



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

DATE: Wednesday, May 30, 2018
TIME: 2:00 P.M.
PLACE: Vista Center 1st Floor Hearing Chambers
2300 North 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 May 30, 2018
- C. MOTION TO APPROVE Minutes for February 21, 2018
- 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 APPROVE the 2017 - 2018 Community Transportation Coordinator (CTC) Evaluation

Annually, the LCB should review the CTC's performance and complete the Evaluation Workbook. The Executive Summary is attached. The full CTC Evaluation Workbook is available on the TPA website at www.PalmBeachTPA.org/LCB.

3. INFORMATION ITEMS

- A. CTC Update

Palm Tran staff will provide an update. Supporting documents are attached.

B. LCB Member Presentation

Member, Richard Gonzalez, will present on his agency and how day-to-day duties relate to the TD LCB.

C. Staff Update

TPA staff will provide an update.

4. **ADMINISTRATIVE ITEMS**

A. Member Comments

B. Next Meeting - **Wednesday, August 29, 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@PalmBeachTPA.org at least five business days in advance. Hearing impaired individuals are requested to telephone the Florida Relay System at #711.



**MINUTES OF THE
PALM BEACH COUNTY TRANSPORTATION DISADVANTAGED (TD)
LOCAL COORDINATING BOARD (LCB)
Wednesday, February 21, 2018 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

1. REGULAR ITEMS

CHAIR WEINROTH called the meeting to order at 2:01 p.m.

1.A. Roll Call

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

1.B. ADOPTED: Agenda for February 21, 2018

MOTION to adopt the Agenda. Motion by Mr. Thomas Boiton, seconded by Ms. Marie Dorismond, and carried unanimously.

1.C. APPROVED: Minutes for October 18, 2017

MOTION to approve the Minutes. Motion by Mr. Thomas Boiton, seconded by Ms. Marie Dorismond, and carried unanimously.

1.D. Comments from the Chair

CHAIR WEINROTH noted that he attended the Human Services Summit. He stated that it was a pleasant experience to see different agencies collaboratively working together to service the community. He noted that Danielle McGill of the Ann Storck Center is admirable and he appreciates all of her efforts, as presented at the Summit.

1.F. General Public Comments and Public Comments on Agenda Items

There were no general public comments received.

2. ACTION ITEMS

2.A. APPROVED: Fiscal Year 2019 Trip Rates

The Fiscal Year 2019 Trip Rates were provided in the agenda backup materials. There was no presentation on this item.

There was no discussion on this item.

MOTION to approve FY 19 Trip Rates. Motion by Mr. Richard Gonzalez, seconded by Ms. Tessie Watts, and carried unanimously.

3. INFORMATION ITEMS

3.A. DISCUSSED: LCB Member Training

MS. ALYSSA FRANK presented on this item. She reviewed the contents of the member training and Transportation Disadvantaged (TD) Program. She stated that there are a variety of agencies on the board and that the board is currently seeking representatives for the disabled, elderly and the Florida Department of Education. She continued to highlight the attendance requirements and discussed Local Coordinating Board (LCB) duties.

She stated that the LCB serves as the Community Transportation Coordinator (CTC), and is responsible for providing cost effective, efficient, unduplicated and unfragmented services within the service area. She stated that it is the board's duty to review rate models and service levels, as well as review and provide recommendations on allocations for transportation funding. She briefly highlighted the Transportation Disadvantaged Service Plan (TDSP) and noted that the Designated Official Planning Agency (DOPA) and CTC developed this plan, which undergoes a minor update annually and a major update every five years.

MS. FRANK discussed the CTC evaluation and reviewed the criteria dictated by the Commission for the Transportation Disadvantaged (CTD). She provided the FY 2018 Grant Activities Timeline and noted that the CTC evaluation will conclude in the month of May.

A brief discussion ensued regarding member attendance obligations. TPA staff noted that the LCB follows CTD guidelines regarding member attendance and that the TPA sends a warning letter to the board member after two unexcused absences.

No further discussion ensued.

3.B. DISCUSSED: CTC Evaluation FY 18

MS. FRANK presented on this item. She noted that the CTC Evaluation would be presented at the next LCB meeting in May. She reviewed LCB member's tasks, and requested each member make at least twenty survey calls to Palm Tran Connection riders and asked members to volunteer to complete a ride evaluation. She also noted that members must review the workbook for errors and provide general feedback. She requested that members provide her completed surveys, evaluations and feedback by May 1, 2018.

