

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

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

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: **Wednesday, May 8, 2013**

TIME: **9:30 A.M.**

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

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

The chair asked the Board to add a discussion regarding some questions about the last meeting's minutes under NEW BUSINESS. A motion was made by Larry Osband to adopt the amended agenda. Subhash Vyas seconded the motion. The motion carried unanimously.

IV. CONSENT AGENDA

- a. Approval of Meeting Minutes – February 13, 2013
- b. Transportation Operators Payments

A motion was made by Larry Osband to approve the Consent Agenda which includes the meeting minutes and the transportation operator payments; seconded by Subhash Vyas. The motion carried unanimously.

V. ELECTION OF VICE CHAIR

Cindy Barnes made a motion to nominate Tomas Boiton as Vice Chair. Subhash Vyas seconded the motion. The motion carried unanimously.

VI. APPROVAL OF TD RATE MODEL

Michael Bertelle presented the Board with the 2013 TD Rate Model. David Rafaidus asked Mike several questions about the proposed figures on the TD Rate Model. He asked specifically if there is a proposal on the new web-based bus pass program. Mike explained that there isn't a proposal right now because everyone is expected to use this program too eventually. The program is being used at the Connection office and all the qualified agencies will receive in house training and help until they feel comfortable with it on their own. David added that he would like to see updates monthly on how many agencies use the program.

Commissioner Burdick asked about the line item City Cash and why it has remained flat the last 2 years. Mike and Larry elaborated that \$40,000 City Cash is the money that Wellington pays Palm Tran Connection to provide service in their city. The Village of Wellington actually falls outside of the ¾ mile ADA buffer from a fixed route. They pay us to provide ADA services to their residents. The Commissioner asked staff if there were any other cities outside of the ADA perimeters that could or should be providing money for transportation. Lou Ferri explained that staff has approached other city councils and asked for participation but Wellington was the only city that decided to help out. Tomas asked if there were any other cities like Wellington where they fell outside of the ADA buffer that Palm Tran Connection has extended service to. Lou said that there are some city limits like parts Jupiter Farms and Boca that fall outside of the ADA area but those cities are okay with remaining TD not ADA.

Subhash Vyas made a motion approve the TD Rate Model. Larry Osband seconded the motion. The motion carried unanimously.

VII. CTC REVIEW

Angela Morlok explained to the Board, the process of the CTC review process. This is done every year. She asked for 5 volunteers to be part of the review committee. Tomas Boiton, David Rafaidus, Jayne Pietrowski, Larry Osband, and Cindy Barnes volunteered their services.

Stanley Voice mentioned that he has never heard of the BCC reviewing the document before it is approved. Angie responded that, the BCC designated Palm Tran Connection to provide the service. The document goes in front of several Boards first for approval then the BCC reviews the results, it is at that point that they can edit/delete/or add as they see fit. Several people present elaborated to Stanley that Palm Tran Connection does have several Boards and agencies overseeing the CTC's performance, for example: DOT, MPO, LCB, and PTSBPS. Angie added that there is input from staff, riders, and advocates. The MPO (a separate entity) works with the public (the 5 volunteers) to make a recommendation. The recommendation is brought to the MPO, LCB, TD Commission, and then the BCC.

VIII. CTC UPDATE

- a) Monthly Operating Report – Michael Bertelle reviewed the M.O.R. In Feb 2013, PTC reached a new milestone with a weekday average daily ridership of 3,245 trips.
- b) Monthly BP Update – Rosanna Santana reviewed the monthly bus pass report. No milestones to report. She reminded the Board that the web-based bus pass program was implemented in March. They are doing on site training with agencies.

Larry Osband highlighted that the office saw on a peak day 371 walk-in customers in the month of March. He asked staff how many people manned the front desk. Staff responded only one person; however, when the traffic gets busy others step in to help. Several Board members voiced their opinion that the front desk is a stressful position and they do a great job at multitasking all the customers and their other duties. Their hard work is appreciated. David Rafaidus asked if PTC uses any volunteers for the front desk or if it was an option. Lou answered that they have tried that in the past but there have been issues regarding risk management and getting qualified people. David also commented that the Complaint Ratio was down, "Good Job".

