



## **ADA Advisory Committee**

### **REGULAR MEETING AGENDA**

January 29, 2013

2:00 p.m.

South Florida Regional Transportation Authority  
800 NW 33<sup>rd</sup> Street  
Pompano Beach, Florida 33064

*[www.sfrrta.fl.gov](http://www.sfrrta.fl.gov)*

FOR FURTHER INFORMATION CALL MARIE JARMAN AT (954) 788-7944

#### **Members**

VACANT, ADA Coordinator, Miami-Dade County  
Steven D. Patterson, J.D., ADA Coordinator, Broward County  
Georgette Fabri, ADA Coordinator, Palm Beach County  
VACANT, Transportation Disadvantaged Board, Miami-Dade County  
Mary Macomber, Transportation Disadvantaged Board, Broward County  
David Evans, Transportation Disadvantaged Board, Palm Beach County  
Elizabeth Rockwell, Miami-Dade MPO  
Deborah Byrnes, Broward MPO  
Angela Morlok, Palm Beach MPO  
Maud Gonzalez, Miami-Dade Transit  
VACANT, Broward County Transit  
Lou Ferri, Palm Tran  
Marie Jarman, SFRTA/Tri-Rail

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**Directions to SFRTA: I-95 to Copans Road. Go west on Copans to North Andrews Avenue Ext. and turn right. Go straight to Center Port Circle, which is NW 33rd Street, and turn right. SFRTA's offices are in the building to the right. The SFRTA offices are also accessible by taking the train to the Pompano Beach Station. The SFRTA building is South of the station. Parking is available across the street from SFRTA's offices, at the Pompano Beach Station.**

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**ADA ADVISORY COMMITTEE**  
**MEETING OF JANUARY 29, 2013**

The meeting will convene at 2:00 p.m., and will be held in Conference Room 102 of the South Florida Regional Transportation Authority, Administrative Offices, 800 NW 33<sup>rd</sup> Street, Pompano Beach, FL 33064.

**CALL TO ORDER**

**AGENDA APPROVAL** – Additions, Deletions, Revisions

**DISCUSSION ITEMS**

**MATTERS BY THE PUBLIC** – Persons wishing to address the Committee are requested to complete an “Appearance Card” and will be limited to three (3) minutes. Please see the Minutes Clerk prior to the meeting.

<b>CONSENT AGENDA</b>
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Those matters included under the Consent Agenda are self-explanatory and are not expected to require review or discussion. Items will be enacted by one motion in the form listed below. If discussion is desired by any Committee Member however, that item may be removed from the Consent Agenda and considered separately.
--

C1 – MOTION TO APPROVE: Minutes of the ADA Advisory Committee Meeting of October 23, 2012

<b>REGULAR AGENDA</b>
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Those matters included under the Regular Agenda differ from the Consent Agenda in that items will be voted on individually. In addition, presentations will be made on each motion, if so desired.
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R1 – MOTION TO APPROVE: ADA Advisory Committee 2013 Regular Meeting Schedule

<b>INFORMATION / PRESENTATION ITEMS</b>
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Action not required, provided for information purposes only.
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None

<b>REPORTS</b>
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Action not required, provided for information purposes only.
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- A. CUSTOMER SERVICE REPORT
- B. OPERATIONS MONTHLY REPORTS

**OTHER BUSINESS**

## ADA ADVISORY COMMITTEE MEMBER COMMENTS AND UPDATES

### ADJOURNMENT

#### NEXT ADA ADVISORY COMMITTEE MEETING:

The next ADA Advisory Committee meeting is scheduled for March 26, 2013 at 2:00 p.m.

In accordance with the Americans with Disabilities Act and Section 286.26, Florida Statutes, persons with disabilities needing special accommodation to participate in this proceeding, must at least 48 hours prior to the meeting, provide a written request directed to the Executive Department at 800 NW 33<sup>rd</sup> Street, Suite 100, Pompano Beach, Florida, or telephone (954) 942-RAIL (7245) for assistance; if hearing impaired, telephone (800) 273-7545 (TTY) for assistance.

Any person who decides to appeal any decision made by the South Florida Regional Transportation Authority ADA Advisory Committee with respect to any matter considered at this meeting or hearing, will need a record of the proceedings, and that, for such purpose, he/she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

Persons wishing to address the Committee are requested to complete an "Appearance Card" and will be limited to three (3) minutes. Please see the Minutes Clerk prior to the meeting.

**MINUTES**  
**SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY**  
**ADA ADVISORY COMMITTEE MEETING OF OCTOBER 23, 2012**

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The ADA Advisory Committee meeting was held at 2:00 p.m., on Tuesday September 27, 2011 in Conference Room 102 of the South Florida Regional Transportation Authority (SFRTA), Administrative Offices located at 800 NW 33<sup>rd</sup> Street, Pompano Beach, FL 33064.

