

# Moving Transit Forward

Long-Range Transit Plan  
2026–2045



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# Executive Summary

# Executive Summary



**This Long-Range Transit Plan provides direction for Ben Franklin Transit for the next 20 years, with a strong focus on the next 6-10 years. The recommendations in the Plan were shaped by extensive public input, partner agency plans and feedback, evaluation of BFT's current services, and analysis of the future needs of the region.**

## BFT Mission Statement

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.

## Strategic Directions & Key Plan Recommendations

Three strategic directions guided the development of the Plan.



**Getting the Service Right**



**Working Better Together**



**Making Every Dollar Count**





# Executive Summary



Recommendations in the plan are organized into three categories, and there are 19 priorities across the categories. Highlights are included here.

## Rider experience



**Rider experience** recommendations focus on the BFT services available to riders and how riders learn about, access, pay for, and use those services. Recommendations in this section will help BFT increase ridership and improve the rider experience. Key recommendations in this section include:

- Increase service frequency and service hours, including more routes that run on Sunday.
- Improve amenities at bus stops.

## BFT organizational improvement



**BFT organizational improvement** recommendations relate to BFT's ability to meet the growing transit needs of the region, with a focus on clear policies and procedures, plans for future investments, and workforce and facilities that support planning and operations. Key recommendations in this section include:

- Improve and standardize processes for developing, funding, and implementing plans.
- Invest in employee recruitment, training, and retention.

## Local, regional, and state partnerships



**Local, regional, and state partnerships** recommendations relate to BFT's role providing service across multiple jurisdictions, connections to neighboring transit services, and supporting regional economic development through access to jobs, recreation, and tourism. Key recommendations include:

- Regularly coordinate with jurisdiction partners and neighboring transit providers.
- Strengthen BFT's relationship with major employers.

# Introduction

# Introduction

**As Benton County and Franklin County grow, so does the demand for transit. Ben Franklin Transit has developed this long-range transit plan (LRTP) to prepare for what services will look like between now and 2045. The LRTP will guide how BFT invests time and resources in the future.**

## **Why BFT Needs an LRTP**

BFT provides services to approximately 12,300\* bus riders daily, and as the Tri-Cities attracts new jobs and residents, BFT understands that it will need a system that can continue to provide high-quality public transportation to our growing community. To accomplish that, BFT recognizes that the current transit services must grow between now and 2045. BFT developed the LRTP to prepare for the future by efficiently building on BFT's existing services. This guiding document identifies community priorities, will help BFT adapt current services and introduce new types of service, and will support BFT's efforts to strengthen local connections and connections to other neighboring transit options.

## **How the LRTP relates to BFT's other plans and projects**

BFT regularly completes several planning efforts to improve service and to comply with state and federal requirements. Every year, BFT develops a Transit Development Plan that reflects planned service changes and capital investments for the next five years. In addition, BFT develops an annual service plan to guide service changes each year. This LRTP considers the needs of the community and BFT beyond the horizon of the Transit Development Plan and will guide other future planning efforts.

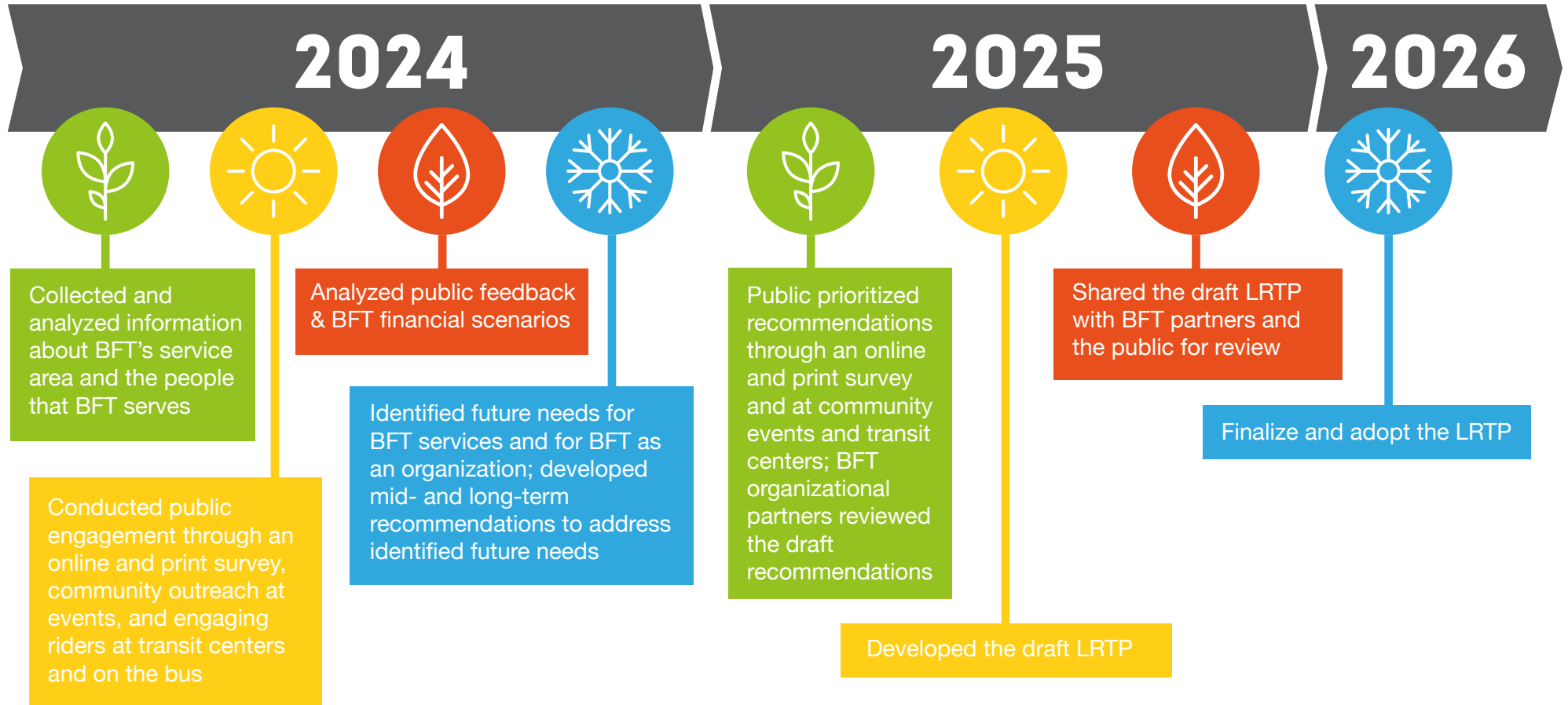
While this LRTP identifies recommendations in two phases – mid-term (2031-2035) and long-term (2036-2045), the Plan focuses a majority of effort on the mid-term needs and recommendations. BFT will regularly update the LRTP and may expand on long-term recommendations in the future.

\* This figure represents BFT's "unlinked passenger trips" - the national standard used by the Federal Transit Administration (FTA) to reflect public transit usage. FTA defines unlinked passenger trips as the number of passengers who board public transportation vehicles. Passengers are counted each time they board vehicles no matter how many vehicles they use to travel from their origin to their destination.

# Introduction

## LRTP Process and Organization

BFT began working on the LRTP in May of 2024, and the plan is expected to be adopted by the BFT Board early 2026.





# Current & Future Area Characteristics

# Current & Future Area Characteristics

As of 2025, just under 60% of households and jobs in the BFT service area were within a ½ mile walk of a fixed-route bus stop. As the region continues to grow, if BFT did not add any new services, by 2045 just over 50% of households and jobs would be within a ½ mile walk of a fixed route bus stop.

In 2025, BFT’s is budgeted to spend about \$580 per household per year on operations costs. To maintain that level of investment as the community grows through 2045, BFT’s operating budget would need to be around \$81.1 million.

BFT’s most recent Transit Development Plan (September 2025) and Capital Improvement Budget (July 2025) anticipate these budget needs associated with regional growth.

	2025	2045
<b>Households</b>	111,854	139,826
<b>% households within ½ mile walk of fixed route bus stop</b>	58%	51%
<b>Jobs</b>	119,804	157,697
<b>% jobs within ½ mile walk of fixed route bus stop</b>	59%	53%

These figures do not account for Prosser, which is not currently included in the Benton Franklin Council of Governments regional travel demand model. The model represents population growth as households, not individuals, and households can include several individuals.

Most areas of higher density residential development are served by BFT. As the region grows, many of these areas will remain high density but are expected to lose population, even as other parts of the BFT service area see growth in the number (and density) of households. For example, key growth areas include Richland’s Twin Bridges corridor, West Richland’s Lewis and Clark Ranch, Pasco’s expansions west and north of Burns Rd, and housing developments near Osprey Point. To meet the needs of the growing region, BFT and partners will need to strategically plan for transit-supportive infrastructure and transit service extensions.

As with areas of higher residential density, areas with higher job density are mostly served by BFT. Some of the same areas of residential growth mentioned above are expected to also see an increase in the number of jobs available, further highlighting the need for proactive coordination between BFT and local partners, including major employers.



Students make up just under half of trips taken on BFT’s services, and Franklin County is one of five counties in Washington with a median age lower than 35. BFT’s youth ride free program and partnerships with local schools and colleges help get students where they need to go and help build a culture of transit ridership among youth.

# Changes in Household Density 2019-2045

## LEGEND

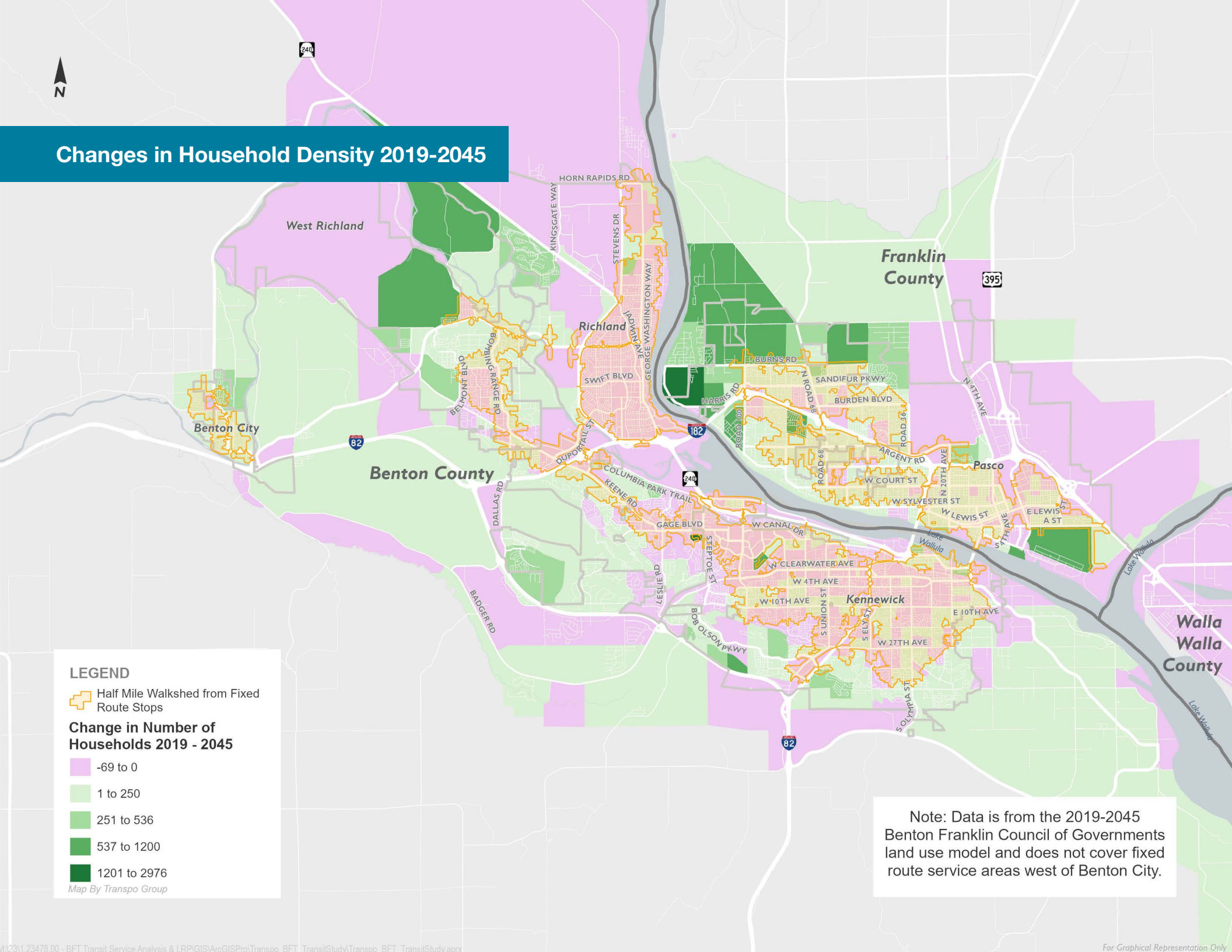


## Change in Number of Households 2019 - 2045



Map By Transpo Group

Note: Data is from the 2019-2045 Benton Franklin Council of Governments land use model and does not cover fixed route service areas west of Benton City.



