

Palm Tran Service Board Minutes
Palm Beach County Vista Center Complex
2300 North Jog Road, Room CR1W47/50
West Palm Beach, FL 33411-2741
Thursday, March 23, 2017

1. **Call to Order**

Chair Mattingly called the meeting to order at 1:30 PM

2. **Roll Call**

Members

Present:

- Dwight Mattingly, Chairman, Seat 10 - Fixed Route Bus Operator
- Andre Cadogan, Vice Chair, Seat 11 - Citizen-at-Large
- Martin Rothman, Seat 8 - Certified Paratransit user
- Frank Stanzione, Seat 7 - Senior Citizen Representative
- Robert Weinroth, Seat 4 - Elected Municipal Official
- Viola Walden, Seat 6 - Representative with Multicultural Experience
- Shelly Yarbrough, Seat 9 - Regular Fixed Route Bus Rider
- Dennis Martin, Seat 12- Representative with Extensive Paratransit Experience
- Robert Templeton, Seat 5- Business Community Representative
- Terry Brown, Seat 1 - Representative with Transportation Experience
- Beverly Scott, Seat 13 - Resident of Glades/Lake Region Area

Members

Absent:

- Myra Goldick, Seat 2 - Disability Advocate

3. **MOTION TO ADOPT** Agenda for March 23, 2017

Chair Mattingly requested a Motion to Adopt the agenda. Motion was offered by board member Weinroth and seconded by member Beverly Scott. The motion was approved unanimously.

4. **MOTION TO APPROVE** Minutes for February 23, 2017

Chair Mattingly requested a motion to approve the minutes from the February 23, 2017 PTSB meeting. A motion was offered by board member Weinroth and seconded by member Rothman. Dwight added that a correction was necessary on page 2 a typo to remove the word "attract". Approved as corrected. The motion was approved unanimously.

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

Chair Mattingly welcomed everyone to the PTSB meeting, discussed the process for submitting comment cards and filling them out so that it can be documented. He expressed the

importance of reaching out to the public and letting them know that this is their forum to express concerns on action the board is taking.

Chair Mattingly reviewed the follow-up letters to public comments made at the last meeting, he referenced page 8 in the agenda where the letters began.

Mr. Nicky Brown was thanked for his suggestion to add benches at the West Palm Beach Intermodal, benches will be installed no later than May 30th, and staff was commended on the great turn around.

Mr. London's concerns regarding the interconnection of Broward County and Boca Town Center will be discussed and addressed during the Route Performance Maximization (RPM) project.

Regarding Mr. London's concerns about air conditioning being too cold onboard buses, maintenance responded that the temperature is set to 68 degrees and drivers can only turn the air conditioning on or off. The operators cannot adjust the temperature.

Regarding Mr. London's mention of the wraps on the buses and the lack of vision, staff is reviewing the current advertising contract to evaluate options to make the outside more visible for passenger onboard buses.

Mr. McDonald brought up the question of wheelchair priority, and requested Palm Tran to mirror Broward County. While Palm Tran is abiding by all state and federal laws regarding wheelchair boarding policy, staff will continue to encourage operators to assist customers in wheelchairs.

Keith Porges was thanked for his compliments and commendations on Connection service.

Eric Rupard compliments and commendations for Connection were acknowledged and appreciated. His suggestion for evaluating North County routes will also be conducted during the Route Performance Maximization process.

Charles Frazier, Director of Support Services, noted that we are making a concerted effort to respond formally and research concerns from the public and board members in a timely manner.

Chair Mattingly noted that some board members made suggestions or comments that were responded to immediately it is greatly appreciated by the board.

6. **Safety Message** – Jafari Bowden, Safety and Training Officer

Mr. Bowden presented the Defensive Driving Tips message:

1. **PRACTICE SAFETY**

Ensure you get enough rest, always wear your seat belt, adjust your seats, mirrors, and climate controls before putting bus in gear.

2. **DRIVE DEFENSIVELY**

Be aware of what other drivers around you are doing, and expect the unexpected.

3. **LOOK AHEAD**

Look 15 seconds ahead to get the BIG picture.

4. **WHEN THE TRAFFIC LIGHT TURNS GREEN, YOU SHOULD ALWAYS...**

- a) Look for pedestrians in the crosswalk.
- b) Look left, right and left again for traffic on the cross street before entering intersection.

Board member Terry Brown inquired about the maximum hours an operator can legally work. Mr. Bowden referred to rule 1490 in the operator rulebook for Florida; he gave explanation on hours operators are allowed to work.

