

Palm Tran Service Board Minutes
Palm Beach County Main Library
3650 Summit Blvd., West Palm Beach, FL 33406
Thursday, December 15, 2016

1. Call to Order

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

2. Roll Call

Members Present:

- Dwight Mattingly, Chairman, Seat 10- Fixed Route Bus Operator
- Myra Goldick, Vice Chairwoman, Seat 2 - Disability Advocate
- Terry Brown, Seat 1 - Representative with Transportation Experience arrived at 1:35 p.m.
- Andre Cadogan, Seat 11 - Citizen-at-Large
- Dennis Martin, Seat 12 - Representative with Extensive Paratransit Experience
- Martin Rothman, Seat 8 - Certified Paratransit User
- Frank Stanzione, Seat 7 - Senior Citizen Representative
- Robert Templeton, Seat 5 - Business Community Representative
- Viola Walden, Seat 6 - Rep. with Multicultural Experience
- Robert Weinroth, Seat 4 - Elected Municipal Official
- Shelly Yarbrough, Seat 9 - Regular Fixed Route Bus Rider

Absent: Beverly Scott, Seat 13 - Resident of Glades/Lake Region Area

3. Agenda for December 15, 2016

A motion by Weinroth/Rothman to adopt the agenda of the December 15, 2016 PTSB Meeting as presented was approved by unanimous vote.

4. Minutes for October 27, 2016

Chair Mattingly stated that he found some errors in the October 27, 2016 PTSB Meeting minutes. He discussed the wording in Item 9a (Simme Seat). He stated it should read "a limited right-of-way" not "a very tight rider away." He asked if any other members had any additional corrections.

A motion by Rothman/Goldick to approve the Minutes of the October 27, 2016 PTSB Meeting as amended was approved by unanimous vote.

5. Comments from the Palm Tran Service Board Chair

a. New Board Members and Reappointments

Chair Mattingly welcomed newly appointed Board Members Viola Walden - Seat 6 - Representative - with Multicultural Experience and Shelly Yarbrough - Seat 9 - Regular Fixed Route Bus Rider.

Chair Mattingly stated that Ms. Walden and Ms. Yarbrough's resumes are very impressive and he welcomes the contribution they will bring to the Board.

Ms. Walden stated she is excited and looking forward to *Palm Tran's* future.

Ms. Yarbrough stated that she is a regular Fixed Route rider and it is nice to have an inside view of the goings-on of *Palm Tran*.

Chair Mattingly congratulated Vice Chair Goldick on her reappointment to the Board.

Vice Chair Goldick stated that she was honored to serve a second term.

Vice Chair Goldick stated she has learned a lot about transportation and dealing with people with disabilities and is now better equipped with the knowledge to provide assistance to them.

Vice Chair Goldick stated that she really enjoys the services that *Palm Tran* provides and supports the changes that are taking place with the service.

Chair Mattingly thanked all members who currently serve on the Board.

b. Follow-up Letter from October 27, 2016 PTSB Meeting

Chair Mattingly thanked *Palm Tran* staff for following up on issues that are presented by passengers who utilize both the Fixed Route and Paratransit services.

Chair Mattingly stated that it shows that issues and concerns do not go unrecognized.

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

Mr. Smith presented the following Safety Tips:

"December marks the beginning of family holiday travels, with a significant increase of traffic on the roadways. This is the time of year when all drivers must be extra careful, as many others on the road may be fatigued, distracted or drives aggressively.

Remember to:

- Set your mirrors properly
- Maintain a proper following distance (give yourself an out)
- Be alert for pedestrians and bicyclists
- Yield the Right-of-Way

It is up to you to identify potentially dangerous situations in advance and remain in control of your driving environment."

Mr. Forbes reiterated the following:

- Safety has to be at the forefront of everything *Palm Tran* does
- *Palm Tran* wants to infuse a safety culture; therefore, a Safety Message will be presented at every PTSB Meeting and all of *Palm Tran's* internal meetings as well
- It's a reminder to the Board and our employees the importance of safety as it relates to transit
- Safety is paramount
- We want to infuse a safety culture whether through bulletins, video streaming or e-mail

7. Comments from Palm Tran Executive Director

a. Newly Appointed Board Members and Reappointment

Mr. Forbes welcomed newly appointed Board Members Viola Walden - Seat 6 - Representative with Multicultural Experience and Shelly Yarbrough - Seat 9 - Regular Fixed Route Bus Rider.