# About BFT



**BFT offers services along 21 fixed routes Monday-Saturday and along 7 fixed routes on Sunday.**

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**BFT's Dial-A-Ride service provides door-to-door for eligible passengers whose disability prevents them from being able to use the fixed route services. Dial-A-Ride is available throughout BFT's full service area.**

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**BFT's on-demand CONNECT service is offered in 6 zones. Riders can travel within the zones and connect to fixed route services.**

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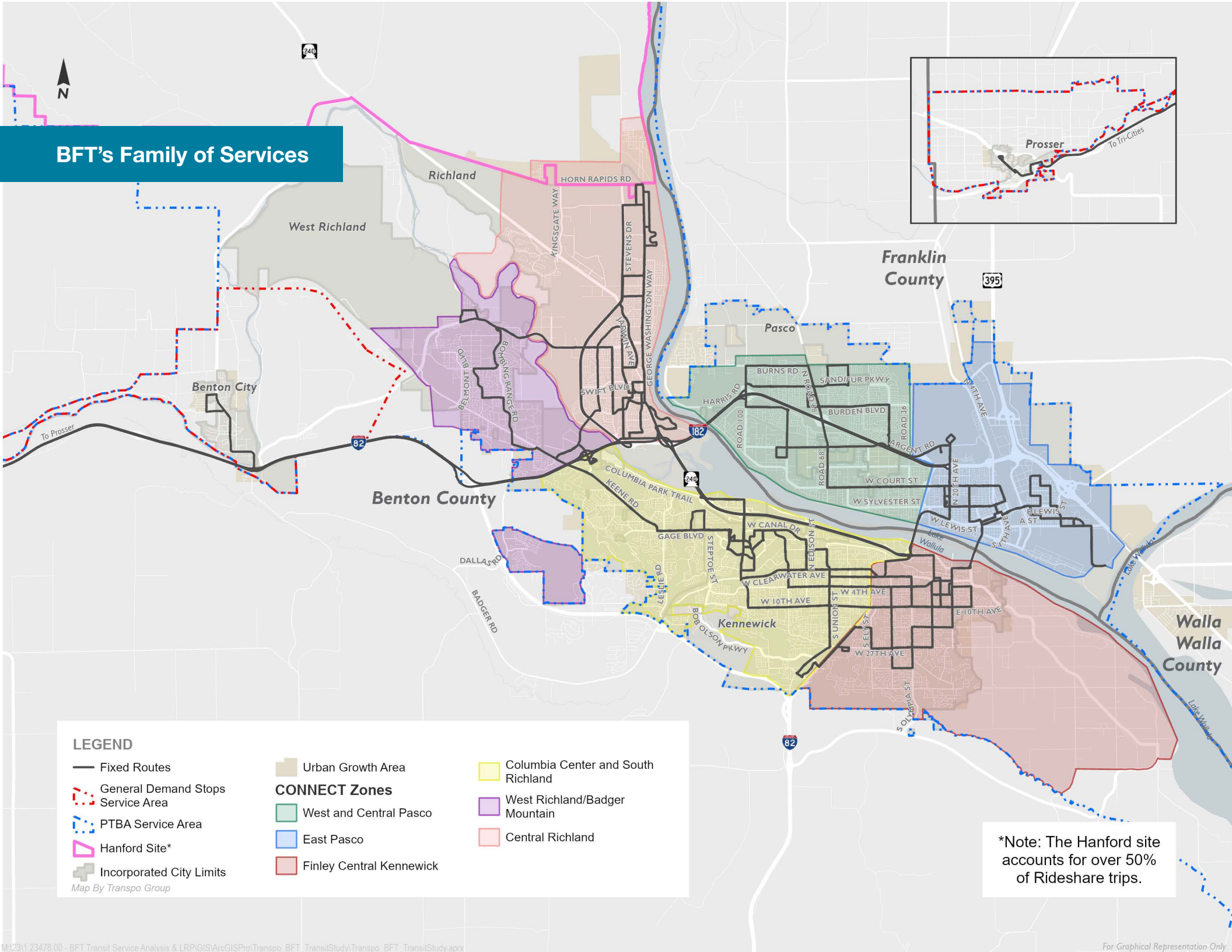
**To use BFT general demand services, riders in the Prosser and Benton City areas can call ahead to reserve a trip to and from designated points in the service area.**

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**BFT Rideshare provides driver training, vehicles, and vehicle maintenance to help reduce the cost of your commute.**



# BFT's Family of Services



## LEGEND

- Fixed Routes
- General Demand Stops Service Area
- PTBA Service Area
- Hanford Site\*
- Incorporated City Limits

## CONNECT Zones

- West and Central Pasco
- East Pasco
- Finley Central Kennewick

- Columbia Center and South Richland
- West Richland/Badger Mountain
- Central Richland

\*Note: The Hanford site accounts for over 50% of Rideshare trips.

# Current & Future Area Characteristics

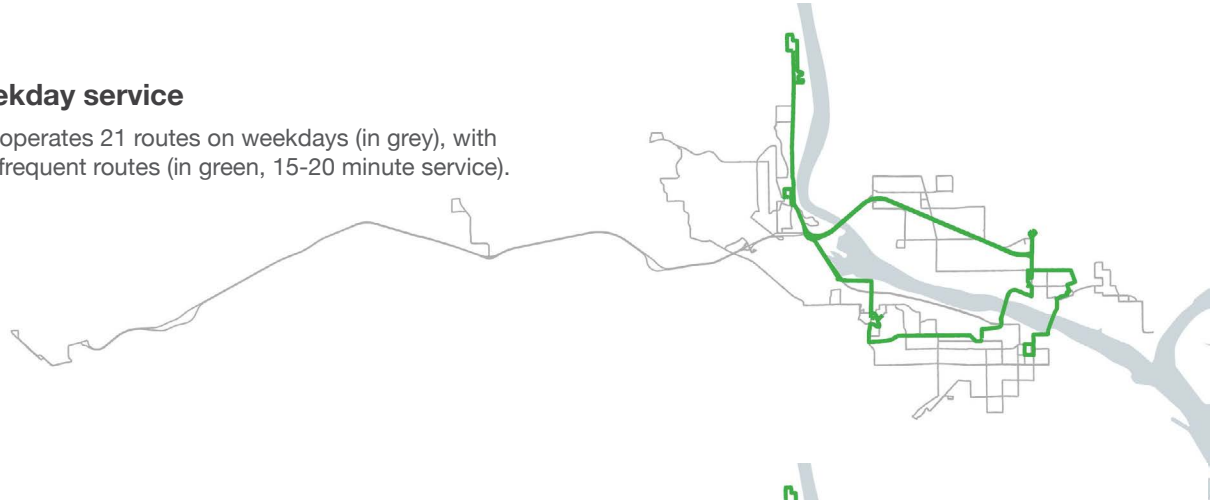
## How BFT Serves the Region

While 58% of households are within a ½ mile walk of a fixed-route bus stop, not all stops are served by frequent lines or served on Saturdays or Sundays. High frequency service to key destinations is one of the biggest factors that support increasing ridership. Currently, 23% of the population in BFT's service area are within a ½ mile walk to a bus stop with 15-minute service. BFT's goal is to increase that number to 35% of the population by 2035. Today, 95% of the residents within a ½ mile of a bus stop have Saturday service, and 67% of the residents within a ½ mile of a bus stop have Sunday service. By 2035, BFT's goal is to increase the proportion of residents with access to Sunday service up to 75%.\*

\* These figures do not account for Prosser, which is not currently included in the Benton Franklin Council of Governments regional travel demand model.

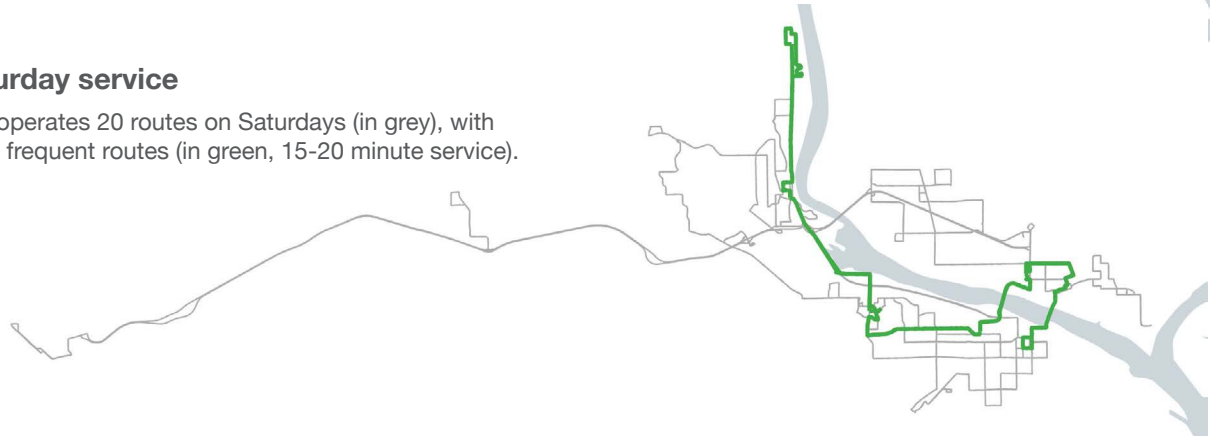
### Weekday service

BFT operates 21 routes on weekdays (in grey), with four frequent routes (in green, 15-20 minute service).



### Saturday service

BFT operates 20 routes on Saturdays (in grey), with three frequent routes (in green, 15-20 minute service).



### Sunday service

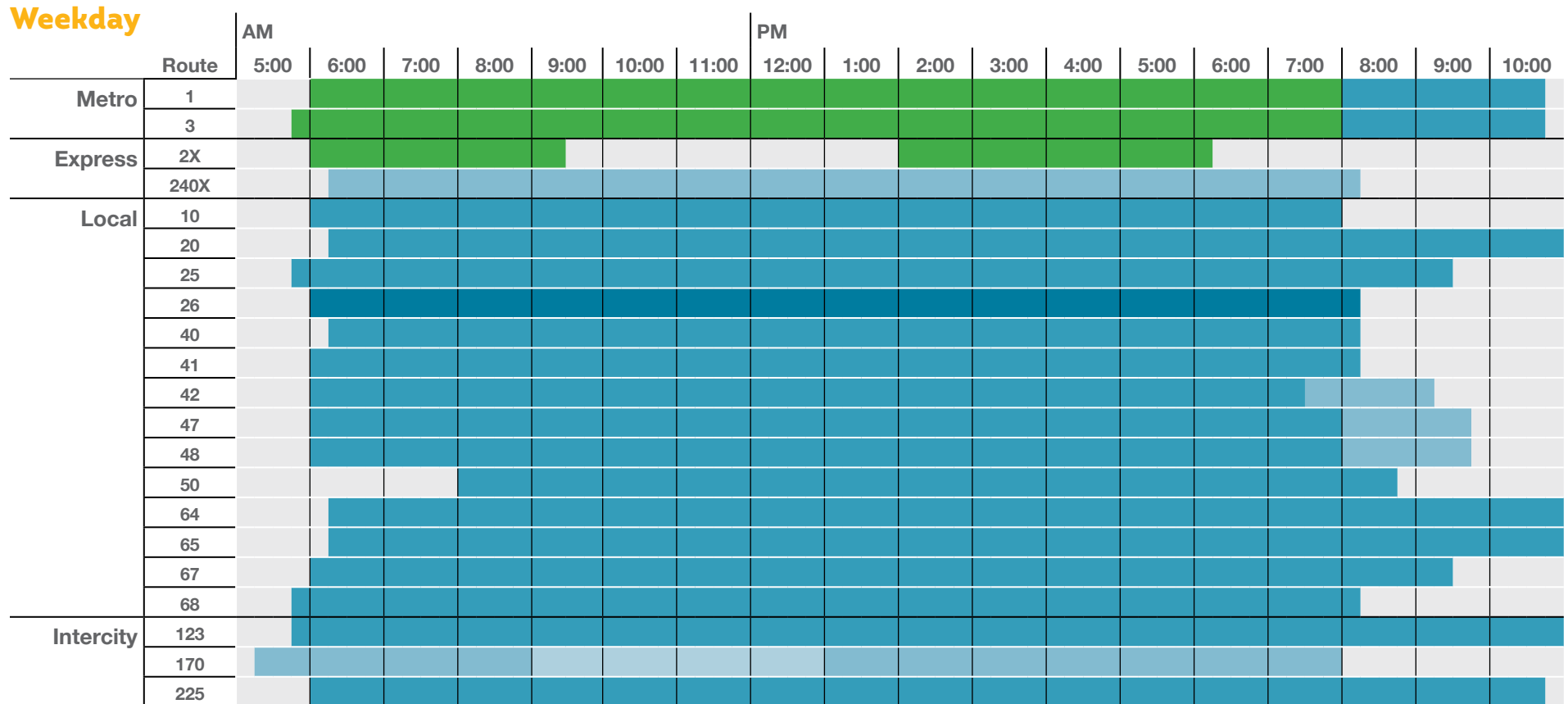
BFT operates 7 routes on Sundays (in grey), with no frequent service routes.



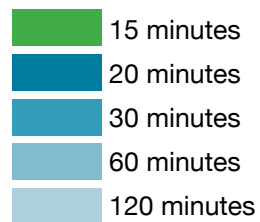


# Current & Future Area Characteristics

## Fixed Route Weekday Frequencies



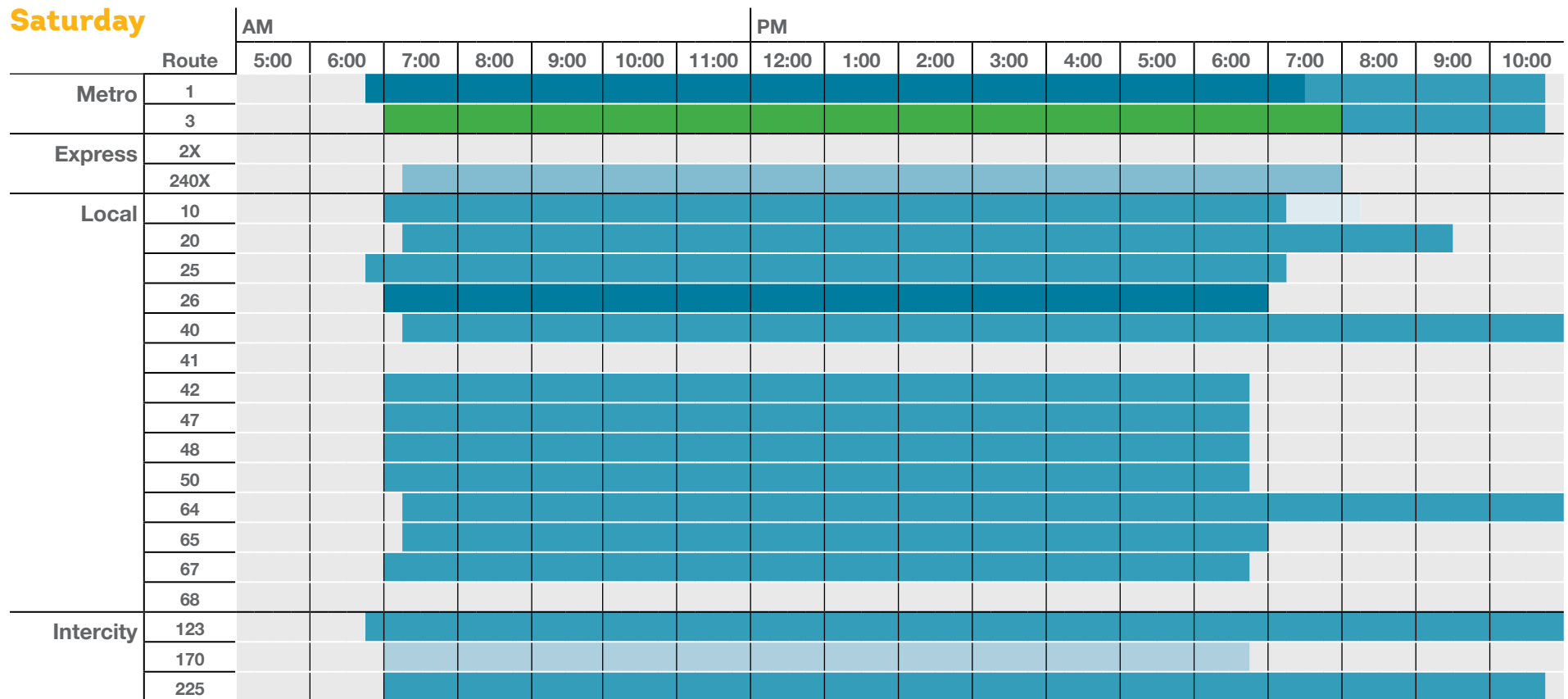
### Frequency



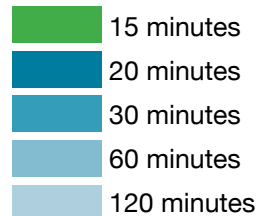
During the week, most BFT routes run at frequencies of 30 minutes or better. The routes with the shortest service spans include the 2x Express designed to provide high frequency commuter connections and line 50, which travels between the Three Rivers Transit Center through the Columbia Center Mall, ending in a loop that includes Gage Blvd at Bellerive. Most services begin around 6am and run at least through 8pm, with several providing service as late as 10pm.