**COMMITTEE MEMBERS PRESENT:**

Ms. Deborah Byrnes, Broward MPO, Chair  
Mr. David Evans, Transportation Disadvantaged Board, Palm Beach County  
Ms. Georgette Fabri, Palm Beach County  
Mr. Lou Ferri, Palm Tran  
Ms. Marie Jarman, SFRTA/Tri-Rail, Vice-Chair  
Ms. Mary Macomber, Transportation Disadvantaged Board, Broward County  
Ms. Angela Morlok, Palm Beach MPO  
Mr. Marcos Ortega, Miami Dade Transit  
Ms. Elizabeth Rockwell, Miami-Dade MPO – *via conference call*

**COMMITTEE MEMBERS ABSENT:**

Mr. Steven D. Patterson, J.D., ADA Coordinator, Broward County

**ALSO PRESENT:**

Ms. Wanda Del Toro, Broward County Transit  
Ms. Diane Hernandez Del Calvo, SFRTA  
Ms. Carla McKeever, SFRTA  
Ms. Wendy Novack, Broward County Transit  
Ms. Flavia Silva, SFRTA  
Ms. Natalie Yesbeck Pustizzi, SFRTA

**CALL TO ORDER**

The Chair called the meeting to order at 2:05 p.m.

**AGENDA APPROVAL** – Additions, Deletions, Revisions

Ms. Jarman requested the agenda order be revised to move Item I1 – Tri-Rail Metrorail Transfer Station Assessment Report – as the second item in the Agenda; and Item I2 – Federal Transit Administration Job Access Reverse Commute (JARC) and New Freedom Programs Fund Cycle Update – as the first item in the Agenda.

**Ms. Macomber moved for approval of the Revised Agenda. The motion was seconded by Mr. Ferri.**

**The Chair called for any discussions and/or opposition to the motion. Upon hearing none, the Chair declared the Agenda approved as revised.**

**The Chair moved the discussions to the next item on the Agenda.**

**DISCUSSION ITEMS**

None.

**MATTERS BY THE PUBLIC** – Persons wishing to address the Committee are requested to complete an “Appearance Card” and will be limited to three (3) minutes. Please see the Minutes Clerk prior to the meeting.

None

<b>CONSENT AGENDA</b>
-----------------------

Those matters included under the Consent Agenda are self-explanatory and are not expected to require review or discussion. Items will be enacted by one motion in the form listed below. If discussion is desired by any Committee Member however, that item may be removed from the Consent Agenda and considered separately.
--

C1 – MOTION TO APPROVE: Minutes of the ADA Advisory Committee Meeting of September 27, 2011

**Ms. Macomber moved for approval of Item C1. The motion was seconded by Mr. Ferri.**

**The Chair called for any discussions and/or opposition to the motion. Upon hearing none, the Chair declared Item C1 approved.**

**The Chair moved the discussions to the next item on the Agenda.**

<b>REGULAR AGENDA</b>
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Those matters included under the Regular Agenda differ from the Consent Agenda in that items will be voted on individually. In addition, presentations will be made on each motion, if so desired.
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R1 – MOTION TO APPROVE: Election of ADA Advisory Committee Chair and Vice-Chair for FY 2013

Ms. Macomber nominated Ms. Byrnes to continue serving as Chair of the ADA Advisory Committee. Ms. Byrnes accepted the nomination.

Per the South Florida Regional Transportation Authority (SFRTA) Bylaws, the Vice-Chair position defaults to the SFRTA Representative if that person is not elected Chair therefore the Vice-Chair is Ms. Jarman.

**Ms. Macomber moved to elect Ms. Byrnes to serve as Chair and Ms. Jarman as Vice-Chair of the ADA Advisory Committee and for Fiscal Year 2013. The motion was seconded by Ms. Morlok.**

**The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion approved unanimously.**

**The Chair moved the discussions to the next item on the Agenda.**

<b>INFORMATION / PRESENTATION ITEMS</b>
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Action not required, provided for information purposes only.
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I2 – INFORMATION ITEM: Federal Transit Administration Job Access Reverse Commute (JARC) and New Freedom Programs Fund Cycle Update

Ms. Yesbeck Pustizzi, SFRTA Transportation Planner, provided a status report and update of JARC/New Freedom Programs Fund Cycle. Ms. Yesbeck Pustizzi stated that as the Federal Transit Administration (FTA) Designated Recipient for the JARC and New Freedom Programs, the SFRTA is responsible for the administration of the program and is currently advertising the Call for Projects in the Miami Urbanized Area for the current funding cycle. The Application Period for the Call for Projects is currently open; a workshop will be held on October 30, 2012 in the SFRTA Board Room and the application deadline is Friday, December 21, 2012.

Ms. McKeever, SFRTA Grants Administrator, informed the members of the Committee of the changes that were made to the JARC and New Freedom programs under the Moving Ahead for Progress in the 21st Century Act (MAP 21).

**The Chair moved the discussions to the next item on the Agenda.**

I1 – INFORMATION ITEM: Tri-Rail Metrorail Transfer Station Assessment Report

Ms. Jarman presented the report produced by Mr. Don Kloehn, SFRTA Consultant, who along with members of the ADA Committee conducted an in-depth review of the Tri-Rail MetroRail Transfer Station. The ADA compliance review of the station was performed in conjunction with the applicable requirements of the ADA Accessibility Guidelines (ADAAG). Ms. Jarman stated that the correction of the two (2) deficiencies identified during the assessment will bring the Tri-Rail MetroRail Transfer Station to compliance with current Federal and State ADA guidelines.

