



## MINUTES

### CITIZENS ADVISORY NETWORK REGULAR MEETING

Monday June 26, 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** Chair, Ed Frost  
Meeting convened at 6:04PM by 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	PRESENT
Citizen Advisory Network	Frank Cuta	Member	PRESENT
Citizen Advisory Network	Bernie Vinther	Member	ABSENT
Citizen Advisory Network	Lori Price	Member	PRESENT
Citizen Advisory Network	Mathew Howie	Member	PRESENT
Citizen Advisory Network	Nayeli Aranda	Member	ABSENT
Citizen Advisory Network	Jordan Bassett	Member	ABSENT
BFT Staff	Brandy Arojo	ADA Liaison Supervisor	ABSENT
BFT Staff	Janet Brett	Manager of Communications	PRESENT
BFT Staff	Kevin Sliger	Chief Planning/Development	PRESENT
BFT Staff	Steven Davis	Manager Safety and Training	PRESENT
BFT Staff	Bill Barlow	Planning Manager	PRESENT
Guest	Mathew Bishop		PRESENT

3. **MINUTES OF MAY 31, 2023 REGULAR MEETING APPROVAL** Chair, Ed Frost  
A Motion was made by Dori Luzzo Gilmour to Approve the Minutes.  
A Second was made by Lori Price to Approve the Minutes.  
Minutes were Approved unanimously by a Voice Vote of the CAN Members.
4. **NEW BUSINESS** Chair, Ed Frost  
A. Open the meeting to Public Comments.

Guest, Mathew Bishop a member previously of the CAN, expressed being glad that the CAN was again formed and operational.

B. Discussion of additional proposed revisions to Standing Rules

1. See Attachment A – Proposed CAN Standing Rules DRAFT 2023-02
  2. A few minutes were taken by those present to review the DRAFT Standing Rules.
  3. A Motion was made by Mathew Howie to Approve the Standing Rules.
  4. A Second was made by Lori Price to Approve the Standing Rules.
  5. The Standing Rules were Approved unanimously by Voice Vote of the CAN Members.
- ACTION: Standing Rules as Approved will be sent to BFT Board for review and approval.

C. BFT Staff Presentation – Overview of Service Changes implemented June 18, 2023.

1. BFT Chief of Planning and Development, Kevin Sliger, presented a video and oral presentation reviewing the changes that have been in effect since June 18.
2. The CAN requested that the video presentation link be made available to all CAN Members for review.  
ACTION REQUIRED: BFT Staff to send Link to Dennis Kreutz for distribution to CAN Members.
3. Dori Luzzo Gilmour about Service Change information availability in languages other than English and Spanish. Kevin stated that when requests are received there is an attempt made to provide interpretation, usually through a Translation Service outside of BFT.
4. Discussion regarding the newest signage being used at the Transfer Stations showing routes raised the question by Dori Luzzo Gilmour whether the signage relating to specific cities was color coded. Kevin Sliger stated that a standardized color scheme per city has not yet been completed.

D. BFT Staff Presentation – Overview of upcoming issues by Planning and Development Department.

1. BFT Planning Manager, Bill Barlow, made a presentation outlining information in the 2022 – 2028 Service Plan.
2. Ed Frost requested that CAN Members be provided with an electronic version of the 2023 – 2029 Service Plan and related information.
3. Ed Frost requested that CAN Members be provided with an electronic version of the Washington State Service Plan prior to the next CAN Meeting.  
ACTION REQUIRED: BFT Staff transmit BFT 2023 -2029 Transit Service Plan to Dennis Kreutz when available, for distribution to CAN Members  
NOTE: BFT complied, and the TSP was emailed to CAN Members by Dennis Kreutz.  
ACTION REQUIRED: BFT Members to review the Service Plan prior to the July CAN Meeting.  
ACTION REQUIRED: BFT Staff transmit WA State Service Plan to Dennis Kreutz when available, for distribution to CAN Members

E. Discuss strategies to communicate with user groups including transient dependent.

1. BFT Chief of Planning and Development, Kevin Sliger, suggested that the CAN Members could reach out to the local Para-Transit and Public Transit groups that would champion ridership. Suggested groups would be churches, senior centers, etc. Kevin stated that often the message delivered from other than BFT Staff could make a stronger influence.
2. BFT Planning Manager, Bill Barlow, made a suggestion that CAN research the Group Planning Conference and consider participating.

