



## WELCOME TO OUR EMPLOYEE NEWSLETTER

### COVER STORY

## Palm Tran Executive Director “Walks in the Shoes” of Customer Service Agents

Looking for guidance on riding the bus, callers to Palm Tran’s Customer Service Center had the unexpected opportunity to speak with the agency’s leader. Executive Director Clinton B. Forbes spent hours on the phone assisting fixed-route riders with questions, directions and other transit needs. It was not an easy feat, but the experience resulted in an exchange of ideas to provide even better customer service.



*Palm Tran Executive Director Clinton B. Forbes receives guidance from seasoned agents as he answers calls in Palm Tran’s fixed-route customer service department.*

Branded “Clinton’s Customer Service Experience,” the unusual initiative developed by Forbes himself immersed the executive director in day-to-day customer service operations. Forbes described the experience as enlightening. Though challenging, he acquired a more comprehensive understanding of the trials faced in the department.

“It is not easy work,” Forbes admitted. “It is a lot of questions that customers want answers to right away. I am very proud of the folks that work at the center. They ensure our customers get the information they need.”

“It was nice for the agents to see that the director cares enough to take calls just like they do,” Customer Service Administrator Lina Aragon said. “He did relatively well, but he will have to go through more training to be an effective customer service agent!”



## COMMENDATIONS FROM RIDERS

**DEANNE BURNS**

"She is courteous, a good driver, nice and polite."

**IVONNE ZANCA**

"It was a pleasure to ride because the driver was polite and has a great personality."

**EVELYN RAMIREZ**

"The driver was courteous and tolerant when working with us."

**LEATHER MCBRIDE**

"She assisted a man whose car broke down by taking him to a gas station near one of her route stops."

**BEVERLEY BELLE-WRIGHT**

"She is the most amazing, outstanding professional employee I experienced."

**YVETTE BALOM**

"She diffused a situation and offered a complimentary bus pass."

**SHALONDA MITCHELL**

"The driver was courteous and tolerant when working with us."

**NARCISO DEL VALLE RIVERA**

"He is very nice, kind, and helpful."

**BRIAN GLEASON**

"He waited for me when he saw me running across the street."

**CARLOS HERNANDEZ**

"He is one of the best drivers and is always on time."

**G CHIEF KICKINGSTALLIONSIMS**

"He worked well under pressure and it led to a good outcome."

**ANTHONY JONES**

"He is a complete gentleman and an asset to the company."

**ARNESS DUNCAN**

"She was patient and helpful in giving me information to get around the area and on how to get to City Place."

**DWAN PEAY**

"The bus operator was very courteous and a safe driver."

**JOHNNY PACCHA**

"He is so kind, courteous and helpful."

**AUDREY LEON**

"She is very nice and always smiles at everyone; and makes sure you are seated before pulling off."

**JANNETTE BLAIR**

"She personally and professionally assisted clients with their bus pass files during an onsite audit visit."

**EASTER JACKSON**

"She was very helpful in giving a fellow rider directions and was a very polite and nice driver."

**AUDREY LEON**

"She always has a positive attitude whenever you see her."

**JEANNA MATTHEWS**

"She goes above and beyond! She greets, she smiles, she is pleasant, and she has a positive attitude and demeanor."



## COMMENDATIONS FROM RIDERS

**JEFF MCGREGOR**

"Thanks a million, Jeff, for always being there when we need you."

**LINA ARAGON**

"She is very patient, nice, and helpful. "

**THERESA JOHNSON**

"She was very helpful and has excellent customer service."

**ELIZABETH SIUTA**

"She helped me restore my lost trip and I got to work on time."

**MICHAEL WELLS**

"He greets all the passengers, is pleasant, smiles, is never rude, and goes above and beyond."

**KEITH LEOW**

"He gets me to the VA Medical Center on time."

**GLENNESHA COLLIER**

"She assisted me and did a great job."

**ASHLEY JIMENEZ**

"She is professional, courteous, and proficient."

**LORENA ROJAS MARQUEZ**

"Thank you for being patient, outstanding and informative."

**ADRINS LOUIS**

"He has wonderful customer service. He is patient and courteous."

**ELIZABETH RUIZ**

"She is a sweetie, great help, and excellent."

