

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, February 23, 2017

1. Call to Order

Chair Mattingly called the meeting to order at 1:33 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
- 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

Members Absent:

- Myra Goldick, Seat 2 - Disability Advocate
- 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

3. Agenda for February 23, 2017

Chair Mattingly requested that **Item 10 – Committee Reports** be moved prior to **Action Item 8**. A motion was offered by board member Weinroth and seconded by member Stanzione. The motion was approved unanimously.

4. Minutes for January 26, 2017

Chair Mattingly requested a motion to approve the minutes from the January 26, 2017 PTSB meeting. A motion was offered by board member Stanzione and seconded by member Rothman. 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 expressed his interest in hearing from the riders that were present. He encouraged public comments and participation.

Chair Mattingly reviewed the follow-up letters to public comments made at the last meeting, and thanked the staff for taking the time to correspond with each individual.

6. Safety Message – Sean K. Smith, Director of Operations

Director Smith presented the School Zone Safety message:

1. Be on the lookout for school zone signals and **ALWAYS** obey the speed limit.
2. When entering a school zone, be sure to **SLOW DOWN** and obey all traffic laws.
3. Prepare to **STOP** for a school bus when overhead yellow lights are flashing.
4. Never pass a school bus with **RED LIGHTS** flashing unless you're on a divided highway with an unpaved space of at least 5 feet, a raised median, or a physical barrier.
5. Watch out for school crossing guards and **OBEY** their signals.
6. Operators should always be **ALERT** and drive with caution around school buses and in school zones where children may be present.

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

- Executive Director Clinton Forbes stated that he wanted to make “the Board aware of the talent that Palm Beach County and Palm Tran was attracting. The people who are applying for our open positions are the very best in the industry.” Mr. Forbes stated that our most recent new hire was our Security & Facilities Manager.

Charles Frazier, Director of Support Services introduced Leighton (Lee) Williams as the new Security & Facility Manager; he gave a brief synopsis of his background and extensive transit experience. Leighton Williams introduced himself to the Board and stated that he “was thankful and happy to be at Palm Tran.”

Board member Frank Stanzione asked for a description of duties for the Security & Manager position. Charles Frazier gave a high-level overview of the various responsibilities of the position.

Frank Stanzione asked if security guards will be on buses that are in revenue service. Charles Frazier responded and advised that Palm Tran is researching projects where Palm Tran will collaborate with local law enforcement.

Chair Mattingly welcomed Leighton Williams to Palm Beach County and Palm Tran.

- Mr. Forbes continued his comments and provided an updated on two specific projects:
 - The Route Performance Maximization project is also known as the RPM project. He explained how Palm Tran worked as a team to coin the name to ensure that it has its own brand. “We are trying to ‘rev up’ our transit system to make faster, more direct, and more frequent for the riders of our community.” He explained that the project is a top priority for Palm Tran, and that we will take a comprehensive approach to redesigning our system in the most cost effective manner. “We have submitted our Request for Proposal to our County procurement department, and we anticipate that by April we will award a consultant that will help us with this work. Phase 1 is going to be a process and journey.”

- The Fare Payment Technology – Mr. Forbes explained that Palm Tran has already advertised for a consultant to help navigate the various technology options. “We want to select the best technology that is both interoperable and scalable for our system; it also must communicate with Broward County Transit and Miami Dade Transit to make traveling through our regions seamless. More importantly, making it easier for the residents of Palm Beach County.”

Chair Mattingly asked about Palm Tran’s policy for securing wheelchair passengers on fixed route buses. He stated “I would like to hear the outcome of your research. Last month Mr. Brown made a statement that our practices were illegal.”

Director Smith assured the Board that Palm Tran’s policies are within the guidelines of the Florida Department of Transportation’s (FDOT) 1490. “We are in compliance; however, we are going to be in discussion with our safety team and employees to encourage our customers as they board to use the securement because it is for their safety.”

Board member Weinroth asked about travel between counties. Mr. Forbes advised him that the each county has different fare payment technology in place; he advised that the regional partners have already met and will be working together on an interoperable system.

Mr. Weinroth inquired about the impact of the President of the United States (POTUS) and his visits to our county. Director Smith responded that “it does have an impact on our On-Time Performance (OTP) because we do not know in advance which routes will be affected until POTUS arrives”.

8. Committee Reports

a. Planning Subcommittee February 15, 2017

Frank Stanzione gave a summary of the meeting and discussed who was in attendance. “We had a visitor from FDOT; her name is Connie Ferguson, the Mobility Management Facilitator.” Mr. Stanzione stated that the main discussion of the meeting was the proposed changes to the Route 43. The subcommittee voted and approved the changes.

Executive Director Forbes commented on Route 43 and stated: “we could not wait for the RPM to fix Route 43, it requires immediate attention. We have received many customer concerns on the OTP and have taken many steps including adding plug buses with minimal results. The Executive Leadership Team rode the route 43 last week to gain insight. We spoke with the customers and the bus operator, and we saw some things that data does not capture hence the proposed changes.”

9. Action Items

a. MOTION TO APPROVE Changes to route 43

Fred Stubbs, Planning Manager, gave a presentation to the Board on the proposed changes to route 43. He also explained the current use of “plug” buses. There was discussion between the Board and staff.

