

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

**DATE:**     **Wednesday, February 19, 2014**

**TIME:**     **9:30 A.M.**

**PLACE:**    **Palm Tran Connection  
50 South Military Trail  
Conference Room 2S - 106  
West Palm Beach, FL 33415**

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**AGENDA:**

**I.    CALL TO ORDER**

Meeting was called to order by Chairman Commissioner Burdick at 9:28 a.m.

**II.   INTRODUCTIONS**

Board Members and public introduction.

**III.   ADOPTION OF AGENDA**

Ron Jones requested a deletion from the agenda of the By-Laws; further clarification is needed on how to publicly announce the meetings. A motion was made by Subhash Vyas to amend the agenda; second by Larry Osband. Motion carried unanimously.

**IV.   \*\*APPROVAL OF MEETING MINUTES\***

Larry Osband made a motion to approve the November 20, 2013 Meeting Minutes; seconded by Subhash Vyas. Motion carried unanimously.

**V.    \*\*TRANSPORTATION OPERATORS PAYMENTS\***

Larry Osband made a motion for the approval of the Transportation Operators Payments; seconded by Subhash Vyas. Motion carried unanimously.

**VI.   \*\*ELECTION ON OF VICE CHAIR**

Subhash Vyas made a motion to nominate Tomas Boiton as Vice Chair; seconded by Larry Osband. Motion carried unanimously.

## VII. **\*BY-LAWS**

Item removed from agenda.

## VIII. **\*\*APPROVAL OF GRIEVANCE PROCEDURES\***

Lou Ferri presented the board with the Grievance Procedures; there are no changes to report. He asked for five volunteers to be on the Grievance Committee. Kathy- Alice Koyanagi, Laurence Osband, Keith Porges, David Rafaidus and David Evans volunteered their services.

David Rafaidus asked; how a grievance procedure starts, with a phone call and then a letter?

Lou Ferri mentioned there is a difference between a service complaint and a grievance. A grievance is when someone reaches the very end that nothing had happened with their complaint, the grievance will go in writing, within the letter they will request a hearing, the grievance committee will get together to deliberate. If requested there will be additional accommodations.

Vivian D'Angio asked; what is the difference between a grievance and a complaint? Example if there is a complaint about a late vehicle would it be classified as a grievance.

Cathy Alice Koyanagi answered a late vehicle would be classified as a functional daily complaint, things that happen daily or frequently. A grievance would be under a repetition or a pattern and maybe there is a feeling of isolation by the client or the problem cannot be solved on your own, then there is the next step of writing a grievance.

Ron Jones advised the board and the public that on page 27 of the agenda package there is further detailed information between a complaint and a grievance procedure.

Laurence Osband made a motion to approve Grievance Procedures; seconded by Subhash Vyas. Motion carried unanimously.

## IX. **PTC REVENUE BY FUNDIND SOURCE\***

Mike Bertelle reviewed with the board the PTC Revenue by Funding Source, which has been broken down into three categories; Trip Related Revenue, Agreement and Grant Related Revenue; which consists of Village of Wellington Agreement, Area Agency in Aging Agreement and Dialysis Funding Source and the third category is the TD grant. A detailed explanation was given for each category.

Commissioner Burdick requested additional information and explanation on the Ad Valorem Funding.

Ron Jones answered information will be distributed at the next Local Coordinating Board meeting.

## X. **CTC UPDATE**

### a) **\*Monthly Operating Report**

Larry Osband asked Ron Jones to review the Monthly Operating Report and go over any information that stands out.

Dwight Mattingly asked why the Liquidated Damages dollar amount is not shown in this particular report.

Ron Jones answered this particular report is completed before any Liquidated Damages are accessed towards MMMG, Liquidated Damages dollar amount is not part of this document, a figure of the Liquidated Damages could be shown in a different report.

Stanley Voice made a comment about on how in the last four months MMMG Liquidated Damages have been waved.