# Current & Future Area Characteristics

## Fixed Route Saturday Frequencies



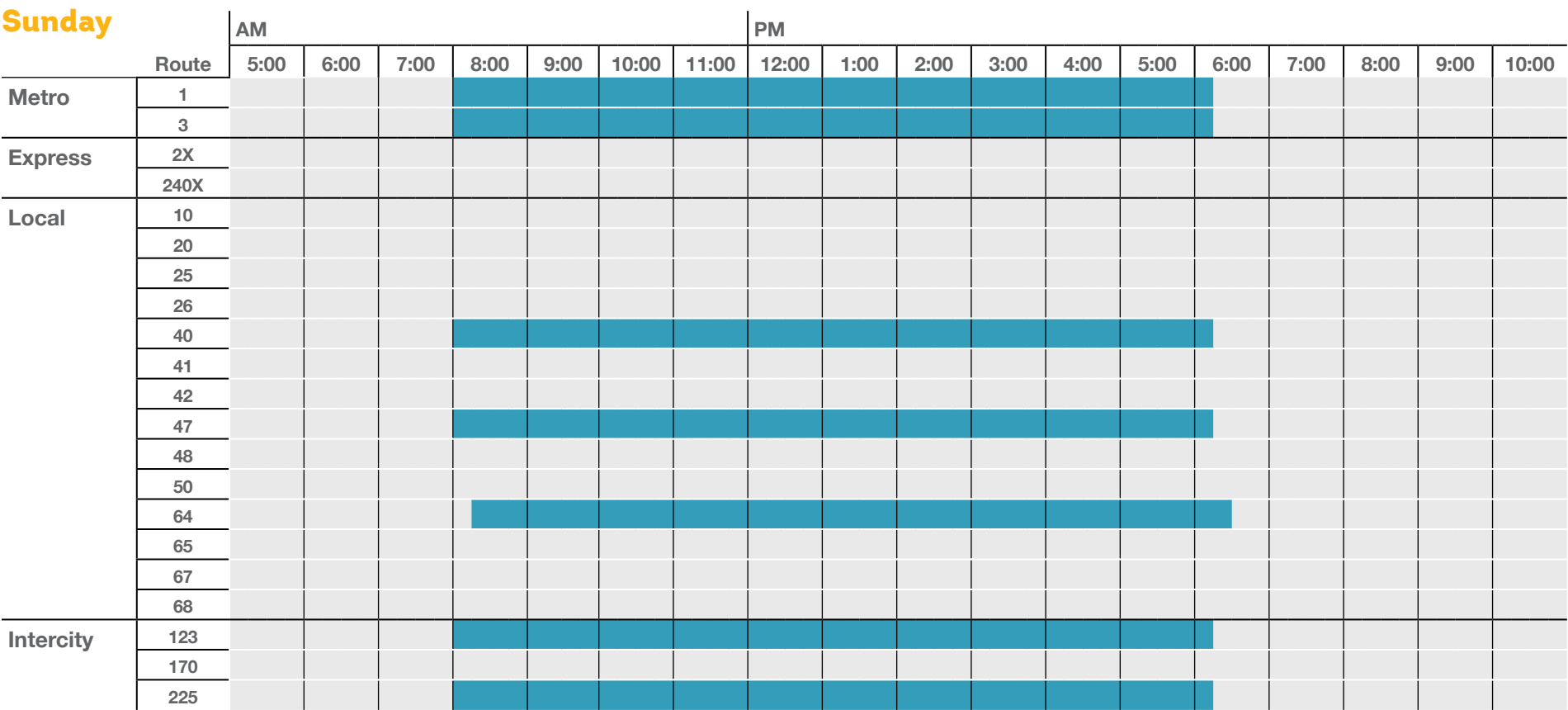
### Frequency



On Saturday, all but three of BFT's weekday routes are in operation, and most run at frequencies of 30 minutes or better. Most services begin around 7am and until about 6pm, with several providing service as late as 10pm.

# Current & Future Area Characteristics

## Fixed Route Sunday Frequencies




**Frequency**  
30 minutes

On Sunday, BFT operates seven routes from 8am to about 6pm with frequencies of 30 minutes.

# Agency Resources

## Vehicles

**71**   
**Buses**  
(55 maximum operating at a time)

**96**   
**Dial-A-Ride vehicles**  
(61 maximum operating at a time)

**201**   
**Rideshare vehicles**  
(143 maximum operating at a time)

## Facilities

**850+**   
**Bus stops**

**6**   
**Transit centers**

**9**   
**Facilities owned**

## Budget

**\$65M** **Operating budget**   
**\$25M** **Capital budget**

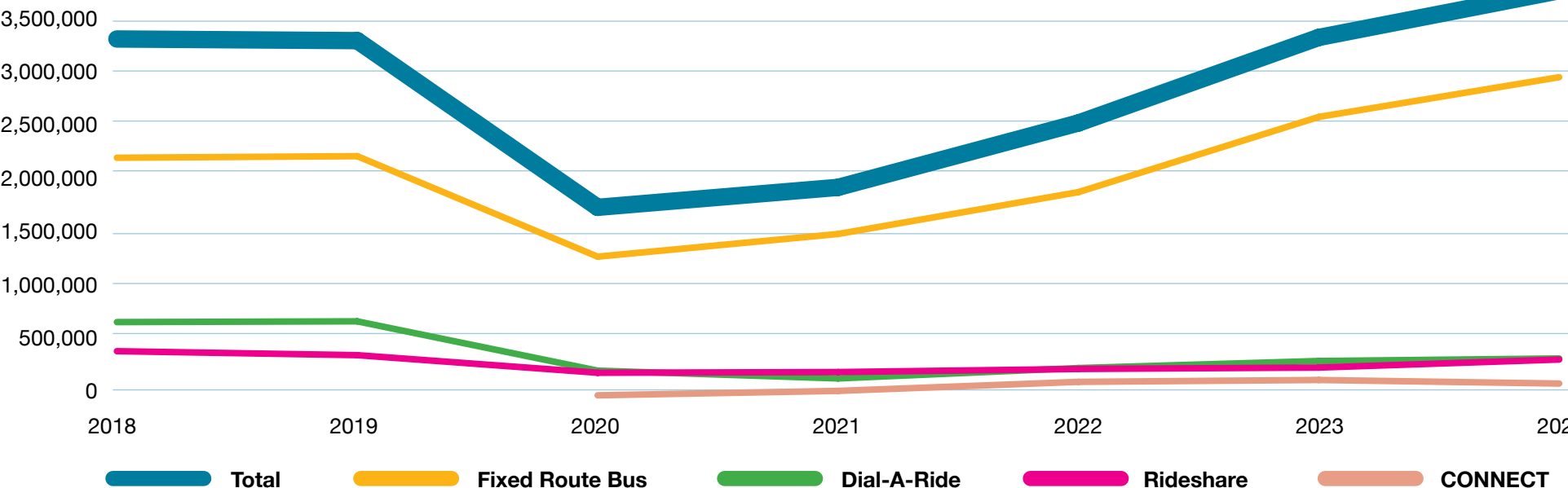
## Staff

**~400**   
**Employees**

## Passenger Trips

**3.5M** **Total passenger trips**  
**2.8M** **Fixed Route Bus**  
**318,844** **Dial-A-Ride**  
**328,141** **Rideshare**  
**108,954** **CONNECT**

## Passenger Trips Over Time by Mode



# Community Input & Analysis

# Community Input & Analysis

BFT completed three phases of community engagement during the development of the LRTP.

## Public Engagement Phase 1—Introduction and Gathering Information

During the first phase of public engagement, BFT introduced the plan to the community. Outreach was centered around individuals completing a survey to help inform BFT's understanding of service challenges and opportunities from the perspective of community members—both riders and non-riders. Survey respondents shared information about how they use BFT services, what barriers they experience to using the service at all or using it more often, what changes they would like to see to improve the service, and more.

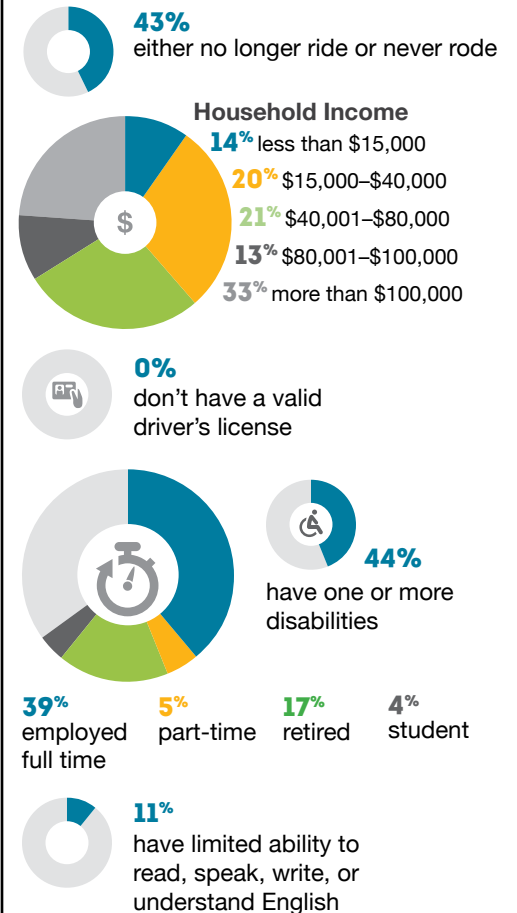
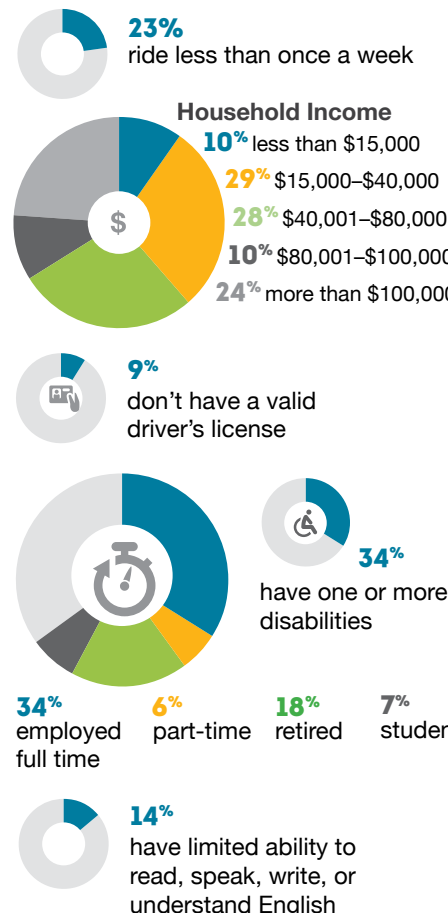
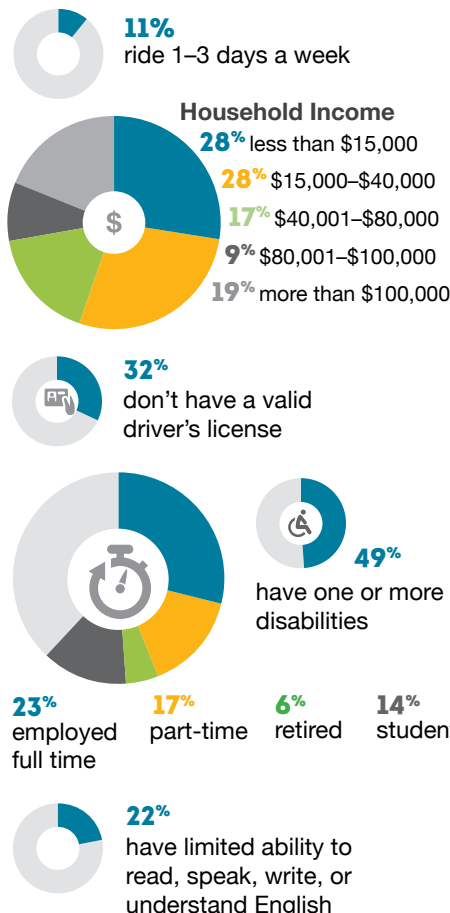
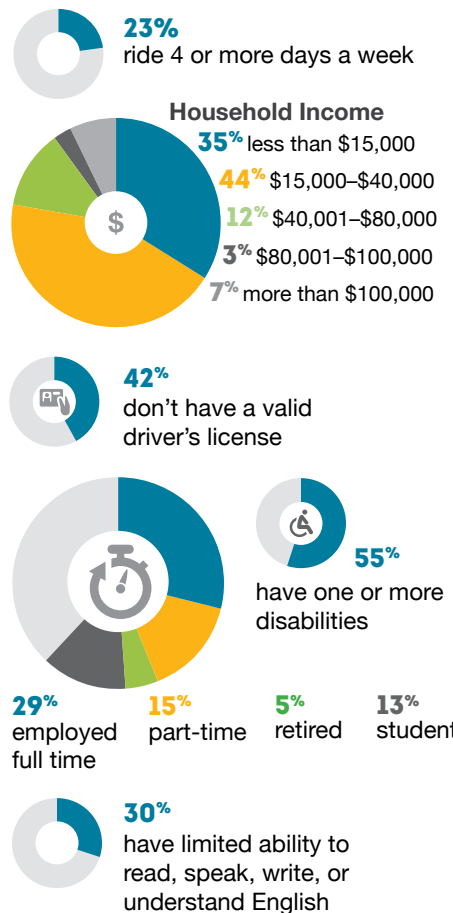
The survey was available online and printed in both English and Spanish, and BFT distributed flyers (including on BFT buses) in English and Spanish with the survey QR code. BFT also promoted the survey through community partners, including community-based organizations, major employers, and government partners. BFT also distributed and collected surveys at a dozen locations, including food banks, farmer's markets, transit centers, Art in the Park, the Pasco Flea Market, and the Benton Franklin Fair & Rodeo. Over 500 people completed the survey.





