

Palm Tran

On the Road to Greatness



CLINTON B. FORBES
PALM TRAN EXECUTIVE DIRECTOR

***Palm Tran's Mission** is to provide access to opportunity for everyone; safely, efficiently and courteously.*



Palm Tran



Presentation Outline



1. System Overview
2. Assessment Phase: listening & learning
3. Accomplishments
4. Palm Tran's Future

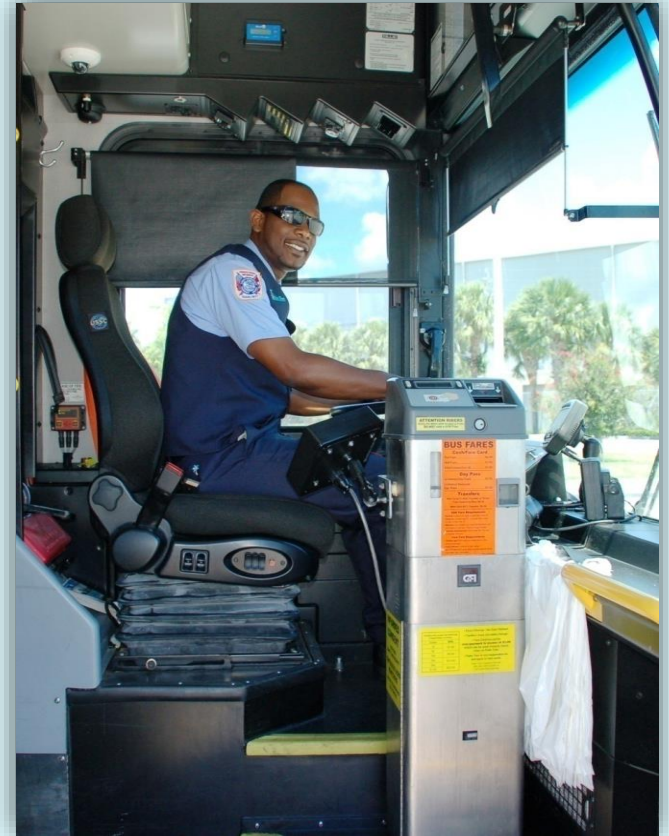


System Overview

System Overview



- **1,900** square miles of service area from Jupiter to Boca Raton and from Palm Beach to the Glades
- 7 days a week
- **35** fixed routes
- **150** buses
- **3,200** bus stops
- **35,000** customers per weekday
- **11 million** boardings a year
- **Mid-sized** transit system
- **630** employees



