Used in Capital and Related Financing Activities	<u>738</u>	<u>(4,252)</u>
Cash Flows from Investing Activities		
Interest and Dividends	58	230
Net Cash Provided by Investing Activities	<u>58</u>	<u>230</u>
Net Increase (Decrease) in Cash and Cash Equivalents	28,866	(3,478)
Balances - Beginning of the Year	38,016	41,493
Balances - End of the Year	<u>\$ 66,882</u>	<u>\$ 38,016</u>
Reconciliation of Operating Income (Loss) to Net Cash Provided (Used) by Operating Activities		
Operating income (loss)	\$ (40,478)	\$ (43,590)
Adjustments to reconcile operating income to net cash provided (used) by operating activities:		
Depreciation & Amortization Expense	4,713	4,763
PERS Pension Expense / (Credit)	(6,190)	(2,098)
OPEB Expense / (Credit)	(864)	1,268
Non-Operating Admin Expense	(5)	-
Change in Assets and Liabilities:		
Receivables, Net	(253)	284
Inventories	(174)	115
Prepaid Expense	48	(99)
Payables	509	9
Vacation Accrual	219	352
Net Cash (Used) by Operating Activities	<u>\$ (42,475)</u>	<u>\$ (38,996)</u>

NON-CASH TRANSACTIONS:

Non-cash investing, capital, or financing activities includes net capital contributions accruals of \$0.2 million in 2021 and \$2.6 million in 2020.

The accompanying notes are an integral part of this statement.

NOTE 1 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The financial statements of Ben Franklin Transit (BFT) have been prepared in conformity with generally accepted accounting principles (GAAP) as applied to governmental units. The Governmental Accounting Standards Board (GASB) is the accepted standard setting body for establishing governmental accounting and financial reporting principles. The significant accounting policies are described below.

- A. Reporting Entity** – The transit was incorporated on May 11, 1981 and operates under the laws of the State of Washington applicable to municipal corporations. BFT was formed under the authority of Chapter 36.57A of the Revised Code of Washington State.

As required by GAAP, the financial statements present BFT as the primary government. Management has considered all potential component units in defining the reporting entity. The transit has no component units. BFT is a separate entity and is fiscally independent of other state and local government entities. Per criteria of GASB 14, BFT is a primary government for reporting and there are no additional entities or funds for which BFT has reporting responsibilities.

BFT is a special purpose government and provides Fixed Route, Paratransit, Vanpool, and General Demand services to the public in portions of Benton and Franklin Counties and is supported primarily through user charges and locally generated sales tax.

BFT is governed by a nine-member Board of Directors comprised of two Franklin County Commissioners, one Benton County Commissioner and one City Council member from Benton City, City of Kennewick, City of Pasco, City of Prosser, City of Richland, and the City of West Richland. In 2010 a non-voting board member was added to represent the labor unions of BFT.

- B. Measurement Focus, Basis of Accounting** – BFT’s accounting records are maintained in accordance with methods prescribed by the Federal Transit Administration (FTA) per Section 15 of the Federal Transit Act of 1992, as amended and the Washington State Auditor under the authority of 43.09 Revised Code of Washington. The transit uses the Budgeting, Accounting and Reporting System (BARS) for GAAP for Transit Districts in the State of Washington.

The transit’s statements are reported using the economic resources measurement focus and full-accrual basis of accounting. Revenues are recorded when earned and expenses are recorded when liability is incurred regardless of the timing of the cash flows.

The transit distinguishes operating revenues and expenses from nonoperating items. Operating revenues and expenses generally result from providing services and producing and delivering goods in connection with a proprietary fund’s principal ongoing operations. The principal operating revenues of the transit are charges to customers for passenger fares. Operating expenses for the transit include all costs related to providing transit service. These costs include labor, fringe benefits, materials, supplies, services, utilities, rentals, leases, and depreciation on capital assets. All revenues and expenses not meeting this definition are reported as nonoperating revenues and expenses.

NOTE 1 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

C. Assets, Liabilities, and Net Position

1. Cash and Cash Equivalents – It is BFT’s policy to invest temporary cash surpluses. At December 31, 2021, the treasurer was holding \$66.2 million in short-term residual investments of surplus cash. This amount at the end of 2020 was \$38.0 million. This amount is classified on the statement of net position as cash and cash equivalents.

For purposes of the statement of cash flows, the transit considers all highly liquid investments (including restricted assets) with a maturity of three months or less when purchased to be cash equivalents.

2. Investments – State statutes permit BFT to invest in obligations of the United States, certificates of deposits issued by banks that are designated as public depositories by the Washington Public Deposit Protection Commission (PDPC), and the Local Government Investment Pool (LGIP). Investments are reported at fair value measured by quoted market price. The reported value of the LGIP is the same as the fair value of the pool shares. For more details see Note 2, Deposits and Investments.
3. Receivables – Taxes receivable consists of uncollected sales tax revenue from the state and related interest and penalties.

Customer accounts receivable consist of amounts owed from private individuals or organizations for goods and services including amounts owed for which billings have not been prepared. Notes and contracts receivable consist of amounts owed on open account from private individuals or organizations for goods and services rendered.

4. Inventories – Inventory consists of fuel, tires, repair parts, and supplies. Purchases are recorded as increases to inventory and valued by the First In, First Out (FIFO) method (which approximates the market value).
5. Prepayments - Prepaid expenses are amounts paid to secure the use of assets or the receipt of services, software licensing and insurance, with an initial cost of more than \$5,000 and an estimated useful life in excess of one year. Such assets are recorded at cost and amortized over estimated economic useful life of the asset.
6. Restricted Assets – Restricted assets are temporary restricted cash and cash equivalents resulting from the sale of property in which the FTA restricts the use of proceeds to the investment of approved capital assets.
7. Capital Assets – Capital assets, which include property, facilities, equipment, and intangibles are defined by BFT as assets with an initial, individual cost of more than \$5,000 and an estimated useful life in excess of 1 year. Such assets are recorded at historical cost or estimated historical cost if purchased or constructed. Donated capital assets are recorded at acquisition value at the date of donation. The value of lease related capital assets (net present value of the lease) are calculated per GASB 87.

NOTE 1 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Costs for additions or improvements to capital assets are capitalized when they increase the effectiveness or efficiency of the asset. The costs of normal maintenance and repairs are not capitalized. No depreciation is provided on works in progress until work is completed and the asset is placed in service.

BFT has acquired certain assets with funding provided by federal financial assistance programs. Depending on the terms of the agreements involved, the federal government could retain an equity interest in these assets. However, BFT has sufficient legal interest to accomplish the purposes for which the assets were acquired and has included such assets within the applicable account.

Depreciation is computed using the straight-line method over estimated useful lives as follows:

Asset	Years
Vehicles	4 - 14
Buildings and Structures	10 - 40
Equipment and Furnishings	2 - 20
Intangibles	2 - 20
Land Improvements	5 - 40

(Also, see Note 4 – Capital Assets)

8. Compensated Absences – Compensated absences are absences for which employees will be paid, such as general leave. General leave banks are split between Regular and Sick leave (I-1433).

Sick leave accrues and may be used beginning with the first day of employment. Employees accrue one hour of sick leave for every 40 hours worked.

Regular leave is calculated and added to the employee's leave bank upon completion of probation. Rates for regular leave are accrued per the employee's CBA for represented employees and per the Comprehensive Benefits Policy for non-represented employees.

Employees may accumulate up to 480 hours of general leave. General leave hours do not expire. Accrued compensated absences are payable upon request, termination, resignation, retirement and death.

For purposes of calculating the restricted net position related to the net pension asset, BFT includes the net pension asset and the related deferred outflows and deferred inflows.

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 1 – SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

9. Pensions – For purposes of measuring the net pension liability or asset, deferred outflows of resources and deferred inflows of resources related to pensions, and pension expense, information about the fiduciary net position of all state sponsored pension plans and additions to/deductions from those plans' fiduciary net position have been determined on the same basis as they are reported by the Washington State Department of Retirement Systems. For this purpose, benefit payments (including refunds of employee contributions) are recognized when due and payable in accordance with the benefit terms. Investments are reported at fair value.
10. Federal, State, and Local Grant Funds – Grants are accounted for in accordance with the purpose for which the funds are intended. Approved grants for the acquisition of land, building, and equipment are recorded as capital contributions as the related grant conditions are met. Approved grants for operating assistance are recorded as revenues in the year in which the related grant conditions are met. Advances on grants are recorded as a liability until related grant conditions are met.
11. Leases - BFT implemented GASB 87 Leases in 2019. BFT's leases of Buildings & Structures and Equipment (or grouping of similar leases) must have a term of 12 months or greater and a Net Present Value (NPV) equal to or greater than \$5,000 to be accounted for per GASB 87 guidelines. For more details see Note 10 Leases – (Lessees).

NOTE 2 – DEPOSITS AND INVESTMENTS

Cash and investments are classified in the accompanying financial statements as of December 31, 2021, and 2020 respectfully as follows:

Composition of Cash & Investments
(in Thousands)

	2021	2020
Demand Deposits	\$ 18,032	\$ 9,797
Investments in Local Government Investment Pool (LGIP)	48,248	28,218
Investments having original maturities of less than 3 months	-	-
Total Cash, Cash Equivalents & Investments	\$ 66,280	\$ 38,015

BFT's bank deposits and certificates of deposit are entirely insured by the Federal Depository Insurance Corporation (FDIC) or by collateral held in a multiple financial institution collateral pool administered by the Washington Public Deposit Protection Commission (PDPC).

Currently BFT does not have a policy for custodial credit risk as that risk does not currently exist.

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 2 – DEPOSITS AND INVESTMENTS (continued)

Investments in Local Government Investment Pool (LGIP)

BFT is a voluntary participant in the LGIP, an external investment pool operated by the Washington State Treasurer. The pool is not rated and not registered with the SEC. Rather, oversight is provided by the State Finance Committee in accordance with RCW 43.250. Investments in the LGIP are reported at amortized cost, which is the same as the value of the pool per share. The LGIP does not impose any restrictions on participant withdrawals.

The Office of the State Treasurer prepares a stand-alone financial report for the pool. A copy of the report is available from the Office of the State Treasurer, PO Box 40200, Olympia, Washington 98504-0200, online at www.tre.wa.govv.

NOTE 3 – RECEIVABLE AND PAYABLE BALANCES

Receivables and Payables as of December 31, 2021, and 2020 consist of the following:

(in Thousands)

	2021	2020
Operating Grants Receivable	\$ 20	\$ 13,619
Customer Payments Receivable	285	218
Employee Payments Receivable	39	41
Capital Grants and Contributions Receivable	1,458	6,170
Other Cash Receivable	223	35
Sales Tax Receivable	8,859	7,290
Total Receivables	\$ 10,885	\$ 27,374
Accounts Payable	\$ 2,623	\$ 1,507
Contracts Payable	-	4
Total Payables	\$ 2,623	\$ 1,511

Ben Franklin Transit
Notes to the Financial Statements
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NOTE 4 – CAPITAL ASSETS

Activity for the year ended December 31, 2021 was as follows (*in Thousands*):

Description	Balance	Increases	Decreases	Adjustments	Balance
	Jan 1, 2021				Dec 31, 2021
Capital Assets, Not Being Depreciated:					
Land	\$ 2,209	\$ 967	\$ -	\$ -	\$ 3,176
Work in Progress	1,947	2,901	2,016	-	2,832
Total Capital Assets, Not Being Depreciated	<u>4,156</u>	<u>3,868</u>	<u>2,016</u>	<u>-</u>	<u>6,008</u>
Capital Assets, Being Depreciated:					
Vehicles	46,760	472	1,580	-	45,651
Building and Structures	22,286	1,688	-	-	23,974
Equipment and Furnishing	3,895	526	-	-	4,421
Intangibles	1,037	60	-	-	1,097
Leases-Buildings & Structures	721	306	-	(4)	1,023
Leases-Equipment	167	56	28	-	195
Total Capital Assets, Being Depreciated	<u>74,866</u>	<u>3,108</u>	<u>1,608</u>	<u>(4)</u>	<u>76,361</u>
Less Accumulated Depreciation/Amortization For:					
Vehicles	26,080	3,113	1,400	-	27,793
Building and Structures	12,768	582	-	-	13,350
Equipment and Furnishing	2,279	531	-	-	2,810
Intangibles	504	258	-	-	762
Leases-Buildings & Structures	184	183	-	5	372
Leases-Equipment	73	40	28	1	86
Total Accumulated Depreciation/Amortization	<u>41,888</u>	<u>4,707</u>	<u>1,428</u>	<u>6</u>	<u>45,173</u>
Total Capital Assets, Being Depreciated, Net	<u>32,978</u>	<u>(1,599)</u>	<u>180</u>	<u>(10)</u>	<u>31,188</u>
Business-type Activities Capital Assets, Net	<u>\$ 37,134</u>	<u>\$ 2,269</u>	<u>\$ 2,196</u>	<u>\$ (10)</u>	<u>\$ 37,196</u>

Construction Commitments

At December 31, 2021, BFT's commitments with contractors are as follows (*in Thousands*):

Project	Spent to Date	Remaining Commitment
Passenger Amenities Project	\$ 461	\$ 13
Fixed Route Buses	\$ -	\$ 4,523
Total	\$ 461	\$ 4,537

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 4 – CAPITAL ASSETS (continued)

Activity for the year ended December 31, 2020 was as follows (*in Thousands*):

Description	Balance Jan 1, 2020	Increases	Decreases	Adjustments	Balance Dec 31, 2020
Capital Assets, Not Being Depreciated:					
Land	\$ 2,209	\$ -	\$ -	\$ -	\$ 2,209
Work in Progress	2,623	829	1,505	-	1,947
Total Capital Assets, Not Being Depreciated	<u>4,832</u>	<u>829</u>	<u>1,505</u>	<u>-</u>	<u>4,156</u>
Capital Assets, Being Depreciated:					
Vehicles	45,474	3,639	2,354	-	46,760
Building and Structures	20,450	1,836	-	-	22,285
Equipment and Furnishing	4,631	392	-	(1,128)	3,895
Intangibles	-	53	-	984	1,037
Leases-Buildings & Structures	386	440	105	-	721
Leases-Equipment	120	55	8	-	167
Total Capital Assets, Being Depreciated	<u>71,061</u>	<u>6,415</u>	<u>2,467</u>	<u>(144)</u>	<u>74,865</u>
Less Accumulated Depreciation/Amortization For:					
Vehicles	25,073	3,360	2,354	-	26,079
Building and Structures	12,258	509	-	-	12,767
Equipment and Furnishing	2,084	488	-	(293)	2,279
Intangibles	-	247	-	257	504
Leases-Buildings & Structures	61	154	31	-	184
Leases-Equipment	37	40	4	-	73
Total Accumulated Depreciation/Amortization	<u>39,513</u>	<u>4,798</u>	<u>2,389</u>	<u>(36)</u>	<u>41,887</u>
Total Capital Assets, Being Depreciated, Net	<u>31,548</u>	<u>1,617</u>	<u>78</u>	<u>(108)</u>	<u>32,978</u>
Business-type Activities Capital Assets, Net	<u>\$ 36,380</u>	<u>\$ 2,446</u>	<u>\$ 1,583</u>	<u>\$ (108)</u>	<u>\$ 37,134</u>

Software purchases totaling \$0.9 million were reported as capital assets in the Equipment and Furnishings category in prior years. Those purchases and their associated depreciation/amortization were reclassified in 2020 as Intangible Assets per GASB 51.

Construction Commitments

At December 31, 2020, BFT's commitments with contractors are as follows (*in Thousands*):

Project	Spent to Date	Remaining Commitment
Passenger Amenities Project	\$ -	\$ 414
Total	\$ -	\$ 414

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 5 – PENSION PLANS

The following table represents the aggregate pension amounts for all plans for the years 2021 and 2020 (*in Thousands*):

Aggregate Pension Amounts – All Plans		
	2021	2020
Pension liabilities	\$ 1,612	\$ 6,471
Pension assets	\$ 16,911	\$ -
Deferred outflows of resources	\$ 2,456	\$ 2,493
Deferred inflows of resources	\$ 17,358	\$ 1,815
Pension expense/expenditures	\$ 3,747	\$ 417

State Sponsored Pension Plans

Substantially all Ben Franklin Transit (BFT) full-time and qualifying part-time employees participate in one of the following statewide retirement systems administered by the Washington State Department of Retirement Systems, under cost-sharing, multiple-employer public employee defined benefit and defined contribution retirement plans. The state Legislature establishes, and amends, laws pertaining to the creation and administration of all public retirement systems.

The Department of Retirement Systems (DRS), a department within the primary government of the State of Washington, issues a publicly available annual comprehensive financial report (ACFR) that includes financial statements and required supplementary information for each plan. The DRS ACFR may be obtained by writing to:

Department of Retirement Systems
Communications Unit
P.O. Box 48380
Olympia, WA 98540-8380

Or, the DRS ACFR may be downloaded from the DRS website at www.drs.wa.gov.

Public Employees' Retirement System (PERS)

PERS members include elected officials; state employees; employees of the Supreme, Appeals and Superior Courts; employees of the legislature; employees of district and municipal courts; employees of local governments; and higher education employees not participating in higher education retirement programs. PERS is comprised of three separate pension plans for membership purposes. PERS plans 1 and 2 are defined benefit plans, and PERS plan 3 is a defined benefit plan with a defined contribution component.

PERS Plan 1 provides retirement, disability and death benefits. Retirement benefits are determined as two percent of the member's average final compensation (AFC) times the member's years of service. The AFC is the average of the member's 24 highest consecutive service months. Members are eligible for retirement from active status at any age with at least 30 years of service, at age 55 with at least 25 years of service, or at age 60 with at least five years of service. Members retiring from active status prior to the age of 65 may receive actuarially reduced benefits. Retirement benefits are actuarially reduced to reflect the choice of a survivor

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 5 – PENSION PLANS (continued)

benefit. Other benefits include duty and non-duty disability payments, an optional cost-of-living adjustment (COLA), and a one-time duty-related death benefit, if found eligible by the Department of Labor and Industries. PERS 1 members were vested after the completion of five years of eligible service. The plan was closed to new entrants on September 30, 1977.

Contributions

The **PERS Plan 1** member contribution rate is established by State statute at 6 percent. The employer contribution rate is developed by the Office of the State Actuary and includes an administrative expense component that is currently set at 0.18 percent. Each biennium, the state Pension Funding Council adopts Plan 1 employer contribution rates. The PERS Plan 1 required contribution rates (expressed as a percentage of covered payroll) for 2021 and 2020 were as follows:

PERS Plan 1		
Actual Contribution Rates	Employer	Employee*
January – June 2021		
PERS Plan 1	7.92%	6.00%
PERS Plan 1 UAAL	4.87%	
Administrative Fee	0.18%	
Total	12.97%	6.00%
July – December 2021		
PERS Plan 1	10.07%	6.00%
Administrative Fee	0.18%	
Total	10.25%	6.00%
July 2019 – August 2020		
PERS Plan 1	7.92%	6.00%
PERS Plan 1 UAAL	4.76%	
Administrative Fee	0.18%	
Total	12.86%	6.00%
September – December 2020		
PERS Plan 1	7.92%	6.00%
PERS Plan 1 UAAL	4.87%	
Administrative Fee	0.18%	
Total	12.97%	6.00%

* For employees participating in JBM, the contribution rate was 12.26%.

PERS Plan 2/3 provides retirement, disability and death benefits. Retirement benefits are determined as two percent of the member's average final compensation (AFC) times the member's years of service for Plan 2 and 1 percent of AFC for Plan 3. The AFC is the average of the member's 60 highest-paid consecutive service months. There is no cap on years of service credit. Members are eligible for retirement with a full benefit at 65 with at least five years of service credit. Retirement before age 65 is considered an early retirement. PERS Plan 2/3 members who have at least 20 years of service credit and are 55 years of age or older, are eligible for early retirement with a benefit that is reduced by a factor that varies according to age for each year before age 65. PERS Plan 2/3 members who have 30 or more years of service credit and are at

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 5 – PENSION PLANS (continued)

least 55 years old can retire under one of two provisions:

- With a benefit that is reduced by three percent for each year before age 65; or
- With a benefit that has a smaller (or no) reduction (depending on age) that imposes stricter return-to-work rules.

PERS Plan 2/3 members hired on or after May 1, 2013, have the option to retire early by accepting a reduction of five percent for each year of retirement before age 65. This option is available only to those who are age 55 or older and have at least 30 years of service credit. PERS Plan 2/3 retirement benefits are also actuarially reduced to reflect the choice of a survivor benefit. Other PERS Plan 2/3 benefits include duty and non-duty disability payments, a cost-of-living allowance (based on the CPI), capped at three percent annually and a one-time duty related death benefit, if found eligible by the Department of Labor and Industries. PERS 2 members are vested after completing five years of eligible service. Plan 3 members are vested in the defined benefit portion of their plan after ten years of service; or after five years of service if 12 months of that service are earned after age 44.

PERS Plan 3 defined contribution benefits are totally dependent on employee contributions and investment earnings on those contributions. PERS Plan 3 members choose their contribution rate upon joining membership and have a chance to change rates upon changing employers. As established by statute, Plan 3 required defined contribution rates are set at a minimum of 5 percent and escalate to 15 percent with a choice of six options. Employers do not contribute to the defined contribution benefits. PERS Plan 3 members are immediately vested in the defined contribution portion of their plan.

Contributions

The **PERS Plan 2/3** employer and employee contribution rates are developed by the Office of the State Actuary to fully fund Plan 2 and the defined benefit portion of Plan 3. The Plan 2/3 employer rates include a component to address the PERS Plan 1 UAAL and an administrative expense that is currently set at 0.18 percent. Each biennium, the state Pension Funding Council adopts Plan 2 employer and employee contribution rates and Plan 3 contribution rates. The PERS Plan 2/3 required contribution rates (expressed as a percentage of covered payroll) for 2021 and 2020 were as follows:

PERS Plan 2/3		
Actual Contribution Rates	Employer 2/3	Employee 2*
January – June 2021		
PERS Plan 2/3	7.92%	7.90%
PERS Plan 1 UAAL	4.87%	
Administrative Fee	0.18%	
Employee PERS Plan 3		Varies
Total	12.97%	7.90%
July – December 2021		
PERS Plan 2/3	6.36%	6.36%
PERS Plan 1 UAAL	3.71%	
Administrative Fee	0.18%	
Employee PERS Plan 3		Varies
Total	10.25%	6.36%

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 5 – PENSION PLANS (continued)

PERS Plan 2/3		
Actual Contribution Rates	Employer 2/3	Employee 2
July 2019 – August 2020		
PERS Plan 2/3	7.92%	7.90%
PERS Plan 1 UAAL	4.76%	
Administrative Fee	0.18%	
Employee PERS Plan 3		Varies
Total	12.86%	7.90%
September – December 2020		
PERS Plan 2/3	7.92%	7.90%
PERS Plan 1 UAAL	4.87%	
Administrative Fee	0.18%	
Employee PERS Plan 3		Varies
Total	12.97%	7.90%

* For employees participating in JBM, the contribution rate was 15.90%.

BFT's actual PERS plan contributions to plans for the fiscal years 2021 and 2020 ending December 31, were as follows (*in Thousands*):

BFT's Actual Contributions		
	2021	2020
PERS Plan 1	\$ 916	\$ 951
PERS Plan 2/3	\$ 1,527	\$ 1,564

Actuarial Assumptions - 2021

The total pension liability (TPL) for each of the DRS plans was determined using the most recent actuarial valuation completed in 2021 with a valuation date of June 30, 2020. The actuarial assumptions used in the valuation were based on the results of the Office of the State Actuary's (OSA) 2013-2018 *Demographic Experience Study* and the 2019 *Economic Experience Study*.

Additional assumptions for subsequent events and law changes are current as of the 2020 actuarial valuation report. The TPL was calculated as of the valuation date and rolled forward to the measurement date of June 30, 2021. Plan liabilities were rolled forward from June 30, 2020, to June 30, 2021, reflecting each plan's normal cost (using the entry-age cost method), assumed interest and actual benefit payments.

- **Inflation:** 2.75% total economic inflation; 3.50% salary inflation
- **Salary increases:** In addition to the base 3.50% salary inflation assumption, salaries are also expected to grow by promotions and longevity.
- **Investment rate of return:** 7.4%

NOTE 5 – PENSION PLANS (continued)

Mortality rates were developed using the Society of Actuaries' Pub. H-2020 mortality rates, which vary by member status, as the base table. The OSA applied age offsets for each system, as appropriate, to better tailor the mortality rates to the demographics of each plan. OSA applied the long-term MP-2017 generational improvement scale, also developed by the Society of Actuaries, to project mortality rates for every year after the 2010 base table. Mortality rates are applied on a generational basis; meaning, each member is assumed to receive additional mortality improvements in each future year throughout his or her lifetime.

There were no changes in assumptions since the last valuation. There were changes in methods since the last valuation.

- For purposes of the June 30, 2020 Actuarial Valuation Report (AVR), a non-contribution rate setting valuation under current funding policy, the Office of the State Actuary (OSA) introduced temporary method changes to produce asset and liability measures as of the valuation date. See high-level summary below. OSA will revert back to the methods outlined in the 2019 AVR when preparing the 2021 AVR, a contribution rate-setting valuation, which will serve as the basis for 2022 ACFR results.
- To produce measures at June 30, 2020, unless otherwise noted in the 2020 AVR, OSA relied on the same data, assets, methods, and assumptions as the June 30, 2019 AVR. OSA projected the data forward one year reflecting assumed new hires and current members exiting the plan as expected. OSA estimated June 30, 2020, assets by relying on the fiscal year end 2019 assets, reflecting actual investment performance over FY 2020, and reflecting assumed contribution amounts and benefit payments during FY 2020. OSA reviewed the actual June 30, 2020, participant and financial data to determine if any material changes to projection assumptions were necessary. OSA also considered any material impacts to the plans from 2021 legislation. See the 2020 AVR for more information.

Actuarial Assumptions - 2020

The total pension liability (TPL) for each of the DRS plans was determined using the most recent actuarial valuation completed in 2020 with a valuation date of June 30, 2019. The actuarial assumptions used in the valuation were based on the results of the Office of the State Actuary's (OSA) 2013-2018 Experience Study and the 2019 Economic Experience Study.

Additional assumptions for subsequent events and law changes are current as of the 2019 actuarial valuation report. The TPL was calculated as of the valuation date and rolled forward to the measurement date of June 30, 2020. Plan liabilities were rolled forward from June 30, 2019, to June 30, 2020, reflecting each plan's normal cost (using the entry-age cost method), assumed interest and actual benefit payments.

- **Inflation:** 2.75% total economic inflation; 3.50% salary inflation
- **Salary increases:** In addition to the base 3.50% salary inflation assumption, salaries are also expected to grow by promotions and longevity.
- **Investment rate of return:** 7.4%

NOTE 5 – PENSION PLANS (continued)

Mortality rates were developed using the Society of Actuaries' Pub. H-2020 mortality rates, which vary by member status, as the base table. The OSA applied age offsets for each system, as appropriate, to better tailor the mortality rates to the demographics of each plan. OSA applied the long-term MP-2017 generational improvement scale, also developed by the Society Actuaries, to project mortality rates for every year after the 2010 base table. Mortality rates are applied on a generational basis; meaning, each member is assumed to receive additional mortality improvements in each future year throughout his or her lifetime.

There were changes in methods and assumptions since the last valuation.

- OSA updated its demographic assumptions based on the results of its latest demographic experience study. See OSA's 2013-2018 Demographic Experience Study at leg.wa.gov/osa.
- OSA updated the Early Retirement Factors and Joint-and-Survivor factors used in its model to match the ones implemented by DRS on October 1, 2020. These factors are used to value benefits for members who elect to retire early and for survivors of members that die prior to retirement.
- The valuation includes liabilities and assets for Plan 3 members purchasing Total Allocation Portfolio annuities when determining contribution rates and funded status.
- OSA simplified its modeling of medical premium reimbursements for survivors of duty-related deaths in LEOFF 2.
- OSA changed its method of updating certain data items that change annually, including the public safety duty-related death lump sum and Washington state average wage. OSA set these values at 2018 and will project them into the future using assumptions until the next Demographic Experience Study in 2025. See leg.wa.gov/osa for more information on this method change.

Discount Rate

The discount rate used to measure the total pension liability for all DRS plans was 7.4 percent.

To determine that rate, an asset sufficiency test was completed to test whether each pension plan's fiduciary net position was sufficient to make all projected future benefit payments for current plan members. Based on OSA's assumptions, the pension plans' fiduciary net position was projected to be available to make all projected future benefit payments of current plan members. Therefore, the long-term expected rate of return of 7.4 percent was used to determine the total liability.

Long-Term Expected Rate of Return

The long-term expected rate of return on the DRS pension plan investments of 7.4 percent was determined using a building-block-method. In selecting this assumption, the Office of the State Actuary (OSA) reviewed the historical experience data, considered the historical conditions that produced past annual investment returns, and considered Capital Market Assumptions (CMA's) and simulated expected investment returns provided by the Washington State Investment Board (WSIB). The WSIB uses the CMA's and their target asset allocation to simulate future investment returns at various future times.

Ben Franklin Transit
Notes to the Financial Statements
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NOTE 5 – PENSION PLANS (continued)

Estimated Rates of Return by Asset Class

Best estimates of arithmetic real rates of return for each major asset class included in the pension plan's target asset allocation as of June 30, 2021 and June 30, 2020, are summarized in the table below. The inflation component used to create the table is 2.2 percent and represents the WSIB's most recent long-term estimate of broad economic inflation.

Asset Class	2021 Target Allocation	2021 % Long-Term Expected Real Rate of Return Arithmetic	2020 Target Allocation	2020 % Long-Term Expected Real Rate of Return Arithmetic
Fixed Income	20%	2.20%	20%	2.20%
Tangible Assets	7%	5.10%	7%	5.10%
Real Estate	18%	5.80%	18%	5.80%
Global Equity	32%	6.30%	32%	6.30%
Private Equity	23%	9.30%	23%	9.30%
	100%		100%	

Sensitivity of the Net Pension Liability/(Asset)

The table below presents BFT's 2021 proportionate share of the net pension liability calculated using the discount rate of 7.4 percent, as well as what BFT's proportionate share of the net pension liability would be if it were calculated using a discount rate that is 1-percentage point lower (6.4 percent) or 1-percentage point higher (8.4 percent) than the current rate.

As of June 30, 2021 (*in Thousands*):

Plan	1% Decrease (6.4%)	Current Discount Rate (7.4%)	1% Increase (8.4%)
PERS 1	\$ 2,746	\$ 1,612	\$ 623
PERS 2/3	\$ (4,818)	\$ (16,911)	\$ (26,870)

The table below presents BFT's 2020 proportionate share of the net pension liability calculated using the discount rate of 7.4 percent, as well as what BFT's proportionate share of the net pension liability would be if it were calculated using a discount rate that is 1-percentage point lower (6.4 percent) or 1-percentage point higher (8.4 percent) than the current rate.

As of June 30, 2020 (*in Thousands*):

Plan	1% Decrease (6.4%)	Current Discount Rate (7.4%)	1% Increase (8.4%)
PERS 1	\$ 5,544	\$ 4,426	\$ 3,451
PERS 2/3	\$ 12,728	\$ 2,046	\$ (6,751)

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 5 – PENSION PLANS (continued)

Pension Plan Fiduciary Net Position

Detailed information about the State’s pension plans’ fiduciary net position is available in the separately issued DRS financial report.

Pension Liabilities (Assets), Pension Expense, and Deferred Outflows of Resources and Deferred Inflows of Resources Related to Pensions

At June 30, 2021, and June 30, 2020 BFT reported a net pension asset of \$16.9 million and a net pension liability of \$1.6 million, respectively, for its proportionate share of the net pension asset and net pension liability as follows (*in Thousands*):

Plan	2021 Liability (or Asset)	2020 Liability (or Asset)
PERS 1	\$ 1,612	\$ 4,426
PERS 2/3	(\$ 16,911)	\$ 2,046

At June 30, 2021, June 30, 2020, and June 30, 2019 BFT’s proportionate share of the collective net pension liabilities was as follows:

Plan	Proportionate Share 6/30/21	Proportionate Share 6/30/20	Proportionate Share 6/30/19	Change in Proportion	
				2020 to 2021	2019 to 2020
PERS 1	0.132000%	0.125358%	0.127247%	0.006642%	(0.001889)%
PERS 2/3	0.169764%	0.159938%	0.161352%	0.009826%	(0.001414)%

Employer contribution transmittals received and processed by the DRS for the fiscal year ended June 30, 2021 are used as the basis for determining each employer’s proportionate share of the collective pension amounts reported by the DRS in the *Schedules of Employer and Nonemployer Allocations*.

Pension Expense

For the year ended December 31, 2021, and December 31, 2020 BFT recognized pension expense as follows (*in Thousands*):

Plan	2021 Pension Expense	2020 Pension Expense
PERS 1	\$ (54)	\$ 137
PERS 2/3	(3,694)	280
TOTAL	\$ (3,747)	\$ 417

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 5 – PENSION PLANS (continued)

Deferred Outflows of Resources and Deferred Inflows of Resources

At December 31, 2021, and December 31, 2020, BFT reported deferred outflows of resources and deferred inflows of resources related to pensions from the following sources (*in Thousands*):

PERS 1	2021		2020	
	Deferred Outflows of Resources	Deferred Inflows of Resources	Deferred Outflows of Resources	Deferred Inflows of Resources
Differences between expected and actual experience	\$ -	\$ -	\$ -	\$ -
Net difference between projected and actual investment earnings on pension plan investments	-	(1,789)	-	(25)
Changes of assumptions	-	-	-	-
Changes in proportion and differences between contributions and proportionate share of contributions	-	-	-	-
Contributions subsequent to the measurement date	417	-	496	-
TOTAL	\$ 417	\$ (1,789)	\$ 496	\$ (25)

PERS 2/3	2021		2020	
	Deferred Outflows of Resources	Deferred Inflows of Resources	Deferred Outflows of Resources	Deferred Inflows of Resources
Differences between expected and actual experience	\$ 821	\$ (207)	\$ 732	\$ (256)
Net difference between projected and actual investment earnings on pension plan investments	-	(14,134)	-	(104)
Changes of assumptions	25	(1,201)	29	(1,397)
Changes in proportion and differences between contributions and proportionate share of contributions	479	(28)	421	(33)
Contributions subsequent to the measurement date	714	-	814	-
TOTAL	\$ 2,039	\$ (15,570)	\$ 1,996	\$ (1,790)

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 5 – PENSION PLANS (continued)

PERS 1 & 2/3 COMBINED	2021		2020	
	Deferred Outflows of Resources	Deferred Inflows of Resources	Deferred Outflows of Resources	Deferred Inflows of Resources
Differences between expected and actual experience	\$ 821	\$ (207)	\$ 732	\$ (256)
Net difference between projected and actual investment earnings on pension plan investments	-	(15,923)	-	(129)
Changes of assumptions	25	(1,201)	29	(1,397)
Changes in proportion and differences between contributions and proportionate share of contributions	479	(28)	421	(33)
Contributions subsequent to the measurement date	1,131	-	1,310	-
TOTAL	\$ 2,456	\$ (17,359)	\$ 2,492	\$ (1,815)

2021 deferred outflows of resources related to pensions resulting from BFT's contributions subsequent to the measurement date will be recognized as a reduction of the net pension liability in the year ended December 31, 2022. 2020 deferred outflows of resources related to pensions resulting from BFT's contributions subsequent to the measurement date were recognized as a reduction of the net pension liability in the year ended December 31, 2021. Other amounts reported as deferred outflows and deferred inflows of resources related to pensions will be recognized in pension expense as follows (*in Thousands*):

As of December 31, 2021 (*in Thousands*):

Year ended December 31	PERS 1	PERS 2/3
2022	\$ (474)	\$ (3,741)
2023	\$ (434)	\$ (3,488)
2024	\$ (411)	\$ (3,346)
2025	\$ (470)	\$ (3,679)
2026	\$ -	\$ (21)
Thereafter	\$ -	\$ 32

As of December 31, 2020 (*in Thousands*):

Year ended December 31	PERS 1	PERS 2/3
2021	\$ (112)	\$ (752)
2022	\$ (4)	\$ (106)
2023	\$ 34	\$ 133
2024	\$ 57	\$ 265
2025	\$ -	\$ (52)
Thereafter	\$ -	\$ (97)

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 6 – CHANGES IN LONG-TERM LIABILITIES

During the year ended December 31, 2021, the following changes occurred in long-term liabilities (in Thousands):

Description	Balance			Balance Dec 31, 2021	Due Within One Year
	Jan 1, 2021	Additions	Reductions		
Compensated Absences	\$ 1,432	\$ 2,289	\$ 2,070	\$ 1,651	\$ 391
Net Pension Liability - PERS 1	4,426	-	2,814	1,612	-
Net Pension Liability - PERS 2/3	2,045	-	2,045	-	-
Total OPEB Liability	4,644	374	1,241	3,777	41
Lease Liability	618	369	204	783	204
Total Long-Term Liabilities:	\$ 13,165	\$ 3,032	\$ 8,374	\$ 7,823	\$ 636

During the year ended December 31, 2020, the following changes occurred in long-term liabilities (in Thousands):

Description	Balance			Balance Dec 31, 2020	Due Within One Year
	Jan 1, 2020	Additions	Reductions		
Compensated Absences	\$ 1,080	\$ 2,067	\$ 1,715	\$ 1,432	\$ 342
Net Pension Liability - PERS 1	4,893	484	951	4,426	-
Net Pension Liability - PERS 2/3	1,567	2,147	1,669	2,045	-
Total OPEB Liability	3,376	1,311	43	4,644	47
Lease Liability	416	229	27	618	208
Total Long-Term Liabilities:	\$ 11,332	\$ 6,238	\$ 4,405	\$ 13,165	\$ 597

(Also, see Note 1 item 8 – Compensated Absences)

NOTE 7 – CONTINGENCIES & LITIGATIONS

BFT has recorded in its financial statements all material liabilities, including an estimate for situations which are not yet resolved but where, based on available information, management believes it is probable that the transit will have to make payment. In the opinion of management, the transit's insurance policies are adequate to pay all known or pending claims.

BFT participates in a number of Federal and State assisted programs. These grants are subject to audit by the grantors or their representatives. Such audits could result in requests for reimbursement to grantor agencies for expenditures disallowed under the terms of the grants. BFT management believes that such disallowances, if any, will be immaterial.

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 8 – CAPITAL CONTRIBUTIONS

	<i>(in Thousands)</i>	
	<u>2021</u>	<u>2020</u>
Federal	\$ -	\$ 2,372
State	457	1,102
Total	<u>\$ 457</u>	<u>\$ 3,474</u>

Capital contributions include accruals of \$0.2 million in 2021, \$2.6 million in 2020 and \$1.4 million in 2019. BFT received \$1.9 million in 2020 accruals and \$0.7 million of 2019 accruals in 2021 leaving \$0.6 million of 2020 and \$0.7 million of 2019 accruals outstanding.

NOTE 9 – RISK MANAGEMENT

BFT is a member of the Washington State Transit Insurance Pool (WSTIP). WSTIP is a 25-member self-insurance program located in Olympia, Washington. WSTIP supplies BFT auto liability, general liability, public officials' liability coverage, all risk property coverage, auto physical damage coverage, boiler and machinery coverage, employee fidelity/crime coverage, and cyber liability coverage.

At the end of 2021, BFT retained a \$5,000 deductible for its all-risk property coverage which includes auto physical damage. BFT has a \$5,000 deductible for public official's liability coverage and has no deductible for general and auto liability risks covered by WSTIP.

WSTIP was formed by Interlocal Agreement on January 1, 1989, pursuant to Chapters 48.61 and 39.34 RCW. The purpose for forming WSTIP was to provide member transit agencies joint self-insurance, joint purchasing of insurance and joint contracting for hiring of personnel to provide risk management, claims handling, and administrative services. Transit agencies joining WSTIP must remain members for a minimum of 36 months. Members may withdraw after that time by giving six-month's written notice and at the end of the fiscal year. Any member who withdraws will not be allowed to rejoin for a period of 36 months.

Transit authorities applying for membership in WSTIP may do so on approval of a simple majority vote of the WSTIP Board of Directors. Underwriting and rate-setting policies have been established after consultation with actuaries. WSTIP members are subject to a supplemental assessment in the event of deficiencies. If WSTIP's assets were to be exhausted, members would be responsible for WSTIP's liabilities. WSTIP is regulated by the Washington State Risk Manager and audited annually by the Washington State Auditor.

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 9 – RISK MANAGEMENT (continued)

WSTIP utilizes a combination of self-insurance, reinsurance and excess insurance to provide the limits noted in the summary below. Carriers include Government Entities Mutual, Munich Reinsurance America, Hallmark Specialty Insurance Company, and Allied World Assurance Company for the liability lines; Evanston for auto physical damage; American International Group Inc (AIG)/National Union Fire Insurance for the crime policy; and Beazley Cyber Services for the cyber liability policy. The excess property carrier for all risk property and boiler and machinery is Alliant Property Insurance Program provided by Alliant Insurance Services.

BFT purchases a Covered Locations Pollution Liability insurance policy. The policy term is from April 4, 2021 to April 4, 2024. The carrier is Beazley Eclipse. The insuring agreement has coverage parts for covered location pollution liability coverage – new pollution conditions, covered location pollution liability coverage – existing pollution conditions, transportation pollution liability, and non-owned disposal site pollution liability. The policy covers cleanup costs, damages, and claims expenses. The limit of coverage is \$5 million each pollution condition – includes claims expenses with a \$5 million aggregate including claims expenses. BFT has a \$100,000 deductible per pollution condition. Locations must be listed to be covered.

BFT has not presented any claims to WSTIP in either 2020 or 2019 that exceeded its coverage limits through WSTIP.

RISK / EXPOSURE	COVERAGE		DEDUCTIBLE
GENERAL LIABILITY: Bodily Injury & Property Damage Personal Injury & Advertising Injury Contractual Liability	\$25 million	Per occurrence	\$0
Personal Injury and Advertising Injury	\$25 million	Per offense	\$0
Contractual liability	\$25 million	Per occurrence	\$0
Vanpool Driver Medical Expense Protection	\$35,000	Per occurrence	\$0
Underinsured Motorist Coverage (by mode)	\$60,000	Per occurrence	\$0
Permissive Use of a Member-Owned Motor Vehicle	\$100,000 for property damage and \$300,000 for bodily injury	Per occurrence	\$0
Endorsement 1: COMMUNICABLE DISEASE LIABILITY:	\$500,000	Per occurrence	\$0
Annual aggregate for all Members or Additional Covered Parties	\$2 million		

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 9 – RISK MANAGEMENT (continued)

Summary of coverage provided in 2021: (continued)

RISK / EXPOSURE	COVERAGE		DEDUCTIBLE
PUBLIC OFFICIALS LIABILITY	\$25 million	Per occurrence and aggregate	\$5,000
Endorsement 1:			
VIOLATIONS OF WAGE & HOUR LAWS	\$250,000	Per occurrence	\$25,000
Annual aggregate per Member	\$250,000		
	\$500 million	Per occurrence, all perils and insureds/members combined	\$5,000
PROPERTY COVERAGE			
All perils subject to the following sublimits:			
Flood zones A & V – annual aggregate	\$10 million	Per occurrence, annual aggregate	\$500,000
All flood zones except A & V – annual aggregate	\$50 million	Per occurrence, annual aggregate	\$500,000
Earthquake, volcanic eruption, landslide, and mine subsidence	\$25 million	Per occurrence, annual aggregate	5% subject to \$500,000 minimum per occurrence per unit
AUTO PHYSICAL DAMAGE			
Auto Physical Damage (below \$250,000 in value)	Fair market value		\$5,000
Auto Physical Damage for all vehicles with a model year of 2011 or later and valued over \$250,000	Replacement Cost	Limited to \$1.5 million any one vehicle	\$5,000
BOILER AND MACHINERY	\$100 million		\$250,000 or \$350,000 depending on size of boiler
CRIME / PUBLIC EMPLOYEE DISHONESTY including faithful performance. Also includes:	\$1 million	Per occurrence	\$10,000
Employee theft	\$1 million	Per occurrence	\$10,000
Forgery or alteration	\$1 million	Per occurrence	\$10,000
Inside the premises – theft of money and securities	\$1 million	Per occurrence	\$10,000
Inside the premises – robbery or safe burglary of other property	\$1 million	Per occurrence	\$10,000
Outside premises	\$1 million	Per occurrence	\$10,000
Computer fraud	\$1 million	Per occurrence	\$10,000
Funds Transfer Fraud	\$1 million	Per occurrence	\$10,000
Money orders and counterfeit money	\$1 million	Per occurrence	\$10,000
CYBER LIABILITY INSURANCE			
Annual Policy and Program Aggregate Limit of Liability for all policy holders (not just WSTIP members)	\$40 million		
Insured/Member Annual Aggregate Limit of Liability	\$2 million		\$5,000
BREACH RESPONSE COSTS	\$500,000	Aggregate for each insured/member (limit is increased to \$1 million if Beazley Nominated Service Providers are used)	
FIRST PARTY LOSS			
Business Interruption			
Resulting from Security Breach	\$750,000	Aggregate limit	
Resulting from System Failure	\$500,000	Aggregate limit	

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 9 – RISK MANAGEMENT (continued)

Summary of coverage provided in 2021: (continued)

RISK / EXPOSURE	COVERAGE		DEDUCTIBLE
CYBER LIABILITY INSURANCE (continued)			
Dependent Business Loss			
<i>Resulting from Security Breach</i>	\$750,000	Aggregate limit	
<i>Resulting from System Failure</i>	\$100,000	Aggregate limit	
Cyber Extortion Loss	\$750,000	Aggregate limit	
Data Recovery Costs	\$750,000	Aggregate limit	
LIABILITY			
Data & Network Liability	\$2 million	Aggregate limit	
Regulatory defense and penalties	\$2 million	Aggregate limit	
Payment Card Liabilities & Costs	\$2 million	Aggregate limit	
Media Liability	\$2 million	Aggregate limit	
eCRIME			
Fraudulent Instruction	\$75,000	Aggregate limit	
Funds Transfer Fraud	\$75,000	Aggregate limit	
Telephone Fraud	\$75,000	Aggregate limit	
CRIMINAL REWARD			
	\$25,000	Limit	
COVERAGE ENDORSEMENTS			
Reputation Loss	\$100,000	Limit of Liability	
Claims Preparation Costs for Reputation Loss Claims Only	\$50,000	Limit of Liability	
Computer Hardware Replacement Costs	\$100,000	Limit of Liability	
Invoice Manipulation	\$100,000	Limit of Liability	
Cryptojacking	\$25,000	Limit of Liability	

Following is a summary of coverage provided in 2020:

RISK / EXPOSURE	COVERAGE		DEDUCTIBLE
GENERAL LIABILITY			
Bodily Injury & Property Damage			\$0
Personal Injury & Advertising Injury		Per occurrence	
Contractual Liability	\$25 million		
Personal Injury and Advertising Injury	\$25 million	Per offense	\$0
Contractual liability			\$0
Vanpool Driver Medical Expense Protection	\$35,000	Per occurrence	\$0
Underinsured Motorist Coverage	\$60,000	Per occurrence	\$0
PUBLIC OFFICIALS LIABILITY			
Endorsement 1 - Per Occurrence and Annual	\$25 million	Per occurrence and aggregate	\$5,000
Per Member Aggregate	\$250,000	Per occurrence	\$25,000

* Each member selects the modes which uninsured motorist coverage is applied to.

PROPERTY COVERAGE

All perils subject to the following sublimits:	\$500 million	Per occurrence, all perils and insureds/ members combined	\$5,000
Flood zones A & V – annual aggregate	\$10 million	Per occurrence, annual aggregate	\$250,000
All flood zones except A & V – annual aggregate	\$50 million	Per occurrence, annual aggregate	\$250,000
Earthquake, volcanic eruption, landslide, and mine subsidence	\$25 million	Per occurrence, annual aggregate	5% subject to \$500,000 minimum per occurrence per unit

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 9 – RISK MANAGEMENT (continued)

Summary of coverage provided in 2020: (continued)

RISK / EXPOSURE	COVERAGE		DEDUCTIBLE
AUTO PHYSICAL DAMAGE			
Auto Physical Damage (below \$250,000 in value)	Fair market value		\$5,000
Auto Physical Damage for all vehicles with a model year of 2010 or later and valued over \$250,000	Replacement Cost	Limited to \$1.5 million any one vehicle	\$5,000
BOILER AND MACHINERY	\$100 million		\$250,000 or \$350,000 depending on size of boiler
CRIME / PUBLIC EMPLOYEE DISHONESTY			
Including faithful performance. (Also includes:)	\$1 million	Per occurrence	\$10,000
Employee theft	\$1 million	Per occurrence	\$10,000
Forgery or alteration	\$1 million	Per occurrence	\$10,000
Theft, disappearance and destruction (inside premises)	\$1 million	Per occurrence	\$10,000
Robbery and safe burglary (inside premises)	\$1 million	Per occurrence	\$10,000
Robbery and safe burglary (outside premises)	\$1 million	Per occurrence	\$10,000
Computer fraud	\$1 million	Per occurrence	\$10,000
Funds Transfer Fraud	\$1 million	Per occurrence	\$10,000
Money orders and counterfeit money	\$1 million	Per occurrence	\$10,000
CYBER LIABILITY INSURANCE			
Breach Response Costs	\$500,000	Limit increases to \$1 million if carrier's nominated service providers are utilized	
<i>First Party Loss</i>			
Business Interruption			
Resulting from Security Breach	\$2 million	Limit to Liability	
Resulting from System Failure	\$500,000	Limit to Liability	
Dependent Business Loss			
Resulting from Security Breach	\$750,000	Limit to Liability	
Resulting from System Failure	\$100,000	Limit to Liability	
Cyber Extortion Loss	\$2 million	Limit to Liability	
Data Recovery Costs	\$2 million	Limit to Liability	
LIABILITY			
Data & Network Liability	\$2 million	Limit to Liability	
Regulatory defense and penalties	\$2 million	Limit to Liability	
Payment Card liabilities & Costs	\$2 million	Limit to Liability	
Media Liability	\$2 million	Limit to Liability	
RISK / EXPOSURE	COVERAGE		DEDUCTIBLE
eCRIME			
Fraudulent Instruction	\$75,000	Limit to Liability	
Funds Transfer Fraud	\$75,000	Limit to Liability	
Telephone Fraud	\$75,000	Limit to Liability	
CRIMINAL REWARD	\$25,000	Limit	
COVERAGE ENDORSEMENTS			
Reputation Loss	\$50,000	Limit to Liability	
Claims Preparation Costs for Reputation Loss Claims Only	\$50,000	Limit to Liability	
Computer Hardware Replacement Costs	\$75,000	Limit to Liability	
Invoice Manipulation	\$100,000	Limit to Liability	
Cryptojacking	\$25,000	Limit to Liability	
POLLUTION LIABILITY INSURANCE			
Claims Including Claims Expenses	\$5,000,000	Per Occurrence	\$100,000

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 10 – LEASES- (LESSEES)

In 2019, BFT implemented GASB 87, Leases. BFT is committed under various leases for space and equipment. The major categories of leases are Park & Ride Lots (4 leases), Buildings (3 leases), Potable Water Coolers, Photocopy & Fax Equipment (10 leases) and Mail Equipment (2 leases). BFT does not acquire any interest in the property. Unless excluded, GASB 87 requires all leases over 12 months in duration are to be accounted for as Intangible Assets with corresponding Liabilities. The initial value of the asset and liability were determined by calculating the present value of the lease payments. Equipment values were calculated using a discount rate of 2.85% and Structure values were calculated using a discount rate of 2.75%. The rates used in the calculations were provided by BFT's bank, U.S. Bank, in February 2020, as the rates that U.S. Bank would charge BFT for financing purchases of similar assets. The rates provided were used for both 2021 and 2020 calculations.

Per GASB 87 variable payments based on future performance of the lessee or usage of the underlying asset should not be included in the measurement of the lease liability. Rather, those variable payments are recognized as outflows of resources (expense) in the period in which the obligation for those payments is incurred. BFT has one lease which incorporates variable payments based on usage. That lease is for vehicle tires from Bridgestone Americas Tire Operations, LLC. During 2021 and 2020 BFT paid Bridgestone \$145.8 thousand and \$137.9 thousand, respectively, for leasing tires.

As of December 31, 2021 and 2020, the outstanding balances of the Lease Assets (net of amortization) & Liabilities by category are (*in Thousands*):

Leases - December 31, 2021		
Category	Net Asset Balance	Liability Balance
Park & Ride Lots	\$64	\$69
Buildings	587	601
Sub-total Structures	651	669
Potable Water Coolers	4	4
Photocopy & Fax Equip.	86	87
Mail Equipment	19	21
Sub-total Equipment	109	113
Total	\$761	\$782

Leases - December 31, 2020		
Category	Net Asset Balance	Liability Balance
Park & Ride Lots	\$91	\$92
Buildings	446	429
Sub-total Structures	537	521
Potable Water Coolers	6	6
Photocopy & Fax Equip.	63	63
Mail Equipment	26	28
Sub-total Equipment	94	97
Total	\$631	\$618

As of December 31, 2021 and 2020, the principal and interest requirements to maturity on the leases are as follows (*in Thousands*):

Leases - 2021			
Year Ended December 31	Debt Service	Interest	Total
2022	\$ 204	\$19	\$223
2023	194	14	208
2024	197	8	205
2025	69	4	73
2026	31	3	34
2027-2031	88	6	94
2032-2036	0	0	0
Total	\$782	\$53	\$836

Leases - 2020			
Year Ended December 31	Debt Service	Interest	Total
2021	\$ 208	\$15	\$223
2022	198	9	207
2023	62	5	66
2024	36	4	40
2025	31	3	33
2026-2030	77	6	84
2031-2035	7	0	7
Total	\$618	\$41	\$659

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 11 – DEFINED BENEFIT OTHER POSTEMPLOYMENT BENEFIT (OPEB) PLANS – NO QUALIFYING TRUST

The following table represents the aggregate OPEB amounts for all plans subject to the requirements of GASB 75 for the years 2021 and 2020 (*in Thousands*):

Aggregate OPEB Amounts – All Plans		
	2021	2020
OPEB liabilities	\$3,776	\$4,644
OPEB assets	\$-0-	\$-0-
Deferred outflows of resources	\$20	\$23
Deferred inflows of resources	\$-0-	\$-0-
OPEB expense	\$868	\$1,311

- a. As a member of the Washington State Public Employees Benefit Board (PEBB) BFT offers employees who retire the option to continue medical coverage on a self-pay basis. BFT’s plan is considered a single-employer defined benefit plan.
- b. The plan is available to non-bargaining employees. The premiums for the retired employees are blended with the rates for active employees. The blending of rates is considered an implicit subsidy paid by BFT. There are no COLAs associated with the plan.
- c. At December 31, 2021 and 2020, the following employees were covered by the benefit terms:

	2021	2020
Inactive employees or beneficiaries currently receiving benefits	11	12
Inactive employees entitled to but not yet receiving benefits	9	3
Active employees	85	80
Total	105	95

- d. The plan is funded on a pay-as-you-go basis and there are no assets accumulated in a qualifying trust.

Assumptions and Other Inputs

The discount rate used in the online tool developed by the Office of the State Actuary was 2.21% for the beginning of the measurement year and 2.16% for the end of the measurement year. Projected salary changes were 3.5% plus service-based increases. Healthcare Trend rates used an initial rate from about 2.11%, reaching an ultimate rate of approximately 4.3% in 2075. Mortality rates were calculated using the PubG.H-2010 (General) base mortality table with an age setback of 0 years, mortality improvements using MP-2017 Long-Term Rates and a Generational projection period. An inflation rate of 2.75% was used. Post-retirement participation percentage was 65% and the percentage with spousal coverage was 45%.

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 11 – DEFINED BENEFIT OTHER POSTEMPLOYMENT BENEFIT (OPEB) PLANS – NO QUALIFYING TRUST (continued)

Assumptions for retirement, disability, termination, and mortality were based on the 2020 PEBB OPEB Actuarial Valuation Report (AVR). Retirement service for each active cohort was based on the average entry age of 35 with a minimum service of 1 year.

a. The following presents the net OPEB liability (*in Thousands*) of BFT calculated using the current healthcare cost trend rate of 6.8 percent, as well as what the OPEB liability would be if it were calculated using a discount rate that is 1-percentage point lower (5.8%) or 1-percentage point higher (7.8%) than the current rate.

	1% Decrease (5.8%)	Current Healthcare Cost Trend Rate (6.8%)	1% Increase (7.8%)
2021 Total OPEB Liability	\$3,058	\$3,776	\$4,731
2020 Total OPEB Liability	\$3,731	\$4,644	\$5,868

b. The following presents the net OPEB liability (*in Thousands*) of BFT calculated using the discount rate of 3.5 percent, as well as what the OPEB liability would be if it were calculated using a discount rate that is 1-percentage point lower (2.5%) or 1-percentage point higher (4.5%) than the current rate.

	1% Decrease (2.5%)	Current Discount Rate (3.5%)	1% Increase (4.5%)
2021 Total OPEB Liability	\$4,577	\$3,776	\$3,149
2020 Total OPEB Liability	\$5,677	\$4,644	\$3,840

Ben Franklin Transit
Notes to the Financial Statements
For the Years Ended December 31, 2021 and 2020

NOTE 11 – DEFINED BENEFIT OTHER POSTEMPLOYMENT BENEFIT (OPEB) PLANS – NO QUALIFYING TRUST (continued)

Changes in the Total OPEB Liability

The schedule of changes in the total OPEB liability follows (*in Thousands*):

PEBB Plan	2021	2020
Total OPEB Liability on January 1st	\$4,644	\$3,376
Service cost	265	170
Interest	108	123
Changes of benefit terms	0	0
Changes in Experience Data and Assumptions	(1,196)	1,018
Benefit payments	(45)	(43)
Other changes	0	0
Total OPEB Liability on December 31st	\$3,776	\$4,644

a. The Alternative Measurement Method (AMM) was performed with a valuation date of June 30, 2021. The AMM was used to measure the TOL in place of an actuarial valuation.

b. The backward projection of the liability reflected the estimated service cost, assumed interest, and expected benefit payments.

c. There were no changes of benefit terms that affected measurement of the TOL since the prior measurement date.

d. There were no obligations for the payment of benefits transferred from the employer to one or more insurance companies.

e. There were no changes between the measurement date of the TOL and the employer's reporting date that are expected to have any effect on the TOL.

f. The total OPEB expense recognized by BFT in the reporting period was (\$0.864) million.

g. At December 31, 2021, BFT reported deferred outflows of resources and deferred inflows of resources related to OPEB from the following sources (*in Thousands*):

	Deferred Outflows of Resources	Deferred Inflows of Resources
Differences between expected and actual experience	\$ -0-	\$-0-
Changes of assumptions	-0-	-0-
Payments subsequent to the measurement date	20	-0-
TOTAL*	\$20	\$-0-

NOTE 11 – DEFINED BENEFIT OTHER POSTEMPLOYMENT BENEFIT (OPEB) PLANS – NO QUALIFYING TRUST (continued)

i. At December 31, 2020, BFT reported deferred outflows of resources and deferred inflows of resources related to OPEB from the following sources (*in Thousands*):

	Deferred Outflows of Resources	Deferred Inflows of Resources
Differences between expected and actual experience	\$ -0-	\$-0-
Changes of assumptions	-0-	-0-
Payments subsequent to the measurement date	23	-0-
TOTAL*	\$23	\$-0-

Deferred outflows of resources of \$20.1 thousand, resulting from payments subsequent to the measurement date, will be recognized as a reduction of the total OPEB liability in the year ended December 31, 2022.

NOTE 12 – PRIOR PERIOD ADJUSTMENTS

2021: BFT reported no prior period adjustments.

2020: The prior period adjustment listed on the financial statements was due to the sales tax revenue accrual at the end of 2018 never being adjusted to actual during 2019.

NOTE 13 – COVID-19 PANDEMIC

In February 2020, the Governor of the state of Washington declared a state of emergency in response to the spread of the deadly new virus known as COVID-19. Precautionary measures to slow the spread of the virus continued throughout 2021. These measures included limitations on business operations, public events, gatherings, travel and in-person interactions.

The length of time these measures will continue to be in place, and the full extent of the financial impact on BFT is unknown at this time. Sales tax revenues, the primary source of revenue for BFT, continues to remain strong with year over year growth in both 2021 and 2020.

NOTE 14 – DEFERRED COMPENSATION PLAN

BFT maintains an Internal Revenue Code (IRC) Section 457 plan for all permanent employees. Section 457 requires that the assets and income of the plans be held in trust for the exclusive benefit of participants and their beneficiaries. Monthly contributions to the plan are deducted from the wages of employees who choose to participate as prescribed by federal law and regulations. The contributions are deposited with a third party in BFT's name and in trust on behalf of BFT's employees. BFT has little administrative involvement and does not contribute to nor perform investing functions for this plan, therefore, this plan is not shown in BFT's financial statements.