- Chair Mattingly asked if the route 43 will have a 55 minute running time all day.
 - Director Smith responded that the 55 minutes running time will be during peak times only.

- Mr. Weinroth asked to know the operational cost of adding the 5 minutes.
 - Director Smith responded that there will be no additional cost.
- Ms. Yarborough asked for clarification on the added 5 minutes and plug buses.
 - Director Smith provided clarification.

Chair Mattingly welcomed public comment on the proposed changes.

Nicky Brown commented on the route 43 being constantly late and stated the changes are needed.

Bill McDonald stated he is an avid route 43 rider. He stated that when it runs late, he misses his connections. He stated that the plug buses are helpful, but that the route needs work around the fairgrounds; it is a very popular route. Bill thanked the Board for considering the changes and stated that he is a "happy rider at this time."

Chair Mattingly requested a motion from the Board. A motion was offered by board member Weinroth and seconded by member Rothman. The motion was approved unanimously.

10. Information Items

a. Performance Report

Director of Operations, Sean K. Smith, gave a presentation on Key Performance Indicators for January and provided the previous month as a reference. "Our mission is to provide opportunity to everyone safely from a fixed route and para transit perspective." He spoke about preventable and non-preventable accidents for fixed route. He discussed preventative measures such as the enhanced flashing break lights on the buses that will prevent accidents.

Chad Hockman, Senior Manager at Connection, spoke about Safety Performance. He discussed action plans moving forward. He will be working with providers on preventable and non-preventable accidents, incorporating our safety message, and safety program initiatives.

Chair Mattingly asked about public awareness campaigns. Director Smith responded that the marketing team has provided staff with a Public Service Announcement regarding the buses on the web page. The campaign is called "Look out for the Bus". He stated, "it's only the beginning in educating the public, there will be more to follow." Vice Chair Cadogan suggested using color-coded sidewalks to bring bus stop awareness to riders and drivers.

Clinton Forbes discussed the enhanced lighting program on the rear of the buses. He stated that it will help lower the rear-ending of the buses; "we are collecting the data and evaluating the effectiveness a report will be provided in the future."

Board member Weinroth questioned the paratransit preventable accidents regarding fixed objects. Chad Hochman gave an explanation on several different tactics that the providers will implement to deter preventable accidents.

Mr. Forbes commended staff and operators for outstanding job with driver performance. Chair Mattingly also commended the Connection providers who were present at the meeting.

Chair Mattingly questioned the dashboard numbers. Keith Clinkscale, Performance Manager, provided explanation on the indicators of the current month and the trend.

Board member Martin Rothman commented on receiving complaints from Connection clients and their hold times at the call center. He suggested adding a metric to the performance report. Mr. Forbes agreed that a metric for hold times should be added to the report. Chad Hockman responded, "Although we are fully staffed at times there are calls outs and people take off for personal reasons. The long on hold times is due to the increased ridership and the reservationist now have to negotiate pick up and drop off times.

b. Public Comment on Information Items

David London spoke of the interconnection between Town Center and Broward County. He stated that the 60 degrees temperature on the buses is too cold. He stated that there are too many announcements on the bus. He stated that people are still smoking at the Intermodal. He stated that there is poor visibility through the windows on the fixed route bus while riding at night.

Keith Porges stated that he is very happy with the service (Connection). TD Day coming up and will be fun.

Bill McDonald commented on ADA fixed route. "While riding BCT wheelchairs are allowed to load first with driver's guidance and users backing up on the ramp." He suggested that customers need to be notified about the needs of ADA. He also stated that Connection service is superb compared to where we were previously.

Nicky Brown thanked Mr. Forbes for providing great service. He stated that he is in agreement with the new fare collection system that was recommended. He suggested three more benches at Intermodal.

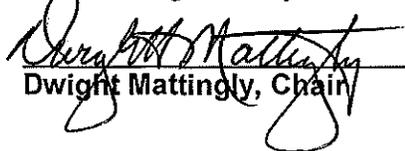
Eric Rupard commended Connection staff and stated that they are very helpful. He suggested evaluating north county routes.

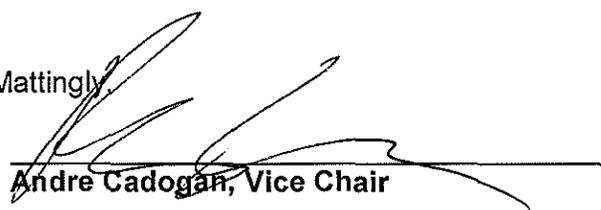
11. Board Member Comments

- Chair Mattingly encouraged public to attend meetings and voice their opinions.
- Chair Mattingly questioned the PTC drivers not allowed to lower windows.
 - Director Forbes stated that staff will research and provide a response.
- Board member Rothman gave a commendation for PTC driver Earl.
 - Director Forbes stated that staff will research and provide a response.

12. Adjournment

The meeting was adjourned at 3:18 p.m. by Chair Mattingly.


Dwight Mattingly, Chair


Andre Cadogan, Vice Chair