System Overview

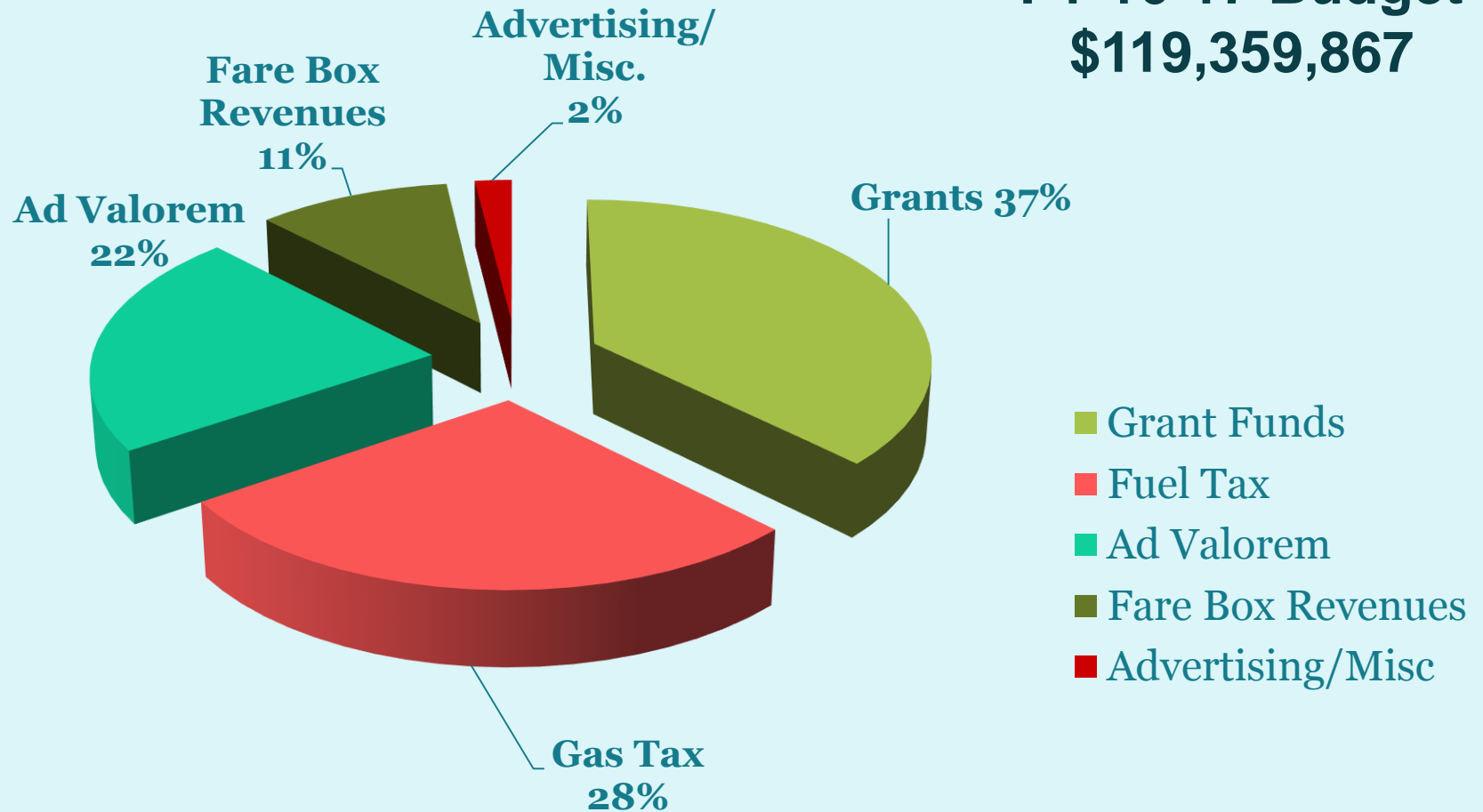


- Paratransit service
- Door-to-door, shared ride
- Complementary to fixed-route
- Seniors, individuals with disabilities & transportation disadvantaged
- **3** providers operating **239** revenue vehicles
- **3,500** trips per day

