

PALM TRAN SERVICE BOARD
Palm Beach County Vista Center
2300 Jog Road, Room 1W47/50
West Palm Beach, FL 33411
Thursday, July 22, 2021
1:30 pm. to 3:30 p.m.

1. Call to Order

Meeting called to order at 1:40 p.m. by Chair Mitchell

2. Pledge of Allegiance

3. Roll Call

Members Present

Carmencita Mitchell, Seat 9, Regular Fixed-Route Bus Rider/Chair
Steven B. Grant, Seat 4, Elected Municipal Official/Vice Chairman
Selva Selvendran, Seat 3, Environmental Advocate
Frank Stanzone, Seat 7, Senior Citizen Representative
Joey Acevedo, Seat 10, Fixed Route Bus Operator
Dennis Martin, Seat 12, Representative with Extensive Paratransit Experience

Members Absent

Terry Brown, Seat 1, Representative with Transportation Experience (Excused)
Donté Mickens, Seat 6, Representative with Multicultural Experience
Allen Boyd, II, Seat 11, Citizen-at-Large (Excused)
Tammy Jackson-Moore, Seat 13, Resident of the Glades/Lake Region Area

4. Motion to Amend Agenda for July 22, 2021

Chair Mitchell announced that Officer Elections will be held on August 26, 2021.

Chair Mitchell requested a motion to amend the Agenda for July 22, 2021 to reflect that a PSTB Meeting will be held on August 26, 2021 for Officer Elections. The motion was approved unanimously.

Motion made by Mr. Stanzone and seconded by Mr. Selvendran.

5. Motion to Adopt Agenda for July 22, 2021

Chair Mitchell requested a motion to adopt the Agenda for July 22, 2021. The motion was approved unanimously.

Motion made by Mr. Stanzone and seconded by Mr. Selvendran.

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6. Motion to Approve Minutes for October 22, 2020

Chair Mitchell requested a motion to approve the October 22, 2020 Minutes. The motion was approved unanimously.

Motion made by Mr. Martin and seconded by Mr. Acevedo.

7. Safety Message/Briefing

The Safety Message for July 2021 was presented by Joseph P. Harrington, Interim Director of Support Services/PIO.

The July Safety Message focused on Hurricane Safety. Florida's Hurricane season is officially June 1, 2021 through November 30, 2021.

Mr. Harrington reiterated that all County employees are "Essential" during the Hurricane Season and provided the Palm Tran Staff Emergency Call-in Hotline Number.

8. Comments from Palm Tran's Service Board Chair

Chair Mitchell thanked Palm Tran's Paratransit Dispatchers and staff and Fixed Route Bus Operators and staff for their hard work, dedication and commitment in providing service during the Pandemic.

9. Comments from Palm Tran's Executive Director

Executive Director Forbes thanked Palm Tran's Paratransit and Fixed Route staff for their dedication and commitment in providing service during the Pandemic as the circumstances proved challenging and stressful.

Staff Promotions

Mr. Forbes made the following announcements:

- Chad Hockman has been appointed to Director of Operations
- Levi McCollum has been appointed to Director of Transit Planning
- Joseph P. Harrington has been appointed as the Interim Director of Support Services
- Charlie Boettiger has been appointed to Senior Manager of Fixed Route Operations

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- Christian Londono, Manager of Performance Management, has been appointed to the Executive Leadership Team (ELT)

In addition, Mr. Forbes welcomed new hires and congratulated other staff members on their promotions.

Ad Wheel First Place

Mr. Forbes announced that the Public Relations Section was awarded with First Place 2021 Adwheel Award from the American Public Transportation Association (APTA) for its television commercial encouraging transit-ridership to Lake Worth Beach on the Route 62.

Palm Beach County Safety Award

Mr. Forbes announced that Palm Tran was recognized by the Safety Council of Palm Beach County for its efforts to protect passengers, Front Line Employees, Bus Operators and all transit employees during the pandemic.

Ride with Pride Bus

Mr. Forbes announced that Palm Tran debut its first Rainbow Ride with Pride Bus. This was one of two public buses that debuted simultaneously that featured the Progressive Pride Flag. This flag features the colors: black, brown, light blue, light pink and white. These colors symbolize: black and brown individuals, transgendered individuals, non-binary individuals and those living with HIV/AIDS. Along with a bus that debuted in Pinellas County, these were the first public buses in the world to feature this flag.

Paradise Pass

The fare technology upgrade which will allow contactless Bus Fare Payment is projected to launch in October 2021. The Pandemic has caused delays in its roll out as the materials needed to were not able to be manufactured.

