

PALM TRAN SERVICE BOARD
Palm Tran Delray Beach Headquarters Board Room
100 North Congress Avenue
Delray Beach, FL 33445-3436
Thursday, July 28, 2022
1:30 p.m. to 3:30 p.m.

1. Call to Order

Meeting called to order at 1:33 p.m. by Chair Mitchell

2. Pledge of Allegiance

3. Roll Call

Members Present

Carmencita Mitchell, Seat 9, Regular Fixed Route Bus Rider/Chair

Joey Acevedo, Seat 10, Fixed Route Bus Operator/Vice Chairman

Frank Stanzione, Seat 7, Senior Citizen Representative

Dennis Martin, Seat 12, Representative with Extensive Paratransit Experience

Tammy Jackson-Moore, Seat 13, Resident of the Glades/Lake Region Area

Members via Virtual Participation

Terry Brown, Seat 1, Representative with Transportation Experience

Selva Selvendran, Seat 3, Environmental Advocate

Donté Mickens, Seat 6, Representative with Multicultural Experience

Members Absent

Jim Gibbs, Seat 5, Business Community Representative

Chair Mitchell requested a motion to allow virtual participation by Messrs. Brown, Mickens and Selvendran because of the ongoing health crisis.

Motion made by Mr. Stanzione and seconded by Mr. Acevedo. The motion was approved unanimously.

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4. Motion to Adopt Agenda for July 28, 2022

Chair Mitchell requested a motion to approve the Agenda for July 28, 2022.

Motion made by Mr. Stanzione and seconded by Mr. Martin. The motion was approved unanimously.

5. Motion to Approve Minutes for March 24, 2022

Chair Mitchell requested a motion to approve the Minutes for March 24, 2022.

Motion made by Mr. Stanzione and seconded by Mr. Acevedo. The motion was approved unanimously.

6. Safety Message/Briefing

The Safety Message was presented by Ryan Soccio, Senior Manager of Safety, Training & Compliance.

The July Safety Message focused on the importance of Railroad Crossing Safety.

7. Comments from Palm Tran's Service Board Chair

Chair Mitchell welcomed the Board members who were participating virtually and thanked all members for their participation.

Chair Mitchell stated that she attended Palm Tran Stat Forum's 5 Year Anniversary celebration.

8. Comments from Palm Tran's Executive Director

Bus Operator Appreciation Day

Mr. Forbes stated on Friday, April 15, 2022, the Palm Tran's Executive Leadership Team, County Administrator Verdenia C. Baker and Assistant County Administrator Todd J. Bonlarron spent time at the West Palm Beach Intermodal Transit Center greeting and thanking Bus Operators for their service and dedication.

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National Association of Government Communicators (NAGC) Awards

Mr. Forbes stated that Palm Tran’s Public Relations Team received two first-place Blue Pencil and Gold Screen Awards for the “Get Your Paradise Pass” Radio Ad and the Hispanic Heritage Month Bus Wrap.

Paradise Pass Public Service Announcement

Mr. Forbes presented a video promoting the Paradise Pass which encourages customers to “Change the Way You Pay”.

New Ad: Save On Gas, Get The Paradise Pass

Mr. Forbes presented a video promoting the use of public transit to get around as gas prices continue to rise.

New Ad: Go Glades App

Mr. Forbes presented a video promoting the new Go Glades app.

Palm Beach County Board of County Commissioners held on June 7, 2022

Mr. Forbes stated that in an ongoing commitment to support the LGBTQ community, Palm Tran kicked off Pride Month by bringing the Pride Bus to the Palm Beach County Board of County Commissioners meeting held on June 7, 2022. The Commissioners took photos in front of the bus to show their support.

Mr. Forbes stated that the Commissioners proclaimed June 17, 2022, as “National Dump the Pump Day” to encourage residents to ride public transit and leave their cars at home.

Mr. Forbes stated that he, along with County Administrator Verdenia C. Baker and numerous county employees participated in the event.