Tomas added that he would like to see statistics of on-time performance on the MOR. It is not the first time he asks for such information, "I know there is difficulty in doing this, but we have a multi-million dollar contract on the line because of the questioning of "Are they providing the service or not?".

Dwight Mattingly commented that there used to be statistics regarding the budget status on the MOR and if they were on track or not. PTC stopped reporting that number on this report about a year ago. Can that figure be given now? The Commissioner asked staff to see information regarding on where PTC stand with the budget at the next meeting. Staff agreed.

Stanley Voice questioned why ridership has remained the same year after year. He believes there is a lack of substantial ridership.

- c) MMMG Update – Ron informed the Board that the BCC met on April 23rd and discussed the future of MMMG’s contract with PTC. After a lengthy discuss the BCC agreed to precede with staff’s recommended contract changes with the understanding that they are giving MMMG until July 15, 2013 to fully procure and implement the contractual requirements such as the AVL system. If up to date by July 15th, then they will be given additional time to verify statistics like on-time performance. If not up to date, then a decision will be made by the BCC as to the status of MMMG’s contract. They also decided to postpone any decisions regarding the LQD’s until that point also because there is 1.4 million dollars in outstanding LQD’s which exceed the limits within the contract. After receiving the information from the AVL systems, then the BCC will make a decision on MMMG’s request to waive all or partial fees.

Ron handed out a breakdown of daily on time performance for the last 3 weeks and a weekly summary going back to Oct 2012 to the Board. Commissioner Burdick asked for the Board to take a few moments to look after the handouts and to gather their questions for MMMG and/or staff. Larry commented that he hopes the AVL will verify the on time performance percentage because 95% and above on “self reported” numbers are hard to believe for any transportation service. Tomas asked staff if any of the LQD fines go up with this contract compared to the previous contract. Ron answered, “No, the fine per incident has remained the same. Tomas questioned that he heard the vendors (DBEs) have been paying the LQDs to MMMG. Has there been any follow up with this because they were saying they would go out of business if forced to pay the fines. Ron responded that what the DBEs have been subjected to non-payment are those routes who’s revenue has been removed due to issues like no signatures on manifests and the driver shouldn’t have been on the road. If MMMG assigns that route to a DBE and MMMG doesn’t get paid for the route, then MMMG doesn’t pay the DBE for that particular route. Tomas added that he heard that some DBEs were cutting checks to MMMG already. Ron rebutted that MMMG pays the DBE prior to receiving payment from PTC, so there are some cases that the DBE has already received payment for a route that MMMG didn’t receive payment for and in those cases the DBE refunds the money to MMMG. Joe Davis, from MMMG, added that the situation Tomas is referring to about the DBE cutting MMMG a check has to do with a private business matter outside of the paratransit scope of service.

Stanley Voice mentioned that the number of complaints is very low compared to raw complaints. Ron said that at the PTSB Paratransit Subcommittee, he presented a breakdown of the complaints. At the next LCB meeting, he will be more than happy to present that information to this Board.

Joe Davis updated those on the Board who weren’t aware already, that MMMG has moved all of its Palm Beach County operations to a new facility on Truck and Trailer Way in West Palm Beach. They have more buses coming in to replace the older vehicles. They have been working with Mobile Knowledge on the AVL technology. They finalized

