



---

## **PALM BEACH METROPOLITAN PLANNING ORGANIZATION**

---

2300 N. Jog Rd., 4<sup>th</sup>.Floor, West Palm Beach, Florida 33411-2749

Phone 561.684.4170 Fax 561.242-7165 [www.PalmBeachMPO.org](http://www.PalmBeachMPO.org)

### **PALM BEACH COUNTY TRANSPORTATION DISADVANTAGED (TD) LOCAL COORDINATING BOARD (LCB) – AGENDA**

DATE: **WEDNESDAY, OCTOBER 18, 2017**  
TIME: **2:00 P.M.**  
PLACE: **1<sup>ST</sup> Floor, Hearing Chambers, Vista Center  
2300 N. Jog Road  
West Palm Beach, FL 33411**

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

---

#### **1. REGULAR ITEMS**

- A. Roll Call
- B. MOTION TO ADOPT Agenda for October 18, 2017
- C. MOTION TO APPROVE Minutes for August 24, 2017
- D. Comments from the Chair
- E. General Public Comments

Any members from the public wishing to speak at this meeting must complete a Comment Card that is available at the welcome table. General Public comments will be heard prior to the consideration of the first action item. Public comments on specific items on the agenda will be heard following the presentation of the item to the committee. Please limit comments to three minutes.

#### **2. ACTION ITEMS**

- A. MOTION TO ADOPT FY18-22 Transportation Disadvantaged Service Plan

The Florida Commission for Transportation Disadvantaged (CTD) requires that a new Transportation Disadvantaged Service Plan (TDSP) be developed within 120 days of the execution of the Memorandum of Agreement (MOA) to designate the Community Transportation Coordinator (CTC). The TDSP must cover a five-year period, with updates performed annually. The new full TDSP is available online at [www.PalmBeachMPO.org/LCB](http://www.PalmBeachMPO.org/LCB)

#### **3. INFORMATION ITEMS**

- A. CTC Evaluation Status Report

Palm Tran Connection will present the FY17 CTC Evaluation Status Report attached.

- B. CTC Update  
Palm Tran staff will provide an update. Supporting documents are attached.
- C. TD Riders Guide Brochure  
Staff will present the informational TD brochure attached.
- D. Staff Update  
MPO staff will provide an update.

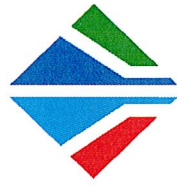
**4. ADMINISTRATIVE ITEMS**

- A. Member Comments
- B. Next Meeting – **Wednesday, February 21, 2018**
- C. MOTION TO ADJOURN

**NOTICE**

In accordance with Section 286.0105, *Florida Statutes*, if a person decides to appeal any decision made by the board, agency, or commission with respect to any matter considered at such meeting or hearing, he or she will need a record of the proceedings, and that, for such purposes, he or she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

Public participation is solicited without regard to race, color, national origin, age, sex, religion, disability or family status. Persons who require special accommodations under the Americans with Disabilities Act or persons who require translation services for a meeting (free of charge), please call 561-684-4143 or send email to [MBooth@PalmBeachMPO.org](mailto:MBooth@PalmBeachMPO.org) at least five business days in advance. Hearing impaired individuals are requested to telephone the Florida Relay System at #711.



# **PALM BEACH Transportation Planning Agency**

## **MINUTES OF THE PALM BEACH COUNTY TRANSPORTATION DISADVANTAGED LOCAL COORDINATING BOARD (LCB)**

**Wednesday, October 18, 2017 – 2:00 P.M.**

**Vista Center 1st Floor Hearing Chambers  
2300 North Jog Road  
West Palm Beach, Florida 33411**

---

*PDF versions of the agenda, backup material and presentations as well as audio recordings are available for review at [www.PalmBeachTPA.org/LCB](http://www.PalmBeachTPA.org/LCB)*

### **1. REGULAR ITEMS**

The meeting was called to order at 2:06 p.m.

#### **1.A. Roll Call**

The Recording Secretary called the roll. A quorum was present as depicted on Exhibit A of these Minutes.

#### **1.B. ADOPTED: Agenda for October 18, 2017**

MOTION to adopt the Agenda. Motion by Mr. Tomas Boiton, seconded by Ms. Sharon Greene and carried unanimously.

#### **1.C. APPROVED: Minutes for August 24, 2017**

MOTION to approve the Minutes. Motion by Mr. David Rafaidus, seconded by Ms. Sharon Greene and carried unanimously.