Shannon LaRocque answered the board took two actions on all Liquidated Damages. A million dollars of the outstanding LQDs will held in abeyance until the end of the transition period. At the end of the transition period, the monthly performance will be evaluated. MMMG's performance during the transition will determine how much, if any, of the outstanding LQDs will be paid. Moving forward from January 14, 2014 until January 2015, all new Liquidated Damages will be assessed and collected. There is a million dollar surety bond that is still in effect for MMMG.

Stanley Voice mentioned he is concerned that not all the complaints are being captured.

Ron Jones stated not every client that calls will have a complaint, and all of our clients are aware of the procedure to file a complaint. Additionally Connection is aware of the late trips because of the statistics.

Larry Osband gave an example of a phone call he made to Connection to find the whereabouts of his driver; he stated that this call would have been defined as an informational call not a complaint.

#### **b)\*Monthly Bus Pass Update**

Rosanna Santana reviewed the statistics for the Monthly Bus Pass report year to date for the month of December 2013. No milestones were reported.

#### **c)\*Palm Tran Connection Budget**

Mike Bertelle reviewed the Palm Tran Connection Budget for FY14. The report is divided into four different categories; Staff Related Expense, Non Staff Related Expenses and Provider Cost. A detailed explanation was given for each category.

Dwight Mattingly questioned the Connection overtime which is at 32 percent; Is this a consequence of MMMG being noncompliant?

Shannon LaRocque responded it does not have anything to do with compliance. Bob Wiseman specifically advised us to hire more staff to improve the customer service function.

#### **d)\*Detail Complaint Review**

Jeff McGregor reviewed the different complaints categories and one of the categories people had questions about was under "Other", this category is not specifically listed but is still reported.

Carl Boucard shared with the board that how well the cameras work in the school busses; it helps with incident investigation and to resolve concerns.

Ron Jones introduced the use of the rider Mystery Form which is a resource of tracking; the form was offered to the Connection rider's present at the meeting.

**e) MMMG Update**

Ron Jones mentioned that throughout this meeting the MMMG update was given.

Larry Osband questioned if there any internal discussion at Connection for rider trips to have an adjusted fare rate, for example, if a rider is traveling one mile versus a rider that is traveling ten miles, is there going to be a different fare to those individuals.

Ron Jones answered there is no decision that we want to move forward on this topic. Shannon LaRocque added that primarily we are working on the service model.

Dwight Mattingly asked how the service is affected to the fact that one of the DBE provider dropped out and is no longer servicing.

Ron Jones answered further information will be provided at the next meeting.

**f) TD Day- March 13th 2014**

Larry Osband went over the information of the Annual TD trip; currently they are up to schedule 37 people are participating in this trip and funding is available.

**XI. OPPORTUNITY FOR CITIZENS TO SPEAK ON TRANSPORTATION MATTERS**

Stanly Voice express to the board that is a little discouraging to hear that MMMG is 30-40 vehicles short, drivers don't have to be certified and the vehicles being used are old.

Vivian D'Angio expressed, as a passenger, that Connection needs improvements. Example the logos should be larger size.

Commissioner Vana expressed how concerned she is with transportation matters.

Larry Osband asked when is the ADA bus pass system is going to be implemented on the fixed route and if Connection is still cross training staff.

Shannon LaRocque answered that there will have further information after the staff meeting that is being held tomorrow. Ron Jones additionally added that we are still cross training staff.

Jayne Pietrowski stated that this meeting was educational to board members she also thank staff on how well everything works and how it also it should work in order areas.

Ron Jones offered a tour of the new office location.

Commissioner Burdick commented that Palm Beach County goes above and beyond additionally it does a great job with public participation.

**XII. COMMENTS BY BOARD MEMBERS**

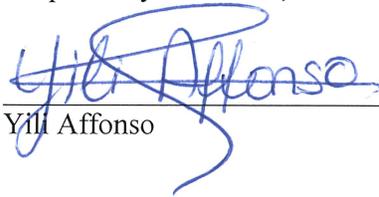
No board member comments.

**XIV. NEXT MEETING** – May 14, 2014

**XV. ADJOURNMENT**

The meeting adjourned at 11:34 a.m.

Respectfully submitted,



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Ylli Affonso