

Palm Tran Service Board Minutes
Mounts Botanical Auditorium
531 North Military Trail, West Palm Beach, FL 33415
Thursday, October 27, 2016

1. **Call to Order 1:32 p.m.**

2. **Introduction of Members/Roll Call**

Quorum Present/Members Present: Terry Brown
Robert Weinroth
Martin Rothman
Robert Templeton
Andre Cadogan
Dennis Martin
Frank Stanzione - Elected Temporary Chair
Beverly Scott

3. **MOTION TO ADOPT AGENDA** for October 27, 2016

Action Taken: Motion to adopt agenda made by Beverly Scott seconded by Robert Weinroth. Motion approved unanimously.

4. **MOTION TO APPROVE MINUTES** for September 22, 2016

Action Taken: Motion to adopt agenda made by Beverly Scott seconded by Robert Weinroth. Motion approved unanimously.

5. **Comments from Palm Tran Service Board Chair**

Frank Stanzione thanked everyone in attendance

6. **Safety Message - Jafari Bowden, Interim Safety and Training Manager**

Mr. Bowden presented the Halloween safety tips which included slowing down, being alert in residential neighborhoods, entering and exiting driveways and parking lots slowly and carefully, as well as driving slowly, anticipating heavy pedestrian traffic and turning on your headlights earlier in the day to spot children from greater distances.

7. **Comments from the Executive Director, Clinton B. Forbes**

Mr. Forbes introduced Keith Clinkscale, who was recently appointed to the position of Manager of Performance Management. Mr. Forbes also mentioned Sean Smith, the newly appointed Director of Operations who will begin on November 14, 2016. Mr. Forbes introduced Todd J. Bonlarron, the new Assistant County Administrator.

Mr. Bonlarron thanked Mr. Forbes for his introduction and commented on how excited he is to be here. Mr. Bonlarron reminded everyone to spend time reviewing the questions on the ballot in the upcoming elections and to vote. He further commented that it is an honor to work together to make the Palm Tran experience in Palm Beach County enjoyable.

8. Action Items

(a) Palm Tran 2016-2027 Transit Development Plan (TDP) Final

Fred Stubbs, Planning Manager commented that the Transit Development Plan (TDP) is a 10 year plan of our system development with five (5) years of cost feasible projects. Years six (6) through ten (10) are visionary projects. We are in the final stages where we have incorporated all of the information obtained from community outreach; the workshop that was held earlier this year; surveys from Bus Operators and on board passengers. We are now in the process of finalizing the community input before presenting it at the Board of County of Commissioners Meeting being held on November 22, 2016 for approval. We are bringing this presentation to the PTSB for your approval.

Laura Everitt, from Tindale-Oliver presented the Final Transit Development Plan (TDP) and spoke briefly on the following topics:

- Draft Goals and Objectives
 - Maximizing the efficiency and capacity of the existing Palm Tran system
 - Delivering safe, reliable, and accessible transit that is environmentally friendly
 - Providing user friendly and innovative service that connects communities
 - Improving the public image of Palm Tran services
 - Maximizing Palm Tran's resources
- Preliminary Implementation Plan
 - Frequency Improvements
 - Span of Service Improvements
 - Limited Stop (Bolt) Improvements
- Preliminary Finance Plan
 - Finance Plan- Operating
 - Capital
- Next Steps
 - Public Outreach
 - West Palm Beach Intermodal Center (November 9, 2016)
 - Boca Raton Farmers Market (November 12, 2016)
 - Presentations
 - SFRTA PTAC (December 14, 2016)
- Board of County Commissioners (November 22, 2016)
- Florida Department of Transportation Submittal (December 1, 2016)

(b) Public Comments on Action Items

Frank Stanzione inquired about the existing BOLT service if it is doing what it was designed to do.

Mr. Stubbs responded yes it is; however, more advertising and marketing of the system needs to be done because many customers don't understand how it works.

Mr. Forbes further said that this TDP work is complementary to a larger piece of work that we will endeavor to undertake and the entire community will be a major part of, a look at our entire transit system network that we call the RPM (Route Performance Maximization), it's an optimization to ensure that it is the most efficient transit system in our network. The BOLT and other routes like it will undergo that review.

Mr. Cadogan commented on the 2022 chart, he said it seems like we will be in a deficit by 50 percent, he asked what is happening around that time to cause a huge difference.

Ms. Everitt responded that there will be a large purchase of replacement buses that will be occurring at that time.

Joe Doucette, Finance Director added that we have a number of things that cause that increase which includes life span termination and capital equipment that needs to be purchased.

Mr. Rothman inquired about Paratransit, as more elderly individuals are moving into the county, to what extent is Palm Tran Connection included in this analysis.

Mr. Doucette responded that this is a part of our capital expansion and replacement buses in 2022.

Ms. Scott inquired when in this process will there be upgrades to the bus shelters.

Mr. Forbes responded that shelters are one of our top priorities and the Planning Team is finalizing those stages in the bus shelters replacement and expansion program.

