



## MINUTES

### CITIZENS ADVISORY NETWORK REGULAR MEETING

Monday July 24, 2023 6:00 p.m.

Benton Franklin Transit Administration Building,  
1000 Columbia Park Trail, Richland WA

*Notice: Meeting attendance options include in-person and virtual via Zoom*

**1. CONVENE CAN MEETING**  
6:00 PM

Chair, Ed Frost

**2. ROLL CALL**

Chair, Ed Frost

Representing	Attendee Name	Title	Status
Citizen Advisory Network	Ed Frost	Chair	Present
Citizen Advisory Network	Dori Luzzo-Gilmour	Vice Chair	Present
Citizen Advisory Network	Dennis Kreutz	Recording Secretary	Via Zoom
Citizen Advisory Network	Frank Cuta	Member	Present
Citizen Advisory Network	Bernie Vinther	Member	Present
Citizen Advisory Network	Laurie Price	Member	Present
Citizen Advisory Network	Mathew Howie	Member	Absent
Citizen Advisory Network	Nayeli Aranda	Member	Absent
Citizen Advisory Network	Jordan Bassett	Member	Absent
BFT Staff	Rachelle Glazier	General Manager	
BFT Staff	Brandy Arojo	ADA Liaison Supervisor	Via Zoom
BFT Staff	Janet Brett	Manager of Communications	Present
BFT Staff	Steve Davis	Asst. Dir. Transit Operations	Present
BFT Staff	Tom McCormick	Sr. Manager Operations	Present
BFT Staff	Bill Barlow	Planning Manager	Present
Guest	Dave Schick	Dial-A-Ride User	Via Zoom

**3. MINUTES OF MAY 31, 2023 REGULAR MEETING APPROVAL:** Chair, Ed Frost

Discussion: None

Motion to Approve the Minutes by: Dori Luzzo-Gilmore

Second to Approve the Minutes by: Laurie Price

Minutes Approved unanimously by a Voice Vote of the CAN Members: Yes

#### 4. NEW BUSINESS:

Chair, Ed Frost

A. Open the meeting to Public Comments: None.

Note there was a Guest, Dave Schick, on Zoom but the speaker in the Conference Room was not turned on, so he was unable to announce his presence or make comments.

B. Verify if the proposed revisions to the CAN Standing Rules that were submitted to BFT Administration at the June 2023 CAN meeting were approved by the BFT Board of Directors.

Discussion: BFT Staff Member Janet Brett stated that the CAN Standing Rules will be presented to the BFT Board, along with comments and recommendations by BFT Management, in the August 2023 Board Meeting.

ACTION BY CAN: Track the approval process, and address changes if any.

C. Carryover from the June 2023 CAN Meeting - Service Changes implemented June 18, 2023.

NOTE: Service Changes presentation has been received by CAN Members for review.

D. Overview of the Transportation Development Plan as done in the Public Zoom Meeting.

1. BFT Planning Manager, Bill Barlow, made a presentation outlining information in the 2023 – 2028 Transportation Development Plan.

NOTE: This 2023-2028 TDP Presentatin was transmitted to the CAN Members on July 10.

Discussion:

2. Ed Frost had requested that CAN Members be provided with an electronic version of the Washington State Service Plan prior to the next CAN Meeting.

NOTE: BFT Staff transmitted the following Link for the Ben Franklin Council of Governments Transportation Services Plan: [Human Services Transportation Plan \(HSTP\) — Benton-Franklin Council of Governments \(bfcog.us\)](#)

NOTE: BFT Staff transmitted the following Link for the Washington State Transportation Plan: [Washington Transportation Plan | WSDOT](#)

E. Carryover from the June 2023 CAN Meeting - Strategies to communicate with user groups including transient dependent.

ACTION REQUIRED BY CAN: Ed Frost had requested that each of the CAN Members prepare a list of local groups and agencies that can provide access for CAN Members to promote BFT services.

Discussion: The following local groups and agencies were proposed by CAN Members.  
Department of Vocational Rehabilitation  
DDA—Developmental Disabilities Administration

WorkSource  
Schools, including Tri Tech  
Elementary and middle schools' PTAs and PTOs  
Boys & Girls Clubs  
Blue Mountain Council of Boy Scouts of America, Girl Scouts of America  
Communities in Schools  
Benton Franklin Community Action Committee  
Senior Centers of Kennewick, Pasco, Richland, Prosser, West Richland  
Goodwill Industries  
Columbia Industries  
Department of Services for the Blind  
Bishel Center for the Blind  
United Blind of Tri-Cities

F. Carryover from the June 2023 CAN Meeting - CAN proposed to BFT Management that CAN Meeting Agenda and Minutes be posted to BFT Website like the BFT Board Meeting Agenda and Minutes.