Mr. Forbes stated that Ms. Walden and Ms. Yarbrough have joined the Board at an opportune time because their contributions will prove invaluable as we transition to run a more effective *Palm Tran*.

Mr. Forbes stated there is a lot of work involved in redesigning *Palm Tran's* system in the coming year (2017) making it more inviting to Palm Beach County residents.

Mr. Forbes congratulated Vice Chair Goldick - Seat 2 - Disability Advocate on her reappointment to the Board.

b. Sean K. Smith, Director of Operations

Mr. Forbes introduced Mr. Smith who officially joined *Palm Tran* on Monday, November 14, 2016.

"Mr. Smith is an accomplished transit leader and comes to us from Durham, North Carolina where he has led the Durham City Transit System as its General Manager/CEO for the past seven (7) years. Having started his transit career with Greyhound as a Dispatcher, he held several different transit management positions as his twenty-five (25) year career progressed.

Under *Palm Tran's* new organizational structure, Mr. Smith will serve on *Palm Tran's* Executive Leadership Team (ELT) and will have oversight over its largest division, Operations. The Operations Division includes Fixed Route Bus, Paratransit Operations, Maintenance and Safety and Compliance."

Mr. Smith stated that he has received a warm welcome from his coworkers and is looking forward to the upcoming changes that Mr. Forbes is embarking upon.

Mr. Smith stated that what attracted him to *Palm Tran* is the opportunity to do something different for a community and an organization that is moving in the right direction.

c. **TDP Presentation to the Board of County Commissioners**

Mr. Forbes stated that the Transit Development Plan (TDP) received its final approval by the Board of County Commissioners at the meeting held on December 6, 2016.

Mr. Forbes stated the Board of County Commissioners along with the residents of Palm Beach County are interested in the future of *Palm Tran*.

Mr. Forbes shared the following questions from the dialogue which took place at the Commissioners Meeting:

(1) **What time of day are customers requesting additional service?**

Responses:

- Customers are requesting that service be extended to 11:00 p.m. or 12:00 a.m. However, service typically shuts down at 9:30 p.m. and our customers who work at malls or have untraditional employment hours are left without service (they can only use the service to get work, but not to get back home).
- Changes in the system would incur additional costs and hours

(2) **What types of improvement are there for Fixed Route buses as it relates to technology?**

Responses:

- The new buses will be equipped with the following:

WiFi which is the wireless networking technology that uses radio waves to provide wireless high-speed internet and network connections and

USB which is the universal serial bus ports which allow USB devices to be connected to each other with and transfer digital data over USB cables
- Additional safety requirements will also be implemented

(3) **How is Palm Tran going to address the problem of The Last Mile?**

The Last Mile is a term used in supply chain management and transportation planning to describe the movement of people and goods from a transportation hub to a final destination in the home.

Responses:

- Discussed what other transit agencies are doing around the country to see if *Palm Tran* could incorporate some of their ideas
- Having the option of partnering with other organizations is being considered
- Finding additional funding sources

(4) With gas prices being low and alternative fuel sources being developed, how will Palm Tran deal with the increase of the one cent tax revenue?

Responses:

- This will be deferred until 2017 for further discussion
- A Transit Workshop will be held for the *Palm Tran Service Board* to explore funding options and alternative savings through schedule adjustment
- Transit agencies in North America are not publicly funded, do not operate at a profit and are subsidized.

Mr. Weinroth stated that as a municipality, they are also looking at The First and Last Mile and ways to create synergy between the Fixed Routes and our cities which would encourage more people to ride the Fixed Route.

Mr. Weinroth stated that he and the Mayor attended the Autonomous Vehicle Summit in Tampa, Florida and some very exciting ideas were presented.

Mr. Weinroth stated that funding is another challenge because with more autonomous vehicles fueled by electricity you will see diminishing resources coming from gas taxes.

Mr. Weinroth stated it will become a federal issue trying to figure out how to substitute the revenues from gas taxes as far as our infrastructure involving transportation.

