



## AGENDA

### CITIZENS ADVISORY NETWORK REGULAR MEETING

Monday September 25, 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

Convened at:

#### 2. ROLL CALL

Secretary / Recorder, Dennis Kreutz

Representing	Attendee Name	Title	Status
Citizen Advisory Network	Ed Frost	Chair	
Citizen Advisory Network	Dori Luzzo-Gilmour	Vice Chair	
Citizen Advisory Network	Dennis Kreutz	Recording Secretary	
Citizen Advisory Network	Frank Cuta	Member	
Citizen Advisory Network	Bernie Vinther	Member	
Citizen Advisory Network	Laurie Price	Member	
Citizen Advisory Network	Mathew Howie	Member	
BFT Staff	Janet Brett	Manager of Communications	
BFT Staff	Tom McCormick	Sr. Mgr. of Operations	
BFT Staff	Sarah Funk	Chief Financial Officer	
BFT Staff	Kevin Sliger	Chief Planning & Development	
BFT Staff	Steve Davis	Sr. Mgr. Safety and Training	
BFT Staff	Brittany Nelson	Public Relations and Social Media Manager	
Guest			

#### 3. COMMENTS BY GUESTS:

Chair, Ed Frost

#### 4. MINUTES OF AUGUST 2023 REGULAR MEETING APPROVAL: Chair, Ed Frost

Discussion:

Motion to Approve the Minutes by:  
Second to Approve the Minutes by:  
Minutes Approved unanimously by a Voice Vote of the CAN Members: YES / NO

## **5. OLD BUSINESS:**

Chair, Ed Frost

A. 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.

Kevin Sliger, BFT reported that this in process for all signage.

Dennis Kreutz noted that the QR Codes don't lead to the same information that is shown on the associated signage. Also, that the information displayed by using the QR Codes is not usable by visually impaired if read back in TEXT Format.

Kevin Sliger said that he would investigate.

Follow-up with BFT:

B. Dori Luzzo-Gilmour asked if would be possible to have BFT sponsor an event at a transit center that shows kids how to properly load bikes onto the Coach racks.

BFT responded that they would discuss internally.

Follow-up with BFT:

C. CAN Membership discussion:

## **6. NEW BUSINESS:**

Chair, Ed Frost

A. BFT presentation regarding status of safety and security standards and policies considering recent active shooter (pellet gun) in Pasco. General Manager Rachelle Glazier

B. BFT Board of Directors meeting report – CAN Member Mathew Howie

C. Discuss impact on Riders with BFT having enforced exact fares on Dial A Ride starting September 1.

D. BFT Driver Training Program report.  
Steve Davis, BFT -

E. Assign CAN member to attend October BFT Board of Directors Meeting.

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

A. BFT Public Relations and Social Media Manager, Brittany Nelson, discuss status of BFT activities for Week Without Driving coming up in October.

**8. CAN MEMBER COMMENTS:**

**9. OTHER:**

**10. NEXT MEETING:**

A. Regular CAN Meeting Monday October 23, 2023, at 6:00 p.m.

**11. ADJOURNMENT:**

Chair, Ed Frost

A. Meeting adjourned at:



## MINUTES

### CITIZENS ADVISORY NETWORK REGULAR MEETING

**Monday August 28, 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

Convened at 6:01 PM

**2. ROLL CALL**

Secretary / Recorder, Dennis Kreutz

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	Present
Citizen Advisory Network	Laurie Price	Member	Absent
Citizen Advisory Network	Mathew Howie	Member	Present
BFT Staff	Janet Brett	Manager of Communications	Present
BFT Staff	Tom McCormick	Sr. Mgr. of Operations	Present
BFT Staff	Sarah Funk	Chief Financial Officer	Present
BFT Staff	Kevin Sliger	Chief Planning & Development	Present
Guest			

**3. COMMENTS BY GUESTS:**

Chair, Ed Frost

None Present or on Zoom

**4. MINUTES OF JULY 24, 2023 REGULAR MEETING APPROVAL:** Chair, Ed Frost

Discussion: Corrected Dori Luzzo-Gilmour spelling of her name

Motion to Approve the Minutes by: Frank Cuta

Second to Approve the Minutes by: Dori Luzzo-Gilmour

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

## 5. OLD BUSINESS:

Chair, Ed Frost

- A. Disposition of proposed by-laws changes  
NOTE: Passed Unanimously by BFT Board of Directors.
- B. Status of non-attending CAN members – (report) BFT staff  
NOTE: No report available from BFT at this time.
- C. Nominating Committee report

Dori Luzzo-Gilmour reported that the committee has decided to wait for more applications before making recommendations to CAN. Probably in October.

