

PALM TRAN SERVICE BOARD
Palm Beach County Vista Center Complex
2300 N. Jog Road - Room - CR-1W47/50
West Palm Beach, FL 33411-2741
Thursday, September 28, 2017

1. Call to order

Chair Mattingly called meeting to order at 1:30 p.m.

2. Roll Call

Members present:

- Terry Brown, Seat 1, Representative with Transportation Experience
- Myra Goldick, Seat 2, Disability Advocate
- Robert Weinroth, Seat 4, Elected Municipal Official
- Frank Stanzione, Seat 7, Senior Citizen Representative
- Martin Rothman, Seat 8, Certified Paratransit User
- Dwight Mattingly, Chairman, Seat 10, Fixed Route Bus Operator
- Andre Cadogan, Vice Chair, Seat 11, Citizen-at-Large
- Dennis Martin, Seat 12, Representative with Extensive Paratransit Experience

Members Absent:

- Robert Templeton, Seat 5, Business Community Representative
- Shelly Yarborough, Seat 9, Regular Fixed Route Bus

3. MOTION TO ADOPT: Agenda for September 28, 2017

Chair Mattingly requested a motion to Adopt the Agenda. Motion was offered by board member Robert Weinroth seconded by member Myra Goldick. The motion was approved unanimously.

4. MOTION TO APPROVE: Minutes for June 22, 2017

Chair Mattingly requested a motion to approve the minutes for June 22, Motion was offered by board member Robert Weinroth seconded by board member Myra Goldick. The motion was approved unanimously.

5. Comments from the Palm Tran Service Board Chair

Chair Mattingly welcomed everyone back, to the first meeting since hurricane Irma and since the last meeting in June. He reminded the public if they had any comments or concerns to fill out at comment card and submit to staff in the area where they signed in. Secondly he reminded everyone that the board has lost a couple of members they will be missed and need to be replaced.

Chair Mattingly thanked Palm Tran staff for an amazing job pre/post hurricane Irma. Great effort by all!

6. Safety Message – Roderick Owens, Assistant Operations Manager

Mr. Owens presented Security Inspection Tips:

**CONSIDER SECURITY THREATS WHEN INSPECTING YOUR BUS!
INTERIOR SWEEPS:**

1. **Look for objects or devices that are hidden, taped or otherwise attached.**
2. **Check on and under seats.**
3. **Check luggage racks or any storage areas.**
4. **Check spaces between side-facing seats and the bus body.**
5. **Check that access and service panel doors are secure.**
6. **Look for signs of tampering.**

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

Executive Director Forbes welcomed everyone back also offered condolences for the passing of bus operator Gerald Morgan. Chair Mattingly offered condolences and commented on what a wonderful person and colleague Mr. Morgan was. Charles Frazier, Director of Support Services, introduced Senior Manager of Public Relations, Joe Harrington to the board and mentioned his extensive experience. Joe Harrington expressed how honored he is to be a part of the Palm Tran team. Chair Mattingly welcomed Joe to Palm Beach County.

Mr. Forbes advised the board that the budget was approved September 18th by the Board of County Commissioners for FY18-19.

Mr. Forbes reminded the board of how diligent Palm Tran continues to be with the Route Performance Maximization (RPM) project that is being led by Khaled Shamoot is running smoothly and on time. In November Palm Tran will be giving a RPM presentation to the Board of County Commissioners.

Mr. Forbes mentioned how hurricane Irma put us all to the test and how very proud he is of staff; Palm Tran rose to the challenge before, during and after the storm. The Board viewed a video of Palm Tran evacuating roughly 800 people from the Glades on Sept. 8, also photos of Palm Tran evacuating pets that were abandoned to the airport. Board member Dennis Martin complimented everyone at Palm Tran's exemplary work during the storm.

8. Action Items

- a. None

9. Information Items

- a. **PT-STAT**

Monitoring performance is critical to growing as an organization. The Board received two presentations from PT Stat teams in order to provide an informational overview of the work taking place to enhance Palm Tran and achieve set goals. The Board received presentations from Operations Director Sean Smith and Planning Director Khalid Shammout on the Route Safety and Accident Reduction Team and Fixed-Route On Time Performance Team. The Board made suggestions to enhance safety, such as limiting distracting advertising on the rear of the bus. The suggestion was also made that Palm Tran look into buses that automatically kneel.

- b. **Performance Report**

Mr. Forbes updated the Board on performance metrics for the month of August. Total system ridership for fixed-route service increased 13 percent and Palm Tran Connection ridership increased 17.6 percent. Connection and fixed-route on-time performance declined, and this continues to be an area with opportunity for improvement. However, these metrics can be attributed to schools resuming session.

10. Committee Reports

- a. None

11. Public Comments (General)

Direct feedback from the public is one of the best ways to improve. This month, members of the public also thanked Palm Tran for getting everyone to safety during Hurricane Irma. Additionally, a resident expressed a desire for more reservationists for Connection to handle the high call volume. Citizens also asked for more frequent bus service and additional bus shelters. A concern was expressed about ensuring riders have on appropriate attire. Palm Tran encourages public feedback and staff are evaluating these suggestions.

Stanley Voice- Complimented Clinton on good presentation of Performance Report

The budget does not reflect only 1 driver; what else does it contain?

PM Fixed Route – OTP of 73% is not good

Complaints are not being handled according to PPMs

Dedicated funding/tax for Palm Tran service expansion in the future?

TD Program – we get \$2M each year, but our program is too small.

Mr. Reed- Buses are overcrowded and breaking down. He stated Palm Tran needed more buses.

Larry Yates- How many bus drivers make it through their probationary period?

Bus stop issue at Dixie Hwy & Hypoluxo.

JFK hospital- let the hospital know that patients need to be fully clothed

Wileen Coyne- Started using Palm Tran Connection in June; on Rosh Shoshana 9/20 she had a late pick up. She waited 20 minutes on the phone for assistance-got hung up on at 6PM.

Bill McDonald- Mr. Forbes did a great job for hurricane with the shelters. Connection has issues with ADA loading. Bus Shelter (Forest Hill/ 441) the solid panel keep the shelters to warm is it possible to use mesh panels?

12. Board Member Comments

Goldick- Dixie Hwy. & Hypoluxo – move stop to far side of intersection?

Weinroth- Choice ridership. More shelters are needed

Mattingly- MDT/Map issue has been going on for 2 years

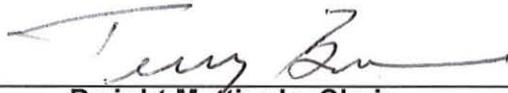
Meeting Adjourned at 3:53 p.m.

Palm Tran Bus Service is available to Vista Center via Routes 43 & 44

NEXT MEETING:

October 26, 2017 at Vista Center

If a person decides to appeal any decision made by this Board with respect to any matter considered at this meeting, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, at his or her own expense, which record includes the testimony and evidence upon which the appeal is to be based. A copy of this agenda may be requested in another format.



FOR Dwight Mattingly, Chair



Vice Chair