# Who did we hear from?

In late 2024, over 500 people completed a survey to share their experiences with BFT services. Of the survey respondents:





## What prevents you from using BFT services or from using them more often?

- 1 the buses don't come often enough
- 2 services do not go where I need to go
- 3 the route is too long or I have to transfer

- 1 the buses don't come often enough
- 2 the route is too long or I have to transfer
- 3 services do not go where I need to go

- 1 the buses don't come often enough
- 2 services do not go where I need to go
- 3 the route is too long or I have to transfer

- 1 I drive my own car
- 2 the buses don't come often enough
- 3 the route is too long or I have to transfer / service does not come close enough to my home (tied)

## How would you improve BFT services?

- 1 buses come more often
- 2 buses run later on Sundays
- 3 buses run later on weekdays and on Saturdays (tied)

- 1 buses come more often
- 2 buses run earlier on weekdays
- 3 buses run later on weekdays and on Sundays (tied)

- 1 buses come more often
- 2 buses run earlier on weekdays
- 3 buses run later on weekdays and more routes operate on Sunday (tied)

- 1 buses come more often
- 2 buses run earlier on weekdays
- 3 more bus stops have amenities (for example, shelters, benches, and trash cans)

## Why do you use BFT services?

- 1 I do not have a car or there is only one car in my household
- 2 I do not have a valid driver's license
- 3 using BFT saves me money
- 4 using BFT is good for the environment
- 5 BFT is convenient for my travel needs

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- 1 using BFT is good for the environment
- 2 using BFT saves me money
- 3 BFT is convenient for my travel needs
- 4 using BFT is easier than driving
- 5 I do not have a car or there is only one car in my household

# Community Input & Analysis

## Public Engagement Phase 2—Feedback on Priorities

During the second phase of public engagement, community members received an update on project progress, which centered around sharing the proposed recommendations and sharing how initial community input to the phase one survey helped inform the LRTP recommendations. Phase 2 also included a short survey for community members to share their priorities for the proposed recommendations.

The survey was available online and printed in both English and Spanish. BFT also promoted the survey through community partners, including community-based organizations, major employers, and government partners. BFT also distributed and collected surveys at four locations, including the Knight Street Transit Center, the Pasco Cinco de Mayo festival, the Pasco Flea Market, and the Kennewick Food Bank. Nearly 700 people completed the survey.





# Community Input & Analysis

## BFT Community Service Priorities

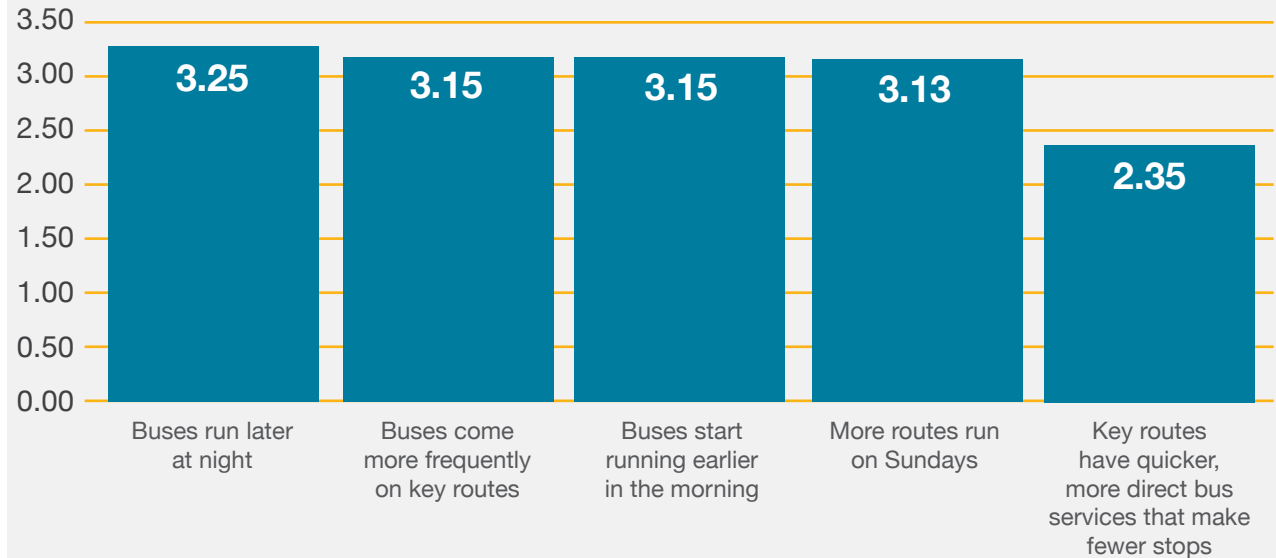
Survey participants were asked to rank service priorities included in the L RTP by their level of importance, with one being the most important and five being the least important. A total of 608 participants responded to this question, which includes survey responses submitted in both English and Spanish. Overall, participants demonstrated a preference for expanded service hours and increased frequency; they want buses that start earlier, end later, and run more often. While efficiency improvements, such as fewer stops, were considered nice-to-haves, they were not ranked as urgent as ensuring buses are available when and where riders need them.

Among respondents, 82% had used BFT services within the previous three months.

We also examined priorities by language spoken, since surveys were completed in both English and Spanish. Overall, English and Spanish-speaking participants aligned in their rankings of services with buses start running earlier in the morning in second place and buses come more frequently on key routes in third place. In contrast, they differed in how they ranked buses running later at night, with English-speaking participants ranking that first and Spanish-speaking participants ranking that last. Similarly, Spanish-speaking participants ranked more routes run on Sundays first, while English-speaking participants ranked that service priority last.



Service Priority Ranking Average – Overall



Rankings were calculated using a weighted average of survey respondents.

# Community Input & Analysis

## BFT Community Infrastructure & Technology Priorities

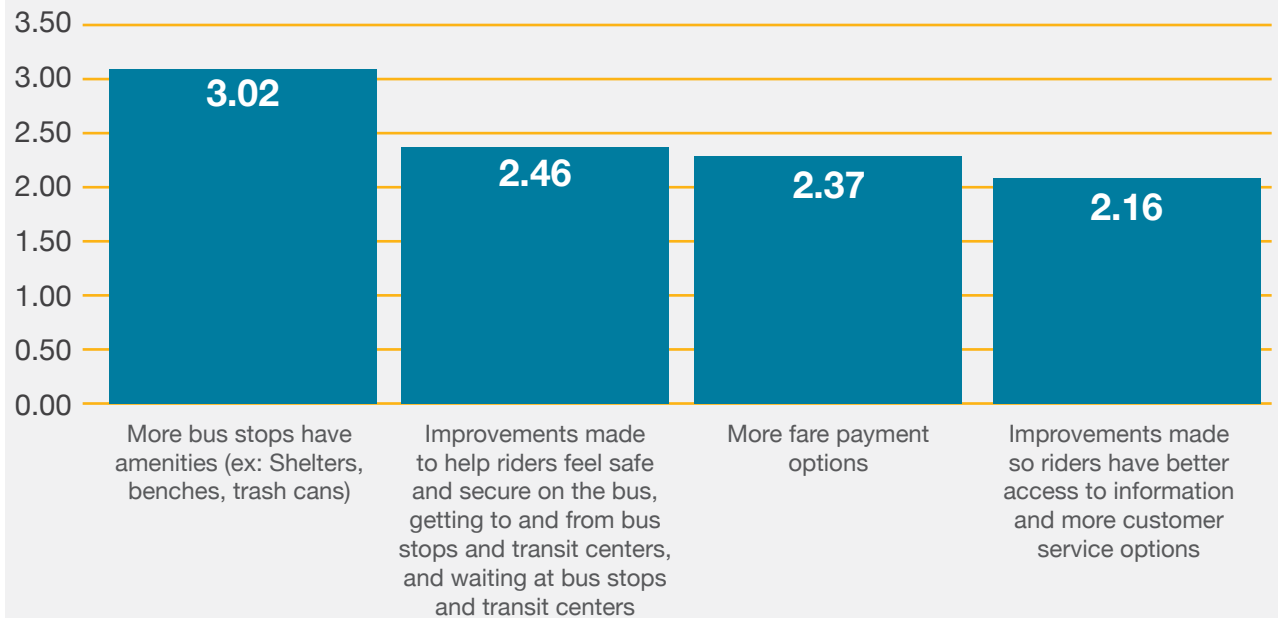
Survey participants were asked to rank infrastructure priorities included in the LRTP by their level of importance, with one being the most important and four being the least important. A total of 608 participants responded to this question, which includes survey responses submitted in both English and Spanish.

In general, participants placed the highest value on improvements that directly affect their daily experience of waiting for or riding the bus, such as amenities and safety features. While digital tools and customer service are helpful, they were not seen as immediate priorities compared to physical comfort and security.

As with service priorities, we examined infrastructure priorities by language spoken. Overall, English and Spanish-speaking participants agreed that the top infrastructure priority is to have more bus stop amenities. They also both placed “Improvements made to help riders feel safe and secure on the bus, getting to and from bus stops and transit centers, and waiting at bus stops and transit centers,” as more important than the infrastructure priority of “Improvements made so riders have better access to information and more customer service options. The infrastructure priority where they differed was more fare payment options, where English-speaking participants said it was the second most important, and Spanish-speaking participants said it was the least important.



**BFT Infrastructure Priority Ranking Average—Overall**

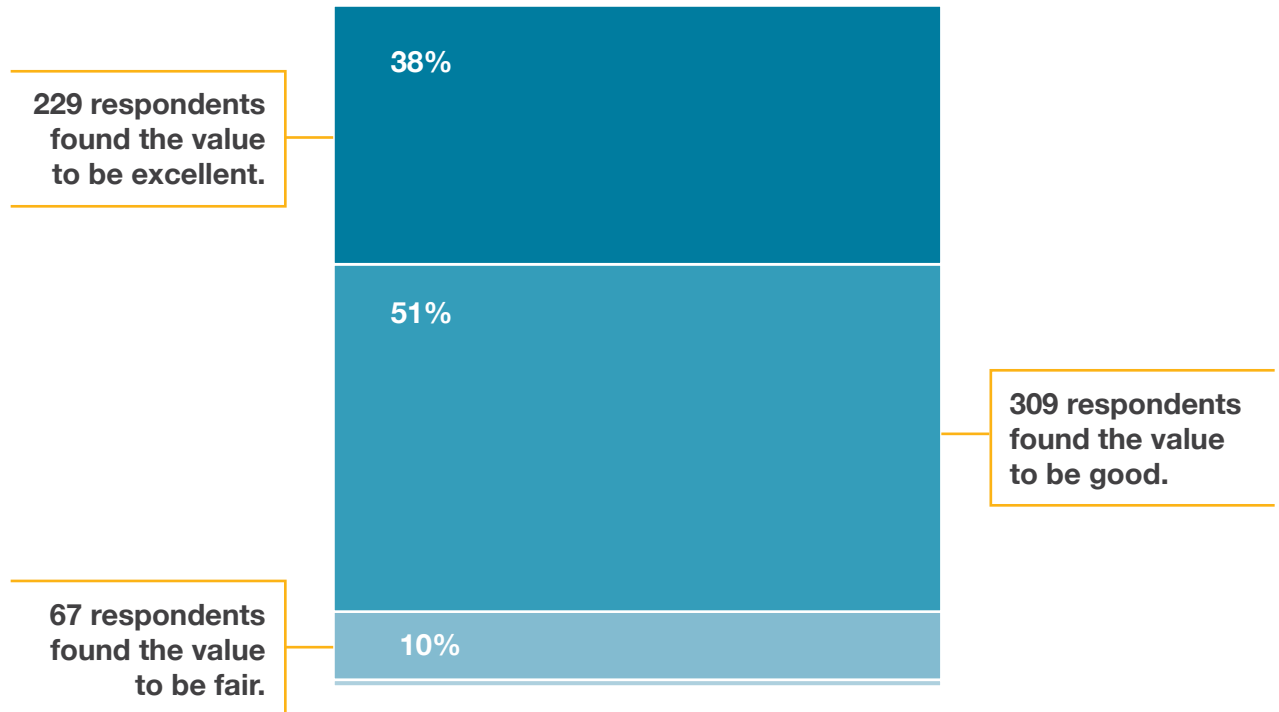


Rankings were calculated using a weighted average of survey respondents.

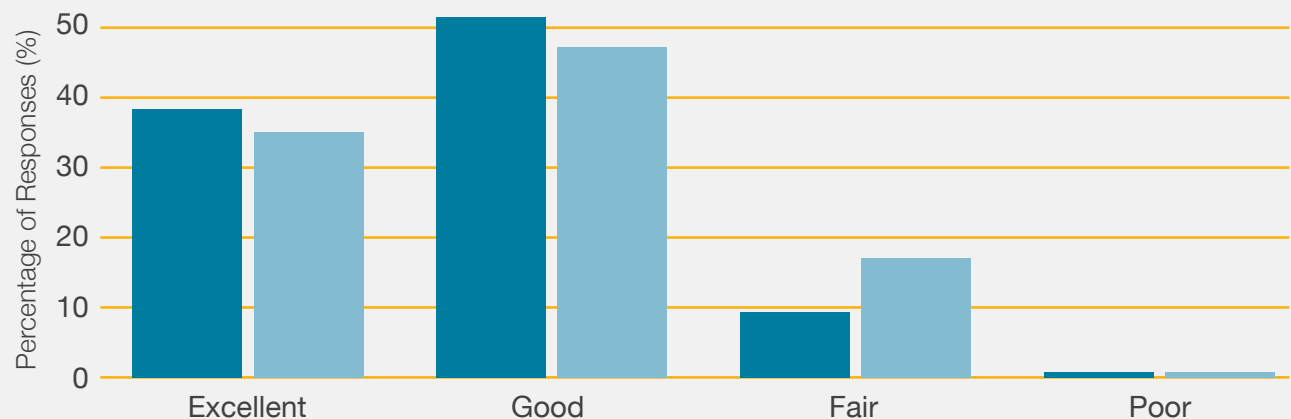
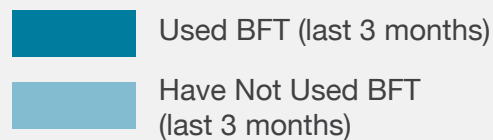
# Community Input & Analysis

## Value of BFT to the Community

Survey respondents learned that, on average, a person living in the BFT area contributes approximately \$15 a month towards funding BFT and were asked to rank the value of BFT transit services provided to the region using excellent, good, fair, and poor. 611 participants chose to respond and ranked BFT services as follows:



Of the 611 participants who chose to respond to and rank services, a total of 488 participants reported using BFT services in the past three months. These participants tended to rank BFT services higher than people who had not used BFT services.