**The Chair moved the discussions to the next item on the Agenda.**

I3 – INFORMATION ITEM: Broward County Transit Travel Training

Ms. Wendy Novack, Broward County Transit (BCT) Travel Instructor, provided a presentation on their Travel Training Program. BCT provides free one-to-one travel training for individual or groups on how to use BCT buses independently. This type of service provides an alternative to riders who might otherwise be dependent upon paratransit services. During the Travel Training

sessions passengers will learn how to board the bus; how to plan trips; how to travel safely between bus stops; how to read a bus timetable and maps; how to cross streets safely; how to board and disembark a bus and, how to obtain a bus pass. BCT's Travel Training Program benefits people who need more time to learn the skills necessary to use the bus, read timetables or use the wheelchair lift. Good candidates for Travel Training are seniors; anyone with a disability who wants to learn how to use the system; young adults with cognitive disabilities and, visually-impaired persons who have completed Orientation & Mobility training.

**The Chair moved the discussions to the next item on the Agenda.**

<b>REPORTS</b>
Action not required, provided for information purposes only.

**A. CUSTOMER SERVICE REPORT**

Ms. Jarman stated that from September 2011 through September 2012 there were nine (9) ADA related complaints. Ms. Hernandez Del Calvo added that having only nine (9) complaints related to ADA in that time period was a good reflection on the type of service Tri-Rail is trying to provide to its passengers. She also stated that it is something that makes the Agency proud. The complaints were addressed by SFRTA staff and are attached to the agenda on file.

**The Chair moved the discussions to the next item on the Agenda.**

**B. OPERATIONS MONTHLY REPORTS**

Ms. Jarman presented Operations Monthly Report, which summarized the ridership numbers from January 2012 through September 2012; the reports also addressed on-time performance and reasons for the delays, if any. The reports are attached to the minutes on file.

**The Chair moved the discussions to the next item on the Agenda.**

**OTHER BUSINESS**

Ms. Jarman stated that the regular meetings of the ADA Advisory Committee are held bi-monthly, totaling six (6) meetings throughout the year. Ms. Jarman proposed that three (3) of these meetings be conducted via teleconference and added that SFRTA will make arrangements for those who would like to attend the meetings in person.

**Ms. Macomber moved a motion that three (3) of the ADA Advisory Committee Regular Meetings be conducted via teleconference and three (3) Regular Meetings be held at the SFRTA Administrative Office. The motion was seconded by Mr. Ferri.**

**The Chair called for further discussion and/or opposition to the motion. Upon hearing none, the Chair declared the motion approved unanimously.**

## ADA ADVISORY COMMITTEE MEMBER COMMENTS

The Chair mentioned that the Broward Regional Health Planning Council was awarded a Center for Disease Control and Prevention (CDC) grant to create safe places in Broward County establishing 'Complete Streets' community design standards to make streets safe for all users. Broward Metropolitan Planning Organization, Smart Growth Partnership and Urban Health Partnerships will be working collaboratively to develop and implement the community design standards that encourage complete streets and Smart Growth Cities. The Complete Streets Implementation Public Workshop will be held on Nov 7, 2012 at the Broward Main Library in Fort Lauderdale.

Ms. Hernandez Del Calvo informed the Committee that on November 3, 2012, SFRTA will be sponsoring the RAIL FUN DAY at the Tri-Rail Fort Lauderdale/Hollywood International Airport Station. Ms. Hernandez Del Calvo added that Tri-Rail has created an app for Android, I-Phone and I-Pad to help passengers plan their trips. Ms. Hernandez Del Calvo also added that the Federal Transit Administration (FTA) Triennial Review of Tri-Rail was completed September 2012 and that there were no findings related to any of the areas reviewed which includes ADA.

Mr. Ortega informed the Committee that Miami-Dade Transit (MDT) also has an app to help passengers plan their trip.

## ADJOURNMENT

The meeting was adjourned at 4:25pm.

SOUTH FLORIDA REGIONAL TRANSPORTATION AUTHORITY  
ADA ADVISORY COMMITTEE  
MEETING: JANUARY 29, 2013

AGENDA ITEM REPORT

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Consent     Regular     Public Hearing

ADA ADVISORY COMMITTEE  
2013 REGULAR MEETING SCHEDULE

REQUESTED ACTION:

MOTION TO APPROVE:    ADA Advisory Committee 2013 Regular Meeting Schedule.

The ADA Advisory Committee meetings are held bi-monthly on the last Tuesday of the month at SFRTA's Administrative Offices at 2pm.