All present board members volunteered to make calls; some members volunteered to do rides.

CHAIR WEINROTH requested that an email be sent to all the absent members.

There was no further discussion on this item.

3.C. DISCUSSED: CTC Update

MR. LOU FERRI, Operations Manager for Palm Tran Paratransit Services, introduced Keith Clinkscale.

MR. KEITH CLINKSCALE, Performance Management Manager for Palm Tran provided this update. He introduced the Palm Tran Connection (PTC) On Time Performance & Productivity Expense Adherence Team. He stated that this team is a cross-functional team that meets bi-weekly to evaluate customer concerns and requests.

MR. FRANK STASSI, Mobility Software Specialist for PTC continued the presentation, stating that the PTC saw an increase of 2% in On Time Performance with a decrease of passengers per hour (PPH). He noted the decrease was due to agencies closing during the holidays, which in turn decreased productivity. He stated that the Palm Tran team is always looking for ways to reduce revenue hours. Lastly, he reviewed the January 2018 Performance Metrics.

MR. CHARLIE BOETTIGER, Service Supervisor for PTC, presented on Trapeze Assistance and noted the four-day on site health check being provided as well as expected outcomes. He also stated that PTC is requesting funding to utilize the Florida Turnpike to help reduce travel time by ten minutes per trip used. Lastly, he reviewed the short-term actions and the long-term actions.

Mr. Clinton Forbes joined the meeting at 2:29 p.m.

Ms. Milory Senat joined the meeting at 2:30 p.m.

MR. BOETTIGER presented on the Connection Safety and Accident Reduction Team. He reviewed the preventable and non-preventable collision goals from October through December. He also reviewed the mean distance between road calls and the fleet miles from August through January 2018.

He provided an accident summary and noted side swipes are amongst the highest non-preventable accidents. He reviewed the Velvac System status, initiatives and continued training efforts.

There was no further discussion on this item.

3.D. DISCUSSED: Mobility Management Facility Program Update (MMFP)

MR. JAYSON BABEL, Project Manager for the Ann Storck Center (ASC), presented this update. He reviewed the mission statement and noted that the MMFP program is focused on improving coordinated transportation systems for individuals who are transportation disadvantaged within Broward and Palm Beach Counties. He pointed out the collaborative efforts amongst various agencies and showed a brief video on “A Ride Away Project.” He further stated that the ASC is working with South Florida Commuter Services on creating a fully accessible training tool that will assist individuals trying to access alternate modes of transportation and become self-advocates.

CHAIR WEINROTH expressed his appreciation for the work of the ASC. He stated that their message was well received at the Human Services Summit.

There was no further discussion on this item.

3.E. DISCUSSED: Staff Update

MS. FRANK presented this update. She noted the agency name change and reviewed the LCB timeline, noting the commencement of the CTC evaluation in March. She discussed the 2018 Human Service Summit that transpired on February 20, 2018. She noted that over one hundred and fifty attendees were present.

MS. VALERIE NEILSON, Palm Beach TPA Deputy Director of Multimodal Development highlighted the Safe Streets Summit that took place on February 1 & 2, 2018. She noted that over four hundred participants registered for the summit and explained that the purpose of the event was to educate and advance Complete Streets in the region, with a focus on safety, tactical urbanism, health and equity. She also noted that a Complete Streets Workshop is forthcoming in March. She explained that this training is for local government planning and transportation staff with a focus on creative, cost effective and championed projects.

MS. FRANK briefly highlighted the 2045 Long Range Transportation Plan (LRTP) and noted adoption is set for the fall of 2019. Lastly, she noted LCB member presentations are requested at future meetings and restated that the LCB is seeking representatives for the Elderly and the Disabled.

There was no discussion on this item.

4. ADMINISTRATIVE ITEMS

4.A. Member Comments

MR. RICHARD GONZALEZ expressed his appreciation for being on the LCB. He stated that being a part of the LCB is great accomplishment in his professional career.

MS. TEKESHA SAFFOLD expressed her appreciation for being on the board. She noted that she is happy to help make any kind of difference within the community.

VICE CHAIR BOTION noted that he called Palm Tran for an issue earlier in the year and was on hold for over three hours. However, he thanks Palm Tran staff for their efforts on helping create a better system.

MS. TESSIE WATTS expressed her appreciation to TPA staff for their efforts with the Safe Streets Summit. She stated it was an all-around great experience.