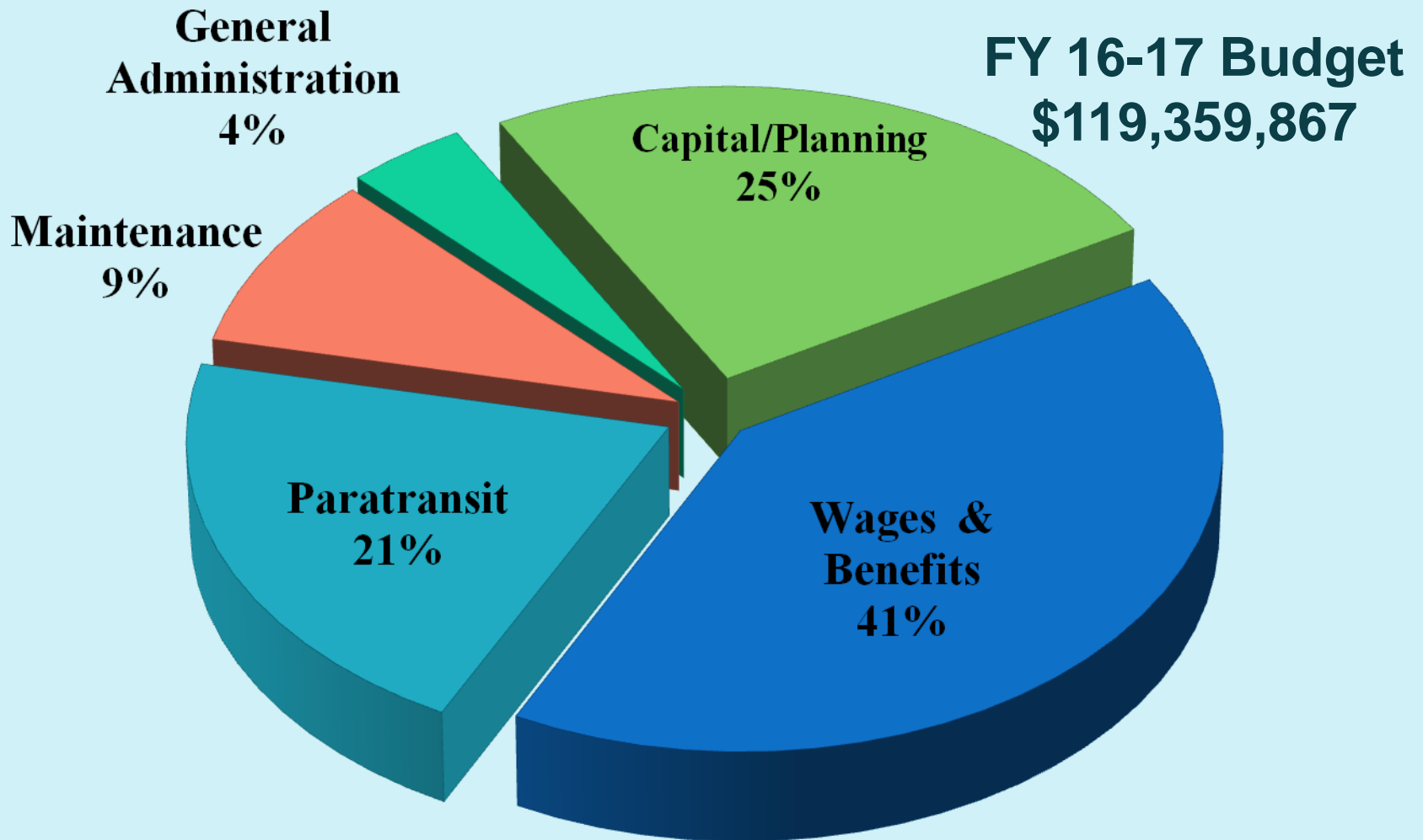


System Overview

FY 16-17 Budget
\$119,359,867



System Overview





Assessment Phase: Listening and Learning

Assessment Phase



“The greatest obstacles to improving Palm Tran’s performance have been the previous organizational structure and leadership culture.”