Required Supplementary Information

**BFT partnered with Second Harvest Tri-Cities to help distribute food to those in need in 2020.*

Ben Franklin Transit
 Required Supplementary Information
 For the Year Ended December 31, 2021 and 2020

Schedule of Proportionate Share of the Net Pension Liability
 PERS Plan1
 As of June 30, 2021
 Last 10 Fiscal Years*
 (in Thousands)

	2021	2020	2019	2018	2017	2016	2015	20XX	20XX	20XX
<u>Employer's proportionate share of the net pension liability (asset)</u>	0.132000%	0.125358%	0.127247%	0.124894%	0.116013%	0.114841%	0.125862%			
<u>Employer's proportionate share of the net pension liability</u>	\$ 1,612	\$ 4,426	\$ 4,893	\$ 5,578	\$ 5,505	\$ 6,168	\$ 6,584			
TOTAL	\$ 1,612	\$ 4,426	\$ 4,893	\$ 5,578	\$ 5,505	\$ 6,168	\$ 6,584			
<u>Covered payroll**</u>	\$ 20,531	\$ 18,882	\$ 17,701	\$ 16,819	\$ 14,554	\$ 14,312	\$ 14,216			
<u>Employer's proportionate share of the net pension liability as a percentage of covered payroll</u>	7.85%	23.44%	27.64%	33.16%	37.82%	43.10%	46.31%			
<u>Plan fiduciary net position as a percentage of the total pension liability</u>	88.74%	68.64%	67.12%	63.22%	61.24%	57.03%	59.10%			

Notes to Schedule:

**Until a full 10-year trend is compiled, only information for those years available is presented.*

GASB 68 was implemented for the 2015 financial statements so only seven years of data are available. Up to ten years of history will be presented over time as the data is generated.

*** Covered payroll is the payroll on which contributions to a pension plan are based (GASB 82, par. 5).*

Ben Franklin Transit
 Required Supplementary Information
 For the Year Ended December 31, 2021 and 2020

Schedule of Proportionate Share of the Net Pension Liability
 PERS Plan2/3
 As of June 30, 2021
 Last 10 Fiscal Years*
 (in Thousands)

	2021	2020	2019	2018	2017	2016	2015	20XX	20XX	20XX
Employer's proportion of the net pension liability (asset)	16.976400%	0.159938%	0.161352%	0.158252%	0.146848%	0.143055%	0.158146%			
Employer's proportionate share of the net pension liability (asset)	\$ (16,911)	\$ 2,046	\$ 1,567	\$ 2,702	\$ 5,102	\$ 7,203	\$ 5,651			
TOTAL	\$ (16,911)	\$ 2,046	\$ 1,567	\$ 2,702	\$ 5,102	\$ 7,203	\$ 5,651			
Covered payroll**	\$ 20,531	\$ 18,781	\$ 17,568	\$ 16,765	\$ 14,457	\$ 14,138	\$ 14,043			
Employer's proportionate share of the net pension liability (asset) as a percentage of covered payroll	(82.37%)	10.89%	8.92%	16.12%	35.29%	50.95%	40.24%			
Plan fiduciary net position as a percentage of the total pension liability	120.29%	97.22%	97.77%	95.77%	90.97%	85.82%	89.20%			

Notes to Schedule:

**Until a full 10-year trend is compiled, only information for those years available is presented.*

GASB 68 was implemented for the 2015 financial statements so only seven years of data are available. Up to ten years of history will be presented over time as the data is generated.

*** Covered payroll is the payroll on which contributions to a pension plan are based (GASB 82, par. 5).*

Ben Franklin Transit
 Required Supplementary Information
 For the Year Ended December 31, 2021 and 2020

Schedule of Employer Contributions
 PERS Plan1
 As of December 31, 2021
 Last 10 Fiscal Years*
 (in Thousands)

	2021	2020	2019	2018	2017	2016	2015	20XX	20XX	20XX
<u>Statutorily or contractually required contributions</u>	\$ 916	\$ 951	\$ 916	\$ 873	\$ 776	\$ 696	\$ 576			
<u>Contributions in relation to the statutorily or contractually required contributions**</u>	(916)	(951)	(916)	(873)	(776)	(696)	(576)			
<u>Contribution deficiency (excess)</u>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
<u>Covered payroll***</u>	\$ 21,495	\$ 19,777	\$ 18,322	\$ 17,084	\$ 15,755	\$ 14,396	\$ 14,121			
<u>Contributions as a percentage of covered payroll</u>	4.26%	4.81%	5.00%	5.11%	4.93%	4.83%	4.08%			

Notes to Schedule:

**Until a full 10-year trend is compiled, only information for those years available is presented.*

GASB 68 was implemented for the 2015 financial statements so only seven years of data are available. Up to ten years of history will be presented over time as the data is generated.

*** Contributions are actual employer contributions to the plan. For PERS 1 this includes the portion of PERS 2/3 contributions that fund the PERS 1 UAAL. Contributions do not include employer-paid m contributions (GASB 82, Par. 8)*

**** Covered payroll is the payroll on which contributions to a pension plan are based (GASB 82, par. 5).*

Ben Franklin Transit
 Required Supplementary Information
 For the Year Ended December 31, 2021 and 2020

Schedule of Employer Contributions
 PERS Plan2/3
 As of December 31, 2021
 Last 10 Fiscal Years*
 (in Thousands)

	2021	2020	2019	2018	2017	2016	2015	20XX	20XX	20XX
<u>Statutorily or contractually required contributions</u>	\$ 1,527	\$ 1,564	\$ 1,405	\$ 1,270	\$ 1,086	\$ 888	\$ 840			
<u>Contributions in relation to the statutorily or contractually required contributions**</u>	(1,527)	(1,564)	(1,405)	(1,270)	(1,086)	(888)	(840)			
<u>Contribution deficiency (excess)</u>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -			
<u>Covered payroll***</u>	\$ 21,495	\$ 19,745	\$ 18,185	\$ 16,975	\$ 15,713	\$ 14,250	\$ 13,945			
<u>Contributions as a percentage of covered payroll</u>	7.10%	7.92%	7.73%	7.48%	6.91%	6.23%	6.02%			

Notes to Schedule:

*Until a full 10-year trend is compiled, only information for those years available is presented.

GASB 68 was implemented for the 2015 financial statements so only seven years of data are available. Up to ten years of history will be presented over time as the data is generated.

** Contributions are actual employer contributions to the plan. For PERS 1 this includes the portion of PERS 2/3 contributions that fund the PERS 1 UAAL. Contributions do not include employer-paid contributions (GASB 82, Par. 8)

*** Covered payroll is the payroll on which contributions to a pension plan are based (GASB 82, par. 5).

Ben Franklin Transit
 Required Supplementary Information
 For the Year Ended December 31, 2021 and 2020

Schedule of Changes in the Employer's Total OPEB Liability
 OPEB
 As of June 30, 2021
 (in Thousands)

	2021	2020	2019	2018	20XX	20XX	20XX	20XX	20XX	20XX
Total OPEB Liability										
Service Cost	\$ 266	\$ 170	\$ 182	193						
Interest	108	123	152	139						
Changes in Experience Data and Assumptions	(1,196)	1,018	(677)	(218)						
Changes in Benefit Terms	-	-	-	-						
Benefit Payments	(46)	(43)	(56)	(42)						
Other	-	-	-	-						
Net Changes in total OPEB Liability	(868)	1,268	(399)	72						
Total OPEB Liability - Beginning	4,644	3,376	3,775	3,703						
Total OPEB Liability - Ending	3,776	4,644	3,376	3,775						
Covered Employee Payroll*	\$ 6,368	\$ 5,643	\$ 5,184	4,567						
Employer's proportionate share of the net pension liability as a percentage of covered payroll	%	59.30%	%	82.30%	%	65.12%	%	82.66%		

Notes to Schedule:

* Covered Employee Payroll is the payroll of employees who are provided with OPEB through the OPEB plan.

GASB 75 was implemented for the 2018 financial statements so only four years of data are available. Up to ten years of history will be presented over time as the data is generated.

The Alternative Measurement Method (AMM) tool, prepared by the Washington State Office of the State Actuary was used to generate the OPEB information for BFT, relying on inpts from BFT for eligible counts, average ages and covered payroll.

No assets are accumulated in a trust that meets the criteria in paragraph 4 of GASB 75 to pay related benefits.



Statistical Section

Ben Franklin Transit
Statistical Section
For the Year Ended December 31, 2021 and 2020

This part of BFT’s annual comprehensive financial report presents detailed information as a context for understanding what the information in the financial statements, note disclosures, and required supplementary information indicates about BFT’s overall financial health.

CONTENTS **PAGE**

Financial Trends: These schedules contain trend information to help the reader understand how BFT’s financial performance and well-being have changed over time.

- Net Position.....73
- Changes in Net Position.....74

Revenue Capacity: These schedules contain information to help the reader assess BFT’s most significant local revenue source, the sales tax.

- Taxable Sales by Category.....75
- Direct and Overlapping Sales Tax Rates.....76

Debt Capacity: This schedule contains intangible lease related debt information to help the reader assess the affordability of the BFT’s current level of intangible lease debt.

- Ratios of Outstanding Debt.....77

Demographic and Economic Information: These schedules offer demographic and economic indicators to help the reader understand the environment within which BFT’s financial activities take place.

- Demographic and Economic Statistics.....78
- Principal Employers.....79

Operating Information: This schedule contains service and infrastructure data to help the reader understand how the information in BFT’s financial report relates to the services BFT provides and the activities it performs.

- Selected Operating Information.....80

Source: *Unless otherwise noted, the information in these schedules is derived from the Annual Comprehensive Financial Reports for the relevant year.*

Ben Franklin Transit
Statistical Section
For the Year Ended December 31, 2021 and 2020

NET POSITION
Last Ten Fiscal Years
(accrual basis of accounting)
(in Thousands)

	Fiscal Year									
	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Net Position										
Net Investment in Capital Assets	\$ 36,413	\$ 36,516	\$ 35,964	\$ 37,143	\$ 27,109	\$ 28,692	\$ 30,351	\$ 26,881	\$ 22,779	\$ 23,518
Restricted for:										
Capital Assets Reinvestment	601	-	-	-	-	-	-	-	-	-
PERS Pension	3,381	-	-	-	-	-	-	-	-	-
Unrestricted	66,392	51,544	43,591	35,128	34,066	29,384	21,985	29,549	26,547	19,319
TOTAL Net Position	<u>\$ 106,787</u>	<u>\$ 88,060</u>	<u>\$ 79,555</u>	<u>\$ 72,271</u>	<u>\$ 61,175</u>	<u>\$ 58,076</u>	<u>\$ 52,336</u>	<u>\$ 56,430</u>	<u>\$ 49,326</u>	<u>\$ 42,837</u>

Source: Annual Comprehensive Financial Report

Ben Franklin Transit
Statistical Section
For the Year Ended December 31, 2021 and 2020

CHANGES IN NET POSITION
Last Ten Fiscal Years
(accrual basis of accounting)
(in Thousands)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Operating Revenues										
Passenger Fares	\$ 738	\$ 1,029	\$ 3,239	\$ 3,621	\$ 3,841	\$ 3,928	\$ 3,981	\$ 4,220	\$ 3,822	\$ 4,105
Other Operating Revenues	338	150	356	273	593	755	1,246	457	356	800
Total Operating Revenues	\$ 1,076	\$ 1,179	\$ 3,595	\$ 3,894	\$ 4,434	\$ 4,683	\$ 5,227	\$ 4,677	\$ 4,178	\$ 4,905
Operating Expenses										
Operations	\$ 22,684	\$ 24,076	\$ 23,814	\$ 22,890	\$ 22,144	\$ 20,364	\$ 19,255	\$ 19,985	\$ 18,354	\$ 17,552
Maintenance	5,689	5,548	6,849	6,917	6,434	5,575	5,691	7,199	7,416	7,930
Administrative Expenses	8,468	10,382	7,634	7,111	6,398	5,795	4,819	4,899	4,699	4,035
Depreciation & Amortization	4,713	4,763	4,665	3,787	3,360	3,542	3,802	3,210	3,388	3,996
Total Operating Expenses	41,554	44,769	42,962	40,705	38,336	35,276	33,567	35,293	33,857	33,513
Operating Income (Loss)	\$ (40,478)	\$ (43,590)	\$ (39,367)	\$ (36,811)	\$ (33,902)	\$ (30,593)	\$ (28,340)	\$ (30,616)	\$ (29,679)	\$ (28,608)
Nonoperating Revenues (Expense)										
Sales Tax	\$ 48,272	\$ 39,474	\$ 39,312	\$ 36,600	\$ 34,214	\$ 33,218	\$ 30,667	\$ 27,864	\$ 26,650	\$ 25,902
Interest Income	55	236	707	600	316	81	40	18	23	22
Lease Interest	(23)	(17)	(13)	-	-	-	-	-	-	-
Administrative Expenses	(5)	-	-	-	-	-	-	-	-	-
Operating Grants	10,246	8,928	5,070	4,115	2,000	2,768	193	4,493	7,324	1,983
Gain (Loss) of Sale of Assets	204	157	31	96	373	6	113	43	9	(134)
Total Nonoperating Revenues (Expense)	\$ 58,749	\$ 48,778	\$ 45,108	\$ 41,411	\$ 36,903	\$ 36,073	\$ 31,013	\$ 32,418	\$ 34,006	\$ 27,773
Net Income (Loss) Before Contributions	\$ 18,271	\$ 5,188	\$ 5,741	\$ 4,600	\$ 3,002	\$ 5,480	\$ 2,673	\$ 1,802	\$ 4,327	\$ (835)
Capital Contributions	457	3,474	1,544	10,178	2,279	1,382	5,933	5,300	2,162	2,006
Net Income (Loss) After Contributions	\$ 18,728	\$ 8,662	\$ 7,285	\$ 14,778	\$ 5,281	\$ 6,862	\$ 8,606	\$ 7,102	\$ 6,489	\$ 1,171
Changes in Net Position	\$ 18,728	\$ 8,662	\$ 7,285	\$ 14,778	\$ 5,281	\$ 6,862	\$ 8,606	\$ 7,102	\$ 6,489	\$ 1,171

Source: Annual Comprehensive Financial Report

Ben Franklin Transit
Statistical Section
For the Year Ended December 31, 2021 and 2020

TAXABLE SALES BY CATEGORY
Benton County and Franklin County (combined)
2021 - 2012
(in Thousands)

CATEGORY (NAICS version)	CODE	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Retail Trade	<u>44-45</u>	\$ 3,889,555	\$ 3,463,325	\$ 3,154,627	\$ 2,944,106	\$ 2,742,707	\$ 2,607,444	\$ 2,448,277	\$ 2,249,885	\$ 2,130,696	\$ 2,020,399
Agriculture, Forestry, Fishing	<u>11</u>	2,701	6,736	5,296	5,352	5,026	4,577	4,506	4,427	5,093	19,902
Mining	<u>21</u>	321	1,322	1,270	1,921	843	1,561	1,596	1,045	440	2,030
Utilities	<u>22</u>	3,831	5,501	4,830	3,866	2,994	3,157	3,113	3,103	2,754	2,753
Construction	<u>23</u>	1,192,258	1,144,108	1,109,425	846,669	826,446	838,873	797,438	663,360	672,974	518,156
Manufacturing	<u>31-33</u>	119,121	138,001	128,202	110,776	91,175	92,698	83,173	84,310	79,589	68,407
Wholesale Trade	<u>41-42</u>	502,908	472,748	460,516	441,948	440,807	429,692	423,059	393,572	374,469	351,767
Transportation & Warehousing	<u>48-49</u>	43,340	24,544	18,783	17,477	16,612	13,007	11,727	11,074	11,824	13,218
Information	<u>51</u>	176,478	165,961	190,314	191,856	184,150	190,396	187,984	173,402	163,155	152,607
Finance, Insurance	<u>52</u>	54,854	50,985	47,020	51,519	41,545	39,148	30,523	24,640	24,192	23,858
Real Estate, Rental/Leasing	<u>53</u>	127,716	122,790	128,878	130,464	114,655	108,299	115,333	102,696	100,739	96,958
Professional, Scientific & Technical Services	<u>54</u>	138,641	125,096	105,748	87,102	94,168	83,982	66,366	66,098	70,350	81,480
Management, Education & Health Services	<u>55-62</u>	257,745	246,157	209,109	193,891	127,804	112,511	99,879	92,201	89,172	83,265
Arts, Entertainment & Recreation	<u>71</u>	48,925	29,802	59,364	56,160	48,827	45,945	42,709	39,422	37,477	36,099
Accommodations & Food Services	<u>72</u>	651,614	474,694	602,487	577,421	541,456	501,052	470,265	428,646	402,109	389,513
Other Services	<u>81</u>	179,441	156,872	167,103	159,815	157,044	141,831	138,861	139,635	131,758	108,730
Public Administration, Other	<u>92,00</u>	8,144	2,547	2,419	2,246	4,023	4,174	3,927	3,082	3,322	5,611
TOTAL TAXABLE SALES		\$ 7,397,593	\$ 6,631,189	\$ 6,395,391	\$ 5,822,589	\$ 5,440,282	\$ 5,218,347	\$ 4,928,736	\$ 4,480,598	\$ 4,300,113	\$ 3,974,753

Notes:

Source: Quarterly Business Review (QBR), Washington Department of Revenue

Ben Franklin Transit
 Statistical Section
 For the Years Ended December 31, 2021 and 2020

DIRECT AND OVERLAPPING SALES TAX RATES
 Last Ten Fiscal Years

Fiscal Year	Direct PTBA Sales Tax Rate (%)	Local Sales Tax Rate (%)	State Sales Tax Rate (%)	Total Sales Tax Rate (%)
2021 Benton	0.6	2.1	6.5	8.6
2021 Franklin	0.6	2.1	6.5	8.6
2020 Benton	0.6	2.1	6.5	8.6
2020 Franklin	0.6	2.1	6.5	8.6
2019 Benton	0.6	2.1	6.5	8.6
2019 Franklin	0.6	2.1	6.5	8.6
2018 Benton	0.6	2.1	6.5	8.6
2018 Franklin	0.6	2.1	6.5	8.6
2017 Benton	0.6	2.1	6.5	8.6
2017 Franklin	0.6	2.1	6.5	8.6
2016 Benton	0.6	2.1	6.5	8.6
2016 Franklin	0.6	2.1	6.5	8.6
2015 Benton	0.6	2.1	6.5	8.6
2015 Franklin	0.6	2.1	6.5	8.6
2014 Benton	0.6	1.8	6.5	8.3
2014 Franklin	0.6	2.1	6.5	8.6
2013 Benton	0.6	1.8	6.5	8.3
2013 Franklin	0.6	2.1	6.5	8.6
2012 Benton	0.6	1.8	6.5	8.3
2012 Franklin	0.6	2.1	6.5	8.6

Note:
 Franklin County Local Sales Tax Rate is 2.1% (effective 4/1/2012).

Source: Washington Department of Revenue

Ben Franklin Transit
 Statistical Section
 For the Year Ended December 31, 2021 and 2020

RATIOS OF OUTSTANDING DEBT
 Last Ten Calendar Years

Fiscal Year	Intangible Lease Debt (in Thousands)	Percent Of Personal Income	Debt Per Capita (\$)
2021	\$ 783	*	2.54
2020	618	0.0040%	2.04
2019	416	0.0030%	1.40
2018	-	n/a	n/a
2017	-	n/a	n/a
2016	-	n/a	n/a
2015	-	n/a	n/a
2014	-	n/a	n/a
2013	-	n/a	n/a
2012	-	n/a	n/a

Note:

*2021 estimates of Personal Income are scheduled to be released in November 2022.

Sources:

Personal Income and Per Capita Personal Income data – See Demographic And Economic Statistics Schedule on following page of this ACFR.

Ben Franklin Transit
Statistical Section
For the Year Ended December 31, 2021 and 2020

DEMOGRAPHIC AND ECONOMIC STATISTICS
Last Ten Calendar Years

Year	Population			Personal Income (in Thousands)			Per Capita		Unemployment Rate Seasonally Adjusted
	Benton County	Franklin County	Combined Total	Benton County	Franklin County	Combined Total	Benton County	Franklin County	Kennewick-Pasco-Richland (Benton & Franklin Counties)
2021	209,400	98,350	307,750	***** DATA NOT YET PUBLISHED *****					5.3%
2020	205,700	96,760	302,460	\$10,646,415	\$4,745,304	\$ 15,391,719	\$51,757	\$49,042	8.4%
2019	201,800	94,680	296,480	9,959,637	3,742,322	13,701,959	49,354	39,526	5.2%
2018	197,420	92,540	289,960	9,413,380	3,501,343	12,914,723	47,682	37,836	5.6%
2017	193,500	90,330	283,830	8,915,706	4,182,098	13,097,804	46,076	46,298	5.8%
2016	190,500	88,670	279,170	8,657,463	3,133,598	11,791,061	45,446	35,340	6.7%
2015	188,590	87,150	275,740	8,450,529	3,059,575	11,510,104	44,809	35,107	7.1%
2014	186,500	86,600	273,100	7,776,677	2,843,165	10,619,842	41,698	32,831	7.7%
2013	183,400	84,800	268,200	7,451,725	2,668,062	10,119,787	40,631	31,463	9.1%
2012	180,000	82,500	262,500	7,464,960	2,603,288	10,068,248	41,472	31,555	9.5%

Note:
2021 estimates of Personal Income (In Thousands) and Per Capita are scheduled to be released in November 2022

Sources:
Population data - Washington State Office of Financial Management, Forecasting Division

Personal Income and Per Capita Personal Income data - US Department of Commerce, Bureau of Economic Analysis
Last updated November, 2021 - new estimates for 2020; revised estimates for 2012-2019.
All state and local area dollar estimates are in current dollars (not adjusted for inflation).

Unemployment Rates – Average For Year - Washington State Employment Security Department/LMPA; U.S. Bureau of Labor Statistics, Local Area Unemployment Statistics
Last updated March 2, 2022

Ben Franklin Transit
Statistical Section
For the Year Ended December 31, 2021 and 2020

PRINCIPAL EMPLOYERS
Current Year and 9 Years Ago

Principal Employers:	2021			2012		
	Number of Employees	Rank	Percent of Employment	Number of Employees	Rank	Percent of Employment
PNNL/Battelle	4,750	1	3.40%	4,339	1	4.48%
KADLEC Medical Center	3,532	2	2.53%	2,227	4	2.30%
ConAgra (Lamb Weston)	3,000	3	2.15%	2,498	3	2.58%
Bechtel National	2,943	4	2.11%	2,990	2	3.09%
Kennewick School District	2,336	5	1.67%	1,922	5	1.99%
Washington River Protection Solutions	2,129	6	1.52%	1,385	9	1.43%
Pasco School District	2,015	7	1.44%	1,908	6	1.97%
Mission Support Alliance, LLC	1,902	8	1.36%	1,694	8	1.75%
Richland School District	1,500	9	1.07%	--	-	--
Tyson Foods	1,300	10	--	1,300	10	1.34%
CH2M Hill	--	-	--	1,808	7	1.87%
URS-Washington Division	--	-	--	--	-	--
Washington Closure Hanford	--	-	--	--	-	--
Other	114,352		81.82%	96,762		100.00%
Total Number of Employees	139,759		100%	118,833		100%

Note:

Resident civilian labor force and employment in Kennewick/Richland/Pasco (Benton & Franklin Counties)

Sources:

2021 & 2012 employer information – Tri-City Industrial Development Council (TRIDEC)

Employee workforce – WA Employment Security Department, historical resident labor force and employment (not seasonally adjusted) annual averages

Ben Franklin Transit
Statistical Section
For the Year Ended December 31, 2021 and 2020

SELECTED OPERATING INFORMATION
2021 – 2012
(in Thousands)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
UNLINKED PASSENGER TRIPS										
A. Fixed Route	1,415	1,218	2,097	2,033	2,184	2,420	2,652	2,824	2,789	3,009
Directly Operated	173	154	299	316	293	308	317	n/a	n/a	n/a
Purchased Transportation	55	20	78	76	74	72	70	n/a	n/a	n/a
Taxi / Purchased Transportation	-	-	-	50	108	123	123	n/a	n/a	n/a
B. Demand Response	228	174	377	442	475	503	510	496	467	468
C. Vanpool	154	222	653	646	643	709	795	828	862	1,201
Total	1,797	1,614	3,127	3,121	3,302	3,632	3,957	4,148	4,118	4,678
PASSENGER MILES										
A. Fixed Route	5,958	5,129	8,827	8,801	9,195	9,976	10,931	11,648	20,981	22,746
Directly Operated	1,269	1,085	2,212	2,326	2,158	2,485	2,557	n/a	n/a	n/a
Purchased Transportation	357	122	616	607	614	613	557	n/a	n/a	n/a
Taxi / Purchased Transportation	-	-	-	377	856	988	638	n/a	n/a	n/a
B. Demand Response	1,626	1,207	2,828	3,310	3,628	4,086	3,752	3,782	2,820	2,785
C. Vanpool	5,359	7,546	2,161	2,132	2,160	22,376	25,387	27,036	27,595	38,780
Total	12,943	13,882	33,271	33,437	34,431	36,438	40,070	42,466	51,396	64,311
TOTAL ACTUAL MILES										
A. Fixed Route	3,355	2,892	2,960	2,682	2,406	2,345	2,331	2,307	2,308	2,310
Directly Operated	1,552	1,418	2,254	2,180	2,125	2,152	2,179	n/a	n/a	n/a
Purchased Transportation	584	138	267	292	287	272	257	n/a	n/a	n/a
Taxi / Purchased Transportation	-	-	-	305	644	702	706	n/a	n/a	n/a
B. Demand Response	2,136	1,556	2,521	2,777	3,056	3,126	3,142	3,055	2,832	2,832
C. Vanpool	1,129	1,346	3,502	3,471	3,421	3,516	3,804	4,079	4,047	4,663
Total	6,620	5,794	8,983	8,930	8,883	8,987	9,277	9,441	9,187	9,805
TOTAL ACTUAL HOURS										
A. Fixed Route	207	181	185	169	147	140	140	139	140	141
Directly Operated	91	89	136	136	140	138	128	n/a	n/a	n/a
Purchased Transportation	26	13	16	17	17	16	15	n/a	n/a	n/a
Taxi / Purchased Transportation	-	-	-	11	23	31	31	n/a	n/a	n/a
B. Demand Response	117	102	152	164	180	185	174	170	163	176
C. Vanpool	25	30	80	72	71	78	84	84	88	114
Total	349	313	417	405	398	403	398	393	391	431

Notes:

1) 2021 data source - BFT

2) Data for unlinked passenger trips and passenger miles reflect the National Transit Database (NTD) data for 2020 and years prior and are computed on a statistically sampled basis and subject to statistical variations from year to year.

3) Data for total actual miles and hours match the NTD reported data for 2020 and years prior.

4) On October 30, 2018 Tri City Taxi ceased operations effectively eliminating BFT's ability to obtain demand response services from external vendors during 2019.

Ben Franklin Transit
Statistical Section
For the Year Ended December 31, 2021 and 2020

SELECTED OPERATING INFORMATION (continued)
2021 – 2012
(in Thousands)

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
VEHICLE REVENUE MILES										
A. Fixed Route	3,206	2,770	2,823	2,558	2,245	2,161	2,149	2,120	2,118	2,089
Directly Operated	1,370	1,213	1,997	1,963	1,798	1,850	1,878	n/a	n/a	n/a
Purchased Transportation	554	130	223	224	223	214	205	n/a	n/a	n/a
Taxi / Purchased Transportation	-	-	-	305	644	702	706	n/a	n/a	n/a
B. Demand Response	1,924	1,343	2,220	2,492	2,665	2,766	2,789	2,712	2,456	2,480
C. Vanpool	1,129	1,346	3,502	3,471	3,421	3,516	3,804	4,034	4,047	4,663
Total	6,259	5,459	8,545	8,521	8,331	8,443	8,742	8,866	8,621	9,232
VEHICLE REVENUE HOURS										
A. Fixed Route	200	176	179	164	140	133	132	131	131	133
Directly Operated	83	81	127	127	114	113	107	n/a	n/a	n/a
Purchased Transportation	25	12	14	13	13	12	12	n/a	n/a	n/a
Taxi / Purchased Transportation	-	-	-	11	23	31	31	n/a	n/a	n/a
B. Demand Response	108	93	141	151	150	156	150	148	138	151
C. Vanpool	25	30	80	72	71	78	84	84	88	114
Total	333	299	400	387	361	367	366	363	357	398
TOTAL OPERATING EXPENSES										
A. Fixed Route	\$ 21,896	\$ 22,530	\$ 19,669	\$ 17,892	\$ 15,423	\$ 13,583	\$ 13,202	\$ 14,017	\$ 13,751	\$ 12,373
DEMAND RESPONSE										
Directly Operated	11,608	14,102	14,400	13,645	13,201	11,900	11,785	n/a	n/a	n/a
Purchased Transportation	1,676	1,095	1,489	1,448	1,365	1,246	976	n/a	n/a	n/a
Taxi / Purchased Transportation	-	-	-	1,127	2,063	2,206	2,366	n/a	n/a	n/a
B. Demand Response	13,284	15,197	15,889	16,220	16,629	15,352	15,127	14,989	13,724	12,998
C. Vanpool	1,504	2,077	2,601	2,466	2,574	2,389	2,442	2,970	2,885	3,152
Total	\$ 36,684	\$ 39,804	\$ 38,159	\$ 36,578	\$ 34,626	\$ 31,324	\$ 30,771	\$ 31,976	\$ 30,360	\$ 28,523
FARE REVENUE										
A. Fixed Route	\$ 144	\$ 251	\$ 1,069	\$ 1,325	\$ 1,484	\$ 1,317	\$ 1,285	\$ 1,462	\$ 1,278	\$ 1,376
B. Demand Response	44	71	364	411	480	490	486	476	392	413
C. Vanpool	550	706	1,806	1,885	1,878	2,122	2,210	2,282	2,156	2,318
Total	\$ 738	\$ 1,028	\$ 3,239	\$ 3,621	\$ 3,842	\$ 3,929	\$ 3,981	\$ 4,220	\$ 3,826	\$ 4,107

Notes:

- 1) 2021 data source - BFT
- 2) Data for revenue miles and hours match the NTD reported data for 2020 and years prior.
- 3) On October 30, 2018 Tri City Taxi ceased operations effectively eliminating BFT's ability to obtain demand response services from external vendors during 2019.

Ben Franklin Transit
Statistical Section
For the Year Ended December 31, 2021 and 2020

SELECTED OPERATING INFORMATION (continued)
2021 – 2012

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
COST PER PASSENGER MILE										
A. Fixed Route	\$ 3.68	\$ 4.39	\$ 2.23	\$ 2.03	\$ 1.68	\$ 1.36	\$ 1.21	\$ 1.20	\$ 0.66	\$ 0.56
B. Demand Response										
Directly Operated	9.15	13.00	6.51	5.87	6.12	4.79	4.61	4.66	6.01	5.66
Purchased Transportation	4.69	8.98	2.42	2.39	2.22	2.03	1.75	1.48	2.27	2.20
Taxi / Purchased Transportation	-	-	-	2.99	2.41	2.23	3.71	2.89	3.00	3.01
Total Demand Response	<u>13.84</u>	<u>21.97</u>	<u>8.93</u>	<u>11.24</u>	<u>10.75</u>	<u>9.05</u>	<u>10.07</u>	<u>9.03</u>	<u>11.28</u>	<u>10.87</u>
C. Vanpool	0.28	0.28	0.12	0.12	0.12	0.11	0.10	0.11	0.10	0.08
COST PER TOTAL ACTUAL MILE										
A. Fixed Route	\$ 6.53	\$ 7.79	\$ 6.64	\$ 6.67	\$ 6.41	\$ 5.79	\$ 5.66	\$ 6.08	\$ 5.96	\$ 5.51
B. Demand Response										
Directly Operated	7.48	9.94	6.39	6.26	6.21	5.53	5.41	5.53	5.47	5.03
Purchased Transportation	2.87	7.93	5.58	4.96	4.76	4.58	3.80	3.27	3.41	3.52
Taxi / Purchased Transportation	-	-	-	3.70	3.20	3.14	3.35	2.91	3.19	3.27
Total Demand Response	<u>10.35</u>	<u>17.88</u>	<u>11.97</u>	<u>14.91</u>	<u>14.17</u>	<u>13.25</u>	<u>12.56</u>	<u>11.71</u>	<u>12.07</u>	<u>11.82</u>
C. Vanpool	133	154	0.74	0.71	0.75	0.68	0.64	0.73	0.71	0.68
COST PER UNLINKED PASSENGER TRIP										
A. Fixed Route	\$ 15.47	\$ 18.50	\$ 9.38	\$ 8.80	\$ 7.06	\$ 5.61	\$ 4.98	\$ 4.96	\$ 4.93	\$ 4.23
B. Demand Response										
Directly Operated	67.10	9157	48.16	43.18	45.05	38.64	37.18	37.21	36.02	32.43
Purchased Transportation	30.47	54.75	19.09	19.05	18.45	17.31	13.94	12.92	13.34	12.97
Taxi / Purchased Transportation	-	-	-	22.54	19.10	17.93	19.24	17.23	19.07	20.83
Total Demand Response	<u>97.57</u>	<u>146.32</u>	<u>67.25</u>	<u>84.77</u>	<u>82.60</u>	<u>73.88</u>	<u>70.36</u>	<u>67.36</u>	<u>68.43</u>	<u>66.23</u>
C. Vanpool	9.77	9.36	3.98	3.82	4.00	3.37	3.07	3.59	3.35	2.62
COST PER TOTAL ACTUAL HOUR										
A. Fixed Route	\$ 105.78	\$ 124.48	\$ 106.32	\$ 105.87	\$ 104.92	\$ 97.02	\$ 94.30	\$ 100.84	\$ 98.49	\$ 90.33
B. Demand Response										
Directly Operated	127.56	158.45	105.88	100.33	94.29	86.23	92.07	93.71	9132	76.62
Purchased Transportation	64.46	84.23	93.06	85.18	80.29	77.88	65.07	56.65	55.39	53.58
Taxi / Purchased Transportation	-	-	-	102.45	89.70	71.16	76.32	64.55	69.83	71.53
Total Demand Response	<u>192.02</u>	<u>242.68</u>	<u>198.94</u>	<u>287.96</u>	<u>264.28</u>	<u>235.27</u>	<u>233.46</u>	<u>214.91</u>	<u>216.54</u>	<u>20173</u>
C. Vanpool	60.16	69.23	32.51	34.25	36.25	30.63	29.07	35.36	32.71	27.66
FARE REVENUE PER PASSENGER										
All modes combined	\$ 0.41	\$ 0.64	\$ 1.04	\$ 1.16	\$ 1.16	\$ 1.08	\$ 1.01	\$ 1.02	\$ 0.93	\$ 0.88

Notes:

- 1) 2021 data source - BFT
- 2) Data for unlinked passenger trips and passenger miles reflect the National Transit Database (NTD) data for 2020 and years prior and are computed on a statistically sampled basis and subject to statistical variations from year to year.
- 3) Data for total actual and revenue miles and hours match the NTD reported data for 2020 and years prior.
- 4) Fare revenue includes passenger revenue, the sale of maps, and revenue from contracts to provide additional service, advertising revenue and miscellaneous revenue.
- 5) On October 30, 2018 Tri City Taxi ceased operations effectively eliminating BFT's ability to obtain demand response services from external vendors during 2019.

Ben Franklin Transit
Statistical Section
For the Year Ended December 31, 2021 and 2020

SELECTED OPERATING INFORMATION (continued)
2021 – 2012

	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
FULL-TIME EQUIVALENT EMPLOYEES										
A. Fixed Route	230.7	196.6	180.1	176.3	161.4	115.1	116.1	119.2	120.1	128.7
B. Demand Response	135.8	136.6	141.0	139.5	129.2	101.0	102.0	107.0	105.9	119.4
C. Vanpool	9.0	8.9	11.3	10.3	10.4	9.9	7.9	8.8	10.0	12.0
Total	375.5	342.1	332.5	326.0	301.0	226.0	226.0	235.0	236.0	260.1
CAPITAL ASSETS - FLEET VEHICLES										
A. Fixed Route	71	65	72	72	60	63	62	68	69	63
B. Demand Response	119	119	101	123	118	118	123	147	97	108
C. Vanpool	272	272	314	335	347	334	346	386	337	364

Notes:

- 1) 2021 data source – BFT
- 2) 2020 and years prior data source - NTD
- 3) Full-Time Equivalent Employees excludes Purchased Transportation

Ben Franklin Transit Mission

The mission of Ben Franklin Transit is to provide exceptional and cost effective transportation services that consistently exceed customer expectations while promoting the principles and practices of livable communities and sustainable development.



Ben Franklin Transit Core Values

CUSTOMER SATISFACTION: *The result of an ability to constantly and consistently exceed the expectations of external and internal customers*

COLLABORATION: *The process of bringing together knowledge, experience, ideas, and skills to achieve a common goal*

DIVERSITY: *The appreciation and respect for different characteristics of individuals and groups that make them unique and able to offer different perspectives, skills, and talents*

FISCAL ACCOUNTABILITY: *The commitment and practice of being exemplary stewards of public resources*

INNOVATION: *The use of progressive and creative approaches to problem solving and goal accomplishment*

SUSTAINABILITY: *The ability to successfully serve the future needs of the people who live, work and play within the community with available resources*

SAFETY: *The state of being free from the occurrence or risk of injury, danger, or loss; a condition of having removed or reduced the potential for harm, injury, danger, or loss*

Memorandum

Date: July 14, 2022

To: Edwin G. Frost, Interim General Manager

From: Keith Hall, Director of Planning and Service Development

Re: Resolution to Amend Resolution 46-2020, Final Design of Queensgate Transit Hub – Contract with KPFF Consulting Engineers (KPFF)

Background

On September 9, 2019, Ben Franklin Transit (BFT) entered into a contract with KPFF Consulting Engineers (KPFF) for on-call architecture and engineering (A&E) services pursuant to Resolution 58-2019 approved by the BFT Board of Directors on August 8, 2019. On-call A&E contracts allow BFT to award design projects on an as-needed basis for task orders that fall within the contract's scope and budget. The contract included a not-to-exceed amount of \$1,200,000 for an initial term of three years, with an option for two additional years.

On January 13, 2022, the BFT Board of Directors authorized a task order in the amount of \$419,537 plus a 15% contingency for the design of the Queensgate Transit Hub. At that time, BFT and KPFF believed this to be a relatively simple and straightforward project design, and initial discussions with the City of Richland's Public Works Department appeared to affirm that it would be a simple project. However, project development revealed conditions that slowed progress and required additional attention to meet permit requirements.

On February 10, 2022, the contract was amended (Resolution 13-2022) to extend the not-to-exceed budget to \$1,500,000. The purpose of the overall contract amendment was to focus the remaining budget to complete and/or close authorized tasks, and to apply additional budget to the Queensgate Transit Hub contract. The additional budget was anticipated to address project development challenges as part of the City of Richland's permit and approval process. At the time of the February 2022 budget amendment, BFT and KPFF staff anticipated significant added staff time to meet the City of Richland requirements for the project; added "staff time" means modifications to project design and specifications and added documentation for planning, environmental, and design approvals.

At this time, BFT and KPFF are confident that we are nearing approval of project permits. This task order provides a final cost within the authorized budget, as amended in February 2022, for project completion. The additional effort and fee to complete the Queensgate Transit Hub Final Design task is quantified in a task amendment proposal; see Exhibit A – Task Authorization, Amendment #1. The additional effort falls under two project tasks: Project Management and Coordination and Final Design Plans.

Resolution 13-2022 approved in February increased the contract by \$300,000 to a not-to-exceed amount of \$1,500,000. The additional services required to complete final design, obtain permit approval, and complete bid documents is now estimated at \$218,314; see Exhibit B – Fee Estimate).

General Description of the Unanticipated Challenges with this Project

This narrative is provided for informational purposes only to briefly describe the unexpected challenges that arose during the project design and approval process. This discussion only serves as project documentation and does not affect the proposed resolution, but it does provide a more detailed explanation to the Board of Directors of the processes BFT – like private-sector developers – face in the permitting of development projects.

Public Infrastructure Versus Private Development

Ben Franklin Transit is a Public Transportation Benefit Area (PTBA) that is considered a municipal corporation under state legislation. BFT is authorized under state legislation to provide public transportation services and infrastructure. Facilities for public transportation are almost universally considered as public infrastructure.

Through development regulations and processes, local municipal governments in Washington State treat public transportation infrastructure in the same way that they treat private developments. In all project reviews, transit facilities are evaluated through a residential, commercial, and industrial development and building code lens. However, local development, zoning, and building codes largely ignore the specific needs of public transportation services, and the municipal staff evaluating transit infrastructure and facilities largely lack any practical experience or expertise in transit. The common practice is, therefore, to characterize the components of transit infrastructure in terms of traffic and transportation infrastructure or some combination of residential, commercial, and industrial development. The transit passenger and pedestrian components of public transportation infrastructure are virtually ignored, even those with safety implications.

Transportation Concurrency Mitigation Challenges

For the Queensgate Transit Hub, the initial city review incorporated the project as “lead infrastructure” for both the site and adjacent private developments, initially adding a substantial (above project budget) cost for adjacent and nearby street improvements that had no direct relationship to the proposed transit facility. BFT was able to work with Public Works staff to resolve this initial issue. Concurrence mitigation requirements for nonadjacent work were appropriately shifted to the remaining private landowners for as-yet-unspecified future development, but similar challenges continued to arise throughout the project development process.

The City initially failed to understand bus volumes in relation to facility design capacity, resulting in a significant overstatement of transit impacts to road capacity. BFT overcame the issue by describing transit operations and facility capacity design in some detail, but it remained an unresolved issue for several weeks to a month early in the design process. The lack of understanding among municipal staff of transit project design and transit operations increases agency and consultant staff time developing explanations (teaching and training), and each of these minor delays compounds to lengthen the local agency review process.

Procedural and Coordination Challenges

Like most private developers, BFT encountered a distinct two-phased approval approach. One was with Public Works in relation to required modifications to public infrastructure in the street right-of-way, and the later phase included environmental, parking, zoning, engineering, and building reviews as part of the Planning approval for the project. There is no coordinated, consolidated, or even consistent approach in working through the development approval process. Moreover, it is

through this process that the lack of local understanding of transit design and operational requirements becomes apparent. Key challenges at this phase included:

- Conflicting messages and directives related to design elements of the project. In some cases, directives during the review process were given in conflict with standard transit operating procedures.
- Different departments have independent approaches to communication, some of which is facilitated through a centralized contact within the City, while other departments prefer to communicate directly and independently. This approach made it more difficult and time-consuming to reconcile conflicting direction between departments as it related to project design. The challenges in reconciling project design conflicts were further exacerbated by the different timelines each department has for project reviews.
- While there may be a centralized contact person to receive and disseminate information during the Planning phase, there appears to be no overall decision-maker in the project review process.

Under the Growth Management Act (GMA), a consolidated review process is required. Locally, the development review process may benefit from further streamlining and consolidation. More significantly, the lack of local planning and design guidelines for regional transit facilities should be addressed.

Engineering Design Challenges

Early design concepts were addressed directly with the City of Richland's Public Works Department. Issues were identified and addressed early in design, largely eliminating Public Works-related design challenges later in the design process. BFT also worked with the City's Public Works Department on an alternative design to address pedestrian crossings at the bus-only entrances to the facility in a way that would also deter nonauthorized motorist use, a common problem that occurs at other BFT transit centers.

During the detailed design phase, more significant efforts were required to address design issues that were not raised during the concept design phase. As with the earlier concurrency mitigation review, the later stage requirements focused not on the transit facility itself, but on detailed modifications to adjacent streets. These were relatively easy to work through at the later stages; however, the project timeline would have benefitted from a single set of clear and concise requirements at the early stage of project design.

Environmental Challenges

BFT was aware at the initial concept phases that there were challenges related to wetlands designated by the Army Corps of Engineers adjacent to the existing Tulip Lane Park-and-Ride Lot. During the design process, BFT and KPFF worked to minimize direct impacts to the designated wetlands. The Army Corps of Engineers issued a 'Nationwide Permit,' which would allow construction of the project without further requirements for wetland mitigation. The City's wetland standards do not accept this standard of treatment and hold a higher standard for wetland interaction. While this is within their rights, the higher standard was not highlighted during early prepermit discussions and was only discovered after a first full permit review. KPFF modified the design accordingly.

Planning/Zoning Challenges

Transit facilities do not fit “neatly” into allowable uses under local zoning. While transit facility use may be allowed, local planning departments struggle with related requirements, such as minimum parking requirements associated with a bus platform. BFT and KPFF staff spent added time addressing requirements not specified in code; e.g., statements that BFT must comply with minimum parking requirements when no parking requirements are identified in the zoning code. While relatively easy to address, BFT and KPFF staff did spend time addressing irrelevant requirements, with each issue potentially adding weeks to the review-response-approval process.

Staff “Dicta”

In law, dicta are comments, suggestions, or observations made by a judge in an opinion that are not necessary to resolve a case, and as such, it is not legally binding on other courts but may still be cited as persuasive authority in future litigation.

If the term “dicta” were applied to the planning review process, then BFT and KPFF spent a significant amount of time sorting through “planning dicta” that were delivered during the planning review phase. Planning dicta included comments that ranged from “residential subdivision requirements” (no residential development is proposed) to erroneous comments related to sign requirements under the Manual of Uniform Traffic Control Devices (MUTCD), suggestions that the bus entrance design at Knight Street Transit Center would be more appropriate (BFT requested that KPFF change the design to correct operational deficiencies at the Knight Street facility), and numerous later stage requirements (construction related, not design phase issues).

There is no one phase for local issuance of “dicta” in transit facility development; local staff cited a range of requirements not really applicable to transit projects throughout the planning and design process. While BFT must necessarily expend the time and resources to address the required issues on major projects, local requirements can, and sometimes do, prevent BFT from building ADA-compliant bus stops and sidewalk connections. ADA compliance falls on BFT only for those projects built by BFT; otherwise, the legal obligation to provide ADA-compliant bus stops and pedestrian infrastructure falls on municipalities.

Request for Contingency Budget

BFT and KPFF feel reasonably confident that the project will be permitted within the requested amount. However, the project has still not been permitted by the City of Richland, certain minor outstanding issues remain, and the City’s process has been unpredictable (including revisiting issues previously resolved). Therefore, BFT staff request authorization to include \$50,000 in contingency funds that will be within the total contract budget and used only to address future unanticipated requirements that the City of Richland may impose upon the project.

Funding

Budgeted: Yes

Budget Source: Capital

Funding Source: Local and State (WSDOT Regional Mobility Grant)

Recommendation

Amend Resolution 46-2020, Final Design of Queensgate Transit Hub – Contract with KPFF by authorizing an additional budget of \$218,314, plus \$50,000 in contingency, from \$449,610 to a maximum of \$717,924 (including contingency).

Forwarded as presented:

Edwin G. Frost, Interim General Manager

**BEN FRANKLIN TRANSIT
RESOLUTION 45-2022**

A RESOLUTION TO AMEND RESOLUTION 46-2020, FINAL DESIGN OF QUEENSGATE TRANSIT HUB

WHEREAS, BFT Board of Directors approved Resolution 58-2019 awarding on-call transit passenger facilities architecture and engineering services to KPFF Consulting Engineers on August 8, 2019, for an amount not to exceed \$1,200,000; and

WHEREAS, BFT Board of Directors approved Resolution 46-2020 authorizing final design of the Queensgate Transit Hub; and

WHEREAS, BFT Board of Directors approved Resolution 13-2022 increasing the not-to-exceed amount to \$1,500,000 (adding \$300,000 to the contract) to allow KPFF to close all open task orders and ensure completion of permitting and land recording requirements for the Queensgate Transit Hub; and

WHEREAS, BFT staff request an amendment of Resolution 46-2020 to increase the not-to exceed budget amount of the task order to \$667,924 (adding \$218,314) to allow completion of permitting and land recording requirements for the Queensgate Transit Hub.

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

The Interim General Manager is authorized to:

Amend Resolution 46-2020, Final Design of Queensgate Transit Hub to increase the task order budget not-to-exceed amount from \$449,610 to \$717,924, including \$50,000 in contingency, to allow for completion of the Queensgate Transit Hub design, land recording, and permitting.

APPROVED AT A REGULAR BEN FRANKLIN TRANSIT BOARD OF DIRECTORS meeting held Thursday, July 14, 2022, at 1000 Columbia Park Trail, Richland, Washington.

ATTEST:

Janet Brett, Clerk of the Board

Will McKay, Chair

APPROVED AS TO FORM BY:

Jeremy J. Bishop, Legal Counsel

Memorandum

Date: July 6, 2022

To: Edwin G. Frost, Interim General Manager

From: Keith Hall, Director of Planning and Service Development

Re: 2022 Language Assistance Plan and Policy Adoption

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 and accompanying Language Assistance Plan (LAP) must be reviewed and updated on a triennial basis. Additionally, BFT operates its programs and services in compliance with Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations," Executive Order 13166, "Improving Access to Service for Persons with Limited English Proficiency," and the Federal Department of Transportation's (DOT) guidance to recipients pursuant to both Executive Orders. BFT's commitment to meeting Title VI, Environmental Justice, and Limited English Proficiency (LEP) requirements is reflected in the agency's planning, public involvement, and decision-making processes.

Language Assistance Plan (LAP)

As part of the 2022 Title VI Program update, the accompanying LAP has been updated and expanded upon. The LAP allows BFT staff to better understand the needs of limited English populations in our service area and develop strategies for allowing those populations to effectively access BFT services.

These revisions will allow the LAP to be released as a stand-alone policy document distinct from the Title VI Program Update. In the future, the LAP will be updated and overseen by Marketing.

The LAP includes a service area analysis of the following:

- Limited English population
- Language spoken at home
- Language Line usage and public comments related to language barriers
- Distribution of service within limited English areas

Analysis

The 2022 LAP update showed that 12.25% of the population within the service area spoke English less than "very well." Approximately 29.4% of the population within the service area speaks a language other than English at home. The large majority of non-English speakers report Spanish as their primary language. Other common languages spoken within the service area include Arabic, Russian, Vietnamese, and Chinese. As of now, none of these languages are prevalent enough within the service area to merit additional language resources from BFT.

Policy

BFT staff has concluded that the best course of action is to create a formal, internal policy that dictates data analysis schedules, content, and implementation of the LAP. The policy states that BFT will conduct a formal Four Factor Analysis every three years as well as a review of the LAP on an annual basis. All substantive changes to LAP based on these analyses will be brought to the Board as an informational item.

Public Outreach

As part of the 30-day public comment period, BFT staff hosted two open house events covering the 2022 Title VI Program update and LAP. The in-person event took place on Monday, June 13, at 5 p.m. at the Mid-Columbia Library in Pasco at 1320 W. Hopkins Street. The virtual open house was held via Zoom on Wednesday, June 15, at 12 noon. The final public hearing will be held during the July 14 Board meeting.

The Language Assistance Plan was released for public comment on June 2. Public comment was welcomed during three different public hearings. Only one member of the public attended. Their comments suggested that BFT should coordinate with school districts for its Title VI and Language Assistance survey efforts. No further comments were received.

Funding

Budgeted:	No Budget Impact
Budget Source:	No Budget Impact
Funding Source:	No Budget Impact

Recommendation

Staff recommends the Board of Directors approve the adoption of the 2022 Language Assistance Plan and accompanying internal policy (MKT-101) dictating how the plan is reviewed, updated, and improved going forward.

Forwarded as presented:

Edwin G. Frost, Interim General Manager



**BEN FRANKLIN TRANSIT
RESOLUTION 46-2022**

A RESOLUTION ADOPTING BEN FRANKLIN TRANSIT'S 2022 LANGUAGE ASSISTANCE PLAN & ASSOCIATED POLICY

- WHEREAS, Ben Franklin Transit's conducted a Four Factor Analysis to determine if limited English proficiency passengers have adequate resources available to them; and
- WHEREAS, Service Development Staff has updated the Language Assistance Plan and released the document for a 30-day public comment period; and
- WHEREAS, Language Assistance Plan has been revised to reflect suggested changes and edits received during Public Comment Period; and
- WHEREAS, An internal policy (MKT-101) will be adopted to dictate how the Language Assistance Plan is implemented, maintained, and improved; and
- WHEREAS, The 2022 Language Assistance Plan will be submitted to the Federal Transit Administration for comment and additional feedback.

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

The 2022 Language Assistance Plan and associated MKT-101 Policy is adopted by Ben Franklin Transit's Board of Directors.

APPROVED AT A REGULAR TRANSIT BOARD OF DIRECTORS MEETING held Thursday, July 14, 2022, at 1000 Columbia Park Trail, Richland, Washington.

ATTEST:

Janet Brett, Clerk of the Board

Will McKay, Chair

APPROVED AS TO FORM BY:

Jeremy J. Bishop, Legal Counsel



LANGUAGE ASSISTANCE PLAN

Four Factor Analysis & Implementation

BEN FRANKLIN TRANSIT

PLAN DE ASISTENCIA LINGÜÍSTICA

Análisis de cuatro factores y Implementación

**PREPARED BY: PLANNING
AND
SERVICE DEVELOPMENT**



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[El plan de asistencia lingüística está disponible en español.]

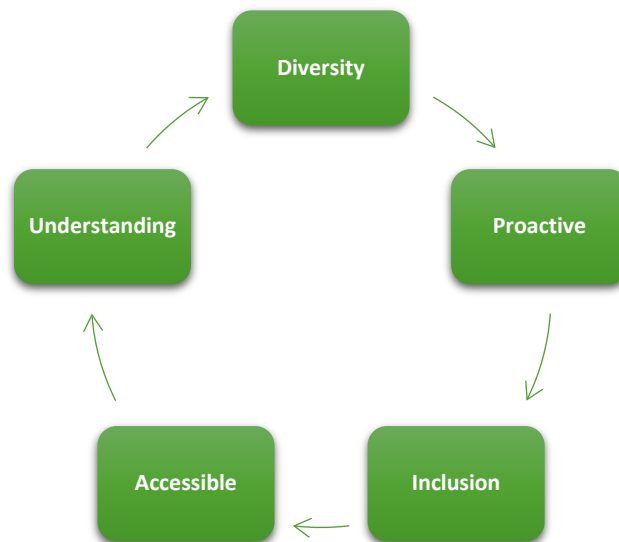
Introduction

Ben Franklin Transit (BFT) operates fixed route, paratransit, and rideshare programs in the Public Transportation Benefit Area (PTBA) established in accordance with Chapter 36.57A of the Revised Code of Washington (RCW). The PTBA encompasses 617 square miles within Benton and Franklin counties in the southeast section of Washington State. This area includes the cities of Kennewick, Pasco, Richland, West Richland, Benton City, Prosser, and certain unincorporated areas of Benton and Franklin County.

The population of BFT’s PTBA is diverse and is comprised of a sizable number of individuals who have limited or no English proficiency. These individuals are referred to as Limited English Proficiency (LEP) persons. LEP persons are defined as those individuals for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. This includes individuals who reported to the U.S. Census that they speak English “less than very well”, “not well”, or “not at all.”

BFT is committed to breaking down language barriers that exist for these LEP persons by implementing consistent standards of language assistance across its program of service. BFT and its governing body have recognized that our community is diverse and a proactive approach must be taken to ensure public transit is easily accessible to all by implementing tools to reduce language barriers.

Figure 1 – BFT’s commitment to breaking down barriers



This two-part document is intended to ensure that there continues to be meaningful access to BFT’s program of transit services. It also demonstrates BFT’s compliance with Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency,” which directs federal financial recipients to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. The first section details the results of BFT’s Four Factor Analysis, which has been conducted in accordance with the Title VI of the Civil Rights Act of 1964 and meets the requirements within FTA Circular 4702.1B. The second section outlines BFT’s Language Assistance Plan, which is used as a guide to ensure

that insight gained from the Four-Factor Analysis is acted upon in a way that bolsters accessibility to BFT’s transit services through language assistance both written and verbal.

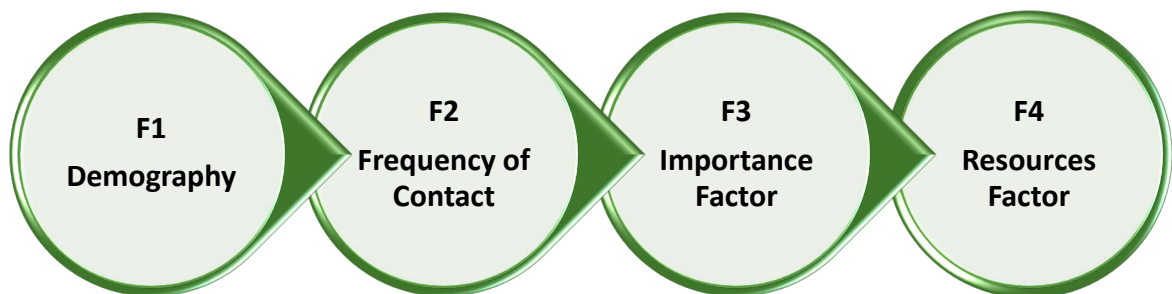
Four Factor Analysis

The U.S. Department of Transportation (USDOT) recommends using a four factor LEP Analysis to determine the need for language assistance measures. The four factors are:

- 1. Demography Factor:**
The number or proportion of LEP persons eligible to be served or likely to be encountered by BFT’s program of services.
- 2. Frequency of Contact Factor:**
The frequency with which LEP individuals come in contact with BFT’s program of services.
- 3. Importance Factor:**
The nature and importance of BFT’s program of services to people’s lives.
- 4. Resources Factor:**
The resources available for LEP outreach, as well as the costs associated with that outreach.

Ben Franklin Transit has conducted a Four Factor Analysis to meet requirements outlined in Title VI of the Civil Rights Act of 1964, which seeks to improve access to services for persons with Limited English Proficiency (LEP). The Four-Factor Analysis results in a better understanding of the needs of LEP populations and determines what LEP language groups must be provided written translation of vital documents in accordance with the Department of Justice’s (DOJ) Safe Harbor Provision.

Figure 2 – Four Factor Analysis

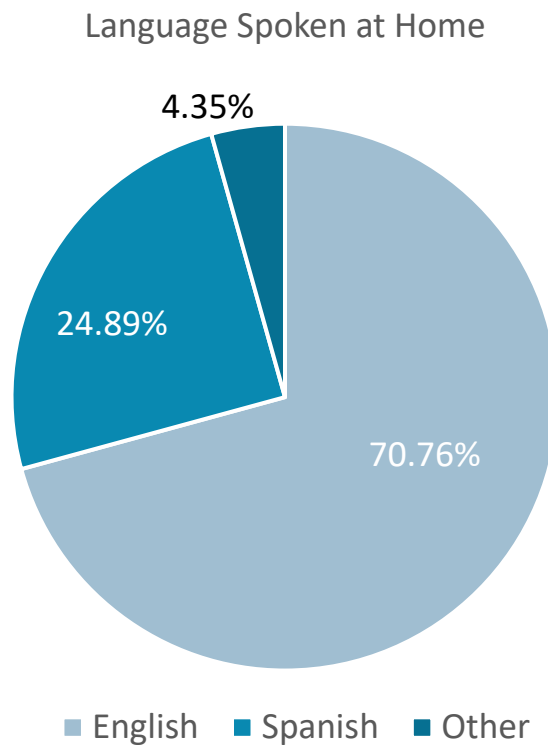


Factor #1: The number or proportion of LEP Persons served

US Census Bureau’s American Community Survey (ACS) data was utilized to determine the numbers and portions of the LEP population that reside within BFT’s PTBA and surrounding areas. BFT’s service area does not include the total area of Benton and Franklin counties but does include major populated portions of each including; Pasco, Richland, Kennewick, West Richland, Prosser, Benton City and unincorporated areas of each county.

According to 2020 ACS data, BFT’s service area consists of primarily English-speaking individuals who make up an estimated 70.76% of the population. An estimated 29.25% of the population speaks a language other than English. Many of these individuals speak Spanish. They make up 24.89% of the total population of BFT’s service area.

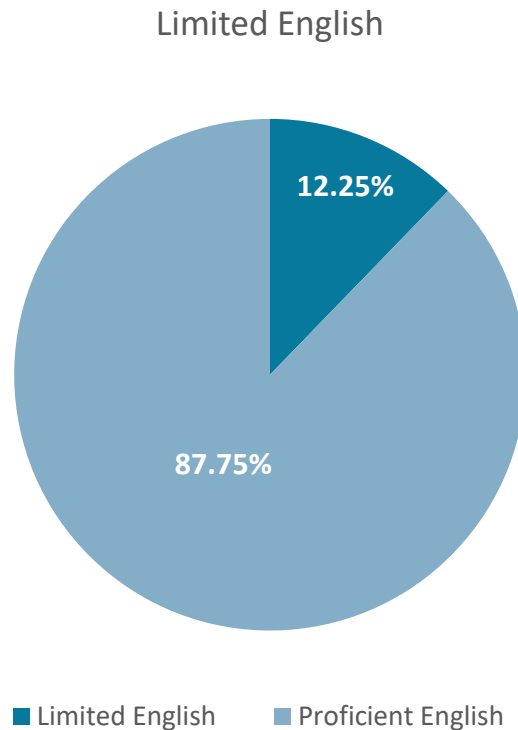
Figure 3 – Service Area Language Profile



Source: U.S. Census Bureau, 2015-2020 American Community Survey 5-Year Estimates

Although more than ¼ of the population living in BFT’s service area speak a language other than English, more than half of these individuals are proficient in English. It is estimated that 12.25% of the population is considered to have limited English proficiency and thereby defined as LEP persons.

Figure 4 – Service Area Limited English Proficiency Profile



Source: U.S. Census Bureau, 2015-2020 American Community Survey 5-Year Estimates

Spanish speakers make up the majority of LEP and constitute 11.6% of the total population, which exceeds DOJ’s Safe Harbor Provision thresholds. The Safe Harbor Provision stipulates that a recipient must provide written translations of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 individuals. Spanish speakers are the only LEP language group in which BFT is required to provide written translation of vital documents. See Table 1 and Map 1 for further detail on LEP populations and their residence in relation to BFT’s facilities and transit service.