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Go Glades Extended

Mr. Forbes stated that the Go Glades Dial-A-Ride Program provided to the Glades region will be extended for at least another year.

Mr. Forbes stated that ridership increased during the Pandemic.

Clean System Program

Mr. Forbes encouraged everyone to report all issues relating to Palm Tran's infrastructure, i.e., trash at bus stops, broken benches, missing signage, etc.

Mr. Forbes stated that a Concerns Hotline has been created for the public as well as staff to report any bus stop issues or concerns.

Hiring and Recruitment

Mr. Forbes announced that Palm Tran is currently in the midst of new recruiting efforts to encourage everyone to Drive their Career to the Next Level.

The advertising campaign to recruit Bus Operators and Administrative Staff will air on local radio and include messages on buses and bus shelters

Delray Headquarters Grand Opening

Mr. Forbes announced that Palm Tran unveiled its newly expanded headquarters in Delray Beach on March 2, 2021 with a Ribbon Cutting Ceremony.

New Delray Beach Boardroom

Mr. Forbes announced that the new Boardroom at the Delray Beach Headquarters is nearing its final stages of completion.

10. Action Items

There were no Action Items.

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11. Information Items

a. Announcement of Officer Elections – September Meeting

Chair Mitchell announced Officer Elections will be held on August 26, 2021.

b. Performance Report on COVID-19

Mr. Londono presented an update on Palm Tran's ridership.

Mr. Londono stated that there was a decline in ridership because of the Pandemic which also impacted our peers...Ridership dropped 85 percent throughout the country.

Mr. Londono stated that ridership increased during Memorial Day and Independence Day Holidays.

Mr. Londono stated that both Fixed Route and Paratransit Preventable and Non-Preventable Metrics were in the green for the month of May 2021.

c. September Service Changes

Mr. McCollum announced that Service Changes will be presented at the August 26, 2021 Board Meeting.

Mr. McCollum stated that the Service Changes which include route and alignment adjustments will be implemented September 2021.

Mr. McCollum stated the Planning Staff held a workshop on June 10, 2021 at the Clayton E. Hutchinson Center to strategize the upcoming changes.

Mr. McCollum stated that these changes should improve connections for passengers with other transit agencies (Tri-Rail, Broward County Transit) as well as with Palm Tran Routes.

Mr. Stanzione inquired if Bus Operators will be involved in runcutting.

Mr. McCollum responded yes because feedback from the Operators plays an integral part in providing better service to our passengers.

d. Public Comments on Informational Items

There were no Public Comments.

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12. Committee Reports

There were no Committee Reports.

13. Public Comments (General)

There were no Public Comments.

14. Staff Updates

a. Customer Follow-Up Letters

Mr. Hall stated there were no Customer Follow-Up.

b. Board Follow-Up

Mr. Hall announced the following Seats are vacant:

Seat 2 – Disability Advocate

Seat 5 - Business Community Representative

Seat 8 – Certified Paratransit User

15. Board Members Comments

Mr. Grant suggested Palm Tran partner with fireworks shows Independence Day 2022 to encourage transit use to events. Mr. Grant also suggested a Career Fair be held promoting Palm Tran employment opportunities at Boynton Beach City Hall.

Mr. Grant inquired if masks were still being provided to passengers.

Mr. Forbes responded that masks are required to board.

Mr. Selvendran thanked the Executive Leadership Team (ELT) & staff for their efforts during the Pandemic.

Mr. Selvendran inquired if Palm Tran had implemented any type of plan or incentive to encourage vaccinations.

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Mr. Harrington responded that Palm Tran is partnering with Palm Beach County Administration and Public Affairs to have five (5) buses on the road with ads encouraging vaccinations.

Mr. Harrington also stated that the buses will traverse all areas of the County.

Mr. Stanzione inquired if the sanitization process was still in place.

Mr. Forbes responded that cleaners were still at 11 transfer points on the Fixed Route. However, rollback will be effective August 1, 2021.

Mr. Acevedo thanked Mr. Forbes for the implementation of the Employee Temperature Screening Program.

Mr. Martin congratulated staff members on their promotions.

The meeting was adjourned at 2:53 p.m. by Chair Mitchell.



Date

8/24/21

Carmencita Mitchell, Chair



Date

8/26/21

Steven Grant, Vice Chair

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.

Palm Tran Bus Service is available to Vista Center via Routes 43, 44 and 63.