

PALM TRAN SERVICE BOARD
Palm Beach County Vista Center
2300 N. Jog Road
West Palm Beach, FL 33411

Minutes from Thursday, January 25, 2018

1. Meeting Call to order At 1:30 p.m.

2. Roll Call

Members present:

- Terry Brown, Seat 1, Representative with Transportation Experience
- Myra Goldick, Seat 2, Disability Advocate
- Robert Weinroth, Seat 4, Elected Municipal Official
- Robert Templeton, Seat 5, Business Community Representative
- Frank Stanzione, Seat 7, Senior Citizen Representative
- Martin Rothman, Seat 8, Certified Paratransit User
- Dwight Mattingly, Seat 10, Fixed Route Bus Operator
- Dennis Martin, Seat 12, Representative with Extensive Paratransit Experience

Members Absent:

- Shelly Yarborough, Seat 9, Regular Fixed Route Bus Rider

3. MOTION TO ADOPT: Agenda for January 25, 2018

Chair Mattingly requested a motion to Adopt the Agenda. Motion was offered by board member Robert Weinroth seconded by member Dennis Martin. The motion was approved unanimously.

4. MOTION TO APPROVE: Minutes for December 14, 2017

Chair Mattingly requested a motion to approve the minutes for December 14th. Motion was offered by board member Frank Stanzione seconded by board member Myra Goldick. The motion was approved unanimously.

5. Comments from the Palm Tran Service Board Chair

Chair Mattingly welcomed everyone to the first meeting of 2018. Chair Mattingly invited the members of the public that wish to speak to fill out a comment card. He mentioned that a lot of activities have occurred since the last meeting. Chair Mattingly thanked Palm Tran staff for all the hard work and effort.

6. Safety Message: Chad Hockman, Senior Manager of Paratransit

Mr. Hockman presented the Safety Message, with a focus on operator's Pre-Trip Inspection:

- Pre-Trip Inspection is not an Option--it's a Federal and State Requirement.
- It is your duty to inspect the vehicle for defects.
- Don't rely on your previous experience with the vehicle.
- Don't rely on the previous operator's inspection.
- Don't rely on the age of the vehicle.
- Inspecting a vehicle *before departure* can save time, money or even a life!

Board member Stanzione asked about the new lug nut indicators on the tires, Executive Director Forbes gave brief description of the purpose of the lug nut indicators.

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

Executive Director Forbes wished everyone a Happy New Year. Mr. Forbes thanked the board for their service. He welcomed Board Member Robert Weinroth as the new Chair of the board, also thanked Dwight Mattingly for his service and leadership on the PTSB. He also advised that Mr. Mattingly will continue to serve as a board member.

Mr. Forbes introduced Palm Tran's new Senior Manager of Fixed-Route Operations, Steven Fields who replaced BJ Barrow. Mr. Forbes spoke of the extensive transit background that Mr. Fields brings to Palm Tran. Mr. Fields thanked Mr. Forbes for welcoming him. Mr. Fields advised board members he is happy to be here and looks forward to bringing his plethora of experience to move Palm Tran in the right direction.

Mr. Forbes thanked the board for approving the Route 4 extension to the Ballpark of the Palm Beaches. He informed the Board that the ribbon cutting ceremony was held on January 5 at the stadium, and dignitaries from the across the county participated. The service enhancement took effect on January 7th adding 20 bus stops and Sunday service. This route is already showing promise, attracting increased ridership.

Mr. Forbes expressed how proud he is to have collaborated with Lamar Advertising and Susan B. Komen foundation for the unveiling of the 2018 "Shades of Pink" bus at a ceremonial debut downtown West Palm Beach at the Lake Pavilion. He discussed the theme, which focused on raising awareness of racial disparities in breast cancer treatment.

Mr. Forbes informed the board of Palm Tran's annual participation that the Martin Luther King Jr. parade, hosted by the City of Riviera Beach, was a huge success. Staff and volunteers marched alongside a 60-foot articulated Palm Tran bus adorned with symbolic kente cloth, a collage picture of Dr. Martin Luther King Jr., and quotes from Dr. King on each side.

Mr. Forbes informed the Board about Thomas Guthy – a bus operator for Palm Tran who received a proclamation at the most recent Board of County Commissioners meeting for his responsiveness after a pedestrian stumbled onto the road.