- D. How to interface with agencies and organizations (discussion)

Ed Frost recommended that we move on this later after the CAN membership is full.

- E. 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.

Kevin Sliger, BFT reported that this in process for all signage.

Dennis Kreutz noted that the QR Codes don't lead to the same information that is shown on the associated signage. Also, that the information displayed by using the QR Codes is not usable by visually impaired if read back in TEXT Format.

Kevin Sliger said that he would investigate.

## 6. NEW BUSINESS:

Chair, Ed Frost

- A. BFT financial information and budget –(presentation) BFT Staff

Sarah Funk, BFT gave a summary report showing the sources of income and areas of expenses currently being experienced by BFT.

Sarah also discussed upcoming major expenses such as operations and equipment purchases.

Sarah stated that approximately 80 smaller vehicles/vans have been approved for purchase by BFT Board.

Sarah stated that included in the orders for Coaches will be three Electric Powered Vehicles.

- B. Update on BFT Special Event services – (presentation) BFT Staff

Tom McCormick, BFT reported on boarding numbers from:  
Art In The Park – 2,000  
Ben Franklin County Fair – 19,000  
Boat Races – very few riders

4<sup>th</sup> July – 220

Upcoming Events include Seniors Picnic

C. BFT August Board meeting – Dori Luzzo-Gilmour

Dori reported that the CAN Standing Committee Rules were approved without comment by the BFT Board of Directors.

Dori reported an item of interest discussed in the Board Meeting was the lack of a Fixed Route Stop within walking distance of the Veterans Center in Pasco.

Kevin Sliger, BFT reported that BFT was investigating a stop at the Veterans Center, but that he had verified that there is an existing stop less than ¼ mile from the Center. He said that BFT would contact the Veterans Center to make sure they were aware of the stop.

D. Discuss Driver and Rider safety after recent incident where two BFT Coaches were struck by a pellet gun in Pasco. – Dori Luzzo-Gilmour

Kevin Sliger, BFT reported that actions were being investigated, including additional driver training and enhanced security.

E. Discuss impact on Riders when BFT starts enforcing exact fares required starting September 1. Dori Luzzo-Gilmour

Kevin Sliger, BFT reported that the enforcement only affects Dial A Ride, since it is already enforced on Fixed Route Coaches. He further clarified that it would only affect riders as they are being picked up at their residences, that riders would always be given rides to their residence even if they do not have exact fares.

F. Discuss issues encountered regarding scheduling of Dial-A-Ride. Dennis Kreutz

1. Confirmation of schedule is not sent via email if ride request is called in.
2. Scheduling or Dispatch is changing or incorrectly entering addresses.
3. Ride is scheduled correctly but confirmation is not sent when request is done online.

BFT reported that no. 1 above is correct, and software is not available currently to allow a change.

BFT stated that the Rider is responsible for checking the addresses (NOTE: this can't be done if calling in since confirmation is not provided by BFT) and call dispatch to correct.

BFT stated the Rider is responsible for calling dispatch prior to 5pm if confirmation is not received.

**7. BFT BOARD / BFT STAFF COMMENTS:**

Kevin Sliger, BFT reported that ridership numbers are continuing to increase on the Fixed Routes, but that ridership is not increasing on Dial A Ride.

**8. CAN MEMBER COMMENTS:**

Mathew Howie requested that Sarah Funk, BFT respond regarding Federal Funding and the mix percentage of Ops vs Capital. She reported that it is 75% / 25% respectively.

Dennis Kreutz asked if there is a way to provide service to areas within the geographical boundaries of the cities but are not incorporated in those cities.

BFT responded that it is not allowed for that to happen, that the unincorporated areas would need to be first incorporated in the city.

Dori Luzzo-Gilmour asked if would be possible to have BFT sponsor an event at a transit center that shows kids how to properly load bikes onto the Coach racks.

BFT responded that they would discuss internally.

Mathew Howie was assigned to attend the September BFT Board Meeting, make a verbal report to the Board regarding CAN activities, and report the events of the Board Meeting to CAN in the September meeting.

**9. OTHER:**

**10. NEXT MEETING:**

A. Regular CAN Meeting Monday September 25, 2023, at 6:00 p.m.

**11. ADJOURNMENT:**

Chair, Ed Frost

A. Meeting adjourned at: 8:00 PM