**FABIENNE BELINE**

"She is patient, kind, and an asset to Palm Tran Connection."

**DENICIA WILLIAMS**

"She is always very nice and patient."

**GEORGIA DONALDSON**

"Thank you for being helpful, knowledgeable, personable and competent."

**SUSAN GARTNER**

"She was thorough and knowledgeable in walking me through the PTC orientation. "

# UPCOMING ORGANIZATIONAL DEVELOPMENT TRAININGS\*

## **APRIL**

April 27 Leadership Aspire-Presentation  
PB State College-4200 Congress Ave Lake Worth, FL

April 29 FMLA/ADA Compliance Conference  
Orlando, FL

## **MAY**

May 8 13th Annual FTA Drug & Alcohol Program  
Nat'l Conference  
Ft. Lauderdale, FL

May 24 Effective Telephone Communication  
PBC HR Room 4-790

May 31 Managing Feedback  
PBC HR Room 4-790

*\*Supervisor approval may be required.*

*For more information contact Gloria Galloway at: [ggallowa@pbcgov.org](mailto:ggallowa@pbcgov.org)*

# EXECUTIVE DIRECTOR



We are well off into 2018 and the Palm Tran team continues to receive numerous awards, publications and commendations for the awesome work that we do! I can say that I am proud of each employee's dedication to our mission, vision and core values. Each of you play a critical role in providing safe, efficient and courteous customer service to our passengers.

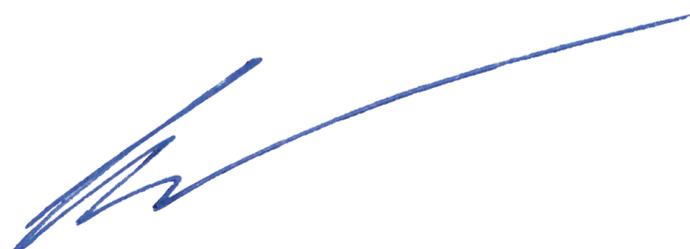
Recently, Palm Tran was awarded the 2018 Bus Safety & Security Certificate of Merit by The American Public Transportation Association (APTA) for transit agencies with more than 4 million but fewer than 20 million passenger trips annually. The flashing lights initiative, which led to the retrofiting of 157 buses, continues to win prestigious awards such as the Safety Council of the Palm Beaches Award and the APTA Bus Safety & Security Award. These awards are a symbol of our accomplishments through team work via PT Stat and in the office setting.



Going forward, I am excited to see what we bring to the table in 2018. The Route Performance Maximization project (RPM) is quickly approaching and we will need all hands on deck. I encourage you all to view the RPM project as our opportunity to enhance the service in Palm Beach County.

I'm excited about all that we have accomplished this year and I know that we have so much more ahead of us on this journey!

Humbly,



continued from page 1

Between taking calls, Forbes received feedback from seasoned agents on how the department could flourish. Employees took advantage of the opportunity to speak directly to the executive director and share their ideas on potential enhancements.

“We were happy to have him,” said Customer Service Supervisor Jeff McGregor. “It is a wonderful opportunity for the executive director to sit in the shoes of those who do this day-to-day.”

“I think he liked it and he certainly enjoyed being able to talk to the people,” McGregor added. “I could see from the staff expressions that Forbes was doing a great job. I hope he does it again.”

