

**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, January 26, 2017**

**1. Call to Order**

Chair Mattingly called the meeting to order at 1:31 p.m.

**2. Roll Call**

**Members Present:**

- Dwight Mattingly, Chairman, Seat 10 - Fixed Route Bus Operator
- Terry Brown, Seat 1 - Representative with Transportation Experience
- Andre Cadogan, Seat 11 - Citizen-at-Large
- Dennis Martin, Seat 12 - Representative with Extensive Paratransit Experience
- Martin Rothman, Seat 8 - Certified Paratransit User
- Beverly Scott, Seat 13 - Resident of Glades/Lake Region Area
- Frank Stanzione, Seat 7 - Senior Citizen Representative
- Robert Templeton, Seat 5 - Business Community Representative
- Viola Walden, Seat 6 - Representative with Multicultural Experience
- Shelly Yarbrough, Seat 9 - Regular Fixed Route Bus Rider arrived at 1:46 p.m.

**Absent/Excused:**

- Myra Goldick, Vice Chairwoman, Seat 2 - Disability Advocate
- Robert Weinroth, Seat 4 - Elected Municipal Official

**3. Agenda for January 26, 2017**

Mr. Brown asked that **Item 11 - Action Item: MOTION TO APPROVE Officer Election Process** and **Item 12 - Officer Elections (Chair and Vice Chair)** be moved to **Items 6 and 7**.

Mr. Brown stated that normally the public does not have an input on how an internal board is conducted and nominations are not taken from the floor but its Board members.

Chair Mattingly inquired if *Public Comment on Action Item* should be on the agenda under the **MOTION TO APPROVE Officer Election Process**.

Mr. Brown stated the document states that "nominations of candidates is handled from the floor" which is incorrect because this is not a political convention.

Chair Mattingly asked legal counsel for clarification on Public Comments being permissible during the Election Process.

Donna Raney, Chief Assistant County Attorney, responded that there is no need to review it because when the term "the floor" is used it is referring to the Board not the public.

Chair Mattingly reiterated that it's incorrectly stated then that there would be public comments on the action item to approve the Officer Election Process.

Charles D. Frazier, Director of Support Service, stated that the intention was to follow previous direction that for any action item that the Board takes that we allow for public comment.

Ms. Raney stated that the process is on the Agenda for the Board's review and they can consider adopting it as an action item and the Board could allow public comment for that process but when it comes to proposing someone to serve as Chair or Vice Chair those nominations come from this body (the Board) not the public.

A motion by Rothman/Brown to adopt the agenda of the January 26, 2017 PTSB Meeting as amended approved by unanimous vote.

#### **4. Minutes for December 15, 2016**

A motion by Scott/Martin to approve the Minutes of the December 15, 2016 PTSB Meeting as presented was approved by unanimous vote.

#### **5. Comments from the Palm Tran Service Board Chair**

##### **a. Follow-up Letters from December 15, 2016**

Chair Mattingly thanked both the Board for allowing him the opportunity to serve as Chair and the members of the public for their attendance, comments and participation in the Palm Tran *Service Board* Meetings for the year ending 2016.

Chair Mattingly stated that it is a public transit system and wants the public to have a voice as it relates to their transportation throughout Palm Beach County.

Chair Mattingly thanked Palm Tran staff for their diligence when following up on public comments and Board inquiries.

Chair Mattingly acknowledged members of the public who received responses from issues which they presented to the Board.

Ms. Walden inquired what the specifics of Angela Williams' complaints were as it related to poor customer service.

Mr. Frazier responded that the issues were as follows:

- (1) The Palm Tran Connection Customer Service Representative transferred her and in turn she was placed on hold for a prolonged period of time
- (2) The telephone interaction with the Customer Service Representative was unfriendly

Mr. Frazier stated that based on the investigation conducted, these incidents were found to be valid and Palm Tran has created a Customer Service and Telephone Etiquette Campaign to help improve service to the public.