Mr. Charles Frazier, Director of Support Services, introduced the new Senior IT Manager Renato Paiva who replaced Charlie Miller. Mr. Frazier spoke about his significant experience in the IT arena, his academic accolades and the fact that he brings 20 years of experience with him. Mr. Paiva advised the board that he is very pleased to be a part of the Palm Tran team a great group of people.

Mr. Forbes advised the board about the award event held on December 16, 2017 for safety recognition and longevity awards were given to show appreciation to Palm Tran staff.

8. Action Item

a. Officer Elections

Robert Weinroth was unanimously voted in as the new Chair and Myra Goldick will remain Vice Chair of the Palm Tran Service Board.

9. Information Items

a. Update on RPM Schedule

Director of Transit Planning, Mr. Khaled Shammout, briefed the Board on updates to the Route Performance Maximization (RPM) initiative. After a presentation to the Board of County Commissioners (BCC) on November 28, 2017, Palm Tran was advised to accelerate the project timeline, engage the public and lean toward coverage options using existing resources.

b. December 2017 Performance Report

The board was updated on Palm Tran's performance for the month of December 2017. One highlight is that fixed-route customer concerns have dramatically declined since the summer months. This metric shifted from the red to being in the green two months in a row.

i. PT-STAT Customer Concerns

Joe Harrington, Senior Public Relations Manager, gave a presentation on current PT Stat initiatives. The PT-Stat program continues to collect performance information and analyze it collaboratively. PT-Stat has been tremendously successful in bridging the gap between departments and analyzing day-to-day operations.

c. Public Comment on Information Items

Stanley Voice questioned whether the RPM scope be expanded if additional funds become available. Board Member Mattingly responded and also suggested to staff to make sure staff surveys the riders onboard to get their input. Mr. Voice also wanted to know if it is possible to get more paratransit vehicles to deal with capacity. He also mentioned that complaints are not acknowledged by Palm Tran.

Mr. Voice also suggested meeting minutes should be more thorough.

10. Committee Reports

a. None

11. Public Comments (General)

Eric Curkin suggested the map system must be improved if we are to get better.

Jeffery Jones suggested Palm Tran's meetings be tweeted to better communicate the information out to the public.

12. Board Member Comments

Mr. Mattingly --include riders as part of outreach effort.

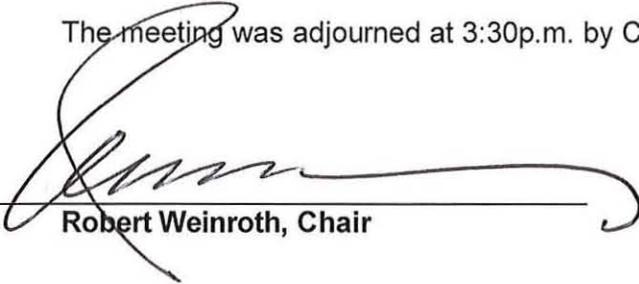
Mr. Weinroth--use fixed route buses as RPM advertisements to increase public participation. We need better public outreach to help ridership. Involve municipalities in discussion. Improve outreach to choice riders.

Mr. Rothman, there continues to be issues with the Connection maps. Has thought been given to adding a PTC rider to the PT-STAT team?

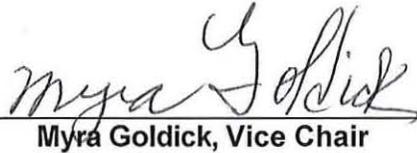
Ms. Goldick, there are problems with pick up and drop off locations.

Mr. Martin, wanted to know is the status of the Trapeze health check and also how Palm Tran will do outreach to visually impaired individuals?

The meeting was adjourned at 3:30p.m. by Chair Weinroth.



Robert Weinroth, Chair



Myra Goldick, Vice Chair

Palm Tran Bus Service is available to Vista Center via Routes 43 & 44

NEXT MEETING:

February 22, 2018 at Vista Center

If a person decides to appeal any decision made by this Board with respect to any matter considered at this meeting, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, at his or her own expense, which record includes the testimony and evidence upon which the appeal is to be based. A copy of this agenda may be requested in another format.