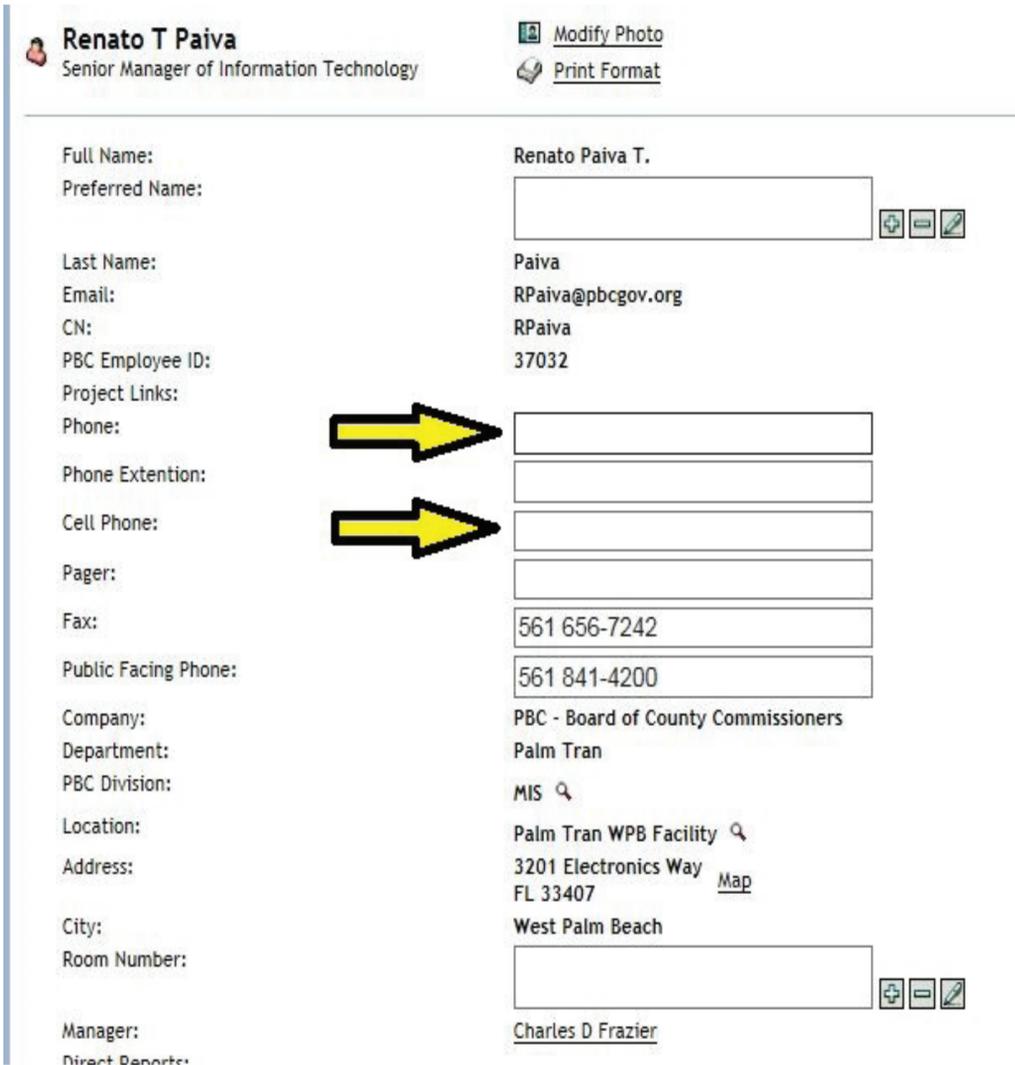
Ultimately, the experience left Forbes with a wealth of knowledge and a stronger connection to Palm Tran riders.

## IT Assessment

The IT Department is looking for your help to confirm your contact information is accurate in our address book and also our emergency notification system.

Please, take a couple of minutes and access the PBC-SIM eGuide system: (<https://pbceguide.co.palm-beach.fl.us>).

Login and edit your information by confirming your office number (Phone:) and cell phone numbers are correct.



**Renato T Paiva**  
Senior Manager of Information Technology

[Modify Photo](#)  
[Print Format](#)

Full Name:	Renato Paiva T.
Preferred Name:	<input type="text"/>
Last Name:	Paiva
Email:	RPaiva@pbcbgov.org
CN:	RPaiva
PBC Employee ID:	37032
Project Links:	
Phone:	<input type="text"/>
Phone Extention:	<input type="text"/>
Cell Phone:	<input type="text"/>
Pager:	<input type="text"/>
Fax:	561 656-7242
Public Facing Phone:	561 841-4200
Company:	PBC - Board of County Commissioners
Department:	Palm Tran
PBC Division:	MIS
Location:	Palm Tran WPB Facility
Address:	3201 Electronics Way FL 33407
City:	West Palm Beach
Room Number:	<input type="text"/>
Manager:	Charles D Frazier

## **Palm Tran Celebrates New Graduating Class of Bus Operators**

Completing Palm Tran's eight-week bus operator training program is far from an easy undertaking. Bus operator trainees must commit to meeting the demands of being a professional bus operator and adhering to strict safety standards. Palm Tran recently celebrated its newest class of 11 bus operators at a special graduation ceremony on February 28, 2018. In attendance were: Palm Tran Executive Director Clinton B. Forbes, Director of Operations Sean Smith and Assistant County Administrator Todd J. Bonlarron.