#### **6. Action Item: MOTION TO APPROVE Officer Election Process**

A motion by Scott/Brown to adopt the election process was approved by unanimous vote.

## **7. Officer Elections (Chair and Vice Chair)**

### **Election of Chair**

Frank Stanzione nominated Dwight Mattingly for Chair.

Terry Brown nominated Andre Cadogan for Chair.

The votes are as follows for Dwight Mattingly

**Vote:** For   8        Against   2  

Mr. Mattingly was re- elected as Chair.

### **Election of Vice Chair**

Dwight Mattingly nominated Andre Cadogan for Vice Chair.

Mr. Cadogan ran unopposed and was elected as Vice Chair.

## **8. Safety Message - Jafari Bowden, Interim Safety and Training Manager**

Mr. Bowden presented the following Railroad Safety Tips:

1. All Operators must come to a complete stop and look both ways before proceeding across all railroad crossings
2. Anytime is train time - trains can run on any track in either direction
3. Watch out for the 2nd track, two tracks may mean two trains, make sure all the tracks are clear before crossing
4. Don't get boxed in - don't let traffic or gates stop you on the crossing
5. If your bus stalls or stops on the crossing for any reason, get yourself and any passengers out and away quickly
6. Remember: At crossings, trains can't stop quickly or steer out of the way. **You can!**

**Please Drive Carefully!!!**

Chair Mattingly inquired if there was any statistical data regarding the number of people who have been killed by trains in Palm Beach County during 2016.

Mr. Bowden responded there was not.

Chair Mattingly stated that sometimes we go through these safety messages and don't think of the impact it might be having on our passengers because some of Palm Tran's bus stops are very near to railroad tracks.

Chair Mattingly stated that these safety tips should also be applied to our own personal vehicles as well.

Mr. Brown inquired if *All Aboard Florida* will be using extreme safety gates where horns aren't used to alert traffic of the oncoming train.

Mr. Bowden responded not at this time.

Mr. Brown stated that he thought the *Metropolitan Planning Organization (a federally mandated and federally funded transportation policy-making organization in the United States that is made up of representatives from local government and governmental transportation authorities)* was going to fund most of the crossings in Palm Beach County.

Ms. Raney responded that the MPO does have a funding scheme to fund them in the south part of the county at this time. However, there are funds allocated through some point to fund West Palm Beach.

Ms. Raney stated that for the northern portion of Palm Beach County the MPO plans to put up safe crossing gates essentially creating a safe crossing.

Ms. Raney stated that it's not at the point where Brightline and the MPO have come to an agreement on the implementation of these crossings.

Mr. Rothman inquired if Palm Tran Connection drivers are required to stop and open their doors at the tracks prior to crossing the railroad tracks because some do and others don't.

Chair Mattingly responded that it's a requirement for school buses that they stop and open the doors prior to crossing the tracks, but not for transit vehicles.

Mr. Bowden responded that is not a Palm Tran rule but an extra safety precaution.

Ms. Walden inquired what locations in Belle Glade have no bus shelters.

Ms. Scott responded that there are numerous stops in the Glades area without shelters and benches especially on South Main Street.

Chair Mattingly stated that in relation to the Safety Message presented there are numerous stops in the Glades area that are near to train tracks which have been an ongoing concern and need to be investigated by Palm Tran staff.

Chair Mattingly stated that in the five year plan presented in 2016 funding has already been budgeted for upgrading these stops.

Mr. Forbes stated that providing more bus stop shelters throughout Palm Beach County is a top priority which staff has been diligently working on.

Mr. Forbes stated that he will provide a brief update on the status of bus shelters at February's PTSB meeting.

Mr. Cadogan stated he read an article in the *Palm Beach Post* which actually stated that it is a criminal offense (a misdemeanor) to cross the tracks at a point that is not a designated crossing,

Mr. Cadogan suggested that posters be placed on Palm Tran buses making passengers aware of this law.