NOTE: Janet Brett advised on June 27 that CAN Meeting Minutes and Agenda will be posted to the BFT Website.

G. Report from Dori Luzzo-Gilmour who attended the July 13 BFT Board Meeting:

REPORT:

The Board recognized several retirees, and employees receiving awards.

Rachelle Glazier announced the new CAN being active and that Dori and Dennis are in attendance at this Board meeting.

The Service Animal policy change has been approved.

H. Assign a CAN Member to attend the August 10, 2023 BFT Board Meeting:

ACTION ITEM: Dori Luzzo-Gilmore was assigned by Ed Frost.

## **5. BFT BOARD / BFT STAFF COMMENTS:**

QR Codes have been implemented on BFT signage at Transit stations and placards on DAR and Fixed Route Coaches per the recommendation of the CAN.

NOTE BY CAN ON August 4, 2023: The latest Placards on DAR and Fixed Route Coaches do not have QR Codes, but signage at Transit Stations do have QR Codes that are linked to BFT Website, but not to a replication of the signage itself.

Upcoming Special Events (Art in the Park, Boat Races, Benton Franklin County Fair) are being publicized on DAR and Fixed Route Coaches.

## **6. CAN MEMBER COMMENTS:**

1. Dori Luzzo-Gilmore asked, how does BFT communicate changes to users?

ACTION REQUIRED BY BFT: Janet will follow up with BFT Marketing and Communications and get back to CAN.

2. Ed Frost commented that two of the CAN Members selected by BFT have not attended any of the CAN Meetings to date and asked that BFT Staff find out if those individuals are still interested in being on the CAN.

**ACTION REQUIRED BY BFT:** Steve Davis stated that Brandy Arojo or himself would follow up and get back to the CAN with a status update.

**ACTION REQUIRED BY BFT:** Janet Brett stated that BFT have two applicants for membership in the CAN. These applications need to be reviewed by BFT staff first.

Ed Frost pointed out that a CAN committee needs to interview them and come back to the group with a recommendation regarding their membership, which would then go to the General Manager.

3. Ed Frost stated that Dori Luzzo-Gilmore, as CAN Vice Chair will be the Chair of the CAN Recruitment Committee. Dennis Kreutz will also serve on the CAN Recruitment Committee.

4. Dori Luzzo-Gilmore expressed concern that the additional CAN Members need to be selected from demographics not currently represented on the CAN.

5. Bernie Vinther stated his dog is no longer allowed on BFT because she has bitten eight people in six months. There hasn't been an effort to train blind people how to use the transit system.

**ACTION REQUIRE BY BFT:** Steve Davis will have the BFT Travel Trainer call Bernie.

6. Bernie Vinther reported that he skinned his shins getting on the buses. Bill Barlow advised him to ask the bus driver to deploy the ramps.

## **7. OTHER:**

1. BFT Staff, Tom McCormick, presented service updates on the River of Fire and the upcoming Art in the Park/Water Follies and the Fair. CAN members expressed that people don't know they can bring chairs, coolers, wagons, etc., on the bus to the Water Follies.

**ACTION REUIRED BT BFT:** Janet Brett will convey this to MarCom.

2. Ed Frost asked Bill Barlow to let the CAN know if the Board changes anything when they are asked to approve the TDP.

3. Ed Frost encouraged CAN members to review the Washington State Transportation Plan, which breaks transit agencies into three groups—urban, small urban, and rural. He asked them to look at how BFT compares to other urban systems in the state of Washington in terms of boardings, miles, services hours, and costs per boarding.

## **8. NEXT MEETING:**

1. Regular CAN Meeting Monday August 28, 2023, at 6:00 p.m.

2. Ed Frost requested that at the next CAN Meeting a BFT Staff financial person give the CAN Members a relatively simple description of BFT finances; since so much of what the CAN can and can't do has to do with finances. This group needs a basic understanding of transit finances. If they have materials that would be helpful to read in advance, CAN members would like to receive them ahead of time.

**ACTION REUIRED BT BFT:** Arrange for the above presentation at the August CAN Meeting.

**ACTION REUIRED BT BFT:** Send applicable materials to Dennis Kreutz in advance of the next CAN Meeting for distribution to CAN Members.

3. Dori Luzzo-Gilmore present an update from the CAN Recruitment Committee.

4. Ed Frost requested that BFT Staff present an update on the statistics from the Boat Races, and Art in The Park, as well as any changes in preparation for the Benton Franklin County Fair.

**ACTION REUIRED BT BFT:** Arrange for the above presentation at the August CAN Meeting.

**9. ADJOURNMENT:**

Chair, Ed Frost

1. Meeting adjourned at: 8:10pm