Mr. Weinroth stated the City of Boca is considering a pilot program with the assistance of 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)* to have autonomous circuitry in downtown Boca Raton so people in the downtown area are provided the option when using Tri-Rail to be able to access fixed route buses.

Mr. Weinroth stated this is an important dynamic and looks forward to working with *Palm Tran* on a municipal level and also through the MPO so that everything will mesh together.

Chair Mattingly stated that he doesn't recall The First and Last Mile being a part of the TDP.

Mr. Forbes confirmed that First and Last Mile is a part of the TDP.

Chair Mattingly stated there is no requirement from the FTA, federal government or the Department of Transportation that we provide any type of supplemental service for The First and Last Mile.

Mr. Forbes confirmed that was true.

Chair Mattingly stated that he doesn't recall any discussions regarding *Palm Tran* partnering with Uber and/or Lyft as it relates to The Last Mile.

Chair Mattingly stated that this is the first time Uber and Lyft are being discussed and the Board would need additional information before moving forward.

Mr. Forbes responded that it would behoove *Palm Tran* to consider this option for existing and potential customers which would be a convenient service.

Mr. Forbes reiterated "we don't want to be the *Palm Tran* of yesterday." We have to be ahead of the game by offering alternatives.

Mr. Forbes stated that Uber and Lyft have done an exceptional job and interest has not only been generated from *Palm Tran* but other transit agencies as well.

Mr. Forbes stated that the issue will be brought to the Board at the appropriate time for discussion and/or exploration.

Pinellas Suncoast Transit Authority (PSTA) recently received a grant that allows them to take advantage of a partnership with Uber to provide First Mile/Last Mile trips. The grant is competitive and staff will evaluate at the appropriate time.

Chair Mattingly stated not to take it as criticism, even though Uber and Lyft have been around for years, *Palm Tran* has several issues that need to be addressed as a Board for the service provided to our area.

Chair Mattingly stated it's surprising that Uber and Lyft were not mentioned as part of the TDP because there are areas of concern that need to be addressed.

Chair Mattingly inquired if the Planning Department will be meeting to discuss these options.

Mr. Forbes responded that *Palm Tran* will be exploring these options.

Mr. Templeton inquired what would The Last Mile look like and who would be responsible for its coordination.

Mr. Forbes stated that on the Fixed Route one cannot deviate from the set schedule as it is a straight line system.

Mr. Forbes stated if the stop is not within three quarters of a mile from their home then this presents an obstacle for the passenger.

The First/Last Mile is the indicator that the passenger doesn't live within the parameters of a designated bus stop.

Mr. Forbes stated that other areas use trolley systems to shuttle passengers to their destination.

Mr. Forbes stated even though we might not offer these services, it is still *Palm Tran's* responsibility to provide these alternatives to our passengers.

Mr. Cadogan stated that the Florida Department of Transportation (FDOT) recently required SFRTA/Tri-Rail to submit more frequent requests for reimbursement of expended state funds.

Joe Doucette, Director, Administrative Services, responded he will evaluate any potential impacts to *Palm Tran*.

Mr. Brown stated that Tesla is unveiling its plan to produce electric buses.

Mr. Brown stated that electric buses are more expensive than diesel and hybrid buses, but the operating expenses are dramatically less. Operating costs for a diesel bus is \$10,000 compared to \$1,500 for electric buses.

Mr. Brown requested that *Palm Tran* staff conduct research to see what the savings impact would be if electric buses were used and if it would be beneficial long-term.

Mr. Brown stated he would like to see at least two electric buses added to *Palm Tran's* fleet on a major route.

Mr. Forbes responded there are additional costs because additional infrastructure is needed and we can't utilize these buses at this time. However, the solicitation process can begin to conduct an analysis of alternative fueled buses.

Vice Chair Goldick stated there are passenger complaints regarding transferring from one system to another throughout the tri-county (Palm Beach/Broward/Dade) area.

Mr. Forbes explained that the Smart Card/Easy Card system is being launched as a priority project for which \$1.3 million has been allocated to alleviate the inconvenience our passengers are currently experiencing.

Mr. Forbes explained the system is an automated fare collection system which allows passengers the convenience of reloading their card.

Chair Mattingly inquired if a collaborative effort is being considered between SPRTA, Palm Beach/Broward/Dade and *Palm Tran* to alleviate the problem under one transportation umbrella because funding would be an issue.

