

Palm Tran Service Board Minutes
Vista Center Complex
2300 N Jog Road, West Palm Beach, FL 33411
Thursday September 22, 2016

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

2. Introduction of Members / Roll Call

Quorum Present/ Members present: Dwight Mattingly – Chair
Myra Goldick- Vice Chair
Terry Brown
Robert Weinroth
Martin Rothman
Andre Cadogan arrived 1:45 pm
Dennis Martin
Frank Stanzione
Beverly Scott

3. MOTION TO ADOPT AGENDA for September 22, 2016.

Action Taken: Motion to adopt agenda made by Robert Weinroth, seconded by Myra Goldick.
Motion approved unanimously.

4. MOTION TO APPROVE MINUTES for July 28, 2016.

Action Taken: Motion to adopt agenda made by Martin Rothman, seconded by Terry Brown.
Motion approved unanimously.

5. Comments from Palm Tran Service Board Chair.

- Dwight Mattingly thanked everyone in attendance and said that each public comment that required a response would be in the next meeting packet following the minutes.

6. Safety Message- Jafari Bowden, Interim Safety and Training Manager

- Mr. Bowden reminded everyone about safe driving in rainy conditions. Safe techniques included slowing down, checking tire conditions, as well as avoiding braking hard.

7. Comments from the Executive Director (Clinton B. Forbes)

- Mr. Forbes introduced Chad Hockman, as the new Senior Manager of Paratransit division. He also briefly presented the new operators' uniforms as well as unveiling the new Palm Tran bus designs for 2016.

Comments from the Board

Terry Brown asked if the buses will be equipped with WiFi; Mr. Forbes indicated they are wired for WiFi and can be upgraded.

Beverly Scott was concerned about which bus routes will receive the new fleet; Mr. Forbes responded that federal law requires that the new fleet be distributed equitably among all Palm Tran routes. Ms. Scott wanted to know about the retirement age of buses; buses are typically retired within 500,000 miles or 12 years.

Robert Weinroth commented on the professionalism of the uniforms and the look of the buses. He was concerned that the advertising wrap on the outside of the buses, could take away from what we are trying to do with the look of the new buses and cautioned Palm Tran about potentially blurring our image. Mr. Forbes responded that while we do receive revenue for the advertising wraps, it is less than 1% of the agency operating budget and he will direct staff to evaluate alternatives.

Mr. Weinroth also wanted to know had staff evaluated the feasibility of alternative fuels for the Palm Tran fleet. Mr. Forbes iterated that Palm Tran currently has 110 clean diesels, 40 hybrid buses. Mr. Forbes responded that all clean fuel options (natural gas, clean diesel, hybrid/electric) will be evaluated moving forward.

Andre Cadogan commented on the new vehicles and suggested having the ability to charge cell phones via USB ports would be a needed amenity. Mr. Forbes responded that the new fleet of buses have USB ports for customers.

Dennis Martin also warned about advertising on more than 10% of the buses, as it may dilute the Palm Tran brand.

8. Action Items

- a). None

9. Information Items

a). Palm Tran 2016-2027 Transit Development Plan (TDP) Update

Mr. Fred Stubbs, Planning Manager, introduced Laura Everitt, from Tindale-Oliver to present the TDP update. Ms. Everitt presented the following topics:

- Public Involvement
- Routes and Service Hours
- Future Role of Transit
- Amenities
- Connectivity
- Palm Tran Connection
- On-board Survey: Rider Perception
- Existing Conditions: Density and Demographics
- Ridership (Current & Projected)
- Palm Tran Peer Comparison
- Peer Review

- Palm Tran Performance Trend
- Transit Needs Development
- Preliminary Alternatives Development
- Frequency Improvements
- Span of Service Improvements

Board Members Comments on the TDP Update (Item 9a)

Robert Weinroth inquired about the funding stability and available funding mechanisms in the plan. Ms. Everitt responded that the finance plan is still being updated by staff. Mr. Forbes also commented that any funding needs county approval and is an ongoing, dynamic process.

Ms. Everitt also reminded the Board that one major Palm Tran initiative is the Comprehensive Operational Assessment (COA) to take place in the next 12-24 months. Mr. Forbes commented that he and staff have renamed the pending Palm Tran COA the Route Performance Maximization (RPM) initiative. It is a dynamic process that has to be locked in with the county. Mr. Forbes reiterated that the agency, through the RPM process, hopes to be more efficient and use gleaned resources to improve service.

