

Palm Tran Service Board Minutes
Clayton Hutcheson Agricultural Center- Exhibit Hall A
559 N. Military Trail, West Palm Beach, FL 33415
Thursday July 28, 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
Robert Templeton
Dennis Martin
Frank Stanzione

3. MOTION TO AMEND AGENDA for July 28, 2016.

Action Taken: Chair Dwight Mattingly made a motion to delete information item (9a) Sunshine Law Presentation and move to a future meeting, motion to amend agenda made by Robert Weinroth, seconded by Terry Brown. Motion approved unanimously.

4. MOTION TO CORRECT MINUTES for June 23, 2016.

Action Taken: Chair Dwight Mattingly made a motion to correct minutes to reflect the correct date of June 23 2016, motion to adopt the minutes as corrected made by Robert Weinroth, seconded by Frank Stanzione. Motion approved unanimously.

5. Comments from Palm Tran Service Board Chair.

- Thanked everyone in attendance and advised the board that an informative item was sent out to board members "Who's On Board for 2016" and welcomed everyone from the ParaTransit Committee and advised that after the CUTR presentation they can speak on their concerns. Mr. Mattingly said that the concern Mr. Levine had at the last meeting has been addressed and a response is included in today's packet.

6. Safety Message- Safety and Training Section

- School starts August 15, 2016
- Children will be walking to school and waiting for buses during the school start and dismissal hours
- Be alert and look for the flashing lights and school zones signs
- Speed limit in school zones

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

- A.) Commented on Palm Tran third graduation of the newest bus operators
- B.) Executive Director Clinton Forbes was elected to the Conference of Minority Transportation Officials (COMTO) Directors for 2016-2017.
- C.) Introduced new hire Michael Williams, Palm Tran Fiscal Manager II

8. Action Items

- A). St Mary's Route Change (20, 21, & 31)

Steve Anderson, Palm Tran Senior Planner, provided service options for St. Mary's alignment changes and brief descriptions on:-

- o Existing Network routes 20, 21 and 31
- o Staff observations at St. Mary's
- o Route 31 existing and proposed alignment
- o Route 21 existing and proposed alignment
- o Route 30 existing and proposed alignment
- o Outreach Internal (bus operators), External (customers/riding public)

B). Public Comment on Action Items

Board members comments

Terry Brown asked if Palm Tran approached McDonalds to advise of the changes

Steve Anderson responded that our staff will take that into consideration

Dwight Mattingly asked if this meets the threshold to have a public hearing

Steve Anderson responded that it does not meet the 25% service miles for title six

Public comments

David Levine asked if you considered doing 45th street on the west bound of the hospital instead of the corner by the route 31 turnaround

Mr. Mattingly responded that it would be too far out west.

Clinton Forbes thanked Steve Anderson, staff, Mr. Mattingly and Mr. Ellsworth Gibson that help with the recommendations for the proposed changes.

Motion to approve staff recommendations by the PTSB Chair to accept changes to routes 20, 21, and 31 from St. Mary's Hospital and making appropriate changes to the routes to accommodate that. made by Terry Brown, seconded by Myra Goldick. Upon taking a vote, the motion was approved unanimously.

9. Information Items

- (a) Sunshine Law Presentation- County Attorney's Office

Removed from agenda

(b) Performance Measures and Standards - Part II by (CUTR)

Mr. Brain Pessaro, from CUTR, gave an overview of Palm Tran performance measures and standards. Mr. Pessaro gave an overview and brief descriptions on:-

- Transit Performance Tutorial
- Performance Measures vs. Performance Standard
- Common Transit Performance Measures
- Passengers per hour
- Operating expense per hour
- Farebox Recovery Ratio
- Complaints per boarding
- Preventable accidents per boarding
- Mean Distance between vehicle failures
- CUTR review of Palm Tran's performance monitoring system
 - Adopt productivity standard for fixed route
 - Modify fixed route on-time performance definition
 - Modify how customer satisfaction is measured
 - Add fiscal responsibility performance indicator
 - Develop high level dashboard for board
 - Develop departmental scorecards

(c) Public Comment on Information Items

Robert Weinroth asked if there is a way to filter customer's complaints

Mr. Pessaro responded that COTA monitor in two ways they use a dash board that is based on the total complaints and they also monitor complaints internal where they determine what is valid from invalid.