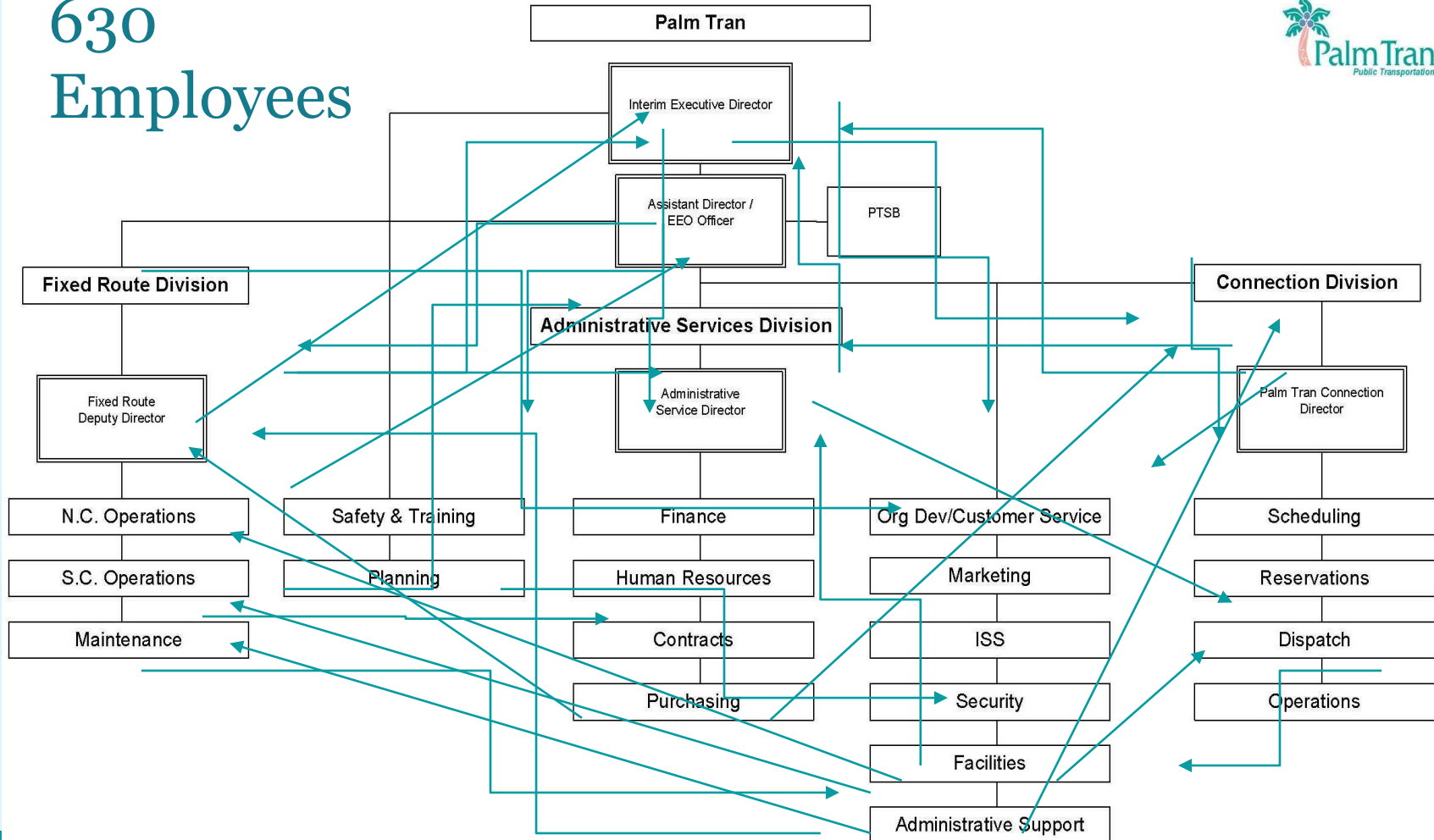
-- CLINTON B. FORBES

Assessment Phase



5/19/2015

630
Employees



Assessment Phase

- Peer Review
- Formal assessment of all direct reports and managers
- One-on-one meetings
- Town Hall meetings





Accomplishments

Accomplishments



Palm Tran's Mission is to provide access to opportunity for everyone; safely, efficiently and courteously.