The meeting dates for 2013 are as follows:

January 29, 2013 (via teleconference)  
March 26, 2013  
May 28, 2013 (via teleconference)  
July 30, 2013  
September 24, 2013 (via teleconference)  
November 26, 2013

FISCAL IMPACT:    N/A

EXHIBITS ATTACHED:    N/A

ADA ADVISORY COMMITTEE 2013  
REGULAR MEETING SCHEDULE

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Committee Action:

Approved: \_\_\_\_\_ Yes \_\_\_\_\_ No

Vote: \_\_\_\_\_ Unanimous

Amended Motion:

Deborah Byrnes	_____	Yes	_____	No
Marie Jarman	_____	Yes	_____	No
David Evans	_____	Yes	_____	No
Georgette Fabri	_____	Yes	_____	No
Lou Ferri	_____	Yes	_____	No
Maud Gonzalez	_____	Yes	_____	No
Steven D. Patterson	_____	Yes	_____	No
Mary Macomber	_____	Yes	_____	No
Angela Morlok	_____	Yes	_____	No
Elizabeth Rockwell	_____	Yes	_____	No



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## Feedback & Comments

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### General Information

feedback entered on: 10/9/2012 3:38:25 PM

feedback number: 18460

correspondence date: 10/9/2012

response required? Yes

method of receipt: phone

location received from: Pompano

date received: 10/9/2012

type of correspondence: Complaint

department/category: Operations: Bus/Shuttle Personnel  
Executive: ADA

submitted by: walkere@sfrta.fl.gov

### Personal Information

title: MS.

first name: KELLY

last name: LOVETT

address: 4564 SW 25TH AVE

address2:

city: DANIA BEACH

state: FLORIDA

zip: 33312

country: United States of America

contact phone: 954-381-9652

email address:

### Incident Details

train number: N/A

boarding station: N/A

destination station: N/A

incident date: 10/9/2012

personnel involved:

incident location:

**Comments**

description of incident/comments

what action would the passenger like us to take?

remarks:

**11/7/2012 10:57:27 AM - =====**  
**NO FURTHER ACTION REQUIRED.**  
**MATTER HANDLED BY RICH**  
**PASSERO, WHO SPOKE WITH MS.**  
**LOVETT (SEE NOTES BELOW).**  
**=====**

**From: tainc@aol.com**  
**[mailto:tainc@aol.com]**  
**Sent: Tuesday, October 23, 2012**  
**3:35 PM**  
**To: Carol Lawson**  
**Cc: Pete Witschen**

**Administrative**

response required from: Chad Betts due: 10/16/2012  
 Marie Jarman due: 10/16/2012

response documents: LS\_SFEC\_PF\_18460\_LOVETT\_10172012.pdf

status:

date closed:

closed by:

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October 17, 2012

Ms. Carol Lawson  
SFEC TMA  
Nova Southeastern University  
3301 College Avenue  
Davie, FL 33314

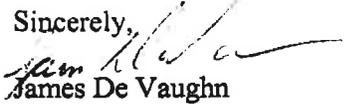
Re: Customer Service Feedback: #18460

Dear Ms. Lawson:

On October 9<sup>th</sup>, 2012, the South Florida Regional Transportation Authority (SFRTA) received the attached Customer Service from Ms. Kelly Lovett. Ms. Lovett stated that the driver of FLA 1 (955) that serviced the airport at 3:30 p.m., refused to pick her up. Ms. Lovett stated that the driver's refusal to pick her up was due to the fact that she was in a wheelchair.

The SFRTA takes such complaints and its obligations under the ADA seriously and would like the matter investigated. Please keep the SFRTA informed as to the results of the investigation. Additionally, Ms. Lovett is being directed to send future inquiries regarding this matter to the SFEC TMA. Thanks in advance.

Sincerely,

  
James De Vaughn  
Operations Manager

cc: Joe Giulietti, SFRTA Executive Director  
Jack Stephens, SFRTA Deputy Executive Director  
Brad Barkman, SFRTA Director of Operations  
Diane Hdz. Del Calvo, Director of Administration/EEO  
Marie Jarman, SFRTA Administrative Compliance Officer  
Chad Betts, SFRTA Operations Project Manager, Bus  
David Trabal, Customer Service Supervisor

Attachment: Customer Service Feedback #18460  
Certified Mail Return Receipt Requested



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## Feedback & Comments

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### General Information

feedback entered on: 10/9/2012 3:38:25 PM

feedback number: 18460

correspondence date: 10/9/2012

response required? Yes

method of receipt: phone

location received from: Pompano

date received: 10/9/2012

type of correspondence: Complaint

department/category: **Operations: Bus/Shuttle Personnel**  
**Executive: ADA**

submitted by: walkere@sfrta.fl.gov

### Personal Information

title: MS.

first name: KELLY

last name: LOVETT

address: 4564 SW 25TH AVE

address2:

city: DANIA BEACH

state: FLORIDA

zip: 33312

country: United States of America

contact phone: 954-381-9652

email address:

### Incident Details

train number: N/A

boarding station: N/A

destination station: N/A

incident date: 10/9/2012

personnel involved: N/A

incident location:

### Comments

description of incident/comments

Patron stated that the FLA 1 (955) shuttle bus driver that picks up from the airport at 3:30PM refuses to pick her up due to the fact that she's in a wheelchair. Patron stated that he's is being lazy and not doing his job.

what action would the passenger like us to take?

