

**MINUTES FOR THE  
PALM BEACH COUNTY TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD  
Attendance Record**

<b>Attendance Record</b>	<b>Jan 18 2012</b>	<b>April 18 2012</b>	<b>July 11 2012</b>	<b>Nov 14 2012</b>	<b>Feb 13 2013</b>	<b>May 8 2013</b>	<b>Aug 14 2013</b>	<b>Nov 13 2013</b>
CHAIRPERSON <b>Commissioner Paulette Burdick</b>	P	P	P	P	E	P	P	
VICE CHAIR <b>Tomas Boiton</b>	A	P	E	P	P	P	A	
AGENCY for PERSONS with DISABILITIES <b>Subhash Vyas</b>	P	P	E	A	P	P	P	
AREA AGENCY ON AGING <b>Deidra Gibson / Richard Hart</b>	P	P	P	P	P	P	P	
CITIZEN ADVOCATE <b>Laurence Osband</b>	P	P	P	P	P	P	P	
FL DCF <b>Angenitta Ward/Andrea Woodard</b>	P	P	E	E	E	P	A	
FL DEPT. OF TRANSPORTATION <b>Jayne Pietrowski / Jaclyn Meli</b>	P	P	P	P	P	P	P	
FL DEPT. OF VETERANS AFFAIRS <b>Mike Nagelberg</b>	P	P	P	P	P	P	P	
LOCAL MEDICAL COMMUNITY <b>Janet Moreland</b>	A	P	A	A	A	A	A	
MEDICAID PROGRAM <b>Cindy Barnes/Kelly Martes</b>	A	P	A	P	P	P	P	
DEPARTMENT OF COMM SERVICES <b>David Rafaidus</b>	N/A	N/A	P	P	P	P	P	
PB COUNTY SCHOOL DISTRICT <b>*Dale Fambrough/ Carl Boucard</b>	A	A	A	A	P	A	A	
PHYSICALLY CHALLENGED <b>Marlene Mahanes</b>	P	P	P	P	P	E	P	
REPRESENTATIVE FOR ELDERLY <b>Bobbi Valentine</b>	P	A	P	A	A	N/A	P	
PRIVATE TRANSPORTATION <b>Bettye Jones</b>	P	P	P	P	P	A	P	
VOCATIONAL REHABILITATION <b>*Domonique Thomas</b>	P	P	P	A	A	A	A	
WORKFORCE DEVELOPMENT BOARD <b>*Paul Hederman</b>	P	P	E	A	E	A	E	

**P = Member Present    A = Member Absent    ALT = Alternate    \* = New Representative    E = Excused Absence**

**MINUTES FOR THE  
PALM BEACH COUNTY TRANSPORTATION DISADVANTAGED  
LOCAL COORDINATING BOARD  
Public Meeting**

**DATE:**     **Thursday, August 14, 2013**

**TIME:**     **9:30 A.M.**

**PLACE:**   **Palm Tran Connection  
3044 South Military Trail  
Suite J Conference Room  
Lake Worth, FL 33463**

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**AGENDA:**

- I.    **CALL TO ORDER**  
The Meeting was called to order by the Chair, Commissioner Burdick, at 9:30 a.m.
- II.   **INTRODUCTIONS**
- III.  **ADOPTION OF AGENDA**  
A motion was made by Larry Osband to adopt the amended agenda. Bobby Valentine seconded the motion. The motion carried unanimously.
- IV.   **NEW BUSINESS**  
No new business matters to add to the agenda.
- V.    **CONSENT AGENDA**
  - a.   Approval of Meeting Minutes – May 8, 2013
  - b.   Transportation Operators PaymentsA motion was made by Larry Osband to approve the Consent Agenda which includes the meeting minutes and the transportation operator payments; seconded by Bobby Valentine. The motion carried unanimously.
- VI.   **PALM TRAN CONNECTION BUDGET**  
Ron Jones presented the Board with a handout of the Connection's budget that was requested at the last meeting. The handout gives an actual tracking of where Connection's expenses stands to date compared to the overall budget. Mike Bertelle reviewed the handout in further detail. He pointed out that the top half of the report were expenses directly related to staff and the second half are expenses that are non-staff related. One figure that jumps out over budget is the category of Professional & Temp Services. That is due to the creation of the new web based bus pass program, in which IT and ISS were involved in developing. The bottom portion is regarding the provider costs. The actual figures are over budget by almost 12% and are projected to cost about 2.2 million dollars over budget.