MS. MARIA HERNANDEZ noted that she rode transit from Miami to the meeting, and has had a great experience.

MS. MILORY SENAT stated the Human Services Summit was a great event.

CHAIR WEINROTH stated that this is his last LCB meeting as Chair. He noted his term as an elected official is ending shortly. He requested TPA staff add to the Governing Board Agenda that the LCB is in search of a new Chair. He stated serving on the LCB has been a great experience and he looks forward to seeing all of the collaborative efforts from different agencies within the community.

4.B. Next Meeting - Wednesday, May 30, 2018

4.C. Adjournment

There being no further business the meeting was adjourned at 3:08 p.m.

This signature is to attest that the undersigned is the Chair, or a designated nominee, of the Transportation Disadvantaged Local Coordinating Board and that information provided herein is the true and correct Minutes for the **February** meeting of the Transportation Disadvantaged Local Coordinating Board, dated this _____ day of _____, 2018.

Chair

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EXHIBIT A

Palm Beach County Transportation Disadvantaged Local Coordinating Board
Attendance Record: 2017-2018

Representative Agency	March 8 2017	June 14 2017	Aug 24 2017	Oct 18 2017	Feb 21 2018
Council Member Robert Weinro th Chair	*P	P	P	P	P
Tomas Boiton Vice Chair/Citizen Advocate	P	P	P	P	P
Marie Dorismond/Wibet Hay Florida Department of Transportat ion	*P	P	P	P	P
Richard Gonzalez Private Transportation	--	--	--	--	*P
Sharon Greene Local Medical Community	P	P	E	P	E
Maria Hernandez/Marielisa Amador Medicaid Program	E	E	E	P	P
Dina Hill Workforce Development Board	E	E	A	A	A
Mike Nagelberg Florida Department Of Veterans ffairs A	P	P	P	A	A
David Rafaidus Department Of Community es Servic	P	P	P	P	A
Tekesha Saffold Citizens Advocate	--	A	A	A	*P
Laura Schultz School District Of Palm Beach County	--	--	--	--	*E
Milory Senat Agency for Persons with Disabilities	--	*P	E	E	P
W. Clay Walker Florida Department Of Children Families &	P	E	E	A	A
Tessie Watts Area Agency on Aging	--	*A	P	P	P
Vacant Representative for the Elderly	P	A	--	--	--
Vacant Representative for the Disabled	P	A	A	A	A

Vacant Vocational Rehabilitation	--	--	--	--	--
--	----	----	----	----	----

P = Member Present

* = New Representative

OTHERS PRESENT

Marielisa Amador
 Jayson Baybel
 Danielle McGill
 Corine Ferguson
 Felix L. Cullazo
 Patricia Kennealy
 Clinton Forbes
 Keith Clinkscale
 Chad Hockman
 Lou Ferri
 Donna Raney
 Valerie Neilson
 Alyssa Frank
 Alexa Sanabria

REPRESENTING

AHCA - Medicaid
 Ann Storck Center
 Ann Storck Center
 Ann Storck Center
 MV Transit
 FCC
 Palm Tran
 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



2018 Palm Beach CTC Evaluation Executive Summary

In Palm Beach County, the Palm Beach Transportation Planning Agency (TPA) serves as the Designated Official Planning Agency (DOPA), which facilitates an annual evaluation of Palm Tran Connection, the Community Transportation Coordinator (CTC). The CTC evaluation process is dictated by the Florida Commission for the Transportation Disadvantaged (CTD) and includes the following:

- General Questions
- Chapter 427.0155, F.S.
- Insurance
- Rule 41-2.011, F.C.
- Commission Standards and Local Standards
- American with Disabilities Act Compliance
- On-Site Observation of the system
- Surveys
- Level of Cost
- Level of Competition
- Level of Coordination

Below are the key findings and recommendations from the 2018 CTC Evaluation that was conducted during the months of March and April, 2018:

Section	Key Findings	Recommendation
General Questions	The CTC's complaint process is thorough - those filing a complaint are notified when it is received, as well as again when it is resolved. Clients are able to communicate with the CTD if they are still not satisfied.	While a summary of complaints is currently provided to the LCB in a bar chart format, it is recommended that a brief written summary of the complaints received accompanies the chart. These can be provided as an item in the agenda backup.
	The CTC is interested in coordinating with Palm Tran and Tri-Rail to transfer riders from paratransit services, and increase the ridership of Palm Tran Public Transportation.	The CTC should hold a training to encourage a better understanding of how eligible riders can easily transfer to the fixed route service from paratransit and to Tri-Rail.
	Paratransit riders are often unsure of how to use fixed-route services. The CTC offers a fixed route guide for ADA-eligible riders and is trying to transition TD riders who are capable to ride fixed-route to do so.	The CTC should develop a video education program to inform riders on how to use fixed-route bus service. The program should be present on social media, on the website, and can play in the Connection waiting room.