Patron would like this addressed asap.

remarks:

**10/16/2012 9:47:52 AM - The SFRTA shuttle bus contractor does not utilize / own a bus unit 955.**

**The SFRTA TRI-RAIL Airport Station is also served via bus service from the following agencies: Broward County Transit, City of Dania Beach & the South Florida Education Center TMA.**

**The South Florida Education Center TMA owns and operates a bus unit 955 that is utilized in service to and from the TRI-RAIL Airport Station. The Public is advised to contact them directly for any further follow up at :**

### Administrative

response required from: **Chad Betts** due: 10/16/2012

**Marie Jarman** due: 10/16/2012

response documents:

status:

date closed:

closed by:

***Tri-Rail gets you where you want to go.***

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## Feedback & Comments

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### General Information

feedback entered on: 10/13/2012 3:53:07 PM

feedback number: 18515

correspondence date: 10/13/2012

response required? Yes

method of receipt: phone

location received from: Pompano

date received: 10/13/2012

type of correspondence: Complaint

department/category: Operations: Ticket Agents  
Operations: Train Personnel  
Executive: ADA

submitted by: pereza@sfrta.fl.gov

### Personal Information

title: MS.

first name: LORI

last name: MADISON

address: 2205 SOUTH CYPRESS BEND DR

address2: UNIT 601

city: POMPANO BEACH

state: FLORIDA

zip: 33060

country: United States of America

contact phone: 954-552-7027

email address:

### Incident Details

train number: N/A

boarding station: West Palm Beach

destination station: N/A

incident date:

personnel involved:

incident location:

**Comments**

description of incident/comments:   
 10/13/12 passenger (mother) was in a wheelchair waiting for train P668 which was running 45 mins late. After train arrived they got on the ramp and was yelled at for not being on the ramp waiting for the train. Daughter got

what action would the passenger like us to take?

remarks:

**Administrative**

response required from: Marcia Williams due: 10/20/2012  
 Steve Martin due: 10/20/2012  
 Marie Jarman no response required

response documents: RS\_PF\_18515\_LORI\_MADISON\_12112012.pdf

status:

date closed:

closed by:



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December 11, 2012

Lori Madison  
2205 South Cypress Bend Drive, Unit 601  
Pompano Beach, FL 33060

Re: Passenger Feedback # 18515

Dear Lori Madison:

Thank you for contacting us on October 13, 2013, regarding your mother's recent experience with a Station Agent at the West Palm Beach Station. The South Florida Regional Transportation Authority (SFRTA) staff takes comments such as yours very seriously, as we continuously strive to improve our services. Please accept our apology for the delay in our response. We immediately forwarded your claim to the appropriate departments and were awaiting the findings of their respective research.

Please accept our sincerest apologies if you feel that the Station Agent was not professional. All Station Agents are expected to conduct themselves in a professional manner when performing their duties. We have identified the Station Agents in question and have addressed the matter with said Agent in the hopes of preventing this from ever happening again. We have gone as far as to remind all Station Agents to maintain a professional demeanor at all times.

We also regret your mother's experience on October 13, 2012. We brought that matter to the attention of the train crew Manager for disposition and retraining of the Conductor involved. The SFRTA expects that all contracted personnel, including train Conductors, perform their duties in a professional and courteous manner at all times.

For your convenience, we have enclosed a "How-To Guide" for obtaining a discounted fare EASY Card. If your mother hasn't already obtained a discount fare EASY Card, please take a moment to share this with her so that she can obtain her card. Feel free to give us a call if you have any questions.

Lastly, we would like to take this opportunity to advise you that we ask all passengers who use mobility devices, or are unable to climb steps, to board the mini-high ramp located at the north end of each station platform prior to the arrival of the train. This allows the Conductor to identify a person needing assistance so that he/she can align the door of the cab car with the mini-high ramp for easy access onto the train.

You and your mother are valued customers and as a gesture of SFRTA's good will, we have enclosed two (2) EASY tickets as compensation for your troubles. Each EASY Ticket has been pre-loaded with a one-way pass valid for travel between all six (6) zones and each has a maximum value of \$6.90. Be sure to use the tickets prior to the expiration date printed on the back of each ticket.

In addition, please remember to validate the pass prior to boarding the train by tapping the EASY Ticket on the reader of a validator. Validators are located throughout the platform at all of our stations. Failure to validate the pass prior to boarding the train may result in a warning or citation being issued by the Fare Inspector.

Thank you for bringing this incident to our attention. We value your patronage and look forward to continuing to serve your transportation needs. Should we be able to assist you further, please contact our Customer Service Department at 1-800-TRI-RAIL (874-7245), Monday through Friday between the hours of 4:00 a.m. and 11:30 p.m. or Saturday and Sunday between the hours of 7:00 a.m. and 5:00 p.m.

Sincerely,

A handwritten signature in black ink, appearing to read "M. David Trabal", with a long horizontal line extending to the right.

M. David Trabal  
Supervisor of Customer Service  
South Florida Regional Transportation Authority/Tri-Rail

Enclosure:    How-To Guide – How to Obtain a Discounted Fare EASY Card  
                  Two (2) EASY Tickets – Expiration Date on Back of Tickets

## How to Obtain a Discounted Fare EASY Card

**Updated as of June 25, 2012**

Passengers who qualify to receive a discounted fare (students, seniors, persons with disabilities and Employer Discount Program members) must obtain an EASY Card for a \$2 charge. This card is encoded with the proper discount option in order to purchase discounted fare products.