# Community Input & Analysis

## Key themes from the open-ended comment summary

Participants were given the opportunity to share any other comments or questions they had for the Moving Transit Forward team. Five main themes emerged across participants.

### More Frequent, Expanded, and Timely Service

Many survey respondents used the open-ended comment section to reinforce their service priority rankings and emphasize the need for more frequent services, earlier and later service hours, and Sunday and holiday service. Several also wanted 24/7 service or better alignment with shift work and airport schedules. Some noted the need for more direct routes to reduce travel time and improve convenience.

### Bus Stop Amenities and Safety

As with service priorities, many survey respondents used the open-ended comment section to reinforce their infrastructure rankings and emphasized the need for improved amenities at bus stops and transit centers. Safety concerns were raised, especially for youth and vulnerable riders. Riders also asked for more patrols and cameras.

### Positive Feedback and Appreciation for Drivers and Service

Many riders praised bus drivers as friendly, helpful, and safety conscious. Several respondents noted overall satisfaction with BFT service and appreciated affordable fares, free youth rides, and amenities like bike racks. While suggesting improvements, they also expressed gratitude for existing services.

### Expanded Coverage to Underserved Areas

Multiple respondents asked for service to specific neighborhoods and growing areas (e.g., Horn Rapids, Canyon Lakes, Badger Mountain, rural areas, and east Pasco). Others mentioned the need for better connections between parts of the Tri-Cities, as well as services to destinations like schools, the airport, and employment centers.

### Improved Rider Experience and Accessibility

Comments highlighted the importance of real-time arrival information, easier fare payment options (including mobile apps), more customer service locations, and better bilingual support. Many also called for improvements to Dial-A-Ride services, faster application processes, and attention to accessibility for seniors and riders with disabilities.



Passengers traveling through the Tri-Cities airport increased 9% from 2023 to 2024, due in part to an increase in the flights available through the airlines serving the airport. The airport also recently expanded parking to accommodate this growth. BFT will continue to coordinate with Port of Pasco to align transit services with new demand based on airport growth.

# Community Input & Analysis

## **Public Engagement Phase 3—Feedback on the Long-Range Transit Plan**

In winter 2025, the draft Long-Range Transit Plan will be available on the project website for community review and feedback. Results of that 30-day comment period will be added to the final Plan here.

# Community Input & Analysis

## Partner Support

### Community Organizations

During both public engagement phases, over 70 local, community-based organizations and major employers played a crucial role in helping BFT distribute surveys through in-person events and by sharing online surveys through social media and newsletters.

### Partner Agencies

BFT engaged partner agencies, including local and regional governments, through presentations, workshops, and individual meetings. BFT cannot meet the future transit needs of the region alone, so it is critical that partner agencies support the Plan and take action to implement the recommendations. Partner agencies stressed the importance of clear communication processes, improved coordination as the area grows and new jobs and households are added, and the need to continuously monitor and evaluate service needs to ensure effective transit services.

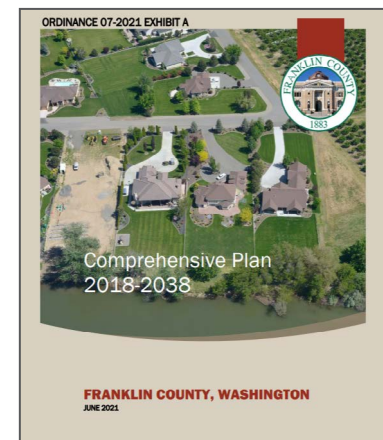
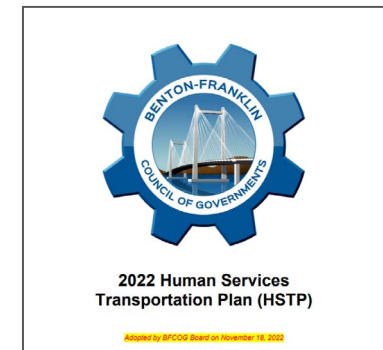
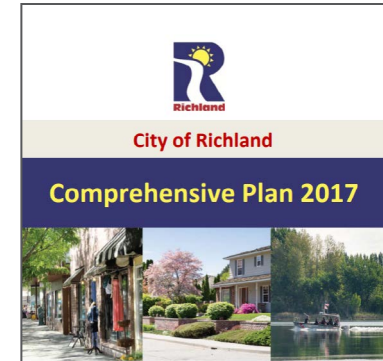
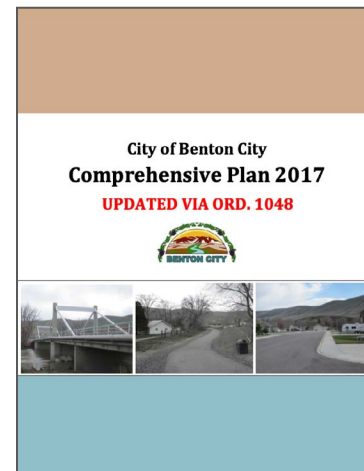
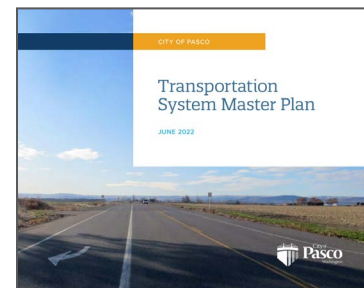
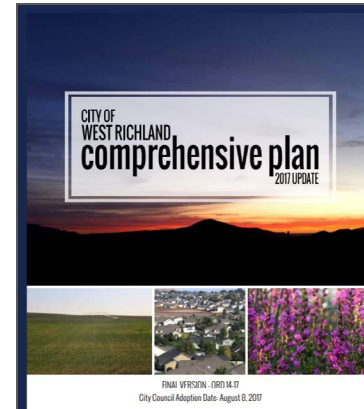
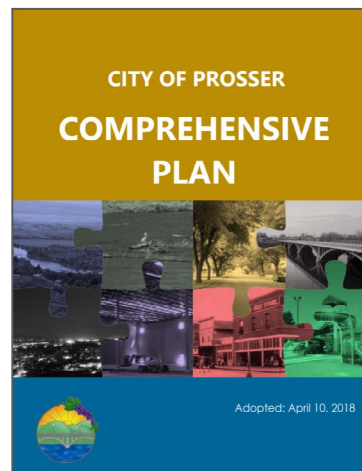
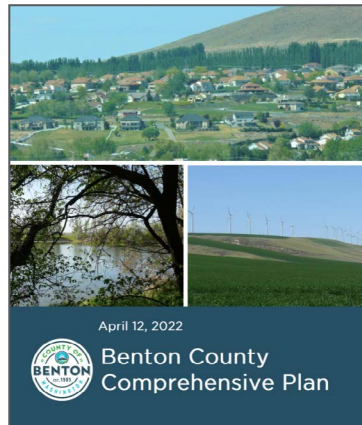




# Community Input & Analysis

## Local and Regional Plans and Priorities

To ensure that LRTP recommendations align with local and regional plans and priorities, BFT reviewed over 20 plans, including those related to transportation investments, safety, public health, and economic development. As of the end of 2025, several jurisdictions are updating their comprehensive plans. BFT will participate in these update processes and review these updated plans as part of a future LRTP update process to ensure continued alignment with these plans. Overall, the recommendations of this LRTP support regional goals related to improving public transportation options, travel time reliability, travel, safety, regional access to employment, and support regional coordination related to reducing congestion, greenhouse gas emissions, and transportation system inefficiencies.



# Strategic Direction

# Strategic Direction

BFT identified these three strategic directions to guide the development of the Plan recommendations.



## Getting the Service Right

BFT provides the right mode of service at the right time and place.



## Working Better Together

BFT's internal and external relationships and processes are strong and support BFT's ongoing improvement and success.



## Making Every Dollar Count

BFT invests its resources (staff time, physical assets, and funding) to meet agency and community goals efficiently and effectively.

In the following section, recommendations for each category—Rider Experience, BFT Organizational Improvement, and Local, Regional, and State Partnerships—are presented, along with the strategic direction that each recommendation supports.

### Rider experience



### BFT organizational improvement



### Local, regional, and state partnerships





# Rider Experience



## Getting the Service Right



## Working Better Together



## Making Every Dollar Count

Buses come more frequently



Buses start running earlier in the morning and run later at night



More routes operate on Sundays



Key corridors have faster, more direct bus service with fewer stops



Riders have better access to information, more customer service options, and more fare payment options



More bus stops have amenities (for example, shelters, benches, and trash cans)



Added services and facilities meet the growing needs of the BFT service area



Riders feel more safe and secure on the bus, getting to and from the bus stops and transit centers, and waiting at bus stops and transit centers



# BFT Organizational Improvement



**Getting the  
Service Right**



**Working Better  
Together**



**Making Every  
Dollar Count**

	Getting the Service Right	Working Better Together	Making Every Dollar Count
Implement Service Standards	●	●	●
Stay up to date on asset management planning and maintenance	●	●	●
Improve comprehensiveness of Bus Stop Guidelines	●	●	
Implement Technology Plan		●	●
Implement Alternative Fuels Transition Plan		●	●
Adopt clear, standardized process for developing, funding, and implementing plans	●	●	●
Invest in employee recruitment, training, and retention	●	●	●

# Local, Regional, and State Partnerships



**Getting the  
Service Right**



**Working Better  
Together**



**Making Every  
Dollar Count**

Regularly coordinate with jurisdiction partners through quarterly meetings



Regularly coordinate with neighboring transit agencies through a Regional Transit Advisory Committee



Strengthen BFT relationship with major employers



Follow standardized process for evaluating and implementing PTBA changes



# Recommendations

# Rider Experience



Rider experience recommendations focus on the BFT services available to riders and how riders learn about, access, pay for, and use those services. Recommendations in this section will help BFT increase ridership and improve the rider experience.

## Short Term Efforts

The mid- and long-term recommendations are built upon current BFT planning and operations as well as efforts that will take place in the next 1-5 years. Those upcoming efforts include:

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**Develop and implement service to support a frequent corridor network.**

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**Identify core network for daily service.**

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**Identify and begin to build out all-day network of routes with longer service spans.**

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**Identify express routes between key origins and destinations.**

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**Pilot real-time information at 1-2 transit centers.**

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**Increase the number of customer service staff and places to purchase fares.**

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**Reintroduce travel training program; add ‘train the trainer’ program for community-based organizations.**

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**Improve informational materials (in both English and Spanish) for riders.**

---

**Introduce new mobile fare payment option.**

---

**Plan and purchase land for new Prosser, Benton City, and Southridge transfer points.**

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**Renovate 22nd Avenue Transit Center and build out West Pasco Transit Center.**

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**Develop plan for Three Rivers Transit Center customer service center.**

---

**Begin implementing the new bus stop design systemwide.**

---

**Complete the Frequent Service Corridor improvements study and begin construction.**

---

**Expand services in West Richland.**



# Rider Experience



## Developing the Network to Meet Different Travel Needs

### What do we mean when we refer to different parts of the BFT network?

#### **BFT's Service Network**

Recommendations include enhancing BFT's services by focusing on several different, connected networks. Across BFT's services, there are routes that BFT will identify for higher frequency service, routes that should run every day of the week, routes that will serve limited stops, and routes that should start earlier in the day and/or end later in the day. Some routes may include all four of these characteristics, while others may only include one, two, or three.

#### **Frequent corridor network**

BFT's frequent corridor network represents services that will run frequently (every 15-20 minutes) along high-demand corridors. BFT is currently planning for a new frequent corridor with supporting infrastructure, and this Plan includes recommendations for adding routes to the frequent network over time. For example, BFT may increase frequency along a route at times when there is high travel demand or may increase the route's frequency during its whole service span.

#### **Core network**

The core network refers to those routes that operate every day of the week. Currently, most BFT routes operate Monday-Saturday, with only 7 routes operating on Sunday. Over time, BFT will add more routes to the core network, increasing the number that operate every day of the week.

#### **All-day network**

The all-day network refers to those routes that start running earlier in the day and stop running later at night. Most BFT routes start running by 6am and stop running between 8-10pm. As BFT looks to expand the all-day network, BFT will consider factors such as work shifts at major employers, connections to multimodal travel options, and more.

#### **Express network**

The express network refers to routes that provide faster trips by only serving key stops along the route. BFT currently has two express routes providing riders faster trips that connect across the service area. BFT plans to extend the express network to include more routes in the future; BFT's goal is for 20% of households and 35% of jobs to be within a 1/2 mile walk of an express route stop.

# Rider Experience



## Mid-term (6-10 years)



## Long-term (11-20 years)



### Buses come more frequently.

Improving frequency was the #1 priority of the public during Phase 1 outreach and tied for #2 service priority in Phase 2 outreach. Higher frequency service is a key factor in attracting new riders and making the service more useful for existing riders, increasing the number of riders per trip and decreasing the per-trip cost of fixed-route services.

Continue to build out the frequent corridor network.

Complete a comprehensive operations analysis that includes an examination of schedule efficiency, stop spacing, and rider transfer patterns.

Implement Service Standards.

Revisit the standards during the update of BFT's Title VI Plan.

Implement Service Standards.

### Buses start running earlier in the morning and run later at night.

In Phase 1 outreach, providing earlier and later weekday services were tied for the #2 priority of the public during outreach, followed by providing later Sunday services (tied for #3) and later Saturday services (#4). During Phase 2 outreach, later evening services was the #1 service priority of survey respondents, with earlier services tied for #2.