Bobby Valentine asked if the projected 2 million is Connection's shortfall and if that's what will be paid by the fare increase. Mike responded "Yes, that is the projected shortfall." But the fare increase will pay and allow for increases to the fixed route service.

Mike, John Coons, and Lou Ferri attended the annual TD Conference in Daytona. Mike added that it gave him an opportunity to meet in person a lot of the people from the TD Commission that he only previously communicated via computer with. He left with a clear and complete understanding of the TD Program and vision.

Marlene asked about the staff's salaries & wages overtime and why it was over. Mike explained that it is due to contract compliance issues with the provider and the need for overtime with our staff to assist. This figure wasn't a onetime pay out but more of an accrual since the beginning of the contract.

Ron commented that staff can have this updated handout available at every meeting.

## VII. TRANSPORTATION DISADVANTAGED SERVICE PLAN (TDSP) – HUMAN SERVICES TRANSPORTATION COORDINATED PLAN (HSTCP) EXECUTIVE SUMMARY

Ron presented the Board with the executive summary of the HSTCP and informed the Board that the full copy of the TDSP is printed and passed out at the meetings due to its volume but it is made available online at [www.pbcgov.com/palmtran/library/](http://www.pbcgov.com/palmtran/library/) for the public.

David asked the Board if there were any significant changes made to the plan. Ron answered that no, no significant changes have been made to the plan. The changes were minor mostly statistics and the program history that was changed to add Metro's 2012 5 year contract. Larry Osband made a motion to approve the TDSP and HSTCP Executive Summary; seconded by Subhash Vyas. The motion carried unanimously.

## VIII. FAIR INCREASE

Ron announced to the Board the proposed fare increase that was approved by the BCC on 2013. The Connection's fare will increase to \$3.50 and the TD bus pass will increase to \$15.00, for those whose income 75% of the federal poverty level or under, or \$20.00, for those whose income is between 76% - 150% of the federal poverty level. This is the first fare increase since 2007. While many of our customers spoke at the public hearing about the negative impacts of the fare increase would have on them, there was a good deal of support for the critical need for the additional fixed route services. Bob Glaeser commented that MMMG has a hard time now with customers expecting drivers to make change for 5 dollar bills to cover the 3 dollar fare. They are going to have a bigger problem with the \$3.50 co-pay because they will not have the \$0.50 change.

Ron said that he knows this .50 increase will cause issues for the driver the drivers and Metro. Staff is pushing for the use of tickets to ride. Cash-less fares would be easiest on everybody. Once some minor issues with MMMG are worked out first then, hopefully, a new smartcard technology will be implemented. Adding .50 cents to the Connection's ticket to ride is only a temporary fix and staff is looking for more of a long term fix.

Larry suggested that initially the drivers should be given a selected number of .50 cent coupons to make change.

Chuck Cohen even suggested that staff make a way for the clients to pay for the roundtrip at once. There are a number of suggestions to look into and consider.

David Evans commented that the credit card and smartcard technology is a great suggestion and a major convenience for all the customers.

Chuck recognizes that this agency needs to go towards the route of cashless fares. It's just a matter of how soon.

Michael Bluestein added that a cashless system with credit and smartcard technology is needed.

#### IX. CTC UPDATE

- a) Monthly Operating Report
- b) Monthly Bus Pass Update

Rosanna Santana reviewed the June 2013 monthly operating report and bus pass report. The main cause of differences from May to June are due to school still going on and May having 3 extra weekdays.

Larry Osband commented that the Sheriff's office large purchase of one day bus passes is always mentioned but no mention is given about the other agencies that also purchases passes from Palm Tran regularly like the Ryan White Program. Mike responded that they purchase bus passes regularly and they mention the Sheriff's office purchase because it caused such a variation in the report because of the onetime purchase.