#### **1.D. Comments from the Chair**

There were no comments from the Chair.

#### **1.E. General Public Comments**

Ms. Corine Farguson, Ann Storck Center Regional Mobility Manager, provided a brief update on the Ann Storck Center, the Mobility Management Project Survey, and 5310 grant workshop.

Mr. Stanley Voice commented on his concern of the lack of attendance from LCB members and noted the importance of having a representative for the requested agencies.

### **2. ACTION ITEM**

#### **2.A. ADOPTED: FY18-22 Transportation Disadvantaged Service Plan**

MS. VALERIE NEILSON, Palm Beach MPO Multimodal Manager, presented the new Transportation Disadvantaged Service Plan (TDSP) for FY18-22. She noted the TDSP is due to the Commission for Transportation Disadvantaged (CTD) by November 1st, which is 120 days following approval of the Memorandum of Agreement (MOA) that redesignated Palm Tran as the CTC for FY18-22. She explained what the TDSP is and what changed since the previous TDSP update in May 2017. She highlighted the TDSP's key components and next steps.

MS. NEILSON introduced Ms. Alyssa Frank as the new TDLCB Liaison and Planner I at the Palm Beach MPO.

A brief discussion ensued regarding the data contained in the TDSP, and a request was made to Palm Tran staff for further evaluation of a voucher system.

**MOTION to Adopt the FY18-22 TDSP. Motion by Mr. David Rafaidus, seconded by Mr. Tomas Boiton and carried unanimously.**

### **3. INFORMATION ITEMS**

#### **3.A. DISCUSSED: CTC Evaluation Status Report**

MR. CHAD HOCKMAN, Palm Tran Senior Manager of Paratransit, presented this report. He noted online feedback is now available through Palm Tran's website on the "Contact Us" page. He stated Palm Tran's Route Performance Maximization effort will begin soon and will address TD Service not being available on seven holidays throughout the year.

MR. HOCKMAN stated Palm Tran would be acquiring services to assess and address the fact riders are sitting on vehicles for hours and passing destinations en route to pick-up/drop off other passengers. He noted this is under review and pending financial approval. He stated through the development of PASSWEB, IVR automated systems and the recruitment of three new Reservation Agents caller wait time would be alleviated. He noted these agents were hired September 22 and PASSWEBB is in the final testing phase.

A brief discussion ensued regarding how other counties are funding holiday trips.

#### **3.B. DISCUSSED: CTC Update**

MR. LOU FERRI, Palm Tran Operations Manager, provided an overview of TD trips and a breakdown of TD customer concerns per 1,000 TD trips. He also noted the CTD recognized Palm Tran during the TD Conference and presented them with the Innovation Award.

A brief discussion ensued on the TD customer concerns per trip data.

#### **3.C. DISCUSSED: TD Riders Guide Brochure**

MS. FRANK presented this item and highlighted the featured information on the brochure. She noted the services provided, a brief definition for the TD Program, eligibility requirements and fare breakdown.

COUNCIL MEMBER WEINROTH inquired about where these brochures can be found.

MS. SHARON GREENE asked about the rollout of this brochure in other languages such as Spanish and Creole.

A brief discussion ensued on the advertising of the brochure. Staff noted this is a collaborative effort between the Palm Beach MPO and Palm Tran; it is still underdevelopment with Palm Tran's marketing department and upon finalization, will be translated into other languages and promoted on the Palm Tran website.

#### **3.D. DISCUSSED: Staff Update**

MS. NEILSON provided an update as follows:

- Reviewed the FY18 timeline and provided an overview of upcoming events, which include the LCB member training and CTC Evaluation.
- Noted the TDLCB Annual Public Hearing will occur on February 21, 2018 from 1 – 2 p.m. prior to the start of the regular TDLCB meeting.

- Requested 5-10 minute presentations from LCB members about their agencies and how they relate to the TD program for future meetings.
- Noted the following LCB members are needed: Palm Beach County School District representative, Private Transportation representative, representatives for the elderly and disabled, a citizen advocate, and a representative for Vocational Rehabilitation.
- Noted the US-1 Multimodal Corridor Study is in its final section of the corridor for public outreach from Palm Beach Gardens to Jupiter. A public workshop would be held on October 21, an Open Studio Charrette on October 23-25, and a closing presentation on October 25.
- Noted registration is open for the 2018 Safe Streets Summit, which will occur on February 2, 2018 at the Hilton in downtown West Palm Beach.