"Everybody does not make it to this point. It is a rigorous process," Forbes said. "The training we provide guarantees we have the brightest and safest operators on the road providing superior customer service."

To become a Palm Tran bus operator, candidates must pass examinations in customer service training and Americans with Disabilities Act (ADA) sensitivity training among various others. Candidates also need to complete behind-the-wheel training that coincides with receiving their Commercial Driver's License (CDL). Overseeing the training are Safety and Training Section supervisors: Michael Ganpath, Mary Pierce and Fred Richardson.

"They were a highly dedicated team," Director of Operations Sean Smith said. "I am confident they will uphold Palm Tran's mission of providing access to opportunity for everyone; safely, efficiently and courteously."

As keynote speaker, Bonlarron referenced baseball to exemplify the perseverance of the bus operator graduates.

"We can be assured that each of you are prepared to serve the public and that you can walk on 'that field' as the professionals in baseball do and take Palm Tran to the next level!" Bonlarron said.

Graduate Latasha Iqbal left the ceremony enthusiastic about the

opportunity ahead of her.

“Now I feel like I am part of a family,” she said. “The training has been excellent. I learned how to integrate with the customers. I treat everyone with the utmost respect, and I receive it back.”

Supporting Iqbal was her husband, Ali Iqbal. He was pleased to see her efforts pay off.

“Wow, it’s her dream job,” he said. “It was difficult, but I am proud of her.”

Graduate Shantrell Curry attributed the success of her current class to working together.

“Teamwork makes the dream work. We all came together as one,” she said.

For more information on Palm Tran, visit: [www.palmtran.org](http://www.palmtran.org).

*Congrats graduates: Karen Henley, Latasha Iqbal, Wanda Walker, Brittney Eley, Harold Brown, Hector Davilla, Tamara Mayes and Shantrell Currie*



*On the left, Director of Operations Sean Smith, Assistant County Administrator Todd J. Bonlarron and on the right Executive Director Clinton B. Forbes gather alongside Palm Tran’s newest bus operator graduates*

## Palm Tran Hosts Garrett A. Morgan Shadow Day to Inspire Future Minority Transit Leaders



*Students from R.J. Hendley Christian Community School in Riviera Beach smile in front of Palm Tran's bus fleet after touring Palm Tran's North County Facility.*

Palm Tran set out to inspire future minority transit leaders by hosting this year's Garrett A. Morgan Shadow Day. The event, held in partnership with the Conference of Minority Transportation Officials (COMTO), honors African American inventor Garrett A. Morgan and educates grade school students about the vast career opportunities available in transit. In attendance were: Palm Tran Executive Director Clinton B. Forbes, Palm Tran's Executive Leadership Team (ELT) and Transit Planner Bruce Guyton.

"The Garrett A. Morgan Day is one that the Conference of Minority Transportation Officials (COMTO) celebrates annually during Black History Month," said Transit Planner Bruce Guyton. "As President of the Palm Beach County chapter, it was indeed an



honor to collaborate with Palm Tran to educate and inspire local kids to be the best they can be.”

As part of Shadow Day, students from R.J. Hendley Christian Community School in Riviera Beach were transported out of the classroom to Palm Tran’s North County Facility in West Palm Beach. Upon arrival, the students received a special presentation detailing Morgan’s invention of the first automatic three-way traffic signal which he patented in 1923. Morgan’s innovative design improved the safety of intersections for both vehicles and pedestrians.

Following the presentation, members of Palm Tran’s ELT outlined their leadership roles in their designated departments. To conclude the event, the students received an immersive behind-the-scenes tour of Palm Tran’s North County Facility.

“I look at these young African American students and see myself,” said Palm Tran Executive Director Clinton B. Forbes. “As an African American, I’ve climbed the career ladder in the transit sector, eventually earning the role of executive director. It was important to me the students leave knowing that anything they desire is attainable with preparation, hard work and determination.”