8. Action Items

Chair Mattingly stated there were no Action Items.

9. Information Items

a. Baseball Themed Customized Bus Shelters - Steve Anderson, Senior Planner

Mr. Anderson stated the *Palm Tran* of tomorrow is one where you can live, work and play.

Mr. Anderson stated the *Ballpark of the Palm Beaches* will be equipped with the following:

- City and County Soccer Fields

- City Park with a Waterslide for Children
- Overflow Grass Parking

Mr. Anderson provided the following background for the Baseball Park which is currently under construction as follows:

- Currently in the permitting process with the City of West Palm Beach
- *Ballpark of the Palm Beaches* is scheduled to open February, 2017
- Spring Training begins in March, 2017
- Two Customized Bus Shelters
- Located between Military Trail and Haverhill Road south of 45th Street
- Will be served by Route 3
- A year-long training facility
- County-owned site ... the City has purview over the land

Mr. Anderson highlighted the features of the Baseball Park Shelter as follows:

- Aluminum structure used instead of steel (*because of oxidation with the sea air*)
- Perforated baseball themed figures on panels and benches
- PSA Map on the panels
- Solar Lighting
- PSA/System Map on Ad-Panels
- Capacity for 15 to 20 people per shelter (*seating capacity for 15 people*)
- Vandal-Resistant
- Bike Racks, Garbage Cans
- Connection to existing sidewalks along Military Trail

Mr. Anderson stated that the *Houston Astros* and *Washington Nationals* have agreed to make this their home for Spring Training.

The following questions were asked:

- (1) Will the bus shelters be equipped with USB Ports for passengers to charge their cell phones? while waiting for the bus? - Walden

Responses:

Mr. Anderson responded at the present time, the shelters are not equipped with USB Ports.

Mr. Forbes responded it can be explored for future consideration.

- (2) Will the water feature have an impact on the *Rapids Water Park*? - Templeton

Response:

Mr. Anderson responded it will not have an impact on the *Rapids Water Park* as there are no similarities between the two.

(3) Will the stadium serve other functions, i.e., concerts? - Rothman

Todd Bonlarron, Assistant County Administrator for Palm Beach County, responded that the Sports Commission is actively working on other ways to utilize the stadium.

(4) How many slots are designated for wheelchairs? - Martin

Response:

Mr. Anderson responded there will be additional areas flanking the bus stop for wheelchair accommodation.

(5) Will there be access into the stadium from Haverhill Road? - Cadogan

Response:

Mr. Forbes responded it is not currently being considered; it would be based on need.

(6) Is there a Bus Bay or does the buses have to pull off on the street? - Chair Mattingly

Responses:

Mr. Forbes responded it can be explored for future consideration.

Chair Mattingly responded it should be taken into consideration based on the following reasons:

- The overflow of passengers waiting to board will impact traffic
- The stops are located in high traffic areas
- The safety of passengers and the general public

Mr. Forbes responded that bus shelters can be relocated and Bus Bays can be added if deemed necessary.

(7) Is access to the stadium from the shelter or would passengers have to walk into the stadium? - Chair Mattingly

Response:

Mr. Anderson responded that sidewalk access will feed directly into the stadium.

Public Comments

Angela Williams

- ✓ Suggested that Route 4 be extended north on Haverhill Road to the ballpark

Response:

Chair Mattingly responded it is a future extension of service that is currently being evaluated.

- ✓ Are restroom facilities available to passengers while waiting for the bus?

Responses:

Chair Mattingly responded that restroom facilities were not included in the original plan.

Mr. Anderson responded that the ballpark is equipped with restroom facilities but not accessible to the public while waiting for the bus. One would have to leave the bus stop and physically enter the ballpark to gain access.

Mr. Anderson responded that there are no *Palm Tran* constructed restrooms.

Chair Mattingly responded that the only area equipped with restroom facilities for public use is the *Palm Tran Intermodal Transit Center*.

Jeffrey Levine

- ✓ Are the bus stop shelters equipped with lighting?

Response:

Mr. Anderson responded that the shelters are equipped with solar lighting.

