

Palm Tran Service Board Minutes

Thursday February 25, 2016

1. Call to Order 1:30 P.M.

Chair Dwight Mattingly called the meeting to order at 1:33 P.M.

2. Introduction of Members / Roll Call

No Quorum Present

Members Present: Dwight Mattingly – Chair
Myra Goldick – Vice Chair
Andre Cadogan
Frank Stanzione
Robert Templeton – Not Present
Robert Weinroth – Not Present
Beverly J. Scott- Not Present
Terry Brown – Not Present

3. MOTION TO ADOPT AGENDA for March 24, 2016.

Action Taken: No action due to Quorum Not Present at the time of action.

4. MOTION TO APPROVE MINUTES for January 28, 2016 and February 25, 2016.

Action Taken: No action due to Quorum Not Present at the time of action.

5. Comments from the Chair – Dwight Mattingly

- Overall objective and goals of the Advisory Board
- Read the resolution from Palm Beach County Board of Commissioners that created PTSB
- Commented on ways to fill the seat vacancy on the PTSB
- Commented on what would make consumers want to ride on public transit

6. Comments from the Executive Director (Clinton B. Forbes, Executive Director)

Mr. Forbes stated Palm Tran's purpose and what it will take to get customers to use our service. He also iterated Palm Tran's goal is to become the top choice for transportation in Palm Beach County. Mr. Forbes stated further that PTSB Board members have a huge responsibility as they act on service changes, and that he looks forward to working hand in hand with the board members. Mr. Forbes also stated he is excited to jointly participate in the process, as together they will make very important decisions that will shape this community in providing public transportation. Mr. Forbes stated that he would like to join in the effort to ensure that they have a full complement of Board members. Mr. Forbes also remarked that approximately eighty percent of our customers rely solely on Palm Tran to provide their mobility needs, and he would like to ensure that Palm Tran is visible, reliable and equipped with the latest transit technology.

7. Planning Section Follow-Up (Fred Stubbs, Planning Manager)

Fred Stubbs provided information on the following:

- Route review committee has been reestablished to include Bus Operators, Operation Supervisors and staff.
- Planning will address the need for a bus stop on Route 63 on Lantana Road west of Congress Avenue
- Bus Operator Bill Denning spoke on the Route 63
- An update on the Transit Development Plan (TDP) process
- Universal Smart Card
- Forest Hill Boulevard Bus Stop 5382 - Planning is continuing to monitor the stop

8. Action Items

None

9. Information Items

a. Agency Assessment and Direction (Clinton B. Forbes)

- Commented on the Planning Department on the good quality of their work.
- Committed to follow up on Myra Goldick's request to reach out to agencies that iterated they would like to be more involved in the process of PTSB.
- Ongoing self assessment of management staff
- Ongoing peer reviews-- stage one started at the end of November and concluded December 3rd 2015.
 - Second stage peer review completed at the beginning of the February 2016.
- Started one-on-one meetings with each of the administrative staff as well as Town Hall meetings with operators

Frank Stanzione stated that for the past fifteen to sixteen years that some service decisions made by this Board may have not come to fruition due to political not budgetary concerns.

Mr. Forbes stated he will not let restrictions prevent him from making decisions in the best interest of the agency . He also stated the Board of County Commissioners has to make the ultimate decision on a County level, not just Palm Tran. He also iterated that Palm Tran service, as you will hear from the following peer review, is behind in providing service, and Palm Tran has to make a business case on why transit needs to be properly funded in order to expand.

Andre Cadogan did inquire about the PTSB having the ability to review the TDP Goals and Objectives. Staff did discuss and confirm a TDP workshop in the near future. Mr. Cadogan questioned whether a future potential sales tax is being considered for an additional Palm Tran funding source. Mr. Cadogan also stated that when you look at the County budget, one of the key missions of the County is infrastructure and transportation is a critical component of that role. Mr. Cadogan further said that if we communicate with our needs at the appropriate time, potential County legislation could move forward and decision makers would have to decide that Palm Tran could and should be supported.

b. Monthly Reports Highlights – (Steve Anderson, Senior Planner)

- Gas prices impacting ridership on transit systems across the country
- On Time Performance on all routes
- U.S. 1 Limited Service "The Bolt" ridership was presented
- Fixed Route Productivity
- Customer Complaints - Palm Tran may tweak the metric definitions moving forward
- Fixed Route Preventable Accidents

Ron Jones, Director, Palm Tran Connection, commented on

- Interactive Voice Response System
- Overview of Monthly Ridership

c. Public Comment on Information Items

Public Comments

- Stanley Voice commented that the charts are incomplete and/or misleading because there are no data totals at the bottom for longer time periods (six months or a year) Mr. Voice also analyzed what was reported and stated that the actual figures on the complaints may be incomplete. He iterated that there is a lack of relationship on which complaints was reported and the individual complaints.
- Dwight Mattingly read a hand out that was given by a Mr. Larry Yates, who said that more bus stops are needed, and also suggested that the Bolt service be added to Route 2 and 3.

10. Committee Reports

a. Paratansit – Terry Brown

- None

b. Planning – Frank Stanzione

- None.

11. Comments

a. Members

Myra Goldick stated that she believes that Palm Tran is off to a great start under the direction of Mr. Forbes based on the general attitude that she sees coming forth from staff. She also stated that she is pleased to be a Board member.

Frank Stanzione stated that he believes the new leadership and the new Chair will allow Palm Tran to overcome the hurdles and make progress moving forward.

Mr. Forbes thanked the Chair for working with him to organize and coordinate the PTSB meetings, as well as setting the agenda for future meetings. He also thanked staff for their hard work in coordinating the meetings.

Mr. Mattingly commended staff on the energy that is being generated, and that the bus operators are energized and excited about the new direction Palm Tran is headed. Mr. Mattingly further stated that there have been renovations to the Operator's room and they are scheduled to get new furniture and updated technology improvements, making it more comfortable for the Operators on standby.

12. Members of the Public

Ms. Marie Urbina, of the Coalition of Independent Living Options, said the most frequent issue that they encounter are customers with barriers having problems filling out the verifications. Ms. Urbina stated that these customers have very little income, no insurance and lack funds to pay for taxi and other ways to get to the doctor.

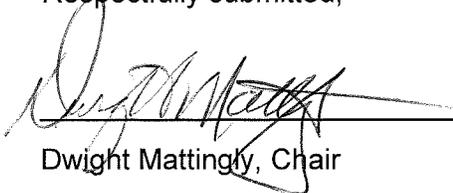
David commented on the stop announcements onboard buses. David further stated that he would like Palm Tran to focus on a unified regional transit authority and hope we can work together with Miami-Dade and Broward to come together to raise our ability to raise federal funds from millions to billions and that would benefit all of us.

Frank Stanzione stated he has noticed a big improvement in Palm Tran Service.

Mr. Voice commented that he attended a transportation disadvantage (TD) assessment by the GALLUP organization in December 1995. He iterated that that study illustrated the TD needs of Palm Beach County and he stated those needs today are just as great as it was twenty years ago. He further stated that he attended in the Senior Service Public Forum that was conducted by the Public Community Service, where he spoke on behalf of seniors on their needs. Mr. Voice stated that many people may not be aware of the Palm Tran Connection service. He also iterated that public meeting notices from the Metropolitan Planning Organization (MPO) should include more information and outreach for those with disabilities, the elderly, and those with low incomes.

ADJOURNMENT: Adjourned at 3:07 P.M

Respectfully submitted,


Dwight Mattingly, Chair


Myra Goldick, Vice-Chair

Minutes are draft and subject to approval by the PTSB and signatures of Chair and Vice-Chair.