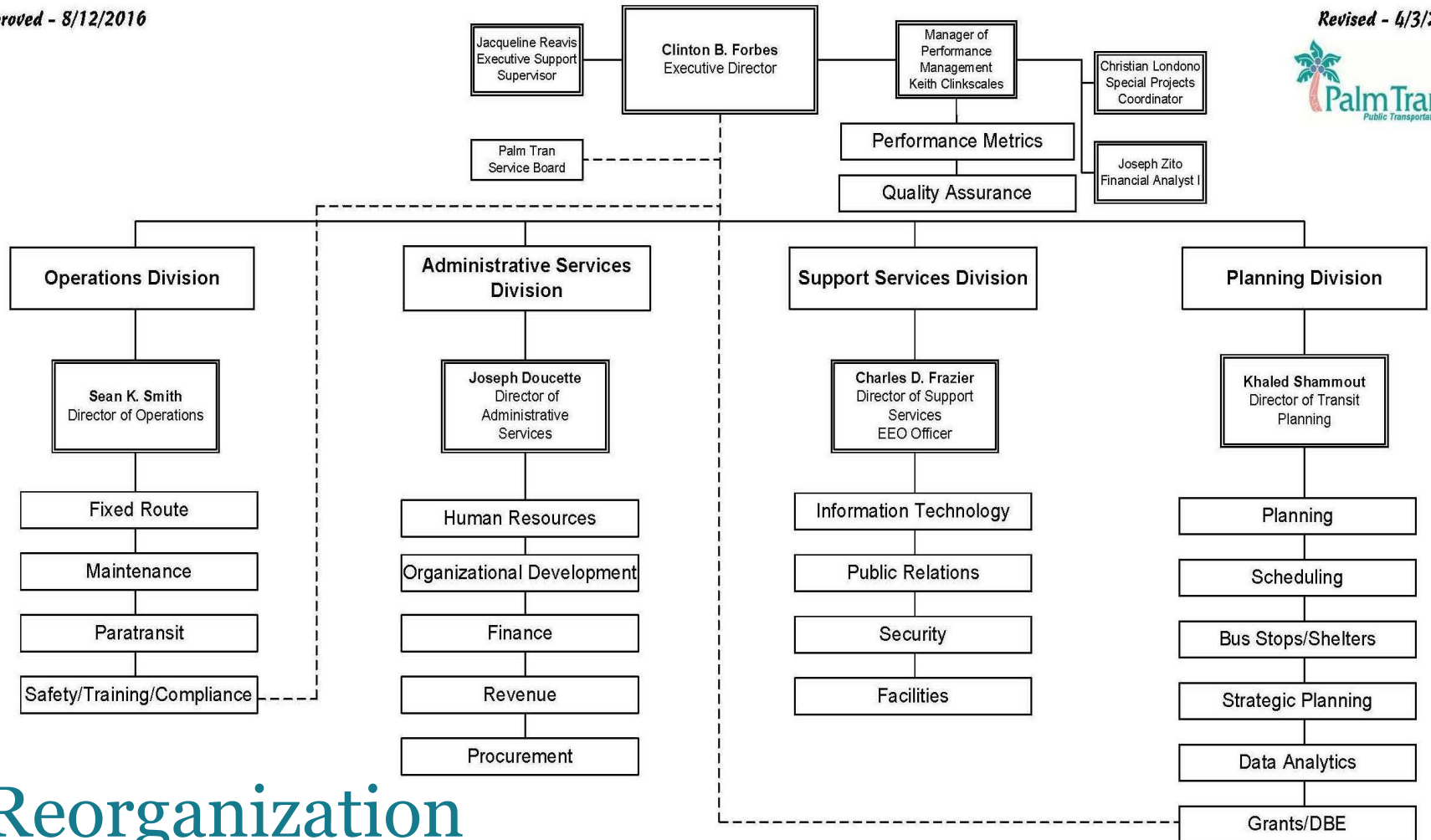


Palm Tran's Vision is to enhance the quality of life for those who live, work and play in Palm Beach County.

Accomplishments

Approved - 8/12/2016

Revised - 4/3/2017



Reorganization

Accomplishments



**Chad
Hockman,
Senior
Manager of
Connection**



**Sean K.
Smith,
Director of
Operations**



**Khaled
Shammout,
Director of
Transit
Planning**



**Cathy Holmes-
Lewis,
Senior
Manager of
Human
Resources**



**Michael
Williams,
Fiscal Manager**

Accomplishments

Internal Promotions

April 2016



Rosanna Santana
From Financial Analyst I to Financial Analyst II
Ms. Santana joined Palm Tran in 2014 to obtain her Bachelor's degree in Business Administration and is currently a Specialist I and Financial Analyst.