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

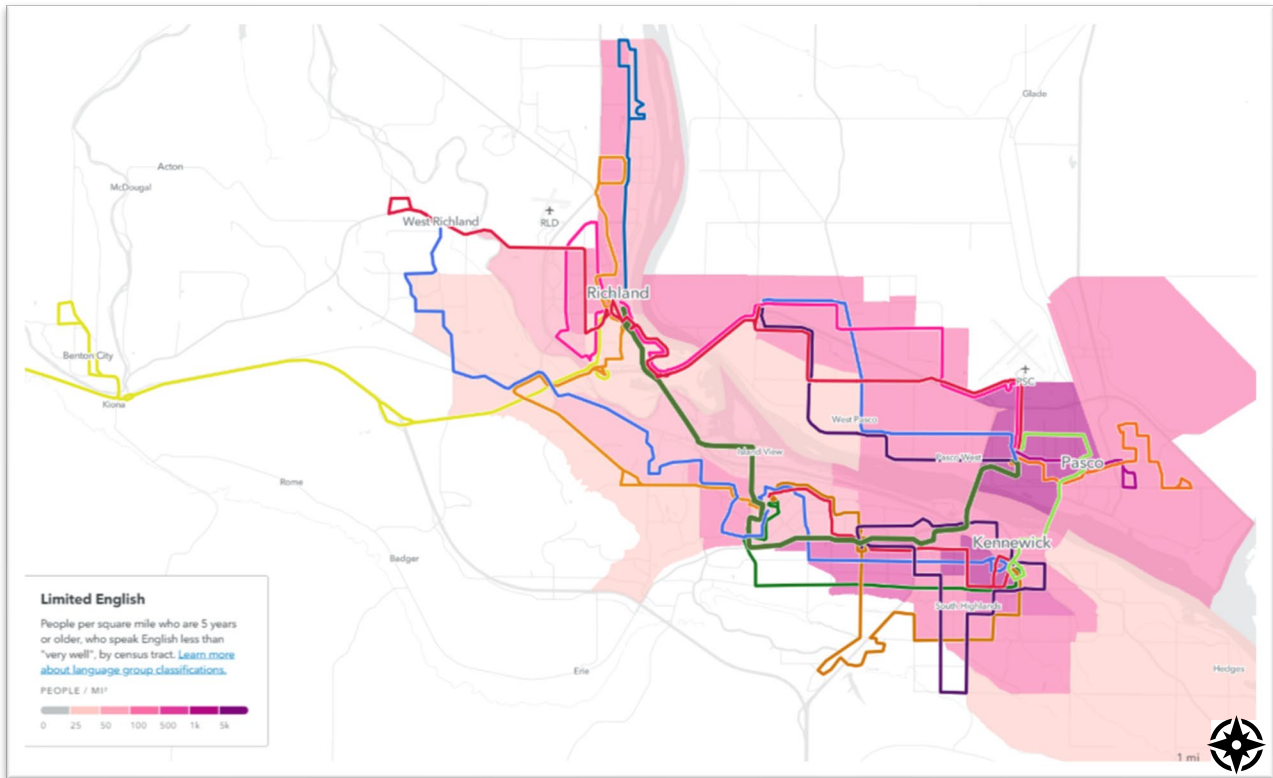
Language	Benton	Franklin	Combined	Population
	County	County		
Population 5 Years and Older	186,747	85,308	272,055	
Speak only English	147,786	44,746	192,532	70.76%
Spanish or Spanish Creole	29,577	37,856	67,433	24.89%
French (incl. Patois, Cajun)	299	146	445	0.15%
Russian	1,925	1,210	3,135	1.15%
Vietnamese	576	265	841	0.25%
German or West Germanic	498	112	610	0.19%
Chinese	697	46	743	0.28%
Tagalog (Incl. Filipino)	599	211	810	0.29%
Arabic	1,013	19	1,032	0.41%
Korean	209	17	226	0.09%
Greek	75	5	80	0.04%
Serbo-Croatian or Other Slavic	982	216	1,198	0.54%
Other and unspecified	848	693	1,641	0.96%

Source: U.S. Census Bureau, 2020 American Community Survey Estimates

Factor # 2: The frequency with which LEP Individuals come into contact with BFT’s Program of Service

BFT’s PTBA includes Benton County which is largely English-speaking and Franklin County which has a large Spanish-speaking population. BFT services that are utilized by LEP Persons include fixed route bus service, Dial-A-Ride service (DAR), General Demand Response, and Vanpools. LEP persons also access information about BFT services through customer service, fare purchase locations, our [Transit System Guide](#), and the [BFT website](#). Additionally, BFT conducts outreach in the community about our programs, services, and any proposed changes to those services through public hearings.

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



Source: U.S. Census Bureau, 2020 American Community Survey Estimates

BFT’s 2022 Fixed Route On-Board Rider Survey data showed out of the roughly 1,900 people surveyed about 22.9% speak Spanish, some of which still listed English as a language that is spoken at home. BFT’s 2018 DAR On-Board Rider Survey data showed out of the roughly 300 people surveyed about 7.7% speak Spanish, while 1.7% of respondents reported speaking a language other than English or Spanish.

Table 2 – 2022 Fixed Route On-Board Rider Survey Languages Spoken at Home

Language	English	Spanish	Russian	Chinese	Vietnamese	Other
Percentage	73.71%	22.82%	0.20%	0.25%	0.3%	3.9%
Total	1,455	450	5	6	5	52

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 Services, Programs, and Activities

According to BFT’s 2022 On-Board Rider Survey, 28% of riders surveyed were traveling to work, 22% were traveling to school, 22% were traveling for recreation and 27% were traveling for medical appointments or other reasons. Spanish-speaking riders reported utilizing our services to access personal business, travel to home, school or college, medical appointments, and shopping.

Furthermore, it was found that roughly 8% of the total working LEP population of Benton and Franklin counties utilize public transportation to get to and from work. This indicates that BFT’s transit services are vital to a notable portion of the LEP population.

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	128,164	16,902	13%	14,355	11%
<i>Car, truck, or van - drove alone</i>	101,013	12,739	12%	11,041	10%
<i>Car, truck, or van - carpooled</i>	14,939	4,176	27%	3,549	24%
<i>Public transportation</i>	816	89	10%	63	8%

Factor #4: Resources available to recipients and the cost

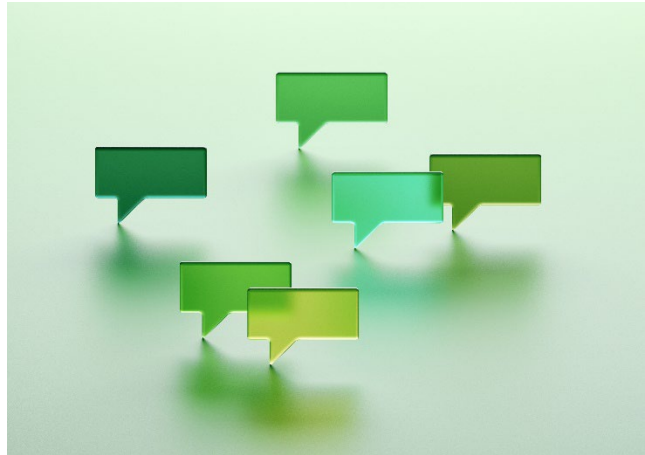
BFT currently has 20% of the bilingual staff fluent in Spanish and English. Spanish-speaking staff use their multilingual skills to serve as interpreters as needed to assist LEP persons who need assistance with our programs, services, and activities.

Ben Franklin Transit believes in disseminating any and all information through multiple means. BFT utilizes the [website](#), transfer centers, community centers, staff, and the following media outlets; Tri-City Herald, KNDU, KVEW, KEPR, Univision, KONA/KZHR (Cherry Creek Media), KFLD (Townsquare Media), NWPR, SMG Northwest, Tri-Cities Area Journal of Business/Senior Times, Tú Decides, La Voz, Bustos Media, Eagle Media.

Table 5 –Staff Fluent in Spanish & Other Languages

Department	Staff	Spanish-speaking	Other Languages	Percentage of Staff
Vanpool	4	1	0	25%
Demand Response	15	2	0	13%
Customer Service	7	2	0	28%
Planning Staff	9	2	0	22%
Total	35	7	0	20%

BFT also recognizes the need to have language services in other languages besides Spanish and has implemented a language line service through Language Line SolutionsSM to address that need. Their services have been available to the community since January 2019. While Language Line Solutions has been very helpful, BFT is actively seeking other options since their contract is about to expire. Additionally, BFT has hired a bilingual (Spanish/English) Travel Trainer as part of an outreach program where customers are taught how to ride the bus through seminars and one-on-one assistance. Community outreach programs are in the works for Fall 2023 to allow time to hire bilingual staff.



BFT prints its [Transit System Guides](#) and other informational publications in both English and Spanish. The guides are available in [digital](#) and print format. BFT budgets \$50,000 per year to print [Transit System Guides](#), informational posters, and public notice flyers in English and in Spanish. This budget also includes the costs needed to produce the Language Line flyers. Table 6 to 8 illustrate Language Line SolutionsSM Statistic from January 2020 to March 2022.

Table 6 – Language Line SolutionsSM Statistic for 2020

2020	Other Language Calls	Spanish Language Calls	Est. Lang. Line Usage	Lang. Line Percentage
January	21	19	2	9.52%
February	36	30	6	16.67%
March	38	29	9	23.68%
April	43	30	13	30.23%
May	30	21	9	30.00%
June	40	27	13	32.50%
July	33	22	11	33.33%
August	49	37	12	24.49%
September	51	33	18	35.29%
October	56	30	26	46.43%
November	72	46	26	36.11%
December	40	31	9	22.50%
	509	355	154	30.26%

Table 7 – Language Line SolutionsSM Statistic for 2021

2021	Other Language Calls	Spanish Language Calls	Est. Lang. Line Usage	Lang. Line Percentage
January	35	24	11	31.43%
February	30	20	10	33.33%
March	29	20	9	31.03%
April	35	23	12	34.29%
May	30	21	9	30.00%
June	43	24	19	44.19%
July	33	18	15	45.45%
August	36	25	11	30.56%
September	31	15	16	51.61%
October	30	12	18	60.00%
November	32	12	20	62.50%
December	21	12	9	42.86%
	385	226	159	41.30%

Table 8 – Language Line SolutionsSM Statistic for January to April 2022

2022	Other Language Calls	Spanish Language Calls	Est. Lang. Line Usage	Lang. Line Percentage
January	32	17	15	46.88%
February	15	7	8	53.33%
March	13	8	5	38.46%
April	-	-	-	-
	60	32	28	46.67%

Language Assistance Plan Implementation

Insight gathered from BFT’s Four-Factor Analysis indicates that Spanish-speaking LEP persons are the largest language group within BFT’s service area and the most likely to encounter the agency’s programs and services. Persons within the LEP population represent an estimated 12.25% of the total population, 11.6% of which speak Spanish. No other language group has a population of LEP persons that exceed the 5%, or 1,000 person threshold outlined in the DOJ’s Safe Harbor Provision. However, BFT recognizes the needs of other LEP populations and will continue to monitor the demographics. BFT will also survey the information to determine if and when other LEP populations are in need of further language assistance.

The fact that Spanish-speaking LEP persons exceed the DOJ’s Safe Harbor Provision threshold necessitates BFT to provide vital documents in both Spanish and English. Vital documents include but aren’t limited to [transit system guides](#), ADA paratransit eligibility applications, customer comment/complaint cards, [Title VI complaint forms](#), and public notices. These documents are already translated and available for Spanish-speaking customers to utilize. BFT is also currently working on translating the following ADA documents for Spanish-speaking customers to utilize:

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

BFT recognizes that providing document translation is only one of the ways to ensure LEP persons have meaningful access to transit. Other efforts must be made to reduce language barriers and continue to facilitate inclusive transit service. In order to promote the culture of inclusivity, BFT has identified the following specific steps or tasks that will continually be addressed.

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

As indicated in earlier sections, BFT has strong methods in place to ensure LEP persons could access BFT services. Table 9 lists BFT’s language assistance services, locations, and any recommended actions or responsibilities that have been identified through the Four-Factor Analysis and when they will likely be implemented.

Table 9 – Language Assistance Services

Item	Where Available	Recommended Action	Projected Timeline
Language Line Services	LEP person calls in to Customer Service where a representative contacts Language Line Solutions SM and requests the language needed.	Continue using the Language Line Solutions SM and tracking of 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 (Cherry Creek Media), KFLD (Townsquare Media), NWPR, SMG Northwest, Tri-Cities Area Journal of Business/Senior Times, Tú Decides, La Voz, 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
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 Guide	Ben Franklin Transit has available a detailed book that has maps, schedules, fares and all services available in Spanish along with Title VI disclaimer located on the first page of the book . The detailed guide is available in digital and printed format for free to the public on all buses and in offices.	BFT continues to print and update these books 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
Language Line Flyer	Ben Franklin Transit fixed route buses.	Distribute flyers that give LEP individuals information about BFTs language line services	Ongoing
Facebook & Twitter	Ben Franklin Transit has established Twitter 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.	In progress Summer 2023
Targeted Outreach to LEP Populations	BFT seeks out and actively engages in community outreach activities tailored to the Spanish-speaking public. Services were temporarily halted due to COVID-19 pandemic restrictions. We are working to start program back up now that Covid restrictions have been lifted.	Continue to proactively identify a variety of outreach opportunities that allow BFT staff to provide information about services to the Spanish-speaking community. Community outreach programs are in the works for Fall 2023 to allow time to hire bilingual staff.	Fall 2023 Implementation

Task #2: Providing Notice about Language Assistance to LEP Persons

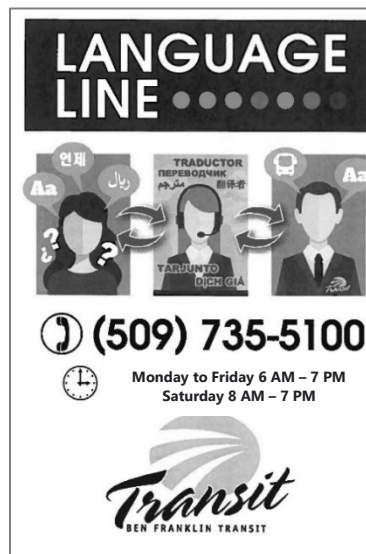
Ben Franklin Transit employs a variety of methods to communicate with customers and the public. These include printed schedule information, signs inside vehicles, transit centers, and park and rides, customer service Language Line, customer service outlets, headquarters reception, [website](#), [Facebook](#) and [Twitter](#), news releases, advertising, community meetings and presentations, and flyers through multiple media outlets.

Figure 5 – Summary of language assistance to LEP persons

- Printed Schedules
- Transit Centers
- Customer Service Outlets
- Language Line
- Media Outlets
- Community Meetings & Presentations
- Social media Platforms

In 2016, Ben Franklin Transit implemented the use of Language Line flyers which are placed on all fixed route services. The Language Line Flyers contain easily recognized symbols and the phone number of BFT's Language Line translation services. The flyers are meant to be distributed by coach operators to any individual that appears to be in need of assistance, but a language barrier exists.

Figure 6 - Language Line Flyer



Language Line flyers provide an expedited way for customers and operators to address language barriers and access translation services

Task #3: Providing Notice of Available Language Services

BFT staff understands the value of assisting the community and is trained on how to direct individuals to a language line, bilingual staff, or to the [BFT website](#) which translates the content to over 100 different languages. Furthermore, anytime public feedback is needed BFT ensures that they inform the public in a timely manner of any major service change or fare change needed. The following methods are utilized to communicate accordingly with the public: through the Tri-City Herald, media releases are sent to local TV and radio stations in English and Spanish, letters are sent to vanpool drivers, information is displayed on [BFT's website](#) and social media accounts, flyers are placed on all fixed route buses, an email is sent to Human Service providers, mailers are shared with schools and agencies such as DSHS, Meals on Wheels, flyers are placed on Dial-A-Ride buses, flyers are posted in shelters at Transit Centers, and at public hearings. To ensure public feedback from LEP populations, BFT also uses local Spanish-language media outlets such as Tú decides, La Voz, and Bustos Media to disseminate information about language services and service/fare changes.

Task #4: Employee Training

BFT trains staff to help minimize barriers when working with individuals that have difficulty speaking English. Staff training include different scenario role play and techniques to assist drivers in understanding how to assist LEP customers. Training refreshers are provided to assist staff to better understand how to interact with individuals that have limited English proficiency. Techniques are provided to assist drivers on how to direct individuals to locate the information they need. Additionally, BFT is in the process of creating a Spanish handbook that will include simple phrases to help staff in their day-to-day interaction with the public. The Spanish handbook will include:

- Language options offered by BFT as part of language assistance
- How to handle a complaint

The following excerpts below was 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 Language Line. "Language Line" 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 Language Line 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 DOT LEP Guidance suggests that agencies conduct internal monitoring of their system to determine whether language assistance measures and staff training programs are working. BFT continues to work with multilingual staff, community members, and the LEP population to determine if employees are responding appropriately to requests made with limited English or in a language other than English. BFT will consider the implementation of this guidance using available resources such as bilingual staff and ridership surveys.

The Four-Factor Analysis and Language Assistance Plan update is conducted every three (3) years and will include the following:

- Determination of any changes in the LEP population or areas served by Ben Franklin Transit
- Annual number of documented LEP person contacts encountered, where possible
- Annual use of interpretive language services
- How the needs of LEP persons have been addressed
- Determination if the need for services has changed
- Determination if interpretative services have been effective and sufficient to meet the needs
- Determination if complaints have been received concerning Ben Franklin Transit's failure to meet the needs of LEP

Task #6: Targeted Outreach to LEP Populations

The first step to providing effective outreach to LEP populations is identifying how these populations are geographically dispersed throughout BFT's service area. BFT has identified areas where large concentrations of LEP persons live and is committed to providing adequate information when service changes are recommended in areas where these LEP populations live.

Conclusion

Overall, BFT is being proactive and responsive in ensuring that the LEP community and that non-English speaking individuals are given the opportunity to be heard. BFT will continue to identify and quickly remedy any problems it encounters. Outreach efforts will continue to flourish to ensure that the community is made aware of any future programs available. BFT will also continue to seek educational programs to improve staff knowledge base on how to better assist LEP persons.

The Language Assistance Plan was released for public review on June 2. Public comment was welcomed during two different public meetings. Only one member of the public attended. Their comments suggested that BFT should coordinate with school districts for its Title VI and Language Assistance survey efforts. To date, no further comments have been received but BFT will accept public comments until July 2. A final public hearing will be held during the BFT Board of Directors meeting on July 14.

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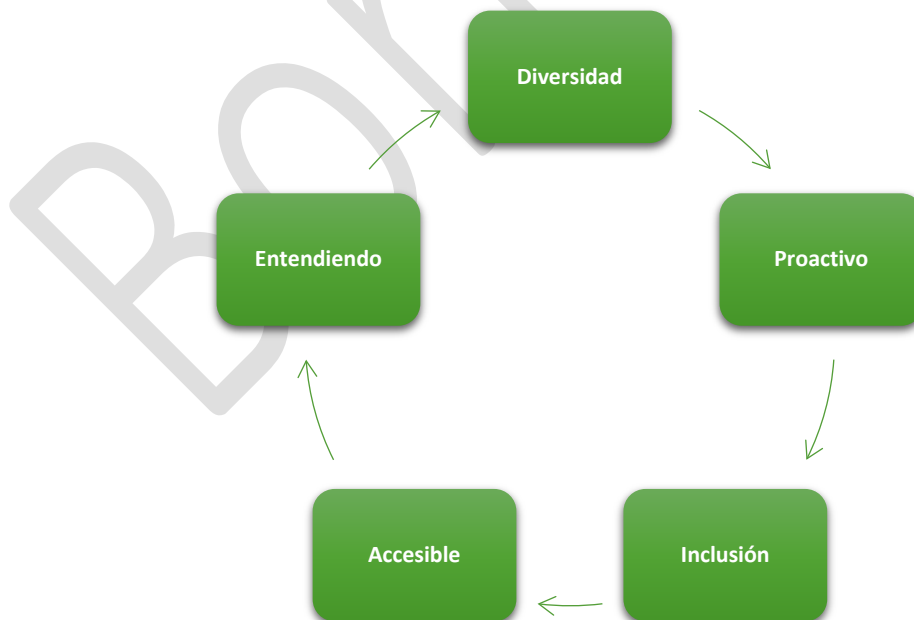
Introducción

Ben Franklin Transit (BFT) opera programas de ruta fija, paratransito y viajes compartidos en el Área de Beneficio de Transporte Público (PTBA) establecida de acuerdo con el Capítulo 36.57A del Código Revisado de Washington (RCW). El PTBA cubre 617 millas cuadradas dentro de los condados de Benton y Franklin en la sección sureste del Estado de Washington. Esta zona incluye las ciudades de Kennewick, Pasco, Richland, West Richland, Benton City, Prosser y algunas zonas no incorporadas de los condados de Benton y Franklin.

La población del PTBA de BFT es diversa y se compone de un número considerable de personas que tienen un nivel de inglés limitado o no tienen conocimiento del idioma. Estas personas se conocen como personas con conocimientos limitados de inglés (LEP). Las personas LEP se han definido como aquellos individuos para los que el inglés no es su idioma principal y que tienen una capacidad limitada para leer, escribir, hablar o entender el inglés. Esto incluye a las personas que informaron al Censo de los Estados Unidos que hablan inglés "menos que muy bien", "no bien" o "nada."

BFT se compromete a derribar las barreras lingüísticas que existen para estas personas con capacidad limitada de inglés mediante la implementación de unas prácticas de asistencia lingüística consistentes en todo su programa de servicios. BFT y su consejo de administración han reconocido que nuestra comunidad es diversa y que se debe adoptar un enfoque proactivo para garantizar que el transporte público sea fácilmente accesible para todos mediante la implementación de herramientas para reducir las barreras lingüísticas.

Figura 1 – El compromiso de BFT de romper las barreras



Este documento de dos partes tiene la intención de asegurar que siga habiendo un acceso significativo al programa de servicios de tránsito de BFT. También demuestra el cumplimiento por parte de BFT de la Orden Ejecutiva 13166, "Mejora del acceso a los servicios para las personas con conocimientos limitados de inglés", que ordena a los receptores de fondos federales que tomen medidas razonables para garantizar un acceso significativo a sus programas y actividades por parte de las personas con conocimientos limitados de inglés. La primera sección detalla los resultados del Análisis de Cuatro Factores de BFT, que se ha llevado a cabo de acuerdo con el Título VI de la Ley de Derechos Civiles de 1964 y cumple los requisitos de la Circular 4702.1B de la FTA. La segunda sección describe el Plan de Asistencia Lingüística de BFT, que se utiliza como guía para garantizar que la información obtenida a partir del Análisis de Cuatro Factores se ponga en práctica de manera que se refuerce la accesibilidad a los servicios de tránsito de BFT a través de la asistencia lingüística por escrito y verbal.

Análisis de Cuatro Factores

El Departamento de Transporte de los Estados Unidos (USDOT) recomienda utilizar un Análisis de Cuatro Factores de LEP para determinar la necesidad de medidas de asistencia lingüística. Los cuatro factores son:

1. Factor demográfico:

El número o la proporción de personas con conocimientos limitados de inglés que pueden ser atendidas o que probablemente se encuentren en el programa de servicios de BFT.

2. Factor de la frecuencia de contacto:

La frecuencia con la que las personas con LEP entran en contacto con el programa de servicios de BFT.

3. Factor de importancia:

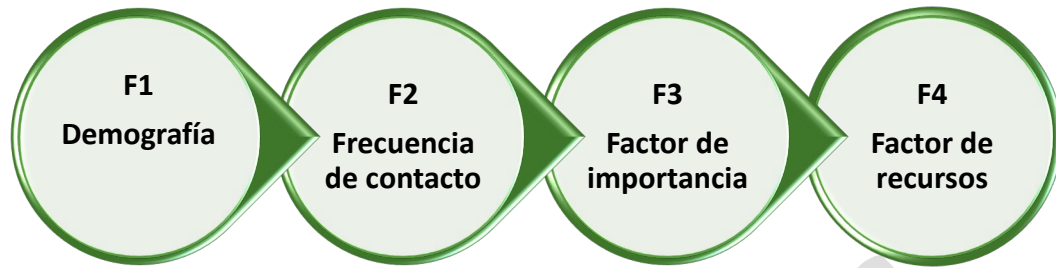
La naturaleza e importancia del programa de servicios de BFT para la vida de las personas.

4. Factor de recursos:

Los recursos disponibles para la divulgación del LEP, así como los gastos asociados a dicha divulgación.

Ben Franklin Transit ha llevado a cabo un Análisis de Cuatro Factores para cumplir con los requisitos establecidos en el Título VI de la Ley de Derechos Civiles de 1964, que busca mejorar el acceso a los servicios para las personas con conocimientos limitados de inglés (LEP). El Análisis de Cuatro Factores permite comprender mejor las necesidades de las poblaciones con conocimientos limitados de inglés y determina qué grupos lingüísticos con conocimientos limitados de inglés deben recibir traducción escrita de los documentos vitales de acuerdo con el Departamento de Justicia (DOJ) Provisión de puerto seguro.

Figura 2 – Análisis de Cuatro Factores



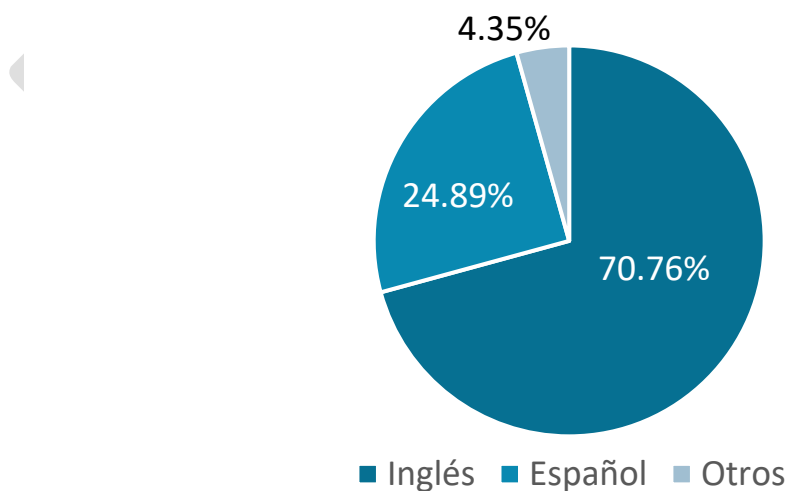
Factor #1: El número o la proporción de personas LEP servidas

Los datos de la Encuesta de la Comunidad Americana (ACS) de la Oficina del Censo de los Estados Unidos se utilizaron para determinar los números y las porciones de la población LEP que viven dentro del PTBA de BFT y las áreas circundantes. El área de servicio de BFT no incluye el área total de los condados de Benton y Franklin, pero sí incluye las principales partes pobladas de cada uno, incluyendo: Pasco, Richland, Kennewick, West Richland, Prosser, Benton City y las áreas no incorporadas de cada condado.

De acuerdo con los datos de la ACS de 2020, el área de servicio de BFT se compone principalmente de personas que hablan inglés y que constituyen un 70.76% de la población. Se estima que el 29.25% de la población habla un idioma distinto del inglés. Muchos de estos individuos hablan español. Representan el 24.89% de la población total del área de servicio de BFT.

Figura 3 – Perfil de los idiomas que se hablan en el hogar en el área de servicio

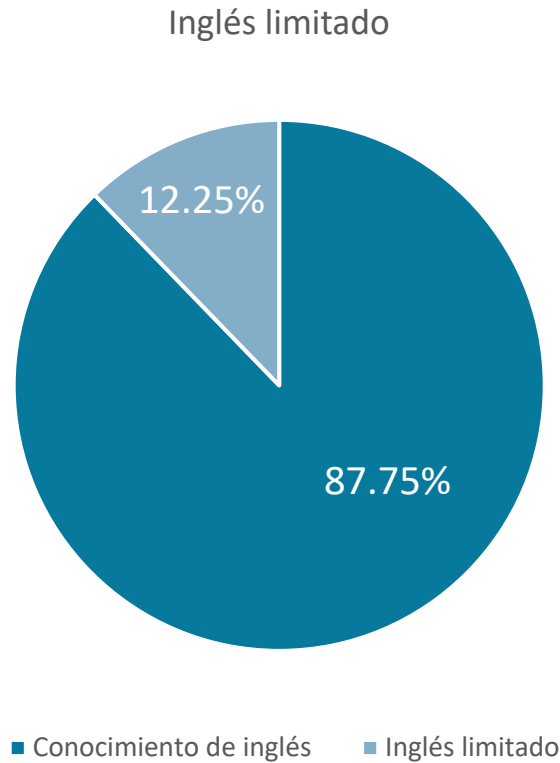
Idioma que se habla en casa



Fuente: Oficina del Censo de los Estados Unidos, 2015-2020 Encuesta de la comunidad americana Estimaciones de 5 años

Aunque más de ¼ de la población que vive en el área de servicio de BFT habla un idioma diferente que el inglés, más de la mitad de estas personas hablan bien el inglés. Se calcula que el 12.25% de la población se considera que tiene un nivel de inglés limitado y, por lo tanto, se define como personas LEP.

Figura 4 – Perfil del área de servicio de LEP



Fuente: Oficina del Censo de los Estados Unidos, 2015-2020 Encuesta de la comunidad americana Estimaciones de 5 años

La comunidad que habla español son la mayoría de los LEP y constituyen el 11.6% de la población total, lo que supera los límites de la Disposición de Puerto Seguro del DOJ. La Disposición de Puerto Seguro estipula que un beneficiario debe proporcionar traducciones escritas de documentos vitales para cada grupo lingüístico LEP elegible que constituya el cinco por ciento (5%) o 1,000 personas. Los que hablan español son el único grupo lingüístico LEP en el que BFT está obligado a proporcionar traducciones escritas de documentos vitales. Consulte la Tabla 1 y el Mapa 1 para obtener más detalles sobre las poblaciones LEP y su residencia en relación con las instalaciones y el servicio de tránsito de BFT.

Tabla 1 - Idioma que se habla en el hogar - Condado de Benton y Franklin

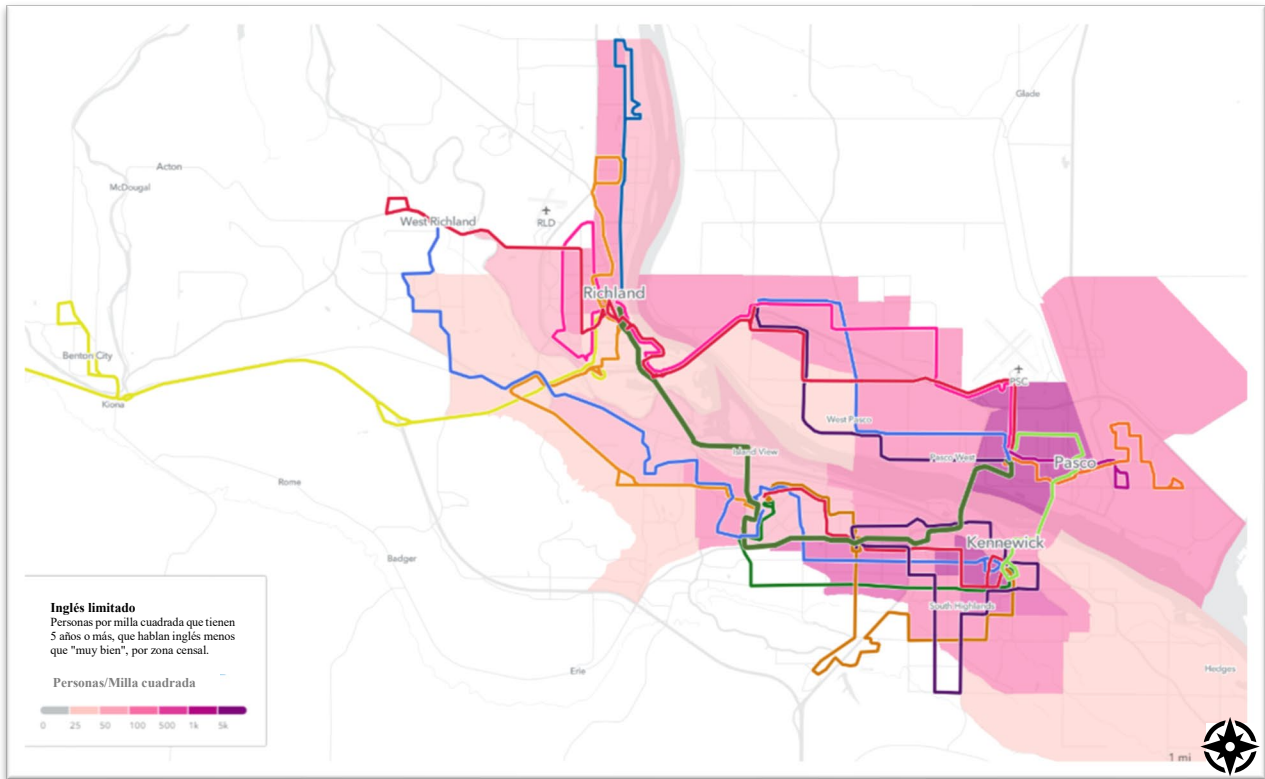
Idioma	Condado de Benton	Condado de Franklin	Combinado	Población
Población de 5 años o más	186,747	85,308	272,055	
Habla sólo en inglés	147,786	44,746	192,532	70.76%
Español o criollo español	29,577	37,856	67,433	24.89%
Francés (incl. patois, cajún)	299	146	445	0.15%
Ruso	1,925	1,210	3,135	1.15%
Vietnamita	576	265	841	0.25%
Alemán o germánico occidental	498	112	610	0.19%
Chino	697	46	743	0.28%
Tagalo (incluido el filipino)	599	211	810	0.29%
Árabe	1,013	19	1,032	0.41%
Coreano	209	17	226	0.09%
Griego	75	5	80	0.04%
Serbocroata u otro eslavo	982	216	1,198	0.54%
Otros y no especificados	848	693	1,641	0.96%

Source: U.S. Census Bureau, 2020 American Community Survey Estimates

Factor #2: Frecuencia con la que las personas con capacidad limitada de inglés entran en contacto con el programa de servicios de BFT

El PTBA de BFT incluye el condado de Benton, donde se habla mayoritariamente inglés, y el condado de Franklin, con una gran población que habla español. Los servicios de BFT que son utilizados por las personas LEP incluyen el servicio de autobús de ruta fija, el servicio Dial-A-Ride (DAR), la respuesta a la demanda general y los Vanpools. Las personas LEP también acceden a la información sobre los servicios de BFT a través del servicio de atención al cliente, los lugares de compra de tarifas, nuestra [Guía del Sistema de Tránsito](#) y el [sitio web de BFT](#). Además, BFT lleva a cabo actividades de alcance en la comunidad sobre nuestros programas, servicios y cualquier cambio propuesto en dichos servicios a través de audiencias públicas.

Mapa 1 – Porcentaje de la población con conocimientos limitados de inglés del BFT PTBA por grupo de bloques



Fuente: Oficina del Censo de los Estados Unidos, Estimaciones de la Encuesta de la Comunidad Americana de 2020

Los datos de la encuesta a bordo de la ruta fija de BFT de 2022 mostraron que de las aproximadamente 1,900 personas encuestadas, alrededor del 22.9% habla español, algunas de las cuales todavía indicaron el inglés como idioma que se habla en casa. Los datos de la encuesta a bordo de la DAR de 2018 mostraron que, de las aproximadamente 300 personas encuestadas, alrededor del 7.7% habla español, mientras que el 1.7% de los encuestados informó de que hablaba un idioma distinto al inglés o al español.

Tabla 1 – 2022 Encuesta a los pasajeros de la ruta fija Idiomas hablados en casa

Idioma	Inglés	Español	Ruso	Chino	Vietnamita	Otros
Percentage	73.71%	22.82%	0.20%	0.25%	0.3%	3.9%
Total	1,455	450	5	6	5	52

Tabla 2 – Encuesta de los pasajeros a bordo de DAR en 2018 Idiomas que se hablan en casa

Idioma	Inglés	Español	Ruso	Chino	Vietnamita	Otros
Percentage	98.9%	7.7%	0.0%	0.0%	0.0%	1.7%
Total	290	21	0	0	0	5

Factor 3: Naturaleza e importancia de los servicios, programas y actividades

De acuerdo con la encuesta de pasajeros a bordo de BFT de 2022, el 28% de los pasajeros encuestados viajaban al trabajo, el 22% a la escuela, el 22% viajaban para recreación y el 27% viajaban para citas médicas u otras razones. Los pasajeros que hablan español informaron de que utilizaban nuestros servicios para acceder a asuntos personales, viajar a casa, a la escuela o a la universidad, ir a citas médicas y hacer compras.

Además, se encontró que aproximadamente el 8% del total de la población trabajadora LEP de los condados de Benton y Franklin utilizan el transporte público para ir y volver del trabajo. Esto indica que los servicios de tránsito de BFT son vitales para una parte notable de la población LEP.

Tabla 3 – Modos de transporte al trabajo

Modos de transporte al trabajo	Total	Población LEP	% del Total	Población LEP que habla español	% del Total
Trabajadores de 16 años o más	128,164	16,902	13%	14,355	11%
Coche, troca o furgoneta: conducía solo	101,013	12,739	12%	11,041	10%
Coche, troca o furgoneta - Compartido	14,939	4,176	27%	3,549	24%
Transporte público	816	89	10%	63	8%

Factor #4: Recursos disponibles para los beneficiarios y el coste

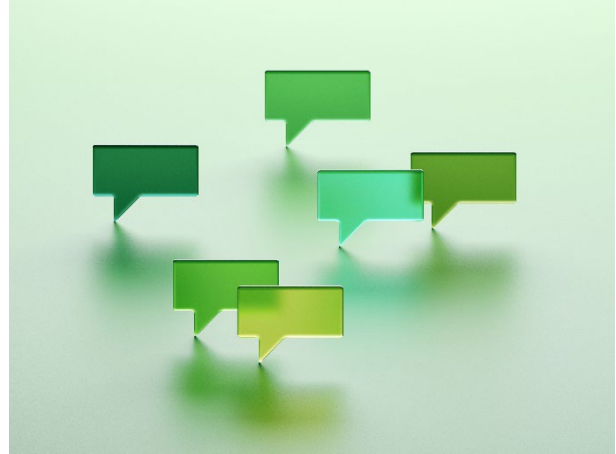
En la actualidad, BFT cuenta con un 20% de personal bilingüe que habla español e inglés. El personal que habla español utiliza sus habilidades multilingües para servir de intérpretes según sea necesario para ayudar a las personas con conocimientos limitados de inglés que necesitan asistencia con nuestros programas, servicios y actividades.

Ben Franklin Transit cree en la difusión de toda la información a través de múltiples medios. BFT utiliza el [sitio web](#), los centros de tránsito, los centros comunitarios, el personal y los siguientes medios de comunicación: Tri-City Herald, KNDU, KVEW, KEPR, Univision, KONA/KZHR (Cherry Creek Media), KFLD (Townsquare Media), NWPR, SMG Northwest, Tri-Cities Area Journal of Business/Senior Times, Tú Decides, La Voz, Bustos Media, Eagle Media.

Tabla 5 – Personal que habla con fluidez el español y otros idiomas

Departamento	Personal	Habla español	Otros idiomas	Porcentaje del personal
Vanpool	4	1	0	25%
Respuesta a la demanda	15	2	0	13%
Servicio de atención al cliente	7	2	0	28%
Personal de planificación	9	2	0	22%
Total	35	7	0	20%

BFT también reconoce la necesidad de contar con servicios lingüísticos en otros idiomas además del español y ha implementado un servicio de línea de idiomas a través de Language Line SolutionsSM para atender esa necesidad. Sus servicios han estado disponibles para la comunidad desde enero de 2019. Aunque Language Line Solutions ha sido muy útil, BFT está buscando actualmente otras opciones ya que su contrato está a punto de expirar. Además, BFT ha contratado a un entrenador de viajes bilingüe (español/inglés) como parte de un programa de divulgación que enseña a los clientes a viajar en autobús a través de seminarios y asistencia individual. Los programas de divulgación en la comunidad se están preparando para el otoño de 2023 para dar tiempo a contratar personal bilingüe.



BFT imprime sus [Guías del Sistema de Tránsito](#) y otras publicaciones informativas tanto en inglés como en español. Las guías están disponibles en forma [digital](#) e impresa. BFT asigna un presupuesto de \$50,000 al año para imprimir las [Guías del Sistema de Tránsito](#), los carteles informativos y los volantes de aviso al público en inglés y en español. Este presupuesto también incluye los costes necesarios para producir los folletos de la Línea de Idiomas. La tabla 6 a 8 ilustra la estadística de Language Line SolutionsSM de enero de 2020 a marzo de 2022.

Tabla 6 – Línea de soluciones lingüísticasSM Estadística para 2020

2020	Llamadas en otros idiomas	Llamadas en español	Estimación del uso de la línea lingüística	Porcentaje de la línea lingüística
Enero	21	19	2	9.52%
Febrero	36	30	6	16.67%
Marzo	38	29	9	23.68%
Abril	43	30	13	30.23%
Mayo	30	21	9	30.00%
Junio	40	27	13	32.50%
Julio	33	22	11	33.33%
Agosto	49	37	12	24.49%
Septiembre	51	33	18	35.29%
Octubre	56	30	26	46.43%
Noviembre	72	46	26	36.11%
Diciembre	40	31	9	22.50%
	509	355	154	30.26%

Tabla 7 – Línea de soluciones lingüísticasSM Estadística para 2021

2021	Llamadas en otros idiomas	Llamadas en español	Estimación del uso de la línea lingüística	Porcentaje de la línea lingüística
Enero	35	24	11	31.43%
Febrero	30	20	10	33.33%
Marzo	29	20	9	31.03%
Abril	35	23	12	34.29%
Mayo	30	21	9	30.00%
Junio	43	24	19	44.19%
Julio	33	18	15	45.45%
Agosto	36	25	11	30.56%
Septiembre	31	15	16	51.61%
Octubre	30	12	18	60.00%
Noviembre	32	12	20	62.50%
Diciembre	21	12	9	42.86%
	385	226	159	41.30%

Tabla 8 – Línea de soluciones lingüísticasSM Estadística para 2022

2022	Llamadas en otros idiomas	Llamadas en español	Estimación del uso de la línea lingüística	Porcentaje de la línea lingüística
Enero	32	17	15	46.88%
Febrero	15	7	8	53.33%
Marzo	13	8	5	38.46%
Abril	-	-	-	-
	60	32	28	46.67%

Implementación del Plan de Asistencia Lingüística

La información obtenida del Análisis de Cuatro Factores de BFT indica que las personas que hablan español son el grupo lingüístico más grande dentro del área de servicio de BFT y el que tiene más probabilidades de encontrar los programas y servicios de la agencia. Las personas dentro de la población LEP representan un estimado del 12.25% de la población total, 11.6% de los cuales hablan español. Ningún otro grupo lingüístico tiene una población de personas LEP que supere el 5%, o sea, los 1,000 individuos que se indican en la Disposición de Puerto Seguro del DOJ. Sin embargo, BFT reconoce las necesidades de otras poblaciones LEP y continuará supervisando la demografía. BFT también estudiará la información para determinar si otras poblaciones LEP necesitan más asistencia lingüística y cuándo.

Si las personas LEP que hablan español superan el nivel de la Disposición de Puerto Seguro del DOJ, es necesario que BFT proporcione documentos vitales tanto en español como en inglés.

Los documentos vitales incluyen, pero no se limitarán, a las [guías del sistema de tránsito](#), las solicitudes de elegibilidad del paratransito de la ADA, las tarjetas de comentarios/quejas de los clientes, las [formas de quejas del Título VI](#) y los avisos públicos. Estos documentos ya están traducidos y disponibles para que los clientes que hablan español los utilicen. BFT también está trabajando actualmente en la traducción de los siguientes documentos de la ADA para que los clientes que hablan español puedan utilizarlos.

Aviso de apelación DAR

Política de no presentación del DAR

Solicitud DAR

Políticas DAR

Directrices de apelación DAR (aún en proceso de desarrollo)

BFT reconoce que proporcionar la traducción de documentos es sólo una de las maneras de asegurar que las personas LEP tengan un acceso significativo al tránsito. Hay que hacer otros esfuerzos para reducir las barreras lingüísticas y seguir facilitando un servicio de tránsito inclusivo. Para promover la cultura de la inclusión, BFT ha identificado los siguientes pasos o tareas específicas que se abordarán continuamente.

Tarea #1: Mejorar y mantener los servicios de asistencia lingüística y los esfuerzos de alcance

Como se ha indicado en las secciones anteriores, BFT cuenta con métodos eficaces para garantizar que las personas LEP puedan obtener acceso a los servicios de BFT. La tabla 9 enumera los servicios de asistencia lingüística de BFT, sus ubicaciones y cualquier acción o responsabilidad recomendada que se haya identificado a través del Análisis de Cuatro Factores y cuándo es probable que se implemente.

Tabla 9 – Servicios de asistencia lingüística

Artículo	Dónde está disponible	Acción recomendada	Cronograma previsto
Servicios de la línea de idiomas	La persona LEP llama al Servicio de Atención al Cliente, donde un representante se pone en contacto con Language Line Solutions SM y solicita el idioma que necesita.	Seguir utilizando Language Line Solutions SM y el seguimiento del uso de las llamadas hasta el final del contrato. Estamos buscando otras opciones de servicios de traducción disponibles y seguiremos utilizando este tipo de servicio.	En proceso

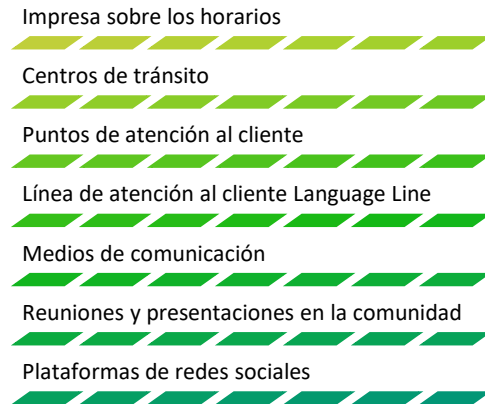
Comunicaciones traducidas a los medios de comunicación	Ben Franklin Transit siempre ha asegurado la diseminación de información a través de múltiples medios de comunicación y las traducciones en Tri-City Herald, KNDU, KVEW, KEPR, Univision, KONA/KZHR (Cherry Creek Media), KFLD (Townsquare Media), NWPR, SMG Northwest, Tri-Cities Area Journal of Business/Senior Times, Tú Decides, La Voz, Bustos Media, Eagle Media.	Seguir asegurando que las publicaciones de los medios de comunicación se traduzcan y se difundan adecuadamente a personas con LEP.	En proceso
"Entrenamiento para viajar" Entrenamiento para personas con LEP	Los entrenadores de viajes de Ben Franklin Transit ofrecen cursos de formación con regularidad y cuentan con un entrenador de viajes que habla español a tiempo completo para garantizar que se atienda a una gran parte de las personas LEP que hablan español.	Continuar con estos servicios y asegurar que los niveles de empleados permitan que el programa de entrenamiento de viajes tenga un empleado que hable español.	En proceso
Intérprete en las reuniones del Consejo y en las audiencias públicas	Ben Franklin Transit proporciona intérpretes en todas las audiencias públicas para asegurar que las personas LEP que hablan español puedan venir y participar con nuestros empleados.	Continuar con estos servicios.	En proceso
Guía del sistema de tránsito	Ben Franklin Transit tiene disponible un libro detallado que tiene mapas, horarios, tarifas y todos los servicios disponibles en español junto con el aviso legal del Título VI ubicado en la primera página del libro . La guía detallada está disponible de forma gratuita al público en todos los autobuses y en las oficinas en forma digital e impresa.	BFT sigue imprimiendo y actualizando estos libros para garantizar que la información esté fácilmente disponible para el público.	En proceso
Encuestas a los pasajeros en español	Ben Franklin Transit lleva a cabo encuestas sobre el número de pasajeros según sea necesario, y hace que las encuestas estén disponibles en español.	Seguir realizando encuestas con preguntas traducidas al español.	En proceso
Tarjetas de comentarios/quejas	En todos los autobuses de Ben Franklin Transit y en los centros de tránsito hay tarjetas de comentarios/quejas , incluso en español.	Ben Franklin Transit pone a disposición de los clientes tarjetas de comentarios y quejas en español en cualquier lugar en el que esté disponible la versión en inglés.	En proceso

Sitio web de la agencia traducido	El sitio web de Ben Franklin Transit puede traducirse a mas de 100 idiomas diferentes a través de Google Translate.	Seguir utilizando Google Translate en las versiones actualizadas del sitio web.	En proceso
Folletos de la línea lingüística	Autobuses de ruta fija de Ben Franklin Transit.	Distribuir folletos que informen a las personas LEP sobre los servicios de la línea lingüística de BFT	En proceso
Facebook y Twitter	Ben Franklin Transit ha creado cuentas de Twitter y Facebook , y supervisa regularmente los comentarios y mensajes del público. Los empleados utilizan servicios de traducción integrados en estas plataformas, u otras herramientas, para comunicarse con los clientes que hablan español.	Seguir supervisando y respondiendo a los comentarios de los clientes a través de las redes sociales. Hacer esfuerzos para comunicarse con las personas LEP a través de las redes sociales.	En proceso
Buzón de voz/máquina de mensajes - Opción en español	Se puede solicitar la traducción al español cuando los clientes llaman.	Crear un menú telefónico de la agencia con una opción de información en español para las llamadas fuera de horario.	En marcha Verano 2023
Alcance dirigido a las poblaciones LEP	BFT busca y participa activamente en actividades de alcance comunitario adaptadas al público que habla español. Los servicios se interrumpieron temporalmente debido a las restricciones por la pandemia de COVID-19. Estamos trabajando para volver a poner en marcha el programa ahora que se han eliminado las restricciones de COVID.	Continuar identificando proactivamente una variedad de oportunidades de alcance que permitan a los empleados de BFT ofrecer información sobre los servicios a la comunidad que habla español. Los programas de acercamiento a la comunidad se están preparando para el otoño de 2023 para dar tiempo a contratar personal bilingüe.	Implementación en Otoño 2023

Tarea #2: Informar sobre la asistencia lingüística a las personas LEP

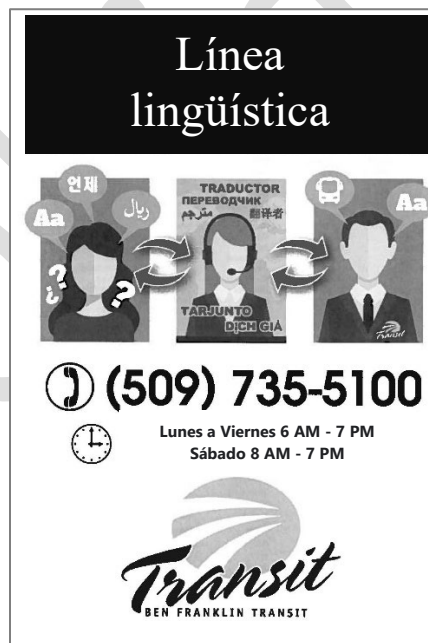
Ben Franklin Transit emplea una variedad de métodos para comunicarse con los clientes y el público. Estos incluyen información impresa sobre los horarios, carteles en el interior de los vehículos, centros de tránsito y aparcamientos, la línea de atención al cliente Language Line, puntos de atención al cliente, la recepción de la oficina principal, [el sitio web](#), [Facebook](#) y [Twitter](#), comunicados de prensa, publicidad, reuniones y presentaciones en la comunidad, y folletos a través de múltiples medios de comunicación.

Figura 5 – Resumen de la asistencia lingüística a las personas LEP



En 2016, Ben Franklin Transit implementó la utilización de folletos de Language Line que se colocan en todos los servicios de ruta fija. Los folletos de la línea de idiomas contienen símbolos fácilmente reconocibles y el número de teléfono de los servicios de traducción de la línea de idiomas de BFT. Los folletos están diseñados para ser distribuidos por los operadores de los autobuses a cualquier persona que parezca necesitar asistencia, pero que exista una barrera lingüística.

Figura 6 – Folleto de la línea lingüística



Los folletos de la Línea de Lenguaje proporcionan una forma rápida para que los clientes y los operadores puedan resolver las barreras lingüísticas y acceder a los servicios de traducción.

Tarea #3: Ofrecer un aviso de los servicios lingüísticos disponibles

El personal de BFT entiende el valor de ayudar a la comunidad y está capacitado para dirigir a las personas a una línea de idiomas, al personal bilingüe o al [sitio web de BFT](#) que traduce el contenido a más de 100 idiomas diferentes. Además, cada vez que se necesita la opinión del público, BFT se asegura de informar al público de manera oportuna sobre cualquier cambio importante en el servicio o en las tarifas. Se utilizan los siguientes medios para comunicarse con el público: a través del Tri-City Herald, se envían avisos a los medios de comunicación a las estaciones locales de televisión y radio en inglés y español, se envían cartas a los conductores de vanpool, la información se muestra en el [sitio web de BFT](#) y en las cuentas de las redes sociales, se colocan folletos en todos los autobuses de ruta fija, se envía un correo electrónico a los proveedores de servicios humanos, se comparten folletos con las escuelas y agencias como DSHS, Meals on Wheels, se colocan folletos en los autobuses Dial-A-Ride, se colocan folletos en los refugios de los centros de tránsito y en las audiencias públicas. Para asegurar la respuesta del pública de las poblaciones LEP, BFT también utiliza los medios de comunicación locales en español como Tú decides, La Voz, y Bustos Media para difundir información sobre los servicios de idiomas y los cambios de servicio/tarifa.

Tarea #4: Entrenamiento de los empleados

BFT entrena al personal para ayudar a minimizar las barreras cuando se trabaja con personas que tienen dificultades para hablar inglés. El entrenamiento del personal incluye diferentes escenarios y técnicas para ayudar a los conductores a entender cómo ayudar a los clientes LEP. Se ofrecen cursos de actualización para ayudar al personal a entender mejor cómo puede relacionarse con las personas que tienen un dominio limitado del inglés. Se ofrecen técnicas para ayudar a los conductores a dirigir a las personas para que encuentren la información que necesitan. Además, BFT está creando un manual en español que incluirá frases sencillas para ayudar al personal en su interacción diaria con el público. El manual en español incluirá:

- Opciones lingüísticas ofrecidas por BFT como parte de la asistencia lingüística
- Cómo gestionar una queja

Los siguientes fragmentos se ha extraído del Manual de Entrenamiento de Operadores de BFT:

3.3.4 CLIENTES CON CONOCIMIENTOS LIMITADOS DE INGLÉS

- Como operadores de BFT, es importante tener en cuenta que no todos los clientes hablan inglés. Pueden presentarse situaciones en las que las personas que no hablan inglés necesiten ayuda para entender cómo utilizar nuestros varios modos de servicios de transporte. En caso de que entre en contacto con un cliente que necesite ayuda, pero exista una barrera lingüística, diríjalo al servicio de atención al cliente de BFT. Los empleados del servicio de atención al cliente traducirán la información al cliente directamente o lo pondrán en contacto con un servicio de traducción a través de la Línea de Idiomas de BFT. Los folletos de la "Línea de Idiomas" se encuentran al alcance de los operadores y están pensados para ser entregados a los clientes cuando existan barreras lingüísticas. Este folleto incluye símbolos fácilmente reconocibles que podrán dirigir a los clientes al Servicio de Atención al Cliente y a nuestro servicio de Línea de Idiomas.

- Ofrecer asistencia a las personas que no hablan inglés es fundamental en un área de servicio como la de BFT, ya que hay una gran comunidad que habla español y que utiliza nuestros servicios de tránsito a diario. Los operadores reciben un manual en español que contiene frases sencillas para ayudar al personal a interactuar con los clientes que hablan español. Si es posible, utilice este libro para intentar comunicarse con el cliente en cuestión. Además, BFT cuenta con varios representantes de servicio al cliente que hablan español en cada departamento y que son recursos valiosos.
- Por favor, recuerde ser respetuoso y paciente con todos los clientes, especialmente con los que no hablan inglés.

Tarea #5: Supervisión y actualización del Plan LEP

Las directrices del DOT sugieren que las agencias lleven a cabo una supervisión interna de su sistema para determinar si las medidas de asistencia lingüística y los programas de entrenamiento del personal están funcionando. BFT sigue trabajando con empleados multilingües, miembros de la comunidad y la población LEP para determinar si los empleados están respondiendo adecuadamente a las solicitudes realizadas con un inglés limitado o en un idioma distinto del inglés. BFT estudiará la implementación de esta orientación utilizando los recursos disponibles, como el personal bilingüe y las encuestas de pasajeros.

La actualización del Análisis de Cuatro Factores y del Plan de Asistencia Lingüística se lleva a cabo cada tres años e incluirá lo siguiente:

- Determinación de cualquier cambio en la población LEP o en las áreas servidas por Ben Franklin Transit
- Número anual de encuentros documentados con personas LEP, cuando sea posible
- Uso anual de servicios lingüísticos de interpretación
- Cómo se han atendido las necesidades de las personas con LEP
- Determinación si la necesidad de servicios ha cambiado
- Determinación si los servicios de interpretación han sido efectivos y suficientes para cumplir con las necesidades
- Determinación si se han recibido quejas sobre la incapacidad de Ben Franklin Transit para satisfacer las necesidades de las personas con LEP

Tarea #6: Alcance dirigido a las poblaciones LEP

El primer paso para proporcionar un alcance efectivo a las poblaciones LEP es identificar cómo estas poblaciones están dispersas geográficamente en el área de servicio de BFT. BFT ha identificado áreas donde viven grandes concentraciones de personas LEP y se compromete a ofrecer información adecuada cuando se recomiendan cambios de servicio en áreas donde viven estas poblaciones LEP.

Conclusión

En general, BFT está siendo proactiva y receptiva a la hora de asegurarse de que la comunidad LEP y las personas que no hablan inglés tengan la oportunidad de ser escuchadas. BFT seguirá identificando y solucionando rápidamente cualquier problema que encuentre. Los esfuerzos de alcance seguirán floreciendo para asegurar que la comunidad esté al tanto de cualquier programa futuro disponible. BFT también seguirá buscando programas educativos para mejorar la base de conocimientos del personal sobre cómo asistir mejor a las personas con capacidad limitada de inglés.

El Plan de Asistencia Lingüística se hizo público el 2 de junio. Los comentarios del público fueron aceptados durante las dos reuniones públicas que se realizaron. Sólo un miembro del público participó en las reuniones. Sus comentarios sugirieron que BFT debería coordinarse con los distritos escolares para sus esfuerzos de encuesta sobre el Título VI y la Asistencia Lingüística. Hasta la fecha, no se han recibido más comentarios, pero BFT aceptará los comentarios del público hasta el 2 de julio. Se realizará una audiencia pública final durante la reunión del Consejo de Administración de BFT el 14 de julio.



Policy Number:	MKT-101	<p>PURPOSE: Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” (65 FR 50121, Aug. 11, 2000) and Federal Transit Administration (FTA) Circular 4702.1B require recipients to take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for Limited English Proficiency (LEP) persons. BFT fulfills these requirements by adhering to its Language Assistance Plan. In the past, BFT has updated the Language Assistance Plan every three years as part of the Title VI Program update process. The purpose of this policy is to establish a separate but related process that allows Marketing and Planning staff to update and implement the Language Assistance Plan on an ad hoc basis.</p>
Section:	MARKETING	
Effective:	07.14.2022	
Reference:	XX-2022	
General Manager Approval:		
Revision Number	Effective Date	Description of Change
NEW	07.14.2022	Initial Adoption (new policy)

1. Language Assistance Plan

The purpose of this policy is to establish a separate but related process that allows Marketing, Customer Service, and Planning staff to update and implement the Language Assistance Plan on an ad hoc basis. This two-part document is intended to ensure that there continues to be meaningful access to BFT’s transit services. It also demonstrates BFT’s compliance with Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency,”

The first section outlines the Four Factor Analysis process and results. A Four Factor Analysis is a qualitative and quantitative approach to understanding the language assistance needs of our service area’s population. The second section details the language assistance tasks that BFT will continue performing or implementing based on the identified needs of the LEP community we serve.

2. Four Factor Analysis

The Four-Factor Analysis results in a better understanding of the needs of LEP populations and determines what LEP language groups must be provided written translation of vital documents in accordance with the Department of Justice’s (DOJ) Safe Harbor Provision. The Four Factor Analysis helps measure LEP demographics, the frequency with which LEP individuals come in contact with BFT services, the importance of these services to LEP’s lives, and the resources available to LEP persons.

BFT planning staff will conduct a formal Four Factor analysis every three years, in conjunction with the Title VI Program update. Results from this analysis will be shared with Marketing to determine how the Language Assistance Plan can be improved.

BFT planning staff will conduct an informal analysis of LEP demographics, the four factors, on annual basis. Results from this analysis will be shared with Marketing if certain languages, other than Spanish, are exceeding the Safe Harbor Provision threshold.

3. Language Assistance Plan Implementation

Implementation of the tasks and services outlined in the Language Assistance Plan is key to providing accessible service to LEP populations. BFT’s Language Assistance Plan outlines several tasks that ensure language assistance services are improved and maintained, staff is adequately trained to deal with LEP customers, and that LEP customers are aware of the language assistance that is available to them.