Mr. Weinroth commented that we are a part of a mass transportation system in the Palm Beach MPO congestion management process report card, this is goal two (2) of five (5) goals within the overall transportation of our county, and the increasing of our passenger trips per revenue mile is a goal that is being measured by the MPO.

Mr. Rothman inquired why are the changes to the various routes all over ten (10) years instead of two (2) to three (3) years.

Mr. Forbes responded that it aligns with the resources needed in order to do that, ensures that we are using our resources in an effective way first and demonstrates to the county that we have looked at the system. In order to move forward we will need more funding.

Stanley Voice commented on how he attended several meetings and presentations but the bottom line is you have to follow the money, where the funding is coming from. He commented that a few years ago there was a proposal for half a cent tax for transportation only then it was dropped. Unless you go to the County Commissioners early to get some kind of commitment of at least one (1) to three (3) years before it's a Board turn over, this plan will never move forward.

Ralph (no last name identified) inquired about Route 4 going north of Okeechobee Boulevard.

Steve Anderson, Senior Planner responded that Route 4 is on our radar and we have to comprehensively assess that route and that new market on the corner of Okeechobee Boulevard and Haverhill Road which is part of the RPM initiative and which will take place next year.

David London commented on how he lives off 441 and there doesn't seem to be anything running from 441 down to Sample Road. He further commented it would be nice to include schools to come up with innovative ideas for people to want to ride the bus.

Action Taken: Motion for the approval of the TDP made by Robert Weinroth seconded by Beverly Scott. Motion approved unanimously.

9. Information Items

(a) Simme-Seat/Bus Seat Update and Feature - Christian Londono, Planner I

Mr. Londono gave a brief overview of the Simme-Seat. The goal is to use these seats at locations where there is a limited right-of-way. The Simme-Seats were introduced on September 26, 2016. The first seat was installed on the northeast corner of the intersection of Linton Boulevard and Congress Avenue in Delray Beach. Four (4) seats have been installed so far. We hope to have all twenty-four (24) seats installed by mid-December.

Board Member Comments on Information Items

Mr. Templeton inquired about where the drawing from the models came from.

Mr. Londono responded that the Simme-Seat model came from a company in Oregon. This company is currently being used in over 100 other transit agencies; however, Palm Tran is the first transit agency in South Florida to incorporate the use of Simme-Seats. A part of this project is to get feedback from our customers within the next six (6) months.

Mr. Weinroth requested that a list of the proposed locations be provided to the Board.

Mr. Londono responded that the list along with a map will be provided.

Mr. Martin inquired if the seats are being placed at bus stop routes based on the time frame between buses.

Mr. Londono responded that the locations selected had the highest ridership with no seating at all.

Public Comments on Information Items

Stanley Voice commented that having Simme-Seats in high traffic locations is ludicrous. There should be bus benches that can seat two (2) to three (3) people.

Jeffrey Levine asked what is the height of the seats.

Mr. Londono responded about 1 ½ feet above ground and they are ADA compliant and are in compliance with bus bench specifications.

(b) Performance Report - Keith Clinkscale, Manager of Performance Management

Mr. Clinkscale gave a presentation on Performance Management and spoke briefly on the following topics:

- Performance Management Office Schedule
- Mission, Vision, Strategy, Objectives & Measures
- Performance Management Office and Process Improvement Teams
- Fixed Route Dashboard
- Connection Dashboard
- Connection Service

- Other Metrics being considered
 - Safety
 - Mobility
 - Customer Satisfaction
 - Employee Success
 - Financial Stability

Board Member Comments on Information Items

Mr. Rothman asked if Procedure Manuals are used to train employees.

Mr. Doucette responded that we have agency or department-wide policy and procedures that we follow and within each section there are Standard Operating Guidelines (SOG).

Mr. Rothman asked if an auditor could be used?

Mr. Doucette responded that we are currently being audited by different independent agencies and the county has an internal audit function.

10. Committee Reports

(a) Paratransit Subcommittee Update

Mr. Brown, Paratransit Subcommittee Chair, spoke briefly about the following items:

- Palm Tran Connection's Organizational Chart
- Coordination during Hurricane Matthew

11. Public Comments

Mr. David London has continued concerns about the different temperatures on the buses as well as smoking at the *Palm Tran Intermodal Transit Center*.

Mr. David Levine commented on several issues he encountered while riding the bus, i.e., the GPS system and visible conditions on the buses.

12. Board Member Comments

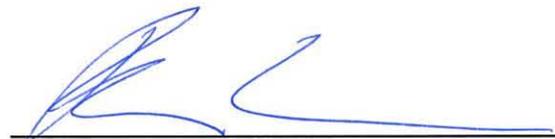
There were no comments made by Board Members.

ADJOURNMENT: Adjourned at 3:22 p.m.

Respectfully submitted,



 Dwight Mattingly, Chair



 Myra Goldick, Vice Chair
 ANDRE CARSON

for Myra Goldick
 Vice Chair