Discounted Fare EASY Cards are available\* at the following locations:

West Palm Beach Station Ticket Kiosk  
Monday through Friday from 9 a.m. to 6 p.m.  
Weekends and Holidays from 9:00 a.m. to 5:00 p.m.

Pompano Beach Station Ticket Kiosk  
Monday through Friday from 8 a.m. to 5 p.m.

Metrorail Transfer Station Ticket Kiosk  
Monday through Friday from 10 a.m. to 5:30 p.m.  
Weekends and Holidays from 10 a.m. to 3:30 p.m.

Come prepared with your proof of discount eligibility documentation.  
A photo of the user must be affixed to the Discounted Fare EASY Card in order for it to be valid.

\*To confirm station availability, please call 1-800-TRI-RAIL (874-7245) prior to your visit.



Customer Service  
800-TRI-RAIL (874-7245)  
888-GO-SFRTA (467-3782)  
TDD: 800-273-7545



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## Feedback & Comments

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### General Information

feedback entered on: 11/27/2012 8:21:24 AM

feedback number: 18877

correspondence date: 11/27/2012

response required? Yes

method of receipt: phone

location received from: Pompano

date received: 11/27/2012

type of correspondence: Complaint

department/category: Operations: Bus/Shuttle Personnel  
Executive: ADA

submitted by: whittersv@sfirta.fl.gov

### Personal Information

title: MR.

first name: DAVID

last name: PALTANAVICH

address: 5677 FOX HOLLOW DR. APT. B

address2:

city: BOCA RATON

state: FLORIDA

zip: 33486

country: United States of America

contact phone: 561-620-0954

email address:

### Incident Details

train number: N/A

boarding station: N/A

destination station: N/A

incident date: 11/27/2012

personnel involved: THE S.F.L. DISPATCHER.

incident location: N/A

**Comments**

description of incident/comments  
 PAX STATED THAT THE DRIVER OF THE CC2 WAS CALLED BY DISPATCH AND TOLD TO RETURN BACK TO A STOP WHER HE JUST LEFT. HE HAD PASSENGERS IN THE VAN AND HE STILL TURNED AROUND . MR. DAVID TOLD THE DRIVER HE WAS BLIND AND THAT HE NEEDED TO GET TO HIS DESTINATION .

what action would the passenger like us to take?  
 HE WOULD LIKE THE PERSON IN CHARGE OF THE DRIVER TURNING AROUND TO BE REPRIMANDED.

remarks:  
**12/21/2012 9:37:17 AM - RESPONSE MAILED**  
**CLOSING**  
**- nunezj**  
**12/8/2012 12:29:50 PM - Contract operator indicates the following. When dispatch contacted the bus operator he was (at the station). The bus operator was then dispatched to go back and pick up other passengers who missed the bus. - bettsc Final**  
**12/4/2012 11:03:06 AM - Pending feedback from contract**

**Administrative**

response required from: Chad Betts due: 12/4/2012  
 Marie Jarman no response required

response documents: RS\_PF\_18877\_PALTANVICH\_122312.pdf

status: closed

date closed: 12/21/2012 9:37:17 A

closed by: Jennifer Nunez



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 800 NW 33rd Street, Suite 100, Pompano Beach, FL 33064  
 Customer Service Office: 1-800-TRI-RAIL (874-7245) or 1-888-GO-SFRTA (467-3782)  
 Administrative Office: 954-942-RAIL (7245) FAX: 954-788-7878  
 Telecommunications Device for the Deaf: 1-800-273-7545  
 We welcome your feedback about this website.



**RTA**

**SOUTH FLORIDA  
REGIONAL  
TRANSPORTATION  
AUTHORITY**

800 NW 33rd Street | Pompano Beach, Florida 33064 | P 954/942-7245 | F 954/788-7878 | [www.sfrta.fl.gov](http://www.sfrta.fl.gov)

December 21, 2012

David Paltanavich  
5677 Fox Hallow Drive  
Apt. B  
Boca Raton, FL 33486

Re: Passenger Feedback #18877

Dear David Paltanavich:

Thank you for contacting us on November 27, 2012, to provide us with your feedback.

We have reviewed your feedback and have forwarded it to our Operations department for proper handling. Please know that the South Florida Regional Transportation Authority/Tri-Rail executive and management teams value your feedback, and appreciate the time you took to share your thoughts.

We have been advised that your statement was immediately forwarded to our contracted shuttle provider for further follow-up with the driver in question. Should you feel that this issue continues to occur, please feel free to contact us again.

Thank you for your patronage and for allowing us to continue to serve your transportation needs. Should we be able to assist you further, please do not hesitate to contact our Customer Service Department at 1-800-TRI-RAIL (874-7245). Representatives are available to assist you weekdays, between the hours of 4 a.m. and 11:30 p.m. and on weekends between the hours of 7 a.m. and 5 p.m.