The Language Assistance Plan will be evaluated every year to make sure all tasks and services outlined are being conducted as outlined. Any gaps identified will be addressed if needed. Changes made will be brought to the Board of Directors as an informational item.

Memorandum

Date: July 6, 2022

To: Edwin G. Frost, Interim General Manager

From: Keith Hall, Director of Planning and Service Development

Re: 2022 Title VI Program Update Approval

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 operates its programs and services in compliance with Executive Order 12898, "Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations," Executive Order 13166, "Improving Access to Service for Persons with Limited English Proficiency," and the Federal Department of Transportation's (DOT) guidance to recipients pursuant to both Executive Orders. BFT's commitment to meeting Title VI, Environmental Justice, and Limited English Proficiency (LEP) requirements is 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 2. There were no major comments received during the public comment period.

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 the draft 2022 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

Major Service Change Policy

Planning staff revised the existing definition of a Major Service Change to provide a more concise framework for conducting future service equity analyses. This is the only significant change to BFT's Title VI-related policies.

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

- Any change in service on any individual route that would eliminate more than 20% of the route revenue hours. All major service changes will be subject to an equity analysis which includes an analysis of adverse effects.
- Any change where systemwide revenue hours allocated to minority areas falls below the share of the service area population residing in minority areas.

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. Over 2,000 responses were collected during the course of 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 2022 Title VI Program Update. Planning staff will continue to conduct a systemwide equity analysis as part of the Annual Service Change process.

Public Outreach

As part of the 30-day public comment period, BFT staff hosted two open house events covering the 2022 Title VI Program update and Language Assistance Plan. The in-person event took place on Monday, June 13, at 5 p.m. at the Mid-Columbia Library in Pasco at 1320 W. Hopkins Street. The virtual open house was held via Zoom on Wednesday, June 15, at 12 noon.

There were no major comments received during the 30-day public comment period.

Funding

Budgeted:	No Budget Impact
Budget Source:	No Budget Impact
Funding Source:	No Budget Impact

Recommendation

Staff recommends the Board of Directors approve the adoption of the 2022 Title VI Program updates. The 2022 Title VI Program will be submitted to the FTA for review. All FTA input will be addressed, and future revisions may be necessary.

Forwarded as presented:

Edwin G. Frost, Interim General Manager

**BEN FRANKLIN TRANSIT
RESOLUTION 47-2022**



A RESOLUTION APPROVING BEN FRANKLIN TRANSIT'S 2022 TITLE VI PROGRAM UPDATE

- WHEREAS, Service Development staff have reviewed the program with the Board of Directors, staff, and public input was gathered during the 30-day Public Comment Period; and
- WHEREAS, Ben Franklin Transit's Title VI Program and Language Assistance Plan have been revised to reflect suggested changes and edits received during the public comment period; and
- WHEREAS, An update to the Major Service Change policy was made and communicated to the public; and
- WHEREAS, Ben Franklin Transit's Board of Directors are aware of results from the 2019-2022 service monitoring efforts; and
- WHEREAS, The 2022 Title VI Program will be submitted to the Federal Transit Administration for comment and additional feedback; and
- WHEREAS, Ben Franklin Transit will provide its programs and services in the manner that is dictated by the contents of the 2022 Title VI Program and Language Assistance Plan through the program's expiration in 2025.

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

The 2022 Title VI Program update is adopted by Ben Franklin Transit's Board of Directors and submitted to the Federal Transit Administration for review.

APPROVED AT A REGULAR BEN FRANKLIN TRANSIT BOARD OF DIRECTORS MEETING held Thursday, July 14, 2022, at 1000 Columbia Park Trail, Richland, Washington.

ATTEST:

Janet Brett, Clerk of the Board

Will McKay, Chair

APPROVED AS TO FORM BY:

Jeremy J. Bishop, Legal Counsel



BEN FRANKLIN TRANSIT

1000 Columbia Park Trail

Ben Franklin
Transit

Maintenance Operations
Administration Facility



**Title VI Program &
Language Assistance
Plan Update Overview
June 2022**

Background

- The Title VI Program is updated on a triennial basis
- Demonstrate compliance with provisions of the Title VI Civil Rights Act of 1964
- Address Environmental Justice in minority and low-income populations
- Improve access to persons with limited English proficiency
- Evaluate fare and major service changes

Requirements

General Requirements

- 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

- Set System-Wide Service Standards and Policies
 - *Load Factor*
 - *Vehicle Headway*
 - *On-Time Performances*
 - *Equitable Distribution of Service, Vehicles & Amenities*
- Collect and Report Demographic Data
- Race/Ethnicity
 - *Income*
 - *Limited English Proficiency*
- Monitor Transit Services & Report Results
- Evaluate Major Service & All Fare Changes



BFT's Title VI Policies

Major Service Change Policy

Major service change is defined as any one of the following:

- Any change in service on any individual route that would eliminate more than 20% of the route revenue hours. All major service changes will be subject to an equity analysis which includes an analysis of adverse effects.
- Any change where systemwide revenue hours allocated to minority areas to an adverse effect is defined as a geographical or time-based reduction in service which includes but is not limited to the span of service changes, frequency impact occurs when 20% or more of a reduction in system revenue hours occurs within minority or low-income areas.



BFT's Title VI Policies Cont.

Disparate Impact Policy

Disparate Impact is defined as any one of the following:

- A service change leading to an adverse effect is defined as a geographical or time-based reduction in service which includes but is not limited to the span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.
- A service change that could lead to a disproportionate burden occurs when the low-income population adversely affected by a fare or service change is 20% more than the average low-income population of BFT's service area.
- A disparate impact occurs when 20% or more of a reduction in system revenue hours occurs within minority or low-income areas.



Title VI 2022 Update Overview

- **Policies**

- Major Service Change policy
- Service distribution and availability
- Amenities distribution

- **Demographic Update**

- Racial demographic data
- Low-income demographic data
- Language demographic data

- **Language Assistance Plan**

- Formally known as Limited English Proficiency Implementation Plan



Demographics: Race/Ethnicity

Race / Ethnicity	Benton County	Franklin County	Weighed Combined
African American/Black	1.4%	1.6%	1.5%
American Indian & Alaska Native	0.6%	0.4%	0.6%
Asian	3.0%	2.1%	2.7%
Native Hawaiian & Other Pacific Islander	0.1%	0.1%	0.1%
Persons reporting two or more races	5.3%	3.2%	4.6%
Persons of Hispanic or Latino Origin	22.5%	52.6%	32.6%
White persons not Hispanic	67.1%	40.0%	57.9%
Minority Population	32.9%	60.0%	41.8%

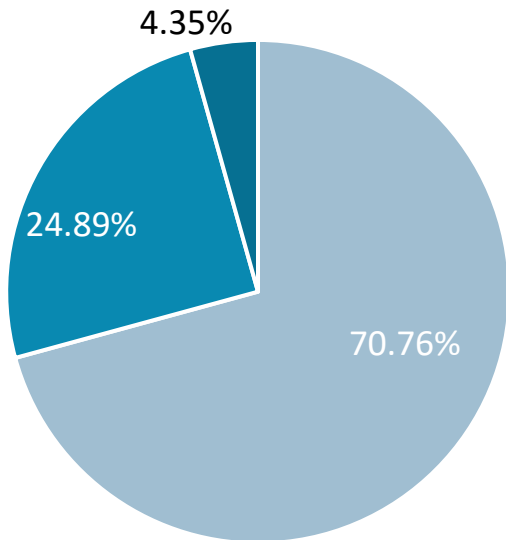


Demographics: Income/Poverty

Pop. Percentage by Income (U.S. Census)	Benton County	Franklin County	Total
Total Households	73,073	28,263	101,336
Less than \$10,000	3.9%	4.1%	4.0%
\$10,000 to \$14,999	3.3%	3.2%	3.3%
\$15,000 to \$24,999	6.7%	7.4%	7.1%
Total Low-Income	13.9%	14.7%	14.3%
\$25,000 to \$34,999	7.4%	9.0%	8.2%
\$35,000 to \$49,999	11.6%	11.6%	11.6%
\$50,000 to \$74,999	18.9%	20.8%	19.7%
\$75,000 to \$99,999	14.3%	12.8%	13.5%
\$100,000 to \$149,999	17.9%	18.6%	18.2%
\$150,000 to \$199,999	8.4%	6.8%	7.6%
\$200,000 or more	7.6%	5.7%	6.6%
Median family income (dollars)	\$72,046	\$66,984	
Mean family income (dollars)	\$92,280	\$84,906	

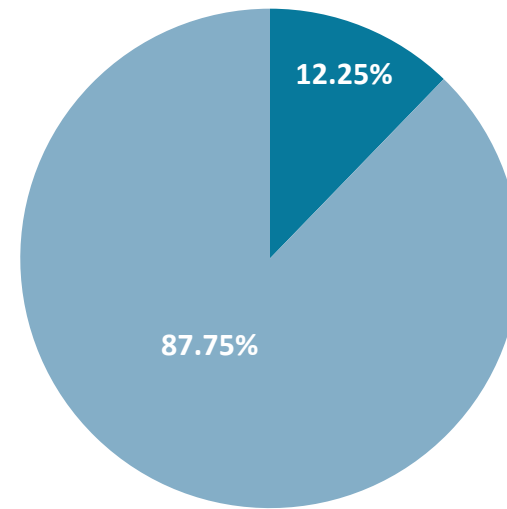
Demographics: LEP Profile

Language Spoken at Home



■ English ■ Spanish ■ Other

Limited English



■ Limited English ■ Proficient English



Demographics: Minority & Low-Income Routes

Service Area Minority Average	Service Area Low-Income Average
41.8%	14.30%

Route	Percent Minority (1/4 Mile)	Percent Low Income (1/4 Mile)	Minority Route
1	56%	23%	YES
3	81%	26%	YES
20	22%	12%	
25	26%	15%	
26	29%	13%	
40	55%	31%	YES
41	47%	21%	YES
42	53%	27%	YES
47	40%	15%	
48	45%	16%	YES
64	89%	26%	YES
65	92%	22%	YES
66	55%	18%	YES
67	63%	14%	YES
110	27%	6%	
123	30%	10%	
170	41%	15%	
225	54%	11%	YES
268	59%	16%	YES



System Wide Service Standards

VEHICLE LOAD

- Load Standard of 1.25 for all vehicles during the peak operating period.

VEHICLE HEADWAY FOR EACH MODE

- Headways are adjusted based on ridership demand, market potential, productivity, and development.

ON-TIME PERFORMANCE FOR EACH MODE

- Fixed Route On-Time Performance: 0 to 5 minutes before a bus is considered late.
- Demand Response: 0 and 15 minutes before DAR is considered late.

SERVICE AVAILABILITY FOR EACH MODE

- BFT distributes transit service based on observed demand, population trends, and land use. BFT aims to ensure that all residents of the PTBA have access to either scheduled fixed-route service or CONNECT On-Demand service.



Service Policies

- **VEHICLE ASSIGNMENT FOR EACH MODE**
 - Vehicles are assigned to routes based on ridership capacity, demand and other factors such as street design along routes
- **DISTRIBUTION OF TRANSIT AMENITIES FOR EACH MODE**
 - Amenity distribution based mainly on ridership
 - New policy to guide amenity distribution
 - BFT Stop Guidelines and Amenities Policy, adopted in Spring 2022



Limited English Proficiency (LEP)

- BFT takes steps to ensure meaningful access to benefits, services, information and other important portions of their programs and activities for individuals who are considered Limited English Proficiency (LEP) persons
- BFT improves and maintains a Language Assistance Plan
- BFT offers Language-Line and Language assistance resources to riders who speak a language other than English.

Timeline

- June – Public Comment and Review Period
- July – Address corrections & final adoption
- July 31st – Prior Title VI Program expires

Questions?



BEN FRANKLIN TRANSIT

**TITLE VI
PROGRAM**

2022

**PROGRAMA DEL
TÍTULO VI**

Adopted by BFT's Board of Directors
Date (TBD)

PREPARED BY:
**Planning & Service
Development**





Executive Staff

Interim General Manager
Administrative Services Director
Operations Director
Human Resources & Labor Relations Director
Planning & Service Development Director

Ed Frost
Jeff Lubeck
Ayodeji Arojo
Wendi Warner
Keith Hall

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.
Si necesita información en otro idioma, comuníquese al 509.735.5100.

[El Programa del Título VI está disponible en español.]

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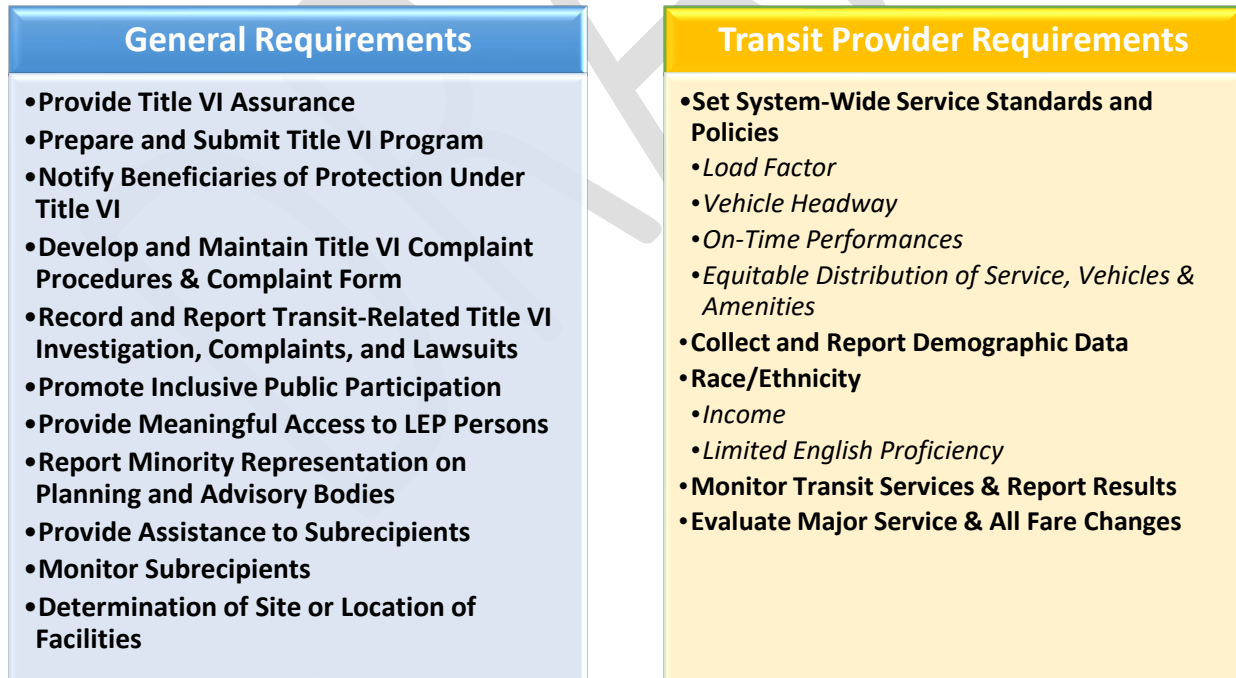
INTRODUCTION

Ben Franklin Transit (BFT) provides public transportation services across a 617 square mile Public Transit Benefit Area (PTBA) within Benton and Franklin counties, located in Washington State. The PTBA includes the municipalities of Kennewick, Pasco, Richland, West Richland, Benton City, Prosser, and pockets of unincorporated areas in Benton and Franklin County. BFT's operation is accounted for under a single enterprise fund, which uses the same accrual accounting method as a private enterprise. BFT has no subrecipients and does not pass FTA funds through to subrecipients.

The estimated population of BFT's PTBA is 276,784 as of 2021 (Washington State Office of Financial Management) while Benton and Franklin counties have a combined estimated population of 304,895 (2020 Census). BFT's PTBA and surrounding areas consist of a diverse population of which 41.8% identify as a minority and 14.3% of the population are considered low-income. To ensure that these populations have equitable access to transit services, BFT has prepared this Title VI Program and accompanying documents pursuant to the 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 (FTA) Circular 4702.1B, "Title VI Program Guidelines for Federal Transit Administration Recipients," effective October 1, 2012.

BFT's Title VI Program documents the fulfillment of the general and transit provider requirements outlined in FTA Circular 4702.1B and reaffirms the agency's commitment to ensuring that no person is denied access to its transit services based on race, color, or national origin.

Figure 1 – General Requirements and Transit Provider Requirements



1. TITLE VI PROGRAM GENERAL REQUIREMENTS

All recipients of FTA funds are required to document their compliance with DOT's Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once 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 the Federal FTA Circular 4702.1B, the FTA requires all FTA recipients to:

- Provide Title VI assurance.
- Notify the public of their protections under Title VI.
- Develop and maintain a Title VI Complaint procedure.
- Record and report Title VI investigations, complaints, and lawsuits.
- Promote inclusive participation through an established public involvement process.
- Provide meaningful access to Limited English Proficiency (LEP) populations.
- Report minority representation on advisory board.
- Aid and monitor subrecipients for Title VI compliance.
- Determine if a new facility site location is selected in a non-discriminatory manner.

The purpose of this section is to demonstrate the means by which BFT fulfills these general requirements pursuant to FTA Circular 4702.1B.

Additionally, BFT operates its programs and services in compliance with Executive Order 12898, "Federal Actions To Address Environmental Justice in Minority Populations and Low-Income Populations", Executive Order 13166, "Improving Access to Service for Persons with Limited English Proficiency" (LEP) and the Federal Transit Administration (FTA) financial assistance with guidance and instructions necessary to carry out U.S. Department of Transportation (DOT) Title VI regulations pursuant to both Executive Orders. Although low-income and LEP persons aren't specifically mentioned as a protected class under Title VI, BFT is committed to meeting Title VI requirements while concurrently adhering to Environmental Justice and LEP requirements. This commitment to marginalized communities is reflected in the agency's planning, public involvement, and decision-making process.

1.1 TITLE VI ASSURANCE

Section 601 of Title VI of the Civil Rights Act of 1964 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.

As a direct recipient of federal funds from the FTA, 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. To demonstrate BFT's compliance with Title VI, a Title VI Program must be reviewed and updated on a triennial basis, as outlined in FTA Circular 4702.1B.

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

BFT operates its programs and services without regard to race, color, or national origin. To ensure the public is aware of BFT’s commitment that no person is denied access to its transit services on the basis of race, color, or national origin, BFT notifies the public of their Title VI protections using the following statement text:

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 statement of non-discrimination is posted in both English and Spanish in the foyers of the Administration Building, Operations Building, and Customer Service Center. Efforts to heighten the visibility of BFT’s Title VI Notice to the Public will be taken. These efforts include assessing the feasibility of posting the statement at transit centers and other high-traffic areas where customers are likely to see it.

An abbreviated version of BFT’s Title VI Notice to the Public is included in schedule books, external planning documents, and other informational materials. The abbreviated version notifies the public of their Title VI protections using the following statement text:

BFT operates its programs without regard to race, color, or national origin. To receive additional information, please contact 509.735.5100.

BFT no discrimina por motivos de origen étnico, color ni procedencia. Para recibir información adicional comuníquese con nosotros al 509.735.5100.

In the event BFT distributes federal funds to another governmental entity or sub-recipient, BFT will include Title VI language in all written agreements and will monitor for compliance.

Organizational Responsibilities

BFT's General Manager is authorized to ensure compliance with the provisions of BFT's policy of nondiscrimination and the law. Grants, programs, activities compliance, and Title VI coordination will be performed under the authority of the General Manager.

1.3 COMMENT & COMPLAINT PROCEDURES

General Public Comment Procedures

The BFT Customer Comment Policy has been established to ensure that customers of all modes of the system including: bus, paratransit, vanpool, and contracted services have an easy and accessible way to provide feedback to the agency. BFT is open to hearing any customer feedback including complaints, comments, suggestions, or concerns.

BFT receives public comments in the following ways:

- **Postage-free Customer Comment Cards** Available on BFT and contractor vehicles and at Pass Outlets in Spanish and English.
- **U.S. Mail** 1000 Columbia Park Trail, Richland, WA 99352.
- **Telephone** Riders can contact the BFT Customer Service Department 509.735.5100 or use established public comment lines when available.
- **E-mail** Riders can contact BFT by e-mail at contact@bft.org.
- **Language Line** For riders who speak a language other than English, BFT will utilize the services of Language Line SolutionsSM to facilitate calls. BFT also utilizes bi-lingual staff to communicate with LEP customers.
- **In-person** Comment cards are available at the Three Rivers Customer Service Center (7109 W. Okanogan Place, Kennewick, WA 99336) or at the Administration Building (1000 Columbia Park Trail, Richland, WA 99352).
- **Website** Riders can offer feedback on the BFT website, www.bft.org by going to the "Contact Us" link. Google Translate is linked to our site and assists communication with LEP customers.

Feedback Review Process All feedback from customers is valued. Anyone who submits a comment, complaint, or service suggestion to BFT and requests a response will receive an initial response within 15 working days provided they give legible contact information.

Complaints are recorded and investigated by staff. Suggestions and improvements for the system are made to address complaints if possible. Appropriate actions are taken to address complaints regarding staff, equipment, or processes.

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

Reporting Staff will compile an annual summary of customer comments for the Board and employees for use in reviewing and evaluating service.

Tracking BFT maintains a tracking system for all feedback from customers.

Title VI Complaint Procedure

BFT is committed to ensuring that no person is excluded from participating or denied the benefits of its transit services on the basis of race, color, or national origin, as protected by Title VI in FTA Circular 4702.1.B. BFT is also committed to ensuring that no person is denied benefits of transit service based on age or economic status. To this end, BFT has a complaint process in place to track and address complaints and claims of discrimination on the basis of race, color, or national origin.

Filing a Title VI Complaint Persons may file a signed, written complaint no later than 180 days from the date of the alleged discrimination. They are advised that a 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 Facsimile: 509.735.1800**

BFT encourages persons to submit complaints that allege discrimination in writing or electronically. All complaints must be signed by the complainant and submitted within 180 days of an action arising under Title VI. The Title VI Coordinator will arrange reasonable accommodation as needed.

Complaint Review Procedure All complaints alleging discrimination based on race, color, or national origin in a service or benefit provided by BFT will be directly addressed by BFT. BFT shall also provide appropriate assistance to complainants, including those persons with disabilities, or who are limited in their ability to communicate in English. Additionally, BFT shall make every effort to address all complaints in an expeditious and thorough manner.

In instances where additional information is needed for the investigation of the complaint, BFT will appropriately contact the complainant in writing unless otherwise requested. Please note that in responding to any requests for additional information, a complainant's failure to provide the requested information may result in the administrative closure of the complaint.

Once sufficient information for investigating the complaint is received by BFT, BFT will prepare a draft written response subject to review by the transit’s attorney. If appropriate, the BFT attorney may administratively close the complaint. In this case, BFT will notify the complainant of the action as soon as possible.

Notification of the outcome of a complaint BFT will send a final written response to the complainant and advise the complainant of his or her right to

- 1) Appeal within seven (7) calendar days of receipt of the final written decision from BFT, and/or
- 2) File a complaint externally with the DOT and/or the 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 are available upon request by complainants, and the form is included in **Appendix A**.

Protection from Retribution

Customers of BFT shall be able to submit complaints and feedback or participate in the public involvement process without fear of retribution from the agency. If a customer feels like they are being treated unfairly in response to the feedback that they provided, they should contact the BFT Office of the General Manager. BFT will appropriately discipline any employee or contractor that retaliates against a customer.

1.4 LIST OF TITLE VI INVESTIGATIONS, COMPLAINTS, & LAWSUITS

There are no active investigations, complaints, or lawsuits against BFT alleging discrimination with regards to fares, routing, scheduling, or quality of transportation service on the basis of race, color, or national origin since the submission of BFT’s last Title VI Program update in 2016.

1.5 PUBLIC INVOLVEMENT POLICY & PROCESSES

Policy Statement and Purpose

It is the policy of BFT to encourage comments and input, including complaints on the proposed Program of Projects (POP), service changes, fare changes, and various policies. Title VI requires setting thresholds for this public comment process. The Disproportionate Burden and or Discriminatory Impact Policies are included in this document as the state required public input and BFT’s intention to resolve any concern regarding service and fare changes in the system.

In addition, BFT encourages comments on policies that may impact its customers and frequently carries out surveys, public forums, and open houses in addition to this formal process. The Customer Comment Record documents concerns or comments received from the public.

Public Involvement Processes

Changes requiring a public process will include changes defined in the BFT Title VI policies. Additional policies may be taken through a Public Input Process at the discretion of the General Manager.

Public involvement will be undertaken for major service changes, disparate impact burdens, capital projects and fare changes.

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

- Any change in service on any individual route that would eliminate more than 20% of the route revenue hours. All major service changes will be subject to an equity analysis which includes an analysis of adverse effects.
- Any change where systemwide revenue hours allocated to minority areas falls below the share of the service area population residing in minority areas.

Disparate Impact is defined as any one of the following:

- A service change leading to an adverse effect is defined as a geographical or time-based reduction in service which includes but is not limited to the span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.
- A service change that could lead to a disproportionate burden occurs when the low-income population adversely affected by a fare or service change is 20% more than the average low-income population of BFT's service area.
- A disparate impact occurs when 20% or more of a reduction in system revenue hours occurs within minority or low-income areas.
- Program of Projects (POP) as included in the Transit Development Plan (TDP), Transportation Improvement Program (TIP) as well as any Environmental Justice (EJ) Analysis.
- Fare changes.

Procedures In order to ensure the maximum opportunity for public input and involvement in the decision process regarding major service changes and fare increases, BFT adheres to the following procedures:

- Provide at least a 30-day advance notice of public hearings regarding major service changes or fare increases in Spanish and English.
- Customers, the public, and the community will be informed of the proposed change, comment process, and public hearings by way of any of the following: newspaper display ads, multimedia news releases, onboard fliers, postings at BFT offices, and the BFT website. All media are in both Spanish and English.

- Proposals for major service changes and fare increases will be submitted to the BFT Citizens Advisory Network (CAN) for discussion, review, and comment. The CAN is a group of citizens that includes representatives of the disabled, educational institutes, major employers, and LEP portions of our customer base.
- All input and comments including minutes of public hearings, recommendations of the CAN, and BFT staff recommendations shall be provided to the BFT Board of Directors before any decision regarding changes to any Program of Projects, major service, fare, and other policies. Interpreters are present at all public hearings to translate information and take comments.
- BFT is working to reinvent and reinvigorate CAN in 2022.

Information Dissemination

BFT has committed itself to making all staff associated with the organization aware of Title VI requirements and best practices. Also, BFT puts emphasis on making certain that vehicle operators are adequately trained in the components of Title VI and most importantly in dealing with LEP customers. Additionally, BFT's Board of Directors is addressed frequently during the Title VI update process, receiving information from its Title VI officer about the Title VI requirements and BFT's policy regarding compliance. These are a few of the ways BFT disseminates Title VI information to the public and through every level of the organization hierarchy, from operator to its Board of Directors.

1.6 LANGUAGE ASSISTANCE PLAN

The population of BFT's PTBA is diverse and is comprised of a sizable number of individuals who have limited or no English proficiency. These individuals are referred to as Limited English Proficiency (LEP) persons. LEP persons are defined as those individuals for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. LEP persons includes those who reported to the U.S. Census that they speak English "less than very well", "not well", or "not at all".

To analyze and address the needs of LEP populations, BFT has developed a Language Assistance Plan that outlines outreach strategies to ensure that LEP persons have meaningful access to its programs and services. These outreach strategies were developed by conducting a Four-Factor Analysis in accordance with Department of Transportation's LEP guidance. BFT's Language Assistance Plan and accompanying Four Factor Analysis is included in **Appendix B**. BFT is working on adopting a policy that would dictate how the Language Assistance Plan is updated and implemented. The plan will be overseen by the Marketing team who also oversees customer service. Marketing ensures that the agency effectively communicates to the public ensuring to be inclusive of 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 on a quarterly basis as needed. Please note due to the COVID-19 pandemic The Citizens Advisory Network has not met since Spring of 2020. BFT will restore the committee in 2022.

As of April 1, 2019, 3 of the 10 CAN members self-identify as being part of a minority population (Table 1). BFT actively recruits and continues to reach out to community groups to find additional diverse individuals to represent their organization or interest group on the CAN. CAN applications and information are available in both English and Spanish on BFT's website.

BFT's CAN members represent diverse organizational and interest groups. CAN member representation includes:

- Clean Air/Good Roads/Energy Advocate
- Chamber of Commerce and Economic Development
- Tri-Cities Hispanic Chamber of Commerce
- Children Development
- 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	10% (1)	1.4%
American Indian & Alaska Native	0%	0.5%
Asian persons	0%	2.6%
Native Hawaiian & Other Pacific Islander	0%	0.2%
Other	0%	4.7 %
Persons of Hispanic or Latino Origin	20% (2)	33.2%
Caucasian/White (not Hispanic)	70% (7)	57.8%
Minority %	30% (3)	42.2%

1.8 **SUBRECIPIENT MONITORING**

Currently, BFT has no subrecipients and does not pass FTA funds through to any subrecipients. If BFT begins to allocate funds to a subrecipient, steps will be taken to ensure that the subrecipient is operating its programs without regard to race, color, and national origin.

In accordance with 49 CFR 21.9(b), BFT will provide a subrecipient with:

1. Sample notices to the public informing beneficiaries of their rights under DOT's Title VI regulations, procedures on how to file a Title VI Complaint, and the recipient's Title VI Complaint Form.
2. Sample procedures for tracking and investigating Title VI Complaints filed with a subrecipient, and when the primary recipient expects the subrecipient to notify the primary recipient of complaints received by the subrecipient.
3. Demographic information on the race and English proficiency of residents served by the subrecipient. This information will assist the subrecipient in assessing the level and quality of service it provides to communities within its service area and in assessing the need for language assistance.
4. Any other recipient-generated or obtained data, such as: travel patterns, surveys, etc., that will assist subrecipients in complying with Title VI.

To ensure that subrecipients are complying with the DOT Title VI regulations, BFT will monitor their subrecipients for compliance with the regulations. If a subrecipient is not in compliance with Title VI requirements, then BFT is also not in compliance. In order that both BFT and the subrecipient are in compliance with Title VI requirements, the following procedures will be implemented:

1. Document its process for ensuring that all subrecipients are complying with the general reporting requirements of this circular, as well as other requirements that apply to the subrecipient based on the type of entity and the number of fixed route vehicles it operates in peak service if a transit provider.
2. Collect Title VI Programs from subrecipients and review programs for compliance.
3. At the request of FTA, in response to a complaint of discrimination, or as otherwise deemed necessary by BFT, BFT shall request that subrecipients who provide transportation services verify that their level and quality of service is provided on an equitable basis in accordance with FTA Circular 4702.1B Chap. III-11. Subrecipients that 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 consult with the FTA to ensure that the appropriate level of environmental analysis for proposed capital projects is consistent with the National Environmental Policy Act (NEPA) and Washington State Environmental Policy Act (SEPA). When a categorical exclusion, environmental assessment, or environmental impact statement must be prepared, BFT will ensure that Environmental Justice analyses are integrated, consistent with Section IV-8 of FTA Circular 4702.1B. Additionally, as projects are developed, an inclusive public outreach and involvement program will be implemented to ensure the public has early and continuous opportunities to be involved in the process.

As stated above, BFT's capital projects are ensured to be compliant with NEPA and SEPA requirements. 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.

List of Planned Projects

Projects from 2019 - 2025

- Queensgate Transit Center
- Downtown Pasco Transit Center
- West Pasco / Broadmoor Transit Center
- Operations Building Expansion
- Renovation - Maintenance Building
- Bus Stop Concrete Construction and Amenity Installation
- Bus Stop Signage Update

1.10 **BOARD APPROVAL OF TITLE VI PROGRAM**

(Appendix G)

2. TITLE VI PROGRAM TRANSIT PROVIDER REQUIREMENTS

To comply with Title VI of the Civil Rights Act of 1964, Title 49, Chapter 53, Section 5332 of the United States Code and the Federal FTA Circular 4702.1B, the FTA requires all transit providers to set system-wide service standards and policies regarding:

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

Furthermore, BFT has been designated as a transit provider that operates 50 or more fixed route vehicles in peak service and is in a UZA of 200,000 or more in population. This designation means that BFT has further requirements. These requirements stipulate that BFT does the following on a triennial basis:

- Collect and report demographic data of service.
- Monitor and report on all fixed route transit services in relation to service standards and policies.
- Evaluate major service changes and all fare changes.

This section will demonstrate the means by which BFT fulfills these requirements that are specific to transit providers pursuant to FTA Circular 4702.1B.

2.1 SERVICE STANDARDS

Overview

Service standards are used to guide how we implement our service planning decisions; including system structure, route alignments, stop locations, service span and frequency, and areas of the community served. The following section describes a series of system-wide service standards that fulfill the service standard requirements in Title VI. Title VI requires all fixed route transit providers to develop quantitative standards for all fixed route modes of operation for the indicators listed below. BFT only operates fixed route bus service therefore all service standards apply to this mode. The following objectives are utilized to meet service standards per Title VI Circular FTA C 4702.1B. These service standards were initially adopted by the Board of Directors in 1982 with revisions to the Title VI Program update in 2016 and 2019 (Appendix F).

Service Standard Objectives To ensure compliance with each mode and method, the following metrics are monitored:

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

Vehicle Load 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 (Table 2). A 1.25 indicates that all seats are taken and no more than 25% of riders are standing. If it is observed that a trip/route is consistently reaching or exceeding a 1.25 load factor steps will be taken to add frequency or overload service to minimize 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 has determined that there is no need to develop a vehicle load standard for its Demand Response services due to the fact that the majority of paratransit trips include single customer and average load is below two (2) customers on vehicles at a time.

Vehicle Headway Standard

BFT route headways are adjusted based on ridership demand and market potential, using load factors, productivity, and development growth to inform the planning process. Current vehicle headways range from 15 to 60 minutes, apart from Route 170, which runs every 120 minutes. In 2021, BFT implemented two high-frequency corridor routes (Routes 1 and 3) which operate on fixed 15-minute frequencies. These routes create 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 varies by mode. Fixed route operates between zero (0) and five (5) minutes before a fixed route bus is considered late. Demand Response operates between zero (0) and 15 minutes before a Demand Response paratransit vehicle is considered to be late.

Service Availability Standard

BFT distributes fixed route bus service based primarily on observed demand, population trends, and land use. In 2020, BFT implemented a new on-demand CONNECT service to expand transit service to areas where demand does not warrant scheduled fixed route service. Through CONNECT, BFT aims to ensure that all residents of the PTBA are able to access Fixed Route or On-Demand services. DAR paratransit service operates on an eligibility basis throughout the entire PTBA, at a regular rate when the origin and destination are within $\frac{3}{4}$ of a mile of the service boundary, and at a premium rate when the origin or destination is beyond $\frac{3}{4}$ of a mile from the service boundary.

2.2 SERVICE POLICIES

Overview

The following section describes a series of system-wide service policies that fulfill the requirements for Title VI. Title VI requires that all fixed route transit providers develop standards for all fixed route modes of operation. The following indicators listed below are what is required according to Title VI Circular FTA C 4702.1B:

Service Policies Objective The following service policy objectives are utilized to ensure compliance with each mode and method:

- Monitor distribution of Transit Amenities
- Monitor Vehicle Assignment

Transit Amenities Distribution

Distribution The investment and equitable distribution of transit amenities by BFT is predicated on several factors. The main factor taken into consideration is ridership demand, which is driven by existing and projected development in the communities BFT serves.

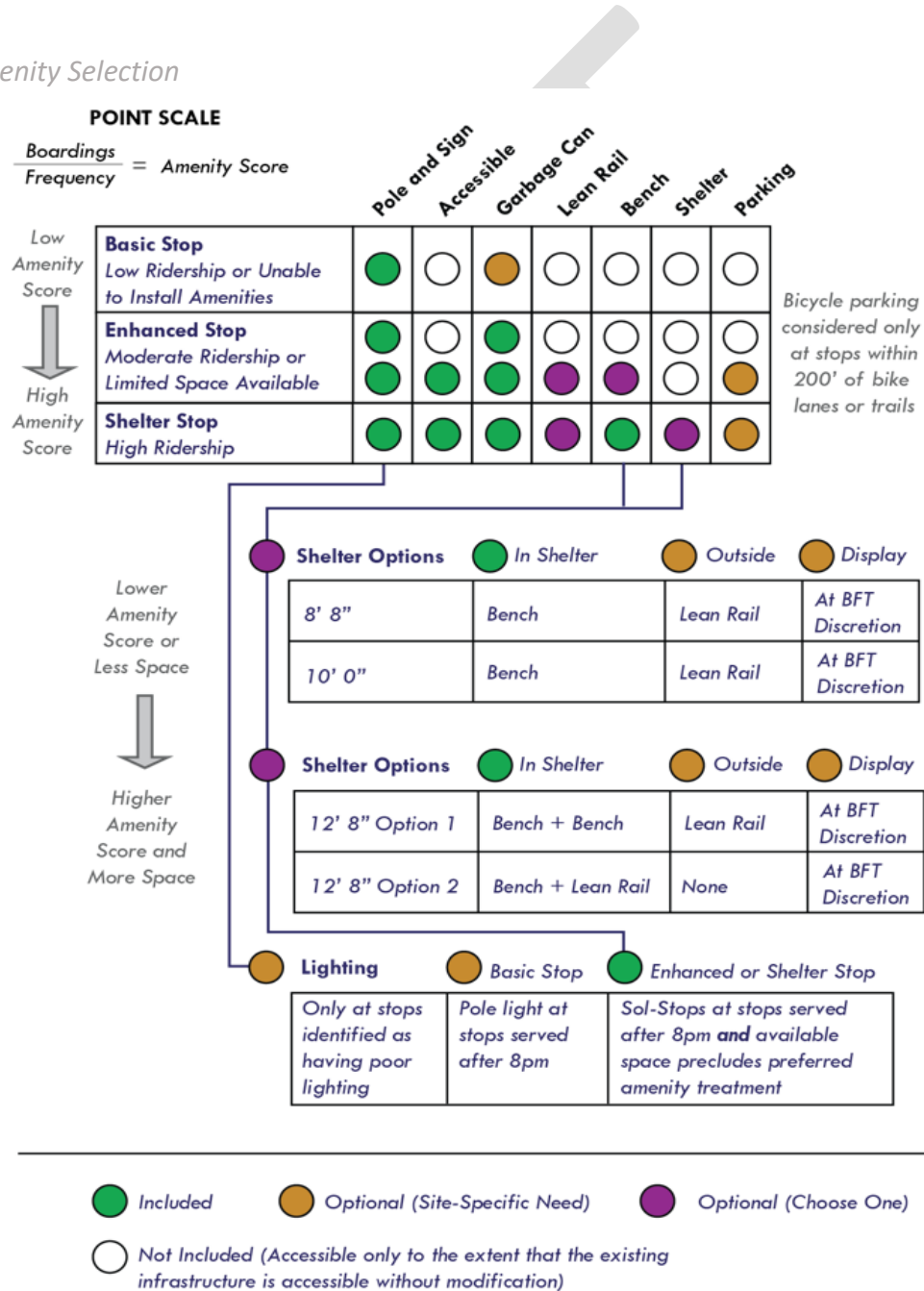
Amenity distribution was originally guided by productivity standards outlined in the *BFT Stop Guidelines and Amenities Policy*, adopted by the BFT Board of Directors in May 2018. BFT is currently working on updating those standards to reflect “lessons learned” from the implementation of the first round of improvements. This document will reflect updated standards. BFT uses a score based on ridership and frequency (Figure 2) to define what amenities go at a location as well as the projected development the

stop serves. The right-of-way (ROW) availability defines the priority readiness group the stop falls under, and the priority readiness group defines the type of timeline the stop is on for those improvements. Stops are assigned a label based on a score that is calculated by dividing the boardings by the route frequency, which stipulates the minimum recommended amenities to be provided at fixed route stops.

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.

Figure 2 – Amenity Selection



The average weekday boarding thresholds are based on best practices contained in TCRP Report 19 and then adapted and modified for BFT (Table 3). Other considerations for amenity placement include whether the stop is located on a Metro Route, and if the location had other constraints that would impede BFT’s ability to install suggested assigned amenities (e.g. ROW constraints, property owner disapproval, jurisdictional disapproval).

BFT’s service area contains a multitude of jurisdictions, including six (6) cities spread across two (2) counties. Each jurisdiction has differing procedures, development patterns, and standards. They also have different ways of handling ROW permitting, other permitting, and the process BFT must take to perform work within the ROW. Considering the lack of consistent development adjacent to BFT fixed routes, policies that dictate transit amenity distribution often cannot be applied uniformly across BFT’s service area. With that said, it is BFT’s obligation to ensure that there is an equitable distribution of transit amenities to the best of the agency’s ability.

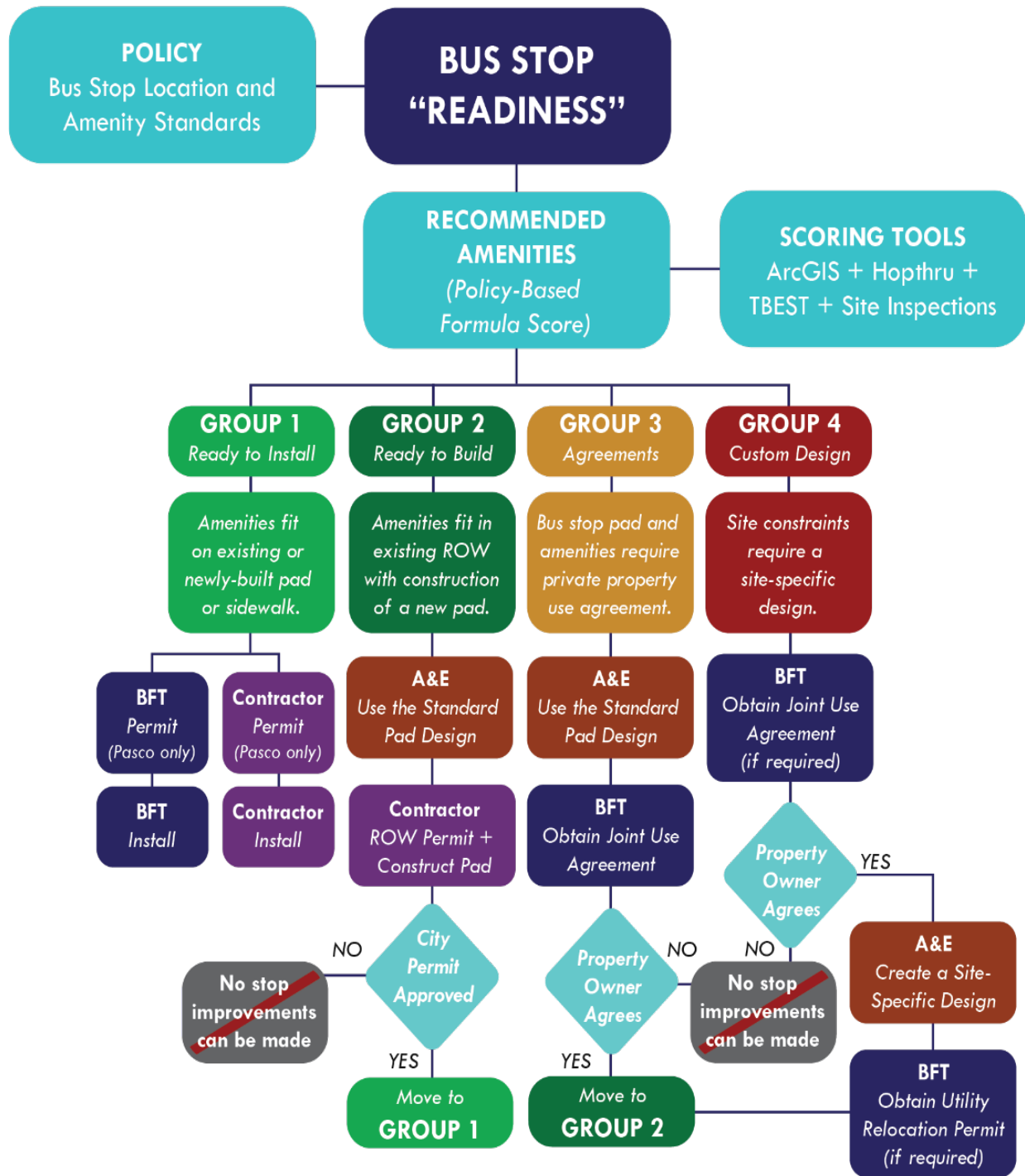
Table 3– Amenities Distribution by Stop (Average Weekday Boardings)

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**

After determining assigned amenities then reviewing the design needed for those amenities in the *BFT’s Bus Stop Design Standards*, the stops are placed into priority groups. The priority group readiness tells BFT how and when the stop is addressed and is ultimately determined by accessing the ROW at each location or proposed location through the corresponding county assessor’s website. Group 1 stops are ready for installation, Group 2 stops are ready to build (for both amenities and to make the stop ADA compliant), Group 3 stops are when a stop is outside the ROW and will need an agreement with the property owner to do work at the stop, and Group 4 stops are when the site needs a site-specific/custom design (e.g. retaining wall). As work on the stop is completed, it moves down through the groups (Figure 3).

Figure 3 – Bus Stop “Readiness” Groups



Transit Access

BFT fixed route service averages one stop every $\frac{1}{4}$ a mile on the majority of fixed routes and offers flag stops for customers as long as safety standards are met. Flag stops are locations where no physical pole exists but where riders can flag down a bus as it arrives. BFT is in the process of phasing out the use of flag stops by posting physical stops at these locations or removing the designation if the stop is in an illogical location and experiences little to no ridership. Furthermore, BFT works diligently to meet stop location demand as requested by the public. For service planning and evaluation purposes, BFT assumes that the distance customers will travel to access local urban fixed route service is $\frac{1}{2}$ a mile.

Vehicle Assignments

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 on a monthly basis assigning specific buses to specific operational 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.

2.3 DEMOGRAPHIC & SERVICE AREA PROFILE

Overview

Title 49 CFR 21.9(b) states that recipients “should have access to racial and ethnic data reflecting which minority groups are beneficiaries of programs receiving Federal financial assistance”. To ensure compliance with this regulation, BFT staff gather and analyze data on race, economic status, languages spoken by participants, beneficiaries, transit services, and programs. This analysis concluded that BFT’s PTBA and surrounding areas’ population is estimated to consist of 41.8% minority persons and 14.3% of the population as a household income at or below the federal poverty line. 12.3% of residents are considered to have limited English proficiency and are classified as LEP persons.

U.S Census data was used to create maps that depict the demographic profiles. The 2015-2020 American Community Survey 5-Year Estimates, 2014-2019 American Community Survey 5-Year Estimates, and 2020 Census Results were used during this process. A Geographic Information System (GIS) program, as well as a third-party mapping application known as Remix, was utilized to create geographic visual representations of the data (Table 4 - 5).

The following steps were taken to ensure this analysis was conducted pursuant to FTA Circular 4702.1B:

- Measure all census tracts for percentage of the minority population.
- Establish the minority percentages for the total service area and surrounding areas.
- Determine which census tracts have minority populations equal to or greater than the total minority percentage for the service areas.
- Establish the minority percentages for the total service area and within $\frac{1}{4}$ of a mile from a fixed route.

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

Service Area Minority Average	Service Area Low-Income Average
41.8%	14.3%

Source: U.S. Census Bureau, 2015-2020 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	81%	26%	YES
20	22%	12%	
25	26%	15%	
26	29%	13%	
40	55%	31%	YES
41	47%	21%	YES
42	53%	27%	YES
47	40%	15%	
48	45%	16%	YES
64	89%	26%	YES
65	92%	22%	YES
66	55%	18%	YES
67	63%	14%	YES
110	27%	6%	
123	30%	10%	
170	41%	15%	
225	54%	11%	YES
268	59%	16%	YES

Source: 2020 US Census Data

Race & Ethnicity

Race and ethnicity are analyzed by identifying minority populations that live within or in close proximity to BFT’s service area. Minority populations are classified as a readily identifiable group of minority persons who live in geographic proximity.

Minority populations include persons who identify as:

- **American Indian and Alaska Native:** A person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- **Asian:** A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- **Black or African American:** A person having origins in any of the Black racial groups of Africa.
- **Hispanic or Latino:** A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
- **Native Hawaiian or Other Pacific Islander:** A person to people having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- **Two or More Races/ Some Other Race:** Sixth category a person can identify if the above categories don't apply.

Predominantly minority area means a geographic area, such as a neighborhood, Census tract, block or block group, or traffic analysis zone, where the proportion of minority persons residing in that area exceeds the average proportion of minority persons in the recipient's service area.

Upon further analysis, it has been concluded that 41.8% of BFT's PTBA population is considered to be part of a minority population (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	1.4%	1.6%	1.5%
American Indian & Alaska Native	0.6%	0.4%	0.6%
Asian	3.0%	2.1%	2.7%
Native Hawaiian & Other Pacific Islander	0.1%	0.1%	0.1%
Persons reporting two or more races	5.3%	3.2%	4.6%
Persons of Hispanic or Latino Origin	22.5%	52.6%	32.6%
White persons not Hispanic	67.1%	40.0%	57.9%
Minority Population	32.9%	60.0%	41.8%

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

Economic Status

Economic status is analyzed by identifying low-income populations that live within or in close proximity to BFT’s service area. Low-income person means a person whose median household income is at or below the U.S. Department of Health and Human Services poverty guidelines. Recipients are encouraged to use a locally developed threshold, such as the definition found in 49 U.S.C. 5302. For the purpose of this demographic analysis, low-income persons refer to an individual whose family income is at or below the poverty line. Low-income populations are classified as a readily identifiable group of minority persons who live in geographic proximity.

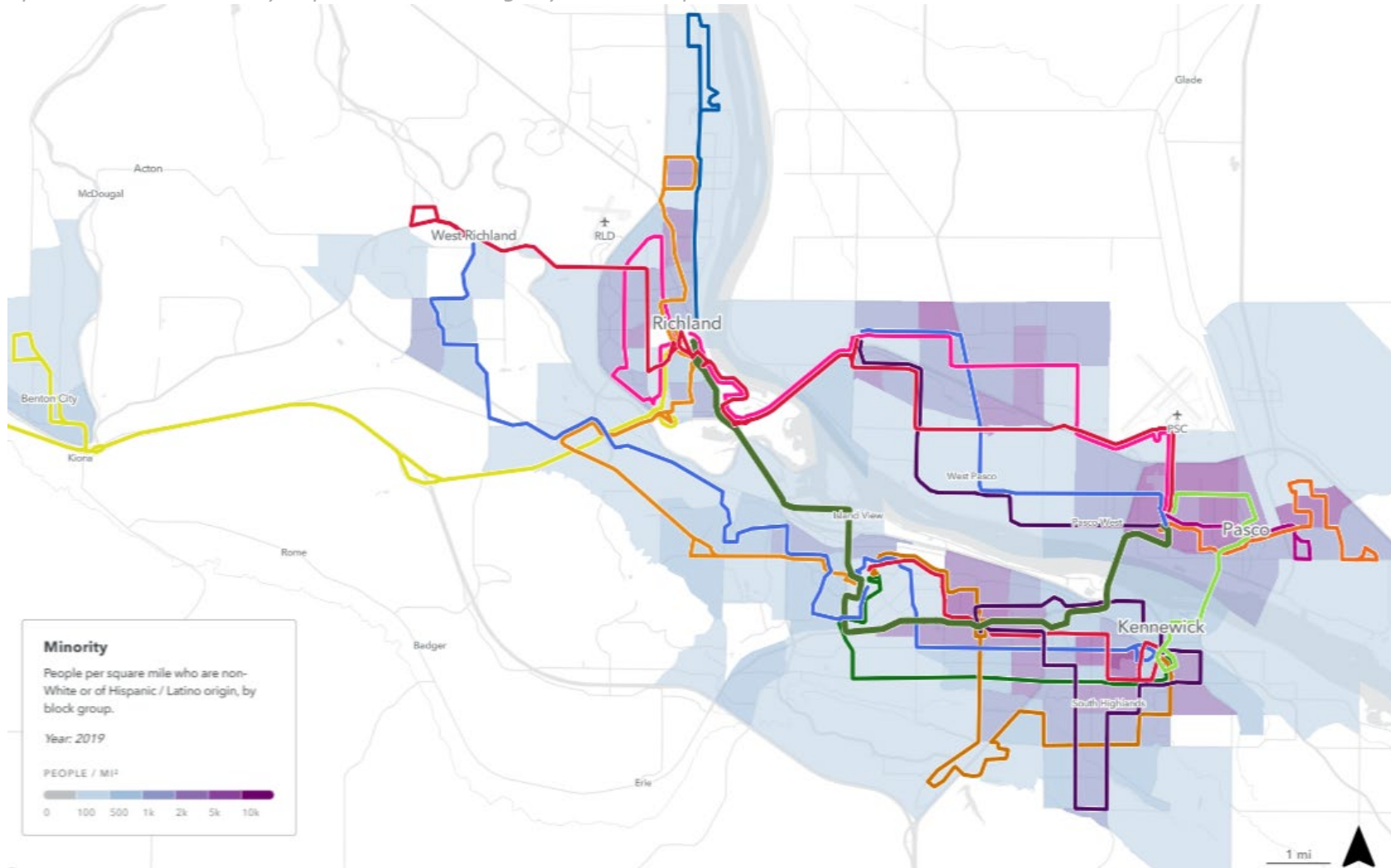
Although low-income populations are not a protected class under Title VI, they are protected under Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations”. BFT is committed to understanding the needs of low-income transit users so services can be adjusted and improved for these populations. 14.3% of BFT’s PTBA is considered to be at or below the federal poverty line (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	73,073	28,263	101,336
Less than \$10,000	3.9%	4.1%	4.0%
\$10,000 to \$14,999	3.3%	3.2%	3.3%
\$15,000 to \$24,999	6.7%	7.4%	7.1%
Total Low-Income	13.9%	14.7	14.3%
\$25,000 to \$34,999	7.4%	9.0%	8.2%
\$35,000 to \$49,999	11.6%	11.6%	11.6%
\$50,000 to \$74,999	18.9%	20.8%	19.7%
\$75,000 to \$99,999	14.3%	12.8%	13.5%
\$100,000 to \$149,999	17.9%	18.6%	18.2%
\$150,000 to \$199,999	8.4%	6.8%	7.6%
\$200,000 or more	7.6%	5.7%	6.6%
Median family income (dollars)	\$72,046	\$66,984	
Mean family income (dollars)	\$92,280	\$84,906	

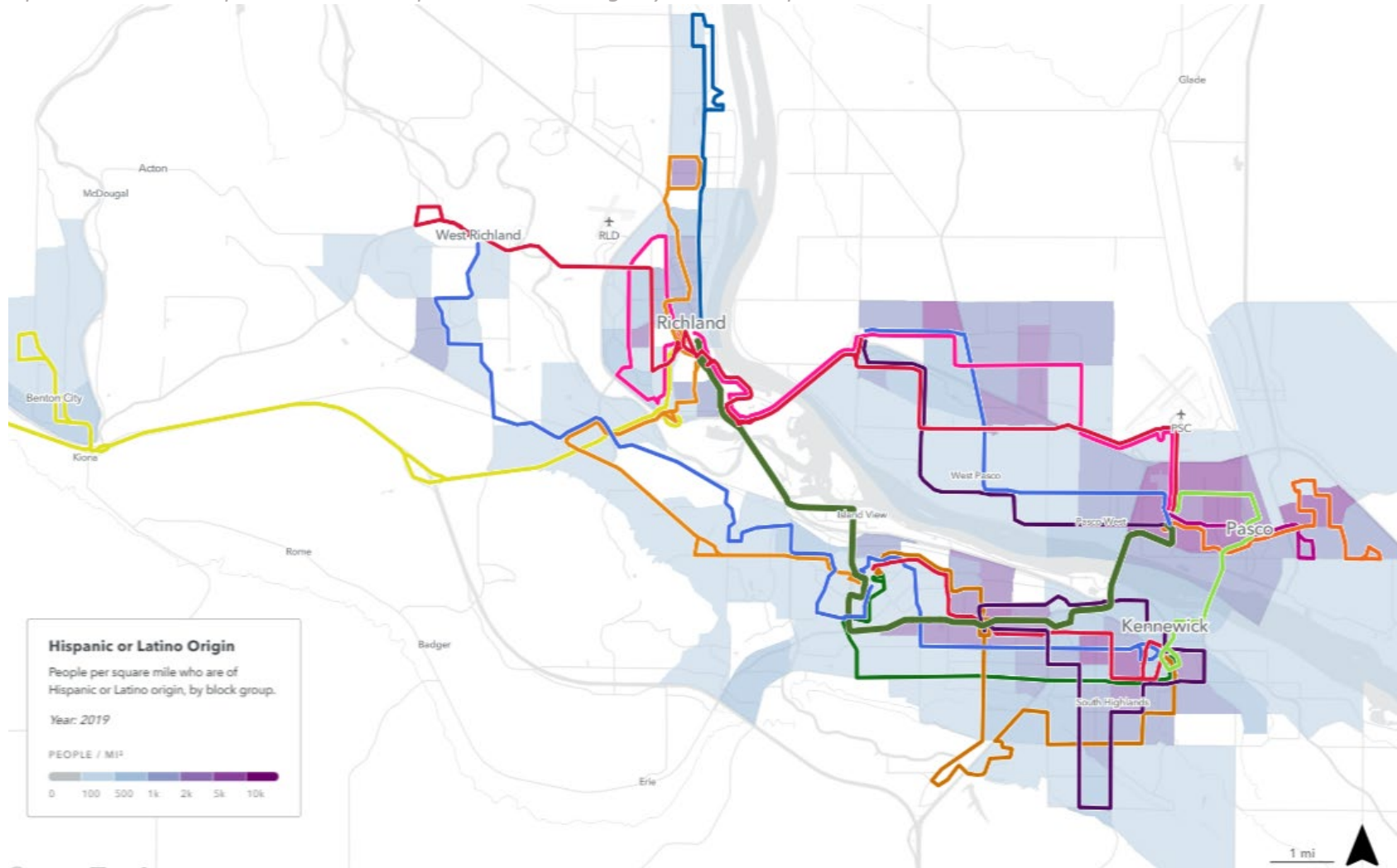
Source: U.S. Census Bureau, S1901 – Income in the Past 12 Months

Map 1 – BFT PTBA Minority Population Percentage by Block Group



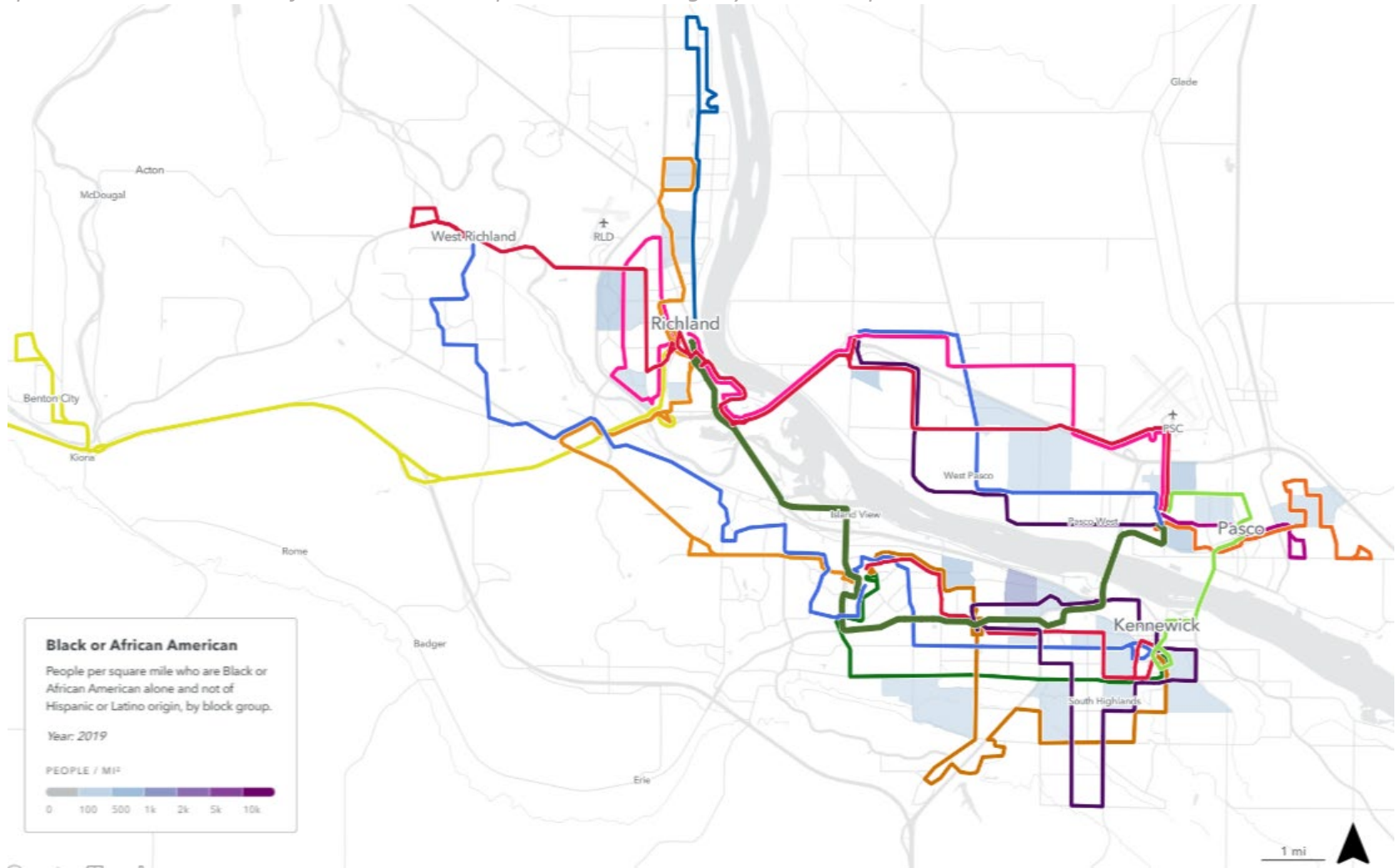
Source: U.S. Census Bureau, 2014-2019 American Community Survey 5-Year Estimates

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



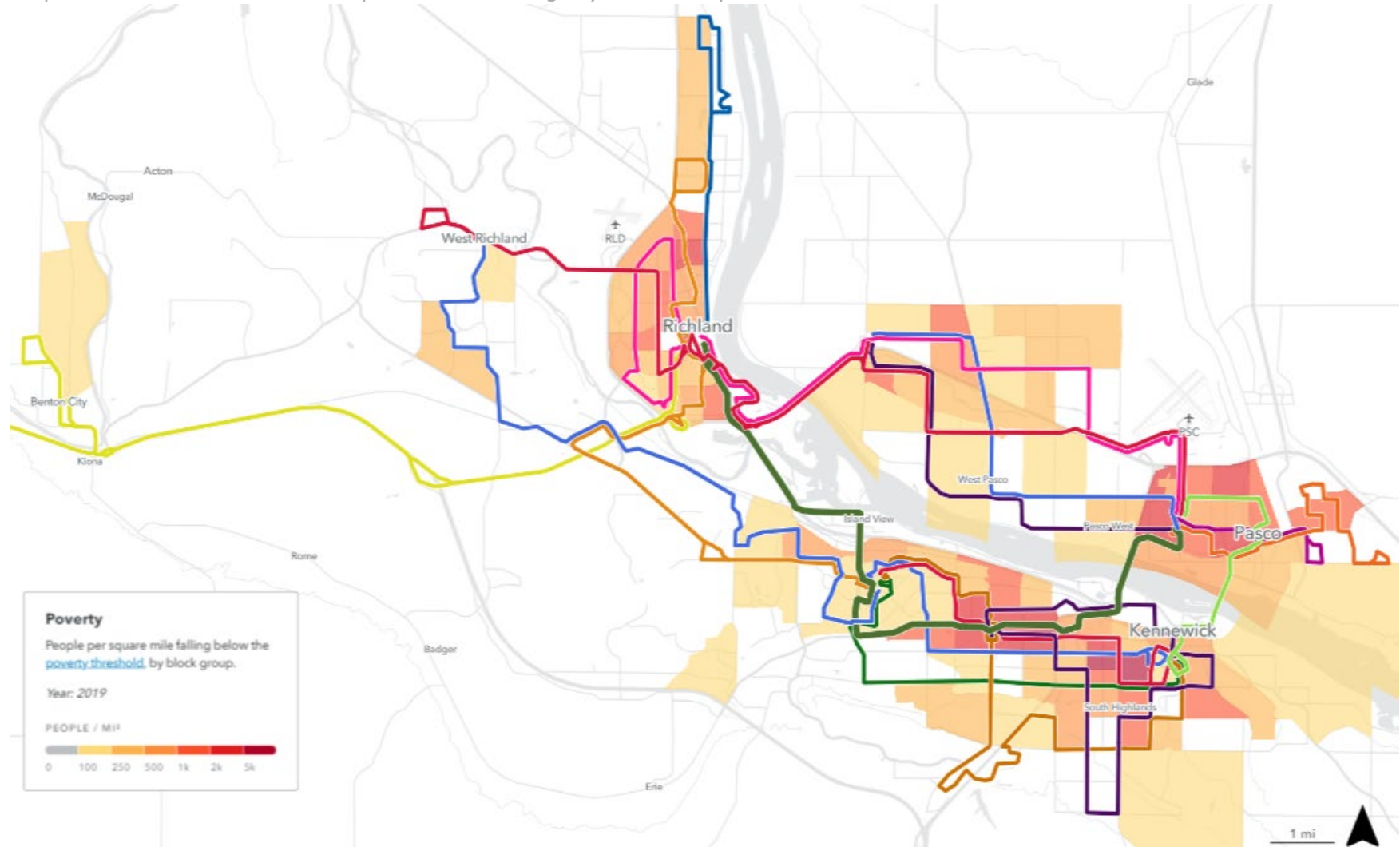
Source: U.S. Census Bureau, 2014-2019 American Community Survey 5-Year Estimates

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



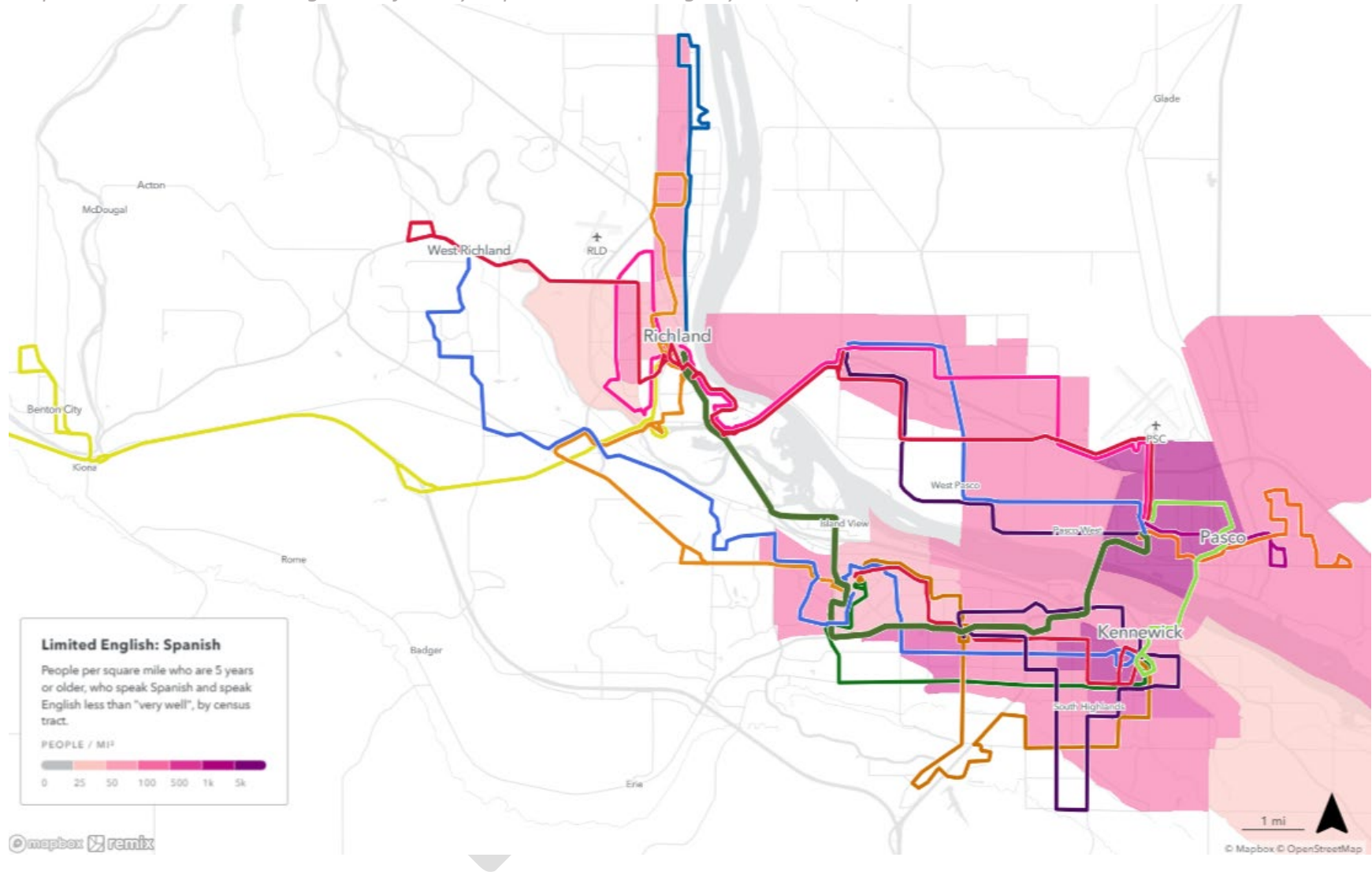
Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

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



Source: U.S. Census Bureau, 2014-2019 American Community Survey 5-Year Estimates

Map 5 – BFT PTBA Limited English Proficiency Population Percentage by Block Group



Source: U.S. Census Bureau, 2014-2019 American Community Survey 5-Year Estimates

Demographic Fare & Travel Pattern Breakdown

In April 2022 BFT conducted a comprehensive onboard survey with the intention of better understanding riders' demographic background, economic status, and general travel patterns. The survey was conducted over a two-week period from April 10th to April 23rd at transit centers, transfer points, and onboard fixed route buses. The survey was also made available throughout the entire month of April electronically via the BFT webpage and a scannable QR code that would direct riders to the survey on their smartphones.