3. ACTION REQUIRED: Ed Frost 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.

4. BFT Chief of Planning and Development, Kevin Sliger, discussed the availability of the BFT Rider Trainer and how they may be used to present BFT Services to local groups and agencies.

F. Propose to BFT Management that CAN Meeting Agenda and Minutes be posted to BFT Website like the BFT Board Meeting Agenda and Minutes.

1. Ed Frost requested that Brandy Arojo find out if this is possible.

ACTION REQUIRED: Brandy has advised that it is approved by the Board to do that.

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

## **6. CAN MEMBER COMMENTS**

1. Ed Frost assigned CAN Vice-Chair Doris Luzzo-Gilmour to attend the July BFT Board of Directors Meeting.

## **7. OTHER**

## **8. NEXT MEETING**

Regular CAN Meeting Monday July 24, 2023, at 6:00 p.m.

## **9. ADJOURNMENT**

1. Meeting was adjourned at 7:45pm.

Chair, Ed Frost

# **ATTACHMENT A – Proposed Standing Rules DRAFT**

DRAFT Rev 2023-02

## **BEN FRANKLIN TRANSIT CITIZENS ADVISORY NETWORK STANDING RULES**

Revision Adopted by Resolution 40-2017 July 13, 2017

Revision Adopted by Resolution ??-2023 ???? ??, 2023

### **PURPOSE**

The purpose of this document is to define the duties of the Citizens Advisory Network (CAN) and adopt rules for the transaction of business of the CAN.

### **MISSION STATEMENT**

It is the mission of the Ben Franklin Transit (BFT) Citizens Advisory Network to advocate for public transit, to serve as a resource to BFT Management and to the BFT Board of Directors in accomplishing the BFT Mission and Goals.

### **SECTION 1 – CAN SCOPE AND MEMBERSHIP:**

#### **SECTION 1.1 - SCOPE**

The Citizens Advisory Network shall assist BFT in the following capacity:

- a) Serve as advisory body to the BFT Management and to the BFT Board of Directors; all actions or recommendations of the CAN are strictly advisory.
- b) Promote and communicate the transit's goals & objectives with the public.
- c) Represent interests of the community and assist BFT staff and Board in meeting transit's goals.
- d) Expand awareness of the public's perception of BFT activities.
- e) Speak on behalf of constituents when commenting on transit's plans, policies & services.
- f) The CAN is not intended to be a complaint resolution or appeals board.

#### **SECTION 1.2 - COMPOSITION:**

- a) The CAN shall be composed of no less than nine (9) and no more than fifteen (15) Members.
- b) CAN Members shall serve without compensation except reimbursement for expenses as may be approved by the BFT Board.

#### **SECTION 1.3 - MEMBERSHIP SELECTION PROCESS:**

- a) CAN membership shall reflect the demographics of BFT's Public Transportation Benefit Area (PTBA), reside within that area, and strive for broad, inclusive, and diverse representation.
- b) Applicants being considered for membership are to be Reviewed by BFT Management prior to applicants being Interviewed by the CAN Nominating Committee.
- c) A recommendation from the Administration & Finance Committee is required to place a membership application on the BFT Board Meeting Agenda.

- d) BFT staff cannot serve as members of the CAN.
- e) CAN membership may include, but shall not be limited to, representatives of the following interests, groups, or areas:

**Areas of Representative Interest:**

Fixed-Route Rider	Individuals with no car, rides to work
Dial-A-Ride Rider	Unconditional rider, conditional rider
Vanpool/Contracted Services	Vanpool rider/driver, Trans+Plus or Taxi Feeder
User Business/Chambers of Commerce	Tri-Cities Regional Chamber or other Chamber
Human Service Organizations:	
Medical Community Representative	Tri-City Community Health, dialysis ctr staff
Mental Health Community Provider	Lourdes Counseling Ctr, other mental health
agencies Senior/Disabled Provider	Adult Day Care, home health care agencies
Other	Workfirst, DCFS, DSHS-DVR, Children’s
Ctr Major Employer Representative	PNNL, other top 10 employers
Student Riders/High School & College	Ethnic Community Organizations
Transit Supporters	Retired BFT employee, former BFT Board Member
Law Enforcement	Community Liaison Officer
Educational Agency Representative	ESD staff, school district staff, college
staff	
Economic Development/Tourism	TRI-DEC, Tri-Cities Visitor & Convention
Bureau Recreational/Bicycling/Pedestrian Advocate	Bicycle club, 3-Rivers bicycle
coalition	
Clean Air/Good Roads/Energy Advocate	MCEI, Clean Air Authority