agreements yesterday with Trapeze and are looking into putting tablets into all the vehicles (hopefully this week). The AVL technology will hopefully clear up the question whether they are providing the service on time. He wanted to clarify on the subject of “self-reporting” that was mentioned earlier. MMMG has always self reported. Nothing has changed in the way they have reported pick up times from the last contract. “I shudder at the comment that we are doing something wrong or our drivers are lying or Palm Tran is lying. We have worked very, very hard since August to get this contract off the ground and we’ve faced many many challenges in getting it where we are today. We have focused mostly on customer service and while it may not of seemed like that in the beginning. We had several start up issues. We have focused again and focused and focused on making sure these customers are picked up. And where we have failed is meeting some of the contract requirements such as the AVL, we’ve not given that enough attention. We have failed in getting the propane in our vehicles. Out of the 1.4 million dollars, about 300,000 are actually attributable to passengers being picked up late or not being picked up at all.” They are working hard to get everything done. He would like to commend Palm Tran in their foresight with working with us and getting on a consolidated schedule system. We have picked up a lot of efficiencies doing so. Their hard work working with us and adding the additional routes has been significant in making these on-time performance reports get to the level they are today.

David Rafaidus asked about the proposed tablets location on the vehicle. Joe answered that; they will be mounted on the dashboard. The driver will be able to press a button to report arrival departures, pickups, drop offs, etc

Commissioner Burdick asked if the tablets will be installed next week. Joe said the contract will be signed this week; they have 2 companies at the moment bidding for the contract. Then they have to wait for Trapeze to notify them, that they can begin using them. We’re ready to sign and buy right now. The commissioner then asked, once you buy how long will it take to install. Joe responded that their installation will be quick because they have radio technicians throughout the state of Florida. It should take a few days. The Commissioner voiced her concern if they would meet the deadline of July 15 to sign the contract, order and receive equipment, and install them into the vehicles. Joe estimated that they were about 4-6 weeks out with this project. Training the drivers will be fairly simple because it’s just selecting trips on the screen. The Commissioner asked when the vehicles would be in; these are the vehicles that were ordered in November. Joe updated that they have already received ~32-33. 11 are ready to be shipped. There was a hold up with their collision requirement on their insurance, hopefully that should be resolved this morning. Part of the delay was an issue because MMMG set up a company to do the leasing of the vehicles to our DBEs. The Commissioner inquired about MMMG’s status on propane in the vehicles. Joe said they are currently using propane in some vehicles already, they are in the process of switching out the current vehicle propane kits for newer ones, and they are currently about 25 vehicles out to completion.

Ron informed the Board that staff has taken proactive measures to verify the on-time performance. Evette Ricketts explained that PTC currently has 3 temp agents in the call center calling clients back after their trips to verify if and when they were picked up to verify the times reported. For the most part, the feedback and verification has been positive.

Dwight Mattingly asked Joe regarding the radio communication. He has received complaints from drivers regarding bad radio reception that is causing high cell phone usage. Joe responded that they are still using the same provider, Citation Communication

and just like with cell phone, some area have better reception than others. The AVL is expected to solve or significantly minimize this problem. MMMG policy hasn't changed the driver are still informed that they cannot use their cell phone while driving the vehicle. Ron confirmed that the issue has deceased but it is still a problem.

Dwight asked Joe if the new system, AVL, will allow the dispatch to communicate add-ons to the driver. Joe said "Yes". Ron added that with the new system, the driver will see his following 2-3 pickups. The dispatcher can edit that without the driver even realizing it. Dwight said that was a concern he had because of the distraction and possible safety hazard while driving. Joe understood his concern and told him that right now he isn't sure what features Trapeze has to offer but Mobile Knowledge, who's worked with MMMG for years now, already has safety features that enable certain functions while the vehicle is in motion. That is something that MMMG will inquire further on.

- IX. **FIXED ROUTE UPDATE** – Lou Ferri announced that the fixed route's ridership continues to increase. Planning committees and route reviews are taking closer looks at routes to see if possible changes need to take place, as far as times and schedules, for a more efficient operation. Palm Tran just posted a new position for a scheduler to assist in this matter. The biggest change that the fixed route has made recently has been the Limited-Stop Service Route 1. Many of you have already seen the flyers for this pilot program. This new option for Route 1 riders, effective May 13, 2013, will offer limited stop on Route 1 during morning and afternoon peak times in addition to regular service. This will be offered on weekdays to offer quicker transportation to and from the Intermodal Center. The busses will only service 14 stops northbound and 12 southbound. There is no additional cost for this service. Lou commented that the biggest problems that Palm Tran faces is getting the message out to the people about the changes. The busses have flyers on them and the drivers are notifying the people on those routes because once on the bus the driver isn't making additional stops.