Chapter 427.0155, F.S.	School buses are not currently being utilized in the coordinated system due to similar peak times. Charter and private school students oftentimes rely on paratransit services to get to and from school.	If possible, work with the School District of Palm Beach County to utilize school buses. Develop an agreement with charter and private schools to subsidize costs for paratransit services provided to the students.
	The CTC uses IVR (Interactive Voice Recognition System) after hours to confirm or cancel trips the night prior to what is scheduled. This automated software helps the CTC keep track of whether trips for the next day are still on schedule as planned.	The CTC should continue utilizing IVR technology to confirm scheduled trips, and should use the technology to call the client when the ride is 15 minutes out from the pick-up locations.
	TD Service is not available on seven holidays throughout the year.	The TD holiday schedule follows the fixed-route schedule. The CTC should consider limited paratransit service on these seven holidays that fixed-route does not run.
	There is not currently an arrangement with the local WAGES coalition, CareerSource Palm Beach County.	Work cooperatively with Career Source Palm Beach County to provide clients with transportation services.
Local Standards	<p>The CTC is currently <u>meeting</u> the following goals:</p> <ul style="list-style-type: none"> • Passenger no shows of <5%. • Average age of entire fleet is 3 years, 2 months. • At-fault accident goal is ≤ 1 per 100,000 miles traveled. • Call hold time is less than three (3) minutes per call. <p>The CTC is currently <u>not meeting</u> the following goals:</p> <ul style="list-style-type: none"> • Increasing public transit ridership goal of 25%. • On time performance goal of 90%. • Complaint ratio goal of ≤ 3 per 10,000 trips performed. 	The CTC's Office of Performance Management should continue to evaluate current measurable goals and develop a strategic plan to achieve the, (i.e. increasing the average on time performance standards, decreasing the amount of complaints, and get able-bodied users of Connection to transition to the fixed-route, if their abilities allow.
Passenger Surveys	<p>During the months of March and April, staff from the LCB and TPA made 385 random telephone calls to riders who have used Palm Tran Connection since the first of 2018. A total of 95 survey responses were recorded.</p> <p>The average service rating by riders was 9.64 based on a scale of 1-10 (1 being the least satisfied and 10 being the most satisfied). This is an</p>	<ul style="list-style-type: none"> • Improve trip optimization • Improve/update GPS systems in vehicles • Provide a way that clients can know their driver's estimated time of arrival • Implement Fare boxes so riders aren't required to carry exact change • Improve transfers between counties



PALM BEACH
Transportation
Planning Agency

increase of .91 from the FY
16-17 evaluation.

TDLCB CTC UPDATE

May 30, 2018

Short-Term Strategic Plan to Improve Service Commendations and Complaints Overview