Continue to build out all-day network to expand availability of transit service into the early morning and late evening on weekdays.

Implement Service Standards.

Implement Service Standards.

### More routes operate on Sundays.

Expanding the number of routes that operate on Sunday was the #4 priority of the public during Phase 1 outreach and the #3 priority of survey respondents during Phase 2 outreach.

Continue to build out core network to increase the number of routes that operate on weekends, particularly Sundays.

Implement Service Standards.

Implement Service Standards.

# Rider Experience



## Mid-term (6-10 years)



## Long-term (11-20 years)



**Key corridors have faster, more direct bus service with fewer stops.** With express service, riders travel across the service area more quickly, especially connecting workers to jobs.

Implement express route network and educate riders about how express routes work.

Implement Service Standards.

Implement transit signal priority along express routes.

Implement Service Standards.

**Riders have better access to information, more customer service options, and more fare payment options.**

BFT can improve rider experience and the ease of using BFT services by improving rider access to information, customer service staff, and fare payment options.

Add real-time information to all transit centers.

Increase hiring of bi-lingual staff.

Expand customer service hours to cover full span of BFT service hours.

Continue to monitor mobile fare solution.

Evaluate & procure electronic fare payment options.

Maintain and improve travel training program.

Proactively monitor changes in regional languages spoken.

Add customer service location in Pasco.

With regional transit partners, design and implement a regional trip planner.

**More bus stops have amenities (for example, shelters, benches, and trash cans).**

After requests related to frequency and service span, improved amenities at bus stops was the next highest priority for the public during outreach.

Update BFT's Bus Stop Guidelines to include transfer centers, transit points, and express bus stops and to reflect real-time information and wayfinding needs.

Bring transit centers, transfer points, and bus stops in compliance with guidelines.

Implement Bus Stop Guidelines.

# Rider Experience



## Mid-term (6-10 years)



### Added services and facilities meet the growing needs of the BFT service area.

The BFT service area has experienced significant growth and is expected to continue to going forward. To ensure that BFT can plan for necessary investments in the future, BFT will need to have a clear process for identifying and prioritizing investments.

Monitor development of major employment centers and residential areas and updates to the BFCOG travel demand model to plan for service changes and transit centers.

Design end-of-line facility at Amazon site.

Build out end-of-line facility at Amazon site.

Construct Prosser, Benton City, and Southridge transfer points and revise service accordingly.

## Long-term (11-20 years)



Evaluate travel demand in PTBA areas without service to identify needed expansions.

Continue to monitor development of major employment centers and residential areas.

### Riders feel safer and more secure on the bus, getting to and from the bus stops and transit centers, and waiting at bus stops and transit centers.

During outreach, the public ranked safety and comfort concerns low. Among the types of safety and comfort concerns (on the bus, at the bus stop, getting to the bus stop), getting to the bus stop ranked highest. To maintain rider sense of safety on the bus and at the bus stops, BFT will need to continue to invest in safety and security measures.

Work with partners to incorporate rider safety concerns into jurisdictional Safety Action Plans.

Implement Bus Stop Guidelines.

Implement Bus Stop Guidelines.

# BFT Organizational Improvement



To most effectively meet the growing transit needs of the region, BFT as an agency needs to have a workforce and facilities that support planning and operations, clear policies and procedures, and plans for future investments.

## Short Term Efforts

The mid- and long-term recommendations are built upon current BFT planning and operations as well as efforts that will take place in the next 1-5 years. Those upcoming efforts include:

### **Develop service standards to guide BFT in:**

- monitoring key factors that indicate a need for higher frequency,
- planning for and implementing higher-frequency routes, and
- monitoring performance of routes after improvements in frequency.

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**Explore Rideshare program enhancements by analyzing alternative models, best practices, and travel demand analysis.**

---

**Proactively plan for future needs for transfer points and transit centers by identifying, purchasing, and designing new locations and analyzing agency needs against capacity of existing locations.**

---

**Update Bus Stop Guidelines.**

---

**Develop Technology Plan and Alternative Fuels Transition Plan.**

---

**Develop facility expansion plan to reflect mid- and long-term needs related to fleet expansion and fuel types (reflect vehicle storage, maintenance, and staffing space needs).**

---

**Complete audit of standard operating procedures (SOPs) and begin implementing audit recommendations.**

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**Develop performance measures to evaluate how effectively investments move from planning to implementation.**

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**Develop more detailed Transit Asset Management Plan.**

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**Develop 2-5 year service plan to reflect Transit Development Plan and support Annual Service Plan development.**

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**Update & improve Public Involvement Plan.**

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**Build out Huntington location as a regional asset for training.**

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**Initiate refresher training for all operators and evaluate system safety via reports and safety committee findings.**

---

**Measure near miss events, track and investigate accident/incidents to determine root cause. Develop mitigation strategies.**



# BFT Organizational Improvement



## Mid-term (6-10 years)



## Long-term (11-20 years)



### Implement Service Standards.

Service Standards will help guide BFT in responding to changes in customer demand and travel patterns, land use, and funding in a transparent and standardized way.

Create service standards metrics and formalize process for adding, modifying, and eliminating service.

Implement Service Standards & revise every 5 years.

Implement Service Standards & revise every 5 years.

Track service standards metrics and formalize process for adding, modifying, and eliminating service.

### Stay up to date on asset management planning and maintenance.

Historically, BFT has, compared to peers, underinvested in capital. The enhanced TAM recommended in the short-term should provide a clear roadmap for BFT's future capital and maintenance investment needs to ensure that BFT can plan for major expenses and reduce the potential for the agency to fall behind on asset maintenance, replacement, and expansion.

Redevelop or relocate the Dayton transfer point, based on the outcome of the feasibility study.

Renovate bus platform and canopy of Three Rivers Transit Center. Implement plan for customer service center renovation.

Implement TAM & revise every 4 years.

### Improve comprehensiveness of Bus Stop Guidelines.

BFT's Bus Stop Guidelines currently apply only to regular fixed-route bus stops. Adding in other types of stops and features, such as way finding and real-time information, will help standardize and prioritize ongoing planning for and implementation of stop amenities.

Update BFT's Bus Stop Guidelines to include transfer centers, transit points, and express bus stops and to reflect real-time information and wayfinding needs.

Implement Bus Stop Guidelines.

Implement guidelines and revise every 5 years

# BFT Organizational Improvement



## Mid-term (6-10 years)



## Long-term (11-20 years)



### Implement Technology Plan.

Currently, BFT does not have a plan that identifies needed investments for maintenance, replacement, and procurement of new technologies. This plan will allow for a more realistic and comprehensive understanding of expected costs in the future and will help ensure BFT maintains up-to-date hardware as cellular and on-board technology improves.

Continue to monitor mobile fare solution.

Evaluate & procure electronic fare payment option.

Add real-time information to each transit center.

Monitor accuracy of real-time vehicle location data, projected arrival data, and passenger counts to inform hardware & software upgrades.

Implement plan & revise every 5 years.

Implement plan & revise every 5 years.

### Implement Alternative Fuels Transition Plan.

Fuel costs account for 14% of BFT's expenditures. An Alternative Fuels Transition Plan will allow BFT to understand opportunities for cost savings and improve BFT's competitiveness for federal and state funding, while helping meet regional GHG emissions reduction goals.

Implement plan & revise as needed.

Implement plan & revise as needed.

### Adopt clear, standardized process for developing, funding, and implementing plans.

Currently, BFT has a combination of barriers to planning for and implementing the most cost-effective services. BFT is missing some key plans or plan elements, not all plans are well-connected to the development of the Capital Improvement Plan (CIP), and not all investments in the CIP are implemented. BFT has an opportunity to improve these processes at all stages and across all departments.

Monitor planning-to-implementation performance measures and revise processes as needed.

Continue to monitor performance and revise processes as needed.

# BFT Organizational Improvement



## Mid-term (6-10 years)



### Invest in employee recruitment, training, and retention.

Historically, BFT has, compared to peers, underinvested in operations. This has resulted in reductions in efficiency and the development of a type of 'debt' related to high staff overturn. To remedy this, BFT will need to staff the LRTP recommendations to ensure improvement in future efficiency.

Ensure all recommendations in the LRTP are staffed.

Develop succession plans for key staff positions.

Monitor employee training and development plans, succession plans, and staffing redundancy and explore cross-training.

## Long-term (11-20 years)



Monitor employee training and development plans, succession plans, and staffing redundancy.

# Local, Regional, and State Partnerships



**BFT provides service across multiple jurisdictions, provides connections to neighboring transit services, and supports regional economic development through access to jobs, recreation, and tourism. To ensure BFT services continue to support these outcomes, BFT needs to coordinate regularly with partners.**

## Short Term Efforts

The mid- and long-term recommendations are built upon current BFT planning and operations as well as efforts that will take place in the next 1-5 years. Those upcoming efforts include:

**Meet quarterly with neighboring transit agencies to identify transfer points and improve schedule timing.**

---

**Meet quarterly with jurisdictional partners to discuss safety and infrastructure concerns.**

- Develop workplan for the quarterly advisory group related to mid-range recommendations.
  - Identify bus rapid transit & express/limited stop routes for inclusion in area plans with respect to transit signal priority and infrastructure upgrades.
  - Review list of safety and service concerns to identify opportunities for inclusion in future planning, permitting, and projects.
- 

**Develop materials for employers and agency partners to promote BFT services.**

---

**Explore opportunities to incorporate transit-oriented wayfinding into regional wayfinding programs.**

---

**Coordinate with large employers, including Hanford, and assess the logistics of how service can be provided.**

---

**Work with Burbank & Wallula employers to complete a feasibility study evaluating solutions for Tri-Cities-based employees.**

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**Establish formal process for jurisdictions to inform BFT of annexation.**

---

**Complete analysis of cost of service provided to each jurisdiction versus revenue provided.**

---

**Explore partnerships and build out TOD at 22nd Avenue Transit Center.**

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**Identify single point of contact/transit liaison within each jurisdiction's public works or planning group.**

# Local, Regional, and State Partnerships



## Mid-term (6-10 years)



## Long-term (11-20 years)



### Regularly coordinate with jurisdictional partners through quarterly meetings.

Quarterly jurisdictional partner meeting should include coordination with municipalities on capital projects (including future roadway connections), planned detours, prioritizing multimodal connections to transit stops, overall transit access and safety needs. These meetings will ensure that BFT can continue to meet the needs of the growing region in alignment with jurisdictional goals and investments.

Continue to improve coordination with member jurisdictions to proactively plan for transit-supportive infrastructure in growth areas and transit access as part of proposed development.

Provide partners with overview of BFT's Service Standards and Bus Stop Guidelines to support coordination.

Continue to coordinate with local partners to reflect potential grant-funded projects in other adopted plans.

Continue to coordinate with existing intermodal facilities not controlled by BFT (for example, Pasco Airport and Amtrak station) to enhance transit passenger amenities such as ticket sales.

Continue to coordinate with partners to address identified safety and operational concerns.

Explore further TOD partnerships beyond 22nd Ave Transit Center.

Construct Prosser, Benton City, and Southridge transfer points and revise service accordingly.

Encourage zoning updates to increase density along high frequency transit routes and relax parking regulations.

Continue coordination with intermodal facilities not controlled by BFT.

Work with jurisdictions to include transit-supportive design guidelines into planning and permitting process.

### Regularly coordinate with neighboring transit agencies through Regional Transit Advisory Committee.

During initial LRTP outreach, the public identified needs for improved coordination among regional transit agencies. The Tri-Cities is a regional hub for services and for intercity and national travel, so BFT coordination with neighboring agencies can improve mobility within and beyond BFT's service area.

Continue to coordinate on intercity bus routes, including the need for any new routes.

Continue to coordinate on intercity bus routes, including the need for any new routes.



# Local, Regional, and State Partnerships



## Mid-term (6-10 years)



### Strengthen BFT relationship with major employers.

The BFT service area is home to many large employers with different employee transportation needs. BFT wants to ensure that its family of services has the potential to flexibly and cost effectively meet more employer/employee needs in the future.

Continue to market BFT's services that reduce vehicle miles traveled and emissions.

Host annual employer-focused forum to share near-future service changes and investment, hear about employer/employee transit needs, and explore public-private partnership opportunities.

Implement appropriate service to Hanford.

## Long-term (11-20 years)



Continue to market BFT's services, monitor rideshare, host annual employer forum, and explore additional opportunities for rideshare with major employers.

### Follow standardized process for evaluating and implementing PTBA changes.

As the Tri-Cities and surrounding area continue to grow, BFT will need to balance annexations and PTBA expansions with the need to effectively steward public investment.

Continue Board presentation of PTBA evaluation process.

Continue Board presentation of PTBA evaluation process.

# Mid-Term Recommendations: Measuring Success

# Mid-Term Recommendations: Measuring Success

Mid-term tasks are shown here with corresponding targets. These targets represent how BFT will measure success in the mid-term.