Stanley Voice

- ✓ Reminded the Board and *Palm Tran* staff that there is a severe need for additional bus shelters and benches throughout Palm Beach County and future funding should be earmarked for this project

b. Performance Office - Keith A. Clinkscale, Manager of Performance Management

Mr. Clinkscale stated that he has been conducting an internal assessment of *Palm Tran's* management and its existing capabilities as they relate to Performance Management.

Mr. Clinkscale stated that an internal assessment of all areas of the organization is being evaluated as well so that *Palm Tran* can achieve its highest level of performance.

Mr. Clinkscale stated that he has conducted three (3) Peer Visits to understand the challenges other transit agencies are facing and the best practices to resolve the issues.

Mr. Clinkscale reiterated *Palm Tran's* Vision is to enhance the quality of life for those who live, work and play in Palm Beach County.

Mr. Clinkscale reiterated *Palm Tran's* Mission is to provide access to opportunity for everyone safely, efficiently and courteously.

Mr. Clinkscale stated that evaluation of data has proven to be the most challenging.

The following assessments were made:

- Skill sets and knowledge of processes need to be upgraded and/or improved

- Departments need to work together interdepartmentally and cross-functionally to resolve issues
- Proper analysis of the scorecard to determine where the breakdowns are within the organization
- There should be timely (*within 24 hours*) responses to requests, complaints, inquires, etc.
- Enhance data reporting capabilities (*Own, develop, report and post review performance with employees*)
- Staff needs to be provided with the proper tools in order to pull the applicable data from scorecards

Next Step:

Metrics Meeting Drill Down

- Who is the metric owner?
- Where do the numbers come from?
- Walk through of how data is collected
- Understand and validate data collection efforts
- Ensure data integrity

Mr. Clinkscale stated that the eKPI is a system designed that allows each department the ability to build monthly graphs and scorecards as needed for its department.

Peer Visits

Mr. Clinkscale stated that the Peer Visits afforded him the opportunity to visit the following transit agencies and see how the entire process works:

- Miami-Dade Dept. of Public Works
- Central Ohio Transit (COTA)
- Jacksonville Transit Authority (JTA)

Mr. Clinkscale stated that he will incorporate the best practices these agencies use to improve *Palm Tran's* performance level.

Mr. Clinkscale stated that a full demonstration of how to build scorecards will be presented to the Management Leadership Team by the Palm Beach County System Service Board Organization.

Mr. Clinkscale stated in order to preserve the integrity of the scorecard, he will review the data and present it at the January, 2017 *Palm Tran Service Board Meeting*.

Mr. Clinkscale stated the scorecards will be presented to the Board at every meeting.

The following questions were asked:

- (1) Will the system have the capability to access a scorecard for each employee? - Rothman

Response:

Mr. Clinkscale responded not at the present time.

(2) How will scorecards be updated?

Response:

Mr. Clinkscale responded based on a Peer Visit, each scorecard has a Metric Team which reviews the data and makes any necessary adjustments as needed.

Mr. Clinkscale responded that as we move forward, teams will be created which present the information to the Management Leadership Team.

(3) Will scorecards be accessible to everyone (*Board Members, Public, etc.*) when requested and who will provide the information when requested? - Weinroth

Response:

Mr. Forbes responded that as an organization, we are designed to be as transparent as possible as we have the responsibility to provide the public with accurate data.

(4) Will there be the capability of forecasting for additional funding and obtaining route optimization to tie it into the KPIs? - Cadogan

Response:

Mr. Clinkscale responded there will be the capability to review the before and after trends when running these reports.

Public Comments

Angela Williams

- ✓ Stated as a patron of both the Fixed Route and Paratransit services, the level of customer service received has been unprofessional and needs to be improved
- ✓ Dissemination of information is not being communicated to employees when responding to public inquiries regarding service and/or public meetings

Carmencita Mitchell

- ✓ Stated she recently discovered that *Palm Tran Connection* client information can be password protected. She further stated that this was the first time she was made aware of this security feature and not every Reservationist is requesting the password at the time of reservation.
- ✓ Stated that maintaining the integrity of client information should be paramount and should and must become a part of the scorecard
- ✓ Stated that client information, (*i.e., contact numbers*) needs to be updated on a regular basis so courtesy calls can be made

Response:

Chair Mattingly responded Ms. Mitchell's comments will be taken into consideration.