Andre Cadogan asked if the on-time performance standards for the Paratansit metrics is acceptable

Mr. Pessaro responded that compared to other agency you are currently in line.

Andre Cadogan asked that when you look at slide 23 which shows that congestion can occur is there a way to factor in variables

Mr. Pessaro responded that we are not recommending Level of Service be used for the company

Frank Stanzone asked what is requested from our Paratansit performance

Clinton Forbes responded that it is currently set at 95%, which is a good goal but very aggressive which should be the goal and not the target.

Mr. Pessaro we recommend that you develop a dashboard that has performance measures for both fixed route and Paratansit.

Dennis Martin asked what the cost for the recommendations is.

Mr. Pessaro responded that the cost was not a part of their research; JTA hired a contractor to create a dashboard for them.

Mr. Mattingly asked where you got the three (3) minutes before and seven (7) minutes after

Mr. Pessaro responded that those numbers are industry standards

Mr. Mattingly asked about routes that goes a lengthy distance, he asked if it's fair to put that same measurement standards on that route when you're doing an on time performance which may make that route look like a low productivity route.

Mr. Pessaro responded that a transit agency has the flexibility to categorize different routes and have different standards if you have a number of routes in your system like that you are well within your rights to adopt different standards for those routes.

Mr. Mattingly asked that customer satisfaction is totally measured on customer complaints, and if there is no complaints that would mean everyone is satisfied

Mr. Pessaro responded No, you have an option that you can factor in customer satisfaction survey results into you performance management system.

Public comments on information items

Mike commented on how it would be nice for the Paratransit system to have a GPS system like fixed routes.

Heather Pekar responded that the Pass Web is currently in process but have not been launched yet for Paratransit.

Georgia from Palm Beach County Office of Equal Opportunity asked if the App for Paratransit will be real time or scheduled time.

Heather Pekar responded that it will be real time with an estimated time of arrival

10. Committee Reports

(a) No meeting

11. Members of the Public

- Jacklyn Pagen commented on an incident that happened March 3, 2016 where a diver passed her house four times. She advised him to call dispatched and he acted like he couldn't get through eventually she jumped out of the bus when he dropped off the last passenger. She had to coach him and took the radio from him to speak with dispatched. She has yet to get any responded with reference to that incident. She also asked for the company to look into last minute changes and the minimum bags required when shopping, and also providing change to customers.

Mr. Mattingly advised Ms. Hegan that a member from our staff will speak with you at the end of this meeting.

- Javier Morales said that he has had a problem getting into contact with the right person at Palm Tran Connection, Saturday May 28, 2016 he left an item on a Paratransit bus he reported it missing they gave him the proper information regarding the missing item he also went to the vendor and they were unable to find the item. Despite all the reports he made he was unable to get into contact with anyone regarding his missing item and he would like to know what exactly happened.

Jeff McGregor responded that the way it is handled at Palm Tran Connection is that the person is referred to the contractor who would then go to see if it was turn in by the driver, each

contractor has their own lost and found department which they maintain and when they find missing items they make arrangements for customers to get them back.

- Stanley Voice commented that he is very disappointed that there was no statics review at today's meeting.
- David London asked if there can be a timer in front so persons speaking can see it, also if you can consider restoring a bus stop a mile and a half from the intermodal down town to the first stop south by uncle bob storage on Australian, he also commented the announcement systems that are on the buses that they are very loud and if you can find a reasonable level, and if there are any accommodations can be made for persons smoking at the intermodal because it is harmful to others.
- Mike commented that buses do no stop where the benches are located.

Mr. Forbes commented that he would need to speak with operations and a staff member and will get a response back to him.

Mike also stated that he would like for drivers to leave a "no show tag" on the door as proof that they where there.

12. Board Member Comments

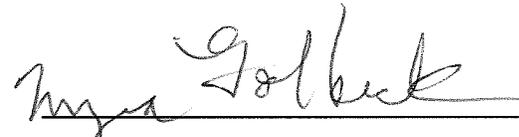
- none

ADJOURNMENT: Adjourned at 3:35 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.