

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

Time: 9:30 A.M.

Date : Wednesday, May 14, 2014

Location: **Palm Tran Connection**
50 South Military Trail
Conference Room 2N- 123
West Palm Beach, FL 33415

AGENDA:

I. CALL TO ORDER

The Meeting was called to order by Vice Chair Tomas Boiton at 9:33 a.m.

II. INTRODUCTIONS

Introductions of Board Members and public.

III. ADOPTION OF AGENDA

Stanly Voice requested a discussion of Shelter and Bus Stop Benches. Tomas Boiton suggested to leave this topic for the next meeting. A motion was made by Tomas Boiton to adopt the agenda second by Larry Osband. Motion carried unanimously.

IV. NEW BUSINESS

No new business reported.

V. **APPROVAL OF MEETING MINUTES*

Larry Osband made a motion to approve the February 12, 2014 Meeting Minutes; seconded by Subhash Vyas. Motion carried unanimously.

VI. **TRANSPORTATION OPERATORS PAYMENTS*

Larry Osband made a motion to approve the Transportation Operators Payments; seconded by Subhash Vyas. Motion carried unanimously.

VII. *BY-LAWS

Lou Ferri reviewed the By-Laws emphasizing Section 5 and 6. Lou Ferri added that there is a great chance for the MPO to take over the task of the LCB meeting going forward.

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Subhash Vyas made a motion to approve the By-Laws; seconded by Larry Osband. Motion Carried unanimously.

VIII. *TD RATE MODEL

Mike Bertelle reviewed and summarized the TD-Rate Model budget 2014.

Larry Osband mentioned that after reviewing previews TD-Rate Model the founding for Dialysis and the Village of Wellington hasn't increased for the last 10 years even though ridership and cost has increased. Mike Bertelle answered an attempt is being made to speak with the Village of Wellington for an increase in founding.

Subhash Vyas made a motion to approve the TD Rate Model; seconded by Larry Osband. Motion carried unanimously.

IX. CTC UPDATE

- a. Monthly Operation Report**
- b. Monthly Buss Pass Update**

Rosanna Santana presented the March and April 2014 Monthly Operation Report which includes a comparison of the year over year of the Average Ridership, Monthly Ridership, Service Facts, On Time Performance, Bus Pass Statistics and 31 Day Bus Passes.

Thomas Boiton questioned the 13.4% decrease on the walk-in customers for the TD bus pass. Mike Bertelle answered we are currently seeing the transition of the ADA free ride, there has been an increase volume of customers coming to get the ID.

Larry Osband asked what is the number of ADA card given. Ron Jones answer over 700 ADA ID's has been provided, there is an average of 200 passengers using the fixed route.

Thomas Boiton asked to confirm if the eligibility renewal period is every 2 years for the ADA Palm Tran Connection service. Ron Jones answer yes, in some cases if someone has a permanent disability there might be an extension of their eligibility.

Carl Boucard mention that the usage of video surveillance combined with the GPS on school vehicles has been a success, is good liable information. Thomas Boiton added that at the last Para Transit Subcommittee Meeting staff recommended in the RFP that Palm Tran Connection vehicles come equipped with video surveillance and GPS system.

- c. Detail Complaint Review**

Ron Jones reviewed the March and April 2014 Detail Complaint Review statistics in comparison between March and April's complaint are lower. Jeff McGregor further reviewed the report, showing a highlight on commendations between Connection and MMMG. A Number of the LQD's had been provided with in the report.

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Norma Carmona commended a MMMG driver for a good job performed while picking up a rider.

Larry Osband stated if there is anything being done to correct drivers from making u-turns and three point turns. Rick Gonzalez offer to talk to Larry after the meeting to arrange supervision at the area.

Stanley Voice asked if the unsustained complaints are reviewed by Connection or MMMG. Jeff McGregor answered complaints are investigated by Connection after a response is provided by the provider. Further explanation was given by Ron Jones.

Thomas Boiton asked once the implementation of the contracts are the reports going to be divided into each carrier, and brake down category should be added. Ron Jones responded that reports will be revised.

Mike Nagelberg mentioned that drivers should receive further training on how to read information out of the tablet.

d. DBE Participation

Ron Jones reviewed MMMG physical year to date DBE participation rate and followed by the rest of the participating DBE rates, CRC pulled out of the program. MMMG currently is not meeting the 40% DBE participation.

e. IVR Update

Lou Ferri provided the IVR (Interactive Voice System) update. Connection has weekly meeting with the IVR team, Palm Tran IT department and Trapeze. The next phrase is to market and educate our customers.

Cathy Alice Koyanagi asked if outreach is an option. Lou Ferri responded that outreach will be provided to most commonly use centers.

f. MMMG Update

Ron Jones announced that MMMG contract will end January 31st, 2015. Connection is taking steps of hiring new temps to assists with the Reservations, Fixed Route and Customer Service lines. Service Coordinators are currently verifying times and vehicle compliance. A discussion on the implementation of PCA's (Personal Care Attendant) was given. Early drop off times for schools and school field trips had been discussed. Additionally MMMG added five new vehicles and cab drivers into the program to improve On Time Performance.

Larry Osband questioned if a group of students requires a PCA does Connection provide a trips back home for the PCA. Lou Ferri answered the PCA will be transported back to school.

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Stanly Voice asked how much does the School Board contributes to this program. Ron Jones stated there is a zero contribution from the School Board there are very few students being transported to Public Schools, the majority are Charter and Private Schools.

Nancy Wiseman mentioned that the Charter School population is a vulnerable community. Ron Jones answer that the neither parent nor school staff agreed on how Connection would implement early pick-ups and drop-offs.

Rick Gonzalez emphasized even though MMMG contract is coming to an end, MMMG has the direction of hiring staff and to provide service till the end of the contract.

g. LCB Meeting Update

Ron Jones notified the board that this could be the last LCB meeting Palm Tran Connection Staff will act as support to. Since 2002 Palm Tran has provided many of the planning for the TD program for Palm Beach County. The committee for TD has requested to move the planning back to the MPO. We anticipate this change to commence with the new grant cycle July 1st, 2014; this request was made as the role of the CTC (Community Transportation Coordinator) and the planning agency are different, but Connection as the CTC and provider of the planning duties is showing a perception of no separation of duties. The LCB will continue to meet as scheduled; the change will be with the staff that supports the meetings and location.

Thomas Boiton and Ron Jones commented Connection staff for a good work preformed.

Stanly Voice stated that there should be vote in reference to the location of the LCB meetings going forward. Ron Jones answered that this matter should be brought up on the next meeting.

X. OPPORTUNITY FOR CITIZENS TO SPEAK ON TRANSPORTATION MATTERS

No citizens' comments.

XI. COMMENTS BY BOARD MEMBERS

Bobbi Valentine stated she would like to be more involved with the meetings.

Thomas Boiton stated an agenda item should be added for the next LCB meeting to discuss benches and shelters for Palm Tran Fixed Route.

XII. NEXT MEETING


August 13, 2014.

XIII. ADJOURNMENT

Meeting adjourned at 11:18 a.m.

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Respectfully submitted,



Yili Affonso