Surveys were available in both English and Spanish to effectively survey LEP populations. Survey collection efforts began at 6:30 a.m. and depending on the day ended between 5 p.m. and 9 p.m. Over 1,900 surveys were collected throughout the survey period.

BFT's 2022 Onboard Survey concluded that on average 54% of BFT riders surveyed self-identified as a minority (Table 8). 44.1% of riders surveyed reported an annual income of less than \$15,000, indicating that a large portion of BFT riders are near or below the poverty line (Table 9).

Table 8 – 2022 Onboard Rider Survey Race/Ethnicity Results

Race / Ethnicity	Rider Result %	General Population %
African American / Black	5.3%	1.5%
American Indian & Alaska Native	1.9%	0.6%
Asian persons	2.8%	2.7%
Arab or Middle Eastern	0.5%	
Native Hawaiian & Other Pacific Islander	0.8%	0.1%
Other	2.9%	4.6%
Persons of Hispanic or Latino Origin	39.7%	32.6%
Caucasian / White (not Hispanic)	46.0%	57.9%
Minority %	54.0%	41.8%

Source: U.S. Census Bureau, 2020 US Census Data & BFT Onboard Rider Survey

Table 9 – 2022 Onboard Rider Survey Income Results

Income	Rider Result %
Under \$15,000	44.1%
\$15,000 - \$25,000	21.7%
\$26,000 - \$40,000	13.8%
\$41,000 - \$60,000	8.0%
\$61,000 - \$80,000	4.8%
\$81,000 - \$100,000	2.3%
\$100,000 and above	5.2%

Source: BFT Onboard Rider Survey

Fare Usage, Trip Purpose & Travel Patterns Minority and low-income riders reported using a pass 35% and 55% of the time, respectively (Figure 4). Minority and low-income riders reported using cash at a higher rate than minority or the total population. It was noted that low-income populations were the most likely to pay a reduced cash fare. Overall, cash was the most used method of fare payment for minority and low-income groups. Youth passes and Columbia Basin College passes were also used by a higher percentage of minority riders.

Figure 4 – Fare Payment Method by Ridership Group

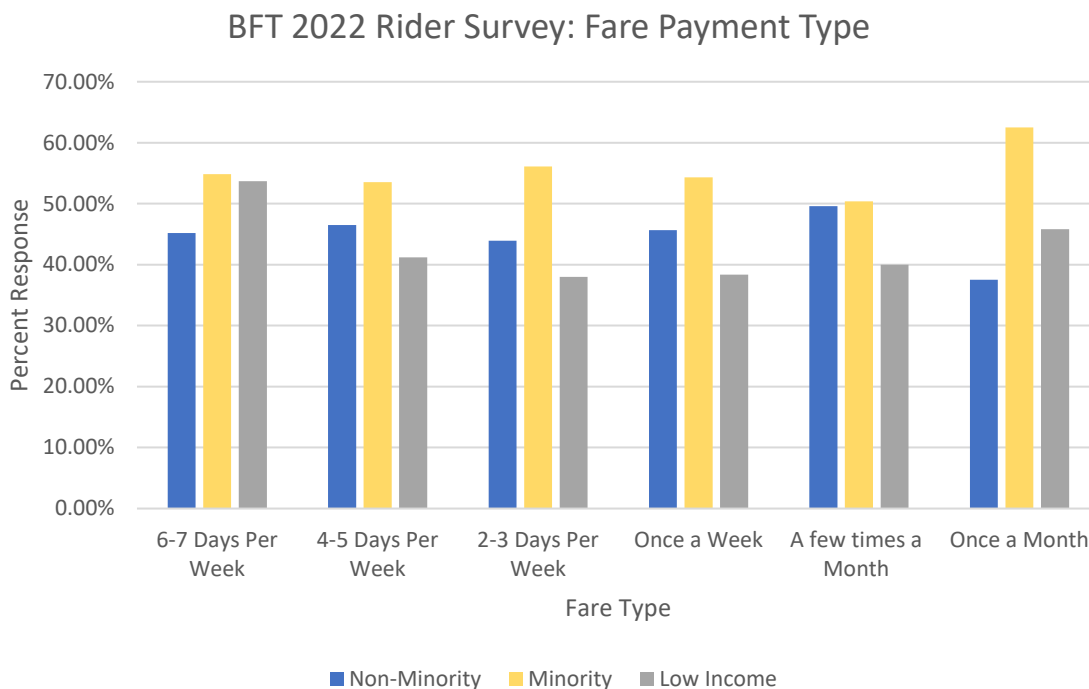


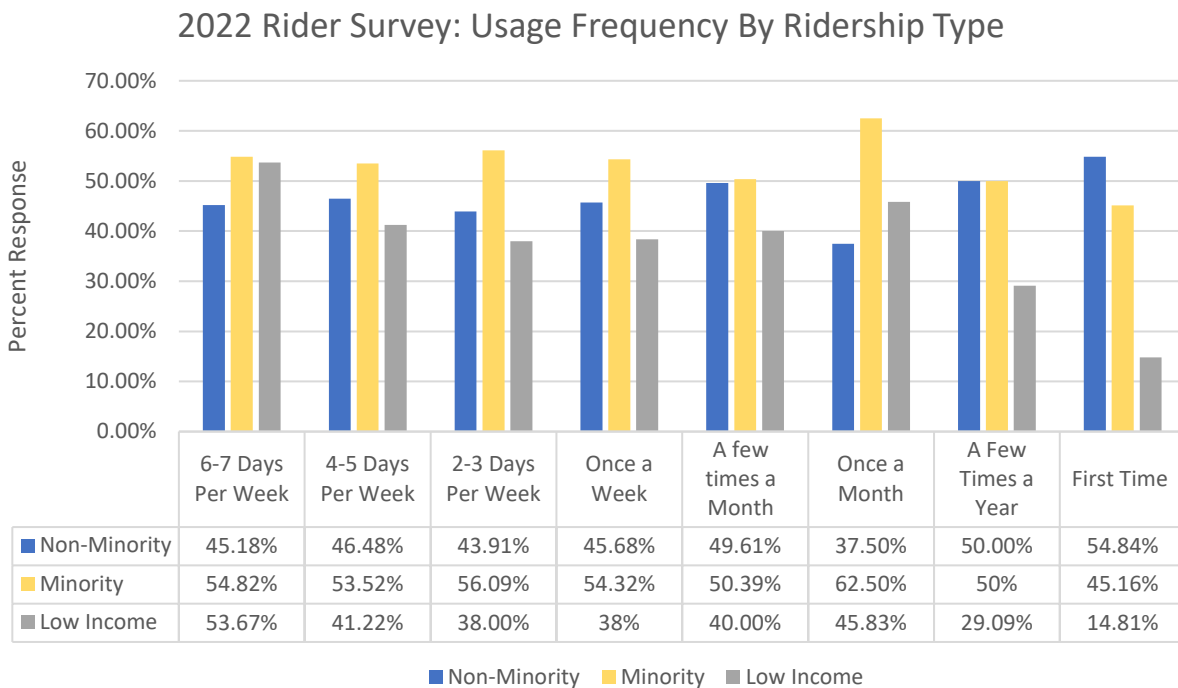
Table 10 – Fare Payment Type

Payment Type	Non-minority	Minority	Low Income
Paid Cash	34.75%	65.25%	45.55%
Senior Pass	58.91%	41.09%	32.38%
Youth Pass	40.00%	60.00%	36.67%
Columbia Basin College Pass	38.75%	61.25%	29.0%
Freedom Pass	38.81%	61.19%	39.29%
Reduced Fare	66.41%	33.59%	59.48%

Source: 2022 BFT Rider Survey

35.6% of all riders surveyed reported that they use the bus six (6) or more times a week (Figure 5). Low-income populations are reported as most likely to ride the bus six (6) days a week). Minority and low-income riders were much more likely to be utilizing the bus daily when compared to the general population. Riders reported that 81.2% had transferred at least once to another BFT bus to reach their final destination. 70.4% of riders reported not having regular access to an automobile, 43.9% make less than \$15,000 a year, and 26.1% speak a second language other than English at home.

Figure 5 – Usage Frequency by Ridership Type



Source: 2022 BFT Rider Survey

2.4 TITLE VI MAJOR SERVICE & FARE CHANGE POLICIES

Overview

According to the stipulations outlined in FTA Circular 4702.1B §4, Chap.4-10, BFT will prepare a Title VI/ Environmental Justice equity analysis, where applicable, of all major service and fare changes using current FTA guidance. This documentation will be submitted to FTA as well as kept on file at BFT. The analysis will evaluate the proposed changes and their impacts on minority and low-income populations within the BFT service area, including discussion of outreach and public involvement strategies and activities used to involve and inform minority, low-income, and Limited English Proficiency populations throughout the decision-making process.

Service Change and Fare Change equity analysis will be conducted when said changes exceed the quantitative threshold outlined in *BFT's Major Service Change, Disproportionate Burden and Discriminatory Impact Policy*, which was adopted by the BFT Board of Directors via Resolution 15-2013 (**Appendix C**). Additional changes to the *Disproportionate Burden and Discriminatory Impact Policy* were made via the BFT Board of Directors' adoption of Resolution 26-2014 (**Appendix D**). BFT intends to update the Major Service Change Policy by way of Resolution XX-2022 when this program update is approved in July 2022.

Major Service Change, Disproportionate Burden & Discriminatory Impact Policies

The requirement for this policy comes from 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 serves a population of 200,000 or greater. The policy requires BFT 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. As of 2021, BFT operated 49 fixed route vehicles in annual maximum service in a service area that exceeds 200,000 in population

BFT Major Service Change Policy A major service change is defined as any change in service on any individual route that would eliminate more than 20% of the route revenue miles and/or twenty percent of the route revenue hours. Additionally, an equity analysis will occur when the systemwide revenue hours allocated to minority areas falls below the share of the service area average.

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 the span of service changes, frequency changes, route segment elimination, re-routing, or route elimination.

BFT Disproportionate Burden Policy The purpose of this policy is to establish a threshold that identifies when the adverse effects of a major service change or any fare change disproportionately affects low-income populations.

If the impact of a major service change proposal or any fare change proposal requires a low-income population to receive benefits 20% less or to bear adverse effects 20% more than those benefits or adverse effects received or borne by the non-minority population, that impact will be considered a disproportionate burden.

Disproportionate burden on routes with either span of service changes and/or frequency changes will be determined by analyzing all routes with such changes together. Disproportionate burden on routes with segment elimination, re-routing, or route elimination will be determined on a route-by-route basis.

BFT Disparate Impact Policy The purpose of this policy is to establish a threshold that identifies when adverse effects of a major service change or any fare change disproportionately affect members of a group identified by race, color, or national origin.

If the impact of a major service change proposal or any fare change proposal requires a minority population to receive benefits 20% less or to bear adverse effects 20% more than those benefits or adverse effects received or borne by the non-minority population, that impact will be considered a disparate impact.

If BFT finds a potential disparate impact or disproportionate burden, the agency will take steps to avoid, minimize or mitigate impacts, and then re-analyze the modified service plan to determine whether the impacts were removed. If BFT chooses not to alter the proposed changes, the agency may implement the service or fare change if there is a 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.

3. 2021-2022 SERVICE MONITORING REVIEW

Every three years BFT prepares a review of its compliance with Title VI requirements to apply and monitor system-wide service standards and policies to ensure equitable transit services are available to minority and low-income populations as outlined in FTA Circular 4702.1B. This section will detail the analysis of BFT's fixed route system and determine if the adopted system-wide service standards and policies have been fully adhered to and fulfilled.

To perform an insightful review of system-wide service standards and policies, BFT is required to select a sample of minority and non-minority routes that provide service to predominantly respective areas. This sample includes all routes within BFT's fixed route network apart from demonstration services and overload/tripper routes. Minority and non-minority routes were compared to ensure no disparity in application and adherence to BFT's adopted system-wide service standards and policies exist.

According to FTA, a minority transit route "has at least 1/3 of its total revenue mileage in a Census block or block group, or traffic analysis zone(s) with a percentage of the minority population that exceeds the percentage of minority population in the transit service area." BFT considers a minority route to be any route where the minority population percentage is within ¼ of a mile and exceeds the average minority population percentage in the overall service area. The majority of BFT routes (12 out of 19 routes) meet this definition of a minority route.

The following steps were taken to ensure service monitoring was conducted pursuant to FTA Circular 4702.1B:

- Identify and designate individual routes as minority or non-minority.
- Establish system-wide averages for service, vehicles, and amenity distribution.
- Inventory service and amenities by route (both minority and non-minority).
- Evaluate individual routes to assess any disproportionate impacts for any route for any category of evaluated criteria.
- Document any corrective action based upon 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 the period of October 1st through December 31st, 2021

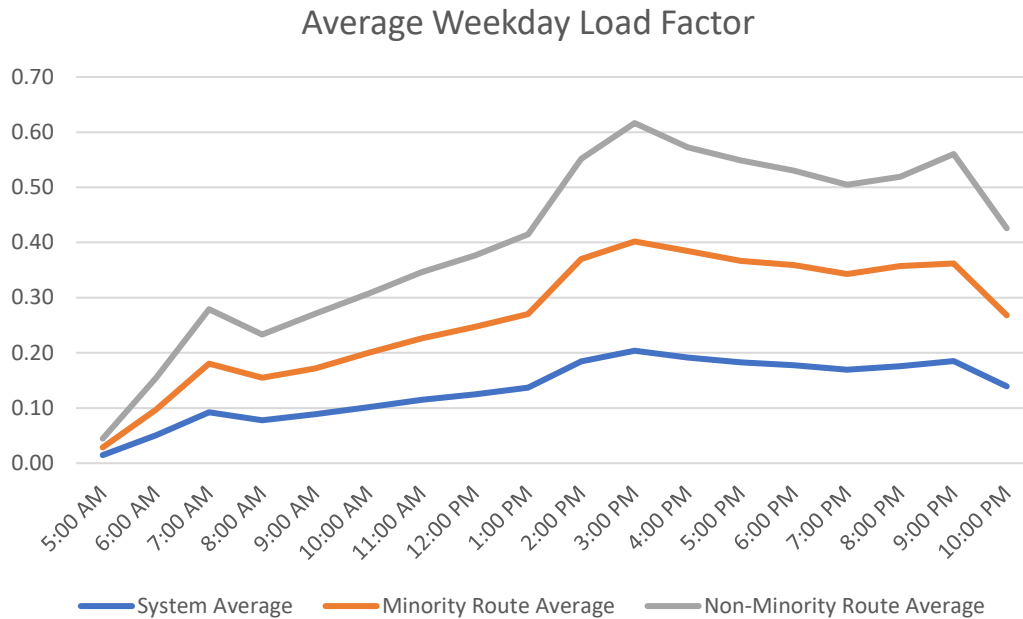
Vehicle Load

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/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 occurring during the period of October 1st through December 31st, 2022, concluded that no routes 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 0.20 and 0.21 respectively during this span (Figure 6) Saturday trips were observed to have a lower average load, with minority and non-minority routes experiencing an average PM peak load factor of 0.14 and 0.13 respectively (Table 13). 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.

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.

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



3.2 VEHICLE HEADWAY

Fixed Route Service Standard Statement

BFT route headways are adjusted based on ridership demand and market potential, using load factors, productivity, and development growth to inform the planning process. Current vehicle headways range from 15 to 60 minutes, apart from Route 170, which runs every 120 minutes. Portions of high-traffic commercial corridors such as Court St (Pasco) and Clearwater (Kennewick) experience all-day 15-minute frequency with BFT’s Metro Routes 1 and 3, which were implemented in June of 2021.

Analysis Vehicle headways by route determined that there is no apparent or intentional disparity between average headways for minority and non-minority routes. On weekdays minority and non-minority routes have an average headway of 35 and 47 minutes, respectively (Table 14). On Saturdays, minority and non-minority routes have an average headway of 35 and 49 minutes, respectively (Table 15). Minority service ends an average of 19 minutes later on weekdays. Schedules used to determine average headways are from October 2018.

Table 11 – Weekday Headway by Route

Weekday By Route							
Route Number	Service Begins	AM Peak Headway	Midday Headway	PM Peak Headway	Late	Service Ends	Approx. Operating Hours
1	6:00 AM	15	15	15	15	10:00 PM	16
3	6:00 AM	15	15	15	15	10:00 PM	16
20	6:15 AM	30	30	30	30	10:00 PM	15.75
25	5:45 AM	30	30	30	30	8:00 PM	14.3
26	6:00 AM	30	30	30	30	9:30 PM	15.5
40	6:15 AM	30	30	30	30	8:00 PM	13.8
41	6:00 AM	60	60	60	60	8:00 PM	14.0
42	6:00 AM	30	30	30	30	9:30 PM	15.5
47	6:00 AM	30	30	30	30	9:30 PM	15.5
48	6:00 AM	30	30	30	30	9:30 PM	15.5
64	6:00 AM	30	30	30	30	8:00 PM	14.0
65	6:00 AM	30	30	30	30	9:30 PM	15.5
66	6:30 AM	60	60	60	60	9:30 PM	15.0
67	6:00 AM	60	60	60	60	10:00 PM	14.0
110	5:45 AM	60	60	60	60	7:30 PM	14.3
123	6:00 AM	30	30	30	30	10:00 PM	16.0
170	5:30 AM	120	120	120	120	8:30 PM	15.0
225	6:00 AM	30	30	30	30	10:00 PM	16.0
268	5:45 AM	30	30	30	30	8:00 PM	14.3

*Minority

Table 12 – Average Vehicle Headway by Route

	AM Peak Headway	Midday Headway	PM Peak Headway	Late	Service Ends	Approx. Operating Hours
System Average	44	44	44	44	9:06 PM	15.1
Minority Route Average	35	35	35	35	9:16 PM	15.0
Non-minority Route Average*	47	47	47	47	9:00 PM	15.2

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

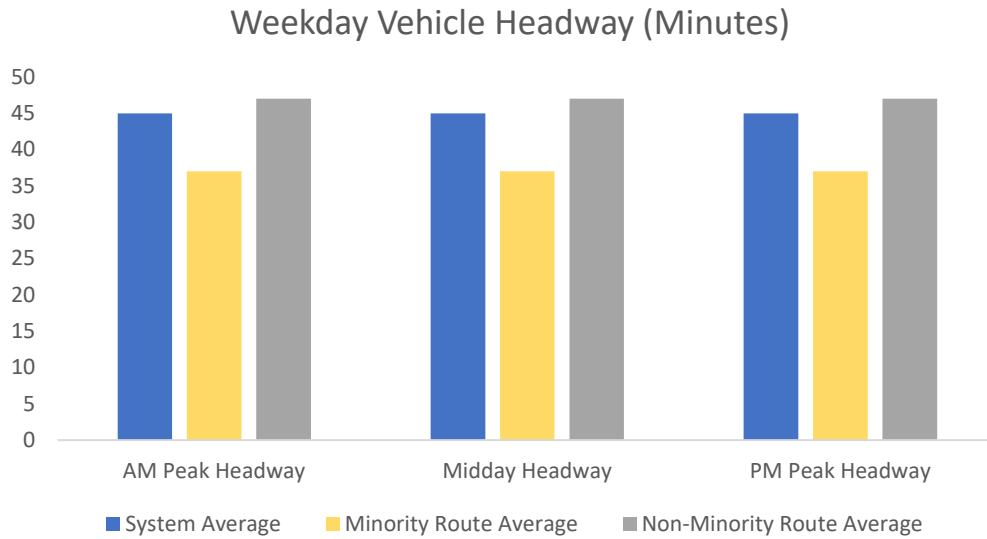


Table 13 – Saturday Vehicle Headway by route

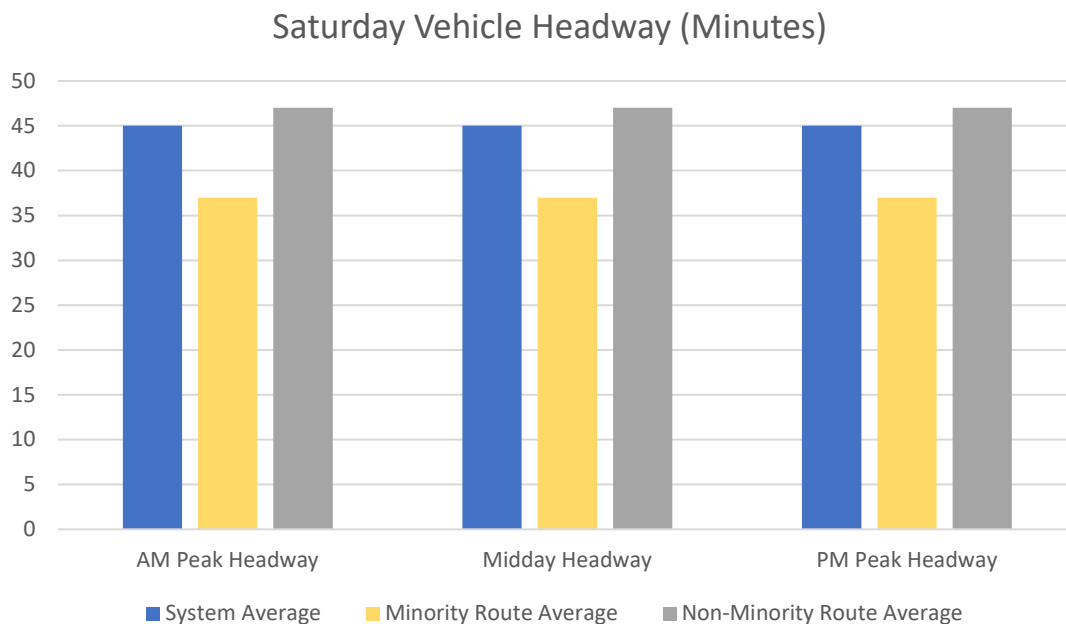
Saturday By Route							
Route Number	Service Begins	AM Peak Headway	Midday Headway	PM Peak Headway	Late	Service Ends	Approx. Operating Hours
1	7:00 AM	15	15	15	15	10:00 PM	15
3	7:00 AM	15	15	15	15	10:00 PM	15
20	7:15 AM	30	30	30	30	10:00 PM	14.75
25	6:45 AM	30	30	30	30	7:00 PM	14.0
26	7:00 AM	30	30	30	30	9:30 PM	14.5
40	7:15 AM	30	30	30	30	8:00 PM	12.8
41	7:00 AM	60	60	60	60	8:00 PM	13.0
42	7:00 AM	30	30	30	30	9:30 PM	14.5
47	7:00 AM	30	30	30	30	9:30 PM	14.5
48	7:00 AM	30	30	30	30	9:30 PM	14.5
64	7:00 AM	30	30	30	30	8:00 PM	13.0
65	7:00 AM	30	30	30	30	9:30 PM	14.5
66	6:30 AM	60	60	60	60	9:30 PM	15.0
67	6:00 AM	60	60	60	60	10:00 PM	14.0
110	5:45 AM	60	60	60	60	7:30 PM	14.3
123	6:00 AM	30	30	30	30	10:00 PM	16.0
170	5:30 AM	120	120	120	120	8:30 PM	15.0
225	6:00 AM	30	30	30	30	10:00 PM	16.0
268	5:45 AM	30	30	30	30	8:00 PM	14.3

*Minority

Table 14 – Saturday Average Vehicle Headway

Routes	AM Peak Headway	Midday Headway	PM Peak Headway	Late	Service Ends	Approx. Operating Hours
System Average	45	45	45	47	9:03 PM	14.4
Minority Route Average	37	37	37	47	9:03 PM	14.2
Non-minority Route Average	47	47	47	50	9:04 PM	14.6

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



On time Performance

Fixed Route Service Standard On time performance varies by mode. Currently, fixed route operates between zero (0) and five (5) minutes before a fixed route bus is considered late.

Analysis Fixed route on time performance data from February 1st to March 31st, 2022, concluded that 91.5% of all routes sampled departed from their scheduled timepoints on time, 3.8% departed early, and 4.7% departed late. Minority routes were on time 91.5% of the time with non-minority routes performing at a slightly lower on time rate of 89.2% (Table 15). Based on this information, it was concluded that no apparent or intentional disparity exists between minority and non-minority routes in terms of BFT’s on time performance standard.

Although overall minority routes performed better than non-minority routes, Routes 3, 65, and 268 (All minority routes) had on time performance rates lower than the average for minority routes. These routes along with Routes 20 (88.2%) and 26 (89.7%) have been identified as underperforming and will be analyzed further to determine how their On time route performance can be improved.

Figure 9 – On time Performance by Route

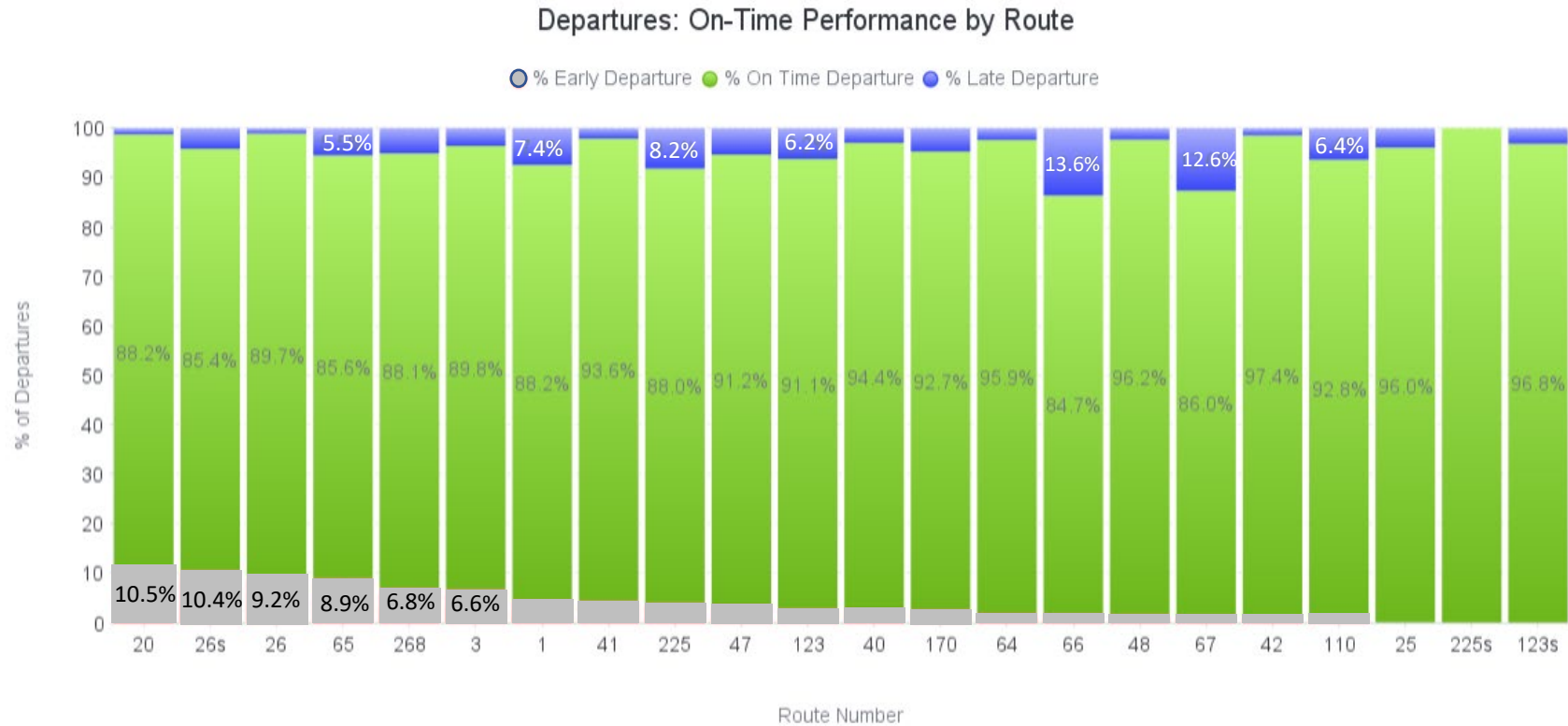


Table 15 – On time Performance by Minority & Non-minority Routes

Routes	% On time	% Early	% Late
System Average	91.5%	3.8%	4.7%
Minority Route Average	91.9%	4.1%	4.0%
Non-minority Route Average	89.2%	4.4%	6.4%

Service Availability

Fixed Route Service Policy Statement BFT distributes transit service based on observed demand, population trends, and land use. BFT aims to ensure that all residents of the PTBA have access to transit services with either scheduled fixed-route service or CONNECT On-Demand service.

Table 16 – Population within ½ a Mile of Fixed Route Service

Name	Total Population within 1/2 Mile of Transit 2022	Total Population	Percent Total Population 2022	% Total Population within 1/2 Mile of Transit 2018	Minority Population within 1/2 miles of Transit 2022	% Minority population within 1/2 miles of Transit 2022
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 16). 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 located where existing or projected demand supports the investment. Prior to 2020, amenities chosen were guided based on productivity standards outlined in BFT Stop Guidelines and Amenities Policy. Presently, stops are assigned a label mainly based on weekday average ridership, which stipulates the minimum recommended amenities to be provided at fixed route stops based on the number of daily boardings. Other considerations include whether the stop is located on a Metro (frequent) Route, if the stop has a high wait time (frequency), and if the location has other constraints that would impede BFT’s ability to install assigned amenities (e.g. ROW constraints, property owner disapproval, jurisdictional disapproval).

Transit amenities are chosen based on groups and the frequency of use in the following ways:

- Basic: less 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 contains a multitude of jurisdictions, including six (6) cities spread across two (2) counties. Each jurisdiction has differing procedures, development patterns, and standards. They also have different ways of handling ROW permitting, other permitting, and the process BFT must take to perform work within the ROW. Considering the lack of consistent development adjacent to BFT fixed routes, policies that dictate transit amenity distribution often cannot be applied uniformly across BFT’s service area. With that said, it is BFT’s obligation to ensure that there is an equitable distribution of transit amenities to the best of the agency’s ability (Table 17).

Table 17 – 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

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

Distribution of Transit Amenities (Fixed Route) Analysis As of April 20th, 2022, BFT’s fixed route system includes 977 stops, of which there are 923 posted stops, and 54 flag stops. There are 46 shelters, ten (10) planned shelters (all shelters include a bench), 66 independent benches, and 117 trash cans (36 of which are the only amenity at the location). Flag stops are locations where no physical pole exists but where riders can flag down a bus as it arrives. BFT is in the process of phasing out the use of flag stops by posting physical stops at these locations or removing the designation if the stop is in an illogical location and experiences little to no ridership. Table 18 reflects amenities by route, note that amenities can be double counted if more than one (1) route serves the stop.

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 18 – Amenities by Route

Route	Total Stops*	Posted Stops	Flag Stops	Shelters	Planned Shelters	Benches (includes shelter benches)	Garbage Cans	Length of Route (mi.)	Average Stop Spacing (ft.)
1	63	63	0	6	1	15	14	28.6	2,256
3	44	41	3	5		11	14	11.6	1,331
20	46	46	0	4		10	11	13.8	1,481
25	32	32	0	0		0	0	7.1	1,137
26	46	42	4	6	1	11	8	11.9	1,341
40	46	46	0	7		9	11	14.3	1,511
41	125	118	7	3	1	7	10	29.5	1,180
42	61	60	1	5	1	9	13	14.1	1,190
47	96	92	4	3		10	12	27.7	1,450
48	57	55	2	2		7	9	16.8	1,424
64	28	27	1	0		3	1	6.4	1,205
65	48	47	1	3		6	5	13.7	1,478
66	48	47	1	1	2	2	2	15.9	1,740
67	52	50	2	2	4	6	5	15.7	1,596
110	90	83	7	6		7	11	30.1	1,686
123	103	96	7	4	3	15	11	30.8	1,557
170	45	32	13	4		6	5	67.1	5,205
225	72	66	6	3	4	5	5	27.9	1,966
268	60	56	4	4		7	6	27.2	2,246

Note: Numbers do not reflect transit centers

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

Minority Routes

Table 19 – 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	1,855.6
Minority Routes	704	54	87	95	1,645.5
Non-minority Routes	458	31	59	58	2,070.2

*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 Each major transit center and park & rides are located throughout BFT’s service area in locations that were deemed appropriate during the planning phases of their construction. BFT transit centers and park & rides have an equitable distribution of amenities. Given the different modes of service, safety and operational issues, and ridership levels, amenities such as benches, shelters, and lighting, are placed by need. Bike racks and lockers are also available at select facilities, though bike lockers are being phased out. With the COVID-19 pandemic that started in early 2020, public bathrooms became unavailable at facilities where BFT Customer Service staff work and have yet to become available again as of April 2022. A breakdown of amenity distribution at transit centers and park & rides are listed in Table 20 and 21.

Table 20 – 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
Stacy Avenue Transit Center	No	No	No	Yes	Minority
Ed Frost Transit Center				Defunct	Minority

Table 21 – 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	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 “TRAC” 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 on a monthly basis 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 1st through December 31st, 2021, concluded that there is 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 the course of a service day. Blocks that serve at least one minority route were designated as a minority block. Minority blocks were assigned vehicles that were built in 2015 on average, with a typical length of 40 ft. and a seating capacity of 37 seats. Non-minority blocks were assigned vehicles that were built in 2017 on average, with a typical length of 35 ft. and a seating capacity of 35 seats (Table 22).

Although minority blocks are assigned older vehicles on average, the vehicles that are assigned to these routes are larger and have higher seating capacities. The main reason minority blocks have an older average age is due to the fact that non-minority Routes 110 and 123 necessitate vehicles that are 35 ft. or less in length due to maneuvers through parking lots along these routes. The majority of buses that are 35 ft. and under are the newest vehicles in BFT’s fleet. This creates a situation where Routes 110 and 123 tend to be assigned newer vehicles.

Table 22 – Vehicle Assignment By Route

Block	Most Frequent Assignment (Bus #)	Year	Length	Seating
1-1	5308	2013	40 ft	37
1-2	5264	2009	40 ft	37
1-3	5307	2013	40 ft	37
1-4	5333	2018	35 ft	30
1-5	5262	2009	40 ft	37
1-6	5336	2009	40 ft	37
1-7	5319	2015	40 ft	37
3-1	5316	2014	40 ft	37
3-2	5314	2014	40 ft	37
3-3	5313	2013	40 ft	37
3-4	5320	2015	40 ft	37
20-1	5306	2013	40 ft	37
20-2	5307	2013	40 ft	37
20-3	5308	2013	40 ft	37
25-1	5002	2016	35 ft	30
26-1	5309	2013	40 ft	37
26-2	5310	2013	40 ft	37
40-1	5323	2015	40 ft	37
40-2	5309	2013	40 ft	37
41-1	5310	2013	40 ft	37
41-2	5339	2018	40 ft	37
42-1	5338	2018	40 ft	37
42-2	5259	2016	35 ft	30
47-1	5335	2018	35 ft	30
47-2	5313	2013	40 ft	37
47-3	5316	2014	40 ft	37
48-1	5001	2016	35 ft	30
48-2	5324	2018	40 ft	37
48-3	5321	2015	40 ft	37
64-1	5258	2016	35 ft	30
64-2	5327	2018	35 ft	30
65-1	5253	2006	40 ft	37

65-2	5320	2015	40 ft	37
66-1	5325	2015	40 ft	37
67-1	5312	2013	40 ft	37
110-1	5254	2007	29 ft	23
110-2	5329	2018	29 ft	23
123-1	5339	2018	29 ft	23
123-2	5338	2018	29 ft	23
123-3	5340	2016	29 ft	23
123-4	5338	2016	29 ft	23
170-1	5331	2018	35 ft	30
225-1	5332	2018	40 ft	30
225-2	5002	2009	35 Ft	37
225-3	5333	2018	35 ft	30
268-1	5345	2018	40 ft	37
268-2	5319	2015	40 ft	37
268-3	5262	2009	40 Ft.	37

Minority Routes

Table 23 – Vehicle Assignments by Minority & Non-minority Blocks

Weekday Average Load Factor					
Route	Direction	AM Peak	Midday	PM Peak	Late
1	E	0.04	0.12	0.17	0.12
	W	0.07	0.13	0.15	0.11
3	N	0.08	0.14	0.23	0.18
	S	0.06	0.14	0.26	0.17
20	E	0.13	0.12	0.14	0.10
	W	0.07	0.11	0.19	0.16
25	CW	0.06	0.12	0.18	0.11
26	N	0.07	0.14	0.27	0.30
	S	0.05	0.14	0.29	0.29
40	E	0.04	0.09	0.17	0.18
	W	0.06	0.11	0.16	0.14
41	CCW	0.04	0.06	0.12	0.09
	CW	0.04	0.09	0.21	0.00
42	E	0.06	0.11	0.20	0.13
	W	0.09	0.13	0.18	0.12
47	E	0.07	0.13	0.19	0.18
	W	0.07	0.12	0.18	0.20

48	E	0.03	0.09	0.16	0.17
	W	0.06	0.11	0.15	0.14
64	E	0.03	0.11	0.24	0.39
	W	0.08	0.12	0.23	0.38
65	E	0.05	0.11	0.23	0.20
	W	0.12	0.12	0.20	0.20
66	E	0.06	0.09	0.15	0.14
	W	0.12	0.12	0.25	0.40
67	E	0.07	0.14	0.25	0.35
	W	0.07	0.11	0.16	0.10
110	E	0.06	0.08	0.12	No Trip
	W	0.03	0.07	0.13	No Trip
123	N	0.08	0.16	0.24	0.21
	S	0.09	0.16	0.23	0.18
170	E	0.06	0.14	0.11	0.08
	W	0.02	0.08	0.13	0.07
225	E	0.06	0.12	0.16	0.11
	W	0.07	0.12	0.15	0.11
268	E	0.02	0.08	0.16	0.17
	W	0.07	0.08	0.12	0.08

	Minority Routes			
	AM Peak	Midday	PM Peak	Late
System Average	0.06	0.11	0.18	0.17
Minority Route Average	0.06	0.11	0.19	0.17
Non-minority Route Average	0.07	0.12	0.18	0.17

3.3 2018-2022 EQUITY ANALYSIS REVIEW

Service and Fare Changes

BFT defines a major service change as one that "affects at least 20% of a route's daily service hour allotment or geographic coverage." BFT prepares and submits all equity analyses that were conducted during the prior service monitoring period to FTA with the Title VI Program documents every three (3) years. Upon review, BFT made a major service change in September 2017 and June 2021 and has made no change to fares since 2012.

BFT prepares a Title VI analysis for fare and major service changes using the analysis guidance provided by the FTA. Additionally, BFT will continue to evaluate service as outlined in Title VI using the following process:

3.4 MAJOR SERVICE CHANGES IMPLEMENTED (2019-2022)

Multiple major service changes were made from 2019 through the beginning of 2022. The first major service change that occurred was the addition of Route 268 in 2020, which together with Route 225 provided 15-minute frequency between Pasco and Richland. Route 268 was preceded by a demonstration service, Route 68, which aimed to increase service in West Pasco. A service equity analysis was conducted and no adverse effects were anticipated.

In June of 2021, BFT implemented additional major service changes which created two new high-frequency corridors and realigned local services in Richland and Kennewick. These changes resulted in higher frequency service between all major transit centers in the service area, as well as new local service in Kennewick.

As part of the implementation process, BFT conducted a route-by-route Title VI service equity analysis with the intention of better understanding how the planned fixed route service changes would impact low-income and minority populations (Table 24). Details of this service equity analysis can be found in Appendix E.

Table 24 –2019 - 2022 Major Service Change Overview

Route	Major Service Change		Notes
	Route Alignment	Revenue Hours	
1	X	+	Combined Portions of Routes 126, 120, 150 and 160. Increased Service to Fixed 15-minute headways
3	X	+	Combined Portions of Routes 150 and 160. Increased Service to Fixed 15-Minute Headways
20	X		Truncated Alignment of Route 120 at Knight St.
26	X		Truncated Alignment of Route 126 at Knight St.
40	X	X	New 30-minute Kennewick route serving portions of Clearwater Ave., Kennewick Ave. Olympia St. and Dayton St.
268	X	X	New 30-minute route that serves CBC, Chiawana High School, and provides additional trips between Pasco and Richland

3.5 FARE CHANGES IMPLEMENTED (2018 – 2022)

BFT has not implemented any fare policy changes since the 2018 Title VI update. BFT did not collect fares of any kind from March 2020 to October 2021 due to the COVID-19 Pandemic. Beginning in the summer of 2022, BFT will implement a 6-month fare-free program for children 18 and under.

CONCLUSION

Analysis of BFT services show that there is no significant disparate impact or disproportionate burden exists in how BFT distributes service or amenities within the PTBA. Similarly, recent service changes undertaken by BFT have resulted in an improvement in service to minority and low-income areas. BFT will continue to prioritize the needs of minority and low-income communities when planning for future service changes.



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Director de Servicios Administrativos
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BFT opera sus programas sin tener en cuenta la raza, el color y el origen nacional. Para recibir información adicional sobre las obligaciones de BFT en materia de discriminación, incluidos nuestros procedimientos de denuncia, póngase en contacto con el Coordinador del Título VI de BFT en el 509.734.5107.

Si necesita información en otro idioma, comuníquese al 509.735.5100.

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INTRODUCCIÓN

Ben Franklin Transit (BFT) proporciona servicios de transporte público en un área de beneficio de transporte público (PTBA) de 617 millas cuadradas dentro de los condados de Benton y Franklin, situados en el estado de Washington. La PTBA incluye los municipios de Kennewick, Pasco, Richland, West Richland, Benton City, Prosser y algunas zonas no incorporadas en los condados de Benton y Franklin. El funcionamiento de BFT se contabiliza en un único fondo empresarial, que utiliza el mismo método de contabilidad de ejercicio que una empresa privada. BFT no tiene subrecipientes y no transfiere los fondos de la FTA a los subrecipientes.

La población estimada del PTBA de BFT es de 276,784 habitantes en 2021 (Oficina de Administración Financiera del Estado de Washington), mientras que los condados de Benton y Franklin tienen una población combinada estimada de 304,895 habitantes (censo de 2020). El PTBA de BFT y las áreas circundantes consisten en una población diversa de la cual el 41.8% se identifica como minorías y el 14.3% de la población se considera de bajos ingresos. Para garantizar que estas poblaciones tengan un acceso equitativo a los servicios de tránsito, BFT ha preparado este Programa del Título VI y los documentos que lo acompañan de conformidad con el Título VI de la Ley de Derechos Civiles de 1964; el Título 49, Capítulo 53, Sección 5332 del Código de los Estados Unidos; y la Circular 4702.1B de la Administración Federal de Tránsito (FTA), "Directrices del Programa del Título VI para los Receptores de la Administración Federal de Tránsito", a partir del 1 de octubre de 2012.

El Programa del Título VI de BFT documenta el cumplimiento de los requisitos generales y de los proveedores de tránsito descritos en la Circular 4702.1B de la FTA y reafirma el compromiso de la agencia de garantizar que a ninguna persona se le niegue el acceso a sus servicios de tránsito por motivos de raza, color u origen nacional.

Figura 1 – Requisitos generales y requisitos de las empresas de transporte

Requisitos generales	Requisitos de los proveedores de servicios de transporte
<ul style="list-style-type: none">• Proporcionar la garantía del Título VI• Preparar y presentar el Programa del Título VI• Notificar a los beneficiarios la protección del Título VI• Desarrollar y mantener los procedimientos de queja del Título VI y el impreso de queja• Anotar y reportar las investigaciones, quejas y demandas relacionadas con el Título VI en materia de tránsito• Promocionar la participación pública inclusiva• Proporcionar un acceso adecuado a las personas (LEP)• Reportar la representación de las minorías en los organismos de planificación y asesoramiento• Proporcionar asistencia a los sub-receptores• Supervisar a los subreceptores• Determinación del sitio o ubicación de las instalaciones	<ul style="list-style-type: none">• Establecer normas y políticas de servicio en todo el sistema<ul style="list-style-type: none">• Factor de carga• Distancia de los vehículos• Puntualidad de los servicios• Distribución equitativa del servicio, los vehículos y los servicios• Recoger e informar de los datos demográficos• Raza/Etnicidad<ul style="list-style-type: none">• Ingresos• Conocimiento limitado del inglés• Supervisar los servicios de tránsito e informar de los resultados• Evaluar los Servicios Principales y todos los Cambios de Tarifas

1. REQUISITOS GENERALES DEL PROGRAMA DEL TÍTULO VI

Todos los recipientes de fondos de la FTA están obligados a documentar si cumplen con las normas del Título VI del DOT presentando un Programa del Título VI a su funcionario regional de derechos civiles de la FTA una vez cada tres años. Para cumplir con el Título VI de la Ley de Derechos Civiles de 1964; el Título 49, Capítulo 53, Sección 533 del Código de los Estados Unidos; y la Circular Federal 4702.1B de la FTA, la FTA requiere que todos los receptores de la FTA:

- Proporcionar la garantía del Título VI.
- Notificar al público sus protecciones en cumplimiento del Título VI.
- Desarrollar y mantener un procedimiento de quejas en virtud del Título VI.
- Anotar y reportar las investigaciones, quejas y demandas del Título VI.
- Promover la participación inclusiva a través de un proceso de participación pública establecido.
- Proporcionar un acceso adecuado a las poblaciones con conocimientos limitados de inglés (LEP).
- Reportar sobre la representación de las minorías en el consejo consultivo.
- Ayudar y supervisar a los subrecipientes en el cumplimiento del Título VI.
- Determinar si el sitio de una nueva instalación se selecciona de manera no discriminatoria.

El propósito de esta sección es demostrar los medios por los que BFT cumple estos requisitos generales de acuerdo con la Circular 4702.1B de la FTA.

Además, BFT opera sus programas y servicios en cumplimiento de la Orden Ejecutiva 12898, “Acciones Federales para Abordar la Justicia Ambiental en las Poblaciones de Minorías y Poblaciones de Bajos Ingresos”, la Orden Ejecutiva 13166, “Mejorar el Acceso al Servicio para las Personas con Dominio Limitado del Inglés” (LEP) y la asistencia financiera de la Administración Federal de Tránsito (FTA) con la orientación y las instrucciones necesarias para llevar a cabo las regulaciones del Título VI del Departamento de Transporte de los Estados Unidos (DOT) de conformidad con ambas Órdenes Ejecutivas. Aunque las personas con bajos ingresos y LEP no se mencionan específicamente como una clase protegida bajo el Título VI, BFT se compromete a cumplir con los requisitos del Título VI mientras se adhiere simultáneamente a los requisitos de Justicia Ambiental y LEP. Este compromiso con las comunidades marginadas se refleja en el proceso de planificación, participación pública y proceso de decisiones de la agencia.

1.1 GARANTÍA DEL TÍTULO VI

La sección 601 del Título VI de la Ley de Derechos Civiles de 1964 establece:

Ninguna persona en los Estados Unidos será excluida, por motivos de raza, color u origen nacional, de la participación en cualquier programa o actividad que reciba asistencia financiera federal, ni se le negarán los beneficios de la misma, ni será objeto de discriminación.

Como recipiente directo de fondos federales de la FTA, BFT está obligada a operar sus programas y servicios sin tener en cuenta la raza, el color y el origen nacional de acuerdo con el Título VI y otras leyes pertinentes. Para demostrar el cumplimiento del Título VI por parte de BFT, debe revisarse y actualizarse un Programa del Título VI cada tres años, como se indica en la Circular 4702.1B de la FTA.

1.2 TÍTULO VI AVISO AL PÚBLICO - DECLARACIÓN RELATIVA A LA AUSENCIA DE DISCRIMINACIÓN

BFT opera sus programas y servicios sin tener en cuenta la raza, el color o el origen nacional. Para asegurar que el público es consciente del compromiso de BFT de que a ninguna persona se le niegue el acceso a sus servicios de tránsito por motivos de raza, color u origen nacional, BFT notifica al público de sus protecciones del Título VI utilizando el siguiente texto de declaración:

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.

Esta declaración relativa a la ausencia de discriminación está publicada en inglés y en español en los pasillos del Edificio de Administración, del Edificio de Operaciones y del Centro de Atención al Cliente. Se harán esfuerzos para aumentar la visibilidad de la notificación del Título VI de BFT al público. Estos esfuerzos incluyen la evaluación de la viabilidad de la publicación de la declaración en los centros de tránsito y otras áreas de alto tráfico donde es probable que los clientes lo vean.

Una versión abreviada del Aviso al Público del Título VI de BFT se incluye en los libros de horarios, documentos de planificación externa y otros materiales informativos. La versión abreviada notifica al público de sus protecciones del Título VI utilizando el siguiente texto de declaración:

BFT no discrimina por motivos de origen étnico, color ni procedencia. Para recibir información adicional comuníquese con nosotros al 509.735.5100.

En el caso de que BFT distribuya fondos federales a otra entidad del gobierno o a un subrecipiente, BFT incluirá el lenguaje del Título VI en todos los acuerdos escritos y supervisará su cumplimiento.

Responsabilidades de la organización

El director general de BFT está autorizado a garantizar el cumplimiento de las provisiones de la política contra la discriminación en BFT y de la ley. Las subvenciones, los programas, el cumplimiento de las actividades y la coordinación del Título VI se llevarán a cabo bajo la autoridad del director general.

1.3 PROCEDIMIENTOS DE QUEJAS Y COMENTARIOS

Procedimientos generales para el comentario del público

La Política de comentarios de los clientes de BFT se ha establecido para asegurar que los clientes de todos los modos del sistema, incluyendo: el autobús, el paratransito, vanpool y los servicios contratados, tengan una forma fácil y accesible de dar su opinión a la agencia. BFT está abierta a escuchar cualquier opinión de los clientes, incluyendo quejas, comentarios, sugerencias o preocupaciones.

BFT recibe los comentarios del público de las siguientes maneras:

- **Tarjetas de comentarios del cliente sin gastos de envío** Disponibles en los vehículos de BFT y de los contratistas y en los puntos de venta de pases en español e inglés.
- **Correo de los Estados Unidos** 1000 Columbia Park Trail, Richland, WA 99352.
- **Teléfono** Los pasajeros pueden ponerse en contacto con el Departamento de Atención al Cliente de BFT 509.735.5100 o utilizar las líneas de comentarios públicos establecidas cuando estén disponibles.
- **Correo electrónico** Los pasajeros pueden ponerse en contacto con BFT por correo electrónico en contact@bft.org.
- **Language Line** Línea de idiomas: Para los pasajeros que hablan un idioma diferente al inglés, BFT utilizará los servicios de Language Line SolutionsSM para facilitar las llamadas. BFT también utiliza personal bilingüe para comunicarse con los clientes LEP.
- **En persona** Las tarjetas de comentarios están disponibles en el Centro de Atención al Cliente de Three Rivers (7109 W. Okanogan Place, Kennewick, WA 99336) o en el Edificio de Administración (1000 Columbia Park Trail, Richland, WA 99352).
- **Sitio web** Los pasajeros pueden dar su opinión en el sitio web de BFT, www.bft.org, en el enlace "Contáctenos". Google Translate está enlazado a nuestro sitio web y ayuda a la comunicación con los clientes LEP.

Proceso de revisión de los comentarios Todos los comentarios de los clientes son valorados. Cualquier persona que envíe un comentario, una queja o una sugerencia de servicio a BFT y solicite una respuesta recibirá una respuesta inicial en un plazo de 15 días laborables, siempre que facilite información de contacto legible.

El personal graba e investiga las quejas. Se hacen sugerencias y recomendaciones para el sistema con el fin de resolver las quejas, si es posible. Se adoptan las medidas adecuadas para abordar las quejas relativas al personal, los equipos o los procesos.

Información sobre la política La información sobre la Política de Comentarios del Cliente; incluyendo cómo entregar una queja, se pone a disposición de los pasajeros en nuestro libro de horarios, en nuestro sitio web, y en todos los puntos de venta, así como en nuestros vehículos.

Reportajes El personal preparará un sumario anual de los comentarios de los clientes para la Junta Directiva y los empleados, que se utilizará para revisar y evaluar el servicio.

Seguimiento BFT mantiene un sistema de seguimiento de todos los comentarios de los clientes.

Procedimiento de quejas en virtud del Título VI

BFT se compromete a garantizar que ninguna persona sea impedida de participar o se le nieguen los beneficios de sus servicios de tránsito por motivos de raza, color u origen nacional, tal como lo protege el Título VI en la Circular 4702.1.B de la FTA. Con este fin, BFT tiene un proceso de quejas en el lugar para el seguimiento y tratamiento de las quejas y reclamaciones de discriminación por motivos de raza, color u origen nacional.