#### **4. ADMINISTRATIVE ITEMS**

##### **4.A. Member Comments**

COUNCIL MEMBER WEINROTH noted that participation is required from all members on the LCB and in order to pass Action Items a quorum must be present.

MS. SHARON GREENE expressed her appreciation for the MPO's hard work with the US-1 Multimodal Corridor Study, and noted it allowed for community input and feedback.

Ms. Carmencita Mitchell commented on safety issues occurring on paratransit vehicles, provided examples of said issues, and expressed her concerns for paratransit riders.

MS. MARIE DORISMOND noted applications are due for the 5310 Grant Program and stated the FDOT Regional Human Service Summit will take place in February 2018.

VICE CHAIR BOITON thanked the MPO and Palm Tran staff for working collaboratively on the TD Riders Brochure, and noted to help differentiate paratransit and fixed route services additional edits should be made. He expressed his appreciation to Palm Tran on the potential holiday schedule and congratulated Palm Tran on the recent Innovation Award they received at the TD Conference.

##### **4.B. Next Meeting – Wednesday, February 21, 2018**

##### **4.C. Motion to Adjourn**

There being no further business the meeting was adjourned at 3:22 p.m.

---

This signature is to attest that the undersigned is the Chair, or a designated nominee of the Palm Beach County Transportation Disadvantaged Local Coordinating Board and that information provided herein is the true and correct Minutes for the October 18, 2017 meeting of the Palm Beach County Transportation Disadvantaged Local Coordinating Board, dated this 21 day of February, 2018.

Chair



## EXHIBIT A

Palm Beach County Transportation Disadvantaged Local Coordinating Board  
Attendance Record: 2016-2017

Representative Agency	Sep 29 2016	Dec 8 2016	March 8 2017	June 14 2017	Aug 24 2017	Oct 18 2017
<b>Council Member Robert Weinroth</b> Chair	E	E	*P	P	P	P
<b>Tomas Boiton</b> Vice Chair/Citizen Advocate	P	P	P	P	P	P
<b>Marie Dorismond/Wibet Hay</b> Florida Department of Transportation	A	A	*P	P	P	P
<b>Sharon Greene</b> Local Medical Community	P	P	P	P	E	P
<b>Maria Hernandez/Marielisa Amador</b> Medicaid Program	A	P	E	E	E	P
<b>Dina Hill</b> Workforce Development Board	A	P	E	E	A	A
<b>Mike Nagelberg</b> Florida Department Of Veterans Affairs	P	A	P	P	P	A
<b>David Rafaidus</b> Department Of Community Services	A	P	P	P	P	P
<b>Milory Senat</b> Agency for Persons with Disabilities	--	--	--	*P	E	E
<b>W. Clay Walker</b> Florida Department Of Children & Families	P	E	P	E	E	A
<b>Tessie Watts</b> Area Agency on Aging	--	--	--	*A	P	P
<b>Vacant</b> Citizens Advocate	--	*P	P	A	A	A
<b>Vacant</b> Private Transportation	--	--	--	--	--	--
<b>Vacant</b> Representative for the Elderly	A	E	P	A	--	--
<b>Vacant</b> Representative for the Disabled	P	P	P	A	A	A
<b>Vacant</b> School District Of Palm Beach County	--	--	--	--	--	--
<b>Vacant</b> Vocational Rehabilitation	--	--	--	--	--	--

P = Member Present  
\* = New Representative

A = Member Absent  
E = Excused Absence

Alt = Alternate  
-- = Vacant



## EXHIBIT A (cont'd)

OTHERS PRESENT

Marielisa Amador  
Danielle McGill  
Corine Farguson  
Darlene Williamson  
Richard Gonzalez  
Felix L. Cullazo  
Carmencita Mitchell  
Stanley Voice  
Chad Hockman  
Lou Ferri  
Rosanna Santana  
Donna Raney  
Alyssa Frank  
Malissa Booth  
Valerie Neilson  
Alexa Sanabria

REPRESENTING

AHCA -- Medicaid  
Ann Storck Center  
Ann Storck Center  
CILO  
First Transit  
MV Transit  
Public  
Public  
Palm Tran  
Palm Tran  
Palm Tran  
Palm Beach County Attorney's Office  
Palm Beach Transportation Planning Agency  
Palm Beach Transportation Planning Agency  
Palm Beach Transportation Planning Agency  
Palm Beach Transportation Planning Agency