June 2016



Wilfred Santiago
From Bus Operator to Operations Supervisor
Mr. Santiago joined Palm Tran in 2014 and worked for transportation companies before joining Palm Tran.



Pedro Sosa
From Bus Operator to Operations Supervisor
Mr. Sosa became a Bus Operator in 2014 and worked in the transit industry as a chauffeur before joining Palm Tran.

August 2016



Christopher Love
From Bus Operator to Technician
Mr. Love started as a Bus Operator in 2014 and maintaining heavy equipment before joining Palm Tran.

October 2016



Keith Clinkscale
From Paratransit Dispatcher to Planning Section
Mr. Clinkscale joined Palm Tran in 2014 from Boston University and is already adding value and organizational focus on continuous performance improvement.

November 2016



Lashonda Phillips
From Bus Operator to Operations Supervisor
Before joining Palm Tran in 2014, Ms. Phillips worked for Broward County Transit (BCT), and Miami-Dade County Transit (MDCT) as an award-winning personality and is currently an Operations Supervisor.



Adalberto Ramirez
From Utility Worker to Paint & Body Technician
Mr. Ramirez has been a Palm Tran Utility Worker for 5 years and has experience in automotive and collision repair.



Johanna Zephirin
From Fiscal Specialist I to Fiscal Specialist II
Ms. Zephirin started at Palm Tran as a Reservation Specialist in 2014. At Palm Tran she has held the position of Fiscal Specialist I and II.

January 2017



Lavern Blackwood
From Benefits Coordinator to HR Coordinator
Ms. Blackwood has been part of Palm Tran's Human Resources department since 2014. She has a Master of Science degree in HR Management and is currently in the field.



Hope Martin
From HR Specialist II to HR Coordinator
Ms. Martin joined Palm Tran in 2004 and before moving to Palm Tran's Payroll and Maintenance sections. She worked for National for nearly 5 years and has over 15 years experience in HR.



February 2017



Lina Aragon
Service Coordinator to Customer Service Administrator
Ms. Aragon joined Palm Tran Connection in 2016 as a Service Coordinator specializing in vehicle accidents, incidents and ensuring contract compliance with our paratransit providers. She also has extensive experience in customer service and public relations.



Jafari Bowden
Safety & Training Supervisor to Safety & Training Officer
Mr. Bowden has over 20 years' experience in public transportation. Before coming to Palm Tran in 2007 he worked for NJ Transit as a Bus Operator. Prior to becoming the Safety & Training Officer, Jafari has served as a Bus Operator, Operations Supervisor and Safety & Training Supervisor for Palm Tran.



Wali Hadid
From Bus Operator to Operations Supervisor
Mr. Hadid joined Palm Tran in 2011 as a Bus Operator. Before joining Palm Tran he worked as a Dispatcher and a Supervisor for Yellow cab.



Christian Londono
Planner I to Special Projects Coordinator
Mr. Londono came to Palm Tran in 2013 as a Temp and quickly rose to the top. He served as a Reservation Specialist before moving into the Planning section.



Robert Manzino
Maintenance Supervisor to Facilities Coordinator
Mr. Manzino originally joined Palm Tran in February 2016 as a Maintenance Supervisor. His prior experience includes working for First Transit in Boynton Beach and the School District in Ballston Spa, New York. He also has a background in mechanical engineering and computer science.