Throughout the event, the importance of excelling academically, specifically in math and science, was reinforced. Staff from R.J. Hendley Christian Community School left thrilled with the overall experience.

“This was phenomenal,” said Liaison Bruce Williams. “For the children, this was a new experience because most of their parents have cars and drive them wherever they need to go. It was very enlightening.”

Garrett A. Morgan Shadow Day occurred February 28, 2018, in celebration of Black History Month.

## Palm Tran Executive Director Throws Ceremonial First Pitch at FITTEAM Ballpark of the Palm Beaches

Palm Tran Executive Director Clinton B. Forbes took a break from transit to show off his baseball skills when he threw the ceremonial first pitch before the St. Louis Cardinals versus the Washington Nationals game at the FITTEAM Ballpark of the Palm Beaches. The ballpark, located in West Palm Beach, is the new spring training home for the Houston Astros and the Washington Nationals.

“I think they clocked my pitch at somewhere around 100 miles per hour!” Forbes joked. “The ballpark is a fantastic sight to see! It was an honor to throw the ceremonial first pitch, and I am thrilled to see riders take the bus to enjoy their favorite American pastime!”

In January, Palm Tran held a ribbon-cutting ceremony at the park celebrating its Route 4 extension. Palm Tran extended Route 4 six miles via Haverhill Road to provide direct access to the ballpark, eliminating the hassle of traffic and parking. The Route 4 expansion resulted in an unprecedented nearly 90 percent ridership increase.

To complement the Route 4 extension, Palm Tran installed two baseball-themed bus shelters nearby to protect riders from the elements.

“The eye-catching baseball shelters provide serenity to our riders as they wait for the buses to arrive,” Forbes added.



*Palm Tran Executive Director Clinton B. Forbes throws first pitch March 11, 2018, at the FITTEAM Ballpark of the Palm Beaches.*

“The FITTEAM Ballpark of the Palm Beaches is beautiful!” said Palm Tran rider Tom Monahan. “I am so happy for Palm Tran Route 4. The bus shelter is fairly large and comfortable, right in front of the stadium!”

The opening ceremony included team introductions and the singing of the national anthem. The game held March 11, 2018, was one of the last of the spring 2018 season which will resume in spring 2019.

For more information on Palm Tran's latest route enhancements, visit: [www.palmtran.org](http://www.palmtran.org).



## As seen on our Facebook page

**Palm Tran**  
17 hrs · 🌐

Palm Tran uses the Safety Message to educate staff, passengers and the public about the importance of safety when riding the bus or at bus stops.

**Remember:**

- Slow down** – It takes longer to stop in wet weather.
- Increase** following distance.
- Do not** follow large vehicles too closely.
- Watch out** for brake lights and never drive with your flashers on.

Our mission: To provide access to opportunity for everyone; safely, efficiently and courteously.

Like Comment Share

10 Chronological

1 Share

**Tom Monahan** That is great as a public safety message for everyone.  
Like · Reply · 15h

*Riders share their positive feedback on our Facebook page.*

**Palm Tran** shared Gater 98.7 FM's post.  
Published by A.S. Williams · April 10 at 8:49am · 🌐

**Gater 98.7 FM**  
April 6 at 1:05pm · 🌐

Congratulations Lynn from Palm Tran West Palm Beach for winning this week's Listener On The Job Lunch.

Like Page

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# EMPLOYEE *Spotlight*

Amanda Goebel joined the Palm Tran family in April. She comes from the Telecommunications Industry and is taking this time to speed up her working knowledge of the Transit Industry.

### **What motivates you?**

I love process improvement, so I get excited when I can implement a change and see positive results! I love project management tools and am happy to see progress made toward an end goal!

### **What are your goals at Palm Tran?**

I have a competitive nature, and as I'm learning we have opportunity to grow. I want to contribute and

make sure Palm Tran becomes one of the top transit agencies in the nation in ridership and efficiency.

### **What's something most people don't know about you?**

I made my TV debut at 13 on a local show, "Dancing on Air."

### **Where did you grow up?**

Philadelphia! Go Eagles!