Bus Operator Graduation

Mr. Forbes stated that a Bus Operator Graduation Ceremony was held on Thursday, June 16, 2022, at the Board of County Commissioner’s Chambers to honor the seven (7) Operators who successfully completed their Bus Operator Training.

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Juneteenth Parade

Mr. Forbes stated that Palm Tran was proud to be a part of the first Juneteenth & Centennial Parade held in Riviera Beach, Florida on Saturday, June 18, 2022. Palm Tran employees, friends and family members walked alongside the wrapped bus which featured Martin Luther King, Jr. with the quote “The Time Is Always Right To Do What Is Right.”

Palm Beach County Board of County Commissioners held on July 12, 2022

Mr. Forbes stated that a newly designed bus wrap celebrating the 50th Anniversary of the Palm Beach County Parks and Recreation Department was unveiled at the Palm Beach County Board of County Commissioners Meeting on Tuesday, July 12, 2022.

MV Transportation Transit Operator of the Year

Mr. Forbes stated that he is proud to announce that Palm Tran Connection Paratransit Operator Felicia Lane was awarded the Katie McClary Operator of the Year Award from MV Transportation. Ms. Lane began driving for MV Transportation in 2018.

Mr. Forbes stated that the award recognizes safety in driving and honors the memory of Katie McClary who was tragically killed in a bus accident in 2004. Ms. Lane was selected out of 10,000 Operators because of her perfect driving record with no preventable accidents and no passenger complaints.

“Connecting the Present to the Past” Black History Tour

Mr. Forbes stated on Wednesday, June 15, 2022, Palm Tran participated in the “Connecting the Past to the Present” Black History Culture Tour. Participants rode on the wrapped bus which featured Martin Luther King, Jr. with the quote “The Time Is Always Right To Do What Is Right”. The tour included eight (8) culturally significant sites in Palm Beach County beginning at the Urban League of Palm Beach County and ending at the Old Court.

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Second Change Event

Mr. Forbes stated on Saturday, July 9, 2022, two members of Palm Tran’s Public Relations Team attended the *Second Chance Event* in Riviera Beach, Florida which was hosted by the Florida Justice Center, Cresco Labs and Palm Beach County Commissioner Mack Bernard. The event offered information on legal and community services to low-income individuals and individuals re-entering society. Palm Tran provided much-needed information on how to use the Public Transit Bus System and the Paradise Pass.

COMTO Innovation Award

Mr. Forbes stated that on Saturday, July 9, 2022, fifteen (15) Palm Tran employees attended the COMTO National Office Conference in Fort Lauderdale, Florida. The three-day event entitled “Navigating the Future” was an impactful conference featuring guest speakers, tours, informational workshops and a golf tournament.

Mr. Forbes stated that Palm Tram was honored with the COMTO Industry Innovation Award for its initiatives which focused on improving mobility, safety and integrating technology.

Palm Tran Welcomes New Hires

Mr. Forbes welcomed the following employees to the Palm Tran team:

- Andrew Johns, Facilities Project Manager
- Dwayne Grondin, Jr., Operations Manager
- Evan Henderson, Marketing Manager
- Json Deltoro, Paratransit Operations Supervisor
- Alan Spencer, Special Projects Coordinator

Palm Tran Welcomes New Executive Leadership Member

Mr. Forbes welcomed and introduced Tennille E. DeCoste, Executive Senior Manager of Human Resources, to Palm Tran and the newest member of the Executive Leadership Team.

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9. Committee Reports

a. PTSB Paratransit Subcommittee

Mr. Martin stated the Paratransit Subcommittee met on July 14, 2022.

Mr. Martin reported the following:

- Mr. Ferri presented the Monthly Operating Report for discussion. Reporting that there was an increase in trips and a decrease in customer complaints.
- Mr. Deltoro and Ms. Affonso gave an update on the Eligibility Process. Both reviewed the pre and post CEP and announced that the number of approvals has decreased due to the new process.
- Mr. Jones reported on the Service Infractions. No-shows and cancellations are followed up on and reviewed by staff.
- Ms. Aragon presented Driver Recruitment and Retention indicating that the applicants applying for the driver positions are not passing the required drug test. The total number of drivers is 446 and the shortage of drivers is 101.