Sincerely,

Your Customer Service Team  
South Florida Regional Transportation Authority/Tri-Rail

**SFRTA/TRI-RAIL  
SEPTEMBER 2012  
OPERATIONS SUMMARY**

	Sept. 2012		Sept. 2011	% Change		Fiscal Year
Passengers	<b>328,981</b>		331,500	<b>-0.8%</b>		955,325 <i>-1.0%</i>
End-to-End OTP	<b>82.9%</b>		89.6%	<b>-7.5 pts.</b>		85.9% <i>--2.2 pts</i>
Stat-to-Stat OTP	<b>75.8%</b>		84.0%	<b>-9.8 pts.</b>		78.7% <i>-4.5 pts</i>

**Weekday/Weekend Averages:**

**Average Weekday Ridership: 14,643**  
**Average Weekday Increase: +6.0%**

**Average Weekend Ridership: 4,614**  
**Average Weekend Increase: -0.0%**

**OTP WEEKDAY schedule ONLY:**

End to End: 85.9%  
Station to Station: 82.0%

**OTP WEEKEND schedule ONLY:**

End to End: 67.1%  
Station to Station: 43.5%

**Major Delay Factors:**

- 47 Lost due to SFRTA TRANSPORTATION*
- 26 Lost due to 3rd PARTY*
- 25 Lost due to CSX SIGNAL COMPONENTS*
- 18 Lost due to WEATHER*
- 18 Lost due to OTHER*
- 13 Lost due to FEC DELAYS*
- 12 Lost due to CSX MOW*

**by Train**

Train	Passengers	Train	Passengers	Train	Passengers	Train	Passengers
P600	0	P620	18	P640	3	P670	7
P601	0	P621	7	P641	1	P671	11
P602	0	P622	12	P642	1	P672	6
P603	2	P623	10	P643	4	P673	5
P604	0	P624	8	P644	0	P674	6
P605	1	P625	4	P645	1	P675	2
P606	2	P626	12	P646	9		
P607	1	P627	4	P647	14		
P608	0	P628	3	P648	3		
P609	4	P629	2	P649	0		
P610	3	P630	6	P660	3		
P611	3	P631	1	P661	0		
P612	3	P632	9	P662	2		
P613	1	P633	8	P663	3		
P614	0	P634	7	P664	3		
P615	7	P635	5	P665	7		
P616	3	P636	0	P666	11		
P617	8	P637	3	P667	10		
P618	5	P638	4	P668	2		
P619	14	P639	4	P669	7		

**by Station**

Station	Passengers	Station	Passengers	Station	Passengers	Station	Passengers
BOC	22	FLA	26	LAK	21	SHE	4
BOY	3	FTL	39	MAN	10	WPB	40
CYP	7	GOL	10	MET	51		
DEL	11	HIM	12	OPL	2		
DFB	10	HOL	18	POM	19		

<b>Total Monthly ADA Boardings</b>	<b>305</b>
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## TRI-RAIL OPERATIONS DATA OCTOBER 2012

	Oct 2012		Oct 2011	% change		Fiscal Year
Passengers	<b>380,334</b>		338,368	<b>+12.4%</b>		<b>1,335,659 +2.5%</b>
End-to-End OTP	<b>67.4%</b>		90.2%	<b>-22.8 pts</b>		<b>80.9% -7.1pts</b>
Stat-to-Stat OTP	<b>65.1%</b>		83.9%	<b>-18.8 pts</b>		<b>75.1% -7.3pts</b>

Weekend/Weekday:

*Average Weekday Ridership: 14,936*  
*Average Weekday Increase: +8.0%*

*Average Weekend Ridership: 4,600*  
*Average Weekend Increase: -4.1%*

Major Delay Factors:

- 66 Lost due to OTHER
- 56 Lost due to CSX MOW
- 56 Lost due to 3<sup>rd</sup> PARTY
- 48 Lost due to SFRTA TRANSPORTATION
- 46 Lost due to WEATHER
- 42 Lost due to CSX SIGNALS COMPONENTS
- 25 Lost due to FEC DELAYS
- 21 Lost due to BOMBARDIER MECHANICAL
- 19 Lost due to CSX FREIGHT

### by Train

Train	Passengers	Train	Passengers	Train	Passengers	Train	Passengers
P600	1	P620	17	P640	6	P670	4
P601	0	P621	22	P641	3	P671	9
P602	0	P622	5	P642	4	P672	4
P603	0	P623	15	P643	2	P673	9
P604	2	P624	5	P644	2	P674	4
P605	5	P625	3	P645	3	P675	0
P606	2	P626	9	P646	3		
P607	8	P627	7	P647	15		
P608	4	P628	11	P648	10		
P609	1	P629	7	P649	2		
P610	4	P630	14	P660	6		
P611	5	P631	3	P661	2		
P612	2	P632	19	P662	8		
P613	2	P633	16	P663	8		
P614	2	P634	10	P664	4		
P615	3	P635	3	P665	2		
P616	2	P636	3	P666	9		
P617	10	P637	11	P667	7		
P618	7	P638	4	P668	7		
P619	8	P639	4	P669	1		

### by Station

Station	Passengers	Station	Passengers	Station	Passengers	Station	Passengers
BOC	22	FLA	13	LAK	39	SHE	9
BOY	9	FTL	46	MAN	7	WPB	38
CYP	28	GOL	17	MET	80		
DEL	14	HIM	10	OPL	17		
DFB	6	HOL	14	POM	21		