PALM BEACH COUNTY
*Discover the Palm Beaches...
the Best of Everything*



PALM TRAN CONNECTION
NEW PARATRANSIT FLEET MODELS

BRAUN MINI-VAN, TURTLETOP, GLAVAL 6/2, CHAMPION 6/2

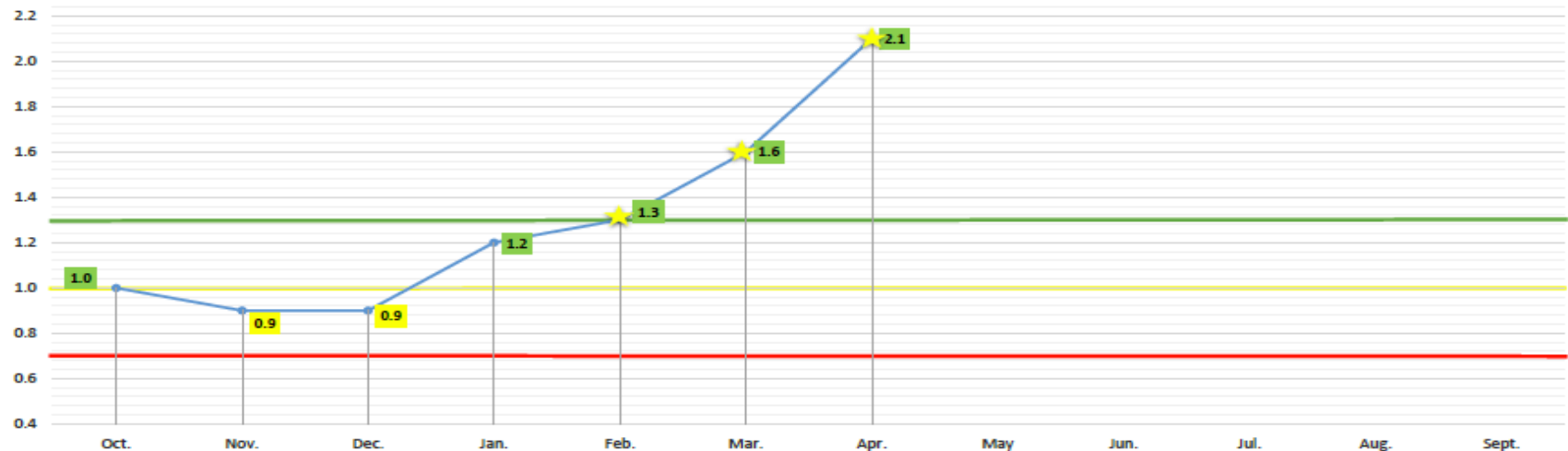
Short-Term Strategic Plan to Improve Service

1. Exploring competitive pilot project with Taxis and/or Transportation Network Company(s) to help with late night and peak service
2. Utilize the Florida Turnpike
3. Trip Negotiation
4. In Person Eligibility Assessments
5. Fleet Diversification
6. Better Coordination of Division of Senior Services and Charter School trips
7. Robust Communication Plan before execution
8. Implementation in phases

Commendations and Complaints Overview

CONNECTION - Customer Commendations per 1,000 Trips

Customer Satisfaction	Min	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Customer Commendations per 1,000 Trips	0.7	1.0	1.3	1.0	0.9	0.9	1.2	1.3	1.6	2.1					



Customer Commendations per 1,000 Trips

★ The Goal has been exceeded

Metric	Metric Calculation	Metric Description
Customer Commendations per 1,000 Trips	$\frac{\text{Total Connection Commendations}}{\text{Total completed passenger trips}} \times 1,000$	Customer Commendations per 1,000 passenger trips.

Narrative

Palm Tran is pleased to report that for the month of April this metric achieved the established stretch goal for the third month in a row. During the April, Palm Tran Connection received 152 commendations compared to 117 during the month of March. Customer commendations during the month of April recognized a higher level of customer service by drivers, reservationists, dispatch, eligibility staff, scheduling, and eight (8) for the overall Palm Tran Connection staff. The "Quality Customer Service" initiative, which promotes the importance of cordially greeting each Palm Tran Connection rider in person and on the phone, implemented in January by the Connection Customer Service PT-STAT team, continues to show a positive impact on this metric.