**SECTION 1.4 - APPOINTMENTS TO THE CAN:**

- a) The BFT Board of Directors shall have the power to appoint or remove any CAN Member at any time it is deemed essential to maintain the integrity of the overall CAN function and to maintain a balanced community representation.
- b) A CAN Member shall be appointed for a two-year term, and may reapply for additional two-year terms subject to exception of Section 4.1
- c) Upon completion of a 2-year term, CAN Members shall relinquish their position unless the Board has confirmed reappointment for another two-year term.
- d) BFT management may develop, subject to Board review, further rules related to seating of Members and terms of service as necessary and appropriate to facilitate BFT’s needs.
- e) The first 2-year term for CAN Members during a calendar year will commence the following January 1. The CAN Member will be a voting member of the Network following the date their application is approved by the BFT Board.
- f) CAN Members representing any of the Chambers of Commerce, TRIDEC, and the Tri-Cities Visitor and Convention Bureau shall serve at the discretion of the appointing organization except as provided in item a) above.
- g) CAN Members who are unable to complete their term may submit their resignation to the Recording Secretary.
- h) The General Manager, or a representative appointed by the General Manager for such a purpose, shall serve as a non-voting member of the CAN and act as the primary liaison between the CAN Chair and BFT.
- i) At no time while serving on the CAN shall CAN Members represent themselves as employees or consultants for BFT.

### **SECTION 1.5 - CONFLICTS OF INTEREST:**

Any CAN Member having an interest in a matter being considered by the CAN which would tend to prejudice his or her actions to be in opposition to BFT mission and goals and shall so indicate and refrain from deliberations or voting upon such matter. In addition, should the circumstances arise, each CAN Member shall ensure that his or her actions do not violate the Appearance of Fairness Doctrine, i.e. that all parties to an argument are to receive equal treatment.

### **SECTION 1.6 - TRANSPORTATION PASSES:**

As noted in SECTION 1.1.b, CAN Members shall serve without compensation; however, each CAN Member shall always be entitled to a free fare transportation pass for use on all BFT services, for their individual use during their term of appointment as a member of the Committee.

- a) Said pass privilege shall serve as a principal means whereby a CAN Member can observe and be informed in connection with their duties and responsibilities to BFT. While using BFT services and participating in the community CAN Members accept an inherent responsibility to present a positive reflection of BFT.
- b) CAN Members are not allowed to share their CAN pass.
- c) Misuse of transportation privileges will result in termination of the free pass privilege for the current year. Misuse or unauthorized use of transportation privileges exceeding a single incident may result in permanent termination of this privilege and/or the person's removal from the CAN.
- d) Any transit pass provided for CAN Members shall be returned at expiration of CAN Member's final term of office.
- e) One replacement pass will be issued per calendar year.
- f) For an additional lost or destroyed fare transportation pass there will be a charge of \$10.00.

### **SECTION 2 - MEETINGS:**

Meetings will be held when there is business to address as requested by BFT Management, Board of Directors, or CAN Officers.

#### **SECTION 2.1 - CAN REGULAR MEETINGS:**

- a) Unless cancelled in advance by the CAN Executive Committee the CAN Members shall meet at least once per month. The date and time of this CAN Regular Meeting shall be agreed on by the Members at the previous CAN Meeting.
- b) In-person attendance by all CAN Members is highly encouraged, however BFT staff shall provide accommodation for both in-person and virtual attendance at all CAN Meetings.
- c) BFT's General Manager or his/her representative must receive an agenda one week in advance of all meetings.
- d) Voting by CAN Member participating remotely shall be allowed.
- e) A quorum shall consist of a majority of the currently appointed CAN Members.
- f) The rules contained in Roberts Rules of Order shall govern the CAN Meetings in all cases to which they are applicable and in which they are not inconsistent with these Standing Rules.

## **SECTION 2.2 SPECIAL MEETINGS:**

a) Special meetings may be held if requested by the CAN Chair.