Mr. Bowden stated he will take it under advisement.

## **9. Palm Tran Executive Director's Report - Clinton B. Forbes**

### **a. Hand Sanitizer Update**

Mr. Forbes stated that in 2016 he was afforded the opportunity to participate in the Community Health Needs Assessment conducted by the Palm Beach County Department of Health and the Health Care District.

Mr. Forbes stated that he was recommended as a potential key informant because of his role as Executive Director of Palm Tran.

Mr. Forbes stated that the Health Council of Southeast Florida facilitated the process and asked targeted questions about the health and well-being of Palm Beach County residents and how Palm Tran contributes to or impacts the status of health in our community.

Mr. Forbes stated that he began reviewing Palm Tran's current cleaning processes for its buses and some of the things that Palm Tran can do to improve our environment on the bus.

Mr. Forbes stated that currently buses are cleaned and its interior on a nightly basis using antibacterial cleaning products.

Mr. Forbes stated that the introduction of hand sanitizers being placed on the buses proved to be a big hit with passengers at Central Ohio Transit Authority.

Mr. Forbes stated that the hand sanitizer system will be implemented on Palm Tran's entire fleet and will be installed next to the farebox.

Mr. Forbes stated that at the conclusion of the meeting, PTSB members will be afforded the opportunity to use the recently installed hand sanitizer system on a new 1600 series bus which is also equipped with USB ports.

Sean K. Smith, Director of Operations, stated that full implementation will be underway once the PTSB members approve the placement of the hand sanitizer system (beginning with the new vehicles 1600 series until the entire fleet has been completed).

Mr. Brown inquired if they will be electronic or battery activated.

Mr. Smith responded they are battery operated.

Mr. Brown inquired who is responsible for their upkeep and how are they funded.

Mr. Smith stated that the units will be refilled as needed by Maintenance personnel and the units and refills were provided through a County requisition.

Jonathan Kavaliunas, Maintenance Manager, stated that they will be placed on the Preventive Maintenance Sheet and will be checked every 6,000 miles. In addition, utility workers will also check.

Mr. Stanzione inquired if it will impede the flow of traffic having them so close to the farebox.

Mr. Smith stated that it is next to the black box after you pass the standee line.

Mr. Martin inquired if costs are incurred by Palm Tran from the County.

Mr. Forbes stated that the cost is minimal and will not have an impact on the budget.

Mr. Smith stated there is a one-time cost for buying the case but there will be ongoing costs for batteries and refills. However, should the case be damaged, then a replacement cost would be incurred.

Chair Mattingly stated his concern about the sanitizer is that medical evidence has shown that bacteria has become resistant because of prolonged usage.

Mr. Martin stated that additional research is needed for clarification. However, this step shows passengers that Palm Tran is interested in their well-being.

Ms. Walden stated that passengers who don't ride on a regular basis will not have the opportunity to build up their resistance to it.

Mr. Smith stated that as more evidence becomes available as it relates to the bacteria aspect, the units can be removed if found not to be beneficial to Palm Tran's passengers.

Ms. Walden suggested that *Green Products* be used which are environmentally friendly.

Mr. Kavaliunas responded that everything the county uses is biodegradable and some *Green Products* are used, but mostly *Simply Green Products*.

Mr. Cadogan inquired what step has been taken to make sure that dispensed hand sanitizer left on the bus floor does not become a danger to our passengers which could cause them to slip.

Mr. Kavaliunas stated that being in the developmental stage, a shelf or something else will have to be installed to combat this problem.

## 10. Information Items

### a. Board Orientation

Donna Raney, Chief Assistant County Attorney, presented to the Board highlighted excerpts from the Palm Beach County Board of County Commissioners resolution which established the Palm Tran Service Board (PTSB) and a detailed explanation of Florida's Sunshine Law.