Larry Yates

✓ Mr. Yates inquired how long are recordings kept on file

Response:

Charles Frazier, Director of Support Services, responded that videos are kept for thirty (30) days and then indefinitely, if downloaded and reviewed for investigation of incidents and/or accidents received through the complaint process.

Jeffrey Levine

✓ Inquired if there is a provision which allows buses to be three (3) minutes early and seven (7) minutes late

Response:

Chair Mattingly responded that the issue will be deferred until the Scorecard is presented at January, 2017 *Palm Tran Service Board Meeting*.

c. Holiday Service Schedule - Fred Stubbs, Manager, Transit Planning

Mr. Stubbs stated there will be no Bus Service on Christmas Day, Sunday, December 25, 2016.

Mr. Stubbs stated there will be no Bus Service on the following days for 2017:

HOLIDAY	DAY OBSERVED	DATE OBSERVED
New Year's Day	Sunday	January 1, 2017
Easter	Sunday	April 16, 2017
Memorial Day	Monday	May 29, 2017
Independence Day	Tuesday	July 4, 2017
Labor Day	Monday	September 4, 2017
Thanksgiving Day	Thursday	November 23, 2017
Christmas Day	Monday	December 25, 2017

d. Route 43 - Sean K. Smith, Director of Operations

Mr. Smith stated that keeping the route on schedule during peak hours on Okeechobee Boulevard has been challenging; however, effective January, 2017, a pilot program will be launched using a plug bus to alleviate delays in service.

Mr. Smith stated that one bus would begin at the South Florida Fairgrounds or the Wellington Mall coming into the *Palm Tran Intermodal Transit Center* in an effort to meet Route 43 to keep it on time.

Mr. Smith stated once the route optimization has been implemented this should help determine the areas of concern then additional adjustments can be made to the schedule.

Mr. Rothman inquired if there is no service, what happens to passengers trying to reach their destinations.

Mr. Forbes responded that there will be a Route Performance Utilization Program which will assist staff in making these decisions.

Mr. Forbes responded that *Palm Tran* is the only transit agency that doesn't operate on holidays.

e. Public Comments for Information Items

Larry Yates

- ✓ Lack of sidewalks on southbound US1/Dixie Highway near Hypoluxo Road (Route 63) hinders and prevents wheelchair access - (The railroad is responsible for this section, could it become ADA compliant to allow wheelchair accessibility?)
- ✓ Wellington Mall stop has no ADA access to get to the other side
- ✓ Courtesy stops for wheelchairs on *Riverbridge Shopping Centre*
- ✓ Stated the level of customer service has improved as a result of implementing audio recording on Fixed Route buses

Doranne Koopman

- ✓ Stated that Route 4 is unreliable and has caused a major inconvenience for her daughter (Susan Kirkpatrick) when commuting to classes at *Florida Atlantic University*
- ✓ Stated she has had numerous problems with *Palm Tran Connection* drivers parking in her neighbor's driveway
- ✓ Stated *Palm Tran Connection* has failed to change her telephone number in the system

William G. Kirkpatrick

- ✓ Stated that Bus Service should be provided on specific holidays (*Memorial Day, Fourth of July and Labor Day*)
- ✓ Stated there should be extended hours made available not only on holidays
- ✓ Stated service should be provided on December 31 (*New Year's Eve*) which would reduce the number of drunk drivers on the road and be an incentive for more people to use public transportation

Javier Morales

- ✓ Stated that he has trouble making a connection with Route 3 North from Route 2
- ✓ Stated that Route 3 is late especially during peak hours
- ✓ Inquired if the GPS system will be reviewed once the new optimization system becomes active?