### **A personal transit experience is:**

My earliest memory of public transportation was going to work with my mom at age 5. I found a \$5 bill and was so happy. My mom turned it in to the bus operator and promised me a treat. I don't think I ever got that treat....

### **Favorite customer interaction?**

I had the pleasure of talking to a disabled veteran at the Intermodal. He relies on Palm Tran for most of his transportation needs. He told me how happy he was with our service and how the drivers are like his family. Happy customers is what it is all about!

### **What are your hobbies or weekend rituals?**

I am on the Advisory Board for A Second Chance Rescue Puppies and Kittens. I am currently fostering a momma and her eight baby boys. I have fostered 92 dogs in the past year.

# PALM TRAN SERVICE ANNIVERSARIES



## APRIL

NANCY PENBERTHY	04/28/1980	38 years
SAIED ALI	04/04/1995	23 years
PETER SKEETE	04/11/1995	23 years
FELICIA BRABHAM	04/24/1995	23 years
CARLOS SIERRA	04/29/1996	22 years
SOOKDEO PERSAD	04/21/1997	21 years
STANLEY BLAKE	04/21/1997	21 years
GLORIA GALLOWAY	04/27/1998	20 years
FRED RICHARDSON	04/12/1999	19 years
GUEGUEUR DENEUS	04/12/1999	19 years
LOVETT LEONARD	04/12/1999	19 years
MARY WRIGHT	04/12/1999	19 years
MERCY ROMERO	04/12/1999	19 years
PAUL KAPLAN	04/12/1999	19 years
WESNER PAUL	04/12/1999	19 years
J LAPRICE WILLIAMS	04/10/2000	18 years
LEONARDO CALDERON	04/09/2001	17 years
SUSAN GARTNER	04/23/2001	17 years
LOUIS FERRI	04/01/2002	16 years
VIRGINIA JONES	04/15/2002	16 years
JERRY POWELL	04/06/2003	15 years
EVETTE RICKETTS	04/05/2004	14 years
GC KICKINGSTALLIONSIMS	04/02/2006	12 years
CHARLES STERRANTINO	04/30/2006	12 years
EVELYN GEATHERS	04/30/2006	12 years
YVETTE BALOM	04/30/2006	12 years
SANTO BADAME	04/15/2007	11 years
STANFORD HARVEY	04/15/2007	11 years
STEFFON MONROE	04/15/2007	11 years
THERESA JOHNSON	04/15/2007	11 years
LAVERN BLACKWOOD	04/13/2008	10 years
JOCELET REACHE	04/24/2011	6 years
RICHARD PIERRE	04/24/2011	6 years
BARBARA MATOS	04/08/2012	6 years
NADIA CHARLES	04/22/2012	6 years
JARI SIIRA	04/06/2014	4 years
FRANKLYN PEMBERTON	04/13/2015	3 years
JOAN JENKINS	04/13/2015	3 years
LENNY ECHEVERRIA	04/13/2015	3 years
MORRIS RODRIGUEZ	04/13/2015	3 years
PORTIA BLAKE	04/13/2015	3 years
RAY ROBINSON	04/13/2015	3 years
THEODIS WILLIAMS	04/13/2015	3 years
TYA INGRAHAM	04/13/2015	3 years
THOMAS PAYNE	04/06/2016	2 years
GLENOI FERGUSON	04/24/2016	2 year
DAVID BALDWIN	04/02/2017	1 year
MARCIA FLOYD	04/02/2017	1 year
CATHY LEWIS	04/04/2017	1 year