Ms. Raney provided new and existing board members with important, practical and legal information as to their responsibilities as an advisory board to the Board of County Commissioners.

Mr. Forbes stated for the record that his designees are Charles D. Frazier, Director of Support Service and RoseAnn LaBella Voils, Service Board Liaison.

### b. Performance Office (Fixed Route and Connection Scorecards) - Keith A. Clinkscale, Manager of Performance Management

Mr. Clinkscale stated the best practices for ensuring data integrity: People, Process and System

- Limiting the amount of **people** who touch and collect the data
- Driving consistency in the **process** for collecting the data
- Ensuring the **system/equipment** used to collect the data is accurate

Mr. Clinkscale explained that each metric has a Minimum, Target and Goal.

- **Minimum** - lowest acceptable standard
- **Target** - what you are shooting for
- **Goal** - an aspirational target number

Mr. Clinkscale presented the Fixed Route and Connection Dashboards.

Mr. Clinkscale highlighted the following metrics as it related to Fixed Route:

- **Safety** (Preventable Collisions per 100K Miles and Non-Preventable Collisions per 100K Miles)
- **Mobility** (Riders Per Revenue Hour and Total System Ridership)

- **Customer Satisfaction** (On-Time Performance, Mean Distance Between Road Calls, All Complaints per 10,000 Boardings)
- **Financial Stability** (Farebox Recovery Ratio, Coast per Trip)

Mr. Clinkscale stated that narratives have been added to each metric at the suggestion of Mr. Rothman which provides a clear understanding of the information presented.

Mr. Clinkscale stated Metric Drill Down Meetings and One-on-ones are held not only to discuss the areas which need improvement but to continue to raise the standards.

Mr. Forbes stated that three (3) factors which impact On-Time Performance are technology, behavior and schedule.

Mr. Clinkscale highlighted the following metrics as it related to Connection:

- **Safety** (Preventable Collisions per 100K Miles and Non-Preventable Collisions per 100K Miles)
- **Customer Satisfaction** (On-Time Performance, Mean Distance Between Road Calls, All Complaints per 1,000 Boardings)
- **Financial Stability** (Riders per Revenue Cost, Coast per Trip)

Chad Hockman, Senior Manager of Paratransit, stated that a route cost analysis has to be done for preventable accidents because Palm Tran Connection contracts with three (3) providers.

Chair Mattingly inquired would the raw data which was used to create the Dashboard in Mr. Clinkscale's presentation be available if requested and what is the cost associated with the request.

Mr. Forbes responded yes, it is and no costs are associated with the request only if it becomes staff intensive.

### c. **Public Comment on Information Items**

#### **Stanley Voice**

- ✓ Reiterated that the Board should be provided with the statistical data on a monthly basis
- ✓ Suggested that on a monthly basis each Department Head present to the Board a five (5) minute presentation providing updates on what is going on, progress being made and what is being planned
- ✓ Suggested funding should be on ongoing
- ✓ Suggested better marketing of the programs that are offered by both the Fixed Route and Paratransit which could increase ridership
- ✓ Suggested metrics coded lowest acceptable suggest that is low yet acceptable; therefore, it should be color coded unacceptable
- ✓ Complemented Fixed Route and Paratransit staff on the improved level of communication with him

#### **Nicky Brown**

- ✓ Stated wheelchairs should be strapped down while the bus is in motion because it is a state law

#### **Response:**

Chair Mattingly responded that a member of staff will research and contact him.

#### **Larry Yates**

- ✓ Thanked Steve Anderson, Senior Planner and Mr. Forbes for responding to and following up on his concerns regarding Stop 173 - Dixie Highway & Hypoluxo Road
- ✓ Inquired where would be the best place to drop off and/or pickup passengers instead of Bus Stop 173 - Dixie Highway & Hypoluxo Road because of easement issues

- ✓ Inquired if there is a policy in place which prevents a Bus Operator from stopping at an un-designated bus stop when the regular stop is not ADA compliant

**Response:**

Chair Mattingly responded that because of liability issues, a Bus Operator cannot arbitrarily select a spot to drop off and/or pickup a passenger.