Formalizar una queja en virtud del Título VI Las personas pueden presentar una queja escrita y firmada en un plazo máximo de 180 días a partir de la fecha de la supuesta discriminación. Se les aconseja que una queja debe incluir la siguiente información:

- Nombre, domicilio y forma de contactar con el demandante (por ejemplo, número de teléfono, dirección de correo electrónico, etc.).
- Cómo, cuándo, dónde y por qué creen que fueron discriminados. Las quejas deben incluir la ubicación, los nombres y la información de contacto de los testigos.
- Otros datos que consideren significativos.

La queja puede presentarse por escrito o poniéndose en contacto con BFT en la siguiente dirección o números de teléfono:

**Ben Franklin Transit
Coordinador del Título VI
1000 Columbia Park Trail
Richland, WA 99352-4851
Por teléfono: 509.734.5107
Por correo electrónico: TitleVICoordinator@bft.org
Por fax: 509.735.1800**

BFT recomienda a las personas que presenten quejas que aleguen discriminación por escrito o por vía electrónica. Todas las quejas deben ser firmadas por el demandante y presentadas dentro de los 180 días de una acción que surja bajo el Título VI. El Coordinador del Título VI organizará los ajustes razonables que sean necesarios.

Procedimiento de revisión de reclamaciones Todas las reclamaciones que aleguen discriminación por motivos de raza, color u origen nacional en un servicio o beneficio proporcionado por BFT serán tramitadas directamente por BFT. BFT también proporcionará la asistencia adecuada a los denunciantes, incluidas las personas con discapacidades o con capacidad limitada para comunicarse en inglés. Además, BFT hará todo lo posible por atender todas las quejas de forma rápida y rigurosa.

En los casos en que se necesite información adicional para la investigación de la reclamación, BFT se pondrá en contacto con el denunciante por escrito, a menos que se solicite lo contrario. Tenga en cuenta que, al responder a cualquier solicitud de información adicional, el hecho de que el denunciante no facilite la información solicitada puede dar lugar al cierre administrativo de la denuncia.

Una vez que BFT reciba la información suficiente para investigar la denuncia, preparará un borrador de respuesta por escrito sujeto a la revisión del abogado del tránsito. Si procede, el abogado de BFT puede cerrar administrativamente la queja. En este caso, BFT notificará la acción al denunciante lo antes posible.

Notificación del resultado de una reclamación BFT enviará una respuesta final por escrito al denunciante y le informará de su derecho a

- 1) Apelación dentro de los siete (7) días de calendario siguientes a la fecha de recibir la decisión final por escrito de BFT, y/o
- 2) Presentar una reclamación externa ante el DOT y/o la FTA

BFT hará todo lo posible para responder a las reclamaciones del Título VI dentro de los cinco (5) días laborales de la fecha de recibimiento de tales quejas, si no antes. Además del proceso de queja descrito anteriormente, un demandante puede presentar una queja del Título VI con las siguientes oficinas:

FTA Region 10 Office of Civil Rights
Suite 3142
915 Second Avenue, St 3142
Seattle, WA 98174
Teléfono: 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
Teléfono: 888.446.4511

Forma de queja del Título VI

La forma de queja del Título VI de BFT está disponible en línea, tanto en inglés como en español. Copias físicas de la forma están disponibles a petición de los denunciantes, y la forma se incluye en **Apéndice A**.

Protección contra retribuciones

Los clientes de BFT pueden presentar quejas y comentarios o participar en el proceso de participación pública sin temor a retribuciones por parte de la agencia. Si un cliente siente que está recibiendo un trato injusto en respuesta a los comentarios que ha presentado, debe ponerse en contacto con la Oficina del director general de BFT. BFT disciplinará adecuadamente a cualquier empleado o contratista que tome medidas de venganza contra un cliente.

1.4 LISTA DE INVESTIGACIONES, QUEJAS Y DEMANDAS DEL TÍTULO VI

Desde la presentación de la última actualización del Programa del Título VI de BFT en 2016, no hay investigaciones, quejas o demandas pendientes contra BFT en las que se alegue discriminación con respecto a las tarifas, las rutas, los horarios o la calidad del servicio de transporte por motivos de raza, color u origen nacional.

1.5 POLÍTICA DE PARTICIPACIÓN DEL PÚBLICO Y PROCESOS

Objetivo y declaración de la política

La política de BFT anima a que se hagan comentarios y sugerencias, incluyendo quejas sobre el Programa de Proyectos (POP) propuesto, cambios en el servicio, cambios en las tarifas, y varias políticas. El Título VI exige que se establezcan umbrales para este proceso de comentarios públicos. Las Políticas de Carga Desproporcionada y/o de Impacto Discriminatorio se incluyen en este documento como la aportación pública requerida por el estado y la intención de BFT de resolver cualquier preocupación con respecto a los cambios de servicio y de tarifas en el sistema.

Además, BFT promueve los comentarios sobre las políticas que pueden afectar a sus clientes y con frecuencia lleva a cabo encuestas, foros públicos y reuniones de puertas abiertas, además de este proceso formal. El registro de comentarios de los clientes documenta las preocupaciones o comentarios recibidos del público.

Procesos de participación pública

Los cambios que requieren un proceso público incluirán los cambios definidos en la política del Título VI de BFT. Otras políticas pueden ser tomadas a través de un Proceso de Opinión Pública a discreción del director general.

La participación del público se llevará a cabo para los cambios de servicio importantes, las cargas de impacto dispar, los proyectos de capital y los cambios de tarifas.

Un cambio de servicio importante se define como uno de los siguientes:

- Cualquier cambio en el servicio de cualquier ruta individual que elimine más del 20% de las horas de ingresos de la ruta. Todos los cambios de servicio importantes estarán sujetos a un análisis de equidad que incluya un análisis de los efectos adversos.
- Cualquier cambio en el que las horas de ingresos de todo el sistema asignadas a zonas minoritarias sean inferiores a la proporción de la población del área de servicio que reside en zonas minoritarias.

El impacto desigual se define como uno de los siguientes:

- Un cambio de servicio que conduce a un efecto adverso se define como una reducción geográfica o de tiempo en el servicio que incluye, pero no está limitado a la amplitud de los cambios de servicio, los cambios de frecuencia, la eliminación de segmentos de ruta, el cambio de ruta o la eliminación de rutas.
- Un cambio de servicio que podría dar lugar a una carga desproporcionada se produce cuando la población de bajos ingresos afectada negativamente por un cambio de tarifa o de servicio es un 20% más que la población media de bajos ingresos del área de servicio de BFT.
- Se produce un impacto dispar cuando el 20% o más de una reducción de las horas de ingresos del sistema se produce en zonas de minorías o de bajos ingresos.

- Programa de Proyectos (POP) incluido en el Plan de Desarrollo del Tránsito (TDP), el Programa de Mejora del Transporte (TIP), y los análisis de Justicia Ambiental (EJ).
- Cambios en las tarifas.

Procedimientos Para garantizar la máxima oportunidad de que el público participe en el proceso de decisiones relativas a los cambios importantes del servicio y los aumentos de las tarifas, BFT se adhiere a los siguientes procedimientos:

- Avisar con al menos 30 días de antelación sobre las audiencias públicas relativas a cambios importantes en el servicio o aumentos de tarifas en español e inglés.
- Los clientes, el público y la comunidad serán informados del cambio propuesto, del proceso de comentarios y de las audiencias públicas mediante cualquiera de los siguientes medios: anuncios en el periódico, comunicados de prensa multimedia, folletos a bordo, anuncios en las oficinas de BFT y el sitio web de BFT. Todos los medios están en español e inglés.
- Las propuestas de cambios importantes en el servicio y los aumentos de tarifas se presentarán a la Red de Asesoramiento a los Ciudadanos (CAN) de BFT para su debate, revisión y comentario. La CAN es un grupo de ciudadanos que incluye representantes de los discapacitados, institutos educativos, empleadores importantes y porciones LEP de nuestra base de clientes.
- Todas las opiniones y comentarios, incluidas las actas de las audiencias públicas, las recomendaciones del CAN y las recomendaciones del personal de BFT, se proporcionarán al Consejo de Administración de BFT antes de tomar cualquier decisión relativa a cambios en cualquier Programa de Proyectos, servicio principal, tarifa y otras políticas. En todas las audiencias públicas hay intérpretes para traducir la información y tomar los comentarios.
- BFT está trabajando para reinventar y reactivar el grupo CAN en 2022.

Difusión de la información

BFT se ha comprometido a que todo el personal asociado a la organización conozca los requisitos y las buenas prácticas del Título VI. Además, BFT hace todo lo posible por asegurarse de que los operadores de los vehículos reciban una formación adecuada sobre los componentes del Título VI y, lo que es más importante, sobre el trato de los clientes LEP. Adicionalmente, el Consejo de Administración de BFT está informado con frecuencia durante el proceso de actualización del Título VI, recibiendo información del oficial del Título VI sobre los requisitos del Título VI y la política de BFT con respecto a su cumplimiento. Estas son algunas de las formas en que BFT difunde la información sobre el Título VI al público y a través de todos los niveles de la organización, desde el operador hasta su Consejo de Administración.

1.6 PLAN DE ASISTENCIA LINGÜÍSTICA

La población del PTBA de BFT es diversa y está compuesta por un número considerable de personas que tienen un dominio limitado o no tienen conocimientos de inglés. Estas personas se conocen como personas con conocimientos limitados de inglés (LEP). Las personas LEP se definen como aquellas personas para las que el inglés no es su idioma principal y que tienen una capacidad limitada para leer,

escribir, hablar o entender el inglés. Las personas LEP incluyen a quienes declararon al censo de los Estados Unidos que hablan inglés "menos que muy bien", "no bien" o "nada".

Para analizar y atender las necesidades de las poblaciones LEP, BFT ha desarrollado un Plan de Asistencia Lingüística que describe las estrategias de divulgación para garantizar que las personas LEP tengan un acceso significativo a sus programas y servicios. Estas estrategias de divulgación se desarrollaron mediante la realización de un análisis de cuatro factores de acuerdo con las directrices del Departamento de Transporte sobre las personas con capacidad limitada de inglés. El plan de asistencia lingüística de BFT y el análisis de cuatro factores que lo acompaña se incluyen en **Apéndice B**. BFT está trabajando en la adopción de una política que dicte cómo se actualiza e implementa el Plan de Asistencia Lingüística. El plan será supervisado por el equipo de marketing, que también supervisa el servicio de atención al cliente. El equipo de marketing se encarga de que la agencia se comunique efectivamente con el público asegurándose de incluir a las personas con conocimientos limitados de inglés.

1.7 MIEMBROS MINORITARIOS DE LOS COMITÉS NO ELEGIDOS Y CONSEJOS

BFT cuenta con un consejo consultivo que no está elegido: La red consultiva de ciudadanos (CAN). El CAN se reúne trimestralmente según sea necesario. Tenga en cuenta que, debido a la pandemia de COVID-19, la Red de Consultivos Ciudadanos no se ha reunido desde la primavera de 2020. BFT restablecerá el comité en 2022.

A partir del 1 de abril de 2019, 3 de los 10 miembros del CAN se autoidentifican como parte de una población minoritaria (Tabla 1). BFT recluta activamente y continúa buscando a grupos comunitarios para encontrar individuos diversos adicionales para representar a su organización o grupo de interés en el CAN. En la página web de BFT están disponibles las aplicaciones y la información sobre el CAN, tanto en inglés como en español.

Los miembros del CAN de BFT representan a diversos grupos de intereses y organizaciones. La representación de los miembros del CAN incluyen:

- Aire limpio/Carreteras en buen estado/Defensor de la energía
- Cámara de Comercio y Desarrollo Económico
- Cámara de Comercio Hispana de Tri-Cities
- Desarrollo de los niños
- Servicios humanos/Proveedores de servicios para personas ancianas
- Ejecución de la ley
- Defensor de la salud mental
- Defensor de los discapacitados
- Principales empleadores
- Ex operador de ruta fija
- Ex miembro del Consejo de Administración
- Pasajeros de la ruta fija
- Pasajeros de Dial-A-Ride
- Pasajeros de Vanpool

Tabla 1 – Participación de las minorías en los comités y consejos que no han sido elegidos

Raza / Etnicidad	Red de Consultivos Ciudadanos % (Individuos)	Población general %
Afroamericano / Negro	10% (1)	1.4%
Indígenas americanos y nativos de Alaska	0%	0.5%
Personas asiáticas	0%	2.6%
Nativos de Hawai y otras islas del Pacífico	0%	0.2%
Otros	0%	4.7 %
Personas de origen hispano o latino	20% (2)	33.2%
Caucásico/Blanco (no hispano)	70% (7)	57.8%
Minorías %	30% (3)	42.2%

1.8 CONTROL DE LOS SUBRECIPIENTES

Por el momento, BFT no tiene subreceptores y no transfiere fondos de la FTA a ningún subreceptore. Si BFT comienza a asignar fondos a un subreceptore, se tomarán medidas para garantizar que el subreceptore o está operando sus programas sin tener en cuenta la raza, el color y el origen nacional.

De acuerdo con el 49 CFR 21.9(b), BFT proporcionará al subreceptore:

1. Ejemplos de avisos al público en los que se informa a los beneficiarios de sus derechos en virtud de la normativa del DOT sobre el Título VI, los procedimientos sobre cómo presentar una reclamación en virtud del Título VI y el formulario de reclamación del destinatario en virtud del Título VI.
2. Ejemplos de procedimientos para el seguimiento y la investigación de las Quejas del Título VI presentadas ante un subreceptore r, y cuándo espera el receptor primario que el subreceptore notifique al receptor primario las quejas recibidas por el subreceptore.
3. Información demográfica sobre la raza y el nivel de inglés de los residentes a los que presta servicio el subreceptore. Esta información ayudará al subreceptore a evaluar el nivel y la calidad del servicio que presta a las comunidades de su área de servicio y a evaluar la necesidad de asistencia lingüística.
4. Cualquier otro dato generado u obtenido por el beneficiario, como: patrones de viaje, encuestas, etc., que ayuden a los subreceptores a cumplir con el Título VI.

Para asegurarse de que los subreceptores cumplen con el reglamento del Título VI del DOT, BFT supervisará el cumplimiento de dicho reglamento por parte de sus subreceptores. Si un subreceptore no cumple con los requisitos del Título VI, BFT tampoco está en cumplimiento. Para que tanto BFT como el subreceptore cumpla con los requisitos del Título VI, se implementarán los siguientes procedimientos:

1. Documentar su proceso para garantizar que todos los subrecipientes cumplan con los requisitos generales de presentación de informes de esta circular, así como con otros requisitos que se apliquen al subrecipiente en función del tipo de entidad y del número de vehículos de ruta fija que opera en el servicio máximo si es un proveedor de transporte.
2. Recoger los Programas del Título VI de los subrecipientes y revisar los programas para su cumplimiento.
3. A petición de la FTA, en respuesta a una queja de discriminación, o como se considere necesario por BFT, BFT solicitará que los subrecipientes que prestan servicios de transporte verifiquen que su nivel y calidad de servicio se proporciona sobre una base equitativa de acuerdo con la Circular 4702.1B de la FTA Cap. III-11. Los subrecipientes que prestan servicios de transporte de ruta fija son responsables de informar según se indica en el Capítulo IV de esta Circular.

1.9 ANÁLISIS DE EQUIDAD PARA LA CONSTRUCCIÓN DE NUEVAS AMENIDADES

BFT consultará con la FTA para asegurarse de que el nivel adecuado de análisis ambiental para los proyectos de capital propuestos sea coherente con la Ley Nacional de Política Ambiental (NEPA) y la Ley Estatal de Política Ambiental (SEPA) del Estado de Washington. Cuando haya que preparar una exclusión categórica, una evaluación ambiental o una declaración de impacto ambiental, BFT se asegurará de que se integren los análisis de Justicia Ambiental, de acuerdo con la Sección IV 8 de la Circular 4702.1B de la FTA. Además, a medida que se desarrollen los proyectos, se implementará un programa inclusivo de divulgación y participación pública para garantizar que el público tenga oportunidades tempranas y continuas de participar en el proceso.

Como ya se ha dicho, los proyectos de capital de BFT cumplen con los requisitos de la NEPA y la SEPA. Una vez que la FTA haya desarrollado una guía sobre la visualización de las instalaciones, BFT se adherirá a dicha guía. Mientras tanto, BFT tomará las medidas adecuadas para mitigar cualquier impacto negativo o carga que los futuros proyectos de capital tengan en las poblaciones de bajos ingresos y de las minorías dentro del PTBA de BFT.

Lista de proyectos planeados

Proyectos de 2019 - 2025

- Centro de Tránsito Queensgate
- Centro de Tránsito del centro de Pasco
- Centro de Tránsito de West Pasco / Broadmoor
- Ampliación del edificio de operaciones
- Renovación del edificio de mantenimiento
- Construcción de paradas de autobús con cemento e instalación de amenidades
- Actualización de la señalización de las paradas de autobús

1.10 APROBACIÓN DE LA JUNTA DEL PROGRAMA DEL TÍTULO VI

(Apéndice G)

2. PROGRAMA DEL TÍTULO VI REQUISITOS DEL PROVEEDOR DE TRÁNSITO

Para cumplir con el Título VI de la Ley de Derechos Civiles de 1964, el Título 49, Capítulo 53, Sección 533 del Código de los Estados Unidos y la Circular Federal FTA 4702.1B, la FTA requiere que todos los proveedores de tránsito establezcan normas y políticas de servicio para todo el sistema en relación con:

- Factor de Carga
- La frecuencia de los vehículos
- El rendimiento de la puntualidad
- Distribución equitativa de servicios, vehículos y comodidades

Además, BFT ha sido designado como un proveedor de tránsito que opera 50 o más vehículos de ruta fija en servicio máximo y se encuentra en una UZA de 200,000 o más habitantes. Esta designación significa que BFT tiene más requisitos. Estos requisitos estipulan que BFT haga lo siguiente cada tres años:

- Compilar y reportar los datos demográficos del servicio.
- Supervisar e informar sobre todos los servicios de tránsito de ruta fija en relación con las normas y políticas de servicio.
- Evaluar los cambios de servicio principales y todos los cambios de tarifas.

Esta sección demostrará los medios por los que BFT cumple con estos requisitos que son específicos para los proveedores de tránsito de acuerdo con la Circular 4702.1B de la FTA.

2.1 NORMAS DE SERVICIO

Resumen

Las normas de servicio se utilizan para guiar la implementación de nuestras decisiones de planificación de servicios, incluyendo la estructura del sistema, la alineación de las rutas, la ubicación de las paradas, el alcance y la frecuencia del servicio y las áreas de la comunidad a la que se presta el servicio. La siguiente sección describe una serie de normas de servicio para todo el sistema que cumplen con los requisitos de las normas de servicio del Título VI. El Título VI requiere que todos los proveedores de tránsito de ruta fija desarrollen las normas cuantitativas para todos los modos de operación de ruta fija para los indicadores que se mencionan abajo. BFT sólo opera el servicio de autobús de ruta fija, por lo tanto, todas las normas de servicio se aplican a este modo. Los siguientes objetivos se utilizan para cumplir con las normas de servicio por el Título VI Circular FTA C 4702.1B. Estas normas de servicio fueron adoptadas inicialmente por el Consejo de Administración en 1982 con revisiones de la actualización del Programa del Título VI en 2016 y 2019 (**Apéndice F**).

Objetivos de las normas de servicio Para asegurar el cumplimiento de cada modo y método, se supervisan las siguientes métricas:

- Factor de Carga
- La frecuencia de los vehículos
- El rendimiento de la puntualidad
- Disponibilidad del servicio

Norma de carga de los vehículos

BFT ha adoptado una norma de carga de 1.25 para su servicio de rutas fijas durante el período de funcionamiento máximo y no debe exceder las capacidades alcanzables de los vehículos (Tabla 2). Un 1.25 indica que todos los asientos están ocupados y que no hay más de un 25% de los pasajeros de pie. Si se observa que un viaje/ruta alcanza o supera sistemáticamente el factor de carga de 1.25, se tomarán medidas para aumentar la frecuencia o sobrecargar el servicio para minimizar la sobrecarga.

Tabla 2 – Factor de carga máxima Umbrales estándar Vehículo

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

El personal de BFT ha determinado que no es necesario desarrollar una norma de carga de vehículos para sus servicios de respuesta a la demanda debido a que la mayoría de los viajes de paratransito incluyen un solo cliente y la carga de promedia es menor de dos (2) clientes en los vehículos al mismo tiempo.

Normas sobre la frecuencia de los vehículos

Las frecuencias de las rutas de BFT se modifican en respuesta a la demanda de pasajeros y al potencial del negocio, utilizando los factores de carga, la productividad y el crecimiento del desarrollo como base para el proceso de planificación. Las frecuencias actuales de los vehículos varían entre 15 y 60 minutos, aparte de la Ruta 170, que corre cada 120 minutos. En 2021, BFT implementó dos rutas de corredor de alta frecuencia (Rutas 1 y 3) que funcionan con frecuencias fijas de 15 minutos. Estas rutas ofrecen un servicio de alta frecuencia entre el centro de tránsito de la calle Knight. (Richland), el centro de tránsito de Three Rivers (Kennewick) y el centro de tránsito de la avenida 22 (Pasco).

Norma de rendimiento de puntualidad

La puntualidad de los autobuses varía dependiendo del modo de transporte. La ruta fija opera entre cero (0) y cinco (5) minutos antes de que un autobús de ruta fija se considere tarde. La respuesta a la demanda opera entre cero (0) y 15 minutos antes de que se considere que un vehículo de paratransito con respuesta a la demanda llega tarde.

Normas de disponibilidad del servicio

BFT distribuye el servicio de autobús en ruta fija basándose principalmente en la demanda observada, las tendencias de la población y el uso del suelo. En 2020, BFT implementó un nuevo servicio CONNECT a demanda para extender el servicio de tránsito a las áreas donde la demanda no justifica el servicio de ruta fija programada. A través de CONNECT, BFT se esfuerza en asegurar que todos los residentes del PTBA puedan acceder a los servicios de ruta fija o a demanda.

El servicio de paratransito de DAR opera sobre la base de la elegibilidad en toda la PTBA, con una tarifa regular cuando el origen y el destino están dentro de $\frac{3}{4}$ de milla del límite del servicio, y con una tarifa premium cuando el origen o el destino está más allá de $\frac{3}{4}$ de milla del límite del servicio.

2.2 POLÍTICAS DE SERVICIO

Resumen

La siguiente sección incluye una serie de políticas de servicio para todo el sistema que cumplen con los requisitos del Título VI. El Título VI requiere que todos los proveedores de tránsito de ruta fija desarrollen normas para todos los modos de operación de ruta fija. Los siguientes indicadores enumerados a continuación son lo que se requiere de acuerdo con el Título VI Circular FTA C 4702.1B:

Objetivo de las políticas de servicio Los siguientes objetivos de la política de servicios se utilizan para garantizar el cumplimiento de cada modo y método:

- Supervisar la distribución de las amenidades de tránsito
- Supervisar la asignación de vehículos

Distribución de Amenidades en Tránsito

Distribución La inversión y la distribución equitativa de amenidades de tránsito por parte de BFT se basan en varios factores. El principal factor que se tiene en cuenta es la demanda de transporte, que se ve impulsada por el desarrollo existente y previsto en las comunidades a las que BFT da servicio.

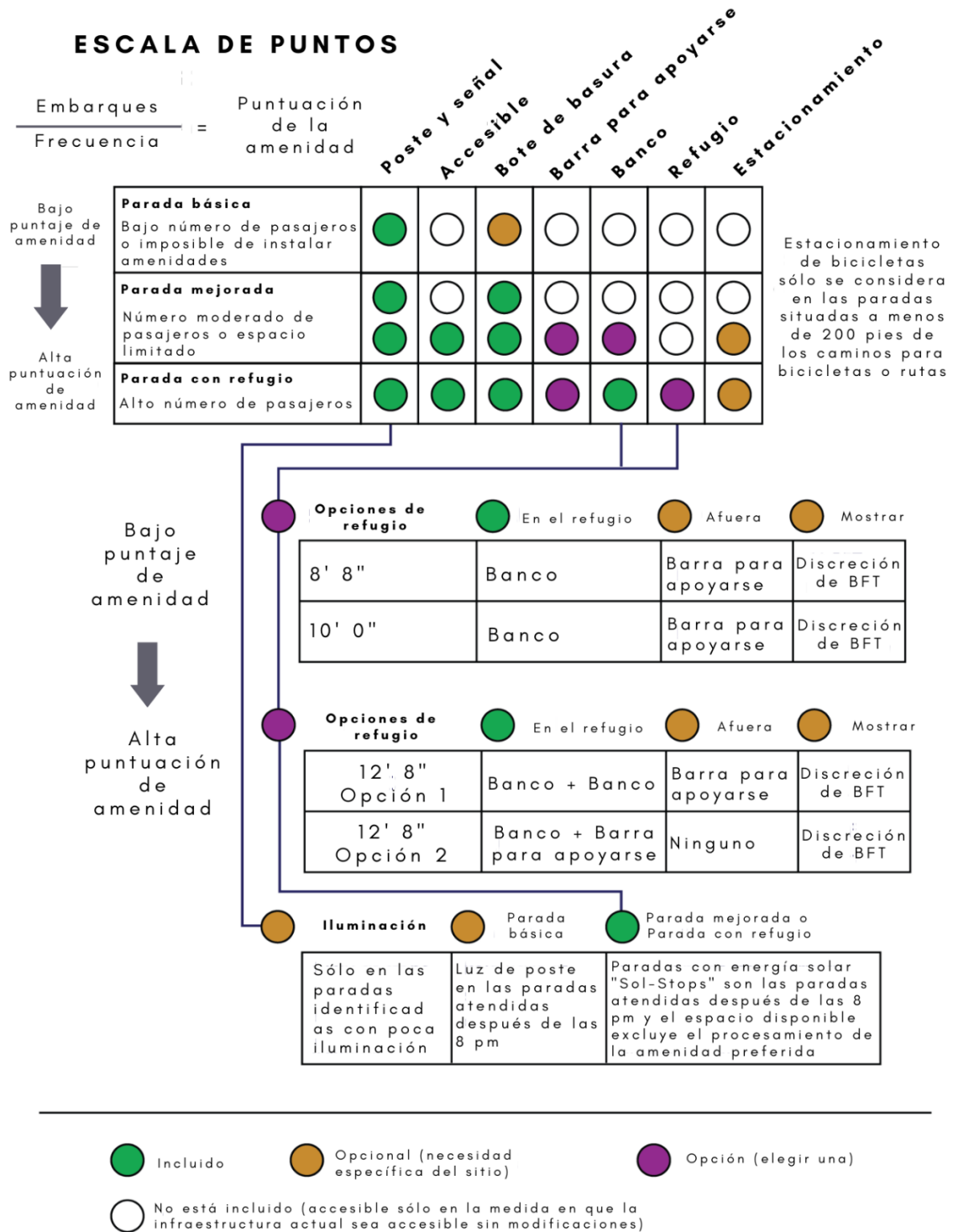
La distribución de amenidades se guió originalmente por los estándares de productividad descritos en las Directrices de Parada y Política de Amenidades de BFT, adoptadas por el Consejo de Administración de BFT en mayo de 2018. BFT está trabajando actualmente en la actualización de esos estándares para reflejar las "lecciones aprendidas" de la implementación de la primera ronda de mejoras. Este documento reflejará los estándares actualizados. BFT utiliza una puntuación basada en el número de pasajeros y la frecuencia (figura 2) para definir qué comodidades van en una ubicación, así como el desarrollo proyectado al que sirve la parada. La disponibilidad del derecho de paso (ROW) define el grupo de preparación prioritaria en el que se encuentra la parada, y el grupo de preparación prioritaria define el tipo de calendario en el que se encuentra la parada para esas mejoras.

A las paradas se les asigna una etiqueta basada en una puntuación que se calcula dividiendo los embarques por la frecuencia de la ruta, que estipula las amenidades mínimas recomendadas que deben proporcionarse en las paradas de rutas fijas.

Las etiquetas se clasifican de la siguiente manera:

- Básico: menos de cinco (5) embarques de promedio entre semana.
- Mejorado: de cinco (5) a 15 embarques de promedio entre semana.
- Refugio del autobús: Más de 15 subidas de promedio entre semana.

Figura 2 – Selección de amenidades



Los umbrales de embarque entre semana se basan en las mejores prácticas contenidas en el Informe 19 del TCRP y luego se han adaptado y modificado para BFT (Tabla 3– Distribución de los amenities por parada (media de embarque entre semana)Tabla 3). Otras consideraciones para la ubicación de los servicios incluyen si la parada está situada en una ruta de metro, y si la ubicación tiene otras limitaciones que impedirían la capacidad de BFT para instalar los servicios asignados sugeridos (por ejemplo, las limitaciones de ROW, la desaprobación del propietario, la desaprobación jurisdiccional).

El área de servicio de BFT contiene una multitud de jurisdicciones, incluyendo seis (6) ciudades repartidas en dos (2) condados. Cada jurisdicción tiene diferentes procedimientos, patrones de desarrollo y normas. También tienen diferentes maneras de manejar los permisos de ROW, otros permisos, y el proceso que BFT debe tomar para realizar el trabajo dentro de la ROW. Teniendo en cuenta la falta de desarrollo consistente adyacente a las rutas fijas de BFT, las políticas que dictan la distribución de los servicios de tránsito a menudo no se pueden aplicar de manera uniforme en toda el área de servicio de BFT. Dicho esto, es obligación de BFT garantizar una distribución equitativa de los servicios de tránsito en la medida de sus posibilidades.

Tabla 3– Distribución de los amenities por parada (media de embarque entre semana)

Amenidad	Básico <5 embarques diarios	Mejorado 5-15 embarques diarios	Refugio >15 embarques diarios
Sin restricción al estacionamiento	<i>Recomendado en todas las paradas</i>		
Plataforma de aterrizaje ADA de 5' x 8' y espacio libre en el suelo de 3' x 5'	<i>Se requiere en todas las paradas, a menos que esté razonablemente justificado</i>		
Señal de parada de autobús en poste separado	<i>Recomendado en todas las paradas</i>		
Barra para apoyarse	Opcional	Opcional	Opcional
Banco	Opcional	Recomendado	Ofrecer
Refugio	Opcional	Opcional	Recomendado
Vitrina	Opcional	Opcional	Opcional
Iluminación	Opcional	Opcional	Recomendado
Bote de basura	Opcional	Recomendado	Ofrecer
Tablero de información para los pasajeros	Opcional	Recomendado	Ofrecer
Soporte para bicicletas *	Opcional	Opcional	Opcional
Estación de reparación de bicicletas *	Opcional	Opcional	Opcional

*Infraestructura para bicicletas recomendada en lugares cerca de caminos multiusos/rutas para bicicletas

Después de determinar las amenidades asignadas y de revisar el diseño necesario para esas amenidades en las Normas de Diseño de Paradas de Autobús de BFT, las paradas se colocan en grupos de prioridad. La preparación del grupo de prioridad indica a BFT cómo y cuándo se aborda la parada y se determina en última instancia accediendo al ROW en cada ubicación o ubicación propuesta a través del sitio web del asesor del condado correspondiente. Las paradas del grupo 1 están listas para ser instaladas, las del grupo 2 están listas para ser construidas (tanto para los servicios como para hacer que la parada cumpla con la ADA), las del grupo 3 son cuando una parada está fuera del ROW y necesitará un acuerdo con el dueño de la propiedad para hacer trabajos en la parada, y las del grupo 4 son cuando el sitio necesita un diseño específico/personalizado (por ejemplo, un muro de contención). A medida que se completan los trabajos en la parada, se desciende por los grupos (Figura 3).

Figura 3 – Grupos de "preparación" en las paradas de autobús



Acceso al tránsito

El servicio de rutas fijas de BFT tiene un promedio de una parada cada $\frac{1}{4}$ de milla en la mayoría de las rutas fijas y ofrece paradas de bandera para los clientes siempre que se cumplan las normas de seguridad. Las paradas de bandera son lugares donde no existe un poste físico, pero donde los pasajeros pueden hacer señas al autobús cuando llega. BFT está en proceso de eliminar progresivamente el uso de las paradas con banderines, colocando paradas físicas en estos lugares o eliminando la designación si la parada está en un lugar ilógico y experimenta poco o ningún número de pasajeros. Además, BFT trabaja con diligencia para satisfacer la demanda de ubicación de las paradas según lo solicitado por el público. Para la planificación y evaluación del servicio, BFT asume que la distancia que los clientes recorrerán para acceder al servicio de ruta fija urbana local es de $\frac{1}{2}$ milla.

Asignación de vehículos

Los vehículos de ruta fija se asignan en función de los requisitos operativos de la ruta, como la altura/tamaño, la capacidad de la ruta y el radio de giro. El despacho completa las asignaciones de autobuses mensualmente, asignando autobuses específicos a bloques operativos concretos. Los autobuses retenidos por mantenimiento u otras razones se sustituyen diariamente por autobuses de la lista de reserva. Los conductores reciben un número de autobús cuando se registran en el despacho. Los vehículos se asignan a las rutas en función de la capacidad de los usuarios y de la necesidad prevista de capacidad. Los vehículos del mismo tamaño se utilizan indistintamente cuando se asignan las rutas diarias. Por lo tanto, los vehículos más nuevos circulan tanto en los barrios de minorías como en los que no lo son. La edad de la flota también se tiene en cuenta a la hora de asignar los vehículos a diferentes rutas/bloques.

2.3 PERFIL DEMOGRÁFICO Y DEL ÁREA DE SERVICIO

Resumen

El título 49 CFR 21.9(b) afirma que los receptores "deben tener acceso a datos raciales y étnicos que reflejen qué grupos minoritarios son beneficiarios de los programas que reciben ayuda financiera federal". Para garantizar el cumplimiento de esta normativa, el personal de BFT recopila y analiza datos sobre la raza, la situación económica, las lenguas habladas por los participantes, los beneficiarios, los servicios de tránsito y los programas. Este análisis concluyó que se estima que la población del PTBA de BFT y sus alrededores está formada por un 41.8% de personas pertenecientes a minorías y que el 14.3% de la población tiene unos ingresos familiares iguales o inferiores al umbral federal de pobreza. Se considera que el 12.3% de los residentes tienen un dominio limitado del inglés y están clasificados como personas LEP.

Los datos del Censo de los Estados Unidos se utilizaron para crear mapas que representan los perfiles demográficos. Durante este proceso se utilizaron las estimaciones quinquenales de la Encuesta sobre la Comunidad Estadounidense 2015-2020, las estimaciones quinquenales de la Encuesta sobre la Comunidad Estadounidense 2014-2019 y los resultados del Censo 2020. Se utilizó un programa de Sistema de Información Geográfica (SIG), así como una aplicación de mapas de terceros conocida como Remix, para crear representaciones visuales geográficas de los datos (Tabla 4 - 5).

Se tomaron las siguientes medidas para garantizar que este análisis se realizara de acuerdo con la Circular 4702.1B de la FTA:

- Medir el porcentaje de población de minorías en todos los tramos del censo.
- Establecer los porcentajes de minorías para el total del área de servicio y las áreas circundantes.
- Determinar qué tramos censales tienen poblaciones de minorías iguales o mayores que el porcentaje total de minorías para las áreas de servicio.
- Establecer los porcentajes de minorías para el área de servicio total y dentro de ¼ de milla de una ruta fija.

Tabla 4 – Rutas de minorías y de bajos ingresos de BFT por porcentaje de población

Área de servicio Promedio de minorías	Área de servicio Promedio de bajos ingresos
41.8%	14.3%

Fuente: Oficina del Censo de Estados Unidos, estimaciones quinquenales de la ACS para 2015-2020

Tabla 5 – Distribución de minorías y bajos ingresos por ruta

Ruta	Porcentaje de minorías (¼ de milla)	Porcentaje de bajos ingresos (¼ de milla)	Ruta de las minorías
1	56%	23%	Sí
3	81%	26%	Sí
20	22%	12%	
25	26%	15%	
26	29%	13%	
40	55%	31%	Sí
41	47%	21%	Sí
42	53%	27%	Sí
47	40%	15%	
48	45%	16%	Sí
64	89%	26%	Sí
65	92%	22%	Sí
66	55%	18%	Sí
67	63%	14%	Sí
110	27%	6%	
123	30%	10%	
170	41%	15%	
225	54%	11%	Sí
268	59%	16%	Sí

Fuente: Datos del censo de Estados Unidos de 2020

Raza y etnicidad

La raza y la etnicidad se analizan identificando las poblaciones minoritarias que viven dentro o en las proximidades del área de servicio de BFT. Las poblaciones minoritarias se clasifican como un grupo fácilmente identificable de personas minoritarias que viven en la proximidad geográfica.

Las poblaciones minoritarias incluyen a las personas que se identifican como:

- **Indio americano y nativo de Alaska:** Persona que tiene orígenes en cualquiera de los pueblos originarios de América del Norte y del Sur (incluida América Central), y que mantiene la afiliación tribal o el compromiso con la comunidad.
- **Asiático:** Una persona con orígenes en cualquiera de los pueblos originarios del Lejano Oriente, el Sudeste Asiático o el subcontinente indio, incluyendo, por ejemplo, Camboya, China, India, Japón, Corea, Malasia, Pakistán, las Islas Filipinas, Tailandia y Vietnam.
- **Negro o afroamericano:** Persona con orígenes en cualquiera de los grupos raciales negros de África.
- **Hispano o latino:** Una persona de cultura u origen cubano, mexicano, puertorriqueño, sudamericano o centroamericano, o de otra cultura u origen español, independientemente de su raza.
- **Nativo de Hawai o de otras islas del Pacífico:** Una persona a personas que tienen orígenes en cualquiera de los pueblos originales de Hawái, Guam, Samoa u otras islas del Pacífico.
- **Dos o más razas/ Alguna otra raza:** Sexta categoría que una persona puede identificar si las categorías anteriores no se aplican.

Área predominantemente minoritaria significa un área geográfica, como un vecindario, una zona censal, una cuadra o un grupo de cuerdas, o una zona de análisis de tráfico, donde la proporción de personas de minorías que residen en esa área supera la proporción promedio de personas de minorías en el área de servicio del beneficiario. Tras un análisis más detallado, se ha llegado a la conclusión de que un 41.8% de la población PTBA de BFT se considera parte de una población minoritaria (Tabla 6).

Tabla 6 – Porcentajes de población por raza/etnia para los condados de Benton y Franklin

Raza / Etnicidad	Condado de Benton	Condado de Franklin	Combinación de los dos condados
Afroamericano / Negro	1.4%	1.6%	1.5%
Indígenas americanos y nativos de Alaska	0.6%	0.4%	0.6%
Personas asiáticas	3.0%	2.1%	2.7%
Nativos de Hawai y otras islas del Pacífico	0.1%	0.1%	0.1%
Personas que declaran dos o más razas	5.3%	3.2%	4.6%
Personas de origen hispano o latino	22.5%	52.6%	32.6%
Caucásico/Blanco (no hispano)	67.1%	40.0%	57.9%
Población minoritaria	32.9%	60.0%	41.8%

Fuente: Oficina del Censo de Estados Unidos, resultados del censo de 2020

Estado económico

La situación económica se analiza identificando a las poblaciones de bajos ingresos que viven dentro o en las proximidades del área de servicio de BFT. Por persona de bajos ingresos se entiende una persona cuya renta familiar media es igual o inferior a las directrices de pobreza del Departamento de Salud y Servicios Humanos de los Estados Unidos. Se anima a los beneficiarios a utilizar un umbral desarrollado localmente, como la definición que se encuentra en el 49 U.S.C. 5302. A efectos de este análisis demográfico, las personas con bajos ingresos se refieren a un individuo cuyos ingresos familiares están en el umbral de pobreza o por debajo de él. Las poblaciones de bajos ingresos se clasifican como un grupo fácilmente identificable de personas minoritarias que viven en proximidad geográfica.

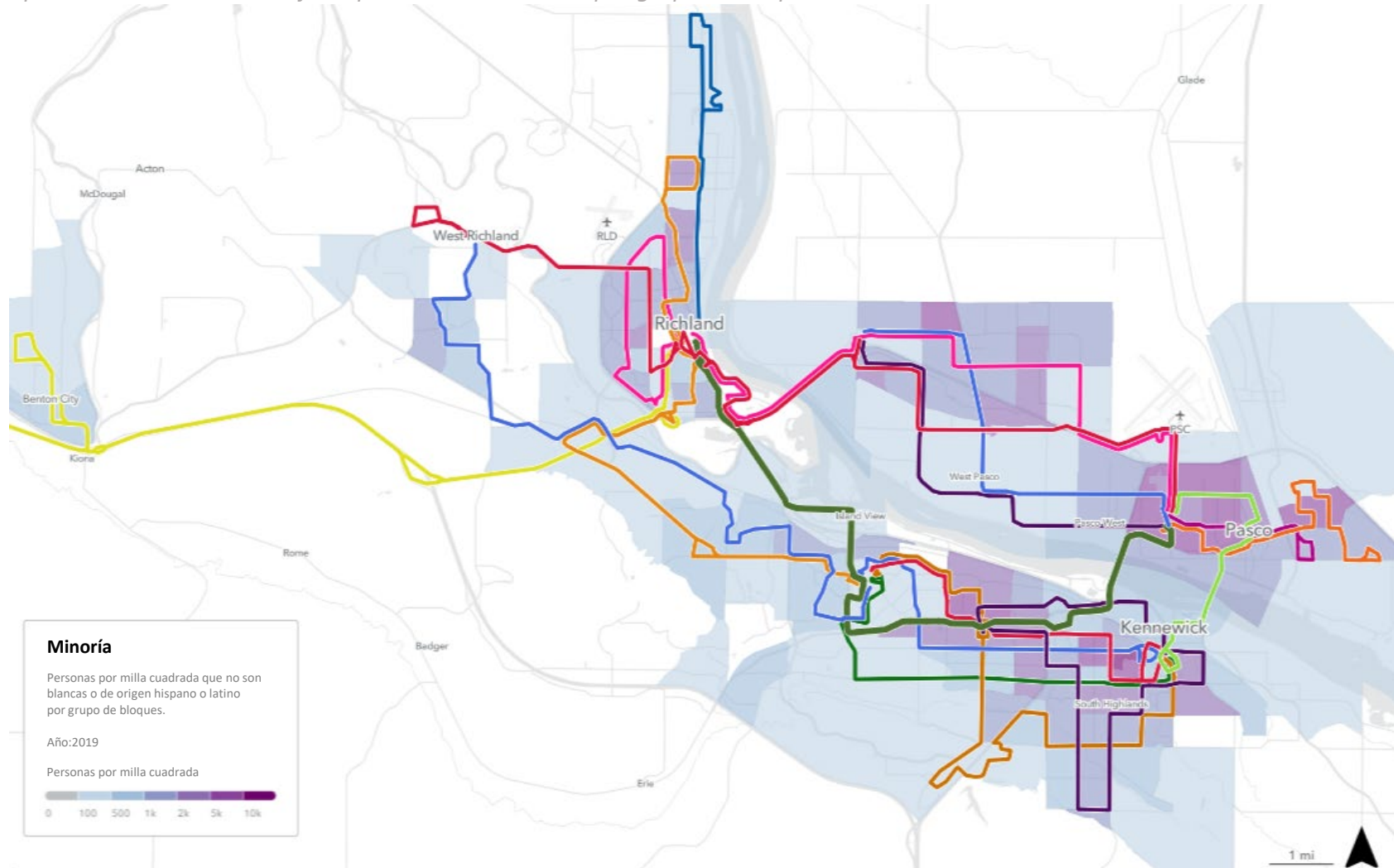
Aunque las poblaciones de bajos ingresos no son una clase protegida por el Título VI, están protegidas por la Orden Ejecutiva 12898, "Acciones federales para abordar la justicia ambiental en poblaciones minoritarias y de bajos ingresos". BFT se compromete a conocer las necesidades de los usuarios de tránsito con bajos ingresos para poder ajustar y mejorar los servicios para estas poblaciones. Se considera que el 14.3% del PTBA de BFT se encuentra en el umbral de pobreza federal o por debajo de ese umbral (Tablas 7).

Tabla 7 – Porcentajes de población por ingresos para los condados de Benton y Franklin

Población Porcentaje por ingresos (censo de Estados Unidos)	Condado de Benton	Condado de Franklin	Total
Total de hogares	73,073	28,263	101,336
Menos de \$10,000	3.9%	4.1%	4.0%
\$10,000 a \$14,999	3.3%	3.2%	3.3%
\$15,000 a \$24,999	6.7%	7.4%	7.1%
Total de bajos ingresos	13.9%	14.7	14.3%
\$25,000 a \$34,999	7.4%	9.0%	8.2%
\$35,000 a \$49,999	11.6%	11.6%	11.6%
\$50,000 a \$74,999	18.9%	20.8%	19.7%
\$75,000 a \$99,999	14.3%	12.8%	13.5%
\$100,000 a \$149,999	17.9%	18.6%	18.2%
\$150,000 a \$199,999	8.4%	6.8%	7.6%
\$200,000 o más	7.6%	5.7%	6.6%
Mediana de los ingresos familiares (dólares)	\$72,046	\$66,984	
Ingreso familiar medio (dólares)	\$92,280	\$84,906	

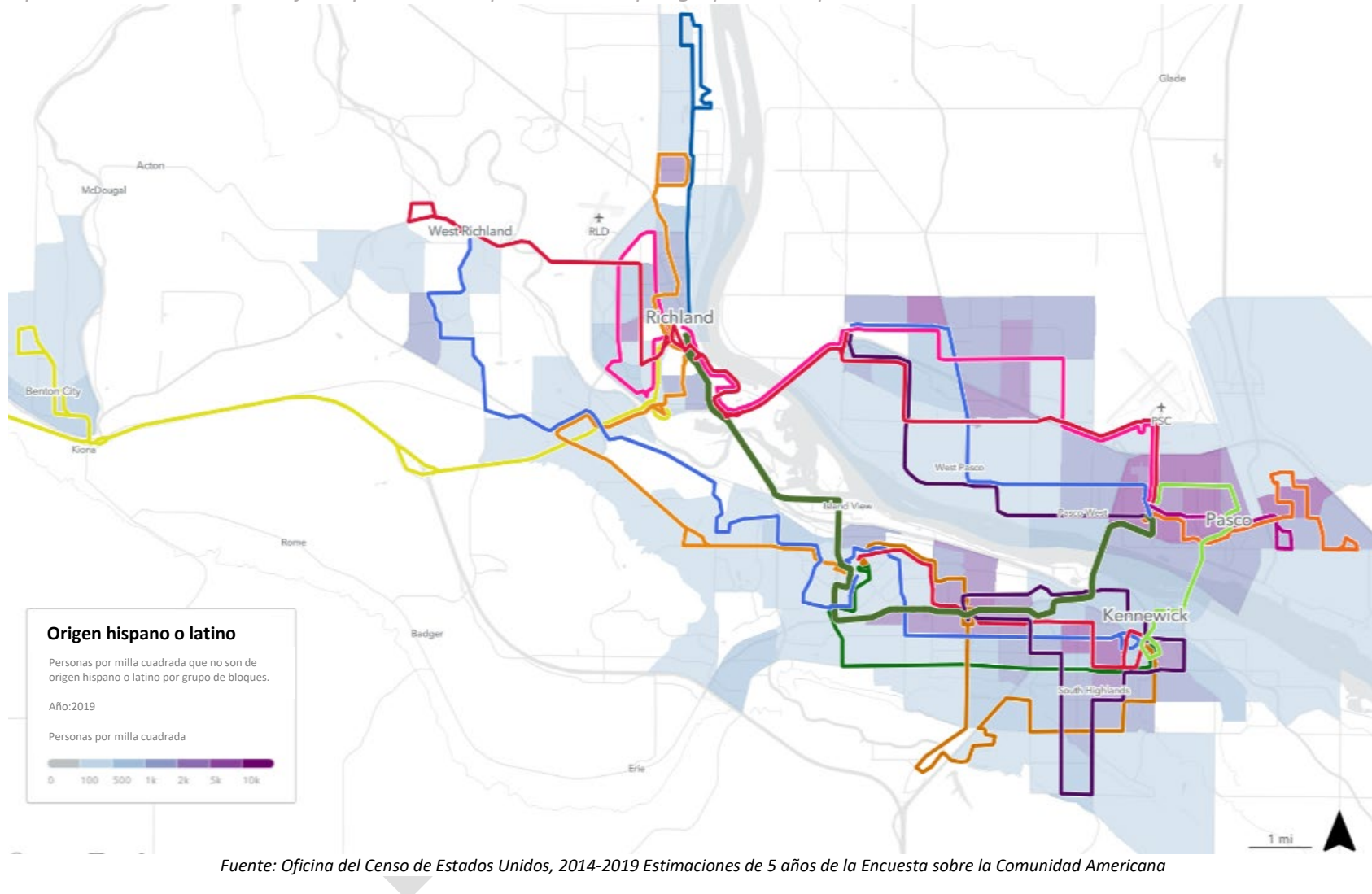
Fuente: Oficina del Censo de Estados Unidos, S1901 - Ingresos en los últimos 12 meses

Mapa 1 – BFT PTBA Porcentaje de población minoritaria por grupo de bloques

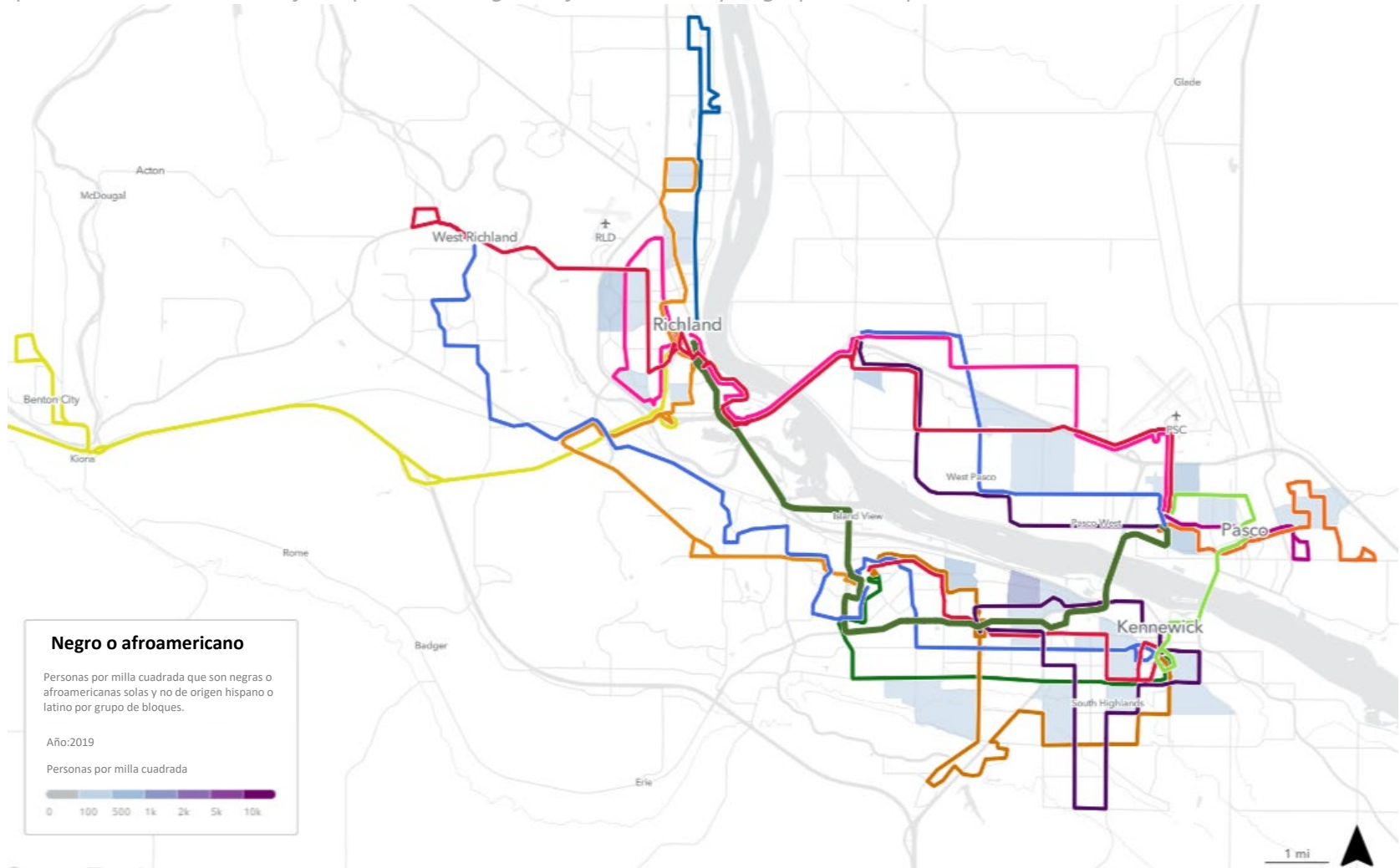


Fuente: Oficina del Censo de Estados Unidos, 2014-2019 Estimaciones de 5 años de la Encuesta sobre la Comunidad Americana

Mapa 2 – BFT PTBA Porcentaje de población hispana o latina por grupo de bloques

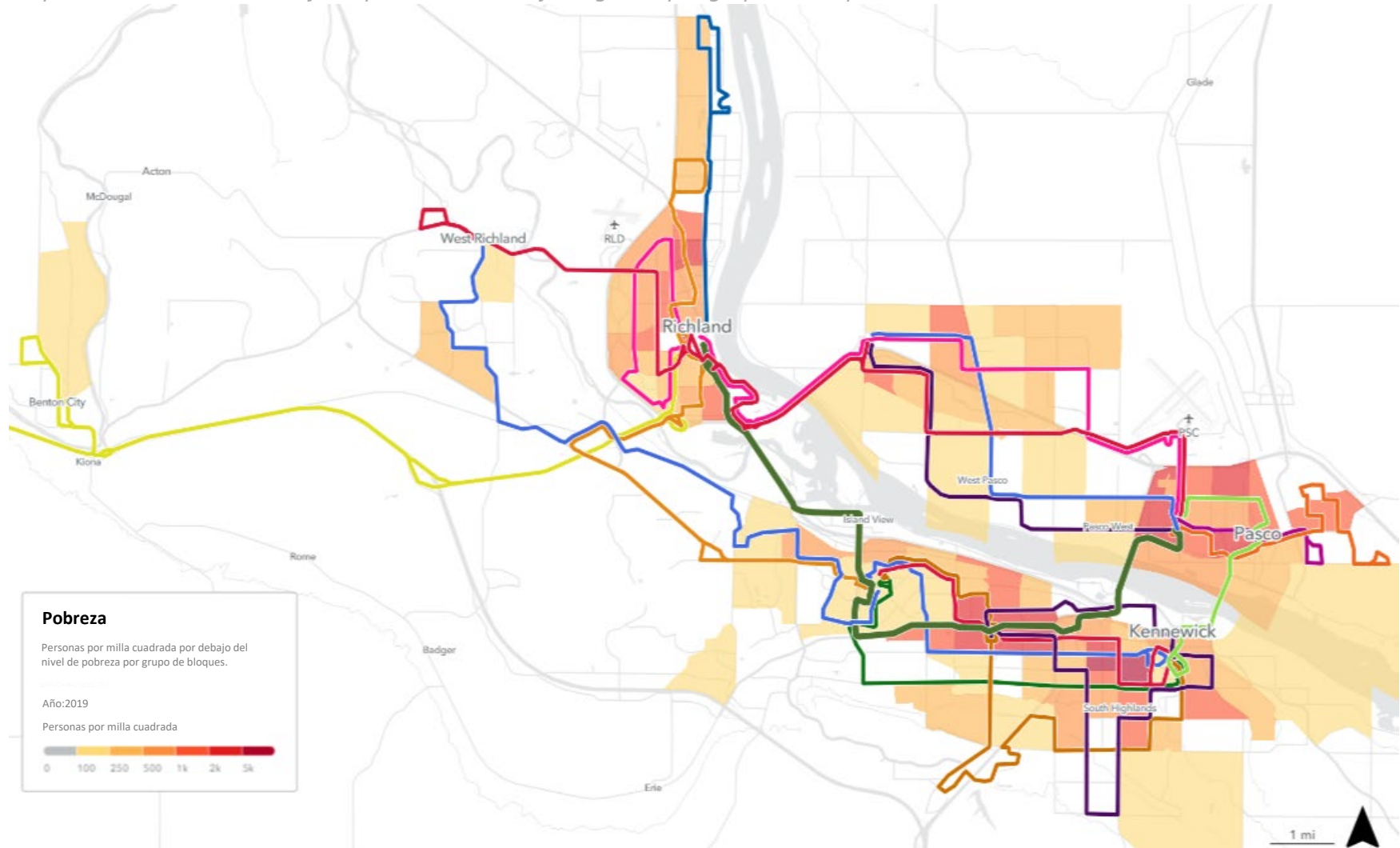


Mapa 3 – BFT PTBA Porcentaje de población negra o afroamericana por grupo de bloques



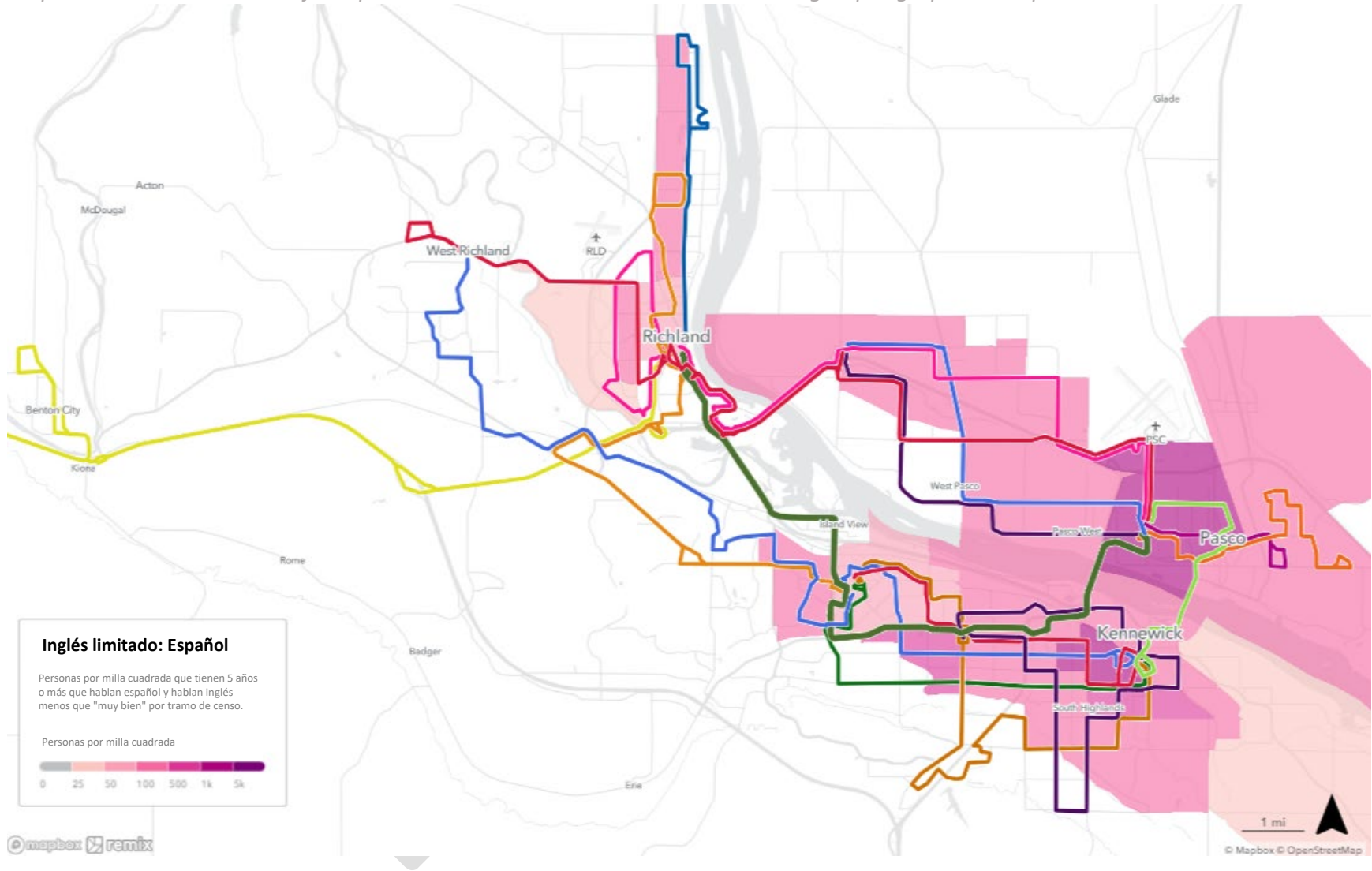
Fuente: Oficina del Censo de Estados Unidos, 2014-2019 Estimaciones de 5 años de la Encuesta sobre la Comunidad Americana

Mapa 4 – BFT PTBA Porcentaje de población con bajos ingresos por grupo de bloques



Fuente: Oficina del Censo de Estados Unidos, 2014-2019 Estimaciones de 5 años de la Encuesta sobre la Comunidad Americana

Mapa 5 – BFT PTBA Porcentaje de población con conocimientos limitados de inglés por grupo de bloques



BFT PTBA Porcentaje de población con bajos ingresos por grupo de bloques

Demografía de las tarifas y patrones de viaje

En abril de 2022, BFT llevó a cabo una encuesta exhaustiva a bordo con la intención de comprender mejor el origen demográfico, la situación económica y los patrones generales de viaje de los pasajeros. La encuesta se llevó a cabo durante un período de dos semanas, del 10 al 23 de abril, en los centros de tránsito, puntos de transferencia y a bordo de los autobuses de ruta fija. La encuesta también estuvo disponible durante todo el mes de abril por vía electrónica a través de la página web de BFT y de un código QR escaneable que dirigía a los pasajeros a la encuesta en sus smartphones.