- c) MMMG Update

Ron Jones spoke about the July 16, 2013 BCC meeting in which the status of MMMG's contractual compliance was given to the Board. The Board was informed that all though service delivery has improved there are still contract requirements that MMMG has not meet. MMMG was directed to seek a second company to partner with a portion of the contract. The thought was that the contract perhaps too large for one company to complete effectively. The second company will be vetted by Palm Tran to make sure they are capable.

Bob Glaeser informed the Board that he is aware of dialogue with MMMG and several other companies. He announced to the Board that the AVL systems have been installed in 100% of the dedicated fleet. They are now working out the kinks with the new system. The drivers seem to like the tablets and some of the stress has been lifted from the dispatchers.

Larry asked about the AVL and the built in GPS. He spoke about his experience with the drivers and a lot of them are not trained properly and are still using their cell phones for GPS. Bob said that he would discuss this with the drivers and address the issue.

Michael Bluestein commented that he hopes for more minivans because they have a smoother ride than the larger vehicles on the road.

#### X. FIXED ROUTE UPDATE

Chuck reiterated the approval of the October 7th fare increase. The increases will allow for service improvements. Some of the improvements will include expanding Route 62 along Lake Worth Rd. The ADA area will expand to include the Caridad Center and the new Bethesda West Hospital. Palm Tran will also extend hours to allow for earlier AM and later PM pickups. And attention and changes will take place on key routes like 1, 2, and 3. It will also directly affect Connection's service because now there will be direct routes to the Caridad Center and Bethesda West, instead of having to travel with Connection using TD service.

Michael Bluestein had several suggestions for improving the fixed route service, including later trips leaving from the college because due to night classes.

Drew suggested that if the vehicle arrives very late for the customer it should be free of charge to the customer like other counties do. Commissioner Burdick commented that as of right now that isn't on the list of things to be changed but she is aware of that and similar issues that have to be addressed in the future.

## XI. OLD BUSINESS

### a. Med-Waiver

Ron spoke about the road blocks that Palm Tran has come across in attempting to become a med-waver provider. One of the major setbacks would be the need for the BCC would have to all undergo background checks. He asked if there was a shortened application process or if one of Tomas' agencies would be able to become a provider instead to facilitate the customers receiving bus passes.

Subhash responded that he could help get a clearance of the background checks. Since several members of the BCC belong to certain committees or agencies that already require the Level II Background check, possibly Area Agency on Aging can use the previous checks and bypass this step in the process. He asks that Palm Tran makes an application or at least starts the process and let him and the agency help.

Chuck wonders what would be the benefit of becoming a provider; regardless, he agreed to set up a meeting with Subhash to further discuss this matter and the application process.

### b. PTC Commendations and Complaints

Ron reviewed the handout of Connection's complaint report. He explained that complaints that are called in and found to be valid are converted to LQDs. Since Palm Tran cannot charge the provider with a double hit, they simply charge the provider a fee. Unsubstantiated complaints are those that are hard to be decided, like discourteous driver, but they are documented for the records. And documented incidents are monitored for trends.

Bobbie Valentine asked about the 18 complaints of reckless driving and what kind of reckless driving does that in tale. Jeff elaborated that reckless driving encompasses weaving in and out of traffic, running off of the road, breaking randomly etc. It doesn't include speeding, that's a separate category. The majority of those calls are placed by motorist calling in. Those kinds of complaints are usually marked valid because why would a driver call the number on the back of the buss and go through the hassle of leaving their information on voicemail and calling in to report a driver for no reason.

## XII. COMMENTS BY PUBLIC

No further comments were made by members of the public.

## XIII. COMMENTS BY BOARD MEMBERS

Larry commented that the Transportation Advocacy will start up soon to raise funds for the 2014 TD Day Trip. No date has been set thus far but the group needs to raise \$9,000 to fund the spring trip.

Bobby Valentine added that she has seen service get better. She thinks Connection has been doing an excellent job. And even though she spoke against the fare increase at the public hearing but she knows that it is necessary.

Larry thanks everyone that was on the bus pass committee.

Subhash commented that the complaint statistics are good and getting better.

Commissioner Burdick thanked Shannon for her attendance today. She spoke to the Board members and public about signing up for healthcare (Obama Care) in October.

XIV. NEXT MEETING – November 13, 2013

XV. ADJOURNMENT

The meeting adjourned at 10:27 am.