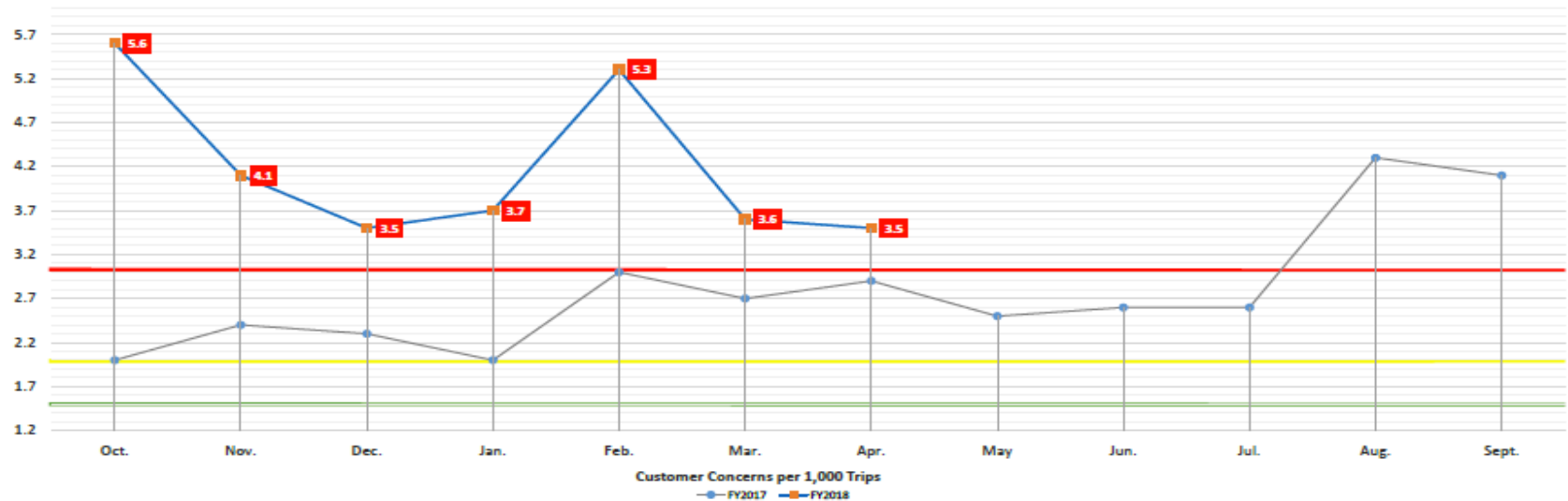


- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

Commendations and Complaints Overview

CONNECTION - Customer Concerns per 1,000 Trips

Customer Satisfaction	FY	Max	Target	Goal	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.
Customer Concerns per 1,000 Trips	2017	3.0	2.0	1.5	●	●	●	●	●	●	●	●	●	●	●	●
	2018	3.0	2.0	1.5	●	●	●	●	●	●	●					
					2.0	2.4	2.3	2.0	3.0	2.7	2.9	2.5	2.6	2.6	4.3	4.1
					5.6	4.1	3.5	3.7	5.3	3.6	3.5					



Metric	Metric Calculation	Metric Description
Customer Concerns per 1,000 Trips	(Total Connection Concerns / completed passenger trips)*1,000	Customer concerns per 1,000 passenger trips.
Narrative		

During the month of April, there were 252 concerns filed compared to 265 concerns in March. That is a decrease of 13 customer concerns, which is in large part related to the On-Time performance remaining at 82% as reported on page 17. The top categories during the month of April were focused on Late Drop-off, Late Pickup, and Scheduling. The Connection Customer Service PT-STAT team is coordinating a series of internal training topics to address some of the Dispatch and Scheduling concerns reported by Palm Tran Connection customers.

- Minimum/Maximum has not been met
- Metric is at or above/below the Minimum/Maximum, but not at the Target
- Target has been met or exceeded

Palm Tran Performance Management Office



Commendations and Complaints Overview

April 2018														
	Valid Comments											Totals		
Complaints & Commendations	MV	First Transit	Maruti	Subtotal	Cust. Service	Dispatch	Eligibility	Reserv.	Sched.	Other	Subtotal	Valid	Not Valid	% Valid
Commendations	39	41	27	107	1	13	1	21	1	3	40	147		
Lost & Found		1	2	3								3		
DISCOURTEOUS	3	1	4	8				2			2	10	18	36%
UNSAFE - RECKLESS DR	5	2	3	10								10	9	53%
COND OF VEHICLE-AC													1	0%
DAMAGED PROPERTY													2	0%
DRIVER ERROR - OBV2			1	1		8			7		15	16	15	52%
VEHICLE NO SHOW			1	1								1	2	33%
DRIVER ERROR - LD	1		5	6		19			7		26	32	14	70%
COND OF VEHICLE													2	0%
IMPROPER DROP OFF	1		1	2								2	2	50%
OTHER	1	1		2								2	11	15%
DRIVER ERROR - LP	1	1	5	7		15			7		22	29	15	66%
UNSAFE - CELL PHONE													1	0%
DRIVER NO ASSISTANCE	5	1	1	7								7	3	70%
DRIVER LEFT BEFORE 5						1					1	1	1	50%
DISPATCHER ERROR						1					1	1		100%
UNSAFE - SPEEDING	1			1								1		100%
UNSAFE - W/C STRAPS	1		1	2								2		100%
DRIVER MISCONDUCT													2	0%
SCHEDULING									12		12	12	9	57%
RESERVATION - RESV								8			8	8	5	62%
ARRIVED EARLY / LEFT													1	0%
POLICY													1	0%
Total	19	6	22	47	0	44	0	10	33	0	87	134	114	-