Las encuestas estaban disponibles tanto en inglés como en español para encuestar eficazmente a las poblaciones LEP. La recogida de encuestas comenzó a las 6:30 a.m. y, dependiendo del día, finalizó entre las 5 p.m. y las 9 p.m. Se recogieron más de 1.900 encuestas durante todo el periodo de la encuesta.

La encuesta a bordo de BFT de 2022 concluyó que, de media, el 54% de los pasajeros encuestados se autoidentificó como minorías (Tabla 8). El 44.1% de los pasajeros encuestados declararon tener unos ingresos anuales inferiores a \$15,000, lo que indica que una gran parte de los pasajeros de BFT están cerca o por debajo del umbral de la pobreza (Tabla 9).

Tabla 8 – Resultados de la encuesta a los pasajeros de 2022 sobre la raza y el origen étnico

Raza / Origen étnico	% Resultado de los pasajeros	% Población en general
Afroamericano / Negro	5.3%	1.5%
Indígenas americanos y nativos de Alaska	1.9%	0.6%
Personas asiáticas	2.8%	2.7%
Árabe o del Medio Oriente	0.5%	
Nativos de Hawai y otras islas del Pacífico	0.8%	0.1%
Otros	2.9%	4.6%
Personas de origen hispano o latino	39.7%	32.6%
Caucásico / Blanco (no hispano)	46.0%	57.9%
% de la Minoría	54.0%	41.8%

Fuente: Oficina del Censo de Estados Unidos, 2020 y Encuesta a los pasajeros a bordo de BFT

Table 9 – Resultados de la encuesta de ingresos de los pasajeros de 2022

Ingresos	% Resultado de los pasajeros
Menos de \$15,000	44.1%
\$15,000 - \$25,000	21.7%
\$26,000 - \$40,000	13.8%
\$41,000 - \$60,000	8.0%
\$61,000 - \$80,000	4.8%
\$81,000 - \$100,000	2.3%
\$100,000 y más	5.2%

Fuente: Encuesta a los pasajeros a bordo de BFT

Uso de la tarifa, propósito del viaje y patrones de viaje Los pasajeros de minorías y de bajos ingresos informaron que usaban un pase el 35% y el 55% de las veces, respectivamente (Figura 4). Los pasajeros de minorías y de bajos ingresos informaron de que utilizaban dinero en efectivo en un porcentaje mayor que las minorías o la población total. Se observó que las poblaciones de bajos ingresos eran las más propensas a pagar una tarifa reducida en efectivo. En general, el dinero en efectivo fue el método de pago más utilizado por los grupos minoritarios y de bajos ingresos. Los pases para jóvenes y los pases del Columbia Basin College también fueron utilizados por un mayor porcentaje de pasajeros de minoría.

Figura 4 – Método de pago de la tarifa por grupo de pasajeros

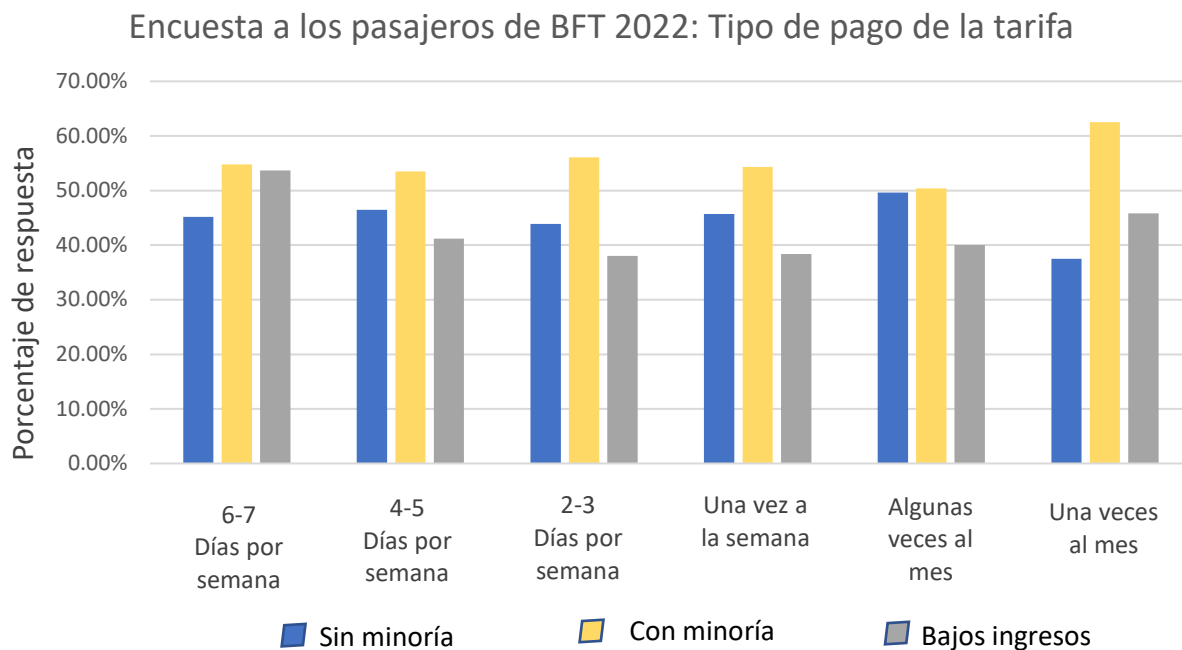


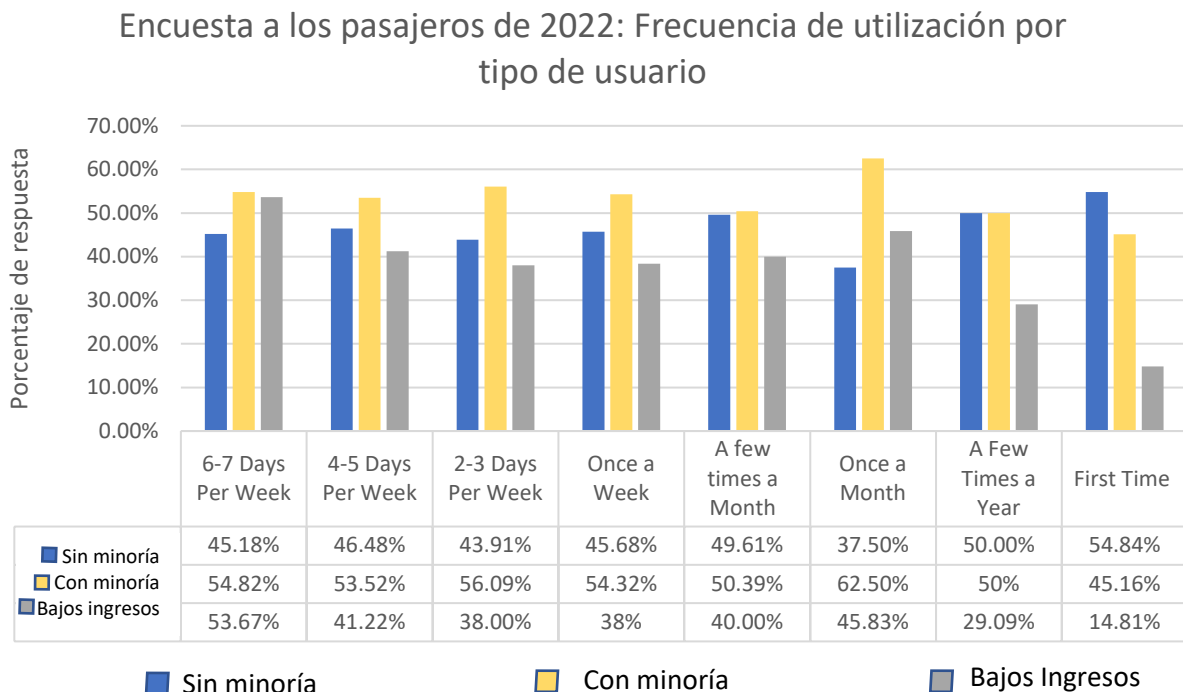
Tabla 10 – Tipo de pago de la tarifa

Tipo de pago	Sin minoría	Con minoría	Bajos ingresos
Pagado en efectivo	34.75%	65.25%	45.55%
Pase para personas mayores	58.91%	41.09%	32.38%
Pase para jóvenes	40.00%	60.00%	36.67%
Pase de Columbia Basin College	38.75%	61.25%	29.0%
Pase de Libertad “Freedom”	38.81%	61.19%	39.29%
Tarifa reducida	66.41%	33.59%	59.48%

Fuente: Encuesta a los pasajeros de BFT en 2022

El 35.6% de todos los pasajeros encuestados declararon que utilizan el autobús seis (6) o más veces a la semana (Figura 5). Las poblaciones de bajos ingresos son las más propensas a utilizar el autobús seis (6) días a la semana). Las minorías y los pasajeros de bajos ingresos eran mucho más propensos a utilizar el autobús diariamente en comparación con la población general. Los pasajeros informaron de que el 81.2% había transferido al menos una vez a otro autobús BFT para llegar a su destino final. El 70.4% de los pasajeros reportó no tener acceso regular a un automóvil, el 43.9% gana menos de \$15,000 al año, y el 26.1% habla un segundo idioma diferente al inglés en casa.

Figura 5 – Frecuencia de uso por tipo de pasajero



Fuente: Encuesta a los pasajeros de BFT de 2022

2.4 TÍTULO VI SERVICIO PRINCIPAL Y POLÍTICAS DE CAMBIO DE TARIFAS

Resumen

De acuerdo con lo estipulado en la Circular 4702.1B §4, Cap. 4-10 de la FTA, BFT preparará un análisis de equidad del Título VI/Justicia Ambiental, cuando sea aplicable, de todos los cambios importantes de servicio y de tarifas utilizando la orientación actual de la FTA. Esta documentación se presentará a la FTA y se archivará en BFT. El análisis evaluará los cambios propuestos y sus impactos en las poblaciones minoritarias y de bajos ingresos dentro del área de servicio de BFT, incluyendo la discusión de las estrategias de alcance y participación pública y las actividades utilizadas para involucrar e informar a las poblaciones minoritarias, de bajos ingresos y de competencia limitada en inglés a lo largo del proceso de toma de decisiones.

El análisis de equidad de los cambios de servicio y de las tarifas se llevará a cabo cuando dichos cambios superen el umbral cuantitativo indicado en la *Política de Cambios Importantes de Servicio, Carga Desproporcionada e Impacto Discriminatorio de BFT*, adoptada por el Consejo de Administración de BFT mediante la Resolución 15-2013 (**Apéndice C**). Se introdujeron cambios adicionales en la *política de carga desproporcionada e impacto discriminatorio* mediante la adopción por parte del Consejo de Administración de BFT de la Resolución 26-2014 (**Apéndice D**). BFT tiene la intención de optimizar la política de cambios importantes en el servicio mediante la Resolución XX-2022 cuando se apruebe esta actualización del programa en julio de 2022.

Cambios importantes en los servicios, carga desproporcionada, y políticas de impacto discriminatorio

El requisito de esta política proviene de la Circular 4702.1B de la FTA, "Requisitos y directrices del Título VI para los beneficiarios de la Administración Federal de Tránsito", que entró en vigor el 1 de octubre de 2012. La Circular requiere que cualquier receptor de la FTA que opere 50 o más vehículos de ruta fija en servicio pico y sirva a una población de 200,000 o más. La política requiere que BFT evalúe cualquier cambio de tarifa y cualquier cambio de servicio importante en las etapas de planificación y programación para determinar si esos cambios tienen un impacto discriminatorio o desproporcionado. A partir de 2021, BFT operaba 49 vehículos de ruta fija en servicio máximo anual en un área de servicio que supera los 200,000 habitantes

Política de cambios importantes en los servicios de BFT Un cambio de servicio importante se define como cualquier cambio en el servicio de cualquier ruta individual que añada o elimine más del 20% de las millas de ingresos de la ruta y/o el veinte por ciento de las horas de ingresos de la ruta. Adicionalmente, se realizará un análisis de equidad cuando las horas de ingresos de todo el sistema asignadas a las áreas minoritarias sean inferiores a la parte de la media del área de servicio.

Todos los cambios de servicio importantes estarán sujetos a un análisis de equidad que incluye un análisis de los efectos adversos. Un efecto adverso se define como una reducción geográfica o de tiempo en el servicio que incluye, pero no se limita, a la extensión de los cambios de servicio, los cambios de frecuencia, la eliminación de segmentos de ruta, el desvío de rutas o la eliminación de rutas.

Política de cargas desproporcionadas de BFT El objetivo de esta política es establecer un umbral que identifique cuándo los efectos adversos de un cambio de servicio importante o de cualquier cambio de tarifa afectan de forma desproporcionada a las poblaciones con bajos ingresos.

Si el impacto de una propuesta de cambio de servicio importante o de cualquier propuesta de cambio de tarifa requiere que una población de bajos ingresos reciba un 20% menos de beneficios o soporte efectos adversos un 20% más que esos beneficios o efectos adversos recibidos o soportados por la población sin minoría, ese impacto se considerará una carga desproporcionada.

La carga desproporcionada en las rutas con cambios en el tiempo de servicio y/o en la frecuencia se determinará analizando todas las rutas con dichos cambios en conjunto. La carga desproporcionada en las rutas con eliminación de segmentos, desvíos o eliminación de rutas se determinará ruta por ruta.

Política de impacto desigual de BFT El objetivo de esta política es establecer un umbral que identifique cuándo los efectos adversos de un cambio de servicio importante o de cualquier cambio de tarifa afectan de forma desproporcionada a los miembros de un grupo identificado por su raza, color u origen nacional.

Si el impacto de una propuesta de cambio de servicio importante o de cualquier propuesta de cambio de tarifa requiere que una población minoritaria reciba un 20% menos de beneficios o soporte efectos adversos un 20% más que esos beneficios o efectos adversos recibidos o soportados por la población sin minoría, ese impacto se considerará un impacto dispar.

Si BFT detecta un posible impacto dispar o una carga desproporcionada, la agencia tomará medidas para evitar, minimizar o mitigar los impactos y, a continuación, volverá a analizar el plan de servicios modificado para determinar si se han eliminado los impactos. Si el BFT decide no alterar los cambios propuestos, la agencia puede implementar el servicio o el cambio de tarifa si existe una justificación sustancial legítima para el cambio y la agencia puede demostrar que no hay alternativas que tengan un menor impacto en la población minoritaria y que sigan cumpliendo los objetivos legítimos del programa de la agencia.

3. REVISIÓN DE LA SUPERVISIÓN DEL SERVICIO 2021-2022

Cada tres años BFT prepara una revisión de su cumplimiento con los requisitos del Título VI para aplicar y supervisar las normas y políticas de servicio en todo el sistema para asegurar que los servicios de tránsito equitativos están disponibles para las minorías y las poblaciones de bajos ingresos como se indica en la Circular 4702.1B de la FTA. Esta sección detallará el análisis del sistema de rutas fijas de BFT y determinará si las normas y políticas de servicio adoptadas para todo el sistema se han respetado y cumplido plenamente.

Para llevar a cabo una revisión exhaustiva de las normas y políticas de servicio de todo el sistema, BFT debe seleccionar una muestra de rutas de minorías y sin minorías que presten servicio a zonas predominantemente respectivas. Esta muestra incluye todas las rutas de la red de rutas fijas de BFT, aparte de los servicios de demostración y las rutas de sobrecarga/viaje. Se compararon las rutas de minorías y sin minorías para garantizar que no existen disparidades en la aplicación y el cumplimiento de las normas y políticas de servicio adoptadas por BFT en todo el sistema.

Según la FTA, una ruta de tránsito de minorías "tiene al menos 1/3 de su kilometraje total de ingresos en un bloque de censo o grupo de bloques, o zona(s) de análisis de tráfico con un porcentaje de la población de minorías que supera el porcentaje de población de minorías en el área de servicio de tránsito". BFT considera que una ruta de minorías es cualquier ruta en la que el porcentaje de población minoritaria está dentro de ¼ de milla y supera el porcentaje medio de población minoritaria en el área de servicio general. La mayoría de las rutas de BFT (12 de 19 rutas) cumplen esta definición de ruta para minorías.

Se tomaron las siguientes medidas para garantizar que la supervisión del servicio se realizara de acuerdo con la Circular 4702.1B de la FTA:

- Identificar y designar rutas individuales como minoritarias o sin minorías.
- Establecer los promedios de todo el sistema para el servicio, los vehículos y la distribución de los servicios.
- Inventario de servicios y amenidades por ruta (tanto de minorías como de sin minorías).
- Evaluar las rutas individuales para valorar cualquier impacto desproporcionado de cualquier ruta para cualquier categoría de criterios evaluados.
- Documentar cualquier acción correctiva basada en el análisis.

3.1 REVISIÓN DEL SEGUIMIENTO DE LAS NORMAS DE SERVICIO

BFT debe supervisar cada tres años la aplicación y el cumplimiento de las políticas de servicio adoptadas en todo el sistema. Los datos, tablas, figuras y mapas proporcionados en esta sección ejemplifican cómo BFT evalúa las normas de servicio en lo que respecta a los grupos identificados por raza, color u origen nacional. Los datos utilizados en esta revisión de supervisión de servicios se recopilaron durante el período comprendido entre el 1 de octubre y el 31 de diciembre de 2021.

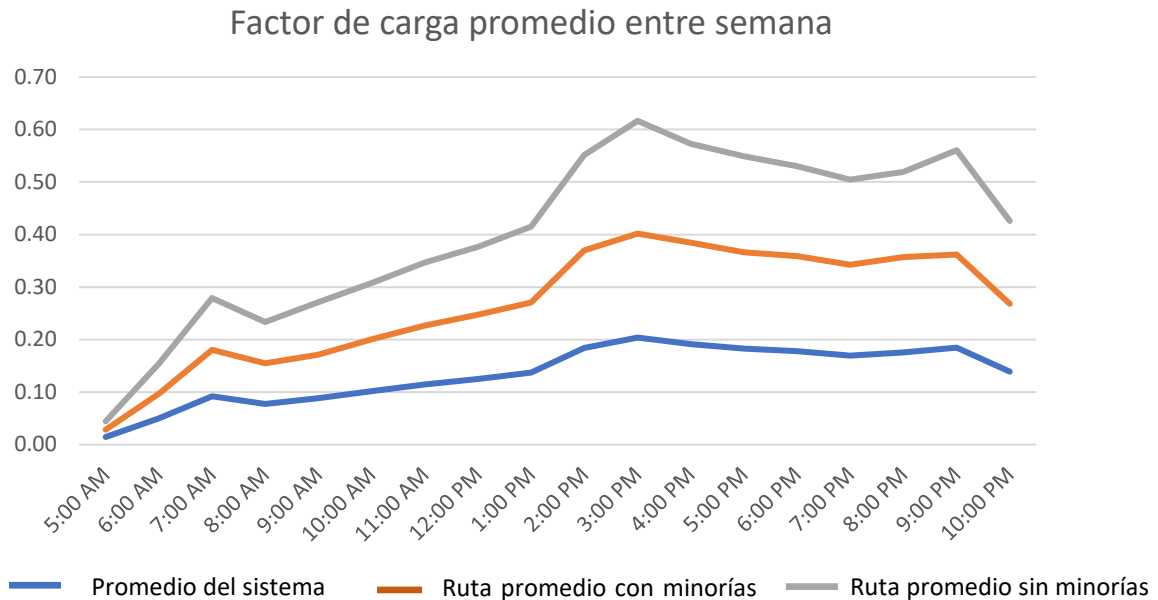
Carga del vehículo

Norma de servicio de ruta fija BFT ha adoptado un estándar de carga de 1.25 para su servicio de rutas fijas durante el período de funcionamiento máximo y no debe exceder las capacidades alcanzables de los vehículos. Un factor de carga de 1.25 indica que todos los asientos están ocupados y que no hay más de un 25% de pasajeros de pie. Si se observa que un viaje/ruta está alcanzando o superando constantemente un estándar de carga de 1.25, se tomarán medidas para añadir frecuencia o un servicio de sobrecarga para minimizar la sobrecarga.

Análisis La carga media de los viajes en días laborables que se producen durante el período del 1 de octubre al 31 de diciembre de 2022, concluyó que ninguna ruta supera sistemáticamente un factor de carga de 1.25 en ningún momento durante un día de servicio determinado. Las rutas minoritarias y sin minorías están más ocupadas durante el pico de la tarde (2 p.m. a 5 p.m.), con un factor de carga promedio de 0.20 y 0.21 respectivamente durante este lapso (Figura 6) Se observó que los viajes del sábado tienen una carga promedio más baja, con rutas minoritarias y sin minorías experimentando un factor de carga promedio en el pico de la tarde de 0.14 y 0.13 respectivamente (Tabla 13). Todas las rutas operaron sin exceder un factor de carga de 1.25 de forma consistente y se concluyó que no existe ninguna disparidad aparente o intencionada entre las rutas de minorías y sin minorías en términos de la norma de factor de carga de BFT.

El factor de carga continuará siendo monitoreado para determinar si se necesitan más recursos de ruta fija en ciertas rutas a ciertas horas del día.

Figura 6 – Carga promedio entre semana en rutas para minorías y sin minorías por hora del día



3.2 DISTANCIA DEL VEHÍCULO

Declaración estándar del servicio de ruta fija

Las frecuencias de las rutas de BFT se ajustan en función de la demanda de viajeros y del potencial del mercado, utilizando factores de carga, productividad y crecimiento del desarrollo para informar el proceso de planificación. Las frecuencias actuales de los vehículos oscilan entre 15 y 60 minutos, aparte de la Ruta 170, que circula cada 120 minutos. Algunas partes de los corredores comerciales de alto tráfico, como Court St (Pasco) y Clearwater (Kennewick), experimentan una frecuencia de 15 minutos durante todo el día con las Rutas 1 y 3 de BFT, que se implementaron en junio de 2021.

Análisis La frecuencia de los vehículos por ruta determinaron que no existe una disparidad aparente o intencionada entre la frecuencia media de las rutas de minorías y sin minorías. Los días entre semana, las rutas de minorías y sin minorías tienen una frecuencia promedio de 35 y 47 minutos, respectivamente (Tabla 14). Los sábados, las rutas de minorías y sin minorías tienen una frecuencia media de 35 y 49 minutos, respectivamente (Tabla 15). El servicio para minorías termina una media de 19 minutos más tarde en días de semana. Los horarios utilizados para determinar las frecuencias medias son de octubre de 2018.

Tabla 11 – Frecuencia en días de la semana por ruta

Ruta entre semana							
Número de ruta	Comienza el servicio	Frecuencia en la AM	Frecuencia de mediodía	Frecuencia en la PM	Tarde	Fin de servicio	Horas de operación aprox.
1	6:00 AM	15	15	15	15	10:00 PM	16
3	6:00 AM	15	15	15	15	10:00 PM	16
20	6:15 AM	30	30	30	30	10:00 PM	15.75
25	5:45 AM	30	30	30	30	8:00 PM	14.3
26	6:00 AM	30	30	30	30	9:30 PM	15.5
40	6:15 AM	30	30	30	30	8:00 PM	13.8
41	6:00 AM	60	60	60	60	8:00 PM	14.0
42	6:00 AM	30	30	30	30	9:30 PM	15.5
47	6:00 AM	30	30	30	30	9:30 PM	15.5
48	6:00 AM	30	30	30	30	9:30 PM	15.5
64	6:00 AM	30	30	30	30	8:00 PM	14.0
65	6:00 AM	30	30	30	30	9:30 PM	15.5
66	6:30 AM	60	60	60	60	9:30 PM	15.0
67	6:00 AM	60	60	60	60	10:00 PM	14.0
110	5:45 AM	60	60	60	60	7:30 PM	14.3
123	6:00 AM	30	30	30	30	10:00 PM	16.0
170	5:30 AM	120	120	120	120	8:30 PM	15.0
225	6:00 AM	30	30	30	30	10:00 PM	16.0
268	5:45 AM	30	30	30	30	8:00 PM	14.3

*Minoría

Tabla 12 – Frecuencia promedio de los vehículos por ruta

	Frecuencia en la AM	Frecuencia de mediodía	Frecuencia en la PM	Tarde	Fin de servicio	Horas de operación aprox.
Promedio del sistema	44	44	44	44	9:06 PM	15.1
Promedio de la ruta de las minorías	35	35	35	35	9:16 PM	15.0
Ruta Promedio sin minorías*	47	47	47	47	9:00 PM	15.2

Figura 7 – Frecuencia promedio entre semana por rutas de minorías y sin minorías

Frecuencia de los vehículos entre semana (minutos)

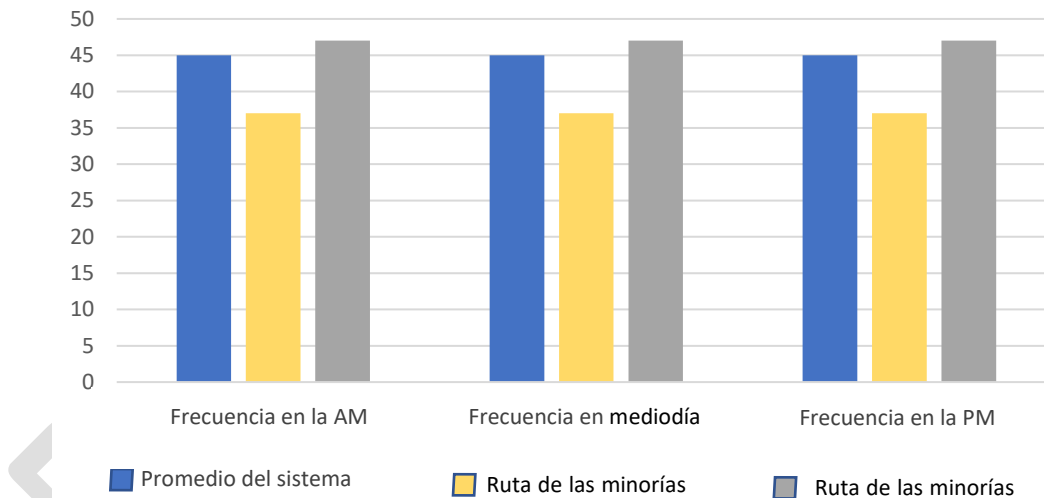


Tabla 13 – Frecuencia de vehículos por ruta en Sábado

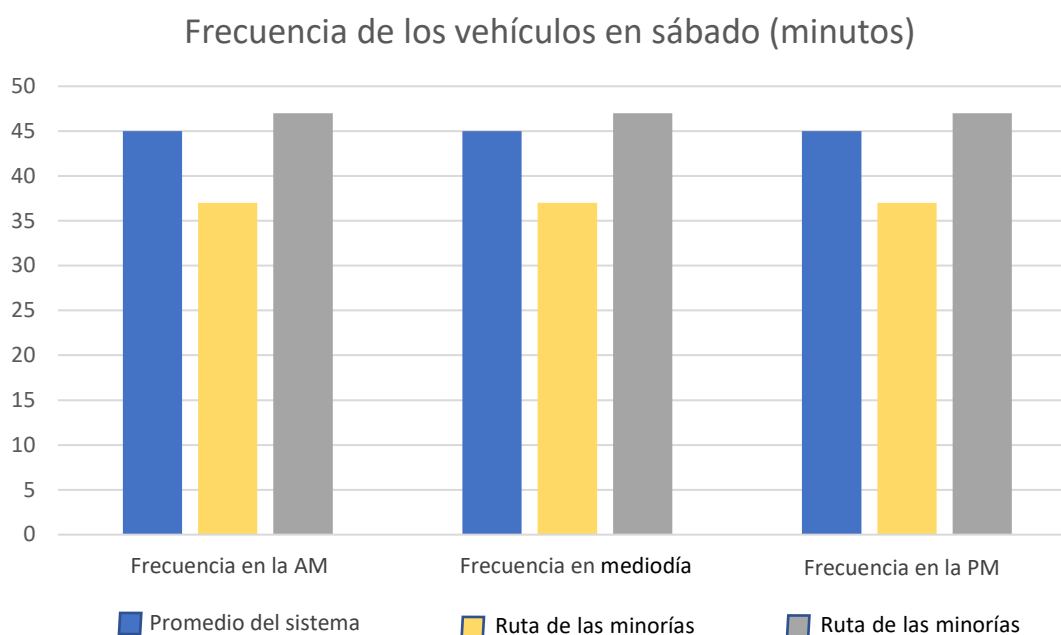
Sábado por ruta							
Número de ruta	Comienza el servicio	Frecuencia en la AM	Frecuencia de mediodía	Frecuencia en la PM	Tarde	Fin de servicio	Horas de operación aprox.
1	7:00 AM	15	15	15	15	10:00 PM	15
3	7:00 AM	15	15	15	15	10:00 PM	15
20	7:15 AM	30	30	30	30	10:00 PM	14.75
25	6:45 AM	30	30	30	30	7:00 PM	14.0
26	7:00 AM	30	30	30	30	9:30 PM	14.5
40	7:15 AM	30	30	30	30	8:00 PM	12.8
41	7:00 AM	60	60	60	60	8:00 PM	13.0
42	7:00 AM	30	30	30	30	9:30 PM	14.5
47	7:00 AM	30	30	30	30	9:30 PM	14.5
48	7:00 AM	30	30	30	30	9:30 PM	14.5
64	7:00 AM	30	30	30	30	8:00 PM	13.0
65	7:00 AM	30	30	30	30	9:30 PM	14.5
66	6:30 AM	60	60	60	60	9:30 PM	15.0
67	6:00 AM	60	60	60	60	10:00 PM	14.0
110	5:45 AM	60	60	60	60	7:30 PM	14.3
123	6:00 AM	30	30	30	30	10:00 PM	16.0
170	5:30 AM	120	120	120	120	8:30 PM	15.0
225	6:00 AM	30	30	30	30	10:00 PM	16.0
268	5:45 AM	30	30	30	30	8:00 PM	14.3

*Minoría

Tabla 14 – Sábado Frecuencia promedio de los vehículos

Rutas	Frecuencia en la AM	Frecuencia de mediodía	Frecuencia en la PM	Tarde	Fin de servicio	Horas de operación aprox.
Promedio del sistema	45	45	45	47	9:03 PM	14.4
Ruta de las minorías promedio	37	37	37	47	9:03 PM	14.2
Ruta sin minorías Promedio	47	47	47	50	9:04 PM	14.6

Figura 8 – Frecuencia promedio los sábados por rutas de minorías y sin minorías



Rendimiento puntual

Servicio de ruta fija normalizado La puntualidad varía según el modo. Actualmente, la ruta fija opera entre cero (0) y cinco (5) minutos antes de que un autobús de ruta fija se considere tarde.

Análisis Los datos de rendimiento de las rutas fijas del 1 de febrero al 31 de marzo de 2022, concluyeron que el 91.5% de todas las rutas muestreadas salieron de sus puntos de tiempo programados a tiempo, el 3.8% salieron temprano y el 4.7% salieron tarde. Las rutas minoritarias fueron puntuales el 91.5% de las veces, mientras que las rutas no minoritarias tuvieron una tasa de puntualidad ligeramente inferior, del 89.2% (Tabla 15). Sobre la base de esta información, se concluyó que no existe ninguna disparidad aparente o intencionada entre las rutas de minorías y las de no minorías en cuanto a la norma de puntualidad de BFT.

Aunque en general las rutas de minorías tuvieron un mejor desempeño que las rutas de no minorías, las Rutas 3, 65 y 268 (Todas las rutas de minorías) tuvieron tasas de desempeño a tiempo más bajas que el promedio de las rutas de minorías. Estas rutas, junto con las Rutas 20 (88.2%) y 26 (89.7%) han sido identificadas como de bajo rendimiento y serán analizadas más a fondo para determinar cómo se puede mejorar su rendimiento de ruta a tiempo.

Figura 9 – Rendimiento puntual por ruta

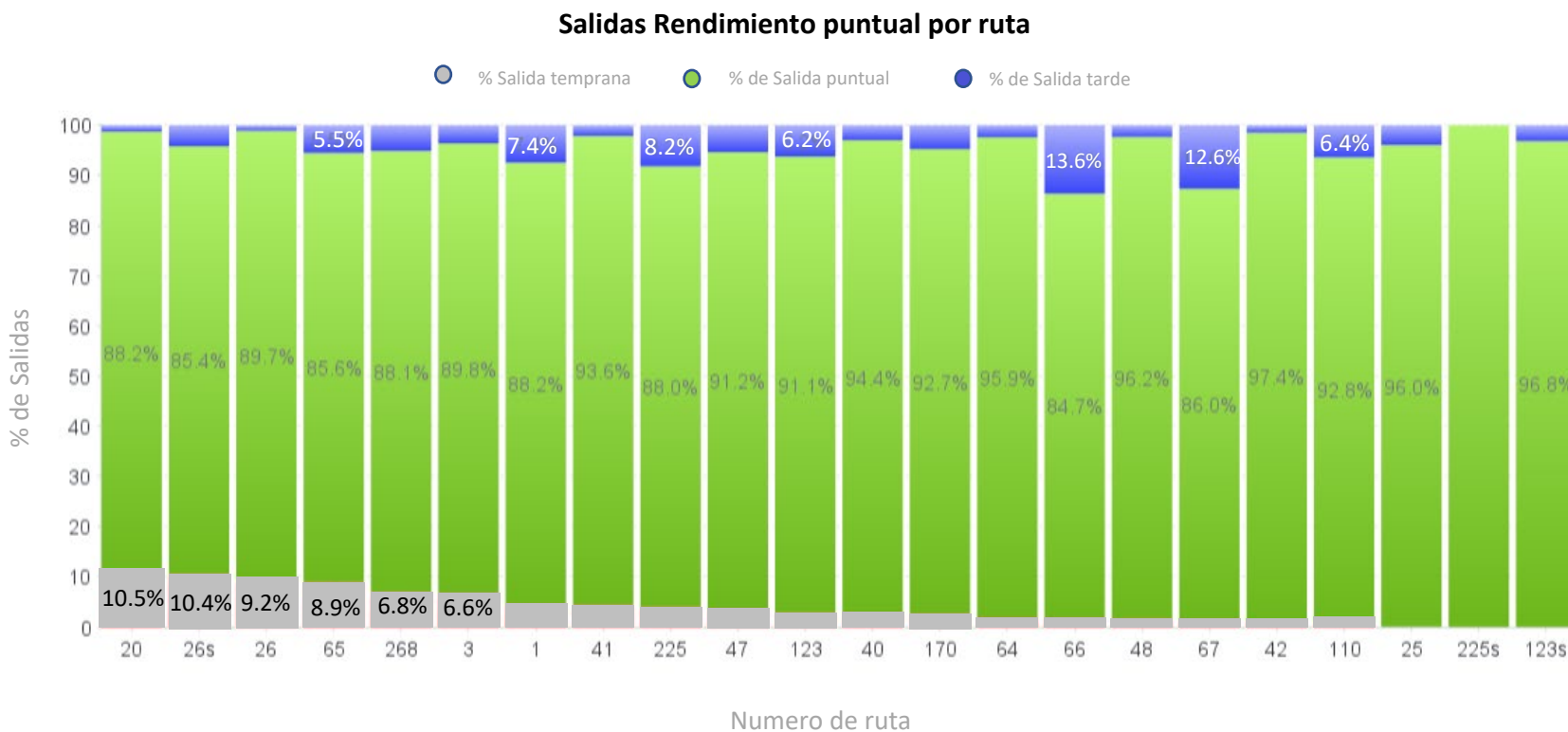


Tabla 15 – Rendimiento de la puntualidad por rutas de minorías y sin minorías

Rutas	% A tiempo	% Temprano	% Tarde
Promedio del sistema	91.5%	3.8%	4.7%
Ruta de las minorías promedio	91.9%	4.1%	4.0%
Ruta sin minorías Promedio	89.2%	4.4%	6.4%

Disponibilidad del servicio

Declaración de la política del servicio de ruta fija BFT distribuye el servicio de tránsito basándose en la demanda observada, las tendencias de la población y el uso del terreno. El objetivo de BFT es garantizar que todos los residentes del PTBA tengan acceso a los servicios de tránsito, ya sea con un servicio programado de ruta fija o con el servicio CONNECT bajo demanda.

Tabla 16 – Población en ½ milla del servicio de ruta fija

Nombre	Población total a 1/2 milla del tránsito 2022	Población total	Porcentaje de la población total 2022	% Población total a 1/2 milla de tránsito 2018	Población minoritaria en un radio de 1/2 milla del Tránsito 2022	% de población minoritaria a 1/2 millas de Transit 2022
Poblaciones 1/2 milla de la zona de tránsito	208,305	275,388	75.60%	72%	79,553	79%

* Fuente: Oficina de Gestión Financiera del Estado de Washington, SAEP

Análisis Utilizando los datos de población de la Oficina de Gestión Financiera del Estado de Washington para el año 2020, se concluyó que un estimado del 72% de la población total del PTBA de BFT se encuentra dentro de ½ milla de una ruta fija. Las poblaciones minoritarias experimentan una disponibilidad de servicio ligeramente mejor, ya que el 79% de la población minoritaria vive a menos de ½ milla de una ruta fija (Tabla 16). Sobre la base de esta información, se concluyó que no existe ninguna disparidad aparente o intencionada entre las rutas de las minorías y las de los no-minoritarios en términos de disponibilidad del servicio.

Distribución de los servicios de tránsito

Declaración de política de servicios Los servicios de tránsito, incluyendo las instalaciones, se ubican donde la demanda existente o proyectada apoya la inversión. Antes de 2020, los servicios elegidos se basaban en las normas de productividad descritas en la Política de servicios y directrices de las paradas de BFT. En la actualidad, las paradas reciben una etiqueta basada principalmente en el número medio de pasajeros en días laborables, que estipula los servicios mínimos recomendados que deben proporcionarse en las paradas de las rutas fijas en función del número de embarques diarios. Otras consideraciones son si la parada está situada en una ruta de metro (frecuente), si la parada tiene un tiempo de espera elevado (frecuencia), y si la ubicación tiene otras limitaciones que impedirían la capacidad de BFT para instalar los servicios asignados (por ejemplo, limitaciones de derechos de paso, desaprobación del propietario, desaprobación jurisdiccional).

Los servicios de tránsito se eligen en función de los grupos y de la frecuencia de uso de las siguientes maneras:

- Básico: menos de cinco (5) embarques de promedio entre semana.
- Mejorado: de cinco (5) a 15 embarques de promedio entre semana.
- Refugio del autobús: Más de 15 subidas de promedio entre semana.

El área de servicio de BFT contiene una multitud de jurisdicciones, incluyendo seis (6) ciudades repartidas en dos (2) condados. Cada jurisdicción tiene diferentes procedimientos, patrones de desarrollo y normas. También tienen diferentes maneras de manejar los permisos de ROW, otros permisos, y el proceso que BFT debe tomar para realizar el trabajo dentro de la ROW. Teniendo en cuenta la falta de desarrollo consistente adyacente a las rutas fijas de BFT, las políticas que dictan la distribución de los servicios de tránsito a menudo no se pueden aplicar de manera uniforme en toda el área de servicio de BFT. Dicho esto, es obligación de BFT garantizar una distribución equitativa de los servicios de tránsito en la medida de sus posibilidades (Tabla 17).

Tabla 17 – Distribución de los servicios por paradas (promedio de embarque entre semana)

Amenidad	Básico <5 embarques diarios	Mejorado 5-15 embarques diarios	Refugio >15 embarques diarios
Sin restricción al estacionamiento	<i>Recomendado en todas las paradas</i>		
Plataforma de aterrizaje ADA de 5' x 8' y espacio libre en el suelo de 3' x 5'	<i>Se requiere en todas las paradas, a menos que esté razonablemente justificado</i>		
Señal de parada de autobús en poste separado	<i>Recomendado en todas las paradas</i>		
Barra para apoyarse	Opcional	Opcional	Opcional
Banco	Opcional	Recomendado	Ofrecer
Refugio	Opcional	Opcional	Recomendado
Vitrina	Opcional	Opcional	Opcional
Iluminación	Opcional	Opcional	Recomendado
Bote de basura	Opcional	Recomendado	Ofrecer
Tablero de información para los pasajeros	Opcional	Recomendado	Ofrecer
Soporte para bicicletas *	Opcional	Opcional	Opcional
Estación de reparación de bicicletas *	Opcional	Opcional	Opcional

*Infraestructura para bicicletas recomendada en lugares cerca de caminos multiusos/rutas para bicicletas

Análisis de la distribución de los servicios de transporte (ruta fija) A partir del 20 de abril de 2022, el sistema de rutas fijas de BFT incluye 977 paradas, de las cuales hay 923 paradas señalizadas y 54 paradas con bandera. Hay 46 refugios, diez (10) refugios planeados (todos los refugios incluyen un banco), 66 bancos independientes y 117 botes de basura (36 de los cuales son la única amenidad en el lugar). Las paradas de bandera son lugares en los que no existe un poste físico, pero en los que los pasajeros pueden hacer señas a un autobús a su llegada.

BFT está eliminando progresivamente el uso de las paradas con banderines, colocando paradas físicas en estos lugares o eliminando la designación si la parada está en un lugar ilógico y experimenta poca o ninguna afluencia de pasajeros. La tabla 18 refleja los servicios por ruta, pero hay que tener en cuenta que los servicios pueden contarse dos veces si hay más de una (1) ruta que sirve a la parada. Tras un análisis más detallado de las ubicaciones actuales de los servicios, se llegó a la conclusión de que no existe ninguna disparidad aparente o intencionada entre las rutas de minorías y sin minorías en relación con la distribución de los servicios de tránsito de BFT.

Tabla 18 – Amenidades por ruta

Ruta	Total de paradas*	Paradas publicadas	Paradas de bandera	Refugios	Refugios planeados	Bancos (incluye los bancos de los refugios)	Botes de basura	Longitud de la ruta (millas)	Distancia media entre paradas (pies)
1	63	63	0	6	1	15	14	28.6	2,256
3	44	41	3	5		11	14	11.6	1,331
20	46	46	0	4		10	11	13.8	1,481
25	32	32	0	0		0	0	7.1	1,137
26	46	42	4	6	1	11	8	11.9	1,341
40	46	46	0	7		9	11	14.3	1,511
41	125	118	7	3	1	7	10	29.5	1,180
42	61	60	1	5	1	9	13	14.1	1,190
47	96	92	4	3		10	12	27.7	1,450
48	57	55	2	2		7	9	16.8	1,424
64	28	27	1	0		3	1	6.4	1,205
65	48	47	1	3		6	5	13.7	1,478
66	48	47	1	1	2	2	2	15.9	1,740
67	52	50	2	2	4	6	5	15.7	1,596
110	90	83	7	6		7	11	30.1	1,686
123	103	96	7	4	3	15	11	30.8	1,557
170	45	32	13	4		6	5	67.1	5,205
225	72	66	6	3	4	5	5	27.9	1,966
268	60	56	4	4		7	6	27.2	2,246

Nota: Los números no reflejan los centros de tránsito *Las paradas que dan servicio a varias rutas se cuentan dos veces, el total de paradas es mayor que el recuento total de paradas actual.

*Minoría

Tabla 19 – Distribución de la amenidad por rutas de minorías y sin minorías

Rutas	Total de paradas*	Refugios *	Bancos *	Botes de basura *	Distancia promedio entre paradas de autobús (pies) **
Sistema	1,162	85	146	153	1,855.6
Rutas de minorías	704	54	87	95	1,645.5
Rutas sin minorías	458	31	59	58	2,070.2

*Las paradas que dan servicio a varias rutas se cuentan dos veces, el total de paradas es más elevado que el recuento total de paradas actual.

** Ruta 170 excluida

Análisis de la distribución de los servicios de tránsito (centros de tránsito/estacionamientos y transporte) Cada uno de los principales centros de tránsito y estacionamiento y transporte están ubicados en toda el área de servicio de BFT en lugares que se consideraron apropiados durante las fases de planificación de su construcción. Los centros de tránsito y los estacionamiento y transporte de BFT tienen una distribución equitativa de los servicios. Teniendo en cuenta los diferentes modos de servicio, los problemas de seguridad y funcionamiento, y los niveles de utilización, los servicios como los bancos, los refugios y la iluminación se colocan en función de las necesidades. También hay estanterías para bicicletas y armarios en determinadas instalaciones, aunque los armarios para bicicletas se están eliminando gradualmente. Con la pandemia de COVID-19 que comenzó a principios de 2020, los baños públicos dejaron de estar disponibles en las instalaciones en las que trabaja el personal del Servicio de Atención al Cliente de BFT y todavía no han vuelto a estar disponibles en abril de 2022. En las tablas 20 y 21 se muestra un reparto de la distribución de los servicios en los centros de tránsito y en los lugares de estacionamiento y transporte.

Tabla 20 – Amenidades de los centros de tránsito

Centros de tránsito	Servicios para pasajeros	Seguridad	Baño público	Armarios y Estantería para asegurar la bicicleta	Designación de grupos minoritarios
Centro de tránsito de Three Rivers	Sí	No	No	Sí	Sin minoría
Centro de tránsito de Knight St	No	No	No	Sí	Sin minoría
Centro de tránsito de la calle 22	No	No	No	Sí	Minority
Columbia Park Trail MOA	Sí	Sí	Sí	Sí	Sin minoría
Centro de tránsito de West Richland	No	No	Sí	No	Sin minoría
Punto de transferencia de Dayton	No	No	No	Sí	Minoría
Centro de Tránsito de la Avenida Stacy	No	No	No	Sí	Minoría
Centro de Tránsito Ed Frost	Ya no existe				Minoría

Table 21 – Propiedades o arrendamientos de estacionamiento y transporte en el área de servicio de BFT (amenidades)

Estacionamiento y transporte	Ubicación	Capacidad del terreno	Refugio	Baño público	Armarios y Estantería para asegurar la bicicleta	Designación de grupos minoritarios
Centro de Tránsito Ed Frost	Kennewick	96	Sí	No	Sí	Minoría
Estacionamiento y transporte de Tulip Lane	Richland	139	Sí	No	Sí	Sin minoría
Centro de tránsito de la calle 22	Pasco	50	Sí	No	Sí	Minoría
Centro de tránsito de la calle Knight	Richland	50	Sí	No	Sí	Sin minoría
Centro de tránsito de la Avenida Stacy	Prosser	20	Sí	No	Sí	Minoría
Estacionamiento y transporte de Richland Wye	Richland	250	No	No	Sí	Sin minoría
Estacionamiento y transporte de Hapo Center "TRAC"	Pasco	180	No	No	No	Minoría
Puerto de Benton	Richland	350	No	No	No	Sin minoría
Centro de tránsito de West Richland	West Richland	154	Sí	Sí	No	Sin minoría

Asignación de vehículos

Declaración de política de servicios Los vehículos de ruta fija se asignan en función de los requisitos operativos de la ruta, como la altura/tamaño, la capacidad de la ruta y el radio de giro. La oficina de expedición completa las asignaciones de autobuses mensualmente y asigna autobuses específicos a bloques concretos. Los autobuses retenidos por mantenimiento u otras razones se sustituyen diariamente por autobuses de la lista de reserva. Los conductores reciben un número de autobús cuando se registran en el despacho. Los vehículos se asignan a las rutas en función de la capacidad de pasajeros y de la necesidad prevista de capacidad. Los vehículos del mismo tamaño se utilizan indistintamente cuando se asignan las rutas diarias. Por lo tanto, los vehículos más nuevos circulan tanto en los barrios de minorías como en los que no lo son. La edad de la flota también se tiene en cuenta a la hora de asignar los vehículos a diferentes rutas/bloques.

Análisis Los datos de asignación de vehículos de rutas fijas desde el 1 de octubre hasta el 31 de diciembre de 2021, concluyeron que no hay disparidad en la forma de asignar los vehículos a las rutas. Los vehículos se asignan a bloques operativos, lo que significa que la mayoría de los vehículos se utilizarán en múltiples rutas durante el curso de un día de servicio. Los bloques que sirven al menos a una ruta de minorías fueron designados como bloque de minorías. A los bloques de minorías se les asignaron vehículos construidos en 2015 en promedio, con una longitud típica de 40 pies y una capacidad de 37 asientos. A los bloques no minoritarios se les asignaron vehículos construidos en 2017 en promedio, con una longitud típica de 35 pies y una capacidad de 35 asientos (Tabla 22).

Aunque a los bloques de minorías se les asignan vehículos más viejos en promedio, los vehículos que se asignan a estas rutas son más grandes y tienen mayor capacidad de asientos. La razón principal por la que los bloques de minorías tienen una edad media mayor se debe al hecho de que las Rutas 110 y 123, que no son de minorías, necesitan vehículos de 35 pies o menos de longitud debido a las maniobras a través de los lugares de estacionamiento y transporte a lo largo de estas rutas. La mayoría de los autobuses de 35 pies o menos son los vehículos más nuevos de la flota de BFT. Esto crea una situación en la que las Rutas 110 y 123 tienden a tener asignados vehículos más nuevos.

Tabla 22 – Asignación de vehículos por ruta

Bloque	Asignación más frecuente (número de autobús)	Año	Largo	Asientos en el autobús
1-1	5308	2013	40 ft	37
1-2	5264	2009	40 ft	37
1-3	5307	2013	40 ft	37
1-4	5333	2018	35 ft	30
1-5	5262	2009	40 ft	37
1-6	5336	2009	40 ft	37
1-7	5319	2015	40 ft	37
3-1	5316	2014	40 ft	37
3-2	5314	2014	40 ft	37
3-3	5313	2013	40 ft	37
3-4	5320	2015	40 ft	37
20-1	5306	2013	40 ft	37
20-2	5307	2013	40 ft	37
20-3	5308	2013	40 ft	37
25-1	5002	2016	35 ft	30
26-1	5309	2013	40 ft	37
26-2	5310	2013	40 ft	37
40-1	5323	2015	40 ft	37
40-2	5309	2013	40 ft	37
41-1	5310	2013	40 ft	37
41-2	5339	2018	40 ft	37

42-1	5338	2018	40 ft	37
42-2	5259	2016	35 ft	30
47-1	5335	2018	35 ft	30
47-2	5313	2013	40 ft	37
47-3	5316	2014	40 ft	37
48-1	5001	2016	35 ft	30
48-2	5324	2018	40 ft	37
48-3	5321	2015	40 ft	37
64-1	5258	2016	35 ft	30
64-2	5327	2018	35 ft	30
65-1	5253	2006	40 ft	37
65-2	5320	2015	40 ft	37
66-1	5325	2015	40 ft	37
67-1	5312	2013	40 ft	37
110-1	5254	2007	29 ft	23
110-2	5329	2018	29 ft	23
123-1	5339	2018	29 ft	23
123-2	5338	2018	29 ft	23
123-3	5340	2016	29 ft	23
123-4	5338	2016	29 ft	23
170-1	5331	2018	35 ft	30
225-1	5332	2018	40 ft	30
225-2	5002	2009	35 Ft	37
225-3	5333	2018	35 ft	30
268-1	5345	2018	40 ft	37
268-2	5319	2015	40 ft	37
268-3	5262	2009	40 Ft.	37

***Rutas de Minoría**

Tabla 23 – Asignación de vehículos por bloques minoritarios y sin minorías

Factor de carga promedio entre semana					
Ruta	Dirección	Frecuencia en la AM	Frecuencia de mediodía	Frecuencia en la PM	Tarde
1	Este	0.04	0.12	0.17	0.12
	Oeste	0.07	0.13	0.15	0.11
3	Norte	0.08	0.14	0.23	0.18
	Sur	0.06	0.14	0.26	0.17
20	Este	0.13	0.12	0.14	0.10
	Oeste	0.07	0.11	0.19	0.16
25	Salida al Oeste	0.06	0.12	0.18	0.11
26	Norte	0.07	0.14	0.27	0.30
	Sur	0.05	0.14	0.29	0.29
40	Este	0.04	0.09	0.17	0.18
	Oeste	0.06	0.11	0.16	0.14
41	De regreso al OesteW	0.04	0.06	0.12	0.09
	Salida al Oeste	0.04	0.09	0.21	0.00
42	Este	0.06	0.11	0.20	0.13
	Oeste	0.09	0.13	0.18	0.12
47	Este	0.07	0.13	0.19	0.18
	Oeste	0.07	0.12	0.18	0.20
48	Este	0.03	0.09	0.16	0.17
	Oeste	0.06	0.11	0.15	0.14
64	Este	0.03	0.11	0.24	0.39
	Oeste	0.08	0.12	0.23	0.38
65	Este	0.05	0.11	0.23	0.20
	Oeste	0.12	0.12	0.20	0.20
66	Este	0.06	0.09	0.15	0.14
	Oeste	0.12	0.12	0.25	0.40
67	Este	0.07	0.14	0.25	0.35
	Oeste	0.07	0.11	0.16	0.10
110	Este	0.06	0.08	0.12	Sin viaje
	Oeste	0.03	0.07	0.13	Sin viaje
123	Norte	0.08	0.16	0.24	0.21
	Sur	0.09	0.16	0.23	0.18
170	Este	0.06	0.14	0.11	0.08
	Oeste	0.02	0.08	0.13	0.07
225	Este	0.06	0.12	0.16	0.11
	Oeste	0.07	0.12	0.15	0.11
268	Este	0.02	0.08	0.16	0.17
	Oeste	0.07	0.08	0.12	0.08

	Rutas de Minoría			
	Frecuencia en la AM	Frecuencia de mediodía	Frecuencia en la PM	Tarde
Promedio del sistema	0.06	0.11	0.18	0.17
Promedio de la ruta de las minorías	0.06	0.11	0.19	0.17
Promedio de rutas sin minorías	0.07	0.12	0.18	0.17

3.3 REVISIÓN DEL ANÁLISIS DE LA EQUIDAD 2018-2022

Cambios en el servicio y las tarifas

BFT define un cambio de servicio importante como aquel que "afecta al menos al 20% de la asignación de horas de servicio diario de una ruta o de la cobertura geográfica". BFT prepara y presenta todos los análisis de equidad que se llevaron a cabo durante el período de supervisión del servicio anterior a la FTA con los documentos del Programa del Título VI cada tres (3) años. Tras la revisión, BFT realizó un cambio de servicio importante en septiembre de 2017 y en junio de 2021 y no ha realizado ningún cambio en las tarifas desde 2012.

BFT prepara un análisis del Título VI para las tarifas y los cambios de servicio importantes utilizando la guía de análisis proporcionada por la FTA. Además, BFT continuará evaluando el servicio como se indica en el Título VI utilizando el siguiente proceso:

3.4 PRINCIPALES CAMBIOS DE SERVICIO IMPLEMENTADOS (2019-2022)

Se realizaron varios cambios importantes en el servicio desde 2019 hasta principios de 2022. El primer cambio de servicio importante que se realizó fue la adición de la Ruta 268 en 2020, que junto con la ruta 225 proporcionó una frecuencia de 15 minutos entre Pasco y Richland. La ruta 268 fue precedida por un servicio de demostración, la ruta 68, que tenía como objetivo aumentar el servicio en el oeste de Pasco. Se realizó un análisis de la equidad del servicio y no se anticiparon efectos adversos.

En junio de 2021, BFT implementó otros cambios importantes en el servicio que crearon dos nuevos corredores de alta frecuencia y reajustaron los servicios locales en Richland y Kennewick. Estos cambios dieron como resultado un servicio de mayor frecuencia entre todos los centros de tránsito principales en el área de servicio, así como un nuevo servicio local en Kennewick.

Como parte del proceso de implementación, BFT llevó a cabo un análisis de equidad de servicio del Título VI ruta por ruta con la intención de entender mejor cómo los cambios de servicio de ruta fija planificados afectarían a las poblaciones de bajos ingresos y minorías (Tabla 24). Los detalles de este análisis de equidad de servicio se pueden encontrar en el **Apéndice E**.

Tabla 24 – 2019 - 2022 Resumen de cambios importantes en el servicio

Ruta	Cambio de servicio principal		Notas
	Alineación de la ruta	Horas de ingresos	
1	X	+	Combinación de porciones de las Rutas 126, 120, 150 y 160. Aumento del servicio en frecuencias fijas de 15 minutos
3	X	+	Porciones combinadas de las Rutas 150 y 160. Aumento del servicio a frecuencias fijas de 15 minutos
20	X		Alineación truncada de la Ruta 120 en la calle Knight
26	X		Alineación truncada de la Ruta 126 en la calle Knight
40	X	X	Nueva ruta de 30 minutos en Kennewick que da servicio a partes de la avenida de Clearwater, calle de Olympia y la calle de Dayton
268	X	X	New 30-minute route that serves CBC, Chiawana High School, and provides additional trips between Pasco and Richland

3.5 CAMBIOS DE TARIFAS IMPLEMENTADOS (2018 - 2022)

BFT no ha implementado ningún cambio en la política de tarifas desde la actualización del Título VI de 2018.

BFT no cobró tarifas de ningún tipo de marzo de 2020 hasta octubre de 2021 debido a la pandemia de COVID-19.

A partir del verano de 2022, BFT implementará un programa por 6 meses sin tarifas para niños de 18 años o menos.

CONCLUSIÓN

El análisis de los servicios de BFT muestra que no existe un impacto dispar o una carga desproporcionada en la forma en que BFT distribuye el servicio o los servicios dentro del PTBA. Del mismo modo, los recientes cambios de servicio emprendidos por BFT han dado lugar a una mejora en el servicio a las zonas de minorías y de bajos ingresos. BFT seguirá dando prioridad a las necesidades de las comunidades minoritarias y de bajos ingresos cuando planifique futuros cambios de servicio.

**BEN FRANKLIN TRANSIT
RESOLUTION 25-2022**

**A RESOLUTION REGARDING SUBMISSION OF A PROPOSITION TO THE VOTERS
TO REDUCE SALES AND USE TAX FOR PUBLIC TRANSPORTATION**

WHEREAS, BFT currently receives six-tenths (6/10ths) of one percent (1%) of the selling price or value of the article used and made taxable pursuant to RCW 82.14.045(1); and

WHEREAS, BFT's current sales and use tax funding was authorized by vote of the public certified March 22, 2002; and

WHEREAS, BFT's Board of Directors believe the public wishes to reduce the amount of sales and use tax collected for BFT's purposes by one-tenth (1/10th) of one percent (1%).

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

The Interim General Manager is directed to request that the Benton and Franklin County Auditors place upon the ballot for the next general election, a proposition as follows:

“Ben Franklin Public Transportation Benefit Area Reduced Sales and Use Tax”

The Ben Franklin Transit Board of Directors adopted Resolution 25-2022 concerning a proposition to reduce the imposed sales and use tax. This proposition would reduce the authorized sales and use tax Ben Franklin Transit is permitted to impose from six-tenths (6/10ths) of one percent (1%) to five-tenths (5/10ths) of one percent (1%) within portions of Benton and Franklin Counties.

APPROVED AT A REGULAR BEN FRANKLIN TRANSIT BOARD OF DIRECTORS MEETING held Thursday, July 14, 2022, at 1000 Columbia Park Trail, Richland, Washington.

ATTEST:

Janet Brett, Clerk of the Board

Will McKay, Chair

APPROVED AS TO FORM BY:

Jeremy J. Bishop, Legal Counsel

Memorandum

Date: July 7, 2022

To: Edwin G. Frost, Interim General Manager

From: Jeff Lubeck, Director of Administrative Services, and Keith Hall, Director of Planning & Service Development

Re: Fare Study Update and Request for Guidance

Background

During the July 2022 Board Committee meetings, staff reviewed updates to the Fare Study relating to Fixed Route and Dial-A-Ride services. Specifically, staff presented a new **Fare Policy** option (referred to as “Nominal Fare”) approach for the Board to consider.

The concept of a “Nominal” Fare structure was introduced and discussed among the various committees. The intent of these committee discussions was to obtain clear consensus on the preferred approach. As a result of these discussions, the Committees decided to place this on the agenda for the full Board meeting on July 14, 2022.

Request

Staff requests that the Board recommend one **Fare Policy** option to move forward with so that the required Title VI analysis and public meetings and comments can be focused and streamlined.

If the Board chooses to proceed with more than one option, staff will adjust workloads so that multiple options can be fully analyzed as required.

It should be noted that this request pertains to the overall **Fare Policy** approach and not the specific rate structure.

Next Steps

Throughout July and early August, BFT staff will conduct the required Title VI analysis, conduct public meetings, and solicit public comments.

Staff will then update the Board at the August 11, 2022, Board meeting and will also present a draft **Fare Policy** and draft **Rate Structure**.

The final **Fare Policy** and **Fare Structure** will be presented to the Board at the September 8, 2022, Board meeting for approval and adoption.

Comprehensive Fare Study

Board Presentation

July 14, 2022



Selection of Fare Options (Excluding Vanpool)

- Preliminary Fare Study presented in April 2022
- Discussion in June Board Meeting led to identification of a new pricing Option
- Option 4 – Nominal Fares” was presented and discussed at the July 2022 Committee Meetings
- Today’s action – obtain Board guidance on which **Fare Policy** option(s) to proceed with for Title VI analysis and Public Involvement
- Definitions
 - **Fare Policy** – Overall policy on the approach to fare management. These are the Options BFT staff is seeking guidance from the Board. The **Fare Policy** will be changed infrequently.
 - **Rate Structure** – this is the actual pricing of fares, passes, discounts, etc. The fare pricing will be changed as often as necessary based on changing requirements.
- Next steps
 - July – conduct Title VI analysis and public comment
 - August Committees: Present preliminary results and draft Fare Policy and draft Fare Structure
 - September Board: Public hearing and adopt the new Fare Policy and Fare Structure
 - September 30: State deadline to adopt 18 and under youth fare

Options – Fare Policy

Fixed-Route, Dial-A-Ride, General Demand, and CONNECT

Option 1. Zero Fare

Promote ridership by eliminating the fare for Fixed-Route, Dial-A-Ride, General Demand, and CONNECT services (maintain fare for Vanpool).