Tasks	Target
<b>Rider Experience</b>	
Continue to build out the frequent corridor network.	Among households within 1/2 mile of a fixed route stop, 35% have frequent service at any time
Complete a comprehensive operations analysis (COA) that includes an examination of schedule efficiency, stop spacing, and rider transfer patterns.	100% completion of COA & implementation plan
Continue to build out all-day network to expand availability of transit service into the early morning and late evening on weekdays.	70% households within 1/2 mile of a bus stop or within demand-response zone have early morning and late evening services
Continue to build out core network to increase the number of routes that operate on weekends, particularly Sundays.	Among households within 1/2 mile of a fixed route stop, 95% receive Saturday service and 75% receive Sunday service
Implement express route network and educate riders about how express routes work.	20% of households within 1/2 mile of a bus stop have express service 35% of jobs within 1/2 mile of a bus stop have express service
Add real-time information to all transit centers.	100% of transit centers have real-time information
Increase hiring of Spanish-speaking staff.	100% of service hours have Spanish-speaking customer service coverage 20% of frontline staff are fluent in Spanish
Expand customer service hours to cover full span of BFT service hours.	100% of service span has customer service coverage
Continue to monitor mobile fare solution.	70% of fares are collected via mobile solution
Evaluate & procure electronic fare payment option.	New fare payment option 100% implemented
Maintain and improve travel training program.	800 individuals trained per year 30 new trainers developed through “train the trainer” program
Update BFT’s Bus Stop Guidelines to include transit centers, transit points, express bus stops, and frequent service stops and to reflect real-time information and wayfinding needs. Add the process for updating service information at stops when services change. Set targets for compliance with guidelines.	Bus Stop Guidelines 100% updated
Monitor development of major employment centers and residential areas and updates to the BFCOG travel demand model to plan for service changes and transit centers.	60% of households and 60% of jobs in the BFT service area are within a 1/2 mile walk of a fixed-route bus stop
Design end-of-line facility near Amazon site.	Feasibility study 100% complete
Build out end-of-line facility at Amazon site.	End of line facility 100% constructed
Construct Prosser, Benton City, and Southridge transfer points and revise service accordingly.	Facilities and service changes 100% implemented
Continue to work with partners to incorporate rider safety concerns into jurisdictional Safety Action Plans.	100% of jurisdiction partners have identified a single point of contact Quarterly jurisdictional partner meetings are hosted by BFCOG
Continue to implement Bus Stop Guidelines.	60% of stops are in compliance with guidelines

# Mid-Term Recommendations: Measuring Success



Tasks	Target
<b>BFT Organizational Improvement</b>	
Create service standards metrics and formalize process for adding, modifying, and eliminating service.	100% of service standard targets developed Decision-making process for service modifications 100% developed
Continue to implement Service Standards.	70% of services are in compliance with new service standards metrics
Revise Service Standards every 5 years.	Revision of Service Standards is 100% complete
Build expanded facilities based on facility expansion plan.	To be determined
Redevelop or relocate the Dayton transfer point, based on the outcomes of the feasibility study.	Construction or relocation is 100% complete
Renovate bus platform and canopy of Three Rivers Transit Center. Implement plan for customer service center renovation.	Renovation is 100% complete
Monitor accuracy of real-time vehicle location data, projected arrival data, and passenger counts to inform hardware & software upgrades.	ETA Accuracy Benchmark to be determined*
Continue to implement Technology Plan.	100% of technology investments and implementations are completed according to plan
Revise Technology Plan every 5 years.	Revision of Technology Plan 100% complete
Continue to implement Alternative Fuels Transition Plan.	100% of alternative fuels transition investments and implementations are completed according to plan
Revise Alternative Fuels Transition Plan as needed.	Revision of Alternative Fuels Transition Plan 100% complete
Monitor planning-to-implementation performance measures and revise processes as needed.	Targets to be established in the short-term performance measures effort
Ensure all recommendations in the LRTP are staffed.	90% of LRTP resource recommendations are met
Develop succession plans for key staff positions.	Succession plans have been developed for 100% of key positions
Monitor employee training and development plans, succession plans, and staffing redundancy and explore cross-training.	75% of positions have someone else trained to do key job functions 100% of critical roles are covered

BFT's organizational improvement is also supported by recommendations in the rider experience section, including those related to bus stop guidelines, fare solutions, and real-time information.

\*<https://github.com/TransitApp/ETA-Accuracy-Benchmark>

# Mid-Term Recommendations: Measuring Success



Tasks	Target
<b>Local, Regional, and State Partnerships</b>	
Continue to improve coordination with member jurisdictions to proactively plan for transit-supportive infrastructure in growth areas and transit access as part of proposed development.	100% of jurisdiction partners have identified a single point of contact Quarterly jurisdictional partner meetings are hosted by BFCOG
Provide partners with overview of BFT's Service Standards and Bus Stop Guidelines to support coordination.	Guidelines & Standards have been distributed to 100% of jurisdictional partners
Continue to coordinate with local partners to reflect potential grant-funded projects in other adopted plans.	100% of jurisdiction partners have identified a single point of contact Quarterly jurisdictional partner meetings are hosted by BFCOG
Continue to coordinate with existing intermodal facilities not controlled by BFT (for example, Pasco Airport and Amtrak station) to enhance transit passenger information.	100% of intermodal facilities have bus route information
Continue to coordinate with partners to address identified safety and operational concerns.	100% of jurisdiction partners have identified a single point of contact Quarterly jurisdictional partner meetings are hosted by BFCOG
Explore further TOD partnerships beyond 22nd Ave Transit Center.	BFT staff have identified and pursued 1-3 further TOD partnerships
Continue to coordinate on intercity bus routes, including the need for any new routes.	Quarterly Regional Transit Advisory Committee meetings are hosted by BFT
Continue to market BFT's services that reduce vehicle miles traveled and emissions.	At least 4 communications delivered/year
Host annual employer-focused forum to share near-future service changes and investment, hear about employer/employee transit needs, and explore public-private partnership opportunities.	Forum takes place every year
Implement appropriate service to Hanford.	10% of eligible employees are using Rideshare or identified service solution
Continue Board presentation of PTBA evaluation process.	BFT staff regularly present PTBA evaluation to Board

Local, regional, and state partnerships are also supported by the recommendation in the rider experience section related to constructing new transfer points.



# Mid-Term Recommendations: Supporting Resources

# Mid-Term Recommendations: Supporting Resources



Tasks	Staff resources needed	Contract/vendor	Vehicles/equipment	Facilities
<b>Rider Experience</b>				
Continue to build out the frequent corridor network.	Facilities Operations Outreach/marketing Planning		6-10 fixed route buses	New bus stops will be determined through short-term frequent service network development.  Expanded garage and maintenance facilities will be determined through facility expansion plan.
Complete a comprehensive operations analysis that includes an examination of schedule efficiency, stop spacing, and rider transfer patterns.	Finance Operations Outreach Planning Project Management Office	\$400,000 for COA		
Continue to build out all-day network to expand availability of transit service into the early morning and late evening on weekdays.	Operations Outreach/marketing Planning	\$750,000/year for microtransit operations	1-2 fixed route buses	Expanded garage and maintenance facilities will be determined through facility expansion plan.
Continue to build out core network to increase the number of routes that operate on weekends, particularly Sundays.	Operations Outreach/marketing Planning		1-2 fixed route buses	Expanded garage and maintenance facilities will be determined through facility expansion plan.
Implement express route network and educate riders about how express routes work.	Operations Outreach/marketing Planning		1-2 fixed route buses	New bus stops will be determined through short-term express network development.  Expanded garage and maintenance facilities will be determined through facility expansion plan.

# Mid-Term Recommendations: Supporting Resources



Tasks	Staff resources needed	Contract/vendor	Vehicles/equipment	Facilities
<b>Rider Experience (Continued)</b>				
Add real-time information to all transit centers.	Facilities IT	\$100,000-\$150,000 per transit center for installation  \$15,000/year per transit center for operations (estimate to be updated after short-term pilot)	Electronic information displays	
Increase hiring of Spanish-speaking staff.	Customer service Human resources Operations	Additional contracted language service may be needed.		
Expand customer service hours to cover full span of BFT service hours.	Customer service Human resources	May need additional labor, especially for later hours/Sundays.		Will be located in existing facilities and in expanded 22nd Ave Transit Center customer service area.
Continue to monitor mobile fare solution.	Customer service Finance Planning Operations Outreach/marketing Training			
Evaluate & procure electronic fare payment option.	Customer service Finance Planning Operations Outreach/marketing Training	\$2,000,000 equipment and installation; \$200,000/year operations	Specific equipment will be determined through evaluation and procurement process, likely on-board and transit center validators.	
Maintain and improve travel training program.	2 new FTE travel trainers Customer service Outreach/marketing	\$25,000 for curriculum development		Staff will use Three Rivers and 22nd Ave Transit Centers for training.

# Mid-Term Recommendations: Supporting Resources



Tasks	Staff resources needed	Contract/vendor	Vehicles/equipment	Facilities
<b>Rider Experience (Continued)</b>				
Update BFT's Bus Stop Guidelines to include transit centers, transfer points, express bus stops, and frequent service stops and to reflect real-time information and wayfinding needs. Add the process for updating service information at stops when services change. Set targets for compliance with guidelines.	IT Operations Outreach/marketing Planning Project Management Office	\$100,000 for consultant		
Monitor development of major employment centers and residential areas and updates to the BFCOG travel demand model to plan for service changes and transit centers.	Planning			
Design end-of-line facility near Amazon site.	Planning			
Build out end-of-line facility at Amazon site.	Operations Planning Project Management Office	\$1,000,000 passenger facility		Accessible passenger facility. Potential park & ride, shelter, bike repair station (coincide with bike trail/state park), and driver comfort station/restroom.
Construct Prosser, Benton City, and Southridge transfer points and revise service accordingly.	Operations Planning Project Management Office	\$1,000,000/transfer point construction. Land costs may vary.		Accessible passenger facilities with transfer space.
Continue to work with partners to incorporate rider safety concerns into jurisdictional Safety Action Plans.	Planning Safety			
Continue to implement Bus Stop Guidelines.	Operations Planning Project Management Office	\$750,000 - \$1,000,000 spent per year	Equipment (for example, real-time information displays) will be determined through short-term adoption of updated Bus Stop Guidelines and further 2034 revision.	Will be determined through short-term adoption of updated Bus Stop Guidelines and further 2034 revision.

# Mid-Term Recommendations: Supporting Resources



Tasks	Staff resources needed	Contract/vendor	Vehicles/equipment	Facilities
<b>BFT Organizational Improvement</b>				
Create Service Standards metrics and formalize process for adding, modifying, and eliminating service.	Operations Planning	\$75,000		
Continue to implement Service Standards.	Operations Planning		Additional vehicles will be determined through short-term adoption of Service Standards.	Additional passenger facilities will be determined through short-term adoption of Service Standards.
Revise Service Standards every 5 years.	Operations Planning			
Build expanded facilities based on facility expansion plan.	Facilities Finance/Grants & Capital Maintenance Operations Planning Project Management Office	Multiple		Per the facilities expansion plan and CIP
Redevelop or relocate the Dayton transfer point, based on the outcomes of the feasibility study.	Planning	\$45,000		Will be determined through short-term feasibility study.
Renovate bus platform and canopy of Three Rivers Transit Center. Implement plan for customer service center renovation.	Customer service Planning Project Management Office Operations	\$5,000,000		Will be determined through short-term plan for customer service center renovation.
Monitor accuracy of real-time vehicle location data, projected arrival data, and passenger counts to inform hardware & software upgrades.	IT Planning			
Continue to implement Technology Plan.	IT Operations		Software, hardware, and equipment purchases will be determined through short-term development of the Technology Plan.	
Revise Technology Plan every 5 years.	IT Operations			



# Mid-Term Recommendations: Supporting Resources



Tasks	Staff resources needed	Contract/ vendor	Vehicles/ equipment	Facilities
<b>BFT Organizational Improvement (Continued)</b>				
Continue to implement Alternative Fuels Transition Plan.	Facilities Finance/Grants & Capital Maintenance Operations Planning	To be determined	Vehicles to be added or transitioned will be determined through short-term development of the Alternative Fuels Transition Plan.	Potential parking, storage, and fueling infrastructure will be determined through short-term development of the Alternative Fuels Transition Plan.
Revise Alternative Fuels Transition Plan as needed.	Facilities Finance/Grants & Capital Maintenance Operations Planning	To be determined		
Monitor planning-to-implementation performance measures and revise processes as needed.	Finance/Grants & Capital Planning Project Management Office			
Ensure all recommendations in the LRTP are staffed.	Human resources			Potential expansion of office spaces.
Develop succession plans for key staff positions.	Chief of Staff Human resources Planning			
Monitor employee training and development plans, succession plans, and staffing redundancy and explore cross-training.	Human resources Safety Training			

# Mid-Term Recommendations: Supporting Resources



Tasks	Staff resources needed	Contract/ vendor	Vehicles/ equipment	Facilities
<b>Local, Regional, and State Partnerships</b>				
Continue to improve coordination with member jurisdictions to proactively plan for transit-supportive infrastructure in growth areas and transit access as part of proposed development.	Planning			
Provide partners with overview of BFT's Service Standards and Bus Stop Guidelines to support coordination.	Planning			
Continue to coordinate with local partners to reflect potential grant-funded projects in other adopted plans.	Finance/Grants & Capital Planning			
Continue to coordinate with existing intermodal facilities not controlled by BFT (for example, Pasco Airport and Amtrak station) to enhance transit passenger information.	Planning		Potential kiosks.	
Continue to coordinate with partners to address identified safety and operational concerns.	Operations Planning Safety			
Explore further TOD partnerships beyond 22nd Ave Transit Center.	Planning Project Management Office			Will be determined after short-term redevelopment of the 22nd Avenue Transit Center site.
Continue to coordinate on intercity bus routes, including the need for any new routes.	Operations Planning			
Continue to market BFT's services that reduce vehicle miles traveled and emissions.	Marketing Planning Rideshare			
Host annual employer-focused forum to share near-future service changes and investment, hear about employer/employee transit needs, and explore public-private partnership opportunities.	Marketing Planning Rideshare			
Implement appropriate service to Hanford.	Operations Planning Rideshare		Will be determined through short-term exploration of feasible options.	Potential alternative fuel/charging solutions and/or turnaround facility.
Continue Board presentation of PTBA evaluation process.	Planning			

# Mid-Term Recommendations: Schedule & Cost

# Mid-Term Recommendations: Schedule

Tasks	2031	2032	2033	2034	2035
Expand customer service hours to cover full span of BFT service hours.	2031	2032	2033	2034	2035
Design end-of-line facility near Amazon site.	2031	2032	2033	2034	2035
Revise Technology Plan every 5 years.	2031	2032	2033	2034	2035
Ensure all recommendations in the LRTP are staffed.	2031	2032	2033	2034	2035
Develop succession plans for key staff positions.	2031	2032	2033	2034	2035
Host annual employer-focused forum to share near-future service changes and investment, hear about employer/employee transit needs, and explore public-private partnership opportunities.	2031	2032	2033	2034	2035
Construct Prosser, Benton City, and Southridge transfer points and revise service accordingly.	2031	2032	2033	2034	2035
Complete a comprehensive operations analysis that includes an examination of schedule efficiency, stop spacing, and rider transfer patterns.	2031	2032	2033	2034	2035
Redevelop or relocate the Dayton transfer point, based on the outcomes of the feasibility study.	2031	2032	2033	2034	2035
Provide partners with overview of BFT's service standards and bus stop guidelines to support coordination.	2031	2032	2033	2034	2035
Add real-time information to all transit centers.	2031	2032	2033	2034	2035
Renovate bus platform and canopy of Three Rivers Transit Center. Implement plan for customer service center renovation.	2031	2032	2033	2034	2035
Update BFT's Bus Stop Guidelines to include transit centers, transfer points, express bus stops, and frequent service stops and to reflect real-time information and wayfinding needs. Add the process for updating service information at stops when services change. Set targets for compliance with guidelines.	2031	2032	2033	2034	2035
Create service standards metrics and formalize process for adding, modifying, and eliminating service.	2031	2032	2033	2034	2035
Evaluate & procure electronic fare payment option.	2031	2032	2033	2034	2035
Build out end-of-line facility at Amazon site.	2031	2032	2033	2034	2035
Revise Service Standards every 5 years.	2031	2032	2033	2034	2035
Revise Alternative Fuels Transition Plan as needed.	2031	2032	2033	2034	2035
<b>Rider Experience</b>					
Continue to build out the frequent corridor network.	On-going				
Continue to build out all-day network to expand availability of transit service into the early morning and late evening on weekdays.	On-going				
Continue to build out core network to increase the number of routes that operate on weekends, particularly Sundays.	On-going				
Implement express route network and educate riders about how express routes work.	On-going				
Increase hiring of Spanish-speaking staff.	On-going				
Continue to monitor mobile fare solution.	On-going				
Maintain and improve travel training program.	On-going				

