



## MINUTES

### 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: 6:14 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	Zoom
Citizen Advisory Network	Bernie Vinther	Member	Present
Citizen Advisory Network	Laurie Price	Member	Present
Citizen Advisory Network	Mathew Howie	Member	Present
Citizen Advisory Network	Nayeli Aranda	Member	Absent
BFT Staff	Janet Brett	Manager of Communications	Present
BFT Staff	Rachelle Glazier	General Manager	Present
BFT Staff	Steve Davis	Sr. Mgr. Safety and Training	Present
BFT Staff	Brittany Nelson	Public Relations and Social Media Manager	Present
Guest			

**3. COMMENTS BY GUESTS:**

Chair, Ed Frost

None

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

Discussion:

Motion to Approve the Minutes by: Lori Price

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. 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: No report by BFT, tabled until October CAN Meeting.

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: Janet Brett reported that a training session for loading bikes has taken place and a training video is on BFT To-Do List.

Dennis Kreutz suggested that bikes be put on the racks of the BFT Coaches in the upcoming VA Parade.

C. CAN Membership discussion:

Janet Brett transferred three CAN Membership Applications to Dori Luzzo-Gilmour that have been vetted by BFT. It was agreed that Applications will be received until October 15 before CAN Recruiting Committee interview Applicants.

## **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

1. Pasco Police have not identified a suspect for the pellet gun incident in Pasco.
2. Training is close to three years behind schedule for refresher courses, but a plan is in place to bring them up to date within approximately one year.
3. Incident de-escalation training is the top priority, with active shooter / drug use / emergency incident training following.
4. Driver / passenger safety due to long hours being worked by drivers is a concern and 10 DAR drivers are being hired in October to start training.

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

BFT Meeting Notes from Mathew Howie:

## CONVENED BOARD MEETING

### ROLL CALL

### PLEDGE OF ALLEGIANCE

### PUBLIC COMMENT

Dial-A-Ride Driver spoke about being disappointed in the lack of reaction the Board had after the 'active shooter situation' and about the ongoing shortage of DAR drivers

Many drivers are working 7 days a week.

DAR is down to two dispatchers.

Driver also felt the recent fair enforcement was placing unequal burden on DAR riders not otherwise extended to regular routes.

Dial-A-Ride Driver stated that the only way they can get a day off work is to call in sick. Recently, 6 drivers called in sick on the same day.

Fixed Route Driver addressed the lack of restroom facilities on a number of routes. A number of customers are going behind landscaping or parked vehicles

Dial-A-Ride Driver complained about dispatch shortage leading to a decline in service.

Dial-A-Ride Driver mentioned she had 450-hours of overtime just this year.

### APPROVAL OF AGENDA

BFT C.A.N. recent activities were outlined by Mathew Howie.

### AGENDA

1. Text amendment of RES 41-2023 regarding vehicle acquisition.
2. Hanford update. BFT will not be able to enter the secure site, but will work out another solution (Lengthy side-talk during this item about other longer routes to Walla Walla and Burbank

### STAFF REPORTS AND OPEN DISCUSSION

1. Finance - Budgets and grant funding are moving in the right direction
2. Special Event Update - Fair had 22,000 rides
3. BFT Surveys - Are ongoing through the rest of the year. Some findings:
  - a. 65% of riders are English-speaking / 35% are Spanish-speaking
  - b. 70% of English-speaking respondents said they felt safe on BFT - those numbers were much lower for non-English-speakers
4. Trainings -Refresher CPR trainings for drivers are upcoming
- 5 Safety - Upcoming Inter-local agreement to have police presence at stops and on busses. Also working to secure video-surveillance equipment on busses. (Also, Board-led talk on having Narcan on busses.)
6. Driver Shortage - DAR is short drivers now with 10 on extended leave and 4 out on discipline
7. Restroom Facilities - Board-led talk about reserving portable restroom facilities on certain routes and requests BFT to get local business buy-in on restroom visits by riders

### PRIVATE SESSION

### ADJOURNMENT

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

Tabled until the next meeting so Frank Cuta can participate.

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

A new DAR Driver Training Course will start in October and last approximately 9 weeks. Graduates will be starting work around January 1<sup>st</sup>.

Federal / State / and BFT requirements are taught so the training is more comprehensive than an ordinary CDL course, with emphasis on addressing rider needs.

As emphasized in Rachelle Glazier's presentation, safety and incident response will be treated in depth.

Medical physicals are required by each driver every two years.

New drivers are required to pass drug and alcohol tests prior to starting.

New driver training includes peer review of driving and rider interactions.

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

Dori Luzzo-Gilmour will attend.

**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:**

Brittany Nelson reported on the status of upcoming training videos and social media updates that are being done by film crew following five BFT riders.

Emphasis is being placed on supporting Week Without Driving, with BFT Staff urged to participate. Brittany challenged CAN Members to participate.

**8. CAN MEMBER COMMENTS:**

None.

**9. OTHER:**

None.

**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: 7:45 pm