## **SECTION 3 - POWERS AND DUTIES:**

The CAN, at the direction of BFT Management, may be authorized and empowered to act in an information gathering and fact-finding role for BFT, and shall maintain appropriate confidentiality regarding issues shared by staff or Board. Any actions or recommendations of this committee are strictly advisory. In addition, the CAN is further empowered and authorized to assist BFT Management as follows:

- a) To review significant policy decisions under consideration by the BFT Management including major service changes, fare policy, budget adoption or changes, the development of public and customer facilities, major service policy changes, and such other issues or concerns that may impact the public and customer relations of Ben Franklin Transit and to make recommendations to these issues and concerns.
- b) To support efforts to improve public understanding and confidence in the benefits of using public transportation.
- c) To increase recognition of the link of public transportation to the economic vitality and congestion relief of the BFT service area.
- d) To support and help facilitate the efforts to improve communication with community and local business leaders concerning the impact of BFT programs.
- e) To review ridership and customer service programs to identify and recommend practices and technologies that increase ridership and improve customer services.
- f) To identify and recommend programs, practices, and technologies that assist riders in the use of Fixed Route, Dial-A-Ride (DAR), Contracted Services, Demand Response, and Vanpool services.
- g) To provide a forum for discussion of local public transportation issues and to foster a better understanding of the issues between users and non-users of the system.
- h) The CAN is an advisory group and, therefore, it is strictly understood that all actions and recommendations made by the CAN are advisory only and do not constitute an action or obligation of the BFT Board of Directors or of any BFT employees. In this capacity, the CAN is not authorized to act as an agent of BFT, or to contract or incur any obligations on behalf of BFT.

## **SECTION 4 – CAN OFFICERS:**

The CAN shall elect its own Officers from among its Members and create and fill such other Officers as it may determine that its needs require. The CAN shall adopt rules for the transaction of CAN business and shall keep written records of its meetings, transactions, findings, and determinations, which records shall be public records.

### **SECTION 4.1 - OFFICER DUTIES:**

Officers of the CAN shall consist of a Chair, Vice Chair, Secretary/Recorder, and Past Chair, and such other Officers as may be needed to be elected by the CAN at the last meeting of each calendar year or as needed to serve a one-year term commencing January 1 of each

year. The Chair will progress to the Past Chair. The Chair or Vice Chair, or their designee, attends monthly BFT Board meetings to promote better understanding and communication of BFT issues.

a) **Chair**

- Determine meeting dates.
- Determine meeting topics in coordination with BFT General Manager or his/her representative.
- Preside over all meetings.
- Develop meeting Agenda in coordination with the Recording Secretary.
- Act as spokesperson for the CAN, interacting with BFT Management as requested.
- Preserve order and decorum and decide all questions of order.
- Attend or appoint the Vice Chair or other CAN Member to represent the CAN at monthly BFT Board meetings.
- Provide leadership and direction for the CAN.
- Perform other duties as may be requested from time to time by the CAN or BFT Management.
- Shall oversee a nomination in October for the CAN to select a slate of proposed Officers for the following year.
- Be removed as Chair by vote of the Majority of the CAN and/or a BFT Board directive.

b) **Vice Chair**

- Have the powers and perform the duties of the Chair in the absence or inability of the Chair to serve.
- Perform such other duties from time to time as may be requested by the Chair.

c) **Recording Secretary**

\* The duties of the Recording Secretary shall be to keep a record of proceedings, have charge of all records, and perform other administrative support as needed. The record of the CAN meetings shall be provided to the BFT Board of Directors.

d) **Past Chair**

\* The Past Chair will serve as a Non-Voting Officer, with an Advisory Role to the other Officers.

## **SECTION 5 – COMMITTEES:**

### **SECTION 5.1 - RECRUITMENT COMMITTEE**

A three-person Recruitment Committee, one of which shall be the Vice Chair, shall be appointed by the Chair by the second regularly scheduled meeting of the calendar year and shall serve for one year. Their duties shall be to assist in the recruitment and recommendation of CAN Members and Officers.

### **SECTION 5.2 - EXECUTIVE COMMITTEE:**

The Executive Committee shall consist of the Chair, Vice Chair, Recording Secretary and Past Chair; with BFT General Manager, or appropriate representative, as a non-voting



member. The Executive Committee shall meet at the discretion of the CAN Chair to develop and recommend ways to meet the CAN's goals for accomplishing identified projects.

**SECTION 5.3 - OTHER COMMITTEES:**

The CAN shall have the ability to form such other committees as needed and appropriate. Subcommittees shall report their activities to the CAN and to the BFT Board on a regular basis.

**SECTION 6 - AMENDMENTS:**

Recommendations of amendments to these Standing Rules can be approved at any regular meeting of the CAN, by a two-thirds vote of the total current CAN membership, provided the proposed amendment was submitted in writing at the previous regular meeting. All amendments to the Standing Rules of the BFT CAN must be approved by the BFT Board of Directors.