# Mid-Term Recommendations: Schedule

Monitor development of major employment centers and residential areas and updates to the BFCOG travel demand model to plan for service changes and transit centers.	On-going
Continue to work with partners to incorporate rider safety concerns into jurisdictional Safety Action Plans.	On-going
Continue to implement Bus Stop Guidelines.	On-going
<b>BFT Organizational Improvement</b>	
Continue to implement Service Standards.	On-going
Build expanded facilities based on facility expansion plan.	On-going
Monitor accuracy of real-time vehicle location data, projected arrival data, and passenger counts to inform hardware & software upgrades.	On-going
Continue to implement Technology Plan.	On-going
Continue to implement Alternative Fuels Transition Plan.	On-going
Monitor planning-to-implementation performance measures and revise processes as needed.	On-going
Monitor employee training and development plans, succession plans, and staffing redundancy and explore cross-training.	On-going
<b>Local, Regional, and State Partnerships</b>	
Continue to improve coordination with member jurisdictions to proactively plan for transit-supportive infrastructure in growth areas and transit access as part of proposed development.	On-going
Continue to coordinate with local partners to reflect potential grant-funded projects in other adopted plans.	On-going
Continue to coordinate with existing intermodal facilities not controlled by BFT (for example, Pasco Airport and Amtrak station) to enhance transit passenger information.	On-going
Continue to coordinate with partners to address identified safety and operational concerns.	On-going
Explore further TOD partnerships beyond 22nd Ave Transit Center.	On-going
Continue to coordinate on intercity bus routes, including the need for any new routes.	On-going
Continue to market BFT's services that reduce vehicle miles traveled and emissions.	On-going
Implement appropriate service to Hanford.	On-going
Continue Board presentation of PTBA evaluation process.	On-going

# Mid-Term Recommendations:

## Schedule & Cost

Recommendation	Timeline					
	On-going	2031	2032	2033	2034	2035
Expand customer service hours to cover full span of BFT service hours.		Additional labor \$348,000	Additional labor \$348,000	Additional labor \$348,000	Additional labor \$348,000	Additional labor \$348,000
Construct Prosser, Benton City, and Southridge transfer points.		Construction \$3,000,000	Construction \$1,500,000			
Complete a comprehensive operations analysis.			Consultant \$400,000			
Redevelop or relocate the Dayton transfer point.			Construction \$45,000			
Add real-time information to all transit centers (four).				Installation & equipment \$100,000- \$150,000/transit center  Operation \$15,000/ transit center	Operation \$15,000/ transit center	Operation \$15,000/ transit center
Renovate customer service center, bus platform, and canopy of Three Rivers Transit Center.				Construction \$5,000,000		
Update BFT's Bus Stop Guidelines.					Consultant \$100,000	
Create service standards metrics and formalize process for changing service.					Consultant \$75,000	
Evaluate & procure electronic fare payment option.						Equipment & installation \$2,000,000  Operations \$200,000/year
Build out end-of-line facility at Amazon site.						Construction \$1,000,000



# Mid-Term Recommendations: Schedule & Cost

Recommendation	On-going	2031	2032	2033	2034	2035
Continue to build out the frequent corridor network.	6-10 buses (\$7.2-\$12 million); estimate of 2 buses/year  New facilities as determined through Facility Expansion Plan	New vehicles \$2,400,000	New vehicles \$2,400,000	New vehicles \$2,400,000	New vehicles \$2,400,000	New vehicles \$2,400,000
Continue to build out all-day network.	1-2 buses (\$1.2-2.4 million); estimate of 2 buses over 5 years  New facilities as determined through Facility Expansion Plan	Microtransit operator \$750,000	Microtransit operator \$750,000  New vehicle \$1,200,000	Microtransit operator \$750,000	Microtransit operator \$750,000	Microtransit operator \$750,000  New vehicle \$1,200,000
Continue to build out core network.	1-2 buses (\$1.2-2.4 million); estimate of 2 buses over 5 years  New facilities as determined through Facility Expansion Plan	New vehicle \$1,200,000		New vehicle \$1,200,000		
Implement express route network.	1-2 buses (\$1.2-2.4 million); estimate of 2 buses over 5 years  New facilities as determined through Facility Expansion Plan		New vehicle \$1,200,000		New vehicle \$1,200,000	
Increase hiring of Spanish-speaking staff.	Contracted labor, as needed.					
Maintain and improve travel training program.		Consultant \$25,000				
Continue to implement Bus Stop Guidelines.		Construction \$750,000- \$1,000,000	Construction \$750,000- \$1,000,000	Construction \$750,000- \$1,000,000	Construction \$750,000- \$1,000,000	Construction \$750,000- \$1,000,000

# Mid-Term Recommendations: Schedule & Cost

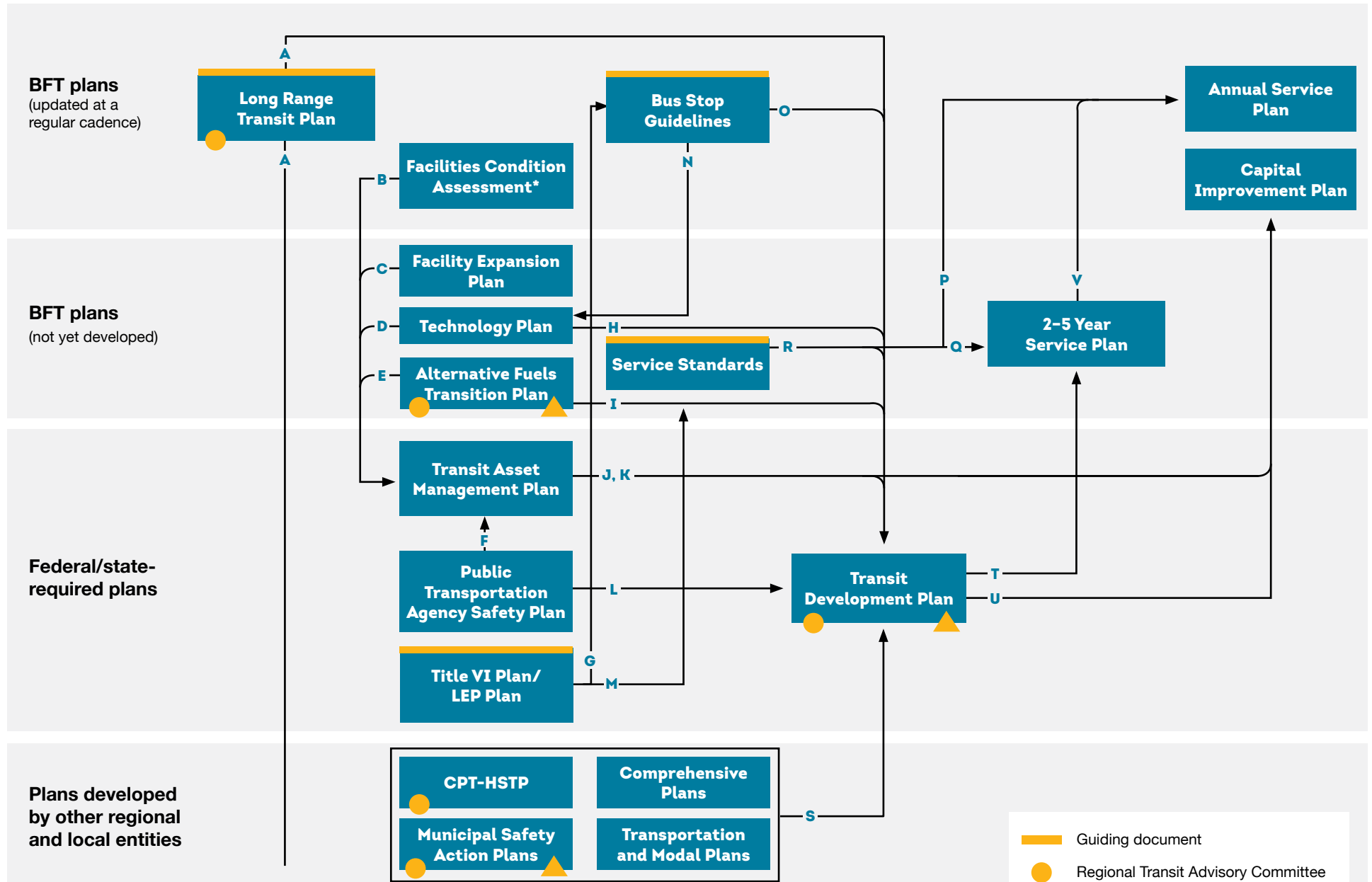
Recommendation	On-going	2031	2032	2033	2034	2035
Continue to implement Service Standards.	Additional vehicles and facilities to be determined through short-term adoption of Service Standards.					
Build expanded facilities based on facility expansion plan.	Additional facilities to be determined through facilities plan and CIP.					
Continue to implement Technology Plan.	Software, hardware, and equipment purchases will be determined through short-term development of the Technology Plan.					
Continue to implement Alternative Fuels Transition Plan.	Vehicles to be added or transitioned and parking, storage, and fueling infrastructure needs will be determined through short-term development of the Alternative Fuels Transition Plan.					
Continue to coordinate with existing intermodal facilities not controlled by BFT.	Kiosks potentially needed.					
Explore further TOD partnerships beyond 22nd Ave Transit Center.	Will be determined after short-term redevelopment of the 22nd Avenue Transit Center site.					
Implement appropriate service to Hanford.	Required vehicles and potential charging and/or turn-around facility will be determined through short-term exploration of feasible options.					
<b>Capital, consultant &amp; contracted staff, and technology operations costs</b>		<b>\$8.73 million identified costs</b>	<b>\$7.85 million identified costs</b>	<b>\$11.35 million identified costs</b>	<b>\$5.94 million identified costs</b>	<b>\$8.96 million identified costs</b>
		<b>additional technology, vehicles, facilities, and contracted support to be determined</b>	<b>additional technology, vehicles, facilities, and contracted support to be determined</b>	<b>additional technology, vehicles, facilities, and contracted support to be determined</b>	<b>additional technology, vehicles, facilities, and contracted support to be determined</b>	<b>additional technology, vehicles, facilities, and contracted support to be determined</b>

# Mid-Term Recommendations: Updating and Implementing the LRTP

# Mid-Term Recommendations: Updating and Implementing the LRTP

The Long-Range Transit Plan (LRTP) will guide the update of other key BFT plans and the development of new plans, as shown on the following page. LRTP recommendations include new plans and processes that will help BFT maintain a clear and transparent process for evaluating services, planning service changes, implementing service changes, and maintaining the staff, facilities, and vehicles needed to effectively meet the region's transit needs. BFT will update the LRTP regularly, ensuring that the plan reflects the changing needs of the community BFT serves.





\*Going forward, facilities condition assessment should be incorporated into the Transit Asset Management Plan.

- A** The Long-Range Transit Plan, spanning 6-20 years, provides guidance for the Transit Development Plan and may inform any other BFT plans, depending on the LRTP's recommendations.
- B** The facility expansion needs identified in the Facilities Expansion Plan will be included in the Transit Asset Management Plan.
- C** Facilities maintenance and needed upgrades identified through the Facilities Condition Assessment will be included in the Transit Asset Management Plan.
- D** The technology needs identified in the Technology Plan, particularly those related to technology purchases and technology upgrades/updates for vehicles and/or facilities will be included in the Transit Asset Management Plan.
- E** The facilities and vehicles needs identified in the Alternative Fuels Transition Plan will be included in the Transit Asset Management Plan.
- F** Facility and vehicle needs that support PTSAP requirements will be included in the Transit Asset Management Plan.
- G** The Title VI/LEP Plan's bus stop standards for Title VI populations should be integrated into and informed by the Bus Stop Guidelines.
- H** The operations, training, and passenger education/marketing needs identified in the Technology Plan, will be included in the Transit Development Plan.
- I** The operations, training, and service planning needs identified in the Alternative Fuels Transition Plan will be included in the Transit Development Plan.
- J** Capital needs identified in the Transit Asset Management Plan will be included in the Capital Improvement Plan.
- K** Capital needs identified, for the next five years, in the Transit Asset Management Plan will be included in the Transit Development Plan.
- L** Programs, training, and education/outreach that support PTSAP requirements will be included in the Transit Development Plan.
- M** The Title VI/LEP Plan's service standards for Title VI populations should be integrated into and informed by the Service Standards.
- N** Technology purchases and upgrades, as identified through the application of the Bus Stop Guidelines, will be included in the Technology Plan.
- O** The Bus Stop Guidelines will inform the recommendations in the Transit Development Plan.
- P** The Service Standards will inform the changes included in the Annual Service Plan.
- Q** The Service Standards will inform the changes included in the 2-5 Year Service Plan.
- R** The Service Standards will inform the recommendations in the Transit Development Plan.
- S** Local and regional plans should be reflected, at a minimum, in BFT's Transit Development Plan, as relevant.
- T** Service changes in the 2-5 Year Service Plan should reflect the changes identified in the Transit Development Plan
- U** Capital costs identified in the Transit Development Plan should be reflected in the Capital Improvement Plan.
- V** Service changes identified in year 2 of the 2-5 Year Service Plan should be reflected in the next year's Annual Service Plan.



# Conclusion

# Conclusion

**This Long-Range Transit Plan sets the direction for BFT and partners for the next 20 years, guiding the agency towards improved rider experience, greater organizational capacity and consistency, and stronger partnerships. The LRTP reflects BFT's commitments to address the priorities identified by the community of BFT riders and the general public, grow with the region, and build on BFT's recent efforts to increase ridership and evaluate and improve service effectiveness.**