7. Palm Tran Executive Director's Comments - Clinton B. Forbes

Mr. Forbes commented as Follows:

The Board was advised that the fiscal year 2018 budget process has started and is in the development stage. Staff will provide a budget update at the May 25, 2017 meeting.

Board member Weinroth was congratulated on becoming the Chair of the the Local Coordinating Board (LCB). It was also voted unanimously for Palm Tran to continue as the Community Transportation Coordinator (CTC). Palm Tran's vision and the service board's involvement will be discussed in one-on-one meetings with the Executive Director and individual board members in the next several months.

Lastly, on March 17, 2017, "National Bus Driver Appreciation Day" we celebrated our hard-working bus drivers. The Management Leadership Team went to various transfer bus locations in Palm Beach County and personally shook hands and thanked the drivers for their service.

8. Action Items

- a. None

9. Information Items

- a. Update on September Bid Route 20, 21, 31 Changes

Steve Anderson, Senior Planner, provided the Board with a presentation on the changes that were made in September 2016 to Routes 20, 21 & 31. The Board had several questions regarding the drop in ridership due to the service being discontinued at St. Mary's Hospital. Staff will continue to monitor ridership and on-time performance. Further, there were some follow-up comments from the public and staff will follow-up to see if we can assist with any additional outreach or marketing efforts.

- b. Marketing Presentation

Paula Girard, Marketing Manager, provided the Board with an informative presentation on the marketing and outreach efforts for Palm Tran. Manager Girard discussed media relations, the number of promotions, campaigns and community partnerships the marketing section participates in. The Board was very impressed and pleased with all the information that was provided.

- c. Performance Report

Keith Clinkscale, Performance Manager, gave an update on the dashboard scorecard. He advised the board that indicators and narratives have been added. He noted that trends have been recognized and that improvement teams are being formulated to target the problem areas.

d. Public Comment on Information Items

Carmencita Mitchell inquired about the community outreach prior to the routes changing at St. Mary's Medical Center. She also commended Ms. Girard's presentation. Ms. Mitchell also asked about the meaning of "Choice Rider" and Chair Mattingly gave her a definition. Ms. Mitchell express to the board how important advocating for the disadvantaged of Palm Beach County means to her.

Jeffrey Levine is compiling background information regarding on time performance. He also mentioned how nice the new buses are. He also mentioned not being able to get change from the farebox.

Larry Yates spoke about no longer having transportation through the VA. He discussed drivers not allowing him to back in to the bus it is and that is an issue for him.

Stanley Voice expressed that it is a good idea for the board members receive the statistics he receives on a monthly basis. He thanked and praised Mr. Rothman for the suggestions that he made. He stressed the need for improvement on the fixed route and paratransit service that is provided.

10. Committee Reports

a. None

11. Public Comments (General)

Customers commented on the continued improvement with our services, however there were some concerns that were voiced. Specifically, one customer gave his opinion about the farebox and complained that it does not provide change. Another customer was concerned that he was not able to back his wheelchair onto the fixed route buses. Staff speaks with each customer during the meeting and then works with the appropriate division/section to make sure that we follow-up appropriately.

12. Board Member Comments

Board member Rothman voiced his concerns for the narratives and cost per trip, he gave recommendations and agreed to meet with staff to discuss. He also mentioned the Connection phone "on hold" metric not being added. He also requested more details on complaints and an explanation on the fare box narrative. Mr. Forbes responded that the Board will receive high level reporting but that staff is always willing to meet with a board for further explanation and/or discussion on any issue or concern with the performance report.

Board member Cadogan gave a positive message on the performance report.

Board member Weinroth voice his concerns on the performance measures in the report. He also requested that all board members receive the same statistics that Stanley Voice receives.

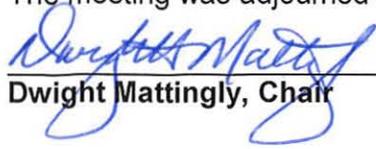
Board member Templeton commented on bus bays --how many there were and how they work.

Board member Rothman commended Lou Ferri, Connection Operations Manager, for a job well done. Mr. Rothman commended First Transit for a job well done when a tire blew out they were very professional.

Chair Mattingly commented on the need for improvement in the paratransit call center as well as the on-time performance on the fixed route side.

13. Adjournment

The meeting was adjourned at 3:55 p.m. by Chair Mattingly.


Dwight Mattingly, Chair


Andre Cadogan, Vice Chair