Chair Mattingly stated that if you alert the Operator, it is at their discretion if they find the stop which has been requested by the passenger to be safe, the Operator may be able to comply with the request.

Mr. Smith stated that the current policy is to pick up and drop off at designated bus stops; however, a courtesy stop is completed differently.

Mr. Smith stated he will ask Mr. Bowden to follow-up on the possibility of relocating Bus Stop 173 to see if a better location can be established.

**Margaret Berry**

- ✓ She thanked Christian Londono for the improvements made to Bus Stop 6439 - Seacrest Boulevard @ Building 1901 with the addition of bus benches and a platform to stand on

**11. Committee Reports**

**a. Paratransit Subcommittee - Charles D. Frazier, Director of Support Service**

Mr. Frazier stated that a meeting was held on January 12, 2017 to discuss the future of Palm Tran Connection's service improvements.

The input of committee members, clients and the public is important to the success of Pam Tran Connection's upcoming changes.

Palm Tran Connection will implement the setup of focus groups under a test environment to accomplish accuracy before implementation.

Mr. Frazier provided the following updates:

**Implementation of new software**

- Pass Web - is online booking which will be compatible with smart phones, computers and tablets; will be user friendly (currently in the testing phase)

Mr. Frazier stated that the new system will be tested for thirty (30) days before moving forward.

The Integrated Voice Response (IVR) will permit the following

- Dial In - which will allow the customer to cancel and/or confirm their trip
  - Call outs night before trip is scheduled
  - Reminder same day calls
  - E-mail Notifications
  - Web based trip booking will allow on-line booking
  - Focus groups will be designed under testing environment
- Street Routing - New Map Implementation from a GIS Map to a Commercial Map - this should improve on-time performance and productivity; prior to implementation, the system will be tested for four (4) to six (6) weeks

- From triangulation to street routing
- 2017 Rider's Handbook Update - mid-year rollout

Chair Mattingly inquired what is the date for February, 2017 meeting.

Mr. Frazier replied that a meeting has not been scheduled for the month of February. The next meeting will be April 13, 2017.

## **12. Public Comments (General)**

Chair Mattingly stated there were no additional public comments.

## **13. Board Member Comments**

Mr. Rothman suggested that Connection have monthly meetings since there are so many changes taking place.

Ms. Yarbrough suggested that a subcommittee be created to discuss the changes that will affect the Fixed Route because the dissemination of information needs to be properly communicated to riders.

Chair Mattingly responded that is an excellent idea and asked legal counsel if there is anything which prohibits the Board from forming a subcommittee.

Ms. Raney suggested an ad hoc committee (a committee which is formed to deal with a particular issue).

Mr. Cadogan asked if scrolling panels could be placed inside the buses to provide passengers with important information.

Mr. Cadogan suggested that Marketing do a presentation at alternate Board meetings explaining the technology that is available to passengers.

Mr. Cadogan stated that outreach and/or campaigns are needed to provide a more user friendly bus system.

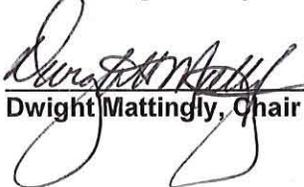
Mr. Cadogan also suggested that a metric be created to measure what and how information is being disseminated to our passengers and the general public.

Mr. Stanzione stated that eight (8) to nine (9) years ago, there was a Marketing Subcommittee.

Mr. Stanzione announced that a Planning Subcommittee has been scheduled for February 9, 2017.

## **14. Adjournment**

The meeting was adjourned at 3:48 p.m. by Chair Mattingly.

  
Dwight Mattingly, Chair

  
Andre Cadogan, Vice Chair