Tomas agreed that he thinks this will be beneficial and just like Palm Tran has done in the past; they should have laminated flyers at the stops to notify the clients waiting of the changes. Lou referred him to our marketing department because he wasn't sure what their plan was for marketing these changes. He heard talk about putting a lightning bolt on the limited stops, it is already up on the website and they have issued a press release. On the 13th when the program starts, staff members will be physically on the bus notifying the clients on board. Tomas elaborated that he thinks the flyers at the stops should have a brief explanation of what the bolt service means. Lou answered that he would echo those thoughts to our marketing department. The Commissioner agreed that the most important task would be to notify the public. They can advertise on Channel 20. Dwight spoke further on this matter. He let the Board know that they are currently giving out flyers on the Route 1 about the peak hour changes. It is being advertised in the newspaper and Chanel 20. He thinks Tomas suggestion is a good one and asks staff to pass the message along.

The Commissioner asked about the new Scheduler position and if they simply reclassified a previous Planner to this duty. Lou answered that he didn't believe that was the case, this is an added position. He wasn't sure if this was just an open position that wasn't filled. She asked for him to come back with that information the following meeting.

X. **NEW BUSINESS**

Tomas informed the Board members of the Bus Pass Subcommittee meeting at 1:30pm tomorrow. They are meeting to discuss the increased fare proposal for the general and paratransit riders as well as the bus pass prices. The suggested changed would increase the paratransit prices from \$3.00 to \$4.00. And the bus passes to go from \$10-\$15 to one price of \$20.00. The meeting

will be held at Palm Tran on Electronics Way. Stanley Voiced urged the public to go and support to reject the fare increase. The proposed Paratransit fare increase would translate to \$8.00 a roundtrip. As it is people cannot afford the fare.

Lou Ferri followed up a discussion at a previous meeting regarding Med-Waiver customers. PTC has already received an increase in ridership due to the Med-Waiver program changes. These customers are used to not paying for transportation and PTC currently doesn't have any subsidized programs to help the financially. Subhash Vyas, Agency with persons with disabilities, and Ron Jones have had lengthy discussions regarding this matter and possibly becoming a Med-Waiver provider. Subhash argues that PTC can simply become a provider and Med-Waiver can bill them directly for the passes. Ron Jones rebutted that the application process is very elaborate and mostly likely wouldn't pass as is and it would place an administrative burden on PTC, when Med-Waiver can simply buy the passes directly from PTC to give to their clients. The Commissioner request that this topic get added to the next meeting's agenda. "With all of the cut backs that these communities and agencies have been experiencing and the frailty of some of the individuals that we're talking about, we can and should be doing whatever we can to make that happen." Larry added that he suggests the payment for LQDs should be relocated to help the financially needy when a decision is reached.

The Commissioner asked the Board to discuss David's questions in the minutes regarding reporting. David responded that he was happy with staff's responses during the meeting regarding this matter.

- XI. COMMENTS BY PUBLIC - Stanley asked staff about the amendment that was brought in front of the Board. Ron Jones explained that those amendments were passed. Stanley added that he doesn't believe they were passed and asked the Commissioner to look further into that matter.
- XII. COMMENTS BY BOARD MEMBERS - Tomas commented that TD Day this year was a success and that they are still awaiting the results if they approved the additional 12 million dollars for the state and if this will be reoccurring.
- XIII. NEXT MEETING – August 14, 2013
- XIV. ADJOURNMENT
The meeting adjourned at 11:15am.