Keith H. Porgel

- ✓ Stated he had to ride *Palm Tran Connection* for a prolonged period of time because someone else was on the same vehicle who had to be dropped off first
- ✓ Invited Mr. Smith and Mr. Clinkscale to attend the Transportation Disadvantage Day held in Tallahassee, Florida

Nicky Brown

- ✓ Suggested that the weekend service on Haverhill Road on Routes 1 and 2 be adjusted (*allowing shorter waiting times at bus stops*)
- ✓ Has observed at the *Intermodal Transit Center* vehicles including law enforcement using the designated bus bays

- ✓ Has observed passengers stealing bus passes even when the farebox is disconnected and selling them

Angela Williams

- ✓ Stated St. Mary's has done an injustice to passengers who utilize Route 31 making it extremely difficult to commute in the area
- ✓ Stated *Palm Tran* needs to revisit how service is currently being provided
- ✓ Suggested that service be extended to Juno Beach
- ✓ Stated additional bus stops are needed on Route 10 in the residential areas
- ✓ Stated client messages are being deleted from the *Palm Tran Connection* recorded voice mail leaving client issues unaddressed and unresolved
- ✓ Stated that *Palm Tran Connection* has poor communication and customer service skills
- ✓ Stated Customer service needs to be properly trained along with management on how to effectively deal with clients

Jeffrey Levine

- ✓ Stated the buses aren't announcing all the stops (cited Bus Stop.: 0719 Northbound and the *Palm Tran Intermodal Transit Center*)
- ✓ Suggested that guiderails be installed at Bus Stop 823 - Lantana Road & Congress Avenue because the area is grassy and scooters could slip causing injuries to someone

10. Committee Reports

Chair Mattingly stated there were no Committee Reports.

11. Board Member Comments

Chair Mattingly thanked the members of the public for their attendance and participation in the *Palm Tran Service Board Meetings*.

Chair Mattingly thanked Mr. Clinkscale for his report; however, there are some ongoing concerns that were expressed that need to be addressed and resolved as soon as possible.

Mr. Weinroth complimented Mr. Forbes for the changes that have already been implemented while raising the consciousness of knowing and addressing the needs of the public and doing it in an effective manner.

Mr. Weinroth stated he is looking forward to the continued changes within the organization.

Mr. Weinroth wished everyone a Happy Holiday.

Vice Chair Goldick stated that she is very impressed with the way *Palm Tran* is moving forward.

Vice Chair asked for the public to be patient through the transition.

Vice Chair Goldick wished everyone a Happy Holiday.

Mr. Stanzione wished everyone a Merry Christmas.

Mr. Brown wished everyone a Happy Holiday.

Mr. Martin complimented Mr. Forbes on the synergy of possibly incorporating Uber and Lyft and any other entity that could transport passengers to their destinations.

Mr. Martin stated he doesn't want the public to get caught up in The Last Mile concept and be left without transportation.

Mr. Martin wished everyone a Happy Holiday.

Mr. Rothman complimented Mr. Forbes on the changes that have been currently incorporated into the bus system and hope these continued changes will impact transportation throughout Palm Beach County.

Mr. Rothman wished everyone a Happy Holiday and Healthy New Year.

Ms. Yarbrough and Ms. Walden complimented *Palm Tran* staff on having an open mind and a positive attitude in moving the organization forward.

Ms. Yarbrough and Ms. Walden wished everyone a Happy Holiday.

Chair Mattingly reminded the Board Members to remember the sector they represent as they serve on the Board.

Chair Mattingly encouraged Board Members to get involved, present ideas, encourage *Palm Tran* staff and be part of the journey.

Mr. Forbes thanked the Board Members for their continued support during the transition.

Mr. Forbes stated there is a lot of opportunity for employees, room for improvement, and it's a challenge but the team is on board.

Mr. Forbes stated that *Palm Tran* wants to serve its customers with excellence making it the best in the country.

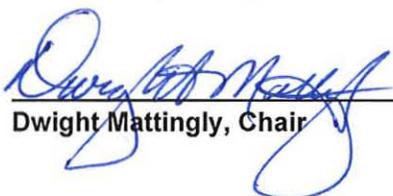
Mr. Forbes announced *Palm Tran Customer Service Number* (561) 841-4287 (4BUS).

Mr. Forbes stated that as part of the Leadership Team Meeting, cold-calls are made to Customer Service which allows the team to evaluate the level of customer service being provided to our customers.

Mr. Forbes stated as part of the cold-calls, the team analyzes the response time, wait time and interaction with the Customer Service Agent.

12. Adjournment

The meeting was adjourned at 3:40 p.m. by Chair Mattingly.



Dwight Mattingly, Chair



Myra Goldick, Vice Chair

MORE CANNOT

for myra Goldick
Vice Mayor
Chair
AK