Accomplishments



- Executive Leadership Team (ELT) Meetings
- Management Leadership Team (MLT) Meetings
- Monthly Safety Messages





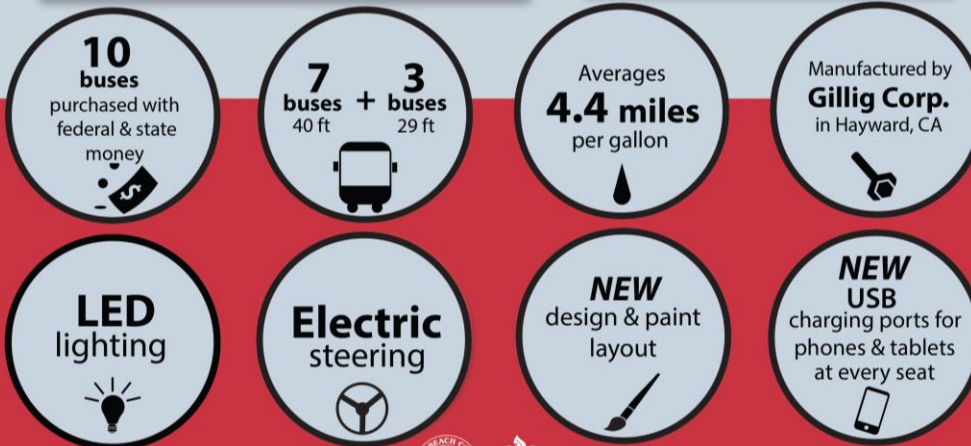
Palm Tran

1511

Accomplishments



New Buses



Accomplishments



Improving Palm Tran's IMAGE

New Uniforms

PALM TRAN'S Professional Image



OPTIONAL Summer Wear



Polo shirts may also be worn with uniform compliant pants and skirts.
Polo shirts must be tucked in.

OPTIONAL Accessories



- Windbreaker Jacket
- Vest
- Jacket
- Women's Crossover Tie
- Tie
- Hat
- Epaulettes

Accomplishments



Improving
Palm Tran's
IMAGE

Facility
Renovations



Accomplishments



Improving
Customer
Service &
Safety

Audio / Video

Hand
Sanitizers



Accomplishments



Ground Transportation Leadership Group



Accomplishments



New Contract Ratified
with the
ATU Local 1577
for the 3-year period of
Oct. 2016 – Sept. 2019



Accomplishments



“The single biggest way to impact an organization is to focus on leadership development.

There is almost no limit to the potential of an organization that recruits good people, who raises them up as leaders and continually develops them.”

--John C. Maxwell

The 17 Indisputable Laws of Teamwork

Accomplishments



Leadership
Training

De-Escalation
and Conflict
Resolution

Coaching for
Performance



Accomplishments



Employee
Engagement

Recognition
Program

Graduation
Ceremonies



Accomplishments



Community
Engagement

Parades

Palm Tran
Team in 5K
races



Accomplishments



Community Partnerships

Ballpark Service



COVER YOUR BASES
TAKE
Palm Tran
Public Transportation

TO THE NEW STADIUM

THE BALLPARK OF THE PALM BEACHES

Home to the Houston Astros and Washington Nationals, this stadium is surely a sight to see.

and parking hassles ruin your fun!
ON PUBLIC TRANSPORTATION!



Palm Tran's Future

Palm Tran's Future



Palm Tran's Delray Facility will be expanded to become the main administration building by Fall 2018.

Palm Tran's Future



Infrastructure Improvements

Palm Tran's Future

Routes 43 & 62



Transit Signal Priority

Palm Tran's Future



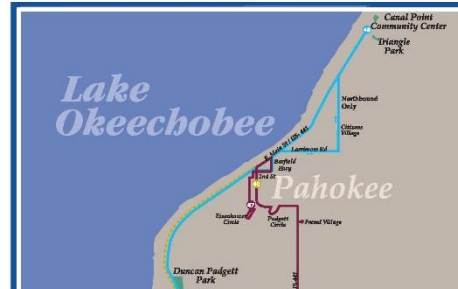
New Interoperable Fare Payment System

Palm Tran's Future



Route
Performance
Maximization
(RPM)

Paratransit
Efficiencies





“Good is the enemy of great.”

--James C. Collins, Why Some Companies Make the Leap... and Others Don't