Joe Doucette, Finance Director, added that any grant opportunity and/or outside funding will be maximized whenever possible in order to leverage an opportunity for additional grant funding for Palm Tran.

Mr. Weinroth commented on a slide that illustrated Palm Tran cost per passenger trends over the last few years, and was concerned about a recent downward trend. Ms. Everitt explained that the metric is trending downward because costs have stayed consistent but ridership has decreased.

Mr. Mattingly did question the data being used for the peer review/ financial analysis, Ms. Everitt explained it was data available from the National Transit Database (NTD).

Mr. Doucette responded that the agency strives to lower cost wherever possible, while maximizing efficiency.

Mr. Forbes further added that there are many variables and potential agency initiatives that will increase revenue in next few years. He also reminded the Board that Palm Tran plans on introducing new fare payment system that will eliminate or mitigate fraud and potentially feature mobile ticketing which will all help increase revenues.

Mr. Weinroth commented that he hopes paratransit customers are continually encouraged to utilize the fixed-route buses as a way of reducing expenditures.

Dennis Martin was concerned with bus scheduling with the potential Transit Signal Priority (TSP) initiatives. Mr. Stubbs responded that TSP is a passive system that has a prioritization that allows the bus to activate the signal only during certain conditions.

Dwight Mattingly was hopeful that the TDP will become an active plan to lead the agency strategically in the next 5-10 years.

(b) Report on Performance Measures and Standards – Center for Urban Transportation Research (CUTR)

Mr. Brian Pessaro, from CUTR, gave recommendations for the initial performance management dashboard. Mr. Pessaro gave an overview and brief descriptions on:-

- Key Performance Indicators Measure and Management Process
- Dashboard Five Cores Areas for Fixed Route & Demand Response Services
- Fixed Route Dash Board
- Safety
- Mobility
- Customer Satisfaction
- Employee Success
- Financial Stability
- Dashboard Explained
- Peer Agencies
- Fixed Route
- Connection Dashboard
- Customer Satisfaction
- Employee Success
- Financial Stability
- Connection Service

(c) Public Comment on Information Items

Mr. Weinroth commented on the some of the indicators (farebox recovery ratio, cost per trip) gave him concern.

Mr. Pessaro reiterated this report was still a draft, and that staff and CUTR will continually refine the dashboard.

Mr. Forbes further said to provide oversight of the performance metrics, a new performance management office was created. The new performance manager will report directly to him.

Mr. Martin asked to see a narrative included each month with each data table.

Mr. Forbes responded that is a great suggestion, which we will take into consideration.

Robert Weinroth inquired about making sure the data is tested and validated. Mr. Forbes reiterated the report is still under internal review until he is comfortable with the report.

Dennis Martin asked if the Board has any input to which metric will be included in the monthly report.

Mr. Charles Frazier responded that there are hundreds of KPI(Key Performance Indicators) KPI and metrics that staff can include in the performance report and as we implement the performance management office over the next several months and the reported metrics are still in flux. Mr. Frazier also reiterated that the Board and staff will collaboratively have say over KPI's moving forward.

Public Comments on Information Items

Stanley Voice warned about making changes before securing paratransit customer input, and stressed the need for public outreach.

Shelly Yarbrough wanted to ensure that the public is made aware of all changes, including what the on-time performance standard will change to.

Mr. Forbes responded that as a customer what to expect from the printed schedule says 5:00, than a bus should not depart until 5:00, and not a minute before.

Jeffrey Levine commented on the mobile devices, but warned that not all customers have a smartphone/cell phone.

10. Committee Reports

(a) Paratransit Subcommittee Update

- Mr. Brown, Paratransit Subcommittee Chair, spoke briefly about the following items:
 - Service Provider Meeting update
 - Rider's Hand Book Update
 - ADA ID Replacement Card
 - organizational structure chart

11. Public Comments

Mr. David London has continued concerns about smoking at the Intermodal as well as the loud onboard announcements.

Stanley Voice commented on how he is disappointed in the number of vacancies on the new organizational chart and was also again concerned about the lack of information (bus shelters, contract compliance, elderly care concerns) being disseminated by Palm Tran.

12. Board Member Comments

Mr. Weinroth commented that he has just finished up his first term and has recently gotten reappointed. He commended Clinton's leadership through the many changes at Palm Tran. He also mentioned concern the need for Rider's Guides as he thought many people may not use them.

Dwight Mattingly went on record recognizing Shannon LaRocque on the work that she did as Interim Executive Director of Palm Tran.

ADJOURNMENT: Adjourned at 3:40 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.