Option 2. Fare Simplification with Technology

Implement policy changes and leveraging technology to make fares easier to understand, explain, and pay as well as provide better ridership data for improved decision-making and service planning

NEW Option 4. Nominal Fare

Promote ridership on Fixed-Route through a “nominal cost” annual pass (maintain and realign fares on other modes).
Goal of Fare Structure is to make Fixed Route very affordable to maximize ridership and to maintain low, affordable Dial-A-Ride pricing but to encourage planned trips to prevent excessive cost increase.

Fare Rate Changes

BFT and the Board will have the ability to modify the Rate Structure when it becomes apparent the adopted structure is not meeting intended objectives.

Summary of Fare Policy Options

Business Priority	Option 1: Zero Fare	Option 2. Fare Simplification w/ Technology	<u>NEW</u> Option 4. Annual Pass with Technology
Revenue Objective	Zero Fares	Nearly the same as present	Revenue from fares targeted to cover cost of technology and fare collections. Approx. \$300K - \$500K per year
Fare Structure	N/A	Similar to existing, but with simplification	TBD Presented at August Committees
Business Objective	Maximize Ridership	Improved Data Collection	Maximize Ridership Improve data collection
Pricing Objective	N/A	Simplification	Cover cost of technology & collection Extremely low fixed route passes Low DAR pricing – manage excessive use
Revenue Impact Compared to 2019 Compared to 2022F	(\$1.4)M (\$900)K	Fare changes would be expected to be nearly neutral overall. Minimal impact expected.	Total revenue est. at \$300k - \$500k \$900K - \$1.1M lower than 2019 \$400k - \$600K lower than 2020

Business Priority	Option 1: Zero Fare	Option 2. Fare Simplification with Technology	<u>NEW</u> Option 4. Annual Pass with Technology
Ridership	●	●	●
Data Collection	●	●	●
Simplification	●	●	●
Operating Cost Increase (DR)	●	●	●

● Worse Outcome or Lost Opportunity

● No Change from Existing

● Better Outcome

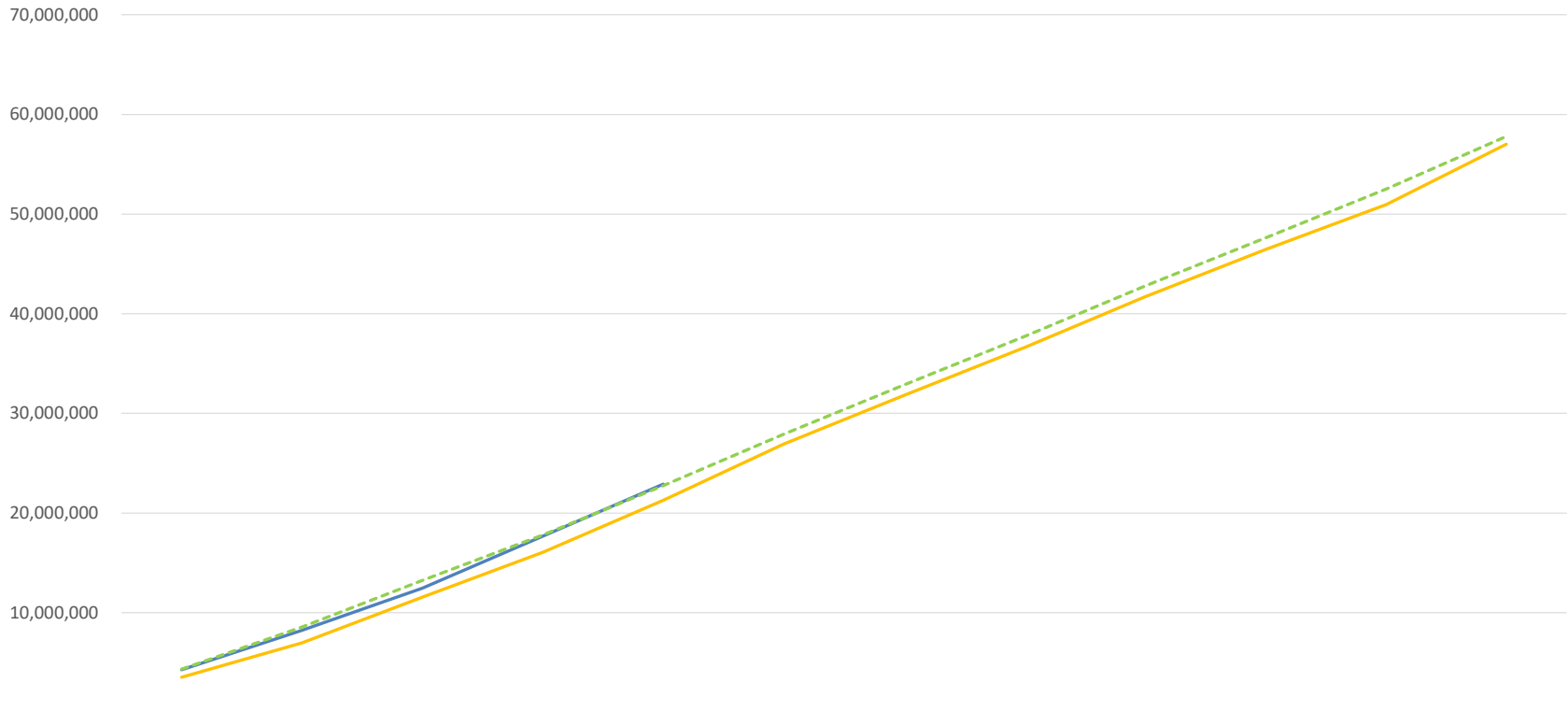
Request for direction

- Consensus/direction on **Fare Policy** option to proceed with
- **Rate Structure** (pricing) to be presented at August Board meeting
- Staff to conduct Title VI and public comments on Board selected Fare Policy Option(s)

Thank you!



Total Operating Revenue



	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
— CY Actuals YTD	4,258,209	8,230,467	12,456,266	17,693,655	22,889,008							
— CY Budget	4,327,618	8,550,874	13,229,271	17,808,198	22,753,368	27,902,123	32,869,772	37,729,747	42,802,029	47,631,181	52,511,604	57,786,200
— PY Actuals	3,512,917	6,966,312	11,568,537	16,059,413	21,279,540	26,925,331	31,812,315	36,598,044	41,703,233	46,460,326	50,963,526	57,022,837

Significant Items to Note for Total Operating Revenue

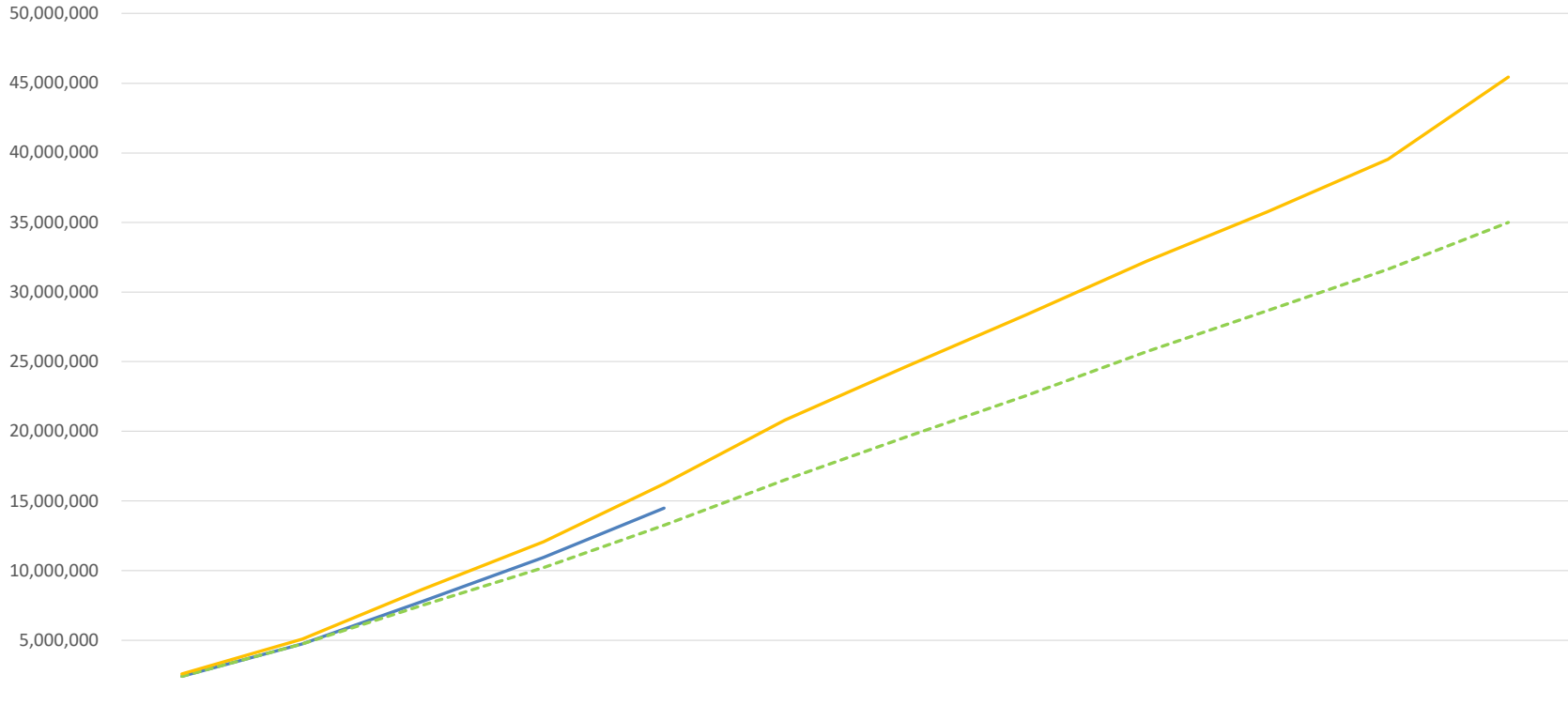
Current Month

- Nothing significant to report for the current month
- Actuals are within the expected budget range

YTD

- Nothing significant to report for YTD
- Actuals are within the expected budget range

Sales Tax Revenue (GAAP Basis for Financials)



	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
CY Actuals YTD	2,429,564	4,754,766	7,810,478	10,943,896	14,504,452							
CY Budget	2,429,564	4,754,766	7,535,109	10,215,981	13,263,097	16,513,798	19,583,393	22,545,313	25,719,541	28,650,639	31,633,009	35,009,550
PY Actuals	2,585,589	5,097,165	8,675,101	12,075,673	16,226,240	20,813,518	24,622,039	28,342,359	32,216,068	35,762,246	39,532,023	45,442,171

Significant Items to Note for Sales Tax Revenue

Represents sales tax revenues as recorded in financial statements which will differ from Sales Tax Report due to two month reporting lag from the State.

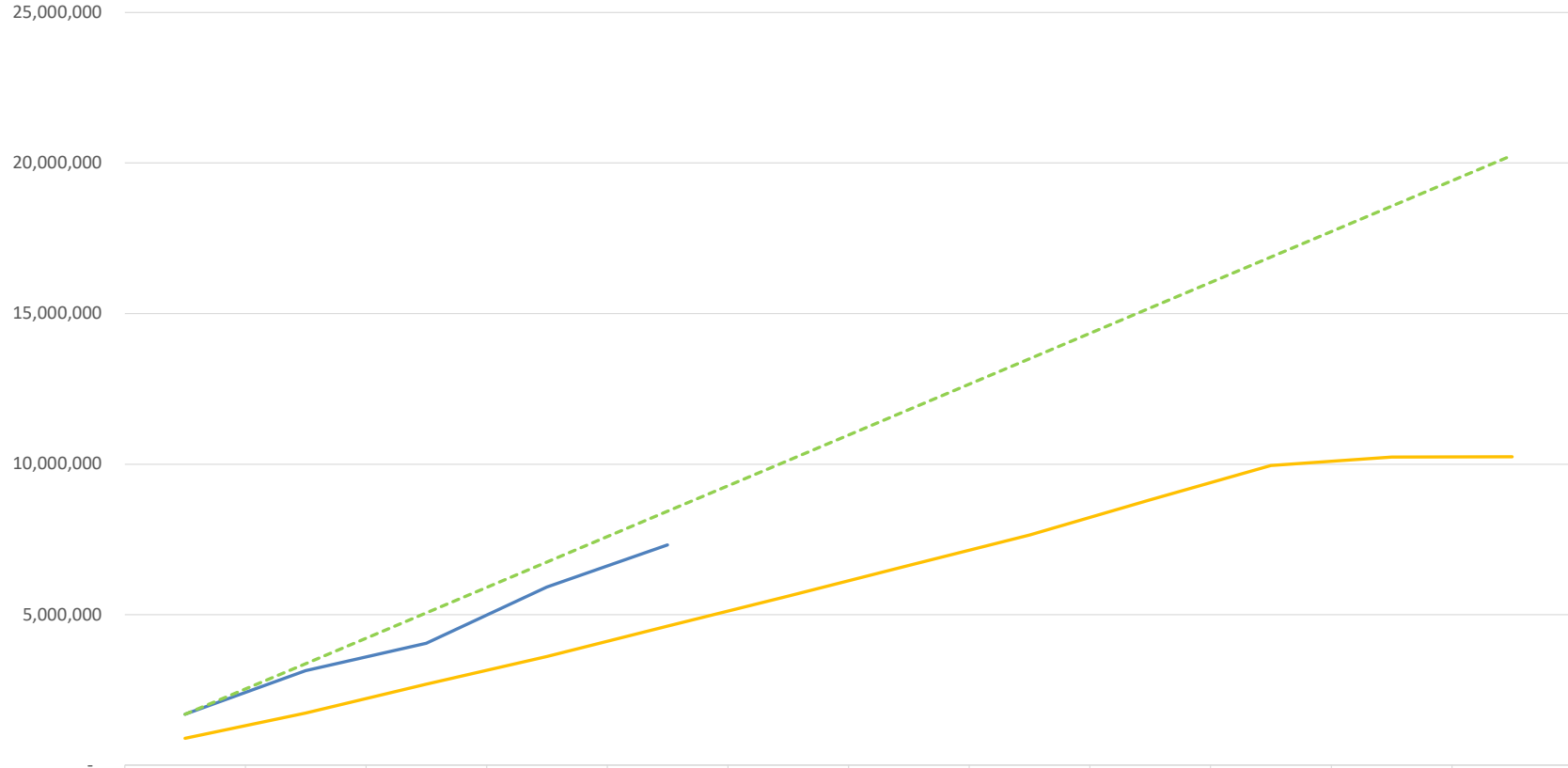
Current Month

- Current and prior month are estimated due to reporting lag from the State
- Estimate for March adjusted to actual in May. March actuals better than budget by \$513k (17%)

YTD

- 94% of sales tax revenue went to Operations in PY vs. only 73% in CY
- Actuals are within the expected budget range

Operating Grants



	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
— CY Actuals YTD	1,686,682	3,147,755	4,054,951	5,919,781	7,318,257							
— CY Budget	1,688,004	3,376,008	5,064,012	6,752,016	8,440,020	10,128,024	11,816,028	13,504,032	15,192,036	16,880,040	18,568,044	20,256,050
— PY Actuals	890,265	1,733,756	2,690,824	3,612,098	4,624,417	5,617,860	6,638,409	7,645,597	8,819,595	9,955,116	10,233,763	10,245,707

Significant Items to Note for Operating Grants

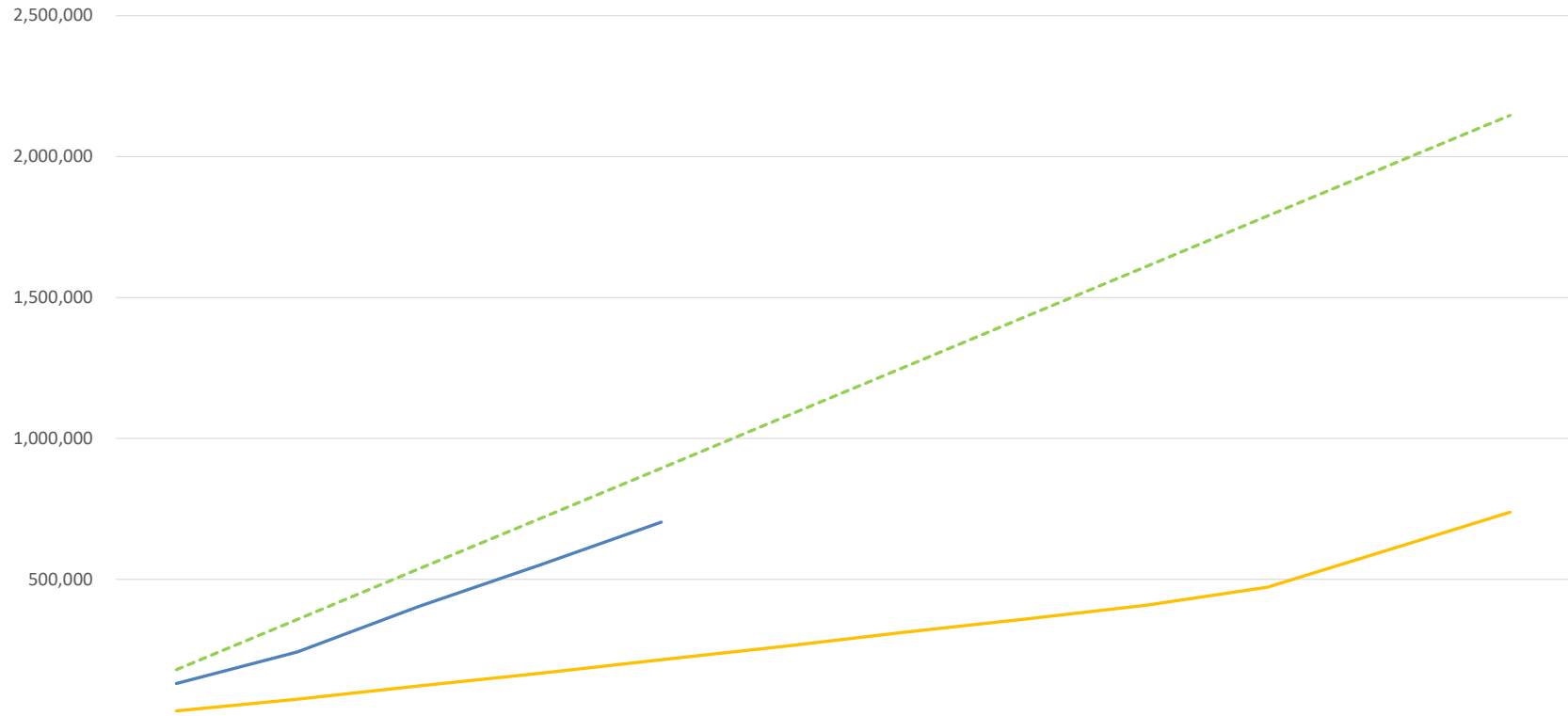
Current Month

- No State Special Needs funding accrual due to the amount being met
- Timing issue with grant drawdown. Budget was a simple straight-line. Will be caught up in subsequent months

YTD

- YTD Operating Grants Revenue are \$1.1 M (13%) behind budget
- Timing issue with grant drawdown. Budget was simple straight-line. Will be caught up in subsequent months

Fares



	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
— CY Actuals YTD	129,714	242,493	403,773	550,883	702,933							
— CY Budget	178,867	357,734	536,601	715,468	894,335	1,073,202	1,252,069	1,430,936	1,609,803	1,788,670	1,967,537	2,146,400
— PY Actuals	33,264	74,889	121,461	165,969	214,660	260,999	311,238	358,226	408,036	471,407	604,077	737,558

Significant Items to Note for Fares

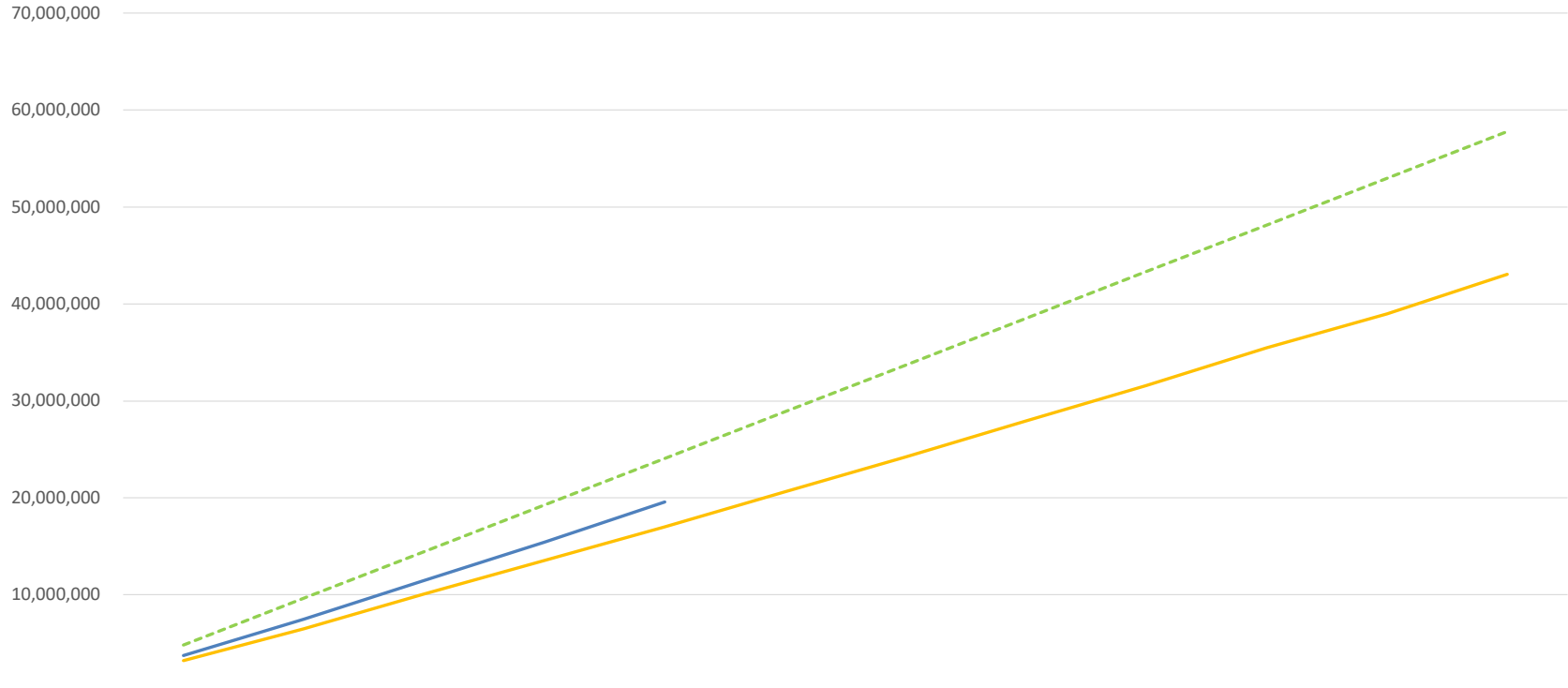
Current Month

- May Actuals \$27K (15%) behind budget
- Ridership has not fully recovered to pre-pandemic levels and it is running slightly behind forecast

YTD

- YTD Vanpool fares are \$89 K (27%) behind budget & YTD Via fares are \$73 K (88%) behind budget
- PY was fare-free for Fixed Route and Dial-A-Ride through October 2021
- Ridership has not fully recovered to pre-pandemic levels and it is running slightly behind forecast

Expenses



	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
CY Actuals YTD	3,743,556	7,479,545	11,451,866	15,420,173	19,580,442							
CY Budget	4,815,517	9,631,034	14,446,551	19,262,068	24,077,585	28,893,102	33,708,619	38,524,136	43,339,653	48,155,170	52,970,687	57,786,200
PY Actuals	3,220,593	6,476,167	10,063,577	13,547,659	16,986,777	20,622,424	24,229,179	27,944,468	31,590,928	35,483,858	38,979,339	43,059,074

Significant Items to Note for Expenses

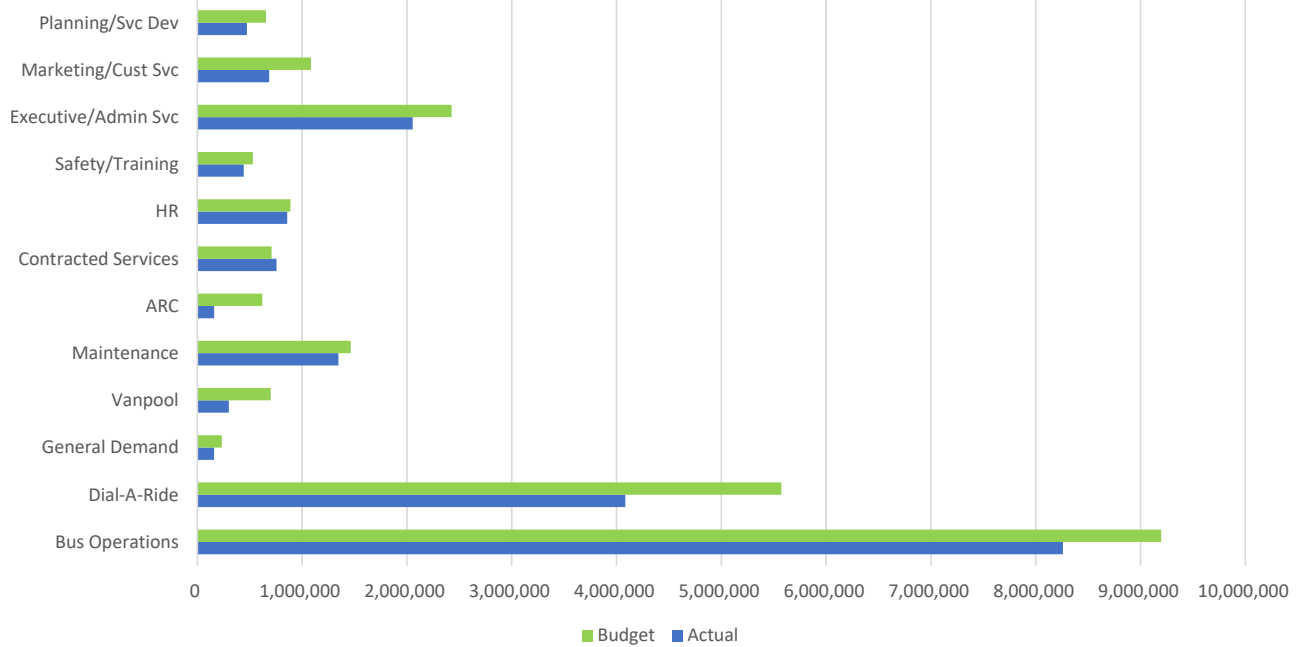
Current Month

- Timing of invoices and straight-line budget causing positive variance
- Headcount vacancies contributing to current month underspending
- DAR and ARC continue to run under budget

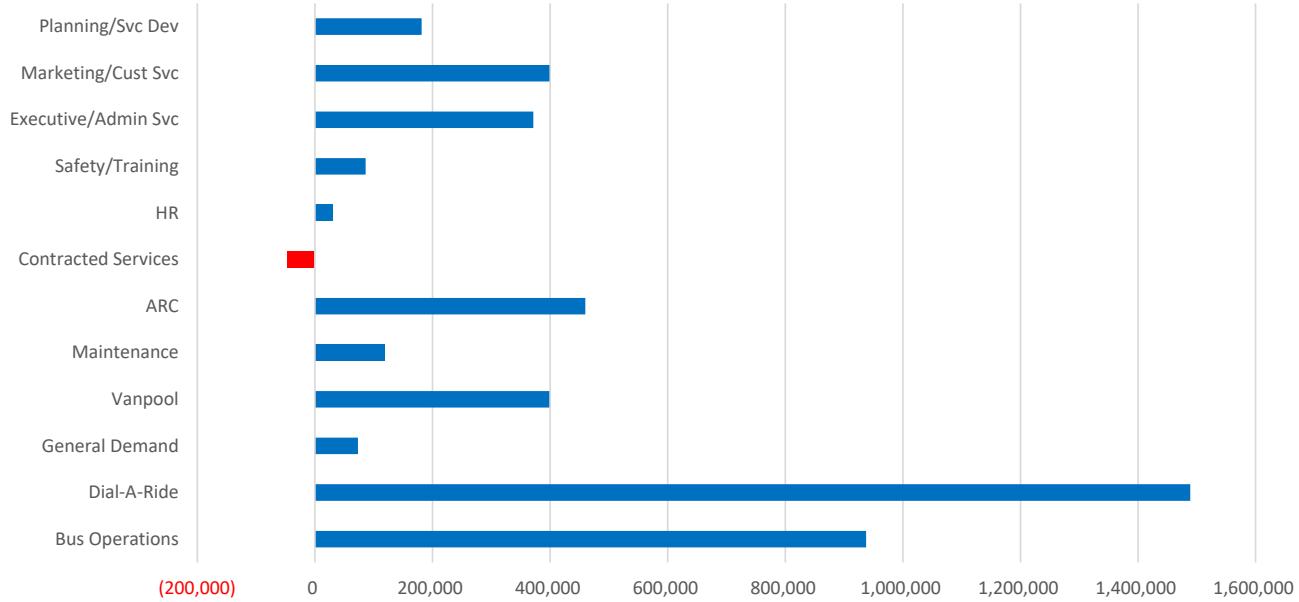
YTD

- Monthly budget is a straight-line of the annual budget. This will lead to timing differences throughout the early part of the year
- YTD Salaries & Benefits \$2.7 M better than budget primarily due to hiring vacancies
- DAR and ARC continue to run under budget (\$1.9 M)
- Current year includes expanded services that weren't added until June & August of 2021
- Timing of invoicing and project starts for various Professional Services support

2022 YTD Expenses - Budget to Actual



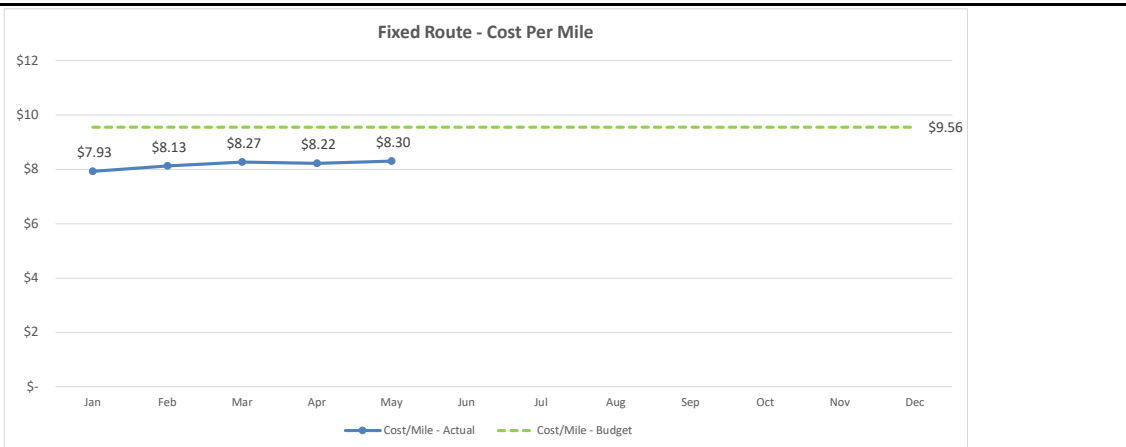
2022 YTD Expenses - B/(W) than Budget



Significant Items to Note:

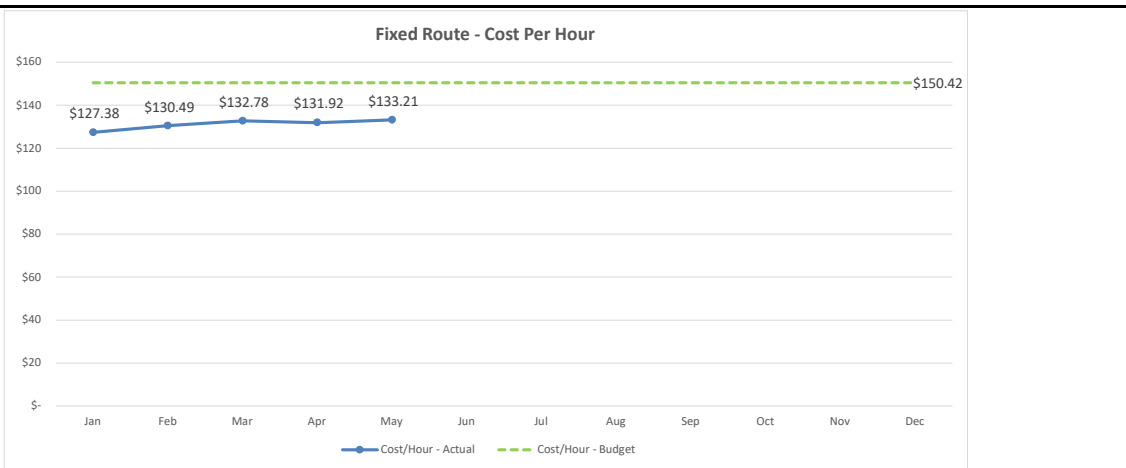
- YTD Salaries & Benefits are better than budget for Operations & Dial-A-Ride primarily due to hiring vacancies
- Dial-A-Ride demand has not returned to pre-pandemic levels
- Projects/Professional Services are under budget primarily due to straight-line budget vs timing of actual costs
- Contracted Services (Connect) is over budget due to higher usage than originally budgeted for 2022. We expect that this will continue throughout the remainder of the year. This over budget amount due to this higher usage will be more than offset by budget underruns in ARC service levels in 2022.

Cost Per Mile



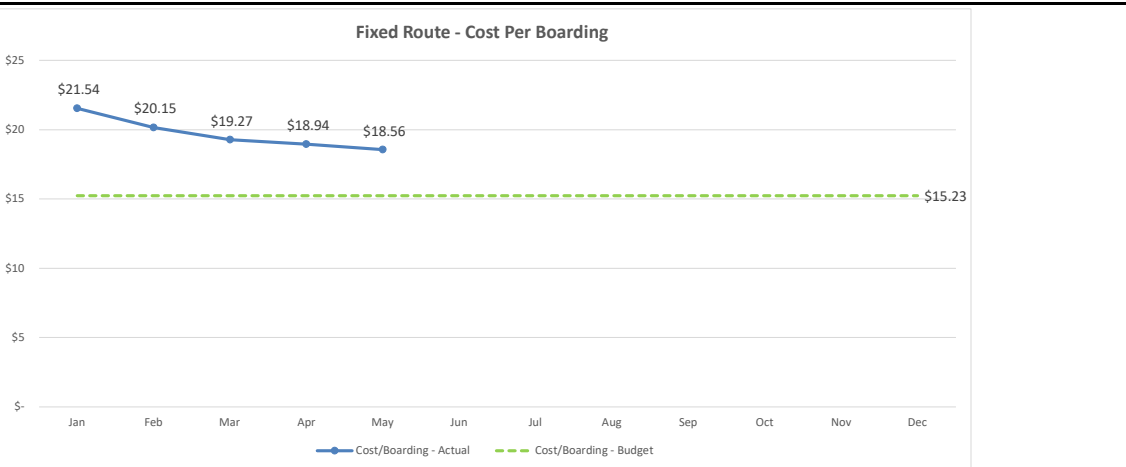
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Cumulative Cost	\$ 2,249,611	\$ 4,498,234	\$ 7,087,212	\$ 9,428,342	\$ 11,873,521	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Cumulative Miles	283,577	553,395	856,603	1,146,658	1,429,978	-	-	-	-	-	-	-
Percent of Budget	117%	115%	113%	114%	113%							

Cost Per Hour



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Cumulative Cost	\$ 2,249,611	\$ 4,498,234	\$ 7,087,212	\$ 9,428,342	\$ 11,873,521	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Cumulative Hours	17,660	34,471	53,376	71,470	89,134	-	-	-	-	-	-	-
Percent of Budget	115%	113%	112%	112%	111%							

Cost Per Boarding

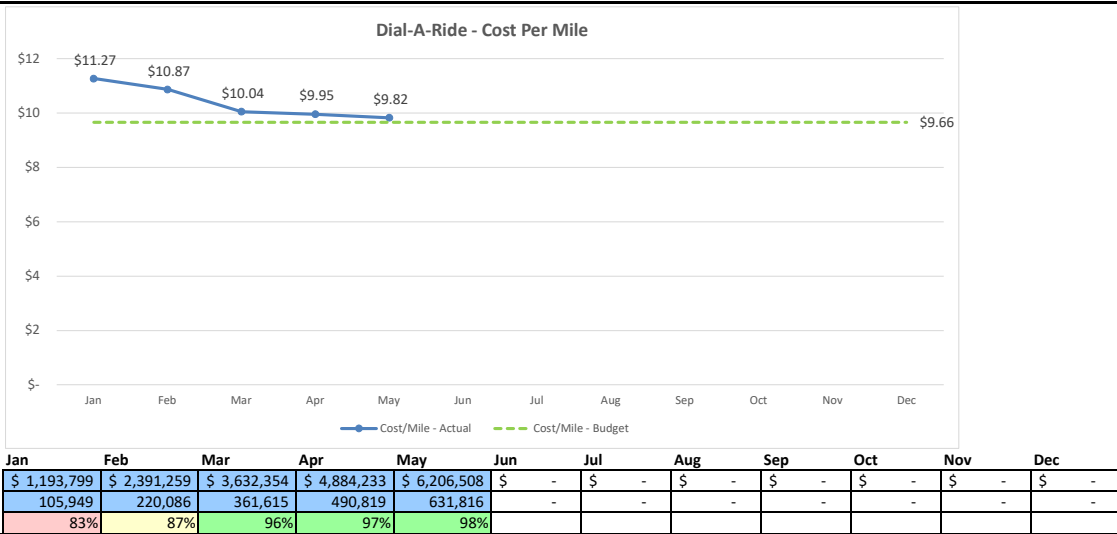


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Cumulative Cost	\$ 2,249,611	\$ 4,498,234	\$ 7,087,212	\$ 9,428,342	\$ 11,873,521	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Cumulative Boarding	104,416	223,291	367,861	497,739	639,840	-	-	-	-	-	-	-
Percent of Budget	59%	68%	74%	76%	78%							

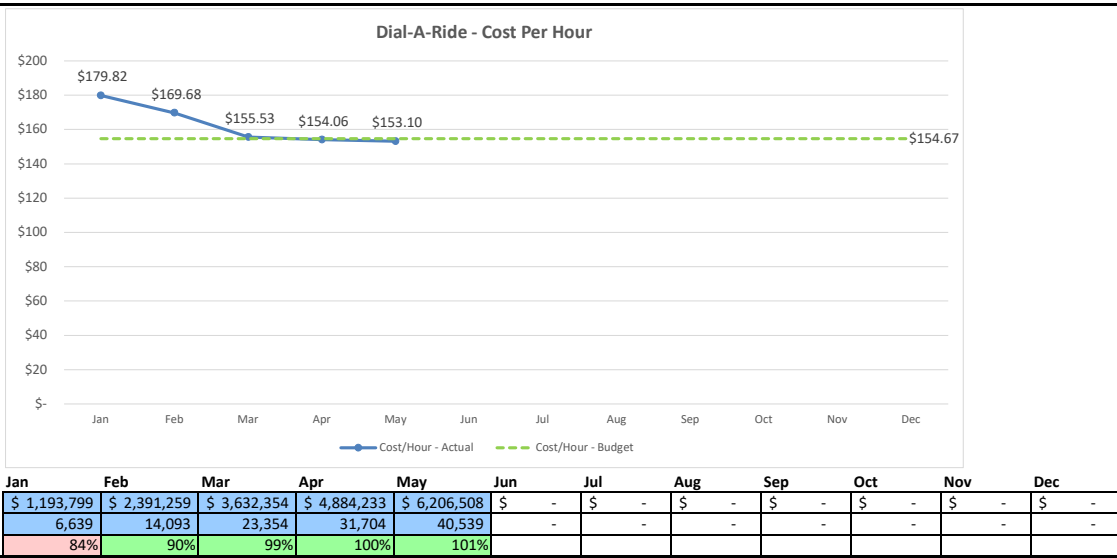
Legend for Percent of Budget:

Better than budget by more than 10%
+/- 10% of budget
Worse than budget by 11% - 15%
Worse than budget by more than 15%

Cost Per Mile



Cost Per Hour



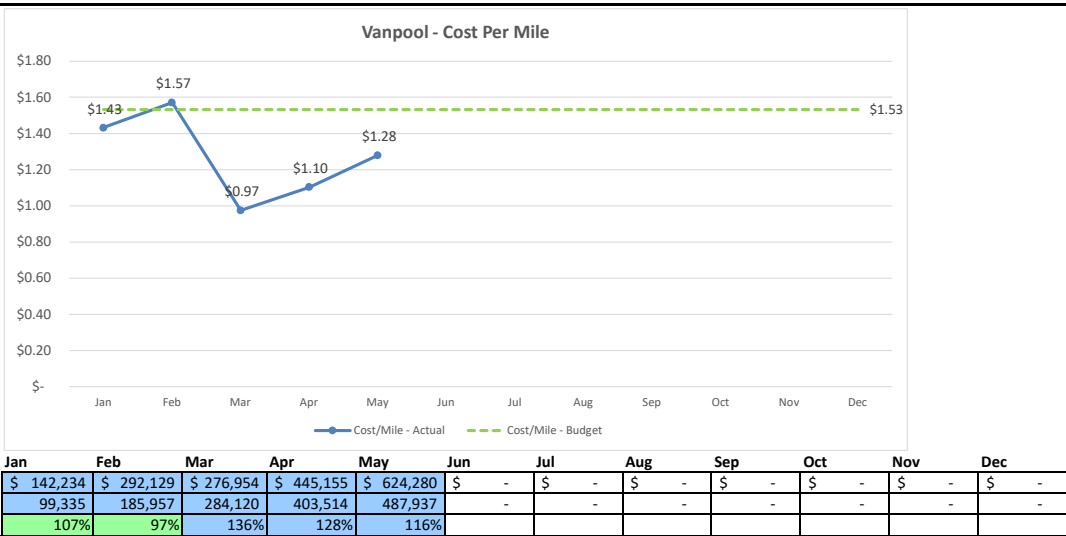
Cost Per Boarding



Legend for Percent of Budget:

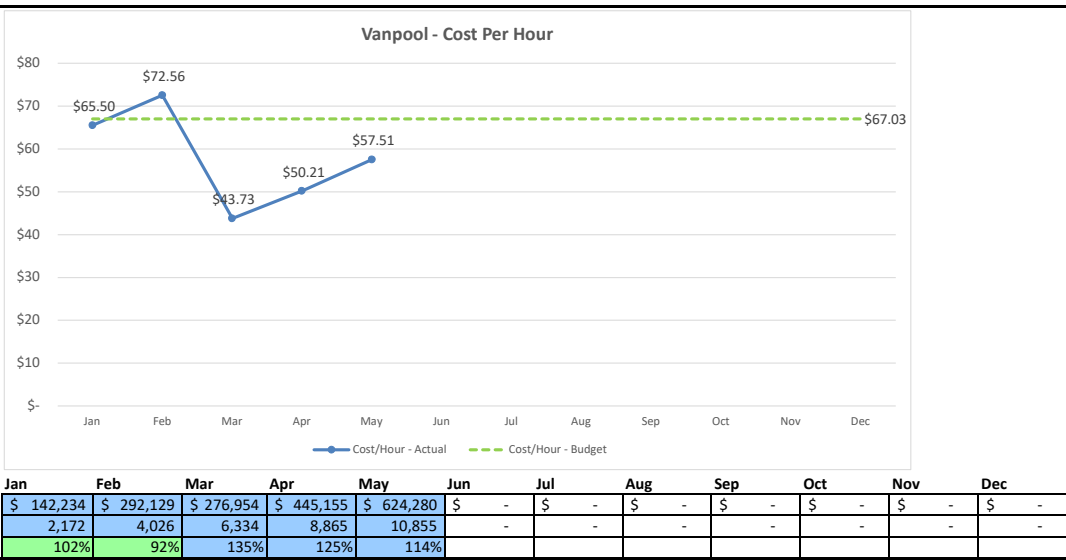
Better than budget by more than 10%
+/- 10% of budget
Worse than budget by 11% - 15%
Worse than budget by more than 15%

Cost Per Mile



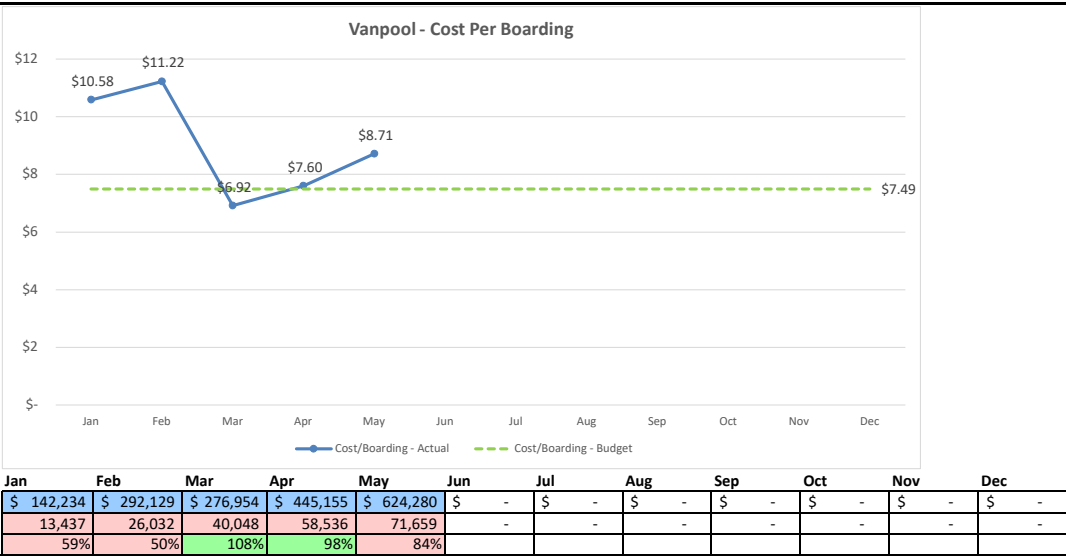
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Total Cost	\$ 142,234	\$ 292,129	\$ 276,954	\$ 445,155	\$ 624,280	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Miles	99,335	185,957	284,120	403,514	487,937	-	-	-	-	-	-	-
B (W) than Budget	107%	97%	136%	128%	116%							

Cost Per Hour



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Cumulative Cost	\$ 142,234	\$ 292,129	\$ 276,954	\$ 445,155	\$ 624,280	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Cumulative Hours	2,172	4,026	6,334	8,865	10,855	-	-	-	-	-	-	-
Percent of Budget	102%	92%	135%	125%	114%							

Cost Per Boarding



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Cumulative Cost	\$ 142,234	\$ 292,129	\$ 276,954	\$ 445,155	\$ 624,280	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Cumulative Boarding	13,437	26,032	40,048	58,536	71,659	-	-	-	-	-	-	-
Percent of Budget	59%	50%	108%	98%	84%							

Legend for Percent of Budget:

Better than budget by more than 10%
+/- 10% of budget
Worse than budget by 11% - 15%
Worse than budget by more than 15%

Ben Franklin Transit
Comparison Revenue & Expenditures to Budget
For the Period Ending May 2022

	2022 Total Budget	2022 Budget Year to Date	Actual To Date May 2022	% Actuals B (W) Budget YTD	Actual To Date May 2021	% 2022 B (W) 2021
Operating Revenues						
Bus Passes	\$ 612,300	\$ 255,125	\$ 237,425	-6.9%	\$ 65	367944.3%
Bus Cash	369,700.00	154,042	120,757	-21.6%	-	0.0%
Dial-A-Ride	138,000.00	57,500	82,781	44.0%	-	0.0%
General Demand (Prosser)	16,400.00	6,833	3,382	-50.5%	-	0.0%
Vanpool	810,000.00	337,500	248,220	-26.5%	214,546	15.7%
Contracted Paratransit	-	-	-	0.0%	-	0.0%
Contracted Services (Via)	200,000.00	83,333	10,368	-87.6%	-	0.0%
Fares	2,146,400.00	894,333	702,933	-21.4%	214,611	227.5%
Local Sales Tax (Operating Portion)	35,009,550.00	13,263,097	14,504,452	9.4%	16,226,240	-10.6%
Operating Grants	1,370,697.00	571,124	1,328,158	132.6%	20,833	6275.2%
CARES Act Funds	18,885,353.00	7,868,897	5,990,099	-23.9%	4,603,584	30.1%
Miscellaneous	374,200.00	155,917	363,365	133.1%	214,223	69.6%
Total Operating Revenues	\$ 57,786,200	\$ 22,753,368	\$ 22,889,008	0.6%	\$ 21,279,490	7.6%

Operating Expenditures

Directly Operated Transportation						
Fixed Route	\$ 22,073,300	\$ 9,197,208	\$ 8,259,848	10.2%	\$ 7,054,587	-17.1%
Dial-A-Ride	13,372,600	5,571,917	4,083,207	26.7%	4,076,250	-0.2%
General Demand (Prosser)	560,400	233,500	160,361	31.3%	164,751	2.7%
Vanpool	1,680,200	700,083	301,440	56.9%	516,616	41.7%
Maintenance	3,512,900	1,463,708	1,345,781	8.1%	1,011,878	-33.0%
Purchased Transportation						
Paratransit - ARC	1,487,600	619,833	160,050	74.2%	73,111	-118.9%
Contracted Services (Via)	1,700,000	708,333	755,197	-6.6%	243,962	-209.6%
Administration						
HR	2,131,900	888,292	857,995	3.4%	665,225	-29.0%
Safety / Training	1,270,700	529,458	443,202	16.3%	480,347	7.7%
Executive / Administrative Services	5,821,400	2,425,583	2,054,211	15.3%	1,738,694	-18.1%
ADA/Marketing / Customer Service	2,602,900	1,084,542	685,480	36.8%	516,316	-32.8%
Planning / Service Development	1,572,300	655,125	473,669	27.7%	445,040	-6.4%
* Total Operating Expenditures	\$ 57,786,200	\$ 24,077,583	\$ 19,580,442	18.7%	\$ 17,429,019	-12.3%

Operating Surplus/(Deficit)	\$ -	\$ (1,324,215)	\$ 3,308,566		\$ 3,850,472	
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Capital Expenditures

Local	\$ 27,829,006	\$ 11,595,419	\$ 1,317,518	-88.6%	\$ 78,460	1579.2%
State	3,908,284	1,628,452	39,728	-97.6%	80,199	-50.5%
Federal	4,414,765	1,839,485	-	0.0%	(46,900)	-100.0%
Total Capital Expenditures	\$ 36,152,055	\$ 15,063,356	\$ 1,357,246	-91.0%	\$ 111,759	1114.4%

* Excludes budgeted GASB 68 year-end pension adjustment.

Estimated Impact of Increased Fuel Prices as of May 31, 2022

	2021 A	2022 A	2022 B
Avg Price Per Gallon	\$2.39	\$3.57	\$3.24
Change from 2022 Budget		10.0%	
2022 Act vs 2021 Actuals	49.4%		
YTD Total Fuel Cost		\$1,502,217	
Fuel Price Impact - YTD	\$496,717	\$136,794	
Fuel Price Impact - 2022 Forecast	\$1,192,120	\$328,306	

Ben Franklin Transit
Comparison Revenue & Expenditures to Budget
For the Period Ending May 2022
Directly Operated Transportation

2022 YTD Actual Allocated Cost Per(s)	General Demand				Contracted Paratransit	Contracted Services (Via)	Combined
	Fixed Route	Dial-A-Ride	(Prosser)	Vanpool			
Fares	\$ 358,183	\$ 82,781	\$ 3,382	\$ 248,220	\$ -	\$ 10,368	\$ 702,933
Direct Cost	\$ 8,259,848	\$ 4,083,207	\$ 160,361	\$ 301,440	\$ 160,050	\$ 755,197	\$ 13,720,103
Allocated Cost	\$ 3,432,450	\$ 2,079,471	\$ 87,144	\$ 261,275	\$ -	\$ -	\$ 5,860,339
Depreciation - Local (Vehicle only)	\$ 181,222	\$ 43,831	\$ 174	\$ 61,564	\$ 3,006	\$ -	\$ 289,797
Cost for Farebox Recovery Ratio	\$ 11,873,521	\$ 6,206,508	\$ 247,678	\$ 624,280	\$ 163,056	\$ 755,197	19,870,239
Boarding	639,840	86,353	3,150	71,659	6,734	35,318	843,053
Revenue Miles	1,429,978	631,816	15,190	487,937	20,845	330,570	2,916,336
Revenue Hours	89,134	40,539	766	10,855	964	16,483	158,740
Cost per Boarding	\$ 18.56	\$ 71.87	\$ 184.00	\$ 8.71	\$ 24.21	\$ 21.38	\$ 23.57
Cost per Rev Mile	\$ 8.30	\$ 9.82	\$ 16.31	\$ 1.28	\$ 7.82	\$ 2.28	\$ 6.81
Cost per Rev Hour	\$ 133.21	\$ 153.10	\$ 323.34	\$ 57.51	\$ 169.15	\$ 45.82	\$ 125.17
Farebox Recovery	3.0%	1.3%	1.4%	39.8%	0.0%	1.4%	3.5%

Directly Operated Transportation

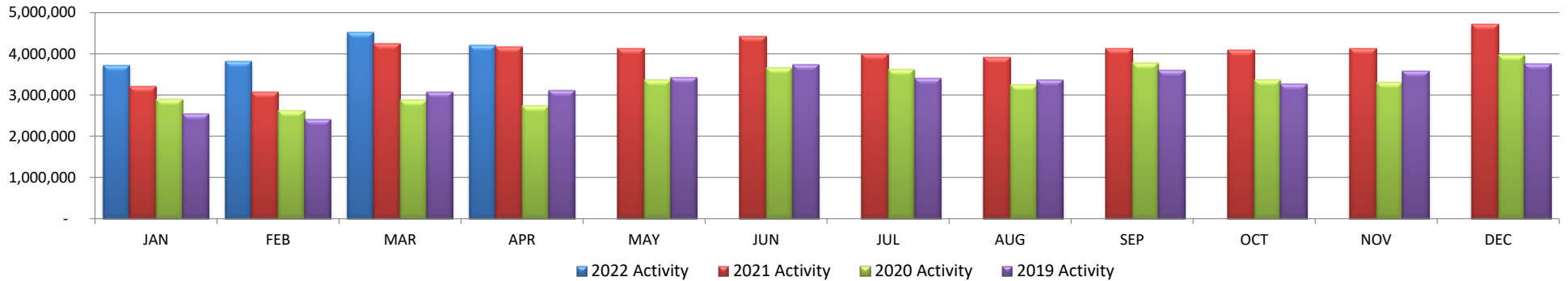
2022 YTD Budgeted Allocated Cost Per(s)	General Demand				Contracted Paratransit	Contracted Services (Via)	Combined
	Fixed Route	Dial-A-Ride	(Prosser)	Vanpool			
Fares	\$ 409,167	\$ 57,500	\$ 6,833	\$ 337,500	\$ -	\$ 83,333	\$ 894,333
Direct Cost	\$ 9,197,208	\$ 5,571,917	\$ 233,500	\$ 700,083	\$ 619,833	\$ 708,333	\$ 17,030,875
Allocated Cost	\$ 4,029,818	\$ 2,382,494	\$ 102,107	\$ 299,513	\$ -	\$ -	\$ 6,813,933
Depreciation - Local (Vehicle only)	\$ 185,315	\$ 36,645	\$ 88	\$ 61,751	\$ 3,023	\$ -	\$ 286,823
* Cost for Farebox Recovery Ratio	\$ 13,412,341	\$ 7,991,056	\$ 335,695	\$ 1,061,348	\$ 622,857	\$ 708,333	\$ 24,131,630
Boarding	880,417	115,000	10,833	141,667	32,500	12,917	1,193,333
Revenue Miles	1,403,333	827,500	60,833	692,917	92,917	156,667	3,234,167
Revenue Hours	89,167	51,667	2,833	15,833	5,833	15,000	180,333
Cost per Boarding	\$ 15.23	\$ 69.49	\$ 30.99	\$ 7.49	\$ 19.16	\$ 54.84	\$ 20.22
Cost per Rev Mile	\$ 9.56	\$ 9.66	\$ 5.52	\$ 1.53	\$ 6.70	\$ 4.52	\$ 7.46
Cost per Rev Hour	\$ 150.42	\$ 154.67	\$ 118.48	\$ 67.03	\$ 106.78	\$ 47.22	\$ 133.82
Farebox Recovery	3.1%	0.7%	2.0%	31.8%	0.0%	11.8%	3.7%

April 2022 Actuals Better (Worse) than Budget

Cost per Boarding	\$ (3.32)	\$ (2.39)	\$ (153.01)	\$ (1.22)	\$ (5.05)	\$ 33.46	\$ (3.35)
Cost per Rev Mile	\$ 1.25	\$ (0.17)	\$ (10.79)	\$ 0.25	\$ (1.12)	\$ 2.24	\$ 0.65
Cost per Rev Hour	\$ 17.21	\$ 1.57	\$ (204.86)	\$ 9.52	\$ (62.37)	\$ 1.40	\$ 8.64

* Excludes budgeted GASB 68 year-end pension adjustment.

**BFT Sales Tax Comparison
2019 to YTD 2022**



	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL	YTD
2022 Activity	3,718,461	3,818,560	4,527,951	4,220,707									16,285,679	\$ 16,285,679
2021 Activity	3,217,469	3,080,269	4,253,848	4,162,484	4,127,491	4,434,171	3,995,092	3,907,965	4,136,176	4,100,560	4,129,726	4,726,262	48,271,512	\$ 14,714,070
2020 Activity	2,897,013	2,628,492	2,869,290	2,734,647	3,377,653	3,655,389	3,621,523	3,259,755	3,773,316	3,372,348	3,302,921	3,981,314	39,473,663	\$ 11,129,442
2019 Activity	2,551,215	2,415,542	3,083,917	3,115,786	3,434,191	3,737,774	3,407,206	3,356,617	3,609,415	3,259,950	3,585,466	3,754,832	39,311,911	\$ 11,166,460
Chg 22 to 21	500,991	738,291	274,103	58,223	-	-	-	-	-	-	-	-	1,571,609	
Chg 21 to 20	320,456	451,777	1,384,558	1,427,837	749,838	778,782	373,568	648,209	362,860	728,212	826,805	744,948	8,797,849	
Chg 20 to 19	345,798	212,951	(214,627)	(381,139)	(56,538)	(82,385)	214,317	(96,862)	163,901	112,398	(282,544)	226,482	161,752	
Chg 19 to 18	2,961	(193,422)	(113,890)	142,595	216,986	431,826	332,900	224,348	544,731	245,049	657,905	377,682	2,869,673	
% Chg 22 to 21	15.6%	24.0%	6.4%	1.4%									10.7%	
% Chg 21 to 20	11.1%	17.2%	48.3%	52.2%	22.2%	21.3%	10.3%	19.9%	9.6%	21.6%	25.0%	18.7%	22.3%	
% Chg 20 to 19	13.6%	8.8%	-7.0%	-12.2%	-1.6%	-2.2%	6.3%	-2.9%	4.5%	3.4%	-7.9%	6.0%	0.4%	
% Chg 19 to 18	0.1%	-7.4%	-3.6%	4.8%	6.7%	13.1%	10.8%	7.2%	17.8%	8.1%	22.5%	11.2%	7.9%	
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	\$ 14,043,872
2021 Budget	2,746,574	2,667,953	3,329,812	3,199,984	3,484,955	3,910,393	3,403,113	3,428,179	3,522,917	3,287,186	3,391,233	3,827,701	40,200,000	\$ 11,944,323
2020 Budget	2,627,752	2,488,008	3,176,434	3,209,259	3,537,217	3,849,908	3,166,535	3,226,237	3,156,625	3,105,347	3,015,387	3,478,464	38,037,173	\$ 11,501,453
2019 Budget	2,650,000	2,750,000	3,310,000	3,080,000	3,330,000	3,420,000	3,200,000	3,000,000	3,080,000	2,810,000	2,860,000	3,460,000	36,950,000	\$ 11,790,000
Vs. 2022 Budget	378,549	622,113	705,824	535,321	-	-	-	-	-	-	-	-	2,241,807	16.0%
Vs. 2021 Budget	470,895	412,316	924,036	962,500	642,536	523,778	591,979	479,786	613,259	813,374	738,493	898,561	8,071,512	23.2%
Vs. 2020 Budget	269,262	140,484	(307,145)	(474,612)	(159,563)	(194,518)	454,989	33,518	616,691	267,000	287,534	502,850	1,436,490	-3.2%
Vs. 2019 Budget	(98,785)	(334,458)	(226,083)	35,786	104,191	317,774	207,206	356,617	529,415	449,950	725,466	294,832	2,361,911	-5.3%