Mr. Martin stated that there are challenges with recruitment. Praised staff for a great job with the new Eligibility process.

b. PTSB Planning Subcommittee

Mr. Acevedo stated the Planning Subcommittee was held on July 14 to discuss the September 11, 2022 Service Changes.

Mr. Acevedo reported the following:

- The Committee was happy to see the decline in trip cancellations as a result of the service changes that were implemented on May 8, 2022.
- Mr. Nagal presented the Proposed Service Changes for discussion.

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- Palm Tran staff ensured that significant public outreach will be performed before the implementation of the Service Change.
- Palm Tran staff recognize that the most significant service change was the combination of Route 20 and Route 49.
- The Members and staff also recognized the strong relationship between the Union and the Company for the key role they played in the recent improvements.

Mr. Acevedo stated that the proposed Service Changes were passed by the Palm Tran Planning Subcommittee.

10. Actions Items

a. Election of Vice Chairperson

Chair Mitchell requested a motion to nominate a Vice Chairman.

Mr. Stanzione nominated Mr. Acevedo. The motion was approved unanimously.

The votes are as follows:

Board Members	Seats Held	Votes
Chair Carmencita Mitchell	Seat 9	Yes
Terry Brown	Seat 1	Yes
Selva Selvendran	Seat 3	Yes
Donté Mickens	Seat 6	Yes
Frank Stanzione	Seat 7	Yes
Dennis Martin	Seat 12	Yes
Tammy Jackson-Moore	Seat 13	Yes

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b. September 11, 2022 Service Changes

Levi McCollum, Director of Transit Planning, provided an operational update on the interlined Routes 20 and 49. After a schedule adjustment in January 2022, On-Time performance has increased by 15 to 20 percent.

Chair Mitchell requested a motion to approve the September 11, 2022 Service Changes.

Motion made by Ms. Jackson-Moore and seconded by Mr. Stanzione. The motion was approved unanimously.

c. Public Comments on Action Items

There were no Public Comments.

11. Informational Items

a. Performance Report

Christian Londono, Manager of Performance Management, presented a short overview of the Performance Report for June 2022.

Mr. Londono thanked the Board members for attending Palm Tran Stat Forum's 5 Year Anniversary celebration.

b. Public Comments on Informational Items

There were no Public Comments.

12. Public Comments (General)

Palm Tran Ambassador, Nicky Brown, shared his concerns regarding the policy of Palm Tran allowing electric bikes & scooters on the buses. He stated he has noticed customers bringing bikes/scooters that do not fold down on the buses. He believes this is a major hazard. He asked that bikes/scooters no longer be allowed on buses.

Mr. Brown also stated his concern regarding Courtesy Rides. Indicated that this program needs to be evaluated and many people are misusing this service.

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Michael Watson

Mr. Watson’s concern was regarding cell phones on buses. Customers are not muting their phones on the buses. Customers are having personal conversations on their speakers or playing music on buses. This is not respectful of other passengers.

Brandon Williams

Mr. Williams thank the Board for an outstanding meeting and wanted to thank the drivers (Connection) for their work. He indicated that we must compliment the staff/drivers when they do a good job. He wanted to say thank you to Palm Tran for their service.

13. Customer Service Follow-ups

Mr. Harrington stated there were no Customer Service Follow-ups.

14. Board Member Comments

Chair Mitchell thanked members of the Executive Leadership Team and PTSB Board who participated in the Planning Subcommittee Meetings.

Chair Mitchell encouraged Board members to participate.

Mr. Martin thanked Mr. Williams for his comments about appreciating others.

Mr. Martin stated that Thank You goes a long way...goodness is always a good thing.

15. Adjournment

The meeting was adjourned at 2:54 p.m. by Chair Mitchell.

_____ Date _____
Carmencita Mitchell, Chair

_____ Date _____
Joey Acevedo, Vice Chair

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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 this location via Route 2