# PALM TRAN SERVICE ANNIVERSARIES



## MAY

<b>BENITA POWELL</b>	05/06/1996	22 years
<b>LORA MALCOLM</b>	05/06/1996	22 years
<b>WILLY MARCEAU</b>	05/06/1996	22 years
<b>DENISE FOSTER</b>	05/03/1999	19 years
<b>STEPHEN LOOR</b>	05/01/2000	18 years
<b>STEVE QUISMUNDO</b>	05/07/2001	17 years
<b>KELVIN JONES</b>	05/21/2001	17 years
<b>DANIEL PACE</b>	05/13/2002	16 years
<b>BRUCE GUYTON</b>	05/28/2002	16 years
<b>ANN CROSBY</b>	05/01/2005	13 years
<b>LUIS CANO</b>	05/01/2005	13 years
<b>MICHELLE WEBB</b>	05/01/2005	13 years
<b>CANTAVE DELICE</b>	05/14/2006	12 years
<b>CLAUDY JEAN PHILIPPE</b>	05/14/2006	12 years
<b>DEXTER SAMUEL</b>	05/14/2006	12 years
<b>MICHAEL ELLIS</b>	05/14/2006	12 years
<b>PAMEKA MCNEAL</b>	05/14/2006	12 years
<b>RAYMOND KRAMER</b>	05/14/2006	12 years
<b>ISRAEL ARAY</b>	05/23/2011	7 years
<b>GERROD THOMPSON</b>	05/20/2012	6 years
<b>LATONYA AKINS</b>	05/20/2012	6 years
<b>ANTHONY JONES</b>	05/19/2013	5 years
<b>JOHANNA ZEPHIRIN</b>	05/19/2013	5 years
<b>KELVIN JENKINS</b>	05/19/2013	5 years
<b>LILLIAN RIVERA</b>	05/19/2013	5 years
<b>MANUEL ROMAN-REJOS</b>	05/19/2013	5 years
<b>SHERRY-ANN ROYAL</b>	05/19/2013	5 years
<b>STANLEY ROC</b>	05/19/2013	5 years
<b>WAYNE WHITE</b>	05/19/2013	5 years
<b>KEAVIN INGRAM</b>	05/04/2014	4 years
<b>LATANGLE JOSEPH</b>	05/04/2014	4 years
<b>GRAZYNA BOGDAN</b>	05/31/2015	3 years
<b>BEVERLEY WRIGHT BELLE</b>	05/22/2016	2 years
<b>EDLENE HART</b>	05/22/2016	2 years
<b>LATEISHA MARTIN</b>	05/22/2016	2 years
<b>MIGUEL MARTINEZ</b>	05/22/2016	2 years
<b>ANTORRIS WILLIAMS</b>	05/03/2017	1 year
<b>FELICIA BYRD</b>	05/03/2017	1 year
<b>MARIA SIGALA</b>	05/03/2017	1 year
<b>PATRICIA LARAIA</b>	05/22/2017	1 year



# PALM TRAN SERVICE ANNIVERSARIES



## JUNE

<b>JEFFREY MCGREGOR</b>	06/02/1997	21 years
<b>BILL WESTON</b>	06/26/2000	18 years
<b>MARGARITA PITRE</b>	06/18/2001	17 years
<b>DAVID ROMERO</b>	06/02/2002	16 years
<b>LEVELIA RICHARDSON</b>	06/02/2002	16 years
<b>BETTY GARRETT</b>	06/10/2002	16 years
<b>KEN HOAYUN</b>	06/17/2002	16 years
<b>ARNESS DUNCAN</b>	06/13/2004	14 years
<b>LARRY WILLIAMS</b>	06/13/2004	14 years
<b>MARILYN HOLLIS</b>	06/26/2005	13 years
<b>JANNIFER KELLY</b>	06/25/2006	12 years
<b>JONATHAN CARTER</b>	06/25/2006	12 years
<b>PATRICK OSHEA</b>	06/25/2006	12 years
<b>TERESIA CHARLES</b>	06/25/2006	12 years
<b>ALEXIS VEGA</b>	06/06/2010	8 years
<b>TORRE WALKER</b>	06/20/2010	8 years
<b>JACOB RUIZ</b>	06/06/2011	7 years
<b>ELSI FENELON-JEAN</b>	06/15/2014	4 years
<b>FABIENNE BELINE</b>	06/28/2015	3 years
<b>KAREN GRAHAM</b>	06/28/2015	3 years
<b>LORENA ROJAS MARQUEZ</b>	06/28/2015	3 years

Thank you for your continued, dedicated service to providing high quality public transportation to Palm Beach County residents and visitors.



**WE WOULD  
LOVE TO HEAR  
FROM YOU!**



**Have feedback on the newsletter? Let us hear it!  
Contact Sher Delva at [sdelva@pbcgov.org](mailto:sdelva@pbcgov.org)**

***That's how we roll!***