Total Monthly ADA Boardings	390
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**TRI-RAIL  
OPERATIONS DATA  
NOVEMBER 2012**

	Nov 2012		Nov 2011	% change		Fiscal Year
Passengers	<b>351,502</b>		334,023	<b>+5.3%</b>		<b>1,687,166 +3.1%</b>
End-to-End OTP	<b>73.3%</b>		91.1%	<b>-19.6 pts</b>		<b>79.6% -10.6pts</b>
Stat-to-Stat OTP	<b>71.4%</b>		84.1%	<b>-15.1 pts</b>		<b>74.4% -10.5pts</b>

Weekend/Weekday Averages:

*Average Weekday Ridership: 14,527*  
*Average Weekday Increase: +5.1%*

*Average Weekend Ridership: 5,158*  
*Average Weekend Increase: +6.2%*

Major Delay Factors:

- 74 Lost due to 3rd PARTY
- 56 Lost due to OTHER
- 51 Lost due to SFRTA TRANSPORTATION
- 31 Lost due to PD/FD ACTIVITY
- 30 Lost due to CSX MOW
- 21 Lost due to CSX SIGNAL COMPONENTS
- 15 Lost due to FEC DELAYS
- 13 Lost due to BOMBARDIER MECHANICAL

**by Train**

Train	Passengers	Train	Passengers	Train	Passengers	Train	Passengers
P600	3	P620	17	P640	5	P670	6
P601	0	P621	18	P641	1	P671	4
P602	2	P622	6	P642	5	P672	3
P603	5	P623	20	P643	4	P673	7
P604	1	P624	7	P644	2	P674	2
P605	0	P625	14	P645	3	P675	1
P606	2	P626	22	P646	6		
P607	5	P627	6	P647	14		
P608	1	P628	20	P648	8		
P609	1	P629	3	P649	0		
P610	3	P630	10	P660	2		
P611	4	P631	5	P661	3		
P612	6	P632	14	P662	3		
P613	8	P633	19	P663	1		
P614	1	P634	10	P664	7		
P615	5	P635	7	P665	9		
P616	3	P636	3	P666	10		
P617	13	P637	8	P667	6		
P618	11	P638	3	P668	7		
P619	22	P639	1	P669	3		

**by Station**

Station	Passengers	Station	Passengers	Station	Passengers	Station	Passengers
BOC	19	FLA	21	LAK	48	SHE	10
BOY	9	FTL	43	MAN	23	WPB	43
CYP	16	GOL	5	MET	95		
DEL	19	HIM	12	OPL	10		
DFB	8	HOL	24	POM	26		

Total Monthly ADA Boardings

431

**TRI-RAIL  
OPERATIONS DATA  
DECEMBER 2012**

	Dec 2012		Dec 2011	% change		Fiscal Year
Passengers	<b>326,683</b>		<b>311,347</b>	<b>+5.0%</b>		2,013,849 <b>+3.4%</b>
End-to-End OTP	<b>82.5%</b>		85.4%	<b>-3.4 pts</b>		80.1% <b>-9.4pts</b>
Stat-to-Stat OTP	<b>77.2%</b>		79.4%	<b>-2.8 pts</b>		74.9% <b>-9.2pts</b>

Weekend/Weekday:

*Average Weekday Ridership: 13,515*  
*Average Weekday Increase: +11.2%*

*Average Weekend Ridership: 5,124*  
*Average Weekend Increase: +5.1%*

Major Delay Factors:

- 49 Lost due to SFRTA TRANSPORTATION
- 26 Lost due to 3rd PARTY
- 20 Lost due to AMTRAK (14 due to Amtrak hit the vehicle)
- 19 Lost due to OTHER
- 18 Lost due to CSX SIGNALS COMPONENTS
- 17 Lost due to BOMBARDIER MECHANICAL
- 16 Lost due to FEC DELAYS

**by Train**

Train	Passengers	Train	Passengers	Train	Passengers	Train	Passengers
P600	1	P620	6	P640	3	P670	5
P601	1	P621	19	P641	3	P671	1
P602	0	P622	11	P642	7	P672	7
P603	3	P623	16	P643	9	P673	6
P604	0	P624	16	P644	2	P674	4
P605	1	P625	9	P645	6	P675	3
P606	0	P626	16	P646	10		
P607	5	P627	7	P647	10		
P608	1	P628	9	P648	7		
P609	2	P629	7	P649	2		
P610	1	P630	9	P660	2		
P611	2	P631	8	P661	2		
P612	2	P632	8	P662	4		
P613	4	P633	14	P663	2		
P614	5	P634	5	P664	5		
P615	4	P635	5	P665	6		
P616	4	P636	3	P666	5		
P617	2	P637	6	P667	8		
P618	16	P638	5	P668	6		
P619	6	P639	3	P669	8		

**by Station**

Station	Passengers	Station	Passengers	Station	Passengers	Station	Passengers
BOC	17	FLA	21	LAK	24	SHE	14
BOY	7	FTL	34	MAN	10	WPB	60
CYP	13	GOL	11	MET	64		
DEL	11	HIM	19	OPL	9		
DFB	9	HOL	14	POM	38		

Total Monthly ADA Boardings	375
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